



# COUNCIL

## Agenda and Reports

for the meeting on

Tuesday, 11 February 2025

at 6.00 pm

in the Council Chamber, Adelaide Town Hall

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Our Adelaide.  
**Bold.**  
**Aspirational.**  
**Innovative.**

Members:       The Right Honourable the Lord Mayor, Dr Jane Lomax-Smith (Presiding)  
                  Deputy Lord Mayor, Councillor Elliott  
                  Councillors Abrahamzadeh, Couros, Davis, Giles, Hou, Li, Martin, Noon and Dr Siebentritt  
                  and Snape

## Agenda

Item	Pages
<b>1. Acknowledgement of Country</b> The Lord Mayor 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.’	
<b>2. Acknowledgement of Colonel William Light</b> The Lord Mayor will state:  ‘The Council acknowledges the vision of Colonel William Light in determining the site for Adelaide and the design of the City with its six squares and surrounding belt of continuous Park Lands which is recognised on the National Heritage List as one of the greatest examples of Australia’s planning heritage.’	
<b>3. Prayer</b> The Lord Mayor will state:  ‘We pray for wisdom, courage, empathy, understanding and guidance in the decisions that we make, whilst seeking and respecting the opinions of others.’	
<b>4. Pledge</b> The Lord Mayor will state:  ‘May we in this meeting speak honestly, listen attentively, think clearly and decide wisely for the good governance of the City of Adelaide and the wellbeing of those we serve.’	
<b>5. Memorial Silence</b> The Lord Mayor will ask all present to stand in silence in memory of those who gave their lives in defence of their Country, at sea, on land and in the air.	
<b>6. Apologies and Leave of Absence</b> Nil	
<b>7. Confirmation of Minutes - 28/1/2025</b> That the Minutes of the meeting of the Council held on 28 January 2025, be taken as read and be confirmed as an accurate record of proceedings.  View public <a href="#">28 January 2025 Minutes</a> .	

<b>8.</b>	<b>Declaration of Conflict of Interest</b>	
<b>9.</b>	<b>Deputations</b>	
	Granted at time of Agenda Publication – 6/2/2025	
	Nil	
<b>10.</b>	<b>Petitions</b>	
	Nil	
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## Recommendations of the City Community Services and Culture Committee – 4 February 2025

Tuesday, 11 February 2025  
Council

Strategic Alignment – Our Corporation

Public

**Program Contact:**

Kathryn Goldy, Acting Manager  
Governance

**Approving Officer:**

Anthony Spartalis, Chief  
Operating Officer

## EXECUTIVE SUMMARY

The City Community Services and Culture Committee considered the following Item at its meeting held on 4 February 2025 and resolved to present to Council the following recommendations for Council determination:

- Item 7.1 - City of Adelaide Commonwealth Home Support Programme and Positive Ageing Program
- Item 7.2 – Business Accessibility Support Fund Operating Guidelines
- Item 7.3 – Adelaide Archery Club – Park Lands Lease Agreement – Exemption to EOI process

## RECOMMENDATION

1. **Recommendation 1 – Item 7.1 - City of Adelaide Commonwealth Home Support Programme and Positive Ageing Program**

THAT COUNCIL

1. Acknowledges the City of Adelaide's ongoing commitment to supporting positive ageing in our community.
2. Authorises the Chief Executive Officer or delegate to advise the Federal Government funding body that Council will commence the transition out of delivery of Commonwealth Home Support Program services in 2025, with services facilitated through the City of Adelaide ceasing on 30 June 2025.
3. Notes that Commonwealth Home Support Program services currently delivered to City of Adelaide residents, will remain accessible for eligible residents through alternative providers and that Administration will work with current clients and the Department of Health and Aged Care, to ensure a smooth transition to a new provider.
4. Notes:
  - 4.1. The Commonwealth Home Support Program Analysis and Future Direction Discussion Paper contained in Attachment A to Item 7.1 on the Agenda for the meeting of City Community Services and Culture Committee held on 4 February 2025.
  - 4.2. The Plug-in Social Program Co-Design Consumer Insights Report contained in Attachment B to Item 7.1 on the Agenda for the meeting of City Community Services and Culture Committee held on 4 February 2025.
  - 4.3. The WOW Wellness. Opportunities. Wisdom Initial Brand Concept Design contained in Attachment C to Item 7.1 on the Agenda for the meeting of City Community Services and Culture Committee held on 4 February 2025.

2. **Recommendation 2 – Item 7.2 - Business Accessibility Support Fund Operating Guidelines**

THAT COUNCIL

1. Notes the Business Accessibility Support Fund Operating Guidelines for the 2024/25 Pilot Round of the Business Accessibility Fund (the Fund) as contained in Attachment A to Item 7.2 on the Agenda for the City Community Services and Culture Committee held on 4 February 2025.



2. Notes that the Fund will offer up to \$10,000 in funding to eligible small and medium businesses participating in the Pilot Round of the Business Accessibility Support Program (BASP) from February 2025 to June 2025.
3. Notes that the Fund can be used for physical access upgrades, digital solutions, and relevant employee training to enhance business accessibility and inclusive customer service.
4. Notes that the future of the BASP, beyond the 2024/25 Pilot, is subject to the performance and outcomes of the Pilot, as well as future Council funding for 2025/26 and beyond.

3. **Recommendation 3 – Item 7.3 - Adelaide Archery Club – Park Lands Lease Agreement – Exemption to EOI process**

THAT COUNCIL

1. Authorises the Chief Executive Officer or delegate to grant a five-year (1 October 2025 to 30 September 2030) Park Lands Community Lease Agreement to the Adelaide Archery Club (Lessee) for the community building and playing fields located in Bullrush Park / Warnpangga (Park 10).
2. Approves the exemption of the Adelaide Archery Club, from the requirement to undertake an Expression of Interest process in accordance with section 13.1 of the Adelaide Park Lands Leasing and Licencing Policy 2016.
3. Requests that Administration commence work on granting a further 15 year lease to the Adelaide Archery Club (Lessee) for the community building and playing fields located in Bullrush Park / Warnpangga (Park 10).

## DISCUSSION

1. The City Community Services and Culture Committee met on Tuesday 4 February 2025. The Agenda with reports for the meeting can be viewed [here](#).
2. Where the resolution of the Committee differs from the recommendation published in the Committee agenda, the Committee's recommendation to the Council is listed first with the original recommendation provided in grey and italics.
3. The following matters were the subject of deliberation.

3.1. Item 7.1 - City of Adelaide Commonwealth Home Support Programme and Positive Ageing Program

THAT THE CITY COMMUNITY SERVICES AND CULTURE COMMITTEE RECOMMENDS TO COUNCIL

THAT COUNCIL

1. Acknowledges the City of Adelaide's ongoing commitment to supporting positive ageing in our community.
2. Authorises the Chief Executive Officer or delegate to advise the Federal Government funding body that Council will commence the transition out of delivery of Commonwealth Home Support Program services in 2025, with services facilitated through the City of Adelaide ceasing on 30 June 2025.
3. Notes that Commonwealth Home Support Program services currently delivered to City of Adelaide residents, will remain accessible for eligible residents through alternative providers and that Administration will work with current clients and the Department of Health and Aged Care, to ensure a smooth transition to a new provider.
4. Notes:
  - 4.1. The Commonwealth Home Support Program Analysis and Future Direction Discussion Paper contained in Attachment A to Item 7.1 on the Agenda for the meeting of City Community Services and Culture Committee held on 4 February 2025.
  - 4.2. The Plug-in Social Program Co-Design Consumer Insights Report contained in Attachment B to Item 7.1 on the Agenda for the meeting of City Community Services and Culture Committee held on 4 February 2025.
  - 4.3. The WOW Wellness. Opportunities. Wisdom Initial Brand Concept Design contained in Attachment C to Item 7.1 on the Agenda for the meeting of City Community Services and Culture Committee held on 4 February 2025.

For ease, Attachments A, B and C relating to Recommendation 1, Item 7.1, have been included at the end of this recommendation report.

3.2. Item 7.2 - Business Accessibility Support Fund Operating Guidelines

THAT THE CITY COMMUNITY SERVICES AND CULTURE COMMITTEE RECOMMENDS TO COUNCIL

THAT COUNCIL

1. Notes the Business Accessibility Support Fund Operating Guidelines for the 2024/25 Pilot Round of the Business Accessibility Fund (the Fund) as contained in Attachment A to Item 7.2 on the Agenda for the City Community Services and Culture Committee held on 4 February 2025.
2. Notes that the Fund will offer up to \$10,000 in funding to eligible small and medium businesses participating in the Pilot Round of the Business Accessibility Support Program (BASP) from February 2025 to June 2025.
3. Notes that the Fund can be used for physical access upgrades, digital solutions, and relevant employee training to enhance business accessibility and inclusive customer service.
4. Notes that the future of the BASP, beyond the 2024/25 Pilot, is subject to the performance and outcomes of the Pilot, as well as future Council funding for 2025/26 and beyond.

For ease, Attachment A relating to Recommendation 2, Item 7.2, has been included at the end of this recommendation report.

**Original Recommendation as Printed in the CCSC Committee Agenda**

THAT THE CITY COMMUNITY SERVICES AND CULTURE COMMITTEE RECOMMENDS TO COUNCIL

THAT COUNCIL

1. *Notes the Business Accessibility Support Fund Operating Guidelines for the 2024/25 Pilot Round of the Business Accessibility Fund (the Fund) as contained in Attachment A to Item 7.2 on the Agenda for the City Community Services and Culture Committee held on 4 February 2025.*
  2. *Notes that the Fund will offer up to \$10,000 in funding to a maximum of eight eligible small and medium businesses participating in the Pilot Round of the Business Accessibility Support Program (BASP) from February 2025 to June 2025.*
  3. *Notes that the Fund can be used for physical access upgrades, digital solutions, and relevant employee training to enhance business accessibility and inclusive customer service.*
  4. *Notes that the future of the BASP, beyond the 2024/25 Pilot, is subject to the performance and outcomes of the Pilot, as well as future Council funding for 2025/26 and beyond.*
- 3.3. Item 7.3 - Adelaide Archery Club – Park Lands Lease Agreement – Exemption to EOI process

THAT THE CITY COMMUNITY SERVICES AND CULTURE COMMITTEE RECOMMENDS TO COUNCIL

THAT COUNCIL

1. Authorises the Chief Executive Officer or delegate to grant a five-year (1 October 2025 to 30 September 2030) Park Lands Community Lease Agreement to the Adelaide Archery Club (Lessee) for the community building and playing fields located in Bullrush Park / Warnpangga (Park 10).
2. Approves the exemption of the Adelaide Archery Club, from the requirement to undertake an Expression of Interest process in accordance with section 13.1 of the Adelaide Park Lands Leasing and Licencing Policy 2016.
3. Requests that administration commence work on granting a further 15 year lease to the Adelaide Archery Club (Lessee) for the community building and playing fields located in Bullrush Park / Warnpangga (Park 10).

**Original Recommendation as Printed in the CCSC Committee Agenda**

THAT THE CITY COMMUNITY SERVICES AND CULTURE COMMITTEE RECOMMENDS TO COUNCIL

THAT COUNCIL

1. *Authorises the Chief Executive Officer or delegate to grant a five-year (1 October 2025 to 30 September 2030) Park Lands Community Lease Agreement to the Adelaide Archery Club (Lessee) for the community building and playing fields located in Bullrush Park / Warnpangga (Park 10).*
  2. *Approves the exemption of the Adelaide Archery Club, from the requirement to undertake an Expression of Interest process in accordance with section 13.1 of the Adelaide Park Lands Leasing and Licencing Policy 2016.*
4. The Committee also noted a report on the North Adelaide Railway Station Review.

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## DATA AND SUPPORTING INFORMATION

**Link 1** – City Community Services and Culture Committee Agenda

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## ATTACHMENTS

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- END OF REPORT -

# COMMONWEALTH HOME SUPPORT PROGRAM

Analysis and Future Direction Discussion Paper

January 2025

## ACKNOWLEDGEMENT OF COUNTRY

The City of Adelaide acknowledges that we are located on the traditional Country of the Kaurna people of the Adelaide Plains and pays respect to Elders past, present and emerging.

We recognise and respect their cultural heritage, beliefs and relationship with the land. We also extend that respect to visitors of other Aboriginal Language Groups and other First Nations.

## DOCUMENT PROPERTIES

### Contact for enquiries and proposed changes

If you have any questions regarding this document or if you have a suggestion for improvements, please contact:

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### Record Details

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### Version History

Version	Revision Date	Revised By	Revision Description
1	11/11/2024	Beth Keough	Version Presented to Executive
2	10/01/2025	Beth Keough	Updates in Preparation for Council

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## **1. EXECUTIVE SUMMARY**

The purpose of this report is to summarise the current changes occurring across the national Aged Care sector, the anticipated impact on the existing City of Adelaide Commonwealth Home Support Programme (CHSP) and to consider future opportunities for the Healthy Ageing program at the City of Adelaide from 2025/26 financial year and beyond.

Following the delivery of the Royal Commission into Aged Care Quality and Safety final report, the Federal Government announced a reform of the Aged Care sector in 2021, to commence in July 2025, which incorporates replacing the current CHSP and Home Care Package services with a new Support at Home program. In December 2023, the Federal Government announced that although Support at Home will launch in July 2025, CHSP will not transition into Support at Home until 2027.

The City of Adelaide has lower (29 percent) than metropolitan Adelaide average (37 percent) numbers of residents in the 50–85 age bracket. Council's population target of 50,000 residents by 2036 (from 26,120 in 2023), combined with a rapidly ageing population, and a new generation of older people with diverse interests, present substantial opportunities for residential growth in the city among this age group.

Providing in-home support services for older city residents through the CHSP, is just one way that Council can support residents to age well. Many other providers offer these same services to residents in the city, however. As local government, City of Adelaide is best placed to focus on social and wellbeing programs for older residents.

The Community Wellbeing team currently includes one Healthy Ageing Coordinator (0.8 FTE). This resource is tasked with fulfilling the administrative requirements of the CHSP, leaving little to no capability for developing innovative social and wellbeing programs for older people. The CHSP Program is further supported by the Wellbeing Support officer role (0.8 FTE); up to 90 per cent of both roles, is consumed by administering the CHSP.

This paper presents a recommended pathway for City of Adelaide to transition away from delivery of the CHSP, and towards a new Positive Ageing program, with social wellbeing as a primary focus. To inform the design of a Positive Ageing program, Council engaged Council of the Ageing SA's (COTA SA) "The Plug-In" to undertake a co-design process, identifying what older city residents are looking for in a dynamic social program.

The proposed new program will better engage city residents who are 50 years of age and older, through enriching activities aimed at fostering social connection and meaning and purpose in their lives.

## **2. BACKGROUND**

For more than 35 years, councils and many other non-profit organisations have received Commonwealth and State Government funding to support the frail aged, younger disabled, and carers in the community. The main objective of this funding has been to support residents to remain independent and live in their own homes for as long as possible, and, in turn, avoid premature admission into a residential aged care facility.

Since the inception of My Aged Care in 2015, councils and other service providers, have navigated a new service delivery environment. Throughout this time the funding arrangements have changed from three-year recurrent funding to annual funding. Current funding arrangements are annual agreements paid in arrears for service units delivered.

The City of Adelaide's Healthy Ageing team receives funding from the Federal Government to provide the CHSP. A funding agreement, with agreed service outputs by service type, is signed at the beginning of each financial year. This funding provides support services for

residents over 65 (or over 50 years for Aboriginal and Torres Strait Islanders) who need some short-term assistance to remain living independently in their homes.

Services delivered to eligible consumers include domestic assistance, home maintenance, home modifications, gardening, transport and some social programs and support.

As of January 2025, the CoA CHSP program supports 132 (0.5% of total CoA population) residents of the older population in Adelaide/North Adelaide. For comparison, there are 3808 residents in CoA who are 65 years or older, representing 15% of the population. Of those in the age cohort that qualify for CHSP services, under 4% are accessing the CHSP through the City of Adelaide as a provider. Additionally, approximately 72 (just over 50%) of those receive regular recurring services (generally fortnightly).

**Table 1: Proportion of residents accessing CoA CHSP**

	#	% of CoA population
CoA Residents 65+ (eligible for CHSP support)	3808	15%
CoA residents accessing CoA CHSP	132	0.5%

All City of Adelaide services are delivered by contractors. City of Adelaide staff play the role of client broker to process the administrative requirements of the CHSP manual and the Aged Care Quality Standards. There are eight Aged Care Quality Standards that Council must comply with when delivering CHSP services. A compliance audit is carried out every three years to determine how providers are meeting these standards.

Following the Aged Care Quality and Safety Royal Commission, the sector is undergoing extensive reform, which is due for completion by 2027. This includes:

- A new Aged Care Act to replace the Aged Care Act 1997, and the Aged Care Quality and Safety Commission Act 2018, to be in effect from 1 July 2025.
- Changes to the Aged Care Quality Standards from 1 July 2025.
- Changes to the Aged Care Quality Commission's role, regulatory powers and responsibilities from 1 July 2025.
- Commencement of the new Support at Home Program from 1 July 2025, with CHSP anticipated to transition to Support at Home from 1 July 2027.

## 2.1 City Demographics and Future Population Trends

People aged over 65 make up 15% (over 50's are 28.1%) of our city's population, and with this number growing Council has a responsibility to support and connect the over 65 cohort, not just those that qualify for CHSP services (noting that even then, not all CoA resident who are accessing CHSP do so through Council). It is considered, if the Commonwealth Grant was released from CoA business, that time, energy, innovation, and connection with older residents would increase significantly through commitment to a better flow of information on existing activities and the creation of new social and wellbeing activities available to older city residents.

It is anticipated that 2075 (predicted to be 16.2%) over 65's will be living in the city by 2046, if you count over 50's that rises to 3675 (30% additional people aged 50-85 and over by 2046), which would comprise about 27% of the total city population. Further, City Plan has the aspirational target of achieving a resident population of 50,000 by 2036. In that scenario, approximately 15,000 City residents would be over 50 years of age. It should be noted that



older people are more likely to want to grow older in place, and are more likely than younger people, to be homeowners and long-term residents<sup>1</sup>.

The City of Adelaide Strategic Plan 2024-2028 does not directly indicate support for delivery of an Ageing Well or Commonwealth Home Support Program, however the Our Community Pillar clearly identifies several actions that would support the delivery of a wider social program for older city residents:

- Enable Community Led Services which increase wellbeing social connections and participation in active lifestyles, leisure, recreation and sport.
- Lead and create opportunities for people to expand knowledge and master new skills.
- Support belonging through an inclusive and welcoming community that recognises diversity and enables people of all abilities living, working and visiting the city.
- Create sustained, respectful and inclusive opportunities that encourage full participation of people from diverse backgrounds in the cultural and social life of the city by ensuring our services and projects are accessible and inclusive for all.

According to the World Health Organization<sup>2</sup>, social isolation and loneliness are widespread, with some countries reporting that up to one in three older people feel lonely.

Social isolation and loneliness are important, but often neglected, social determinants of health and wellbeing across all ages, including for older people. High-quality social connections are essential aspects of good mental and physical health and wellbeing.

A large body of research shows that social isolation and loneliness have a serious impact on older people's longevity, physical and mental health, and quality of life. The effect of social isolation and loneliness on mortality has been compared to that of other well-established risk factors for mortality such as smoking, obesity, and physical inactivity.

In 2021 the United Nations announced the Decade of Healthy Ageing (2021–2030) - a global collaboration, aligned with the last ten years of the Sustainable Development Goals, to improve the lives of older people, their families, and the communities in which they live. As our population continues to grow older, local government has an important role in ensuring that older are supported to age well and, to foster community connections to mitigate the risk of loneliness and isolation.

The City of Adelaide Strategic Plan has a specific target to increase residents' wellbeing from 70% to 75% life satisfaction. A broader community program, with stronger investment in social connection and wellbeing, is considered an impactful way to deliver positive wellbeing outcomes for older city community members.

## **2.2 Support at Home and CHSP 2025-2027**

The new [Support at Home Program](#) will reform all aspects of the delivery of in-home aged care including client assessment, changes to the funding model for service providers, and regulation of the market with the revised Quality Standards. The details for how CHSP will be incorporated into Support at Home are still being refined and a new Aged Care Taskforce established to lead this process, however emerging details on this suggest that:

- Serviced prices and classifications will be reviewed.
- Consultation on the proposed new program will continue, and further updates will be provided as we approach the end of the existing program in 2027.

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<sup>1</sup> [Older Australians, Housing and living arrangements - Australian Institute of Health and Welfare](#)

<sup>2</sup> [Social isolation and loneliness among older people are harmful](#)

- Providers will be paid for services after they have been delivered. Providers will invoice Services Australia.

The purpose of Support at Home remains the same: to assist people over the age of 65, (or 50 years old if Aboriginal or Torres Strait Islander peoples) to live as independently as possible in their own home for as long as they choose to do so.

Four regulatory safeguards are being introduced to help deliver the model:

- Supporting quality care – focuses on working with providers and helping the sector to lift the quality and safety of aged care service delivery.
- Becoming a provider – shaping the way entities will become an aged care provider and remain suitable to continue delivering services to older people.
- Responsibilities of a provider – the obligations providers must meet to deliver quality care and protect the rights of older people.
- Holding providers accountable – facilitating quality care and deterring poor performance through monitoring, compliance, and enforcement activities.

The reporting mechanism or audit requirements for the new standards are yet to be confirmed.

Support at Home will not be delivered in the current 'grant program' format, instead operating more like the National Disability Insurance Scheme (NDIS) open marketplace and for the most part funded by fee for services delivered in arrears. The key features of the model include:

- Universal provider registration and renewal of registration across six registration categories.
- Clear, targeted and streamlined provider obligations.
- A system that is easier for older people and providers to access and navigate, including a new Single Assessment System, to assist in easier access and ability to adapt services as needed.
- Support to providers to build their capability.
- A consistent way to provide feedback and promptly address complaints and concerns, with a focus on resolving issues respectfully and adequately.
- Stronger regulatory powers for the Aged Care Quality and Safety Commission.

CHSP providers will be covered by the new Aged Care Act from 1 July 2025. Providers will need to adhere to the new regulatory framework (registration model) from this date. Further information about new registration categories for CHSP providers is still being finalised. A revised/interim [CHSP Program Manual 2024-2025](#) was released in December 2024. This supports greater alignment with the Aged Care Act 2025, and all of the same CHSP services types that CoA received funding for remain. More detail about any impacts of the interim service delivery model will become clearer as we receive our offer to apply for the CHSP grant for 2025/26.

All existing CHSP contract providers will be eligible to receive a new CHSP grant agreement with an activity work plan and standard and supplementary terms and conditions outlining the services they are contracted to deliver from 1 July 2025. The following timeline is published on the Department of Health and Aged Care Website ([Commonwealth Home Support Programme \(CHSP\) reforms | Australian Government Department of Health and Aged Care](#)):



In the new regulatory model, from 1 July 2025, universal provider registration will be introduced – a single registration of each provider across all aged care programs. There will be 6 registration categories, which group service types based on similar care complexity and risk. This means registration requirements, the related provider obligations, and regulatory oversight will be proportionate to the registration categories. Providers can register into one or more of the 6 categories relevant to the type of services they provide. The Aged Care Quality and Safety Commission (the Commission) will oversee provider registration and renewal.

A process – called [deeming](#) – will apply for current providers when the new Aged Care Act starts and will transition the provider based on current service types as a registered provider under the relevant new categories.

There are some significant changes to some of the key services that City of Adelaide currently provide, including annual caps on cleaning and gardening. Under Support at Home, participants will be capped at 52 hours of cleaning and 18 hours of gardening per year.

Unlike most other aged care service providers, aged care support is not the core business of Local Government. The aged care reforms and changing funding model creates an opportunity to review the viability and appropriateness of Local Government continuing to remain in the aged care sector, particularly where the service is small in scale, and where the market includes many other service providers able to support those same clients.

City of Adelaide has an opportunity to cease CHSP service provision from 1 July 2025. Importantly any residents still registered for the service could be transitioned to new arrangements, with a city-based provider. This process would be carried out through a Transition Plan in partnership with the Department for Health and Aged Care. The following section explores the City of Adelaide's CHSP service in greater detail.

### **2.3 City of Adelaide CHSP service and costs**

City of Adelaide receives an annual grant from the Federal Department of Health and Aged Care to deliver CHSP services. The grant amount in 2024/25 is **\$300,054.03**. The grant agreement details agreed unit costs and outputs for each service Council provides. Council is required to submit a monthly report to the Federal Government tracking expenditure and outputs.

The services provided are split into two streams including in Home Support and Social Support, and include:

- Domestic Assistance - Supports the care recipient with domestic chores to maintain their capacity to manage everyday activities in a safe, secure and healthy home environment.
- Home Maintenance - Assists care recipients to maintain their home in a safe and habitable condition. Includes services such as repair of flooring, yard maintenance such as pruning and clearance, gutter cleaning.
- Home Modifications - Where clinically justified or required for safety, alterations to the home to improve safety and accessibility and maintain independence for the care recipient.
- Social Support Group - Accompanied shopping & accompanied attendance at appointments & social engagements. Group social activities such as Exercise classes.
- Social Support Individual - Accompanied shopping & accompanied attendance at appointments.
- CHSP Transport - Indirect transport (supported through supply of taxi vouchers) and market bus.

The City of Adelaide's indicative CHSP funding across the six CHSP service areas, is outlined in Table 1. The Federal Government sets the unit price for each service type by assessing the average service cost per hour (except in the case of home modifications) across a range of service providers, in the relevant region of the CHSP provider.

**Table 2: 2024-2025 Funding and Outputs**

Activity Name	Funding 2024-25 (ex GST.)	Outputs 2024-25	Unit Price \$ 2024-25
CHSP Transport	\$33,318.54	1210	\$27.54
Domestic Assistance	\$159,951.83	2434	\$65.72
Home Maintenance	\$45,539.46	548	\$83.10
Home Modifications	\$4,404.57	4404.57	\$1.00
Social Support - Group	\$22,622.96	772	\$29.30
Social Support - Individual	\$34,216.67	473	\$72.34
<b>Total Funding</b>	<b>\$300,054.03</b>		

All services are delivered by contractors on behalf of Council. Table 2 details the organisations contracted to deliver services on behalf of Council.

**Table 3: CHSP contracted organisations and services delivered**

<b>Brokered Organisation</b>	<b>Services delivered to City of Adelaide CHSP clients</b>
HenderCare	Domestic assistance (cleaning) Minor Home Maintenance (including window cleaning) Gardening Social Support Individual (support for an individual to go shopping or to a medical appointment)
Support Worker Co	Domestic assistance Social Support Individual
Hall & Baum Plumbing	Gutter cleaning
Hi-Line Hardware	Minor Home modifications (grab rails)
Suburban Taxis	Transport for medical appointments
Adelaide Coachlines	Transport/bus provision only for social support group (Adelaide Central Market)

The CHSP grant does not cover the full-service delivery costs for the program. Client contributions of approximately \$36,000 are collected. Council has also historically allocated \$18,000-\$20,000 annually to meet the costs to deliver this service.

The grant agreement also does not account for the additional costs associated with Council's administration of CHSP i.e. labour costs, or the ongoing costs of client information management systems specific to CHSP client files.

The costs associated with administering CHSP substantially increased in 2023/24 due to changes in the Social, Community Home Care and Disability Services Industry Award, or SCHADS, (led by the Fair Work Commission as part of the Aged Care Work Value Case). As the City of Adelaide administers the grant and outsources the contracts for the service delivery (we act as a service broker), the costs of applying the SCHADS Award means that the costs of contracted services have increased. Council successfully secured a one-off grant to compensate for a portion of this cost increase in 2023/24. As of the 2024/25 Financial year, this grant amount was incorporated into the annual grant funding, increasing it (in addition of annual indexation) by \$24,023.

The changes to the SCHADS has ensured that workers are paid more, however brokered contractors have passed that cost onto Council. The annual grant from the Department of Health and Aged Care has not increased sufficiently to cover this increase cost in service delivery. Since this new SCHADS award was implemented, Unit Price charges for services increased dramatically, some, such as domestic assistance, by 45%.

As a result, the City of Adelaide has had minimal opportunity to accept new referrals from My Aged Care for the past 18 months, as Federal grant funds are already committed to service existing clients. Whilst the grant has increased slightly, the service outputs have reduced.

CoA has had very little capacity to take on any new clients, and the number of active clients being serviced has continued to shrink. It is not possible to meet the Grant Agreement outputs without provision of additional funding to top up the Federal Grant.

Over the past few years, Councils delivering CHSP services across the state have undertaken substantial collective advocacy regarding the need for more funding, to no avail. Further advocacy is an option but with no guaranteed outcome. The team liaise with the Funding Arrangement Manager from the Community Grants Hub to seek advice about the grant administration as needed.

Table 4 shows that for the first 3 months of this Financial Year, on all service types except domestic assistance, we are tracking substantially under the expected outputs/expenditure.

**Table 4: September 2024 - Quarterly Program Outputs and Expenditure**

	Home Maintenance	Transport	Social Support Individual	Social Support Group	Domestic Assistance	Home Modification
<b>Units</b>	42	96	82	47	614	-
<b>Funding</b>	\$3,449	\$2,643	\$5,932	\$1,377	\$40,349	0
<b>% of annual budget</b>	8%	8%	17%	6%	25%	0

To meet both community need, and the agreed output requirements of our grant agreement, the team opened services for three weeks in November 2024 and onboarded eleven new clients. Our focus was on delivering services where there was highest demand; domestic assistance, social support group and transport. The service will be opened again for a short period in January.

The CHSP manual currently allows for flexibility e.g. where a CHSP provider receives a large volume of referrals from My Aged Care for clients requiring Domestic Assistance, but less than the level of referrals expected for Social Support, the provider may use the flexibility provision (providing it is funded to deliver both activities under its CHSP Grant Agreement). The provider can use funding it receives for social support to deliver domestic assistance to meet the demand. However, the provider must retain 50% of service delivery against their outputs as outlined in the Activity Work Plan.

City of Adelaide staff managing CHSP administer all program elements. This includes reporting to the Federal Government monthly along with an annual acquittal process, client onboarding, service changes, satisfaction surveys, annual reviews, development of the Grapevine newsletter and managing the volunteers and passengers for the Community Market Bus. As well as contract management with service providers, Staff receive phone calls and emails daily from older residents not registered with the City of Adelaide who often need advocacy and support.

Council also allocates a separate annual budget of \$14,325 (2024/25) for Healthy Ageing projects. This budget is intended for social and wellbeing programs, however, due to CHSP administration absorbing most of the Healthy Ageing Coordinator's time, this has been challenging to expend. In 2024/25, this entire budget was allocated to the COTA Plug-in research (discussed later in the report).

## 2.4 Standards and Auditing

Councils and other funded agencies are required to provide CHSP services in line with the Aged Care Quality Standards (of which there are eight standards). The Aged and Quality and Safety Commission assess and monitor agencies against the Quality Standards, and regardless of the dollar value of the funding all funded agencies are expected to meet the



requirements standards showcasing quality and continuous improvement. There are eight Standards including:

- Standard 1 - Consumer dignity and choice
- Standard 2 - Ongoing assessment and planning with consumers
- Standard 3 - Personal care and clinical care (we don't provide these services, so this is N/A for CoA)
- Standard 4 - Services and supports for daily living
- Standard 5 - Organisation's service environment
- Standard 6 - Feedback and complaints
- Standard 7 - Human resources
- Standard 8 - Organisational governance.

The standards are complex and require extensive governance and reporting requirements. CoA successfully navigated an audit through the Aged Care Quality and Safety Commission in 2023. Six weeks' notice is given for an audit, with a significant staff commitment required not just from the team delivering the program but also finance and Executive. Audits usually take place over two and a half full days. Failure to meet standards can have major implications for the delivery of the program with a limited timeframe provided to ensure changes are made to meet standards.

The Aged Care Quality Standards will be updated to align with the new Aged Care Act that comes into effect from 1 July 2025.

Managing and monitoring third-party providers' fulfilment of Aged Care Quality Standards (ACQS) is more complex than services completed in-house and a reliance upon third party service providers has more reputational risk than services completed in-house. The Disability Royal Commission and the Aged Care Royal Commission have both highlighted that the outsourcing of services does not outsource liability.

Staff are responsible for developing, reviewing, and adhering to 16 internal staff guidelines and one work instruction to comply with the Aged Care Quality Standards.

## 2.5 Clients Journey

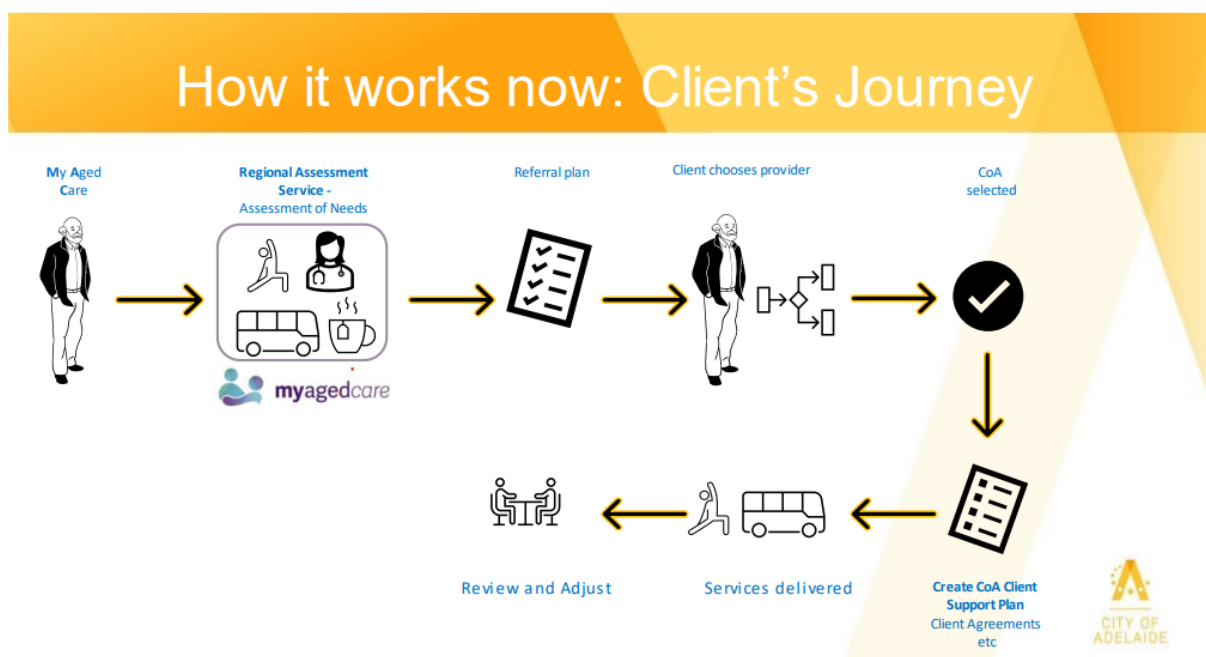
Residents who need in-home support initially request assistance through My Aged Care. Their needs are then assessed by a Regional Assessment Team or Aged Care Assessment Team (for high level needs, i.e. homecare packages for high levels of frailty and cognitive issues), which will transition into the Single Assessment System from 1 July 2025. Residents then receive a referral plan and can choose from a list of providers in their local area.

If residents choose Council as their service provider, they contact City of Adelaide with their referral code from My Aged Care. The resident then becomes a City of Adelaide CHSP client and liaises with our Healthy Ageing Coordinator to create a client support plan and connect to the relevant brokered contractor to commence their respective services.

For ongoing services, the Healthy Ageing Coordinator carries out annual reviews with the clients to determine if the services are meeting the required needs.

Figure 1 outlines the detailed referral and client journey process.

Figure 1: Client Journey



The average percentage of clients and services in CoA over the last three years is shown in Table 5. Council does not directly deliver In-Home Support services or Social Support Individual; these are provided by a care worker from HenderCare or Support Worker Co. CHSP transport is predominantly taxi vouchers administered through an online booking process for medical or specialist appointments.

Table 5: Average Client and Services over the last 3 years

	Service	Council Run	Average # CHSP Clients (last 3 years)	Average # Services (last 3 years)
	Domestic Assistance	<input checked="" type="checkbox"/>	52%	62%
	Home Maintenance	<input checked="" type="checkbox"/>	58%	10%
	CHSP Transport	<input checked="" type="checkbox"/>	16%	18%
	Social Support Group	<input checked="" type="checkbox"/>	10%	10%
	Social Support Individual	<input checked="" type="checkbox"/>	8%	9%
	Home Modifications	<input checked="" type="checkbox"/>	6%	0.3%

Our main services delivered remain domestic assistance, home maintenance and support with transport. Social supports are particularly low. Council staff are primarily involved in In-Home Support in the 'middle' of the process. In simple terms, CoA staff liaise with clients and contractors to deliver required services, administer invoices for payment, and then update



the My Aged Care portal to monitor the delivery of a client's referral plan. Our primary role in direct delivery of services is through the market bus (50 weeks per annum, on a Thursday morning). We organise the bus, pick up routes for clients, courtesy reminder calls to clients, volunteers to attend with clients and record all details in system as required, including WHS care responses in the MAC portal.

As part of the recent annual review process, 100% of CHSP clients strongly agree that CoA Healthy Ageing staff treat them with dignity and respect. Given our role is primarily customer service and service brokering, this is important, however whether we are adding significant value to the process is worth exploring, especially when providing this customer service and service brokering role is detracting from our ability to offer other community connection opportunities.

A recent Time in Motion study of the 1.8 FTE dedicated to the CHSP delivery showed that CoA staff managing the CHSP program spend approximately 80% of their time servicing the complex Commonwealth Grant requirements and CHSP service, leaving only a small portion of time for innovation and creation of meaningful engagement and opportunities for all older residents in the City of Adelaide.

## **2.6 Community Market Bus**

Council's Community Market Bus provides a weekly trip to the Adelaide Central Market for up to 20 clients. It is a kerb-to-kerb service where clients are collected from outside their home and dropped off at the Adelaide Central Market. They then have time to shop and sometimes have a cup of coffee or lunch before being collected and dropped back to their home. Clients make a \$4.00 weekly contribution to this service, which is collected by a volunteer and banked by staff.

Over the past few years, the cost of this service has been approximately \$13,500 per annum in bus hire. However, a tender process for service renewal was required in the lead up to 2024/25 Financial Year, and this resulted in a substantial increase in the cost of the service to \$26,000. This has resulted in a slightly larger bus (from 14 person to 20 person).

A volunteer accompanies passengers throughout the journey on the weekly bus. A new pool of volunteers has been recruited and as of November 2024, volunteers will travel in pairs to support the weekly service.

Five of the existing regular passengers of the bus are CHSP clients, the remaining are city residents but not CHSP clients. On average, there are nine passengers per week using this service, with 12 residents on the registration list. Recent strategies have been implemented to increase registration including renewing the flyer and distributing to contacts and city-based retirement housing complexes, displayed at community centre and promoted at several community events and in conversation.

The Healthy Ageing Coordinator is responsible for administrative tasks in relation to the Community Market Bus. These tasks include:

- Coordinating, managing, and supporting volunteers.
- Organising and paying for bus (brokered to Adelaide Coachlines with same driver weekly).
- Promotion of the service.
- Contacting clients on a weekly basis to confirm attendance.
- Recording attendance for the Federal Grant.
- Banking co-contributions.

There is no capacity to increase the number of people accessing this bus service beyond the maximum of 20 people that the bus can accommodate.

The Community Market Bus is classified as a transport service under the CHSP agreement, each passenger (that is registered with CHSP) can be counted as two weekly trips, including travel to and from the Central Market.

The service remains the same weekly, year on year with no alternative routes on offer. Should this service continue outside of the CHSP program, there may be opportunity to develop a new program and expand activities and attendance, in consultation with the community, however it should be noted that use of a bus more than one day a week for various activities will attract a substantially higher cost. Many other South Australian Councils have a Council owned bus that is used for transport for health ageing and social programs and activities for older people.

Without the Federal grant, Council would have to allocate budget for this service (\$26,000 annually to continue in its current format). This is a substantial financial commitment for a small group of residents; however, the Central Market bus is a long-standing community service of Council that is highly regarded and provides a positive experience for our residents.

## 2.4 Role of Local Government in the Aged Care Sector?

There are almost 1,500 CHSP providers across Australia, 68% of these are not for profit organisations. When searching based on the city postcode (5000), there are 64 organisations that appear as a My Aged Care provider offering the CHSP services that CoA currently provide. The major players in Aged Care in this space include Resthaven, HenderCare, Anglicare, Helping Hand, ACH, ECH and Southern Cross Care.

CoA services are not as efficient as other councils selected for benchmarking. CoA is a small CHSP provider by comparison to many council areas and the scale of the program effects our ability to be efficient.

As My Aged Care support services are part of a national platform, the model of delivery is the same regardless of location. LGA's across the country, particularly in Victoria are transitioning out of providing CHSP, one stating:

"The Support at Home program intends to open the market for aged care providers, making it more competitive and giving clients greater choice about who they access care from. This will effectively split our client base. There will also be changes to the payment structure from federal government to local government, making it difficult to budget to deliver the service."

As further information about the sector reforms is released, Local Government Authorities (LGAs) nationwide are transitioning out of providing CHSP. Locally, some LGA's have already transitioned out and some have ceased the delivery of certain services that are no

Alexandrina Council exited over three years ago, and City of Prospect exited all services, apart from Social Support, in January 2023. Most local LGA's have been CHSP providers for many years but in the last 12-24 months, many LGA's have been in the process of discussing transition plans with their Councils. Many of these neighbouring councils do operate with a larger delivery team than CoA and therefore have had a much more diverse social program offering to their CHSP clients and the wider community. The fact that our team resources really doesn't allow for both a social programs and in home CHSP services, provides even greater impetus for CoA to consider exiting CHSP.

In June 2023 City of Mitcham Council resolved to adopt a more inclusive sustainable model of service provision for older residents and other vulnerable community member with a view to complement the range of CHSP services offered by alternative CHSP providers in Mitcham. Mitcham have now exited as a CHSP service provider but retained:

- Community shopping bus
- Accessible social and active ageing opportunities for older and vulnerable residents

- Independent community information and referral service, providing advice to all vulnerable residents regarding access to aged care, disability, health, local service providers, activities and programs or relevant social service.

This provides increased eligibility for many residents (don't need a referral to qualify), and Mitcham Council staff now see their role as adding value, rather than competing with and replicating other service providers.

### 3. TRANSITIONING AWAY FROM CHSP – RISKS AND OPPORTUNITIES

CHSP service providers must notify their Funding Arrangement Manager and the Department of Health and Aged Care (the Department) in writing of their intention to transfer all or part of their services and provide a 'draft' transition out plan, five months before the proposed transition date. The service provider must negotiate a suitable transition date with the replacement organisation and the Department. The service provider must assist the Department and new service provider/s in transitioning goods and/or services to achieve an effective transition. This includes a client care continuum for the transferral of the provision of goods and/or services from City of Adelaide to the new provider.

Table 5 below highlights risks associated with ceasing delivery of CHSP or continuing to deliver into the new Support at Home Program.

Tables 6 – CHSP Program Risk Analysis

#	Risk	Analysis
1	Client anxiety about changing service provider.	HenderCare, our main brokered agency, provide services to approximately 70% of our clients. They have indicated that they are willing and able to take on management of all CoA clients if required.
2	Reputational Risk Council seen as not providing services for older residents.	Clear campaign promoting the Federal Government changes and shift in delivery and benefits to wider community of a new Positive Ageing social program.
3	Remaining as a provider without resources to compete with other services and meet standard requirements.	Existing resource allows only to maintain status quo for CHSP delivery and therefore as time goes on we are servicing a smaller proportion of our older community.

The current CHSP clients supported by CoA, would not be disadvantaged in the long term by transition to another aged care provider. However, the change-over period may cause concern and incur the typical problems associated with change. A proposed benefit of the change to the Federal model is that residents would have a more direct and seamless service support by liaising with the aged care service provider directly. Presently, the three-way relationship in place between CoA, the client, and the brokered agencies results in inconsistencies in shared information between the three parties as highlighted in Audit outcomes.

HenderCare is the primary aged care brokered agency used by CoA. HenderCare management confirm they are willing and able to manage all the CoA clients directly should this be required. Approximately 70% of CoA clients are currently supported by HenderCare, so clients would remain with a familiar organisation and potentially, a known support worker.

Should clients opt not to transfer to HenderCare, there are numerous other providers of CHSP services. All the major providers in the aged care sector offer services within the city. The My Aged Care website lists 29 organisations offering domestic assistance in the city and 18 offering home maintenance services, which are the two main services provided by CoA.

## 4. COTA SA CONSUMER INSIGHTS REPORT AND POSITIVE AGEING PROGRAM

In 2023, Council partnered with the Council for the Ageing SA's social enterprise 'The Plug-in' to research to assist our understanding of the experience of ageing well for city residents aged over 50, and to learn how to maximise the value of existing Council programs. Council's 'Healthy Ageing' Budget was used to cover the cost of this research piece in the 2023/24 budget.

The research was undertaken in two parts; phase one was a survey of 100 respondents and the second phase was a series of workshops held in early August 2023. The Plug-in team explored key themes from the survey results through the workshops. From these engagements, we learnt:

- Residents are seeking ways to participate in organised activities that are 'new' or 'out there', which they may have had limited access to in the past or may be difficult to find and join.
- Some residents want better access to affordable exercise programs and group activities.
- For those who do not like gym environments, exploring the city and Park Lands on foot or by cycling was important for keeping active.
- Footpath maintenance and pedestrian crossings and signals are critical for supporting residents to age well by keeping people safe, mobile, and active.
- Age-related language for advertising events and activities is not always the answer. Focusing advertising on programs, activities, and events on ability instead of age is a more positive way of engaging with community.
- City residents seek consolidated communication to learn about events and activities. Many residents rely on word of mouth to find out what is on in their city, and it can be difficult to get this information promptly.

The Plug-in compiled a full summary of both phases of the research<sup>3</sup>.

In 2024, COTA SA's 'The Plug In' were engaged for a second time, to undertake a co-design process that would detail what a new, dynamic social program for older city residents could look like. The results are presented in a consumer insights report<sup>4</sup>.

The co-design process highlighted social connection as an overarching theme of the activities and programs older people are seeking to support them to age well. Under the banner of social connection, the following four themes were identified for the proposed program:

- **Special Interests:** participation in activities that are of personal interest or facilitating ways of trying out new activities.
- **Lifelong learning:** keep the mind active and challenge thinking.
- **Emotional Wellbeing:** activities that bring focus to mindset.
- **Physical Activities:** both structure and unstructured classes.

<sup>3</sup> [ACC2023-138389-The-Plug-in-CoA-Qualitative-workshop-report-Positive-ageing-in-the-city.PDF](#)  
[ACC2023-138386-The-Plug-in-CoA-Full-Interim-Quant-Report-Positive-ageing-in-the-city.PDF](#)

<sup>4</sup> [report-social-program-co-design-consumer-insights.pdf](#)

Other important recommendations are that activities should be low-cost, offered on various days, at a variety of times, and that transport options should be explored for those with mobility issues.

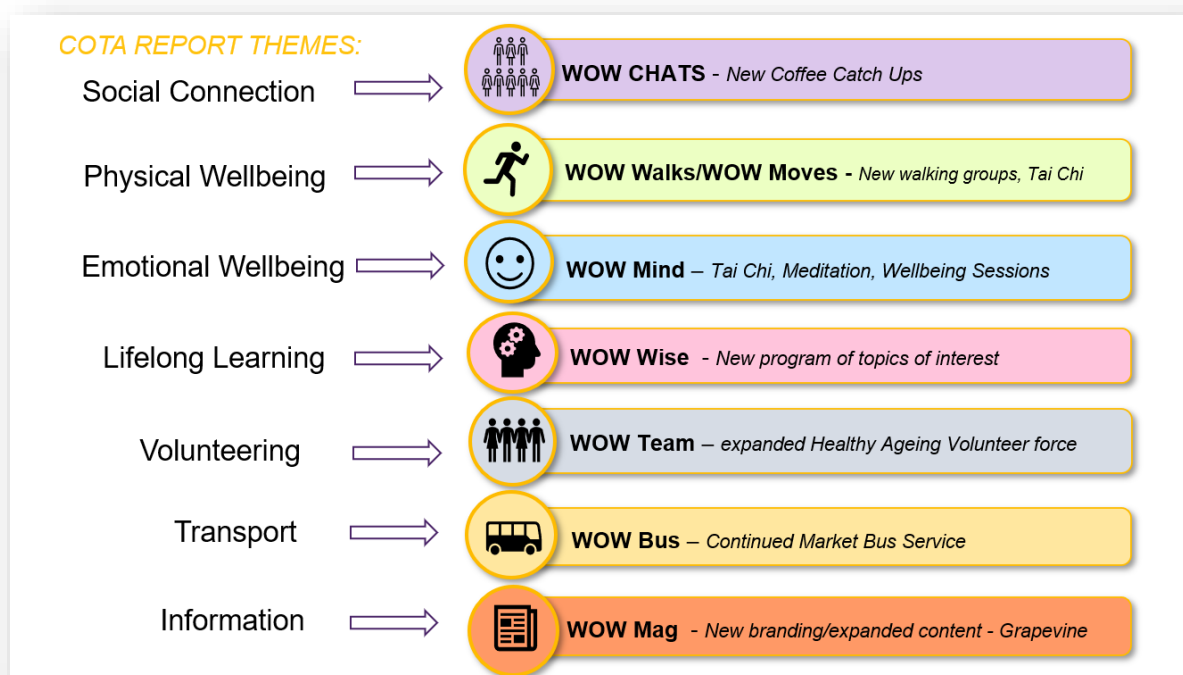
Dedicating council resources to improving the 'flow of information' about council run activities is another key theme and recommendation of this research.

A process has been undertaken to map existing activities of Council and across the City that align with the themes of the recommendations of the COTA SA Report, and identify gaps where new programming could be trialled.

In considering the feedback from COTA SA's market research that 'ageing' language is not always necessary or desired, the team are proposing a new name for the Positive Ageing Program - WOW Adelaide (Wellbeing. Opportunities. Wisdom) - intended to be inclusive and exciting. Development of a new program provides a significant opportunity to build a new brand which could be highly valued by CoA residents.

Currently, CoA produces and distributes a healthy ageing newsletter (The Grapevine) however the distribution list predominantly comprises CHSP clients and reaches just 4% of our residents aged 65 and over. Re-positioning of CoA's services for 65+ will allow this publication to expand and become a valuable communication and connection resource for the older city community.

Figure 2 – WOW Program Stream informed by COTA SA research



## 5. CLIENT JOURNEY CASE STUDIES

### Overview

CSHP services are designed as entry level care and is of a short-term nature only. Every CHSP client has an individualised Care Plan that is created and co-designed during their initial phone assessment (that takes place prior to the service provider accepting the My Aged Care referral).



During this initial discussion, The Healthy Ageing Coordinator will discuss the client's:

- demographic information
- goals for the service; and
- preferences for duration and frequency (weekly, fortnightly or monthly).

Each client then has an annual review of their Care Plan. This is a chance for the Healthy Ageing Coordinator to discuss any changes to clients' needs and goals. At any stage, if needs become more complex, the client is referred to My Aged Care to be reassessed for more appropriate Home Care Supports.

All active clients have been advised via their 2024 Care Plan letters that their CHSP funding for services through the City of Adelaide is up until June 2025.

If Council authorises the City of Adelaide to commence the transition out of delivery of CHSP services, the aim is to achieve a smooth transition for the current 132 CHSP clients. The Healthy Ageing Coordinator (and additional staff) will be available throughout this transition period to work with all clients on their transition plan, and ensure they are supported throughout.

The Health Ageing team will continue to offer referral information and advice so that clients can discuss their transition plan and service needs, both during the transition phase and beyond. This will be particularly concentrated during the transition phase, where an initial discussion to inform clients of the changes would take place, along with a follow up detailed discussion about their service needs.

Based on their existing Care Plan and our knowledge of their interests we would invite them to connect with the new Positive Ageing program, so we can continue to connect them with programs of interest.

Throughout the process, care and respect for all clients will remain a priority. The Healthy Ageing Coordinator will remain available as a community information and referral service to help support previous CHSP clients, indeed all community members aged 50+ to seek out the right services.

The following client journey examples are scenarios based on common stories of how clients interact with the City of Adelaide's CHSP Program. For confidentiality reasons, and to ensure City of Adelaide CHSP clients are not identifiable - real names and personal details have not been used.

### **Example 1**

*Jack, 83, has been on City of Adelaide's CHSP books for three years, since he moved into U City Retirement Residences, and to be located closer to his daughter, who lives just on Morphett Street. Jack's goal is to ensure he can properly maintain hygiene of his apartment as his knees restrict his movement at times. His Care Plan provides him with domestic assistance through Support Work Co, who vacuum and mop the living areas, and clean the kitchen, bathroom and toilet weekly. He is also a keen fortnightly attendee of the Community Market Bus.*

*The Healthy Ageing Coordinator would stay connected with Jack through the transition to ensure his domestic services continue uninterrupted, and also checked in with Jack on his interests and hobbies. For Jack, regular interaction with CoA post- the CHSP transition is regarding his Market Bus attendance. He also expressed an interest in joining regular coffee catch up sessions (WOW Chats) as he enjoys meeting new people. Jack knows if he has any questions on CHSP, he can still contact Council for advice.*

### **Example 2**

*Bernie, 80, is a huge Port Power fan and has an active social life that includes the Maltese Social Club. For decades, he worked in menswear retail, including at John Martins. Bernie recently surrendered his driver's licence, as his eyes are no longer what they used to be. This has made it difficult to stay active in his beloved Maltese community.*

*Bernie started receiving CHSP services through the City of Adelaide two years ago. His current Care Plan provides return transport from his home just off Hutt Street to medical appointments and to activities to maintain social connectedness to his beloved Maltese Club. This support's Bernie's goal to stay independent.*

*Bernie had a recent stay in hospital following a fall at home. Given the fall, he is ready for a reassessment conversation as he is no longer able to trim the bushes covering his veranda. A new referral can be made by the Healthy Ageing Coordinator, direct to My Aged Care via a Support Plan review online form, or his wife Jean can make a direct call to My Aged Care and they will take them through a step-by-step process of navigating a reassessment (usually face-to-face determined by the last assessment date on file). This process will enable Bernie to be considered for regular Domestic Assistance and Home Maintenance and Gardening services which are typically scheduled every month, or quarterly.*

*Despite his recent health challenges, Bernie loves to stay physically fit and is excited for the new walking groups (WOW Walks) and Tai Chi sessions (WOW Moves) the new Positive Ageing Program is planning.*

### **Example 3**

*Simone, 70, is a very new CHSP client with the City of Adelaide. Simone has a love of learning, however at 14, her father made her leave school. Her love of learning persisted though, and Simone earned a university degree in Criminology when her three sons were grown.*

*Recent health problems threatened Simone's independence and led to a hospital admission. Fortunately, Simone's treatment was successful but has led to reduced mobility, though she is still able to clean inside just fine.*

*In December 2024, Simone was referred from My Aged Care to the City of Adelaide. The Home Maintenance program was open to new referrals and Simone accessed gardening and window cleaning through HenderCare after a phone assessment with the Healthy Ageing Coordinator. Her Care Plan reflected the June 2025 end date.*

*Given Simone's love of learning, the Healthy Ageing Coordinator shared the lifelong learning theme of the new Positive Ageing Program. Simone has asked to be put on the mailing list for WOW Wise, especially for the writing sessions as she has always wanted to write her memoir.*

## **6. FREQUENTLY ASKED QUESTIONS**

This section outlines some FAQ's about the CoA CHSP service, current client base, and the potential process for transitioning out of delivering the CHSP.

*Q. Who accesses CHSP via the City of Adelaide, and what for?*

*As at 19 December 2024, the City of Adelaide CHSP Program has:*

- 132 active clients in total. Of these:
  - 76 clients are receiving recurring services
  - 56 clients are receiving services as required
  - 9 clients are receiving two recurring services (for example, both Domestic Assistance and Home Maintenance)
  - 71 clients are receiving Domestic Assistance
  - 7 clients are receiving Home Maintenance
  - 10 clients are receiving Social Support
  - 13 clients are receiving Transport (Taxis or Market Bus)
  - 4 clients are suspended (they are on holiday or in hospital)

*Q. What happens if the client isn't easily engaged during the transition process? He might have trouble reading/hearing on the phone*

*The suggested process would be to:*

- identify residents on SMS database who require a home visit i.e. residents who have a hearing impairment, live alone, limited family/advocate support
- offer a home visit to discuss the transition process
  - if resident agrees/wants a home visit – Coordinator Healthy Ageing will visit the resident at home with the Wellbeing Support Officer to take notes
  - if the resident does not require a home visit – provide a letter of the next steps and ask if there is a representative who they would like to be informed

*Q. How would we deal with someone who gets angry/frustrated on hearing the news?*

- Offer a home visit to discuss the transition process
  - if resident agrees/wants a home visit – the Healthy Ageing Coordinator will visit the resident at home with the Wellbeing Support Officer to take notes
- Encourage the resident to have an advocate or representative of their choice as a support person/witness to the information (this may be Aged Rights Advocacy Service (ARAS) or another service provider who is also providing a service to the resident (i.e. allied health – OT, physio)
- Provide a fact sheet of the transition process (Healthy Ageing Coordinator to then go through dot points)

*Q. Do clients already know about CHSP funding potentially ending?*

- All residents who were accepted prior to the 'red light' (for over a year) going on (program at capacity) were informed funding is only secured until June 2025, and this was also detailed within their Care Plan.
- All current clients have a Care Plan and have been sent a letter that stated that the care plan was being 'rolled-over' and funding only secured until June 2025.
- The covering letter stated that services will continue until this time. No resident queried this and no complaints thus far.

*Q. What happens when a client's needs change/become more complex?*

- Prior to 9 December 2024, there were different assessment pathways for different aged care packages. As a result, assessments (and reassessments) were not consistent and older people often moved between organisations as their needs changed.



- *As of 9 December 2024, a single assessment team is now responsible for assessing all applications for:*
  - CHSP;
  - Home Care Package (HCP); and
  - Residential Aged Care
- *The Single Assessment System aims to make the aged care needs assessment process smoother. The client, or a representative on their behalf needs to:*
  - Visit the My Aged Care website to 'Apply for an Assessment Online'
  - Call My Aged Care on 1800 200 422 (free call)
  - Book a face-to-face appointment with an Aged Care Specialist officer at select Services Australia services centres by calling 1800277 475.
- *For further information, the Department of Health and Aged Care factsheet on this reform is available [here](#).*

*Q. Where can I get more information about CHSP and my rights?*

- *The City of Adelaide's Healthy Ageing Coordinator (via phone and email)*
- [Charter of Aged Care Rights](#)
- *My Aged Care – via phone and [website](#)*
- *Aged Rights Advocacy - [Aged Rights Advocacy Service](#)*
- *Adult Safeguarding Unit – [Adult Safeguarding Unit | SA Health](#)*
- *Council of the Ageing SA – [COTA SA • Standing with older South Australians](#)*
- *Older Persons Advocacy Network (OPAN) – [Home - OPAN](#)*
- *Aged Care Quality and Safety Commission – [Homepage | Aged Care Quality and Safety Commission](#)*
- *Catalyst Foundation - [HOME - Catalyst Foundation](#)*
- *Multicultural Aged Care - [Multicultural Aged Care - Home](#)*

## **7. CITY OF ADELAIDE – COMMUNITY DEVELOPMENT APPROACH**

The [Community Development Discussion paper](#) outlined opportunities for Council to strengthen its community development approach to deliver the community outcomes outlined in the Strategic Plan 2024-2028. The paper made a recommendation, endorsed by Council, to develop a Community Development Strategy and Implementation Plan, which is due to be delivered in this term of Council.

The paper explored the challenges and opportunities presented as we look towards becoming city of 50,000 residents who are well and living connected lives as members of a diverse community, with a strong focus on local neighbourhoods. It considered both the profile of this growing population, and priority groups who continue to require support and form a central focus of city community planning. It also considered the opportunities and challenges across the current structure of council's community services, programs, and facilities across the city.

A Community Development Strategy would help to clarify and inform actions to be delivered under the Council's Strategic Plan 2024-2028, in relation to community groups.

In 2020, due to Council reduction in budget expenditure and staff FTE, two community centre coordinator roles were made redundant which has implicated Council's ability to respond to community needs and operate the centres to their full capacity. Appropriate resourcing of centres was highlighted as a key component of their effectiveness in enabling a stronger community development approach.

As part of a renewed approach to Community Development, the Healthy Ageing program, could be better integrated with the community centres and library programming in the city, to explore these spaces as a primary point of connection for older people. Throughout Spring in 2024, the Healthy Ageing Coordinator spent some time working from the Minor Works Community Centre and coordinated some one-off Tai Chi events to test interest. Regular presence on the ground enables an organic approach to respond to community needs and facilitate community led programming and action. By removing CHSP administration from the duties of the Healthy Ageing Coordinator role, and organically building the new WOW program in collaboration with older community members, this role will be better placed to contribute to a stronger community development model moving forward, and not only support older people in the community to lead and co-design community programming but support broader intergenerational community connections and programs as well.

## **8. CONCLUSION**

The new Support at Home model of care will significantly impact how the City of Adelaide Commonwealth Home Support Program (CHSP) operates. Over the past few years, Council's ability to service a considerable proportion of older city residents through the CHSP has been decreasing, and almost all program resources are dedicated to replicating in home services already offered by other providers.

Council has an important role to play in supporting older people to age well in the city, beyond in home services. A move away from these services will enable greater value-add to a broader group of older city residents.

This paper presents a proposal to exit from CHSP, a plan which would be executed with great care through personalised conversations with each current CoA CHSP client, so their ongoing needs and interests are well understood and catered to. Residents will be invited to remain connected to Council's proposed new Healthy Ageing (WOW Adelaide) program; a program designed in collaboration with older community members, through the COTA SA co-design research project.

With an aspiration of 50,000 residents by 2036, and a rapidly ageing population, the City of Adelaide is compelled to explore new ways to support older people to thrive in the city. As loneliness becomes a growing issue for our society, research with our residents tells us that social connection and opportunities for improved wellbeing are the heart of what older people are seeking in their local community. Strong impetus is there for City of Adelaide, as a local government organisation, to step back into the healthy ageing social programming space, and foster quality connection and exciting and bold programming for older residents, underpinned by a community development approach.

# The Plug-in.

## Social program co-design

### Project highlights for community



Produced for the Healthy Ageing team, City of Adelaide  
September 2024



## **Social program co-design project highlights**

### **Consumer insights report**

Qualitative Research

Version: 1.0 (06 November 2024)

Report date: 06 November 2024

Author: Sharmilla Zaluski

For: Healthy Ageing team, City of Adelaide + project participants

Related work:

This qualitative research report by The Plug-in, COTA SA, builds on research findings conducted in 2023. A co-design process was undertaken in 2024 to build a new social program for City of Adelaide residents aged 50+. This report outlines the type of social program that will continue to build strong connections, wellbeing and physical activities for older people living in the city.

Insights will assist the Healthy Ageing team to plan new activities and leverage existing programming to meet the wants and needs of older city residents.

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## Executive summary

Following quantitative and qualitative engagement with older city residents in 2023, The Plug-in delivered a comprehensive Key Insights report outlining the wants and needs of older people living in Adelaide and North Adelaide.

In seeking to reshape and broaden the services delivered to city residents, the City of Adelaide's Healthy Ageing team engaged The Plug-in again in 2024 to undertake a co-design process that would detail what a new, dynamic social program might look like to meet the diverse needs of older people working and living in the city, providing optimal ways to improve wellbeing through social connections.

Participants of the co-design process shared that **social connections** underpin the activities they seek out. Under the umbrella of social connection, areas to focus on are:

- + **Special Interests:** participation in activities that are of personal interest or facilitated ways of trying out new activities.
- + **Lifelong learning:** keep the mind active and challenge thinking.
- + **Emotional wellbeing:** activities that bring focus to mindset.
- + **Physical activity:** both structured and unstructured types of classes.

Other considerations of significant importance are that activities be low-cost, offered on various days and times, and that transport support be explored for those with mobility issues.

Finding out about activities and events is a major challenge which presents an opportunity to explore the ways that information about council-run activities (community centres) could be consolidated to ease the strain residents experience in keeping up to date.

Participants shared that they would travel outside of the city to attend events, but for activities that are accessed frequently, preferences are for those to be in accessible locations and walkable distances from home.

Opportunities and recommendations presented throughout the report don't necessarily require a significant time or cost investment. By starting small and focussing on the following, the Healthy Ageing team will make a considerable difference to supporting connections within the local community and improving the wellbeing of city residents:

- Establish and coordinate activities that don't require significant administration.
- Focus on improving the flow of information of council-run activities and events

This research was conducted in partnership with the Healthy Ageing team. Key insights throughout this report detail elements that must be considered in the planning of new services and programming for city residents to truly meet the needs of people aged 50 years and over.

## Principles for new program



**Social connections** are the most important aspect of any new program and is a thread that should run through any scheduled activity or event to support older people living in the city.

Participants expressed their motivation to continue an activity is placed equally between the connections made and their enjoyment of the activity itself.



**Special interest activities** continue to be vital for people to continue their passions with others. There is a strong desire to explore new activities in a facilitated series that provide avenues of discovering 'missed opportunities' of the past – this could be activities such as painting or exploring different sports such as archery.



**Lifelong learning** is highly sought after. Participants highly recommend U3A, WEA and the HAWKE Centre (UNISA) as sources for pursuing learning. People also seek out keynote speakers through events at libraries, neighbouring council areas and online.

Partnering with other organisations and councils to promote opportunities will help residents discover available and affordable avenues for learning.



**Emotional wellbeing activities** like mindfulness, spirituality (higher purpose), meditation, variations of yoga adaptable to individual ability, and tai chi are sought after.



**Physical activities** should range from structured fitness classes to more casual formats such as walking groups. The various court facilities around the Park Lands are a great available asset to utilise and encourage social engagement while being active, such as pétanque and tennis courts.



### Low-cost affordable options

The preferred cost of activities was affordable at \$2 – \$10. Note that \$12+ is consistently viewed as expensive for some to participate.

People prefer not to be locked into paying for block of 10 sessions where possible. If needing to lock into a block of 5 or 10 sessions, it is important for a 'come and try' to be offered.

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## Travel + transport

People are not opposed to traveling outside of the city limits to participate in activities, but the preference is for activities and events to be available close to home. Limited mobility is a prohibitor so if transport can be supported, it will encourage participation.



## Days and times

Activities being offered at a variety of times through the day, some evenings and weekends, provide opportunity for more people to participate, especially for people who are working or in a carer role.



## Flow of information

How residents find out about activities and events continues to be a challenge. Through engagement, The Messenger continually comes up as a lost source of information that was primary to most people. There are many different channels that people use to keep up to date with current activities but it's often ad hoc and disordered.

Council has an opportunity to review the way information is distributed and consolidate communications about the various programs that run out of Community Centres and Libraries as well as the programs the Healthy Ageing team coordinate.



## Advertising and ageism

A finding from 2023 research is important to keep front of mind: The way activities and events are advertised, and use of language impacts attendance of activities and events. Residents don't need activities to be branded with age-related language – it can be a turn-off, unless of course, the activity is for a specific age bracket. If advertising includes comprehensive information, people can make their own mind up if it is suitable to join.



## Age groups, cultural diversity, intergenerational opportunities /all ages, and gendered activities

A mix of cohorts for activities is important and participants are keen to participate in activities that encourage cultural diversity. Supporting intergenerational activities is essential, but there are certain activities that should be more age-specific such as tailored fitness classes. Gender specific activities are still important for fostering connections in certain areas, for example, men's breakfasts.



## Summary of recommendations



### Recommendation one

#### **Prioritise the establishment of highly sought after activities that have lower demand for administrative support.**

By starting with highly desired activities, the Healthy Ageing team will be able to establish community connections and rapport. Activities that are easy to administer will allow for time to develop more intricate programs with residents that require more time investment and possibly the support of volunteers.

An example of one such activity is a demand for regular coffee catchups in local areas that can be set for certain days and times that become well-known among residents.



### Recommendation two:

#### **Complement existing council-led programs delivered with new activities that increase social connection in the four areas outlined in consideration two.**

Complement the existing programs that are run out of Community Centres across the city with a new activity that is not currently on offer, or an activity that is popular and books out quickly.

- Analyse what's already on offer, what is very popular and fills up quickly that may benefit from being upscaled easily and replicated across other sites in the city; or
- Implement a series that provides opportunity for people to try something different each week at a low-cost.



### Recommendation three:

#### **Support opportunities for residents to continue learning and challenge thinking.**

Continued learning and challenging the mind is of great importance to older residents.

- A way of doing this could be to invest in a series that teaches the art of writing a memoir. This type of activity was interesting to participants as a way of reflecting on their life and learning how to translate and record information. The concept was further verified through the concept testing workshop as an area of particular interest.
- Of equal interest were conversational classes that provide opportunity for people to gather and discuss current affairs, providing opportunity for social connection, an avenue for sharing thoughts, and learning more about political events or more local issues such as housing.



### Recommendation four:

#### **Increase access to wellbeing activities**

There is significant interest in Tai Chi being run out of the Park Lands or city squares in the morning(s) across the city.

There is the offer of yoga, Pilates and/or meditation available at the North Adelaide Community Centre and the Minor Works building, but it seems like there may be a reduced offerings of these types of activities at the Box Factory.

A desire for consistency of some programming across the Community Centres would be very palatable to city residents – this was mentioned multiple times across workshops. Some influence in this space would be beneficial to residents and improve access to wellbeing activities.

**Recommendation five:****Maximise the use of the city's open spaces**

Adelaide's open spaces are a major attractor and city residents share how important these spaces are.

For city residents that had strong social connections formed around the Adelaide Aquatic Centre, there is a current opportunity to coordinate and trial activities to support the continuation of group gatherings that are important both socially and physically.

One way to do this would be to establish an activity at the same time as residents used to meet at the Aquatic Centre and create a walking group or regular meet at the pétanque courts in North Adelaide.

**Recommendation six:****Offer a diverse range of low-cost activities to increase community participation.**

Participants expressed their desire for a diverse range of activities to increase inclusion opportunities of the wider community.

A range of free and low-cost activities available at different times and across a variety of locations will help keep programs close to home and include older residents with busy lives, those continuing to work, volunteer and with other commitments such as Carers.

Incentivising attendance through plus-one promotions will help spread information and increase participation.

**Recommendation seven:****Prioritise consolidating council event and activity information and use multiple channels to share information**

To help ease the strain of seeking out information from multiple channels and platforms, it is recommended that the Healthy Ageing team focus a portion of resourcing to assist the flow and access of information to older city residents.

**Recommendation eight:****Increase community awareness of ways to improve health and wellbeing.**

Tailoring communication tools, such as the Grapevine, to include news articles based on topics that are known to improve overall health and wellbeing as we age would be an effective way for the Healthy Ageing team to broaden community knowledge. This could also be used as an opportunity to promote a Council-led activity or event that matches the theme, or to introduce the concept of the 5 Ways to Wellbeing.

[RN1]

“ There was a breakfast down at the South West Community Centre two or three years ago. The Muslim community came along and talked about what they believed and shared information about Ramadan.

We just had coffee and croissants for breakfast. It was so good. It gave an opportunity to meet others, but also to learn from them.”

Female, 70 - 74

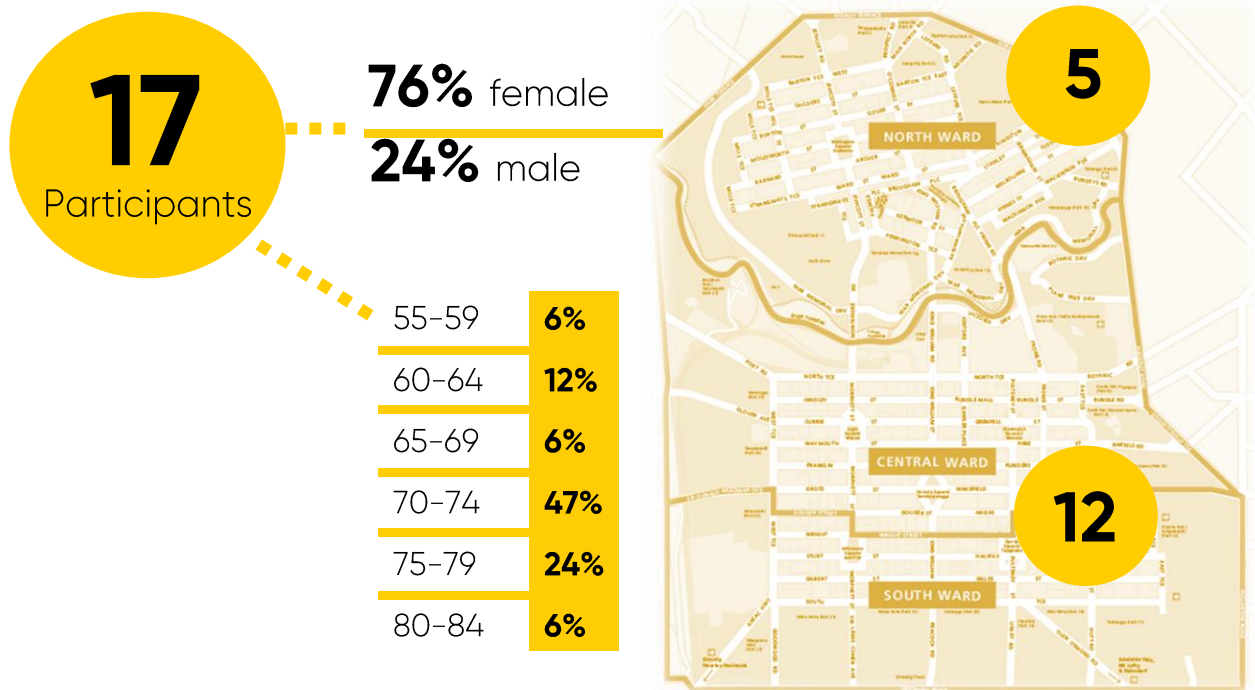
Concept testing workshop participant

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## Community participant demographics

### Co-design workshops (2)



I am normally able to meet my living costs **52%**

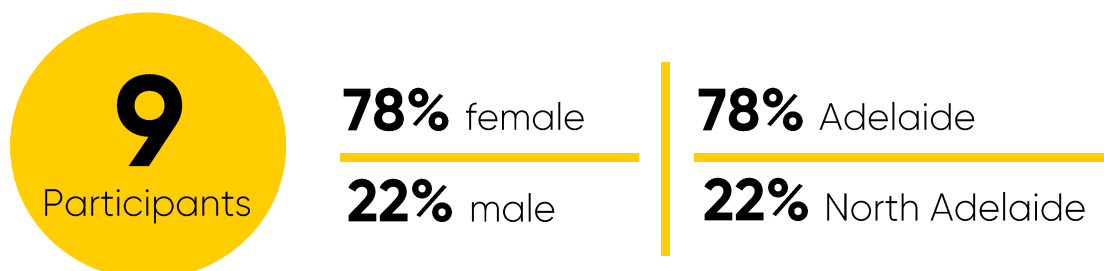
I mostly have more than enough money **18%**

I mostly struggle to make ends meet **18%**

Prefer not to say **12%**

### Concept testing workshop (1)

Residents who had engaged in the co-design workshops were invited back to join the concept testing workshop.



“

I want to feel good that I'm old. Well, I don't always, and often it's not treated like it's a good thing. That's what I find really challenging... irritating.”

Male, 70-74

Concept testing workshop participant



## Key findings

### Social program design

In workshops, participants shared what they value about current activities, and the types of activities they would be interested in accessing to complement and enhance lifestyle across a week, fortnight or month.

Assumptions should not be made that people are sitting around waiting for a set program to pop up; participants provided insight into their busy lives and the ways in which they seek activities that stimulate continued learning, special interests, wellbeing and physical activity. The common thread that ties these themes together is social interaction – every activity has a social component that keeps people engaged and satisfied.

While the co-design participants were quite well connected within their communities, it is important to note that through the 2023 survey and workshop engagement there are parts of the community that find connecting with others a challenge.

There is great opportunity for the Healthy Ageing team to establish new activities that are accessible and will help foster strong links for older city residents. It also became very clear there is substantial programming that exists across community centres and libraries in the city. Participants shared the challenges of discovering activities and events in the city: this is a significant opportunity to consider how communications can be consolidated around council-led activities and events to increase awareness and participation.

There is a community need to initiate a new social program that is vibrant and inclusive of all older people living in the city. Part of the program should focus on coordinating participation across existing council programming, as well consolidating communications and the flow of information to city residents.

There are four key areas for consideration:

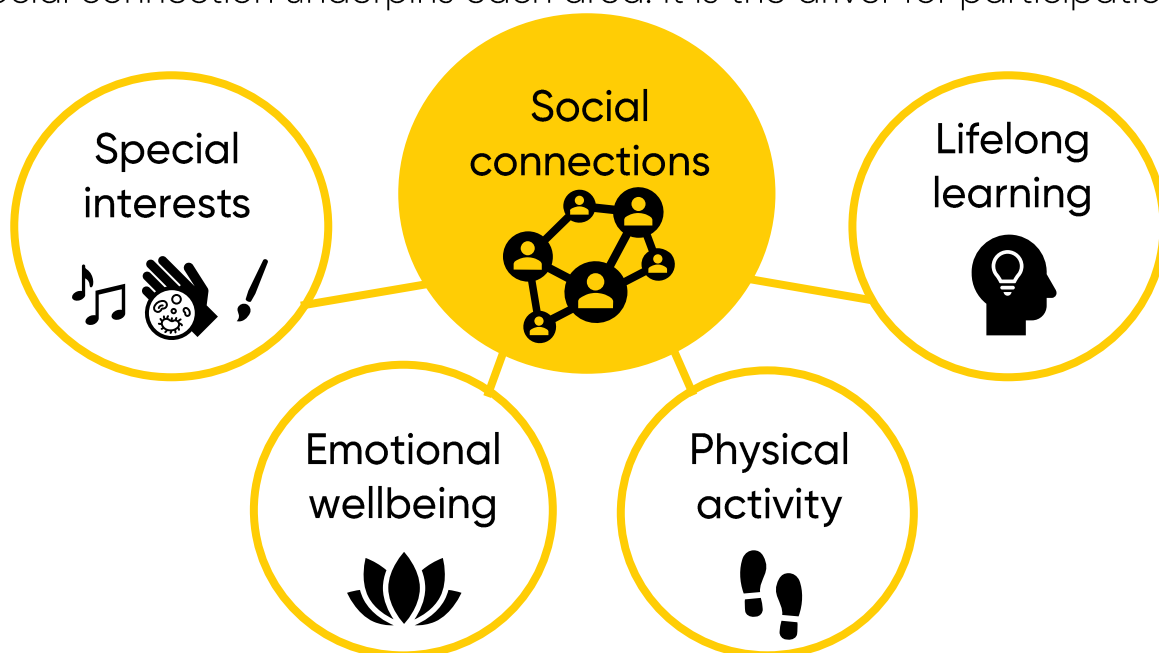
1. Programming (complementing existing programs with new activities and events)
2. Pillars for success
3. Scheduling + access
4. Flow of information

**Consideration 1:** Programming should comprise of new activities that complement existing programming delivered by Council across the city.

Existing programming

New programming

**Consideration 2:** Activities should fall within the areas of fostering special interests, emotional wellbeing, continued learning and physical activity. Social connection underpins each area: it is the driver for participation.



**Consideration 3:** Increase participation through offerings at various times + days (some scheduling in evenings and/or weekends), support with transport options



Activities and events across various days, times and weekends to be inclusive of people who work and in carer-roles.



Supporting residents with limited mobility or access to transport will increase opportunities for social participation.



Low-cost options

**\$2 - 10**



**Consideration 4:** Consolidate the flow of information of council activities through key channels to help residents stay informed and maximise



- + Printed communications
- + Community notice boards
- + Publications (Grapevine)
- + Eventbrite
- + Email subscriptions

## “Ageing Well Book Club.

This is a monthly event, and it's a book club that has a specific focus on ageing well. Each month we alternate between a book – fiction that deals with ageing well and then the next month, a non-fiction book that deals with ageing well.

Now we're looking at a book called Blue Zones. And these are areas around the world where people over the age of 100 years are more prominent and dominant. Before this, we had a fiction work called Mrs. Winterbottom's Gap Year, which was such a lot of fun.

It's a lovely balance between fiction and non-fiction in an area that is, for me, intrinsically interesting, because I want to know about ageing well. I really look forward to that. It was free. It's sponsored by Unley Council, and it's run through the library there.

And the great thing about coming back to it is there's like-minded people who are interested in ageing well and are prepared to do the necessary reading before the event itself, so it is quite informative...”

Male, 70–74

Concept testing workshop participant



## Method

To help shape a new program for older people living in the city, a three staged engagement process was executed:

- + CoA Internal scoping session
- + Co-design workshops with community
- + Concept testing workshop with participants who engaged in the co-design workshops.

### CoA Internal Scoping Session, June 2024

The Plug-in facilitated a session with key members of the Healthy Ageing team to understand the needs, risks and opportunities prior to holding co-design workshops with community members.

The Plug-in revisited key findings from the 2023 research which helped set the scene for the second stage of engagement. We explored known and possible risks and touched on ways the Healthy Ageing team may mitigate these. As a group, we discussed possibilities, opportunities, and what has worked well from previous experiences. Finally, we delved into what is out of scope; this was important for making sure unrealistic expectations were not set when entering the co-design and concept testing stages with community.

### Co-design workshops, July 2024

To shape a new program fit for purpose for older city residents, co-design workshops involved four (4) activities to discover and design key elements that are most important for participants. These activities were also created on the basis of rich information and key findings of the survey respondents (100) and workshop participants (25) in 2023 research.



Image: Co-design workshop 2

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## Activity 1: Experiences we don't want to recreate

In this activity, we aimed to get some less-desirable experiences documented to learn what hasn't worked in the past, and to then focus the remainder of the workshop on problem-solving and solutions.

This activity provided insight into the barriers that older people face that prohibit participation.

## Activity 2: Speedy solutions... "Your neighbour was speaking to you and said..."

This activity required participants to find some quick solutions to a set of questions. This required participants to consider known barriers that people face when trying to join social activities. The barriers for this activity were based on insights shared in 2023 by survey respondents and workshop participants.

The solutions gave insight to how participants organise themselves or their friends to be connected into different activities whether they be social, or community based, or more structured fitness activities.

## Activity 3: A day in the life...

We wanted to understand participants favourite day of the week to understand what makes this day so enjoyable, their feelings throughout the day, what attracted them to the activity and how they became connected with it.

The insights detailed the individual drivers to engage in the activity, emotional response, and the reasons they continue to engage in the activity.



Image: Co-design workshop 1



### Activity 4: What should a new program look like?

The final activity provided participants with hard copy fliers and schedules of existing programs that run in the city and neighbouring council areas. Participants had approximately 15 minutes to review material, highlight information and record notes on the flyers.

This was a powerful exercise as it provided tangible information for participants to consider, giving us insight to what activities are desirable, what information is needed to make decisions about activities and events, cost impacts, and location/venue appropriateness. This exercise helped clarify some of the earlier workshop discussions.

### Concept testing workshop, August 2024

The Plug-in analysed the rich data provided by participants in the co-design workshops and began shaping the fundamentals of a new social program. The concept testing workshop enabled us to present the concept, invite feedback and work through exercises to further clarify some areas we needed further participant input.

All attendees of the co-design workshops were invited back to participate. Of our target of 10 people for this workshop, we were pleased to have nine (9) participants able to re-engage in the process.



Image: Concept testing workshop

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To set the context for participants, The Plug-in explained the process so far. We introduced key considerations the Healthy Ageing team had shared in the scoping workshop (1), the key findings of the co-design workshops (2), and the aim of the concept testing workshop (1) being to ensure that the newly designed social program resonated and if there were any areas that hadn't been interpreted quite right.

### Activity 1: Considerations + challenges

Participants reviewed the key considerations for both City of Adelaide's Healthy Ageing team and those of participants from the co-design workshops. The purpose was to facilitate true co-design by allowing potential end-users of the program to let us know what was most important to them, what they didn't agree with, and highlight any additional considerations that may have been missed.

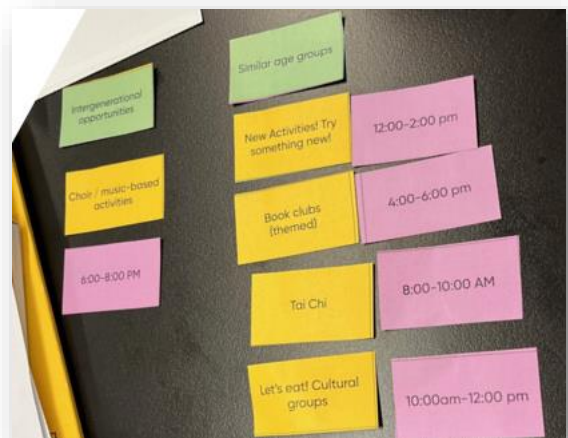
We then segued into a conversation about flow and sources of information to further probe about preferred channels, good information sources and the challenges faced.

### Activity 2: Types of activities

The Plug-in presented a model of activities based on findings from the co-design workshops. This provided a strong and productive discussion. Importantly, the discussion led to a change in the model which is now much more powerful and places a due amount of emphasis on social connection being the overarching theme that community seek out when engaging in activities.

Participants each received an envelope with cards:

- + Yellow cards listed activities that had been recurrently popular in discussions (and 2023 research)
- + Green cards prioritised whether the activity should be intergenerational, gender specific, or similar age groups
- + Purple cards allocated 2hr timeslots across a day ranging from 6am to 8pm



Participants were asked to select the activities they would most like to join (or suggest their own) and organise them underneath the green cards as headers. Some participants utilised the purple cards to nominate preferred timeslots, however this was more of a group conversation to understand most desired times of day to engage in activities.



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### Activity 3: Location, length of time, frequency

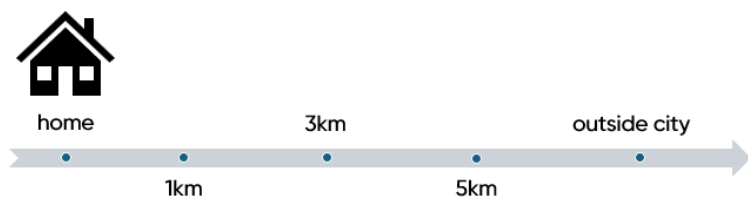
Participants were provided a worksheet to complete that outlined preferred distance to home, the frequency they might engage with an activity, ideal length of time, days of week, and how frequently they may re-engage with an activity.

These insights are important to understanding the access, frequency, and how much time availability people may have for introducing new activities.

**Activity 3: Location, length of time, frequency**

Objective of this activity is to understand how far participants are willing to travel for activities, the duration activities should be, and the frequency able to commit to.

Where do activities need to be located for you to participate in?



home 3km outside city

1km 5km

How often would you **travel outside of the city** to attend something?

What type of activity would that be? (Once off? Recurring?)

### Activity 4: Program foundation

This activity zoomed out to focus less on individuals and consider the wider population. Information was provided on leading research on overarching fundamental influences that support people to age well. The Healthy Ageing team had already identified they use 'The 5 Ways to Wellbeing' as foundational to the way they work.

The Plug-in gathered additional examples of pedagogies used in different settings to introduce in the workshop. Participants were asked to review the information and work in groups to choose categories they felt were most important to address for city residents. The idea being these categories could provide the foundations for any work produced by the Healthy Ageing team and wider council when designing services or considering impacts to older residents.

This activity was a nice way to introduce concepts that are used in a variety of settings and identify the areas that they felt would benefit them and their community. The findings of this activity were consistent with 'The 5 Ways to Wellbeing' (see section 'Ageing well pedagogies') – the Healthy Ageing team can continue to build on this framework which will support Council to positively impact wellbeing of older city residents.

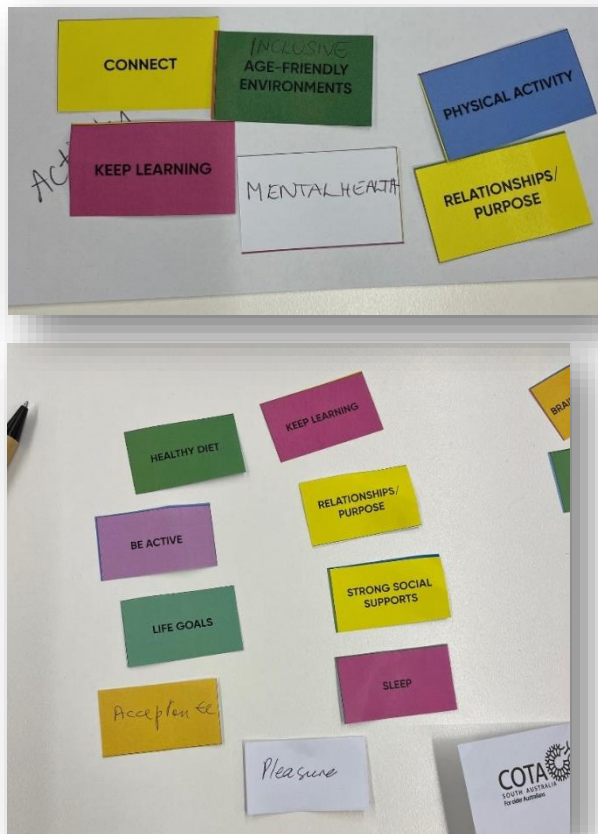
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We considered:

- + 5 Ways to Wellbeing (and added the concept of Nutrition + Sleep, used at Port Adelaide Enfield council)
- + Wiseseed – the five pillars of successful ageing
- + Aspen Valley Hospital – the five pillars of healthy aging
- + WHO – Decade of healthy ageing

This activity provided a nice way to close out the engagement. Participants worked together in three (3) groups and discussed what they believed is most important to help city residents maximise opportunities for improving wellbeing.



## Project-itis.

“

I think we might want to be mindful of something in community development called Project-itis.

When a project is funded for a particular period, and it gets up and going... and then, BOOM, the funding runs out. Then there's nothing, and there's no Plan B put in place. That's very, very destructive, because people wonder how sincere Council is, in this case, in actually putting on these programs.

I was going to a Qigong class that I think was funded by the council at the Box Factory – it's a form of Tai Chi.

It had a mixture of people from different backgrounds, different age groups, and that's now stopped. I don't think there's going to be another. So, I'm left wondering how sincere, really, the council is in *actually* providing these facilities if they get chopped off when the 'dough' runs out?”

Male, 70–74

Concept testing workshop participant

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## Next steps

There are clear opportunities to make an impact to the lives of older people living in the city. These opportunities don't necessarily require a significant time or cost investment: a dedicated resource to establish and coordinate activities and focus on improving the flow of information to residents would make a considerable difference to supporting connections within the local community and improving the wellbeing of city residents.

Additional to the objectives of this project, through the process of exploration in the co-design workshops, we discovered the attributes of staff/employees was a critical element to successful engagement. Participants noted that programs need staff that are skilled, empathetic and have an understanding of the unique needs of older people.

Being educated on the prevalence and impact of ageism is critical to ensuring planned activities (and those who facilitate them) are contributing to positive ageing experiences for community and valued citizens of the City of Adelaide.

As the quote about 'project-itis' speaks to the importance of reputation and genuine intention to establish a social program that will receive long-term commitment by Council. There is appreciation for the work being done to understand the needs of community, however some residents are apprehensive of the ongoing commitment to the running of a program. Success may look like starting small within existing means, building over time, and scaling up in a way that is sustainable. Enough is known to be able to begin filling programming gaps to begin making meaningful change.

While the establishment of a new social program is dependent on funding, the Healthy Ageing team could work toward trialling a new activity through grant funding opportunities such as the Ageing Well Grants available through the Office for Ageing Well.

The Plug-in would love the opportunity to work together in the future, whether by supporting the Healthy Ageing team in grant funding applications, aiding with evaluations and/or role design, or undertaking further work to shed light on the needs and wants of older people living in the city.

We have thoroughly enjoyed partnering with the City of Adelaide again to explore lived experiences of city residents, understand better their needs, and shape a new social program alongside city residents.

### Future research direction

Trialling program concepts with a small group of residents will be a positive way to continue the use of co-design principles in development of programs and assist the Healthy Ageing team understand what does or doesn't work in the delivery of new social activities.

This approach will help ensure future programs meet the needs of residents.



## **The Plug-in**

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**Every Tuesday morning from 10:00am to 11:00am from 4 February 2025. Minor Works Building Community Centre, 22 Stamford Court, Adelaide.**

Bookings essential. Please contact the Healthy Ageing Team on (08) 8203 7203 or book a ticket here:



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# WOW

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# WOW

**Wellbeing. Opportunities. Wisdom.**





# BUSINESS ACCESSIBILITY FUND OPERATING GUIDELINES

24 January 2025

council / administration

**PARENT DOCUMENT:** Funding Programs Policy

## PURPOSE

Businesses play a vital role in creating an accessible and inclusive Adelaide for people with disability. The Business Accessibility Fund (the Fund) supports Small and Medium Enterprises (SMEs) in becoming more accessible and inclusive in alignment with the City of Adelaide's Disability Access and Inclusion Plan (DAIP) 2024-2028.

The Fund is a key initiative under Goal 4 of the DAIP, focused on developing and trialling a Business Accessibility Support Program (BASP) to help businesses become more welcoming.

For the 2024/25 pilot round, the Fund offers up to \$10,000 to eligible businesses participating in BASP, a 6-month staged program that includes a tailored consultation with an expert access consultant. This consultant will help businesses assess their accessibility and recommend improvements. The Fund then supports businesses in making accessibility improvements, such as minor physical access upgrades or employee initiatives to foster disability awareness.

The BASP's objectives are to:

- Reduce barriers preventing access for customers with disability.
- Help customers make informed choices about accessible businesses and services.
- Equip SMEs with the tools to identify and address accessibility barriers.
- Enable businesses to diversify their customer base and boost financial performance through inclusive practices.

## OPERATION

### Program Services

The Business Accessibility Support Program (BASP) will provide successful applicants with the following resources and services:

- Introductory resources, including a Self-Assessment Toolkit to help businesses evaluate their accessibility across physical, digital, and service domains.
- Online workshops covering key topics, such as accessible premises, communication, and information.
- A consultation, consisting of one meeting with an expert access consultant, lasting up to 60 minutes.

The City of Adelaide acknowledges the Kaurna people as the Traditional Owners of the Country where the city of Adelaide is situated, and pays its respect to Elders past, present and emerging.

- A report from the external access consultant, providing tailored recommendations to improve the business's accessibility and inclusivity.
- A funding allocation of up to \$10,000 towards the cost of approved accessibility improvements for each business selected in the BASP Pilot Program 2024-25. If the program continues in future years, this allocation may be reviewed and increased annually based on the consumer price index.

### **Program Eligibility**

Unless stated below, the Fund follows the eligibility criteria outlined in the [Funding Program Policy](#).

The Fund is available to businesses that are selected for the BASP in accordance with the following criteria:

- Be located within the [City of Adelaide municipality](#) and actively operate or serve customers within the municipality, either from a business address or a venue/operational location.
- Be a for-profit business, or if a not-for-profit organisation meet additional eligibility criteria.
- Have a valid Australian Business Number (ABN).
- Have fewer than 200 employees.
- A standalone, independent business (i.e., not a franchisee, subsidiary of a larger company, or unincorporated association).
- Provide customer-facing or visitor services, such as food and drink establishments, retailers, tourism operators, accommodation providers, museums, galleries, live music venues, sport and fitness businesses, health service providers, and other businesses that interact directly with the public.
- Have committed to participate in all aspects of the BASP, including the self-assessment, workshop/s, consultation, carrying out the supported accessibility improvements, and evaluation.
- Have a commitment to ongoing improvements in accessibility beyond the program.
- Have no outstanding acquittals or debts to the City of Adelaide or its subsidiaries.

### **Eligible Improvement Projects**

Businesses participating in the BASP can apply for up to \$10,000 in funding for accessibility improvements from the following categories:

1. Creating Inclusive Venues for Neurodivergent Customers (e.g. creating sensory spaces, soundproofing, sensory kits, autism-friendly events).

2. Minor Physical Access Upgrades (e.g. installing ramps, upgrading restrooms, widening doorways, ensuring clear pathways).
3. Accessible Information and Inclusive Communication Solutions (e.g. providing alternative format materials, accessible websites, communication boards, hearing loop installation).
4. Employee Training, with a focus on long-term, scalable solutions (e.g. e-learning modules, disability awareness workshops, training for serving specific disability groups).

The BASP introductory resources, workshops, and one-on-one consultations will guide businesses to specific, impactful solutions and improvements to consider for their funding proposal.

For more detailed guidelines on eligible projects, please refer to **Appendix A**.

### **Ineligible Businesses and Projects**

The following businesses are ineligible to access the BASP Fund:

- Businesses not selected for, or actively engaging in, the BASP.
- Entities that primarily operate as an office-based environment with limited or no direct public or customer-facing services.
- Government departments or agencies, foundations, or grant making bodies.
- Businesses with any outstanding regulatory issues, such as permits, licenses, and compliance with regulations.
- Businesses with outstanding debts to the City of Adelaide or its subsidiaries or that have failed to comply with the terms and conditions of any previous funding agreement with the City of Adelaide or its subsidiaries.
- Franchisees, subsidiaries of larger companies, unincorporated associations.
- Political organisations or organisations that have a political purpose.
- Current City of Adelaide employees, immediate families, and contractors.
- Entities engaging in discriminatory or exclusionary practices that harm the community, such as promoting hate speech or discrimination.
- Entities that have already received funding from the City of Adelaide or its subsidiaries for the same activity, or funding for accessibility-related improvements in the past two years.

The following types of projects are ineligible for funding through the Fund:

- Projects for businesses not selected for or actively participating in the BASP.
- For tenant businesses, any project that does not have written approval from the property owner or landlord for proposed accessibility improvements.

- Projects involving extensive structural changes outside the scope of intended accessibility improvements, or that require significant alterations to the building's layout without proper consent.
- Projects that do not directly enhance accessibility for customers with disabilities, such as general renovations or unrelated upgrades.
- Employee or operational costs.
- Routine maintenance, painting, repair or cleaning that does not contribute to accessibility improvements.
- Projects with limited or minor contributions to improving accessibility for customers with disabilities.
- Accessibility improvements that do not comply with relevant building codes, accessibility standards, or other applicable regulations.
- Cosmetic changes without measurable accessibility benefits, such as painting or decorations that do not address accessibility issues.
- Business relocation costs i.e., removalists, contractors, transport etc.
- Projects or improvements already funded by the City of Adelaide or its subsidiaries, or those previously funded for the same activity within the past two years.
- Projects that are part of a broader redevelopment of city arcades/centres or those that may be undone by planned redevelopment or structural changes.

Eligibility decisions are at the discretion of the City of Adelaide, based on the alignment of the application with the program's objectives, criteria, and values.

### **Expression of Interest Process**

Businesses seeking support through the Fund can apply for the 6-month BASP by submitting an initial Expression of Interest (EOI) form on the [City of Adelaide's website](#) during round open dates.

Following submission of the EOI, the City of Adelaide's Social Planning and Reconciliation Team will contact the business for an initial discussion. This conversation will help clarify the business's needs, confirm eligibility and readiness, and outline the next steps for accessing the program.

### **Program Selection Process**

Applying and meeting the eligibility criteria does not guarantee selection for BASP, as there are limited places and funding available.

The City of Adelaide reserves the right to reject any EOI.

EOIs from interested businesses are assessed by the program selection panel, consisting of City of Adelaide employees and an independent accessibility expert (if required).

The assessment will be based on the eligibility criteria and the following selection criteria:

Principle	Criteria
Eligible Entity	<ul style="list-style-type: none"> <li>Must meet the requirements outlined in the BASP Eligibility (above).</li> </ul>
Commitment to Accessibility	<ul style="list-style-type: none"> <li>Demonstrated commitment to improving accessibility within the business.</li> <li>Well-articulated reason for wanting to enhance accessibility.</li> </ul>
Community Impact	<ul style="list-style-type: none"> <li>Clear commitment to making the business accessible to customers living with disability.</li> <li>Potential to contribute to the overall accessibility of the city.</li> </ul>
Readiness to Change	<ul style="list-style-type: none"> <li>Business is prepared to embrace new ideas and actively make changes in response to professional guidance to improve accessibility.</li> </ul>
Property Situation	<ul style="list-style-type: none"> <li>Business owns or has a long-term lease for their premises (not a short-term lease or operating from a temporary venue).</li> </ul>
Business Age & Stability	<ul style="list-style-type: none"> <li>Business has been operating for at least one year (not a new business or a business in a testing phase, e.g., a pop-up business).</li> </ul>

If there is more interest than available places, the selection panel will aim for a balanced mix of business sizes and types (e.g., hospitality, retail, tourism, arts and recreation, etc.) to ensure a diverse representation of sectors within the pilot program. The Panel will also consider the factors listed above to ensure the program is directed toward businesses that are likely to benefit most and sustain the improvements in the long-term.

Following the closing date for EOIs, businesses will be notified of the outcome of their EOI submission.

### **Funding Proposal Process**

Businesses selected to participate in the BASP are eligible for an allocation of up to \$10,000 from the Fund to implement approved accessibility improvement(s).

Before submitting a funding proposal, businesses must complete the following steps:

- Short online workshops with the external access consultant (Recorded sessions available if required).
- Completion of the Self-Assessment Toolkit to evaluate their accessibility.
- A one-on-one consultation meeting with the expert access consultant, during which accessibility improvements will be discussed and recommended.

The funding proposal must be submitted through the online Smarty Grants platform and should include details of the proposed initiative(s), including:

- A description of the scope of the improvement(s).
- A copy of the Self-Assessment Toolkit evaluation and access consultant's report, which includes the recommended improvements. This report will be emailed to the business after the one-on-one consultation meeting and must be attached to the funding proposal.
- Quotes outlining the costs and specifics of the planned improvement project(s). At least two written quotes are required. If the proposed works can only be completed by a sole supplier, only one quote will be acceptable. Quotes must align with the improvements recommended by the access consultant following the one-on-one consultation meeting.
- Relevant accessibility specifications and technical notes for the proposed project(s), if applicable.
- Where applicable, should the business have received a complaint relating to disability discrimination (e.g. submitted to Equal Opportunity SA), the funding proposal does not become ineligible for this reason. Providing evidence that the proposed improvement(s) will address the cause of the complaint can strengthen the funding proposal. This demonstrates the business's proactive response to identified accessibility issues.

Note: All information submitted in relation to complaints will be treated with strict confidentiality. Only relevant details about how the proposed improvements address the issue will be required. Any personal or sensitive information related to the complaint will not be shared publicly or used outside the funding assessment process.

For businesses seeking funding for Minor Physical Access Upgrades, please refer to the next section.

### **Funding Proposals for Minor Physical Access Upgrades**

Businesses submitting a funding proposal for minor physical access upgrades are required to include the following documents:

- A clear description of the scope of the proposed upgrades, including intended improvements to enhance accessibility.

- Preliminary quotes outlining the estimated costs and specifics of the planned improvement project(s).
- Relevant details or specifications about the proposed upgrades, if available at the time of submission.
- A copy of the Self-Assessment Toolkit evaluation and access consultant's report, which includes the recommended improvements. This report will be emailed to the business after the one-on-one consultation meeting and must be attached to the funding proposal.
- Where applicable: If the business has received complaints related to disability discrimination (e.g., submitted to Equal Opportunity SA), the funding proposal does not become ineligible for this reason. Providing evidence that the proposed improvements will address these complaints can strengthen the funding proposal.

Following the submission of the funding proposal, an external Access Consultant - accredited with the Access Consultants Association (ACA) - may be engaged by the City of Adelaide at no cost to the business. If engaged, the consultant will assess the proposed upgrade(s) and provide a report with:

- Advice on whether Development Approval (DA) is required.
- Recommendations for certification, design, and construction plans.

At this stage, businesses may be required to submit further documentation based on the accredited ACA consultant's recommendations, including:

- Final architectural plans, elevations, and sections for the proposed changes.
- A clear site plan showing the location of the upgrades.
- Any reports or assessments from the consultant or other professionals funded through the Fund.
- A minimum of two written quotes from registered contractors, detailing costs for all work and materials (unless an exemption is approved by the City of Adelaide).
- Written approval from the building owner (if the business owner is not the property owner), authorising the proposed works.

If the proposed works involve physical changes that affect the building's structure or function, **Development Approval (DA)** may be required under the *Planning, Development and Infrastructure Act 2016* (SA) (PDI Act).

The business must submit and obtain any necessary consents before funding can be allocated and work can commence. It is strongly recommended that businesses begin seeking DA alongside submitting their funding proposal. Businesses can use [Plan SA's Approval Wizard](#) or contact the City of Adelaide's Development Assessment Team at (08) 8203 7185 to confirm if DA is required.



Note: State Government charges for lodging a DA are the responsibility of the applicant. However, the BASP Fund may cover the cost of City of Adelaide Development Application fees. Additionally, funding for professional advice and documentation required for the DA process (Planning Consent and Building Consent) for eligible projects may be reimbursed upon receipt of an assessment report and valid Development Approval.

Full Development Approval (planning consent and building consent) must be granted before allocation of the funding.

### **Assessment of Funding Proposals**

All assessments will take place within the online SmartyGrants platform.

Applicants must acknowledge that the proposal and all supporting documentation may be made available for public viewing as part of City of Adelaide reporting requirements.

Once submitted, a funding proposal will be assessed in accordance with:

- These Operating Guidelines
- Eligible projects (see below section)
- Alignment with the access consultant's recommendations
- Limitations applying to the Fund
- Available funding
- Relevant approvals obtained
- The consideration of any complaints submitted to Equal Opportunity SA (if applicable), and how the proposed improvements address the issues raised.

Once an assessment is complete, businesses will be notified in writing of the approval and the allocation of funding available to them on completion.

Eligibility of specific products or services is at the City of Adelaide's discretion.

The City of Adelaide reserves the right to reject any funding proposal.

### **Funding**

The Fund budget for the 2024/25 Pilot Round is \$80,000.

A maximum of \$10,000 will be allocated for each business participating in the 2024/25 Pilot Round, for the reimbursement of approved accessibility improvements.

Funding is subject to the Council's annual budget processes and funding is limited.

The City of Adelaide reserves the right to cease the Fund at any time without notification and BASP applications are not guaranteed to receive funding (except where pre-commitment has been approved and activated).

Any unspent funds from the allocated \$10,000 will be returned to the Fund at the conclusion of the project and may be reallocated to other applicants.

### **Unspent Funds**

Any unspent funds from the individual \$10,000 allocation per business will be reallocated to other BASP participants or repurposed for the implementation of other City of Adelaide disability access and inclusion initiatives.

### **Implementation**

Once funding has been allocated to the project and approval confirmation is received in writing from the City of Adelaide, the business can proceed to commission the work.

For the 2024/25 Pilot Round, the work must be substantially completed and paid for by 15 June 2025, after which funding automatically expires. All allocated funds will be transferred by 30 June 2025, after which funding automatically expires.

Following the notification of funding allocation, the business is required to:

- Comply with the conditions of the funding allocation and Development Approval (if applicable).
- Notify the City of Adelaide when the approved work is about to commence and at key milestones in the project as agreed with Administration.

### **Completion, Verification and Outcomes Reporting**

Upon completion of the funded accessibility improvements, businesses are required to undergo both a verification process and submit a final outcomes report through the SmartyGrants platform.

This ensures that the project has been completed to the required standards and provides the City of Adelaide with data to evaluate and report the outcomes of the Fund.

#### Verification Process

The verification process ensures that the funded project has been completed according to the agreed-upon scope, standards, and funding proposal.

For **physical access upgrades** (e.g., building modifications, sensory spaces), a final site inspection must be arranged with the City of Adelaide's Social Planning and Reconciliation Team once the work is completed. The business must notify the team when the project is finished and ready for inspection. The inspection may be carried out by a City of Adelaide employee and/or an independent Access Consultant, depending on the nature and scope of the upgrades.

The inspection will confirm that the improvements meet the accessibility specifications outlined in the funding proposal and the recommendations from the external access consultant.

For **non-physical projects** (e.g., digital upgrades, training programs), businesses must submit evidence of completion, such as links to updated websites, e-learning resources, or training session completion reports.

The City of Adelaide may request additional documentation or conduct a follow-up meeting to verify the successful implementation of the project.

#### Final Outcomes Report

Once the project is verified, businesses are required to submit a final outcomes report to evaluate the impact of their accessibility improvements. This report will measure the success of the program and demonstrate the return on investment (ROI) for both businesses and the broader community.

The final outcomes report must be submitted within 6 months of project completion via the SmartyGrants platform.

For the outcomes reporting process, businesses will be required to submit a final report after completing their accessibility improvements. This will help assess the effectiveness of the improvements and measure their impact, in line with the Results-Based Accountability (RBA) framework.

Businesses will provide feedback on the impact of their accessibility improvements, including any changes in customer engagement, business performance, and enhanced accessibility for people with disabilities. This approach will enable the City of Adelaide to assess the program's success in terms of both business outcomes and the broader goal of improving access and inclusion for people with disabilities.

The SmartyGrants platform will guide businesses through this process by automatically incorporating pre-set outcome categories and questions, aligned with the City of Adelaide's outcome goals and common metrics. This streamlined process ensures businesses can easily report on the effects of their improvements, contributing to more inclusive spaces across the city.

The City of Adelaide's Social Planning and Reconciliation Team will review the final report and verify that the business has met the program's objectives. If any aspects of the report are incomplete or unclear, the business may be asked to provide additional information or clarification before final approval.

#### **Final Approval, Reimbursement and Acquittal**

To receive the final reimbursement, businesses must provide evidence of payment to contractors for the eligible accessibility improvements. This ensures that the funds are

used appropriately and that all costs have been covered before the final reimbursement is issued.

After verification of the completed works, businesses will upload evidence of payment (e.g., invoices, receipts, bank transfer records, or contractor payment confirmations) directly into the SmartyGrants platform.

The documentation should show that the business has paid for the approved works in full, as per the submitted quotes and agreements.

The Social Planning and Reconciliation Team will review the uploaded evidence of payment within the platform to ensure that the payment matches the approved work and aligns with the Operating Guidelines.

The team will also verify that the payment documentation is consistent with the budget outlined in the funding proposal and the scope of the accessibility improvements.

Once the evidence of payment is verified and all conditions are met, the team will mark the project as complete within SmartyGrants and initiate the funding reimbursement process.

The SmartyGrants platform will notify the business once their reimbursement has been approved and processed. The business will then have completed the acquittal process, confirming that the funds were used according to the approved scope.

### **Acknowledgment in Promotions**

Successful beneficiaries of the Fund must acknowledge the City of Adelaide in any promotional materials, marketing, or public communications related to the program. This acknowledgment ensures recognition of the support provided through the BASP.

### **Reporting**

The outcomes of the Fund will be reported to Council on an annual basis, detailing successful projects funded through the 2024/25 Pilot Round and subsequent rounds, subject to the continuation of the BASP funding.

Data supporting this reporting will be consolidated through the SmartyGrants platform, ensuring efficient and effective funding management and consistent, transparent, outcomes-based reporting.

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## **OTHER USEFUL DOCUMENTS**

### **Related documents**

- **The City of Adelaide Funding Programs Policy**
- The City of Adelaide Disability Access and Inclusion Plan 2024-28

### **Relevant legislation**

- *Disability Inclusion Act 2018* (SA)
- *Disability Discrimination Act 1992* (Cth)
- Disability (Access to Premises – Buildings) Standards 2010 (Cth)
- AS 1428 Suite of Standards
- AS 2890.6:2022, Parking facilities, Part 6: Off-street parking for people with disabilities

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## **GLOSSARY**

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

**Access Consultants Association (ACA):** A professional organisation accrediting consultants who specialise in advising businesses on improving accessibility and compliance with disability access standards.

**Accessibility Improvements** are changes made to a business's facilities, services, or communication strategies that enhance the ease with which customers, including those with disabilities, can access and use the business.

**Australian Business Number (ABN)** is a unique 11-digit number issued by the Australian Taxation Office (ATO) to businesses, used for identification in all dealings with the government and other businesses.

**BASP (Business Accessibility Support Program)** is a program designed to provide financial support and guidance to businesses in the City of Adelaide to improve their accessibility for customers, particularly those with disabilities.

**Development Approval** is formal permission granted by a local government authority or an independent assessor for certain types of construction, alteration, or use of a building or land. It ensures compliance with zoning laws and building codes.

**Minor Physical Access Upgrades** are upgrades such as installing ramps, upgrading restrooms, widening doorways, and ensuring clear pathways. Examples are provided in Appendix A of the Operating Guideline.

**Small and Medium Enterprise (SME)** is a business with fewer than 200 employees. SMEs are typically classified as a Small Enterprise with fewer than 20 employees, and a Medium Enterprise with 20 to 199 employees.

**Public Liability Insurance** is insurance coverage that protects a business against claims made by third parties for injuries or damage that occur on the business's premises or as a result of its operations. A minimum of \$20 million coverage is required.

**Results-Based Accountability (RBA)** is a framework focused on measuring program success by answering three key questions: How much was done? How well was it done? And did the changes lead to positive outcomes for the business and its customers?

**Suppliers** are external service providers, including contractors and training organisations, who deliver technical advice or services required for accessibility improvements under the program.

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.

**Operating Guidelines Review**

This Policy document will be reviewed following the 2024/25 Pilot Round, with any necessary updates or adjustments made before the opening of the next round, subject to the program's continuation. Subsequent reviews will occur every 2 years.

**Review history:**

Content Manager Reference	Authorising Body	Date/ Decision ID	Description of Edits
ACC2025/10625	Chief Executive Officer	24 January 2025	Approval of new Operating Guideline

**Contact:**

For further information contact the Park Lands, Policy & Sustainability Program

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## **APPENDIX A**

### **Eligible Accessible Improvement Projects**

This Appendix provides an overview of eligible projects for each improvement category, along with examples of activities and solutions that would be considered eligible for funding under the BASP.

#### **1. Creating Inclusive Venues for Neurodivergent Customers:**

- Designing and creating designated sensory spaces or quiet zones, either permanent or for an event.
- Modifications to existing spaces to make them more accessible for the neurodivergent community, e.g., soundproofing, noise-reducing measures, dimmable lighting, or other environmental adjustments.
- Acquiring sensory kits or items for customers.
- Creating an Accessibility Guide or social stories.
- Creating sensory-inclusive menus.
- Planning, promoting, and running an autism-friendly event or experience.

#### **2. Minor Physical Access Upgrades:**

- Entrance and pathway improvements, including:
  - Installation or upgrade of ramps for step-free access.
  - Automatic doors or power-assisted door openers to assist with ease of entry.
  - Widening of doorways to ensure adequate space for wheelchair access.
  - Removal of physical barriers.
  - Redesigning pathways to provide unobstructed access to the venue, ensuring clear and safe entry points.
- Interior accessibility enhancements, including:
  - Widening of internal doorways and pathways to meet minimum accessibility width standards.
  - Installation of adjustable or lowered counters for wheelchair access at service desks or reception areas.
  - Modifications to aisles and walkways to ensure accessibility and safe navigation for customers with mobility devices.
  - Tactile indicators prior to steps, ramps, and directional changes.
  - Accessible fixtures such as lever-style door handles and lever-style taps.
- Accessible toilets and restrooms, including:
  - Installation or modification of accessible toilets, including compliance with turning space, grab rails, signage, and appropriate seat heights.
  - Conversion of existing facilities to meet relevant Standards.
  - Expert design and planning of an accredited Changing Places facility for customers with high support needs, if space allows.
- Lighting and signage, including:
  - High-contrast and tactile signage for areas such as entrances, accessible toilets, and emergency exits, designed to aid individuals with vision impairments.



- Upgrading lighting in key areas such as ramps, entrances, and parking spaces to improve visibility and ensure safety for people with low vision.
- Accessible car parking and drop-off zones, including:
  - Creation or upgrade of accessible parking spaces located close to the building entrance, ensuring adequate space for mobility aids.
  - Designation or improvement of accessible drop-off zones with clear signage to assist customers with disabilities.
- Flooring and surface upgrades, including:
  - Installation of non-slip flooring in high-traffic or wet areas, including bathrooms, ramps, and entrances.
  - Repair or replacement of uneven flooring that may present tripping hazards for people with mobility impairments.
- External infrastructure and modifications, including:
  - Improvements to main external walkways and pathways, ensuring they are smooth, level, and free from obstacles.
  - Installation of accessible outdoor seating that accommodates people using wheelchairs or mobility devices, with adequate space for manoeuvring.

### **3. Accessible Information and Inclusive Communication Solutions:**

- Providing printed material (e.g., menus) in alternative formats, e.g., printed, large print, and electronic versions.
- Creating menus in plain language and with clear descriptions and photos.
- Producing key documents and materials in Easy Read alternatives.
- Upgrading website accessibility, e.g., installing an Accessibility Menu widget.
- Creating communication boards or tablet devices with communication applications.
- Installation of assisted listening systems, e.g., hearing loops at key service areas or meeting rooms.
- Producing a mobility map of the site indicating nearby accessible parking, toilets, paths, public transport, and attractions.
- Establishing alternative booking, contact, and customer feedback systems.
- Creating accessible and inclusive social media content.

### **4. Employee Development, with a focus on long-term, scalable solutions:**

- Developing disability awareness training that can be integrated into mandatory employee induction or onboarding programs for all new hires, ensuring that every new team member receives consistent and comprehensive training.
- Creating e-learning modules or other self-paced online resources that can be used by all new employees, providing ongoing accessibility awareness that can be easily updated as needed and is available for training new employees at scale.
- Partnering with relevant disability organisations to provide specialised training for staff on interacting with and serving customers with specific disabilities,

such as autism, vision impairments, or mobility needs. This training can be incorporated into broader staff development programs to ensure continuous improvement.

- Offering long-term, scalable training solutions that focus on developing skills over time, such as creating a training resource library that staff can refer to as needed, instead of relying solely on one-off training sessions that may not be retained if the business has high staff turnover.

## Recommendations of the City Planning, Development and Business Affairs Committee – 4 February 2025

Strategic Alignment - Our Corporation

Public

Tuesday, 11 February 2025  
Council

**Program Contact:**  
Kathryn Goldy, Acting Manager  
Governance

**Approving Officer:**  
Anthony Spartalis, Chief  
Operating Officer

## EXECUTIVE SUMMARY

The City Planning, Development and Business Affairs Committee considered the following Items at its meeting held on 4 February 2025 and resolved to present to Council the following recommendations for Council determination:

- Item 7.1 – Built Heritage Management Policy Review for Approval
- Item 7.2 – Submission to the Accommodation Diversity Code Amendment consultation
- Item 7.3 – Draft Light Square / Wauwi Master Plan Phase 2 Consultation Summary
- Item 7.4 – Community Land Management Plan Adelaide Central Market Amendment
- Item 7.5 – Recission of the Liquor Licensing Policy

## RECOMMENDATION

### 1. **Recommendation 1** – Item 7.1 - Built Heritage Management Policy Review for Approval

#### THAT COUNCIL:

1. Notes the expanded scope of the Built Heritage Management Policy to cover the conservation and promotion of built heritage places, adaptive reuse, historic streetscapes, historic areas, archaeology, designed landscapes and public realm elements of Adelaide, North Adelaide and the Adelaide Park Lands.
2. Adopts the Built Heritage Management Policy as contained in Attachment A to Item 7.1 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025, to replace the Built Heritage Management Policy, dated 8 November 2016, North Adelaide Public Realm Policy and North Adelaide Public Realm Operating Guidelines.
3. Notes the Built Heritage Management (Public Realm) Operating Guidelines as contained in Attachment B to Item 7.1 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025 to be finalised by the Chief Executive Officer.
4. Authorises the Chief Executive Officer, or delegate, to make minor typographical, syntactical and technical amendments to the documents as contained in Attachment A and Attachment B to Item 7.1 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025, for the purposes of finalising the documents.

### 2. **Recommendation 2** – Item 7.2 - Submission to the Accommodation Diversity Code Amendment consultation

#### THAT COUNCIL:

1. Endorses the submission to the State Planning Commission on the Accommodation Diversity Code Amendment consultation as contained in Attachment A of Item 7.2 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025.

2. Authorises the Chief Executive Officer, or delegate, to make minor technical or typographical amendments to the submission on the Accommodation Diversity Code Amendment consultation as contained in Attachment A of Item 7.2 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025 for the purposes of finalising and lodging the submission.

3. **Recommendation 3 – Item 7.3 - Draft Light Square / Wauwi Master Plan Phase 2 Consultation Summary**

THAT COUNCIL:

1. Notes the outcomes of phase 2 consultation on the draft Light Square / Wauwi Master Plan as contained in Attachment A to Item 7.3 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025.
2. Notes the high level of stakeholder support for draft Option 1 in the draft Light Square / Wauwi Master Plan as contained in Attachment A to Item 7.3 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025.

4. **Recommendation 4 – Item 7.4 - Community Land Management Plan Adelaide Central Market Amendment**

THAT COUNCIL:

1. Authorises the Administration to proceed with public consultation on the amended Community Land Management Plan for the Adelaide Central Market, which is contained within Attachment A to Item 7.4 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025.
2. Notes the content of the proposed consultation pack, which is contained within Attachment B to Item 7.4 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025.
3. Notes that the Council will review the results, including the submissions received, from the public consultation process at a future meeting to determine its position on the amended Community Land Management Plan.

5. **Recommendation 5 – Item 7.5 - Rescission of the Liquor Licensing Policy**

THAT COUNCIL:

1. Approves the rescission of the Liquor Licensing Policy dated 12 November 2013.
2. Approves the rescission of the Liquor Licensing Operating Guidelines 2013.
3. Notes the updated Development Information Guide for Licensed Premises and Liquor Licences as contained in Attachment A to Item 7.5 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025 to be finalised by the Chief Executive Officer or delegate.

## DISCUSSION

1. The City Planning, Development and Business Affairs Committee met on Tuesday, 4 February 2025. The Agenda with reports for the public component of the meeting can be viewed [here](#).
2. Where the resolution of the Committee differs from the recommendation published in the Committee agenda, the Committee's recommendation to the Council is listed first with the original recommendation provided in is in grey and italics.
3. The following matters were the subject of deliberation.

3.1. Item 7.1 - Built Heritage Management Policy Review for Approval

THAT THE CITY PLANNING, DEVELOPMENT AND BUSINESS AFFAIRS COMMITTEE RECOMMENDS:

THAT COUNCIL

1. Notes the expanded scope of the Built Heritage Management Policy to cover the conservation and promotion of built heritage places, adaptive reuse, historic streetscapes, historic areas, archaeology, designed landscapes and public realm elements of Adelaide, North Adelaide and the Adelaide Park Lands.
2. Adopts the Built Heritage Management Policy as contained in Attachment A to Item 7.1 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025, to replace the Built Heritage Management Policy, dated 8 November 2016, North Adelaide Public Realm Policy and North Adelaide Public Realm Operating Guidelines.
3. Notes the Built Heritage Management (Public Realm) Operating Guidelines as contained in Attachment B to Item 7.1 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025 to be finalised by the Chief Executive Officer.
4. Authorises the Chief Executive Officer, or delegate, to make minor typographical, syntactical and technical amendments to the documents as contained in Attachment A and Attachment B to Item 7.1 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025, for the purposes of finalising the documents.

For ease, Attachments A and B relating to Recommendation 1, Item 7.1, have been included at the end of this recommendation report.

3.2. Item 7.2 - Submission to the Accommodation Diversity Code Amendment consultation

THAT THE CITY PLANNING, DEVELOPMENT AND BUSINESS AFFAIRS COMMITTEE RECOMMENDS:

THAT COUNCIL

1. Endorses the submission to the State Planning Commission on the Accommodation Diversity Code Amendment consultation as contained in Attachment A of Item 7.2 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025.
2. Authorises the Chief Executive Officer, or delegate, to make minor technical or typographical amendments to the submission on the Accommodation Diversity Code Amendment consultation as contained in Attachment A of Item 7.2 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025 for the purposes of finalising and lodging the submission.

For ease, Attachment A relating to Recommendation 2, Item 7.2, has been included at the end of this recommendation report. This attachment has been revised in response to Committee feedback.

3.3. Item 7.3 - Draft Light Square / Wauwi Master Plan Phase 2 Consultation Summary

THAT THE CITY PLANNING, DEVELOPMENT AND BUSINESS AFFAIRS COMMITTEE RECOMMENDS:

THAT COUNCIL

1. Notes the outcomes of phase 2 consultation on the draft Light Square / Wauwi Master Plan as contained in Attachment A to Item 7.3 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025.

2. Notes the high level of stakeholder support for draft Option 1 in the draft Light Square / Wauwi Master Plan as contained in Attachment A to Item 7.3 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025.

For ease, Attachment A relating to Recommendation 3, Item 7.3, has been included at the end of this recommendation report.

- 3.4. Item 7.4 - Community Land Management Plan Adelaide Central Market

THAT THE CITY PLANNING, DEVELOPMENT AND BUSINESS AFFAIRS COMMITTEE RECOMMENDS:

THAT COUNCIL

1. Authorises the Administration to proceed with public consultation on the amended Community Land Management Plan for the Adelaide Central Market, which is contained within Attachment A to Item 7.4 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025.
2. Notes the content of the proposed consultation pack, which is contained within Attachment B to Item 7.4 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025.
3. Notes that the Council will review the results, including the submissions received, from the public consultation process at a future meeting to determine its position on the amended Community Land Management Plan.

For ease, Attachments A and B relating to Recommendation 4, Item 7.4, have been included at the end of this recommendation report.

- 3.5. Item 7.5 - Rescission of the Liquor Licensing Policy

THAT THE CITY PLANNING, DEVELOPMENT AND BUSINESS AFFAIRS COMMITTEE RECOMMENDS:

THAT COUNCIL

1. Approves the rescission of the Liquor Licensing Policy dated 12 November 2013.
2. Approves the rescission of the Liquor Licensing Operating Guidelines 2013.
3. Notes the updated Development Information Guide for Licensed Premises and Liquor Licences as contained in Attachment A to Item 7.5 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 4 February 2025 to be finalised by the Chief Executive Officer or delegate.

For ease, Attachment A relating to Recommendation 5, Item 7.5, has been included at the end of this recommendation report.

4. The Committee also received a workshop on the Catalyst Site Policy Review Code Amendment.

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## DATA AND SUPPORTING INFORMATION

**Link 1** – City Planning, Development and Business Affairs Committee Public Agenda

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## ATTACHMENTS

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- END OF REPORT -

# BUILT HERITAGE MANAGEMENT POLICY

*Date this document was adopted*

*legislative / non-legislative*

## PURPOSE

Adelaide is renowned for its heritage character. Cultural heritage including heritage buildings, designed landscapes and historic character streetscapes are the City of Adelaide's (City) 'autobiography', giving the community a sense of historical perspective, providing recognisable links with people and events in history as well as a sense of community pride.

The conservation of Built Heritage contributes to the City's character, appeal, and competitive advantage. The protection and conservation of the City's heritage buildings and historic character streetscapes are for the benefit of present and future generations.

This policy covers the conservation and promotion of built heritage places, historic character streetscapes, historic areas, archaeology, designed landscapes and public realm elements of Adelaide, North Adelaide and the Adelaide Park Lands which is implemented by the City of Adelaide through the:

- Heritage Strategy
- Heritage Incentives Scheme
- Heritage Advisory Service
- Promotions
- Public Realm Guidelines.

## STATEMENT

### Objectives

Support the invigoration of the City's unique built heritage and historic character through the conservation of the City's heritage buildings and historic character streetscapes in accordance with *The Burra Charter: the Australia ICOMOS Charter for Places of Cultural Significance* (the Burra Charter) for the benefit of present and future generations.

Encourage capital investment in the conservation and adaptive reuse of heritage buildings, for the purpose of contributing to a city of outstanding places that meets the aspirations of the community.

### City of Adelaide's Roles

**Advisor** – City of Adelaide will support the management and conservation of heritage places by the provision of advice through the Heritage Advisory Service and the Heritage Incentives Scheme.

The City of Adelaide acknowledges the Kaurna people as the Traditional Owners of the Country where the city of Adelaide is situated, and pays its respect to Elders past, present and emerging.



**Custodian** – City of Adelaide will act as custodian for heritage assets in public spaces (the public realm), through their identification, management and enhancement as part of public works.

**Part-funder** - City of Adelaide will part fund heritage conservation projects that satisfy the principles of this policy.

**Partner** - City of Adelaide will partner with others (community, property owners, State and Commonwealth Governments) in the management and promotion of built heritage, particularly via heritage conservation projects.

**Information Provider** - City of Adelaide will promote and educate to foster community awareness and appreciation of the City's built heritage.

**Advocate** - City of Adelaide will advocate to:

- Other spheres of Government for funding to support heritage promotion and conservation
- State Government bodies for policy changes that support the use and adaptive re-use of listed buildings
- Property owners to invest in their heritage assets.

#### **Application of this document**

City of Adelaide will undertake to support and develop services and programs that support built heritage management by:

- Supporting the conservation and promotion of the City's built heritage and historic character streetscapes in accordance with the Burra Charter by:
  - Providing professional advice during the development assessment process.
  - Grants and professional advice to conserve and revitalise-heritage buildings.
  - Fostering community awareness and promoting the value of heritage buildings and historic character streetscapes through promotional and educational activities (e.g. heritage plaques).
  - Identifying historic elements in streetscapes for the purpose of protecting and revitalising historic character streetscapes as settings for heritage places.
- Assisting property owners, community groups, industry and government in the management of built heritage.
- Part funding conservation projects that satisfy the policy principles.
- Advocating to:
  - Other spheres of Government for funding to support heritage conservation and promotion.

- Government bodies for policy changes that support the use and adaptive reuse of listed buildings.
- Property owners to invest in their heritage assets
- Conserving, preserving, restoring, maintaining and retaining the heritage significance of buildings in accordance with the Burra Charter.

## OTHER USEFUL DOCUMENTS

### Related documents

- *The Burra Charter: the Australia ICOMOS Charter for Places of Cultural Significance*, 2013 (the Burra Charter)
- Heritage Strategy 2021-2036 and Action Plan
- Heritage Incentives Scheme Operating Guidelines
- Heritage Plaque Program Operating Guidelines
- Heritage Promotions Program
- Built Heritage Management (Public Realm) Operating Guidelines
- National Heritage Management Plan for the Adelaide Park Lands and City Layout

### Relevant legislation

- *Planning Development and Infrastructure Act 2016 (SA)*
- *Heritage Places Act 1993 (SA)*
- *State Government Planning and Design Code*
- *Building Code of Australia*
- *Environmental Protection, Biodiversity and Conservation Act 1999 (Cth)*

## GLOSSARY

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

**Adaptive Reuse** means changing a place to suit the existing use or a proposed use.

**Built Heritage** refers to purposely designed and/or constructed Places including, buildings and settlement patterns, historic character streetscapes, historic areas, archaeology, designed landscapes and public realm elements.

**City** refers to Adelaide, North Adelaide and the Adelaide Park Lands.

**Conservation** as defined in The Burra Charter and for the purposes of the Policy includes preservation, restoration, reconstruction, adaptation and stabilisation.

**Cultural Heritage** means the aesthetic, historic, scientific, social or spiritual value for past, present or future generations embodied in the place itself, its fabric, setting, use, associations, meanings, records, related places and related objects.

**Development** is as defined in the *Planning, Development and Infrastructure Act 2016 (SA)*.

**Place** means a geographically defined area. It may include elements, objects, spaces and views. Place may have tangible and intangible dimensions.

**Historic Character-Streetscapes** are those streets and areas of the City that are characterised by a cohesive historic character and identity.

**Historic Character** is a place that retains the physical form, style and features of an historic period but does not satisfy the criteria for Local Heritage listing.

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## **ADMINISTRATIVE**

As part of City of Adelaide's commitment to delivering the Strategic Plan, services to the community and the provision of transparent information, all policy documents are reviewed as per legislative requirements. When no such provision is made 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 **2030**.

### **Review history:**

Trim Reference	Authorising Body	Date	Description of Edits
ACC2024/106023		TBD	Policy Review. Updated to include Cultural Heritage align with the National Heritage Management Plan
ACC2017/97381	Associate Director People & Governance	8 November 2016	Minor amendments made to illustrate a change in operational process
ACC2016/94879	Strategy, Planning & Partnerships Committee	31 May 2011	Policy Review
ACC2007/84633	City Strategy & Policy Committee	27 Aug 07	Reflect HIS changes by encouraging listing
COCO2002/822 (1999/01856)	Strategy & Policy Committee	2 Sept 02	Policy Introduced

### **Contact:**

For further information contact the Park Lands, Policy & Sustainability Program

City of Adelaide  
25 Pirie St, Adelaide, SA  
GPO Box 2252 ADELAIDE SA 5001  
+61 8 8203 7203  
[city@cityofadelaide.com.au](mailto:city@cityofadelaide.com.au)

# Light Square/Wauwi Draft Master Plan

## Phase 2: – Public Consultation Summary Report

February 2025



## ACKNOWLEDGEMENT OF COUNTRY

The City of Adelaide acknowledges that we are located on the traditional Country of the Kaurna People of the Adelaide Plains and pays respect to Elders past, present and emerging.

We recognise and respect their cultural heritage, beliefs and relationship with the land. We also extend that respect to visitors of other Aboriginal Language Groups and other First Nations.

## DOCUMENT PROPERTIES

### Contact for enquiries and proposed changes

If you have any queries regarding this document please contact:

**Contact Officer:** Jared Wilson  
**Title:** Team Leader, Park Lands Planning  
**Program:** City Shaping  
**Phone:** (08) 8203 7199  
**Email:** J.Wilson@cityofadelaide.com.au

### Record Details

**HPRM Reference:**  
**HPRM Container:** 2023/02346

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## EXECUTIVE SUMMARY

Council approved the development of a Master Plan for Light Square/Wauwi as part of the 2023/24 Annual Business Plan and Budget. The development of a Master Plan for the Square is a priority New Move in the *Adelaide Park Lands Management Strategy —Towards 2036*, and activation of and access to the Square are identified as important in the City Plan.

The draft Master Plan presents two options for a pedestrian-centred, safe, activated, inclusive, and greener Light Square/Wauwi (the Square) that can be adapted to suit the level of ambition and change to the transport network and greening outcomes sought by the Council.

This report summarises Phase 2 consultation findings on the draft Master Plan including preferred option and prioritisation of principles. The consultation identified further considerations for the draft Master Plan options that will help inform future project phases, which are summarised as ten recommendations in this report.

Consultation for the draft Master Plan was informed by the City of Adelaide Community Consultation Policy.

Phase 2 follows on from Phase 1 consultation which occurred from February to May 2024. Phase 1 engagement identified issues, opportunities and ideas for the future of the Square and informed development of the [draft Light Square/Wauwi Master Plan](#).

Phase 2 consultation occurred from August to November 2024 and included meetings with key stakeholders, consultation events and an Our Adelaide online survey which opened on 4 September 2024 and closed on 14 October 2024. Consultation included:

- **220** Our Adelaide survey submissions
- **11** written submissions
- **16** workshops/meetings facilitated by the Administration
- **1** community information session
- **2** pop-up community sessions
- **4,000** postcards via letterbox drop to residents and businesses near Light Square / Wauwi
- **1,749** letters sent to residents and businesses near Light Square / Wauwi (within approximately a 200m radius).

### Consultation Response:

A high level of support was received through all forms of feedback for Option 1.

Option 1 proposes to relocate the western roadway to the eastern side of the Square and reclaim open space for community.

Option 1 provides the greatest outcomes for all three themes raised by the community for a Greener, Safer and Inclusive Light Square/Wauwi.

A snapshot of Phase 2 consultation is provided below.



# Draft Light Square/Wauwi Master Plan

## Phase 2 Consultation Snapshot

We consulted on the draft Master Plan from August to November 2024 to find out the level of support for the Master Plan options and to prioritise the Master Plan Principles to guide decision making

### We received feedback in a number of different ways



220

Our Adelaide survey responses



11

Written submissions / feedback



46

Participants across 2 pop-up community sessions



1

Community information session attended by 28 people



16

Stakeholder meetings

### We heard from



CoA residents  
**40%**  
& residents from  
neighbouring councils  
**30%**



Some residents from other  
metropolitan local  
government areas  
**15%**  
& regional local government areas  
**4%**



**32%**  
indicated they were  
ratepayers



**14%**  
were from a business or  
organisation

### We heard the majority of survey respondents and those who provided written feedback prefer

Option 1 **77%**

And there was some support for Option 2 **10%**

There were also a range of other views:

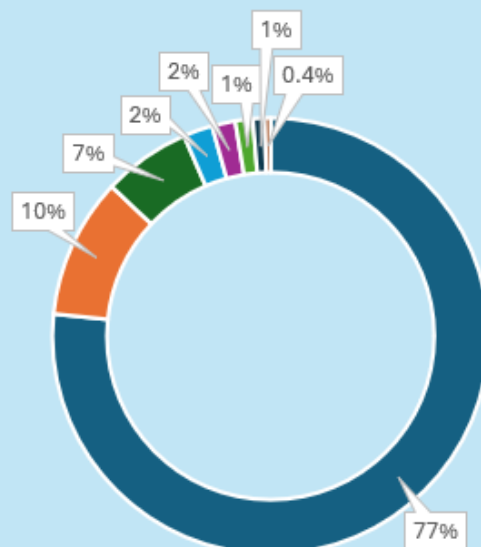
- Neither **7%**
- Elements from both **2%**
- Unsure **2%**
- Support for the Master Plan **1%**
- Other feedback **1%**
- Objection to Option 1 **0.4%**

The top reason for choosing Option 1:

Provides direct access to the Square on the western side without crossing road **44%**

Top reason for choosing Option 2:

Provides the most similar option compared to the current Square **46%**



We also asked Our Adelaide survey respondents to prioritise the principles for each Master Plan theme. The following ranked highest for each theme

#### Greener

Greening, including an increase in tree canopy, provides shade, cooling and planting diversity, including seasonal colour and celebration of Australia's native flora

#### Safer

The usable area of the Square is expanded with reconfigured road geometry to prioritise pedestrian access to the lawns, pathways and facilities whilst reducing traffic speeds and enhancing safety

#### Inclusive

Activity, event and exhibition spaces are built into the design, working with adjacent creative and arts industries to brand the area as a place of creativity and innovation

### Future Considerations

We now have a better understanding about the level of support for and what people value about the Master Plan, including majority support for Option 1. Many people also provided feedback that will help inform future project stages and require further investigation under the following themes:



Vehicle access along the western edge



Impacts for the eastern side of the Square



Safer and more inviting active transport network



Parking and access needs



Traffic impacts  
Page 86



Community benefit and Heritage Values

## 1. HOW WE ENGAGED

Phase 2 engagement included in-person engagement with targeted stakeholders to present the draft Master Plan, community sessions and an online survey using the Our Adelaide online engagement platform and opportunity for written feedback.

### In-person engagement

From August to November 2024, 16 meetings were held with a range of stakeholders to present and discuss the draft Master Plan and encourage feedback.

Meetings also provided the opportunity to show how feedback from Phase 1 consultation had informed the draft Master Plan. Discussions highlighted stakeholders' site-specific functions to consider in further development of the Master Plan options. This will help inform future project stages.

### Community Information Session

A community information session, organised in collaboration with Housing Choices South Australia, was held on 24 September 2024 at Wauwi Inparrila in Mellor Street. The session provided an overview of the draft Master Plan and included a Q&A session and was attended by 28 people.

### Pop-Up Community Sessions

Two pop-up community sessions were held in Light Square/Wauwi. These were positioned on the south-east (25 September 2024) and north-west (10 October 2024) of the Square and had 46 people engage with Council Administration about the draft Master Plan.

### Our Adelaide

A comprehensive consultation package was available through the City of Adelaide's online engagement platform - Our Adelaide, from 4 September 2024 to 14 October 2024 including:

- Project information
- Background information
- Link to draft Master Plan
- [3D visualisation](#) of the existing layout and the two draft Master Plan options
- Links to Greener, Safer, Inclusive Factsheets
- Frequently Asked Questions and Answers
- Online methods to provide feedback via an online survey as well as hard copy surveys available at libraries, community centres and customer service centre
- Administration contact details for further information.

A summary of activity on the platform is provided below:

- 3,526 visitors: which could be individuals or individuals visiting on behalf of organisations.
- 4,139 visits to the Our Adelaide page (which means some visited more than once).

- 2,699 downloads from the Our Adelaide page, including the below top file downloads:
  - 1,314 downloads of the draft Light Square/Wauwi Master Plan
  - 53 downloads of the Our Adelaide engagement pack and Light Square/Wauwi Master Plan
  - 712 downloads of the Option 1 map
  - 536 downloads of the Option 2 map
  - 27 downloads of the Greener Factsheet.

## Promotion

Promotion of the consultation included:

- Notification of consultation posted on the City of Adelaide's social media platforms
- Corflute signs with QR codes to the consultation were placed in 10 locations in and around Light Square / Wauwi
- Customer Contact Centre screen advertising of the consultation
- 120 A6 sized project postcards were distributed to libraries, community centres, Customer Contact Centre, Housing Choices South Australia, Unilodge and Atira by Scape in Waymouth Street
- 4,000 project postcards via letterbox drop to residents and businesses near Light Square/Wauwi
- Letters sent to 1,749 residents and businesses near Light Square/Wauwi (approximately within a 200m radius)
- Posters promoting the Community Information Session distributed to Housing Choices South Australia and Unilodge and Atira by Scape in Waymouth Street
- Email to respondents of the Phase 1 consultation survey.

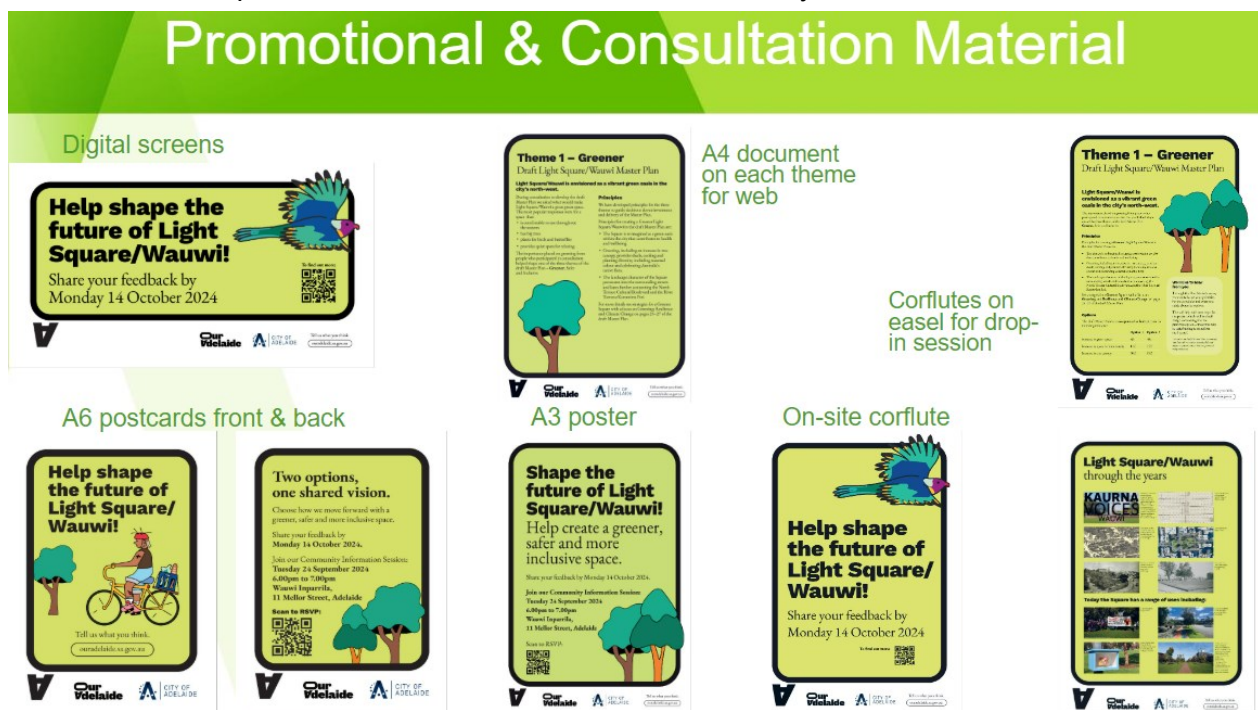


Figure 1: Overview of material used for phase 2 consultation

See full copies of the consultation material in Appendix 1.

Overview of engagement activities and participation

<b>Activity</b>	<b>Participation</b>
Survey (online and hard copy)	220
Written submissions	11
2 x placed-based pop-up community sessions	46
1 x community information session	28
Number of stakeholder meetings	16
Visitors to the Our Adelaide page	3,526
Downloads from Our Adelaide pages	2,642

Social media

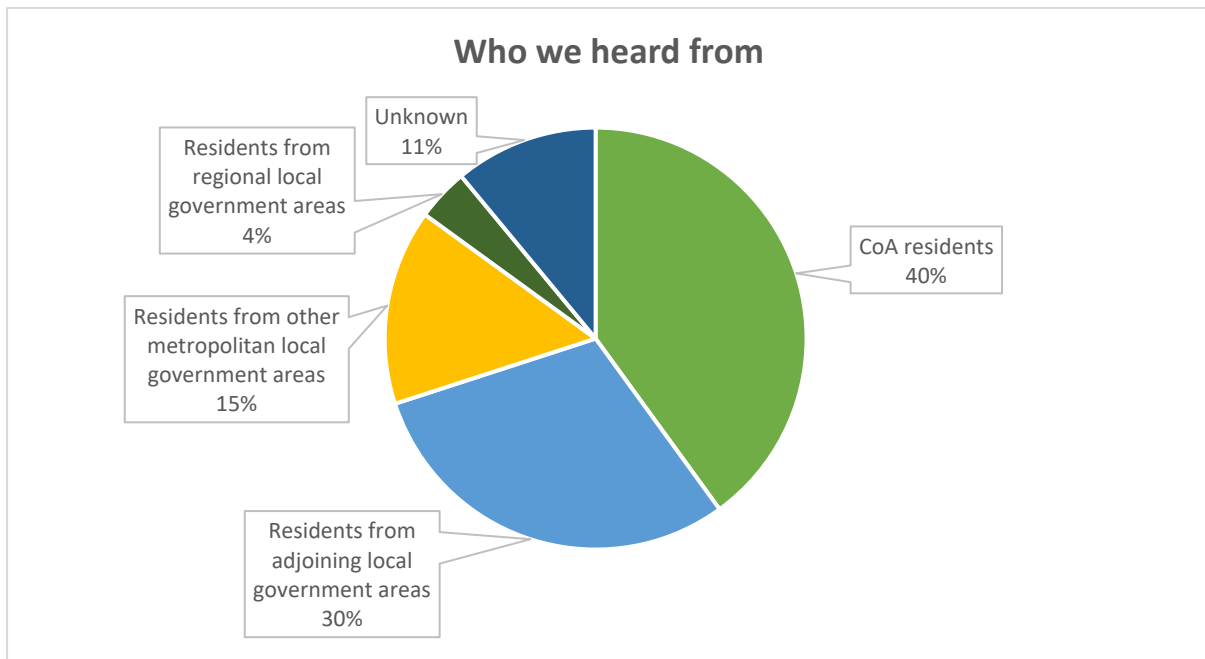
<b>Item</b>	<b>Total number of people who saw the content</b>	<b>Engagements (actions including likes, comments &amp; shares)</b>
11 organic (unpaid posts)	19,200	219
1 paid post	25,675	1,944
<b>Total</b>		
<b>11 posts</b>	<b>44,875</b>	<b>2,163</b>

## 2. WHO WE HEARD FROM

In total, 231 submissions were received comprised of:

- 11 written submissions
- 220 Our Adelaide online survey responses.

We heard from:



**Chart 1:** Our Adelaide participants and locations

*\*Note postcode data was provided by approximately 90% of respondents*

- Residents in the City and North Adelaide (40%)
- Residents from adjoining local government areas (30%)
- Residents from other metropolitan local government areas (15%)
- Residents from regional local government areas (4%)

### Written feedback

- 11 written submissions were received from:
  - 4 individual community members
  - Green Adelaide
  - Adelaide West End Association
  - Bike Adelaide
  - Dr David Ness, Adjunct Professor, University of South Australia (*permission provided to include name and position*)
  - Karidis Corporation
  - Walking SA
  - TAFE

### Meetings

Stakeholders were invited to explore the draft Master Plan and to provide feedback through a series of workshops, presentations and meeting.

Workshops included respondents from Phase 1 consultation to provide continuity and further explore issues and opportunities. Feedback was noted during the workshops and considered with all feedback received.

Stakeholders included:

- Adelaide West End Association
- Art Gallery of South Australia
- Arts South Australia
- Department for Infrastructure and Transport (DIT)
- Encounter Youth
- Housing Choices South Australia
- Lions Arts Centre, Creative Industries
- SAPOL
- TAFE SA
- University of South Australia, Enterprise Hub
- Youth Inc
- Community members through attendance at the Community Information Session and two pop-up community sessions on site
- Adelaide Economic Development Agency
- City of Adelaide Reconciliation Committee
- City of Adelaide Access and Inclusion Advisory Panel
- Traffic Signal Working Group (City of Adelaide, DIT, South Australian Public Transport Authority).

### Community Information Session

The evening community information session provided an opportunity for people who wanted to know more about and provide feedback on the draft Master Plan. Attendees included local residents, users of local services and business owners (note not all attendee affiliations with the area were recorded).

### Pop-Up Community Sessions

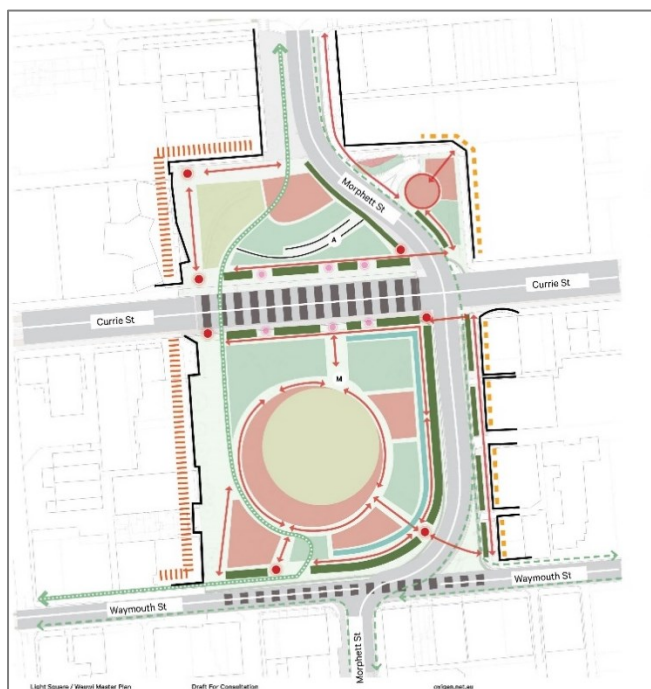
The daytime pop-up community sessions provided the opportunity for those engaged with the project and passers-by to find out more about the project and provide feedback. Participants included students, local residents and business owners, clients of local businesses and local workers.



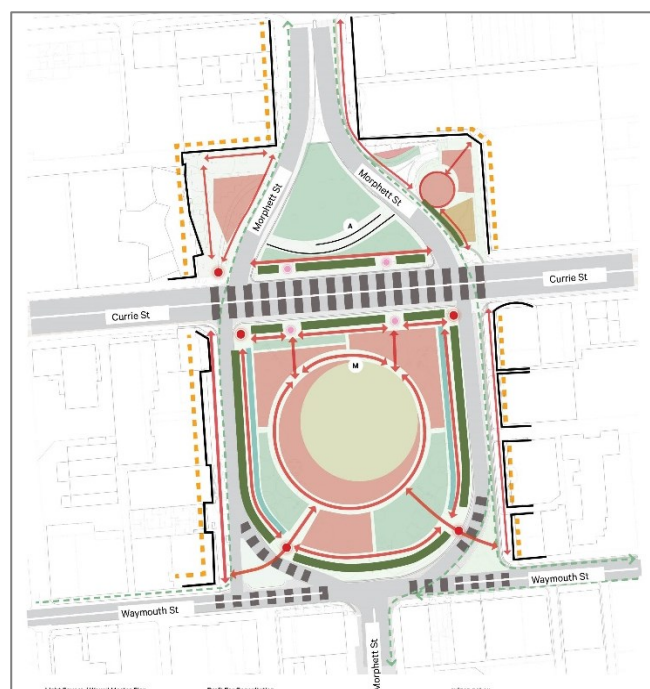
### 3. WHAT WE HEARD AND RECOMMENDATIONS

Prioritisation of the draft Master Plan options and principles and feedback from submissions, Our Adelaide and face-to-face meetings and events has been summarised

This feedback provides the level of support for the options presented in the draft Master Plan and matters for further consideration to inform future phases of the project, including detailed design. Option 1 and Option 2 below were presented in the draft Master Plan.

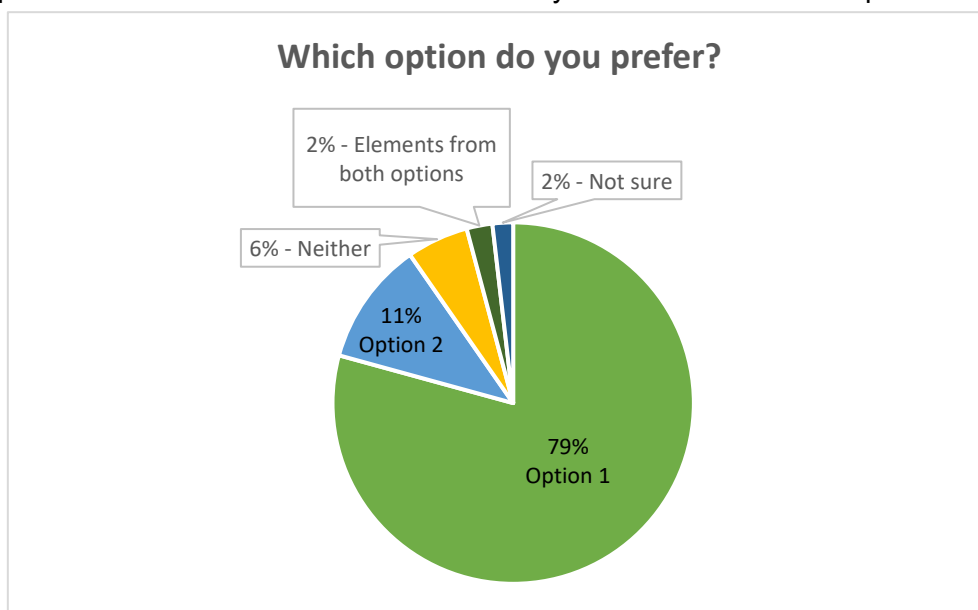


**Figure 2: Draft Master Plan Option 1** will reduce road pavement by 22% and increase usable space in the Square by 9%. It will relocate north south traffic to the eastern side of the Square and return the western edge of the Square to Park Land Purposes.



**Figure 3: Draft Master Plan Option 2** will reduce road pavement by 15% and increase usable green space in the Square by 4% by reducing the number of traffic lanes on the southeast and southwest of the Square.

The responses from the Our Adelaide online survey for draft Master Plan options are:



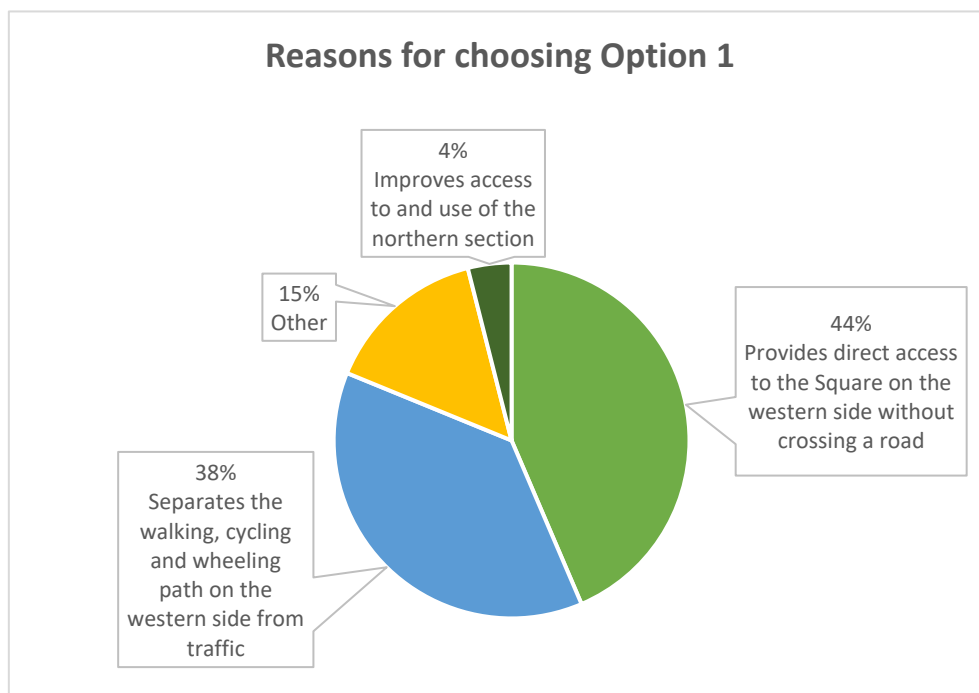
**Chart 2:** Our Adelaide survey responses for preferred draft Master Plan option



- 79% (173) prefer Option 1
- 11% (24) prefer Option 2
- 6% (14) prefer neither option
- 2% (5) prefer elements from both options
- 2% (4) were not sure

### Response for Option 1

Reasons for choosing Option 1, selected from multiple choice options, relate to direct access and separation between vehicle and active transport modes:

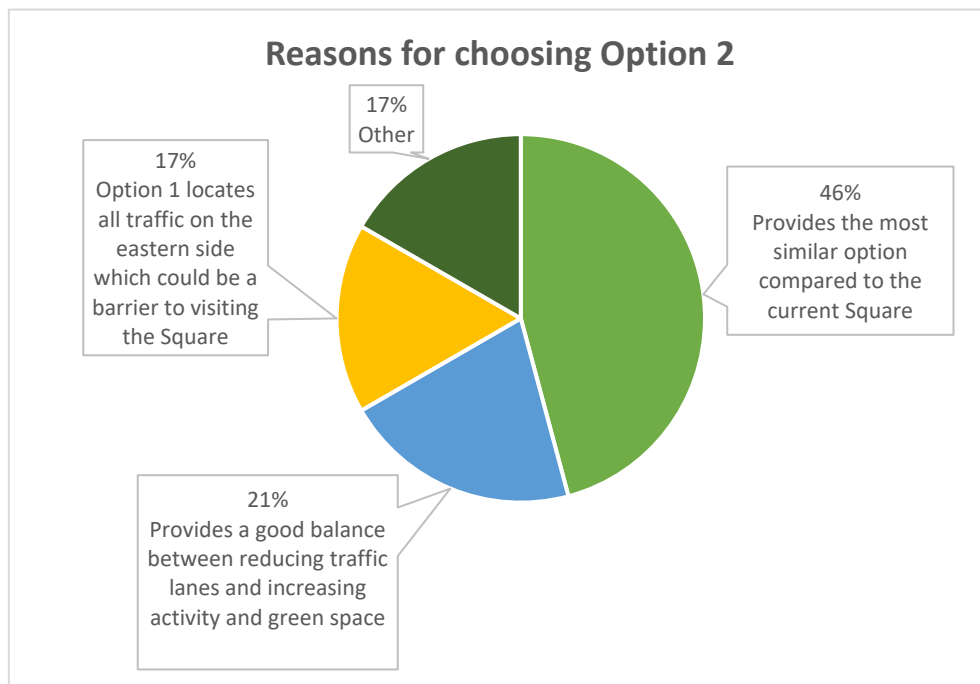


**Chart 3:** Our Adelaide survey reasons for choosing Option 1

- **44% (75) because it provides direct access to the Square on the western side without crossing a road**
- 38% (65) because it separates the walking, cycling, and wheeling path on the western side from traffic
- 4% (7) because it improves access to and use of the northern section of the Square
- 15% (25) selected Other and feedback provided is shown by key theme below:
  - More greening/open space
  - Creates a more inviting/people friendly space
  - Provides versatile space for a diversity of uses.

## Response for Option 2

Reasons for choosing Option 2, selected from multiple choice options, relate to similarity to the current Square and a balance between reducing road space and increasing greening:



*Chart 4: Our Adelaide survey reasons for choosing Option 2*

- **46% (11) because it provides the most similar option compared to the current Square**
- 21% (5) because it provides a good balance between reducing traffic lanes and increasing activity and green space
- 17% (4) because Option 1 locates all traffic on the eastern side which could be a barrier to visiting the Square
- 17% (4) selected Other, these include that Option 2:
  - Maintains current road/purpose
  - Maintains traffic flow
  - Option 1 may increase noise on the eastern side of the Square.

## Response for Neither Option

Reasons for choosing neither option were provided in free text and are grouped under the following broad reasons:

- Reduces traffic flow and increases congestion
- Rather explore other options that do not reduce traffic flow
- Change not needed
- Needs traffic assessment and safety audit, costings and state government commitment to the road changes
- Already other event spaces and lots of other Park Lands to enjoy

- Funding – limited and not supportive of funds being spent on this project.

### **Response for Elements from Both**

Preferred elements from both options were provided in free text and include:

- Traffic access around the Square
- Improved paving and lighting
- More greenery, shade and trees
- Open lawns
- Flexible events space
- Safer pedestrian access
- Increased defined space for cycle lanes
- Direct access to the Square for pedestrians.

### **Response for 'Not sure'**

Reasons for choosing 'not sure' were provided in free text and include the following broad reasons:

- Not supportive of funding for this project but rather for rail line to the airport
- Limited consideration for cyclists
- Uncertainty about what it means for permit holders
- Pedestrian crossing times are too long.

### **Principles**

Our Adelaide survey respondents were asked to prioritise the draft Master Plan Principles for each of the themes to guide investment and delivery of the Master Plan. The top ranked principle for each of the three themes are listed below:

#### **Greener**

- Greening, including an increase in tree canopy, provides shade, cooling and planting diversity, including seasonal colour and celebration of Australia's native flora

#### **Safer**

- The usable area of the Square is expanded with reconfigured road geometry to prioritise pedestrian access to the lawns, pathways and facilities whilst reducing traffic speeds and enhancing safety

#### **Inclusive**

- Activity, event and exhibition spaces are built into the design, working with adjacent creative and arts industries to brand the area as a place of creativity and innovation.

## **Written Feedback**

Written feedback included support for Option 1 (4 respondents), support for both (3 respondents), other feedback (1 respondent), concerns (1 respondent), neither (1 respondent) and opposition to Option 1 (1 respondent).

Feedback was also provided about issues and potential improvements summarised below:

- Participants provided detail about cycling and pedestrian network issues and potential improvements
- Expressed concern that Option 1 impacts Heritage Values and symmetry of the Square
- Requested investigation of the benefits and disbenefits for the eastern and western edges
- Requested further consideration of minimising hardstand
- Requested greater emphasis on Biodiversity Sensitive Design and Water Sensitive Urban Design.

## **Meetings and Events**

There was general support for the draft Master Plan options from stakeholder meetings.

Feedback from those who attended consultation events was mixed with some support for the draft Master Plan and concerns raised, in particular about access for residents on the western side, changes to traffic movement and impacts to Heritage Values.

Feedback themes are summarised as:

### **Greener**

#### Hardstand and Greening

- Concern with the options having too much hardstand and support for more greening and retaining trees

### **Safer**

#### Traffic and Access

- Concern about how road related changes will impact traffic movement, flow and safety
- Consider the impact from closure of Philip Street and access to Hindley Street from road changes proposed in Option 1
- Overall need to retain limited vehicle access for cars/access cabs, moving trucks and emergency vehicles for the western side of the Square
- Need to incorporate bus movements in road design

#### Parking

- Consider parking needs of the area, for residents, businesses and visitors including for drop-off and pick-up and accessible parking

### Safety

- Investigate how business activation, nighttime uses and cycling and pedestrian changes can improve safety outcomes

### **Inclusive**

#### Eastern and Western Frontage

- Identify the benefits and disbenefits for the eastern and western edges from Option 1

#### Inclusiveness

- Consider how the needs of those experiencing homelessness could be integrated in the design

#### Culture and Heritage

- Support for Aboriginal and Torres Strait Islander Peoples and culture being represented in art and landscaping, and for potential cultural learning opportunities
- Interest in the future of existing artworks
- Concern with Option 1 and alignment with Light's Plan for the Squares and City Layout

#### Event Space

- Consider noise mitigation and reducing disruption in the event space
- Consider existing West End exhibition spaces when considering exhibition spaces for the Square

### **Other**

#### Construction

- Support for short construction time with minimal disruption and impacts

#### Alternative Suggestions

- Construction of a traffic tunnel
- Consideration of traffic safety improvements that could be implemented in the short term.

### **Recommendations**

Issues and opportunities raised in the consultation are summarised into ten recommendations as outlined below and will inform future project stages:

#### **Greener**

- Recommendation 1: Ensure detail design increases green space with hardstand designed to address climate change impacts and not overwhelm the space

#### **Safer**

- Recommendation 2: Undertake intersection modelling and model pedestrian crossing locations and options (eg zebra crossing, pedestrian actuated crossing, ramps) including wait times and impacts on traffic flow
- Recommendation 3: Undertake a detailed road safety audit and active transport modelling to consider current issues and hotspots to increase safety and accessibility, including traffic calming measures.

- Recommendation 4: Assess car parking options and needs, (including drop-off spaces, emergency vehicles, ride share and accessible parking), including servicing for residents
- Recommendation 5: Design for nighttime use and lighting design informed by CPTED and stakeholder input
- Recommendation 6: Model options to address access requirements to western side under Option 1 including, assessing the impacts from closure of Philip Street and removal of the slip lane to Morphett Street UPark and Waymouth Street, and access to Hindley Street
- Recommendation 7: Work with the South Australian Public Transport Authority (SAPTA) to facilitate bus movements.

**Inclusive**

- Recommendation 8: Continue to engage with stakeholders in subsequent design phases for input and to keep informed on progress
- Recommendation 9: Undertake further assessment of impacts (business, traffic, access) to the eastern side of the Square due to the introduction of a dual carriageway on the eastern side in Option 1

**Other**

- Recommendation 10: Note for potential future project stages (include elements for detailed design stage such as tree retention and artworks)

## Response Detail

The Our Adelaide online survey asked respondents to indicate their preferred draft Master Plan option by selecting one of the following:

1. Option 1
2. Option 2
3. Some from both options
4. Neither option
5. Not sure.

A summary of these and examples of free text responses for the preferred options is provided in Table 1.

**Table 1:** Summary of Our Adelaide feedback for preferred option

Option	Theme	Summary of Feedback and sample of direct quotes	Consideration of feedback
<b>Option 1 (173 responses)</b>	Greening	<p>More greening (62)</p> <ul style="list-style-type: none"> <li>More green space, tree canopy and open space for people and nature <i>'I'm excited by the prospect of the native and seasonal gardens around the square and an engaging and diverse landscape of trees and flora'</i></li> <li>Contributes to cooling <i>'The area would be cooler and all the apartment buildings would have a healthy green space that people could safely and easily access for respite from the cityscape'</i></li> <li>Contributes to creating a greener city <i>'This is a real and rare opportunity to deliver on the residents' vision of a greener City of Adelaide, and in the very heart of the City'</i></li> </ul>	<ul style="list-style-type: none"> <li>Support for a greener, cooler space is noted.</li> </ul>



Option	Theme	Summary of Feedback and sample of direct quotes	Consideration of feedback
	Pedestrians	<ul style="list-style-type: none"> <li>Safer and improved access for pedestrians (33)</li> </ul> <p><i>'The whole square is hostile to pedestrians and prioritises the movement of cars. The Square is in an area with a lot of pedestrians (Housing SA, Universities/TAFE), yet it is difficult to cross the square....Option 1 will encourage more pedestrian use because the square will finally be accessible'</i></p>	<ul style="list-style-type: none"> <li>Support for a more comfortable and safer walking path and environment for pedestrians is noted.</li> </ul>
	Safety	<p>Increases safety (30)</p> <ul style="list-style-type: none"> <li>Safer for active transport</li> </ul> <p><i>'Better use of space and safer for active transport'</i></p> <ul style="list-style-type: none"> <li>Generally safer</li> </ul> <p><i>'Safer for all modes of transport'</i></p>	<ul style="list-style-type: none"> <li>Support for a space that is better shared between transport modes is noted.</li> </ul>
	People focused	<ul style="list-style-type: none"> <li>Generally more people friendly (25)</li> </ul> <p><i>'Makes it more appealing for people'</i></p> <ul style="list-style-type: none"> <li>Shift from car focus to people focused space</li> </ul> <p><i>'It really opens up the Square to be people friendly by limiting cars to just one side of the Square....I think we should be ambitious and create people-centric spaces in our city to allow more vibrancy'</i></p>	<ul style="list-style-type: none"> <li>Support for a people focused space is noted.</li> </ul>
	Cycling	<p>Cycling improvements (24)</p> <ul style="list-style-type: none"> <li>Off road path</li> </ul> <p><i>'Having the space for a bicycle lane without cars would be an absolute treat, and fit amongst other improvements being made to the city to make it more bike friendly.'</i></p>	<ul style="list-style-type: none"> <li>Support for a space that is better shared between transport modes and the link between creating a more inviting space is noted.</li> </ul>

Option	Theme	Summary of Feedback and sample of direct quotes	Consideration of feedback
		<ul style="list-style-type: none"> <li>• Safer <i>'Much safer for cyclists and active transport'</i></li> <li>• More active transport options <i>'Makes the existing green space more accessible to pedestrians and gives people more active transport options through the area, making it more inviting for community gathering to enjoy the sun and green space'</i></li> </ul>	
	Usability and more inviting space	<p>Increases usability (23) and accessibility to/around the Square (17)</p> <ul style="list-style-type: none"> <li>• Less traffic impacts and road space create a more usable space <i>'It provides an opportunity to reduce a significant amount of paved space and open up an accessible and active area. The current (and Option 2) situation of having to cross a road to get to the open space significantly reduces the usability of that space as the perceived access across a busy road makes it difficult to use'</i></li> <li>• Addresses the issue of currently being surrounded by traffic (17) <i>'Grassed spaces are no longer surrounded by roadways, making them more accessible and more pleasant - no longer an island in the roads'</i></li> <li>• More inviting with less traffic impacts, improved access and spaces and better connected to its surrounds (16) <i>'Increased appeal, especially the western 'boulevard', offering a pleasant gradient between the buildings and the grass'</i></li> </ul>	<ul style="list-style-type: none"> <li>• Support for a space that is better shared between transport modes and the link between creating a more usable space is noted.</li> </ul>

Option	Theme	Summary of Feedback and sample of direct quotes	Consideration of feedback
	Less vehicle impacts	<p>Less traffic/car dependency (16) and impacts (13)</p> <ul style="list-style-type: none"> <li>Improved movement flows <i>'Less traffic, less conflict points for traffic and people'</i></li> <li>Less car dominant <i>'The prioritisation of green space and removal of road surface is important for safety and also modernising our city to reduce car-dependency'</i></li> </ul>	<ul style="list-style-type: none"> <li>Support for a space that is better shared between transport modes is noted.</li> </ul>
	Benefits for the West End	<ul style="list-style-type: none"> <li>Positive for the area (12) <i>'Will put the West on Adelaide's map and represent an inclusive, cultural space - for all to access rather than "travel through"'</i> <i>'Hopefully this increases the investment and appeal to the west end of the Adelaide CBD'</i> <i>'Would be a huge boost for not only Adelaide but the identity of South Australia'</i></li> </ul>	<ul style="list-style-type: none"> <li>Support for the potential benefits for the West End is noted.</li> </ul>
	Traffic relocation	<ul style="list-style-type: none"> <li>Moves traffic to the eastern side with better connection and interface with the western side of the Square (12) <i>'Connects the Square to the west where there are a lot of apartments (now and in the future)'</i> <i>'it connects the square to the rich centres of learning and art located on the western side'</i></li> </ul>	<ul style="list-style-type: none"> <li>Support for better connecting to surrounding uses and projected future changes is noted.</li> </ul>
	Wellbeing	<ul style="list-style-type: none"> <li>Quieter/contributes to wellbeing (10) <i>'Option 1 has a quieter half to relax in'</i></li> </ul>	<ul style="list-style-type: none"> <li>The benefits to wellbeing are noted.</li> </ul>

Option	Theme	Summary of Feedback and sample of direct quotes	Consideration of feedback
		<i>'Option 1 will give greater, safer access for public to enjoy open space and promote a sense of uninterrupted access for community wellbeing'</i>	
	Place-based design	<ul style="list-style-type: none"> <li>Designed for increasing population/caters to urban needs (8)</li> </ul> <i>'resident population around the square is increasing rapidly. Open Space for these residents is essential'</i> <i>'It best caters for the diverse needs of an inner urban oasis - local residents, students, office workers, visitors'</i>	<ul style="list-style-type: none"> <li>Support for the design's response to projected future changes and needs of city users is noted.</li> </ul>
	Economic benefits	<ul style="list-style-type: none"> <li>Provides opportunities for economic benefits (4)</li> </ul> <i>'Option 1 has the potential to create substantial economic uplift by activating alfresco dining areas and event spaces'</i> <i>'Hospitality options are more plentiful near the western side of the park and would benefit hugely by being linked to green space'</i>	<ul style="list-style-type: none"> <li>Support for increased activation is noted.</li> </ul>
	Culture and Heritage	<ul style="list-style-type: none"> <li>Inclusion of Aboriginal culture (2)</li> </ul> <i>'Residents and workers in this part of the city would greatly benefit from such a fantastic design that references Aboriginal First Nations culture, while increasing plant and canopy space'</i>	<ul style="list-style-type: none"> <li>Support for sharing of culture and increase in greening is noted.</li> </ul>
	Northern section	<ul style="list-style-type: none"> <li>Improves northern section (2)</li> </ul> <i>'It allows the Northern section of the square (north of Currie Street) to become a functional space - integrating to the nearby TAFE. This is a significant benefit that Option 2 does not provide'</i>	<ul style="list-style-type: none"> <li>Support for a better connected northern section is noted.</li> </ul>

Option	Theme	Summary of Feedback and sample of direct quotes	Consideration of feedback
		<i>'Even the small northern-most lobe of the park created makes a very useful link to open space by Adelaide TAFE'</i>	
	Comments on Option 2	<ul style="list-style-type: none"> <li>Continues the island-in-the-road effect</li> <li>Provides too much space to roads and events</li> <li>Does not improve access/connection for the northern section</li> <li>Unappealing to spend time near roads and is what we already have (not inviting and hard to access)</li> <li>Would spend money on what we already have/for little change – and maintains some of the issues</li> </ul>	<ul style="list-style-type: none"> <li>Comments on some of the issues with the current design are noted.</li> </ul>
<b>Option 2 (24 responses)</b>	Access	<ul style="list-style-type: none"> <li>Maintains current road/purpose (6)</li> </ul> <p><i>'Maintains critical road access to residential buildings'</i></p> <p><i>'The Square is mainly used for people to get easy access to the city and to have a nice stroll of course....So prioritise roads for the Square as this is what is most popularly used'</i></p>	<ul style="list-style-type: none"> <li>Access to residential buildings is noted as a requirement for future project phases – see recommendation 6.</li> </ul>
	Culture and Heritage	<ul style="list-style-type: none"> <li>Symmetry/keeps original vision for Adelaide (4)</li> </ul> <p><i>'Option 1 no longer can claim the name 'Light Square' – it will need to be renamed...Option 2 retains the ability to use the name Light Square...allows for event flow of traffic around the Square. There is much made of increased population and therefore increased traffic – Option 1 is not fit for purpose'</i></p>	<ul style="list-style-type: none"> <li>Engagement has included meetings with Heritage SA and the Department for Climate Change, Environment, Energy and Water about Heritage Values. This will continue in subsequent phases of the project. See recommendation 8.</li> <li>The proposed Option 1 design responds in a contemporary way to defining the Square though its landscape design as a balance between the relocated roadway, and the treatment on the western side.</li> </ul>

Option	Theme	Summary of Feedback and sample of direct quotes	Consideration of feedback
			<p>This creates a centred Square, reinforcing the symmetry. The design also supports the social and health requirements of the community, which are of value to the National Heritage listing.</p> <ul style="list-style-type: none"> <li>Draft Master Plan Option 1 includes landscape treatment on the western edge that reflects the symmetry of the current Square.</li> </ul>
	Traffic	<ul style="list-style-type: none"> <li>Option 1 removes too much road/disrupts traffic flow (3) <i>'Option 1 reduces too much traffic space, will increase congestion and increase pollution'</i></li> <li>Maintains traffic flow (3) <i>'the way the roads that surround Light Square are great the way they are - convenient and offer quick one-way traffic around the Square'</i></li> </ul>	<ul style="list-style-type: none"> <li>The next project stage is for a traffic impact assessment that will assess the impact of the road changes including traffic flow.</li> </ul>
	Improvements	<ul style="list-style-type: none"> <li>Improves security/amenity/more functional (3) <i>'Option 2 provide not only the improvements in the security and amenity of the Square but also keeps the vital north bound Light Square traffic lane open'</i></li> </ul>	<ul style="list-style-type: none"> <li>Safety is one of the key themes of the draft Master Plan and applies to both draft Master Plan Options - see recommendation 5.</li> <li>Both options keep a north bound traffic lane, for Option 1 this is relocated to the eastern side of the Square.</li> </ul>
	Road changes	<ul style="list-style-type: none"> <li>Impacts of removal of road on the western side (3)</li> </ul>	<ul style="list-style-type: none"> <li>Impacts of shifting the north bound carriageway to the eastern side will</li> </ul>

Option	Theme	Summary of Feedback and sample of direct quotes	Consideration of feedback
		<p><i>'Whilst no. 1 has more open space, the scale of a single two-way road is a greater single barrier and reduces the effect of the original Square'</i></p> <p><i>'Putting all traffic on the eastern side may increase noise levels for the eastern side...'</i></p>	be assessed in future project stages - see recommendation 9.
	Comments on Option 1	<ul style="list-style-type: none"> <li><i>'Option 1 is ill considered...recommend MFS and SA Ambulance be asked to provide their input to Option 1. It is not safe for residents'</i></li> <li><i>'Reduces too much traffic space and will increase congestion and increase pollution'</i></li> </ul>	<ul style="list-style-type: none"> <li>Option 1 will retain access for emergency vehicles and design options assessed as part of the traffic impact assessment and safety audit - see recommendation 6.</li> </ul>
<b>Neither Option (14 responses)</b>	Traffic flow	<ul style="list-style-type: none"> <li>Will increase travel time</li> <li>Will make the traffic problem worse (idling, bottlenecks) and displace traffic elsewhere</li> <li>Does not reduce traffic only reduces the space for it</li> <li>Limited north south corridor/redirection options</li> <li>Need to keep traffic flowing/reduces flow</li> <li>Stops access to Pirie Street from the west</li> <li>Will cause major congestion</li> </ul>	<ul style="list-style-type: none"> <li>The next project stage is for a traffic impact assessment that will assess the impact of the road changes including traffic flow.</li> </ul>
	Less cars	<ul style="list-style-type: none"> <li>Option 1 and 2 both aim to reduce cars – which will make the traffic problem worse</li> <li>Cars essential for economy and vitality of the city</li> </ul>	<ul style="list-style-type: none"> <li>The draft Master Plan aims to encourage a better balance between many transport modes. The next project stage is for a traffic impact assessment that will assess the impact of the road changes including traffic flow.</li> </ul>

Option	Theme	Summary of Feedback and sample of direct quotes	Consideration of feedback
	Vehicle access	<p>Option 1:</p> <ul style="list-style-type: none"> <li>Prevents residents on western side from accessing pick-up and drop-off and increase walking distance if located elsewhere</li> <li>Could create safety and traffic flow concerns if instead located on Waymouth Street</li> <li>Needs of older adults need to be considered</li> <li>Back entrance to Spence on Light (on Ann Street) not a suitable alternative pick-up-drop-off point</li> </ul>	<ul style="list-style-type: none"> <li>Vehicle access for the western edge is to be maintained for residential, business and emergency services.</li> <li>Comments on Ann Street are noted.</li> </ul>
	Pedestrian access	<ul style="list-style-type: none"> <li>Option 1 does not improve pedestrian access from the east</li> </ul>	<ul style="list-style-type: none"> <li>Next project stages will include identifying options to improve pedestrian access - see recommendation 2 and 3.</li> </ul>
	Green space	<ul style="list-style-type: none"> <li>Important to have a space just for relaxation, this doesn't have to be for activities – particularly important with a growing population</li> <li>Need more trees to be a buffer from the traffic</li> </ul>	<ul style="list-style-type: none"> <li>The draft Master Plan aims to increase tree canopy by between 25%-30%.</li> <li>Support for creating a green refuge is noted and future project stages will seek to balance the space for activities and those for relaxation to realise the draft Master Plan's Vision which includes creating 'a green oasis'.</li> </ul>
	Need	<ul style="list-style-type: none"> <li>Already have lots of Park Lands</li> <li>Pedestrians already provided for</li> <li>No need for large changes</li> </ul>	<ul style="list-style-type: none"> <li>The next project stage is for a traffic impact assessment that will assess the impact of the road changes including traffic flow. It will also</li> </ul>



Option	Theme	Summary of Feedback and sample of direct quotes	Consideration of feedback
		<ul style="list-style-type: none"> <li>• Survey peak hour car numbers on western side</li> <li>• Analysis needed of lost car parks including adjacent businesses</li> <li>• Analysis needed of increase in travel time</li> <li>• Not an events space – enough other Park Lands event spaces</li> <li>• Is already green</li> <li>• Where is the evidence that this is needed and crowd support behind it – provide reassurance this is not just an attempt to privatise the space.</li> <li>• Already functions as open space</li> <li>• No traffic assessment and road safety audit done</li> </ul>	<p>include assessing car parking options and needs – see recommendation 4.</p> <ul style="list-style-type: none"> <li>• Consultation on the draft Master Plan indicated strong support for the draft Master Plan options with ~90% of respondents preferring one of the two options and ~9% in total who did not support either option, were unsure or opposed to Option 1.</li> <li>• The Squares form part of the Adelaide Park Lands and the draft Master Plan does not intend to privatise the space. The Square is maintained as 'community open space' – which is part of the draft Master Plan's Vision (p. 12).</li> </ul>
	Alternative Suggestions	<ul style="list-style-type: none"> <li>• Pedestrian bridges or tunnels</li> <li>• Pedestrian bridge with lift and amenity improvements more cost effective and still achieve more and safer use of the Square</li> <li>• Cut and cover traffic tunnels</li> <li>• Options that do not impede traffic flows</li> <li>• Create monumental tourist icon</li> <li>• Morphett Street running through the middle of the Square</li> <li>• Increase daytime activity with green space directly adjacent to buildings with no east or west roads</li> <li>• Leave road as is – if desired develop the green space</li> </ul>	<ul style="list-style-type: none"> <li>• Public transport access improvements are noted – but are outside the scope of this project</li> <li>• The draft Master Plan aims to create a place that will attract visitors/tourists and is part of the Vision</li> <li>• Traffic tunnels and bridges are not part of current considerations</li> <li>• Moving Morphett Street to run through the centre of the Square is not part of current considerations.</li> </ul>

Option	Theme	Summary of Feedback and sample of direct quotes	Consideration of feedback
		<ul style="list-style-type: none"> <li>Improvements needed to tram, train and active transport options and need to remove buses and cars to make this viable – without this it will just reduce traffic flow rather than level of traffic and frustrate the local community</li> <li>Leave as is</li> </ul>	
	Funding	<ul style="list-style-type: none"> <li>Current budget allocation inadequate</li> <li>Do not support use of funds on the project</li> <li>Must provide fully scoped estimate of costs</li> <li>Evidence of full DIT ministerial commitment about the changes to the roads and for funding road realignments</li> <li>Considerable cost for squashing all car traffic into a smaller space – leading to less safe pedestrian crossings</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of some of the detailed design and future project stages are unfunded and subject to future annual business plans and budget processes.</li> <li>State and Federal funding and grant opportunities would be pursued.</li> <li>Administration has discussed this project with DIT and will continue to engage in future project stages.</li> <li>The draft Master Plan aims to create a safer more inviting environment for pedestrians – see recommendation 2 and 3.</li> </ul>
<b>Elements from both (5 responses)</b>	Greening	<ul style="list-style-type: none"> <li>More trees and greenery</li> <li>More shaded spaces</li> <li>Open lawns</li> <li>Event flexible space</li> </ul>	<ul style="list-style-type: none"> <li>Support noted for an increase in greening and a combination of green spaces.</li> </ul>
	Cycling elements	<ul style="list-style-type: none"> <li>Increase defined area of the road for cycle lanes</li> </ul>	<ul style="list-style-type: none"> <li>Detailed design will define the design of cycle lanes – see recommendation 3.</li> </ul>

Option	Theme	Summary of Feedback and sample of direct quotes	Consideration of feedback
	Pedestrian elements	<ul style="list-style-type: none"> <li>• Safer pedestrian access</li> <li>• Better ability for pedestrians to cross to the Square without having to cross the road</li> </ul>	<ul style="list-style-type: none"> <li>• Support noted – pedestrian access will be further investigated in future project stages – see recommendation 2 and 3.</li> </ul>
	Layout	<ul style="list-style-type: none"> <li>• Maintain the Square (rather than large plaza) – provides vehicle access around the Square</li> <li>• Maintain diagonal pedestrian flow across the Square (with better features, including improved lighting and paving)</li> <li>• Layout and space on both options</li> </ul>	<ul style="list-style-type: none"> <li>• Support for the layout of Option 2 is noted.</li> <li>• The design of the path network will be explored further in future project stages. The draft Master Plan options propose a pathway around the edge of the Square to continue to provide access when activity and event spaces are in use.</li> </ul>
	Cultural significance	<ul style="list-style-type: none"> <li>• Cultural significance relates to all</li> </ul>	<ul style="list-style-type: none"> <li>• The draft Master Plan values the integration of many cultures for the future of Light Square/Wauwi. This is expressed in the draft Master Plan Vision, principles and strategies.</li> </ul>
<b>Not sure (4 responses)</b>	Permit holders	<ul style="list-style-type: none"> <li>• Concern about continuation of service from the location and date and impact of construction.</li> <li>• Supportive of greening, path upgrades and toilet block.</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholders will be consulted throughout next stages of the project – see recommendation 8.</li> <li>• There is no intention to revoke permits.</li> <li>• The draft Master Plan does not include a proposed public toilet. If this were to be considered in the next phases of the project, it would require further consultation.</li> </ul>

Option	Theme	Summary of Feedback and sample of direct quotes	Consideration of feedback
	Not supportive of funding this project	<ul style="list-style-type: none"> <li>Supportive of a train/tram connection to the airport for tourism/economic benefits</li> </ul>	<ul style="list-style-type: none"> <li>The suggestion for a train/tram to the airport is outside of the project scope.</li> </ul>
	Minimal consideration for cyclists	<ul style="list-style-type: none"> <li>Limited consideration of cyclist movement.</li> <li>There are safety challenges for city cyclists.</li> <li>Non-separated cycle lanes do not provide any protection and not supported.</li> <li>Planning needed to link to east-west corridor along Currie Street and to integrate this into north-south corridor for cyclists along Morphett Street.</li> </ul>	<ul style="list-style-type: none"> <li>Future project stages will define design of cycling lanes and safety improvements – see recommendation 3.</li> </ul>
	Pedestrians	<ul style="list-style-type: none"> <li>Long wait time to cross Light Square/Wauwi when walking east or west along Waymouth Street</li> </ul>	<ul style="list-style-type: none"> <li>Improvements to crossings will be investigated as part of detailed design – see recommendation 2.</li> </ul>

### Further Considerations from Survey

Some survey respondents provided additional feedback that has been summarised and grouped into themes in Table 2 below along with how feedback has been considered.

**Table 2:** Summary of Out Adelaide feedback for further consideration

Theme	Feedback	Consideration of feedback
Active transport	<ul style="list-style-type: none"> <li>Consider potential conflict of uses for shared path</li> </ul>	<ul style="list-style-type: none"> <li>Further consideration of the design of the shared path will be part of future project stages – see recommendation 10.</li> </ul>
Traffic and street layout	<ul style="list-style-type: none"> <li>Traffic needs to be more of a consideration and options based on current traffic volumes</li> <li>Remove Currie Street</li> <li>Morphett Street to continue right through the middle and remove all the extra slip lanes eg Hindmarsh Square/Mukata</li> </ul>	<ul style="list-style-type: none"> <li>Traffic assessment in next stage of the project will assess the impacts on traffic flows.</li> <li>Removing Currie Street is out of scope as it is a major bus corridor.</li> </ul>
Traffic impacts	<ul style="list-style-type: none"> <li>Consider reaction to ‘traffic calming’ measure, that it may divert traffic to surrounding streets and how it will be addressed</li> </ul>	<ul style="list-style-type: none"> <li>Traffic assessment in next stage of the project will assess the impacts on traffic flows.</li> </ul>
Car Park	<ul style="list-style-type: none"> <li>Concern that no access from the south to the TAFE carpark would redirect access from congested Hindley Street and North Terrace</li> <li>Not supportive of no entrance to Waymouth Street – as limited ways to access Topham Mall car park</li> </ul>	<ul style="list-style-type: none"> <li>Car park redirection options will be assessed in future project stages - see recommendation 6.</li> </ul>
Greening	<ul style="list-style-type: none"> <li>More mid-storey planting for biodiversity</li> <li>Very important to have access to lawns and a retreat space with minimal hardstand</li> </ul>	<ul style="list-style-type: none"> <li>Greening section includes direction on planting for biodiversity (p. 26) with the planting scheme based on a core selection of low shrubs and ground covers to increase biodiversity</li> <li>The draft Master Plan aims to increase tree canopy by between 25%-30%.</li> <li>Support for creating a green refuge is noted and future project stages of detailed design will seek to balance the space for activities and those for relaxation to realise the draft Master Plan's Vision which includes creating ‘a green oasis’</li> </ul>

Theme	Feedback	Consideration of feedback
Event space	<ul style="list-style-type: none"> <li>Position the event space to the northern side of the Square as there is more residential on the southeast side</li> </ul>	<ul style="list-style-type: none"> <li>Considerations for event space is noted. Ideal location and layout for the event space to be assessed in event layout analysis (detail design stage) – see recommendation 10.</li> </ul>
Urban elements	<p>Support for:</p> <ul style="list-style-type: none"> <li>Similar elements to Hindmarsh Square/Mukata, and to encourage lunching in the Square increase: <ul style="list-style-type: none"> <li>seats</li> <li>shade</li> <li>places for food trucks</li> </ul> </li> <li>Neither option addresses the major issue for workers in the precinct (need more seating and cafes/restaurants)</li> <li>Consider food and beverage option in the Square</li> </ul>	<ul style="list-style-type: none"> <li>Urban elements to be determined in detail design stage.</li> </ul>
Current use	<ul style="list-style-type: none"> <li>Maintain current fitness group use</li> </ul>	<ul style="list-style-type: none"> <li>There is no intention to cancel current permits</li> </ul>
Implementation	<ul style="list-style-type: none"> <li>Project staging is important for success and improvements can be made without waiting for all project stages to be complete: <ul style="list-style-type: none"> <li>increase trees and biodiversity in the Square as soon as possible</li> <li>road on the western side could be closed but bitumen surface kept for a while (for Option 1)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Project staging is addressed in the Master Plan and future project stages are currently unfunded and subject to Council budget processes.</li> </ul>

## Written Feedback

Feedback on the draft Master Plan included 11 written submissions. Table 3 below highlights the reasons for supporting a particular option (if expressed) and feedback on Master Plan elements that will assist with informing future project stages.

**Table 3:** Summary of written feedback and further considerations

Theme	Feedback	Consideration of Feedback
<b>Karidis Corporation</b>		
Option 1	Option 1 (on the basis of considerations – see considerations below) as it: <ul style="list-style-type: none"> <li>• <i>‘Enhances connectivity between the Square and a growing population in the western precinct of the city’</i></li> <li>• <i>‘Has the potential to enhance the connection between future development and the amenity provided by the Square’.</i></li> </ul>	<ul style="list-style-type: none"> <li>• Conditional support noted.</li> <li>• The draft Master Plan aims to create a space that will serve as a communal ‘front yard’ for a growing population and to enhance local connections.</li> </ul>
Considerations	<b>Considerations</b> (formalised in the Master Plan or alternative means) <ul style="list-style-type: none"> <li>• <i>‘Council commits to undertake ongoing consultation with adjacent landowners throughout the process including finalisation of the master plan, detailed design and implementation’</i></li> <li>• <i>‘Prior to works commencing suitable site access is agreed between the parties that ensures suitable access for any future development of the land (including access for emergency services, waste management and other services, car parking areas and drop off areas)’</i></li> <li>• <i>‘Site access is maintained in a way that does not compromise future use’.</i></li> </ul>	<ul style="list-style-type: none"> <li>• Future project stages will include ongoing consultation with stakeholders.</li> <li>• Vehicle access for the western edge is to be maintained for residential, business and emergency services.</li> <li>• See recommendations 4, 6 and 8.</li> </ul>
<b>Walking SA</b>		
Option 1	Option 1 as it: <ul style="list-style-type: none"> <li>• <i>‘Will create one large public space and one even larger public space, both of which would be relatively removed from traffic. Both would be easily accessible to people working, studying and recreating in the area to the west of Light Square’</i></li> <li>• <i>‘Waymouth Street will now have the option of walking on both sides of the road’</i></li> <li>• [benefits are] <i>‘at the expense of those to the east of the Square...access [to the Square] would require crossing of what will be a busy, wide road’</i></li> </ul>	<ul style="list-style-type: none"> <li>• Support noted.</li> <li>• Impacts and benefits to the eastern side of the Square will be part of future project stages - see recommendation 9.</li> </ul>
Pedestrian crossing	<ul style="list-style-type: none"> <li>• Support for pedestrian actuated crossing for southeast corner crossing without long wait time or impact on traffic flow</li> </ul>	<ul style="list-style-type: none"> <li>• Detail on suitable pedestrian crossing type will be part of the traffic</li> </ul>

Theme	Feedback	Consideration of Feedback
		assessment and safety audit stage - see recommendation 2.
Speed limits	<ul style="list-style-type: none"> <li>Support for low speeds for pedestrian routes. Including the southeast pedestrian route (who seem to have to cross Morphett Street and a narrow roadway for bikes and vehicles)</li> </ul>	<ul style="list-style-type: none"> <li>The narrow lane near the building edge is a cycling lane. There is bicycle access via the left slip lane onto Waymouth Street.</li> <li>Traffic calming options will be part of future project stages - See recommendation 3.</li> </ul>
Road layout	<ul style="list-style-type: none"> <li>Prefer cruciform approach for city Squares, along boundaries would only be for loading area. <i>'Best caters to traffic, while providing easy access to the square from all sides.....minimises road crossings for pedestrians'</i></li> <li><i>'If traffic studies result in Option 2 being abandoned, we hope that the cruciform model will be considered'.</i></li> </ul>	<ul style="list-style-type: none"> <li>Moving Morphett Street to run through the centre of the Square is not being pursued.</li> </ul>
<b>Bike Adelaide</b>		
Option 1	<p>Option 1 as support:</p> <ul style="list-style-type: none"> <li><i>'greater return of space to Park Lands than Option 2 and the greater increase in green public space'</i></li> <li><i>'the maintenance of (almost all) vehicle through and turning movements'</i></li> <li><i>'reincorporation of the northern section of the Square back to usable public space'</i></li> <li><i>'potential for improved active transport access from the Square towards (and beyond) Morphett St Bridge, with potential bikeway to directly connect the Square with the Torrens Linear Trail on both sides of the river'</i></li> <li><i>'consistency of the design with the City's strategic goals to triple cycling journeys into the city, encouraging transport diversity, reducing community carbon emissions, reducing hard-stand in the Park Lands and enhancing access to open, green public spaces'</i></li> </ul>	<ul style="list-style-type: none"> <li>Support for improvements to cycling network and public space noted.</li> </ul>
Option 2	<p>Option 2 - marginal support based on:</p> <ul style="list-style-type: none"> <li><i>'marginal increase in green space'</i></li> <li><i>'maintenance of the public square as isolated and cut-off by roads on all sides'</i></li> </ul>	<ul style="list-style-type: none"> <li>Reasons for preferring Option 1 noted.</li> </ul>



Theme	Feedback	Consideration of Feedback
	<ul style="list-style-type: none"> <li>• <i>'maintains the existing safety issues for cyclists through retention of the existing intersection design and layout'</i></li> <li>• <i>'lack of meaningful improvement to achieve the City's strategic goals of increasing cycling, reducing carbon emissions, enhancing transit diversity, improving public space accessibility, enabling activation of city squares, reducing hardstand/built form in the Park Lands'</i></li> </ul>	
Current issues for cyclists	<ul style="list-style-type: none"> <li>• Queuing issues that block bike lanes: <ul style="list-style-type: none"> <li>• southbound bike lane at UPark Light Square</li> <li>• northbound slip lane off Waymouth St</li> <li>• Morphett St eastbound left turning lane into Currie St</li> <li>• southern side of the Currie/Morphett St intersection</li> </ul> </li> <li>• Better clarity needed to: <ul style="list-style-type: none"> <li>• enter westbound Waymouth Street from Light Square/Wauwi</li> <li>• Ensure vehicles do not drift into cycle lanes (north of Currie St and corner of Morphett Street and Waymouth Street travelling south)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Current cycling issues are noted for future consideration - see recommendation 3.</li> </ul>
Separated bike lanes	<ul style="list-style-type: none"> <li>• Include buffered or kerb-separated on-road bike lanes</li> </ul>	<ul style="list-style-type: none"> <li>• Types of cycle lanes are noted for future consideration - see recommendation 3.</li> </ul>
Directional marking	<ul style="list-style-type: none"> <li>• Indicate: <ul style="list-style-type: none"> <li>• the expected northbound cycling entry point from Morphett St into Light Square to reach the shared path</li> <li>• how cyclists will turn left onto westbound Waymouth St from southbound Morphett St</li> <li>• provide cycling slip lane to join the shared path directly from Currie Street</li> <li>• bicycle advance stop lines (ie bike boxes) on east and westbound lanes of Waymouth St, northbound from Morphett St into Light Square/Wauwi</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Potential improvements for cyclists are noted for future consideration - see recommendation 3.</li> </ul>
Connection to the River Torrens/ Karrawirra Pari	<ul style="list-style-type: none"> <li>• Opportunity to create a bi-directional kerb separated bikeway on the western side of Morphett Rd from the Square to Montefiore Rd and the Torrens Linear Trail</li> </ul>	<ul style="list-style-type: none"> <li>• Potential opportunity for cycling connection is noted for future consideration - see recommendation 3.</li> </ul>
<b>Dr David Ness, Adjunct Professor, University of South Australia</b>		
Option 1	Opposition to Option 1	<ul style="list-style-type: none"> <li>• Opposition is noted.</li> </ul>
Heritage	<ul style="list-style-type: none"> <li>• <i>'Would destroy the symmetry and balance of Light's Plan for the Squares. A very serious heritage issue'.</i></li> </ul>	<ul style="list-style-type: none"> <li>• Engagement has included meetings with Heritage SA and the Department for Climate Change, Environment, Energy</li> </ul>

Theme	Feedback	Consideration of Feedback
	<ul style="list-style-type: none"> <li><i>'Almost equivalent green space could still be enabled' [Waymouth Street closed to cars and reduce lanes around the Square to 2 lanes], 'with traffic flow (reduced) on both East and West sides'.</i></li> </ul>	<p>and Water. This will continue in subsequent phases of the project. See recommendation 8.</p> <ul style="list-style-type: none"> <li>The proposed design of Option 1 responds in a contemporary way to defining the Square through its landscape design as a balance between the relocated roadway, and the comparatively wide edge treatment to the western side. This creates a centred Square as a distinct element, reinforcing the symmetry. The design also supports the social and health requirements of the community, which are of value to the National Heritage listing. Heritage Values and considerations will be part of the detailed design stage.</li> </ul>
East side of the Square	<ul style="list-style-type: none"> <li>Concern with <i>'inequitable treatment of businesses and property owners on opposite sides of the Square. While those on West would benefit from much increased values ('unearned increment'), those on the east would be worse off. Again, this is contrary to Light's Plan that is perfectly balanced'.</i></li> </ul>	<ul style="list-style-type: none"> <li>Potential impacts is noted for future consideration - see recommendation 9.</li> </ul>
Hardstand	<ul style="list-style-type: none"> <li><i>'far too many hard surfaces within both Options 1 and 2.....squares are meant to be the green lungs of the city'.</i></li> </ul>	<ul style="list-style-type: none"> <li>The draft Master Plan proposes to increase green space by between 4% and 9% and aims to minimise hardscape (p. 27).</li> <li>Minimising hardstand and impacts to be explored in future project stages - see recommendations 1 and 2.</li> </ul>
<b>Adelaide West End Association (AWEA)</b>		
Option 1	<p>Support for Option 1</p> <ul style="list-style-type: none"> <li><i>'While we fully support the overarching goals of the Light Square/Wauwi Master Plan, Option 1 presents the most exciting opportunity for the future of</i></li> </ul>	<ul style="list-style-type: none"> <li>Support for potential benefits of Option 1 noted.</li> </ul>

Theme	Feedback	Consideration of Feedback
	<i>the Square, delivering long-term benefits in terms of community connection, economic vitality, and environmental sustainability'.</i>	
<b>Green Adelaide</b>		
Support	Support for the vision and three themes of the draft Master Plan	<ul style="list-style-type: none"> <li>Support noted.</li> </ul>
Greening	<ul style="list-style-type: none"> <li><i>'contribution towards enhancing greening and biodiversity could be enhanced with careful design'</i></li> <li><i>'expansion in hard surfaces within the centre of the Square has the potential to become an inhospitable heat sink if not carefully managed'</i> – recommend incorporate Water Sensitive Urban Design and mixed diverse plantings to compensate for loss of any existing lawn area (permeable surfaces)</li> <li><i>'recommend greater emphasis is placed upon delivering practical outcomes in terms of Biodiversity Sensitive and Water Sensitive Urban Design'</i></li> </ul>	<ul style="list-style-type: none"> <li>The design detail to improve greening and biodiversity and address climate change impacts will be considered in future project stages - see recommendation 1.</li> <li>This will be guided by the Resilience and Climate Change section of the draft Master Plan (p. 27) which includes to assess 'the design for low carbon and climate resilience'</li> </ul>
<b>TAFE</b>		
Support	Support for the draft Master Plan as it: <ul style="list-style-type: none"> <li><i>'aims to make Light Square/Wauwi greener, safer and more inclusive - ...align with our vision for our students'.</i></li> <li><i>'By increasing capacity for events and exhibitions, opening further green space for social enjoyment, and expanding the social infrastructure the draft Master Plan will enhance this shared space and significantly improve the wellbeing of our West End community'</i></li> </ul>	<ul style="list-style-type: none"> <li>Support for enhancing the West End and shared alignment noted.</li> </ul>
<b>Community members</b>		
Pedestrian crossings	<ul style="list-style-type: none"> <li>Safer crossings (ie zebra crossing) needed for better access and inclusion to key destinations to southwest side of the Square (as no safe way currently to cross over Waymouth St without going across the park and using the crossing)</li> <li>Ramps needed on footpaths for trolleys and wheelchairs</li> <li>Lack of crossing on the southwest limits use of the Square by residents who have to use the Currie St crossing and bypass the Square</li> <li>Design and placement of crossings need to consider older adults and access for those living with a disability</li> </ul>	<ul style="list-style-type: none"> <li>The Access and Inclusion section of the draft Master Plan (p. 34) responds to improving access and creating 'universally accessible and equitable open space'.</li> <li>Access and safety improvements will be part of the safety audit in the next stage of the project. Traffic assessment and safety audit will assist with defining the</li> </ul>

Theme	Feedback	Consideration of Feedback
		detail for crossing type - see recommendation 2 and 3.
Urban elements and greening	<ul style="list-style-type: none"> <li>• Objection to public toilets in the Square due to safety, disruption and displacement of greening –if it must be placed in the Square prefer in the northern section close to buses and universities away from residential buildings</li> <li>• Support for an outdoor gym to keep active as gym costs can be a barrier</li> <li>• Support efforts to increase greening</li> </ul>	<ul style="list-style-type: none"> <li>• The draft Master Plan does not include a proposed public toilet. If this were to be considered in the next phases of the project, it would require further consultation.</li> <li>• Urban elements will be considered in future project phases - see recommendation 10.</li> </ul>
Heritage	<ul style="list-style-type: none"> <li>• Not aligned with Light's intent for the Park Lands</li> </ul>	<ul style="list-style-type: none"> <li>• Engagement has included meetings with Heritage SA and the Department for Climate Change, Environment, Energy and Water. This will continue in subsequent phases of the project. See recommendation 8. The proposed design of Option 1 responds in a contemporary way to defining the Square through its landscape design as a balance between the relocated roadway, and the comparatively wide edge treatment to the western side. This creates a centred Square as a distinct element, reinforcing the symmetry. The design also supports the social and health requirements of the community, which are of value to the National Heritage listing. Heritage Values and considerations will be part of the detailed design stage.</li> </ul>
Longer-term aim	<ul style="list-style-type: none"> <li>• Morphett Street should not be a north-south car corridor</li> <li>• Complete greening of Whitmore Square/Iparrityi and Light Square/Wauwi and infill Sir Lewis Cohen Ave</li> </ul>	<ul style="list-style-type: none"> <li>• One of the draft Master Plan Principles is for greening to permeate into the</li> </ul>

Theme	Feedback	Consideration of Feedback
		<p>surrounding streets and lanes and extend to the Adelaide Park Lands.</p> <ul style="list-style-type: none"><li>• The Integrated Transport Strategy is currently open for consultation.</li><li>• The draft Master Plan aims to create an improved walking, cycling and wheeling area.</li></ul>

## Meetings and Events

Feedback received at meetings and engagement events has been summarised and grouped into themes and considerations noted in Table 4 below.

**Table 4:** Summary of feedback from meetings and events and further considerations

Theme	Feedback	Consideration of Feedback
<b>Access &amp; Inclusion Advisory Panel</b>		
Parking	<ul style="list-style-type: none"> <li>Retain angle parking spaces on the eastern side, which are heavily utilised for accessing Brain Injury SA</li> <li>Additional Accessible Parking: Explore opportunities to add more accessible angle parking spaces and accessible passenger loading zones</li> </ul>	<ul style="list-style-type: none"> <li>Further parking considerations and transport needs will be part of future project stages - see recommendation 4.</li> </ul>
Traffic impacts	<ul style="list-style-type: none"> <li>Traffic Noise and Speed: Prioritise design features, such as increased greening, to mitigate the impact of traffic noise and speed</li> </ul>	<ul style="list-style-type: none"> <li>The importance of greening is one of the three themes of the draft Master Plan and has been again highlighted in phase 2 consultation as a value to be increased, along with reducing the impacts of traffic and creating a calm space.</li> <li>Future project stages will include consideration for how garden design can provide a green buffer to reduce traffic and noise impacts – see recommendation 10.</li> </ul>
Accessible Crossings	<ul style="list-style-type: none"> <li>Ensure that design solutions prioritise accessible and safe pedestrian crossings.</li> </ul>	<ul style="list-style-type: none"> <li>Options to improve pedestrian safety and accessibility will be part of future project stages - see recommendations 2 and 3.</li> </ul>
Lighting	<ul style="list-style-type: none"> <li>Develop a lighting strategy that enhances safety during the nighttime.</li> </ul>	<ul style="list-style-type: none"> <li>Lighting section (p. 31) includes that: The Master Plan: Increases safety and wayfinding through lighting design.</li> <li>Lighting design detail will be part of future project stages - see recommendation 5.</li> </ul>
Design Options	<ul style="list-style-type: none"> <li>Note that the draft Master Plan does not address design options for Colonel William Light's Monument and pond. Please refer to the Panel's input from the May 2024 meeting when planning any redevelopment.</li> </ul>	<ul style="list-style-type: none"> <li>Detail on design options for the monument and pond will be included in future project stages.</li> </ul>

Theme	Feedback	Consideration of Feedback
<b>Themes and key considerations from other meetings and events combined</b>		
Traffic	<ul style="list-style-type: none"> <li>Issues to consider: <ul style="list-style-type: none"> <li>speed limit change well before the Square</li> <li>traffic calming with pavers make more noise</li> <li>increasing traffic and how they it will all be squeezed in on the eastern side</li> <li>how options will impact Waymouth Street – there is a childcare centre on the street</li> <li>how the east west traffic flow will impact Waymouth Street if it becomes a corridor</li> <li>Waymouth Street may become as busy as Currie Street but is half the size and no traffic lights at West Terrace intersection</li> <li>will moving all traffic to the east side cause traffic to back up along with traffic backing up along Waymouth Street out to Morphett Street due to Town Hall (Pirie Street) zebra crossing</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Traffic calming options; impacts to Waymouth Street if it becomes two-way; impact of concentrating vehicle traffic on the eastern side; impact of displaced traffic and backlog to be assessed in future traffic impact assessment - see recommendations 2, 3 and 9.</li> </ul>
Bus movements	<p>Bus movements need to be investigated:</p> <ul style="list-style-type: none"> <li>From King William to Currie Street and right onto Montefiore Rd</li> <li>Currie Street to Morphett St slip lane used to get to North Tce</li> <li>Bus layover on Currie Street (between north and south sections of the Square) needed due to lack of space at the bus terminal</li> </ul>	<ul style="list-style-type: none"> <li>Investigating bus movements will be part of future project stages - see recommendation 7.</li> </ul>
Parking	<ul style="list-style-type: none"> <li>Consider that people need to be able to access businesses – do not look at project in isolation but consider cumulative impacts from many surrounding projects</li> <li>Concern with what will happen with parking on the western side</li> <li>Businesses need loading zones</li> </ul>	<ul style="list-style-type: none"> <li>Assessing car parking needs and options will be part of future project stages - see recommendation 4.</li> </ul>
Access	<ul style="list-style-type: none"> <li>Ensure changes to access still allow neighbouring businesses and organisations to service the building/needs of users and visitors</li> <li>Closure of one-way connection from Philip Street to Morphett Street to consider that this is used as a drop-off zone for Enterprise Hub – prefer to keep access to Philip Street to retain drop off</li> <li>Consider impact on access to Hindley Street (including for trucks that pull into the Hindley Street Music Hall)</li> </ul>	<ul style="list-style-type: none"> <li>Access requirements will be further assessed in future project stages - see recommendation 6.</li> </ul>

Theme	Feedback	Consideration of Feedback
	<ul style="list-style-type: none"> <li>Investigate a model like the north side of Hindmarsh Square/Mukata for access for businesses – as it allows access for businesses without becoming an access road – change of road pavement assists</li> <li>Maintain access to the slip lane that goes past the Mercury to North Terrace for access to the Creative Quarter</li> <li>Vehicle access to the western side is essential for drop off and pick up, removal and waste trucks and emergency vehicles, access cabs, ease of access for those living with a disability and older adults with limited mobility</li> <li>Need accessible drop-off spot for TAFE</li> </ul>	
Pedestrians	<ul style="list-style-type: none"> <li>Define the pedestrian path to Hindley Street</li> <li>Potential scramble crossing at Hindley St and Morphett St to increase safety – particularly for young people</li> </ul>	<ul style="list-style-type: none"> <li>Improvements to the pedestrian network will be assessed in future project stages – see recommendations 2 and 3.</li> </ul>
Safety	<ul style="list-style-type: none"> <li>Business activation along the western edge is very important for Option 1 as it would be a deep space away from the road and visibility</li> <li>Nighttime activation – can businesses be encouraged to operate on a Friday and Saturday night</li> <li>To inform the design understand what components in the TAFE precinct encourages loitering – including in the car park</li> <li>Assume CCTV upgrade will occur</li> <li>Will you work with the university – worry about young women and safety at night</li> <li>Safety on the southern end needs to be improved</li> <li>Look at hotspots for cycling crashes to ensure new design addresses current issues</li> </ul>	<ul style="list-style-type: none"> <li>Lighting design and layout design for safety will be considered in future project stages – see recommendation 5.</li> </ul>
Connection	<ul style="list-style-type: none"> <li>Square is a wayfinder to Pinky Flat and Tulya Wardli</li> <li>Number of crossing points and wait times travelling from south through the Square to Hindley Street – could there be a pedestrian bridge over Currie Street</li> <li>Improve the Waymouth St to West Tce travel path</li> <li>The proposed shared/cycle path on the western side in Option 1 breaks up the northern space</li> </ul>	<ul style="list-style-type: none"> <li>Improving connections within and from the Square will be considered in future project stages – see recommendation 10.</li> </ul>



Theme	Feedback	Consideration of Feedback
Eastern and western frontage	<ul style="list-style-type: none"> <li>Prefer better frontage for both sides of the Square – could soften the interface between the buildings and the Square</li> <li>Unbalanced road layout (Option1) will unfairly disadvantage residents on the east side and benefit businesses on the west side</li> </ul>	<ul style="list-style-type: none"> <li>Assessment of impacts to the eastern side under Option 1 will be investigated in future project stages - see recommendation 9.</li> </ul>
Inclusiveness	<ul style="list-style-type: none"> <li>Public housing is where the money could be spent – what thinking has been done about people who camp, wash and stay in the Square?</li> </ul>	<ul style="list-style-type: none"> <li>Design of public space to help meet some of the needs of people experiencing homelessness will be explored in future project stages - see recommendation 10.</li> </ul>
Trees	<ul style="list-style-type: none"> <li>Retain trees in the TAFE courtyard</li> </ul>	<ul style="list-style-type: none"> <li>Tree retention noted - see recommendation 10.</li> </ul>
Artworks	<ul style="list-style-type: none"> <li>Difficult to give direction on the current artworks which will need to be part of a holistic approach looking at Kurna layer, biodiversity and greening and the position and purpose of the artwork</li> <li>Design brief considerations: art and Kurna Elders/artists part of control/steering group</li> <li>Indigenous representation in art will be important</li> <li>Retain Catherine Helen Spence sculpture</li> </ul>	<ul style="list-style-type: none"> <li>Proposed approach to artworks noted and will be considered for future project stages - see recommendation 10.</li> <li>Future project stages will continue to involve engagement with Aboriginal and Torres Strait Islander peoples.</li> </ul>
Event Space	<ul style="list-style-type: none"> <li>Noise from more events can impact use of the Enterprise Hub if it is loud as the building is not soundproof</li> <li>Music already comes through the residential building from events – will there be a time limit to events?</li> <li>Many gallery spaces already in the area – not sure if more needed, perhaps focus on temporary activation</li> </ul>	<ul style="list-style-type: none"> <li>Event space design and noise impacts to surrounding buildings will be considered in future project stages. Feedback on exhibition space noted. Detail on exhibition spaces to be investigated in future project stages. See recommendation 10.</li> </ul>
Hardstand	<ul style="list-style-type: none"> <li>Both options remove a lot of road and not a lot of green so not a lot for people to enjoy</li> <li>A lot of pathways are proposed and this is where Squares are being ruined – less paths, more green – but consider that people who need to push a trolley or travel on wheels need a path</li> </ul>	<ul style="list-style-type: none"> <li>The draft Master Plan proposes to increase green space by between 4% and 9%. The draft Master Plan aims to minimise hardscape (p. 27). Design to minimise impacts and increase accessibility will be explored in future project stages - see recommendations 1 and 2.</li> </ul>
Heritage	<ul style="list-style-type: none"> <li>Do the rules say the Square should be symmetrical? - the National Heritage Listing includes Morphett Street</li> </ul>	<ul style="list-style-type: none"> <li>Engagement has included meetings with Heritage SA and the Department for Climate</li> </ul>

Theme	Feedback	Consideration of Feedback
	<ul style="list-style-type: none"> <li>Tell the story of Light</li> <li>Support for seclusion and more native plants – education component to see plants uses by First Nations people- could run cultural tours</li> </ul>	<p>Change, Environment, Energy and Water. This will continue in subsequent phases of the project. See recommendation 8.</p> <ul style="list-style-type: none"> <li>The proposed design of Option 1 responds in a contemporary way to defining the Square through its landscape design as a balance between the relocated roadway, and the comparatively wide edge treatment to the western side. This creates a centred Square as a distinct element, reinforcing the symmetry. The design also supports the social and health requirements of the community, which are of value to the National Heritage listing. Heritage Values and considerations will be part of the detail design stage.</li> <li>The approach to the interpretive element will be included in future project phases – see recommendation 10.</li> </ul>
Surrounding uses	<ul style="list-style-type: none"> <li>National Centre for Vocational Education and Research and the International College of Hotel Management are not marked on the draft Master Plan maps but are part of the education precinct</li> <li>Have new businesses moving into Waymouth Street and the Hotel been considered?</li> </ul>	<ul style="list-style-type: none"> <li>More layers will be mapped as part of the next stage of the project including key organisations.</li> <li>Businesses around the Square were sent a letter and received a postcard about the draft Master Plan. Engaging with surrounding businesses will continue in the next phases of the project.</li> </ul>
Construction	<ul style="list-style-type: none"> <li>Concern over a long construction time</li> <li>Desire for less impacts due to impact on old buildings and disruption to residents</li> </ul>	<ul style="list-style-type: none"> <li>Construction time will be subject to funding availability and resources.</li> <li>Construction considerations (minimising dust, noise, vibration) to be considered in future project stages – see recommendation 10.</li> </ul>

Theme	Feedback	Consideration of Feedback
Alternative Suggestions	<ul style="list-style-type: none"> <li>• Sink Currie Street and tunnel the traffic</li> <li>• Temporary measures in the meantime such as traffic lights and a stop sign rather than a give way sign on the western side</li> </ul>	<ul style="list-style-type: none"> <li>• Traffic tunnels are not part of current considerations</li> </ul>

#### 4. APPENDIX 1: MATERIAL DEVELOPED FOR PHASE 2 DRAFT MASTER PLAN CONSULTATION



Figure 4: Corflutes that were displayed in the Square



Figure 5: Email banner

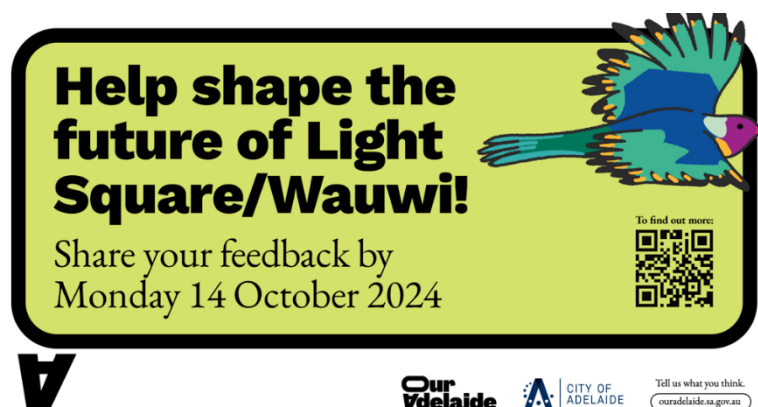


Figure 6: Digital screens



Figure 7: Postcards



Figure 8: Poster for community information session

# Theme 1 – Greener

## Draft Light Square/Wauwi Master Plan

**Light Square/Wauwi is envisioned as a vibrant green oasis in the city’s north-west.**

The importance placed on greening from people who participated in consultation earlier this year helped shape one of the three themes of the draft Master Plan – **Greener**, Safer and Inclusive.

**Principles**

Principles for creating a **Greener** Light Square/Wauwi in the draft Master Plan are:

- The Square is re-imagined as a green oasis within the city that contributes to health and wellbeing.
- Greening, including an increase in tree canopy, provides shade, cooling and planting diversity, including seasonal colour and celebrating Australia’s native flora.
- The landscape character of the Square permeates into the surrounding streets and lanes further connecting the North Terrace Cultural Boulevard and the River Torrens/Karrawirra Pari.

See strategies for a **Greener** Square with a focus on **Greening**; and **Resilience and Climate Change**; on pages 25–27 of the draft Master Plan.

**Options**

The draft Master Plan has two options that both propose to increase green space.


	Option 1	Option 2
Increase in green space	9%	4%
Increase in space for biodiversity	14%	13%
Increase in tree canopy	30%	25%

**We’d like to hear from you**

Through the Our Adelaide survey we want to know your priorities for the principles and what you think about the options.

This will help with next steps for the project which will be detail design and costings for the preferred option – these will help us seek funding to transform the Square\*.

\*Note that the draft Master Plan is a concept, and its implementation is unfunded and subject to future annual business plan and budget processes.





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Figure 9: Factsheet on the Greener draft Master Plan theme provided on Our Adelaide and displayed at community sessions



# Theme 2 – Safer

## Draft Light Square/Wauwi Master Plan

Light Square/Wauwi is envisioned as a place that enhances safety and wellbeing, with less impact from traffic. It increases green space, creating a safer and welcoming environment for people to meet, stay, walk, wheel and cycle.

The importance placed on safety from people who participated in consultation earlier this year helped shape one of the three themes of the draft Master Plan – Greener, Safer and Inclusive.

### Principles

Principles for creating a Safer Light Square/Wauwi in the draft Master Plan are:

- The usable area of the Square is expanded with reconfigured road geometry to prioritise pedestrian access to the lawns, pathways and facilities, whilst reducing traffic speeds and enhancing safety.
- Boundary interfaces are managed to increase safety and define access, including clearly legible and accessible crossings, entry points and paths.

- The Square is designed to promote safety at all times of the day and night, including lighting design that enhances safety, wayfinding and the sense of place.
- The impact of traffic noise and speed is reduced in favour of enhancing wellbeing and improving active transport, amenity and safety.

See strategies for a Safer Square with a focus on **Pedestrian Movement**; **Vehicle Movement**; and **Lighting**; on pages 28–31 of the draft Master Plan.

### Options

The draft Master Plan has two options that both propose to reduce road area and prioritise safe entry points and pathways, improved intersections and crossings, traffic calming and better connect people with surrounding destinations.



Legend	Existing Light Square/Wauwi	Option 1	Option 2
--- Total area within scope of Master Plan	39,108m <sup>2</sup>	39,108m <sup>2</sup>	39,108m <sup>2</sup>
Area of road surface	18,740m <sup>2</sup>	15,260m <sup>2</sup>	16,916m <sup>2</sup>
Area of road surface removed	N/A	4,096m <sup>2</sup>	2,895m <sup>2</sup>
Footpaths, lawns and gardens (green space)	20,368m <sup>2</sup>	19,752m <sup>2</sup>	19,297m <sup>2</sup>
Total area of green space	20,368m <sup>2</sup>	23,848m <sup>2</sup>	22,192m <sup>2</sup>
Percentage of green space	52%	61%	56%



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Figure 10: Factsheet on the Safer draft Master Plan theme provided on Our Adelaide and displayed at community sessions

# Theme 3 – Inclusive

## Draft Light Square/Wauwi Master Plan

**Light Square/Wauwi is envisioned as a place that celebrates diverse cultures, creative expression and supports community wellbeing.**

The importance placed on an inclusive space from people who participated in consultation earlier this year helped shape one of the three themes of the draft Master Plan – Greener, Safer and **Inclusive**.

### Principles

Principles for creating a more Inclusive Light Square/Wauwi in the draft Master Plan are:

- The Square's bold transformation reflects inclusiveness and a diversity of cultures including interpretation and storytelling.
- The Square integrates the cultural aims of Kaurna people and other non-Kaurna people.
- The Square has a unique character informed by its location at the centre of the art, innovation, medical and educational precinct set to grow.
- Activity, event and exhibition spaces are built into the design, working with adjacent creative and arts industries to brand the area as a place of creativity and innovation.
- Universal design principles are incorporated with smart technologies to improve people's experiences.

See Strategies for an **Inclusive** Square with a focus on **Aboriginal and Torres Strait Islander Culture; National Heritage Values; Access and Inclusion; Events and Programming; Public Art; and Technology and Innovation** on pages 32–37 of the draft Master Plan.

### Options

The draft Master Plan has two options that both propose to foster a welcoming environment, inclusiveness, understanding and appreciation across various cultures and provide for a variety of uses including a space for events, fitness, recreation, gathering, relaxing and social connection.

### We'd like to hear from you

Through the Our Adelaide survey we want to know your priorities for the principles and what you think about the options.

This will help with next steps for the project which will be detail design and costings for the preferred option – these will help us seek funding to transform the Square\*.

*\*Note that the draft Master Plan is a concept, and its implementation is unfunded and subject to future annual business plan and budget processes.*



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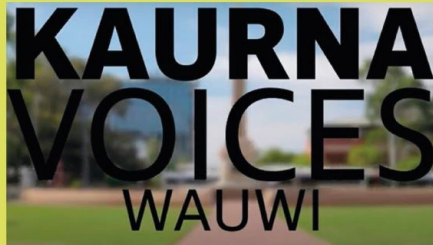
Tell us what you think.

[ouradelaide.sa.gov.au](http://ouradelaide.sa.gov.au)

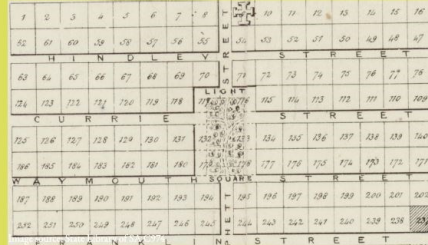
Figure 11: Factsheet on the Inclusive draft Master Plan theme provided on Our Adelaide and displayed at community sessions



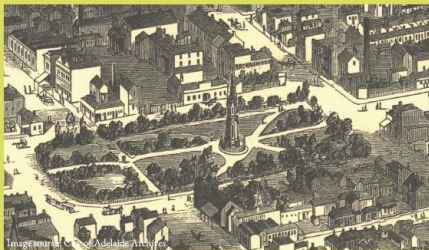
# Light Square/Wauwi through the years



The Kaurna name for the Square is in honour of Wauwi, wife of Kaditpina, a prominent Kaurna Elder at time of colonisation and to recognise the long association Aboriginal peoples have with the Square, including as told through the Kaurna Voices Project.



Plan of the Square as a village green, 1837 by Colonel William Light.



The Square in 1876 before the Currie Street cut through in 1910 and showing the original memorial to Colonel Light.



Aerial view of the Square 2024.



The Square in 1911 shows it once had more trees and was surrounded by fencing.



The Square in 1954 after changes and replanting in 1952.

## Today the Square has a range of uses including:



A gathering place for protesters.



A place to celebrate the LGBTQIA+ community with Pride Walk.



Gallery for the 2024 Tiny ArtWorks exhibition by students from the Adelaide College of the Arts.



Today the Square is experiencing an increase in residential development that is set to grow and transform the area along with increased university, health and medical uses. The Master Plan embraces these changes and builds on the area's reputation for art, culture and night time economy.

Figure 12: Information sheet showing how Light Square/Wauwi has changed over time displayed at community sessions

# Built Heritage Management (Public Realm) Operating Guidelines

*Date this document was adopted*

*administration*

**PARENT DOCUMENT:** Built Heritage Management Policy

## PURPOSE

The purpose of this Operating Guideline is to provide for the conservation and management of unlisted historic elements of cultural heritage significance within the public realm of Adelaide, North Adelaide and the Adelaide Park Lands. Significant historic public realm elements are detailed in **Appendix A** and include (but are not limited to):

- Archaeological deposits
- Road surfaces
- Kerbs and water tables
- Footpaths and driveway crossovers
- Kerb strapping
- Hawker stands
- Lighting
- Bus shelters
- Bollards / hitching posts
- Garden hoops
- Willow/twig benches
- Boot scrapers
- Street name plates
- Building-mounted signage
- Blue Plaques
- National Trust Plaque
- National Heritage Plaque
- Drinking fountains
- Benchmarks
- Public utilities
- Hydrants

These elements are available as a GIS dataset. The data is as accurate as possible, but cannot be considered exhaustive. If previously unidentified elements are found within your work area, please seek further advice.

## OPERATION

### Application of this document

City of Adelaide will undertake to manage historic elements in the public realm in accordance with the following principles and considerations:

### Conservation Principles

Public realm elements are important parts of the historical fabric of the City of Adelaide and any works to or affecting them must be undertaken in line with the conservation principles of *The Burra Charter: the Australia ICOMOS Charter for Places of Cultural Significance, 2013* that requires a cautious approach:

*Conservation is based on a respect for the existing fabric, use, associations and meanings. It requires a cautious approach of changing as much as necessary but as little as possible.*

The City of Adelaide acknowledges the Kaurna people as the Traditional Owners of the Country where the city of Adelaide is situated, and pays its respect to Elders past, present and emerging.

These general principles are to be considered in works that have the potential to impact Significant Historic Public Realm Elements and/or their setting as identified in

**Appendix A:**

- Reconsider the necessity of works that affect significant historic public realm elements and their context.
- Retain and conserve existing significant historic public realm elements in situ wherever possible.
- Ensure a consistent approach to public realm works and the inclusion/retention of significant historic public realm elements.
- Ensure new work does not negatively impact the visual setting of public realm elements.
- Reinstate altered/damaged public realm elements, that have not been laid in the traditional manner.
- Ensure that where new work is required, it is accurate to the original detail, materials and appearance of the original.
- Encourage new work to be identified as such, to distinguish it from historic fabric.
- Work should consider the likelihood of uncovering archaeological remains of significance and appropriately address this risk.
- New work completed to historic detail (eg reinstatement of public realm previously not laid in a traditional manner) is considered to be 'Significant' for the purposes of this Guideline.

**Considerations**

The following must be incorporated into scoping and delivery of projects affecting, or having the potential to affect Significant Historic Public Realm Elements:

- Works to Significant Historic Public Realm Elements should only be carried out by a contractor specialising in the required type of work, employing operators skilled and experienced in the required type of work.
- Only carry out the work outlined, retaining all existing original fabric wherever possible.
- Wherever possible works shall retain and protect these items in their original condition and location.
- Utilise City of Adelaide standard details for significant elements such as stone kerbing and water tables. Where non-standard, seek advice from the City of Adelaide's Heritage Advisors.
- Where these items are potentially impacted by proposed works (including proposed removal or demolition), advice shall be sought by the City of Adelaide as to an appropriate course of action and approval of any non-standard construction techniques.
- The removal or alternation of any original fabric beyond that documented must not occur without prior review by the City of Adelaide's Heritage Advisors and/or the relevant heritage authorities prior to undertaking any work.
- Some heritage features located within the public realm are attached to adjacent properties and may also require building owner consent to make any alterations. Examples include building mounted street signs.

- Before further work can take place, samples should be prepared of any work for approval by the City of Adelaide's Heritage Advisors and the relevant authorities. Further samples may be required if the initial samples are rejected or need adjustment. Once approved, all subsequent work must match the approved samples, which are to be marked indicating the particular location and remain to allow comparison with the remainder of the project.
- Where significant historic public realm items identified are for demolition or removal, construction hold points are required where requested by the City of Adelaide's Heritage Advisors.
- All salvaged materials shall be identified for transportation and stockpiling at the City of Adelaide's depot. Prior to any works commencing the depot must be contacted to confirm the storage of the materials.
- Storage of materials needs to be clearly recorded so that these are not inadvertently destroyed. The exact materials, types, quantities, end storage location and details of any subsequent transfers need to be recorded in the City of Adelaide records systems for easy retrieval and identification. These salvaged materials should be reused where possible for repair and reconstruction purposes under the supervision of the City of Adelaide's Heritage Advisors.

### **Archaeology**

All efforts must be made to assess the likelihood of discovering archaeological sites through the design process. Initial advice can be sought from the City of Adelaide's Heritage Advisors and/or Aboriginal Affairs and Reconciliation. Where appropriate, archaeologists should be engaged to provide advice and undertake further investigation.

The *Heritage Places Act 1993* (SA) includes statutory protections for the archaeological remains of non-Aboriginal origin. You must stop work and seek further advice from the City of Adelaide's Heritage Advisors if you:

- Have reasonable cause to suspect that the excavation or disturbance will or is likely to result in an archaeological artefact of heritage significance being discovered, exposed, moved, damaged or destroyed.
- Have discovered or located an archaeological artefact of heritage significance.

The *Aboriginal Heritage Act 1988* (SA) includes statutory protections for the archaeological remains of Aboriginal origin. You must stop work, not disturb the site and seek further advice from and contact Aboriginal Affairs and Reconciliation Division, Department of Premier and Cabinet if you:

- Discover an Aboriginal site or object.
- Discover anything that looks like skeletal human remains (police must be called first).



## OTHER USEFUL DOCUMENTS

### Related documents

- Built Heritage Management Policy
- Infrastructure Guidelines, Standards and Standard Drawings
- Asset Management Plans
- Adelaide Park Lands and City Layout National Heritage Management Plan
- *The Burra Charter: the Australia ICOMOS Charter for Places of Cultural Significance, 2013*

### Relevant legislation

- *Heritage Places Act 1993* (SA)
- *Aboriginal Heritage Act 1988* (SA)
- *Planning Development and Infrastructure Act 2016* (SA)

---

## GLOSSARY

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

**Archaeological Deposit** means known or undiscovered subterranean elements of potential historic significance

**Built Heritage** refers to purposely designed and/or constructed Places including, buildings and settlement patterns, historic streetscapes, historic areas, archaeology, designed landscapes and public realm elements.

**Conservation** as defined in The Burra Charter and for the purposes of the Guideline includes preservation, restoration, reconstruction, adaptation and stabilisation.

**Cultural Heritage** means aesthetic, historic, scientific, social or spiritual value for past, present or future generations embodied in the place itself, its fabric, setting, use, associations, meanings, records, related places and related objects.

**Development** is as defined in the *Planning, Development and Infrastructure Act 2016* (SA).

**Historic-Character Streetscapes** are those streets and areas of the City of Adelaide that are characterised by a cohesive historic character and identity.

**Historic Character** is a place that retains the physical form, style and features of an historic period but does not satisfy the criteria for Local Heritage listing.

**Place** means a geographically defined area. It may include elements, objects, spaces and views. Place may have tangible and intangible dimensions.

**Significant Historic Public Realm Elements** are those elements contained in Appendix A.

---

## ADMINISTRATIVE

As part of the City of Adelaide'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 **5** years unless legislative or operational change occurs beforehand. The next review is required in **2030**.

**Review history:**

Trim Reference	Authorising Body	Date/ Decision ID	Description of Edits
ACC2024/180106	TBD	TBD	First version of these guidelines. Supersedes North Adelaide Public Realm Operating Guidelines

**Contact:**



For further information contact the Park Lands, Policy and Sustainability Program

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city@cityofadelaide.com.au

## APPENDIX A: SIGNIFICANT HISTORIC PUBLIC REALM ELEMENTS





The following table lists Significant Historic Public Realm Elements that are to be retained, protected and conserved.

If the item is not included on the following list, and there is reason to believe the element may be significant please seek further advice.





Example Image	Item	Significance
<b>Roadway &amp; Drainage Elements</b>		
None Available	Macadamised road surfaces (may be present under bitumen)	Important historic element demonstrating early road construction
	Stone kerbs and stormwater tables	Important historic element demonstrating early road construction
	Brick kerbs and stormwater tables	Important historic element demonstrating early road construction
	Composite brick/stone kerbs and stormwater tables	Important historic element demonstrating early road construction

Example Image	Item	Significance
	Stone kerbing	Important historic element demonstrating early road construction
	Granite kerbing	Important historic element demonstrating early road construction
	Central stone and brick culverts/drains	Important historic element demonstrating early road construction
	Stone and timber raised driveway culverts	Important historic element demonstrating early road construction
	Metal kerb strapping	Important historic element demonstrating early road construction





Example Image	Item	Significance
	Hawker Stand - Kerb Markers	Important historic element demonstrating early commerce practices in the public realm
	Basement Light Tiles	Important historic element demonstrating the approach to providing lighting to basements
<b>Lighting</b>		
	Municipal Tramways Trust (MTT) poles	Important historic element demonstrating the elements of the former Municipal Tramways Trust system
	'Adelaide' Light Fitting	Important historic element demonstrating historic public lighting style


Example Image	Item	Significance
	Union Hotel Gas Lights	Important historic elements demonstrating the evolution of historic lighting fuels and fittings
<b>Street Furniture</b>		
	Reconstructed Bus Shelter (former Municipal Tramways Trust (MTT) Tram shelter)	Important historic element demonstrating the elements of the former Municipal Tramways Trust system
	Cast Iron Bollards	Important historic elements demonstrating early street furniture
	Cast iron hitching posts	Important historic elements demonstrating the types of general amenities provided for community


Example Image	Item	Significance
	Timber hitching posts	Important historic elements demonstrating the types of general amenities provided for community
	Boot Scrapers at St John's Church  Boot Scrapers located in the façade of Buildings	Important historic elements demonstrating the types of general amenities provided for community
	Drinking Fountains	Important historic elements demonstrating the types of general amenities provided for community
	McCallum Fountain	Important historical element for Glenelg area, kept in safekeeping by City of Adelaide

Example Image	Item	Significance
	Early hitching post (Forwood Down Co.) Wakefield Street.	Important historic elements demonstrating the types of general amenities provided for community
	Cast and painted street name plates affixed to buildings	Important historic elements demonstrating the historic wayfinding provided for the road system
<b>Interpretive</b>		
	Blue enamel house number plates with white numbering	Important public realm element providing consistency for house numbering
	Blue Heritage Plaques	Important public realm element provided by the City of Adelaide to enhance the interpretation of the historic context of the public realm
	National Trust Brass markers	Important public realm element demonstrating the history of heritage listing



Example Image	Item	Significance
	National Heritage Marker	Important element to commemorate the National Heritage listing of Adelaide's colonial grid plan and encircling Adelaide Park Lands
<b>Services</b>		
	Cast-iron benchmarks	Important historic element demonstrating the development of early infrastructure
	Bricks marked with a benchmark on private property	Important historic element demonstrating the development of early infrastructure
	Historic fire hydrants	Important historic element demonstrating the development of early infrastructure
Image unavailable – Archaeological/ subterranean element	Early stormwater, sewerage and water infrastructure	Important historic element demonstrating the development of early infrastructure

Example Image	Item	Significance
<b>Adelaide Park Lands</b>		
	Galvanised steel fence post embedded in tree: Strangways Terrace	Important historic element relating to the uses and infrastructure of the Adelaide Park Lands
	Galvanised steel "Simpson" fence posts	Important historic element relating to the uses and infrastructure of the Adelaide Park Lands
	Cast iron "Francis Morton & Co, Liverpool" fence posts	Important historic element relating to the uses and infrastructure of the Adelaide Park Lands
	Former Reservoir fencing (South Terrace)	Important historic element relating to the uses and infrastructure of the Adelaide Park Lands

Example Image	Item	Significance
	<p>Timber fenced Tennis Court: Mills Terrace</p>	<p>Important historic element relating to the uses and infrastructure of the Adelaide Park Lands</p>



# AMENDED COMMUNITY LAND MANAGEMENT PLAN FOR CONSULTATION

## ADELAIDE CENTRAL MARKET

NOVEMBER 2024



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Community Land Management Plan – Adelaide Central Market

## ACKNOWLEDGEMENT OF COUNTRY

The City of Adelaide acknowledges that we are located on the traditional Country of the Kurna people of the Adelaide Plains and pays respect to Elders past, present, and emerging.

We recognise and respect their cultural heritage, beliefs and relationship with the land. We also extend that respect to visitors of other Aboriginal Language Groups and other First Nations.

## DOCUMENT PROPERTIES

### Record Details

HPRM Reference: ACC2024/48670

HPRM Container: 2017/03832

### Disclaimer

City of Adelaide has made every endeavour to ensure that the contents of this plan are accurate as at the date of publication. City of Adelaide must act to uphold and promote observance of the principles in Section 8 of the [Local Government Act 1999 \(SA\) \(legislation.sa.gov.au\)](http://legislation.sa.gov.au) in the performance of its roles and functions. As such, it reserves the right to periodically update supporting documents and information which inform this Community Land Management Plan in order for the Council to continue to observe those principles.

Community Land Management Plan – Adelaide Central Market

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## Community Land Management Plan – Adelaide Central Market

## INTRODUCTION

Section 199 of the *Local Government Act 1999 (SA)* requires a council to manage Community Land in accordance with a Community Land Management Plan (CLMP). Land owned by a council or under a council's care, control and management is classified as Community Land.

In accordance with Section 196 of the *Local Government Act 1999 (SA)*, Council must prepare and adopt a management plan for the Adelaide Central Market Complex. The initial CLMP was adopted by Council on 26 July 2010.

The two components within the Adelaide Central Market CLMP are:

- Market stalls and commercial tenancies on the ground level, the Adelaide Central Market Authority (ACMA) office located on level 1, and the Grote Street Building (which includes Federal Hall and the Market Tower)
- Adelaide Central Market UPark

## DETAILS OF THE COMMUNITY LAND MANAGEMENT PLAN

### Property Identification (Section 196(3)(a) of the Local Government Act 1999 (SA))

Name of Property	Location	Certificates of Title
1a. Adelaide Central Market	42-60 Gouger Street, Adelaide, 41-59 Grote Street, Adelaide and 1-12 Western Roadway	Volume 6257/Folio 377
1b. Adelaide Central Market Authority (ACMA) office	Level 1, 44-56 Gouger Street, Adelaide.	
1c. Grote Street Building	43-55 Grote Street, Adelaide.	
2. Adelaide Central Market UPark	21-59 Grote Street, Adelaide.	Volume 6257/Folio 377

Community Land Management Plan – Adelaide Central Market

*Figure 1 – Community Land Management Plan – Adelaide Central Market Complex  
Locality map*



**Owner (Section 196(4))**

The Corporation of the City of Adelaide is the owner of the land.

Community Land Management Plan – Adelaide Central Market

## 1. ADELAIDE CENTRAL MARKET

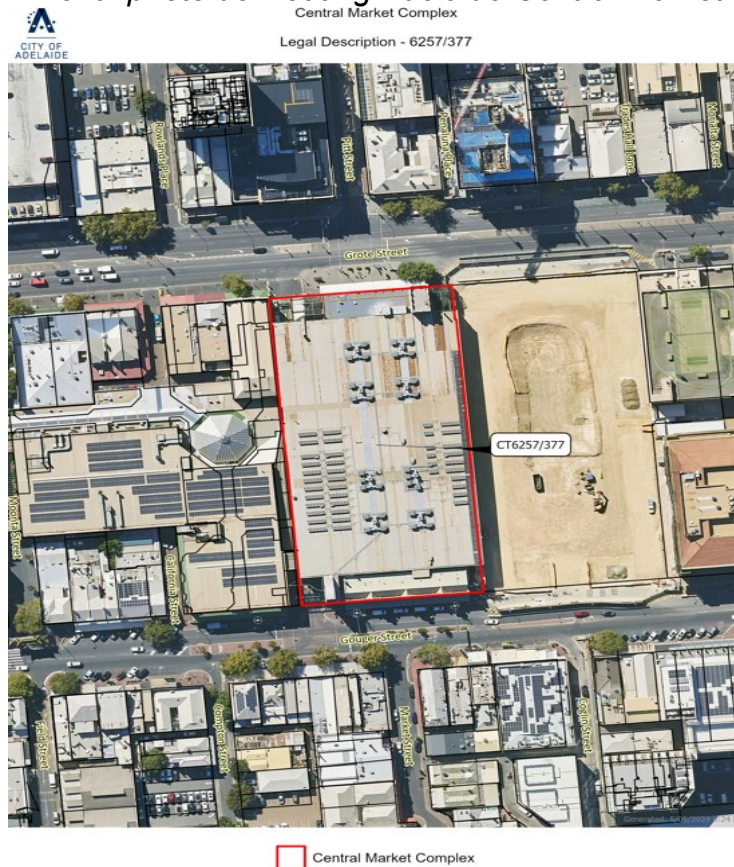
### 1.1 Description

Name of Property: Adelaide Central Market  
Location: 42-60 Gouger Street, Adelaide  
41-59 Grote Street Adelaide and  
1-12 Western Roadway

Certificate of Title: Volume 6257 Folio 377

The Corporation of the City of Adelaide is the owner of the land described in Certificate of Title Volume 6257 Folio 377 Allotment 1000 in Deposited Plan 127498 (the **Land**).

*Figure 2 – Aerial photo delineating Adelaide Central Market Complex.*





## Community Land Management Plan – Adelaide Central Market

### 1.2 Purpose for which land is held (Section 196(3)(b))

The land is for the purposes of providing:

- Retail, commercial and office use
- Event and activation space
- Storage facilities
- Carparking discussed separately below
- Rights of Way
- Easements for Party Wall Support Rights
- Service Easements,
- Easements for Light and Air, Access, Emergency Egress and Façade maintenance

### 1.3 Objectives for management of the land (Section 196(3)(c))

The objectives for the management of the land are to:

- Provide facilities for market, retail, commercial and office use
- Maintain the building in good condition
- Protect the heritage status of the building

The Adelaide Central Market Authority Charter (as amended from time to time) reflects the objectives for the management of the land, in accordance with the *Local Government Act 1999 SA (Act)*.

### 1.4 Policies related to the management of the land (Section 196(3)(c))

#### **Adelaide Central Market, Adelaide Central Market Authority Office, and Grote Street Building**

The management of the land is considered (as far as practicable) with Council's relevant plans and policies (as amended from time to time), including but not limited to:

- Adelaide Central Market Authority Charter (including relevant agreements and policies referenced in the Charter)
- Headlease (the lease granted by the Council to the Authority in respect of the Market)
- City of Adelaide Strategic Plan
- Adelaide Central Market Authority Strategic Plan
- Conservation Management Plan
- Asset Management Policy
- Asset Management Plans for Buildings
- Long Term Financial Plan
- Community Consultation Policy
- Disability Access and Inclusion Plan Lighting Policy
- Safer City Policy
- National Competition Policy
- State Heritage Policy

## Community Land Management Plan – Adelaide Central Market

In accordance with the *Local Government Act 1999 (SA)*, in the event of an inconsistency between the provision of an official plan or policy under another Act and the provisions of this CLMP, the provisions of the official plan or policy prevail to the extent of the inconsistency

### 1.5 Management arrangements (Section 196(3)(c))

#### **Adelaide Central Market, Adelaide Central Market Authority Office, and Grote Street Building**

The Adelaide Central Market Authority was established under Section 42 of the *Local Government Act 1999 (SA)* to manage and operate the Adelaide Central Market.

The management consists of:

- Strategic Management Plans
- Annual Business Plan and Budget
- Regular reporting to ACMA Board
- Quarterly and annual reporting to Council
- Financial Management
- Asset Management Plans for Buildings

### 1.6 Performance targets and measures (Section 196(3)(d))

Performance targets are:

- Ensure land is suitable for supporting market operations
- Generate optimal revenue that supports Council's services and functions
- Council's maintenance standards and levels of service
- Manage the Heritage building in accordance with the Conservation Management Plan and Asset Management Plans

Performance measures

- The performance of the land will be measured by the management and operational criteria of the Headlease arrangement and the criteria in the Adelaide Central Market Authority Charter (as amended from time to time)
- Conduct routine inspections of the facilities and continue to identify improvements to the infrastructure
- Ensure performance is meeting the requirements of the Conservation Management Plan

## **2. ADELAIDE CENTRAL MARKET UPARK**

### **2.1 Description**

The Adelaide Central Market UPark consists of the following components:

- The UPark situated on level one within the Adelaide Central Market. This component is owned by the Corporation of the City of Adelaide and is included in this CLMP.
- A portion of the car park to the west is above Market Plaza and China Town. This area is independently owned, but it is leased to the Corporation of the City of Adelaide and forms part of the Adelaide Central Market UPark operation. This portion is not Community Land.
- There are access ramps between the Corporation of the City of Adelaide-owned area and the leased areas.

### **2.2 Purpose for which land is held (Section 196(3)(b))**

The land is held for the purpose of providing:

- Car parking in support of market operations
- Rights of Way
- Easements for Party Wall Support Rights
- Service Easements,
- Easements for Light and Air, Access, Emergency Egress and Façade maintenance

### **2.3 Objectives for management of the land (Section 196(3)(c))**

The objectives for management of the land are to provide:

- Increase visitation to the market and within the UPark
- Maximise commercial return

### **2.4 Policies related to the management of the land (Section 196(3)(c))**

The management of the land is consistent with (as far as practicable) with Council's relevant plans and policies, including but not limited to:

- City of Adelaide Strategic Plan
- Disability Access and Inclusion Plan Lighting Policy
- Safer City Policy

Community Land Management Plan – Adelaide Central Market

## **2.5 Management arrangements (Section 196(3)(c))**

The UPark is managed and operated by the City of Adelaide.

## **2.6 Performance targets and measures (Section 196(3)(d))**

UPark is managed in accordance with the Council's Annual Business Plan and Budget.

Community Land Management Plan – Adelaide Central Market

Heritage - Attachment A

The Gouger Street building and the Grote Street building are listed in the Development Plan as Local Heritage [City Significance] items.

The citation the Development Plan extends the heritage curtilage to 12 metres back from the Grote Street and Gouger Street frontages.

The Grote Street Building includes Federal Hall and the Market Tower.

Attachment A provides a description of the history of the Adelaide Central Market relevant to the Adelaide Central Market Complex – Community Land Management Plan.

While all of the heritage listings are as one citation, the Market Tower is mentioned as an identifiable item.

Part of the history of the Adelaide Central Market relevant to the Adelaide Central Market Complex - Community Land Management Plan

The text presented below was copied from the City of Adelaide Heritage Study, October 1990, Volume One, part of a review of the City of Adelaide Plan 1986-1991.

“In 1900, plans were drawn of an impressive two storey brick façade facing Grote Street to replace the existing sheds.

The building will be in red brick, with terra-cotta facings, and will undoubtedly be seen to special advantage in Grote Street, the magnificent width of this thoroughfare given excellent opportunities for viewing architectural beauties.

As can be seen the building is to be two storeys in heights, the lower of which is to be filled with shops, with handsome plate-glass fronts. The arches above the shop fronts are to be filled with stained glass, which will greatly add to the appearance.

Included in the plans was an 80 feet x 32 feet assembly room on the first floor where wedding parties, dances and parties could be held. (*Note: to become known as Federal Hall*).

The buildings nominated for the Register (the Grote Street buildings constructed in 1900, and the Gouger Street buildings erected in 1906) reflect the second phase of the construction of substantial buildings to be erected on the site that housed market functions.

The Grote St building is a two-storey brick building with a four storey tower to the western end of the building.

A modern steel-framed, mesh clad pedestrian and car park entrance is attached to both ends of the building. The brickwork used in all the walls of the building is of good quality. The bricks are laid in a Flemish bond and are, and were always designed to be, exposed.

The roof of the building is disguised behind a parapet. The building features a decorative brick parapet using profiled bricks. The brickwork to the tower has been laid to create a decorative scalloped pattern.

The Gouger Street shops constructed in 1906, are housed in a two-storey building of brick that features rendered decoration and parapets to the face of the building. The main features of the building are three distinctive gables, projecting from above the parapet.

Community Land Management Plan – Adelaide Central Market

Both buildings (the Grote and Gouger Street shops) are constructed in architectural styles popular at the time and therefore they represent an important architectural style and period.”

## Community Land Management Plan – Adelaide Central Market

Figure 3 – Certificate of Title: Adelaide Central Market Complex



Product Register Search (CT 6257/377)  
 Date/Time 30/04/2024 10:36AM  
 Customer Reference  
 Order ID 20240430002955



The Registrar-General certifies that this Title Register Search displays the records maintained in the Register Book and other notations at the time of searching.

**Certificate of Title - Volume 6257 Folio 377**

Parent Title(s) CT 6118/750

Creating Dealing(s) RTU 13578573

Title Issued 30/07/2021

Edition 1

Edition Issued

30/07/2021

**Estate Type**

FEE SIMPLE

**Registered Proprietor**

THE CORPORATION OF THE CITY OF ADELAIDE  
 OF GPO BOX 2252 ADELAIDE SA 5001

**Description of Land**

ALLOTMENT 1000 DEPOSITED PLAN 127498  
 IN THE AREA NAMED ADELAIDE  
 HUNDRED OF ADELAIDE

PORTION OF THE WITHIN LAND MARKED H1 ON D127498 IS LIMITED TO THE REDUCED LEVELS A.H.D. AS DESCRIBED ON D127498

**Conditions**

SUBJECT TO AN ENCROACHMENT PURSUANT TO SECTION 7 (7) OF THE STRATA TITLES ACT, 1988 VIDE SP 13530

**Easements**

SUBJECT TO RIGHT(S) OF WAY WITH LIMITATIONS OVER THE LAND MARKED AA. BA. CA ON D127498 (TG 6824156)

SUBJECT TO PARTY WALL RIGHT(S) OVER THE LAND MARKED G ON D127498 (T 433517)

SUBJECT TO SERVICE EASEMENT(S) WITH LIMITATIONS OVER THE LAND MARKED A ON D127498 FOR WATER SUPPLY PURPOSES TO SOUTH AUSTRALIAN WATER CORPORATION (223LG RPA)

SUBJECT TO SERVICE EASEMENT(S) WITH LIMITATIONS OVER THE LAND MARKED B ON D127498 FOR DRAINAGE PURPOSES TO THE COUNCIL FOR THE AREA (223LG RPA)

SUBJECT TO SERVICE EASEMENT(S) WITH LIMITATIONS OVER THE LAND MARKED H ON D127498 FOR SEWERAGE PURPOSES TO SOUTH AUSTRALIAN WATER CORPORATION (223LG RPA)

TOGETHER WITH RIGHT(S) OF WAY WITH LIMITATIONS OVER THE LAND MARKED DA ON D127498 (TG 6824160)

TOGETHER WITH PARTY WALL RIGHT(S) OVER THE LAND MARKED F ON D127498 (T 433516)

**Schedule of Dealings**

NIL

**Notations**

Dealings Affecting Title NIL



Community Land Management Plan – Adelaide Central Market

*Figure 3 - Certificate of Title: Adelaide Central Market Complex*



Product	Register Search (CT 6257/377)
Date/Time	30/04/2024 10:36AM
Customer Reference	
Order ID	20240430002955

**Priority Notices** NIL


**Notations on Plan** NIL


**Registrar-General's Notes**

PLAN FOR LEASE PURPOSES VIDE G50/1999  
 PLAN FOR LEASE PURPOSES VIDE G789/2000  
 PLAN DEPOSITED D127498  
 REGISTERED PROPRIETOR CONSENTS TO ENCROACHMENT OF S13530

**Administrative Interests** NIL

## Community Land Management Plan – Adelaide Central Market

PURPOSE:	DIVISION	AREA NAME:	ADELAIDE	RE-APPROVED:	08/07/2021	 <b>D127498</b> SHEET 1 OF 8 108177_text_01_v06_Version_6			
MAP REF:	6628/41/M	COUNCIL:	THE CORPORATION OF THE CITY OF ADELAIDE	DEPOSITED:	29/07/2021				
LAST PLAN:		DEVELOPMENT NO.:	020/D008/20/001/62676						
AGENT DETAILS:	ALEXANDER & SYMONDS PTY LTD 1ST FLOOR 11 KING WILLIAM ST KENT TOWN SA 5067 PH: 81301666 FAX: 83620099		SURVEYORS CERTIFICATION:	I Mark Antony Peter Williams, a licensed surveyor do hereby certify - 1) That this plan has been made from surveys carried out by me and correctly prepared in accordance with the Survey Act 1992. 2) That the field work was completed on the 19th day of May 2021 8th day of July 2021 Mark Antony Peter Williams Licensed Surveyor					
AGENT CODE:	ALSY								
REFERENCE:	20A0957LT-ICD(A)								
SUBJECT TITLE DETAILS:									
PREFIX	VOLUME	FOLIO	OTHER	PARCEL	NUMBER	PLAN	NUMBER HUNDRED / IA / DIVISION	TOWN	REFERENCE NUMBER
CT	6118	750		ALLOTMENT(S)	11	F	26448 ADELAIDE		
CT	6118	752		ALLOTMENT(S)	91	F	212881 ADELAIDE		
OTHER TITLES AFFECTED:									
EASEMENT DETAILS:									
STATUS	LAND BURDENED	FORM	CATEGORY	IDENTIFIER	PURPOSE	IN FAVOUR OF	CREATION		
EXISTING		SHORT	EASEMENT(S)	F	PARTY WALL RIGHTS	G	T 433516		
EXISTING	1000	SHORT	EASEMENT(S)	G	PARTY WALL RIGHTS	F	T 433517		
EXISTING	1000	LONG	RIGHT(S) OF WAY WITH LIMITATIONS	AA, BA, CA			TG 6824156		
EXISTING		LONG	RIGHT(S) OF WAY WITH LIMITATIONS	DA		1000, 1001 (MARKED X)	TG 6824160		
NEW	1000	SERVICE	EASEMENT(S) WITH LIMITATIONS	A	FOR WATER SUPPLY PURPOSES	SOUTH AUSTRALIAN WATER CORPORATION	223LG RPA		
NEW	1000	SERVICE	EASEMENT(S) WITH LIMITATIONS	B	FOR DRAINAGE PURPOSES	THE COUNCIL FOR THE AREA	223LG RPA		
NEW	1000	SERVICE	EASEMENT(S) WITH LIMITATIONS	H	FOR SEWERAGE PURPOSES	SOUTH AUSTRALIAN WATER CORPORATION	223LG RPA		
PROPOSED	1000	LONG	EASEMENT(S) WITH LIMITATIONS	C	PATHWAY MAINTENANCE	1001			
PROPOSED	1000	LONG	EASEMENT(S) WITH LIMITATIONS	D	LIGHT AND AIR	1001			

							 <b>D127498</b> SHEET 2 OF 8 108177_text_01_v06_Version_6
EASEMENT DETAILS:							
STATUS	LAND BURDENED	FORM	CATEGORY	IDENTIFIER	PURPOSE	IN FAVOUR OF	CREATION
PROPOSED	1000	LONG	RIGHT(S) OF WAY WITH LIMITATIONS	E	ACCESS PURPOSES	1001	
PROPOSED	1001	LONG	EASEMENT(S) WITH LIMITATIONS	R	RIGHTS OF SUPPORT	1000	
PROPOSED	1000	LONG	EASEMENT(S) WITH LIMITATIONS	FS	WATER SUPPLY PURPOSES	1001	
PROPOSED	1000	LONG	EASEMENT(S) WITH LIMITATIONS	Z	FACADE MAINTENANCE	1001	
PROPOSED	1000	LONG	EASEMENT(S) WITH LIMITATIONS	J	EMERGENCY EGRESS	1001	
PROPOSED	1000	LONG	EASEMENT(S) WITH LIMITATIONS	K	GAS SUPPLY	1001	
PROPOSED	1000	LONG	RIGHT(S) OF WAY WITH LIMITATIONS	P	ON FOOT ONLY	1001	
PROPOSED	1000	LONG	EASEMENT(S) WITH LIMITATIONS	CM	FACADE MAINTENANCE	1001	
PROPOSED	1001	LONG	EASEMENT(S) WITH LIMITATIONS	Q	LIGHT AND AIR	1000	
PROPOSED	1000	LONG	RIGHT(S) OF WAY WITH LIMITATIONS	C	ON FOOT ONLY	1001	
ANNOTATIONS: PORTION OF ALLOTMENT(S) 1000 MARKED H1 EXISTS ABOVE A LEVEL OF 48.24 METRES AHD AND BELOW A LEVEL OF 54.40 METRES AHD PORTION OF ALLOTMENT(S) 1001 MARKED H2 EXISTS ABOVE A LEVEL OF 54.40 METRES AHD PORTION OF ALLOTMENT(S) 1001 MARKED H1 EXISTS BELOW A LEVEL OF 48.24 METRES AHD EASEMENT(S) C, D, E, R, FS, Z, J, K, P, CM, Q DO NOT FORM PART OF THE DIVISION PROCESS THE HEADING IS INCORRECT AND SHOULD BE DIVISION AND EASEMENT PLAN							

## Community Land Management Plan – Adelaide Central Market

Figure 3 - Certificate of Title: Adelaide Central Market Complex

D127498

SHEET 3 OF 8

108177\_pland\_1\_V01\_Version\_6

EASEMENT LIMITATION(S) SCHEDULE	
IDENTIFIER	HEIGHT LIMITATION
A	UPPER LIMIT 48.24 METRES AHD (SEE CROSS SECTIONS)
B	UPPER LIMIT 48.24 METRES AHD (SEE CROSS SECTIONS)
C	UPPER LIMIT OF C EXIST AT VARIOUS LEVELS (SEE CROSS SECTIONS)
CM	UPPER LIMIT OF CM EXIST AT VARIOUS LEVELS (SEE CROSS SECTIONS)
D	UPPER LIMIT OF D EXIST AT VARIOUS LEVELS (SEE CROSS SECTIONS)
E	UPPER AND LOWER LIMITS OF E EXIST AT VARIOUS LEVELS (SEE CROSS SECTIONS)
H	UPPER LIMIT 48.24 METRES AHD (SEE CROSS SECTIONS)
J	UPPER LIMIT 48.24 METRES AHD (SEE CROSS SECTIONS)
K	UPPER LIMIT 48.24 METRES AHD (SEE CROSS SECTIONS)
P	LOWER LIMIT 48.55 METRES AHD (SEE CROSS SECTIONS) UPPER LIMIT 51.05 METRES AHD (SEE CROSS SECTIONS)
FS	UPPER LIMIT 48.24 METRES AHD (SEE CROSS SECTIONS)
Z	LOWER LIMIT 54.40 METRES AHD (SEE CROSS SECTIONS)
Q	LOWER LIMIT 53.50 METRES AHD (SEE CROSS SECTIONS) UPPER LIMIT 56.00 METRES AHD (SEE CROSS SECTIONS)
R	UPPER LIMIT 56.00 METRES AHD (SEE CROSS SECTIONS)

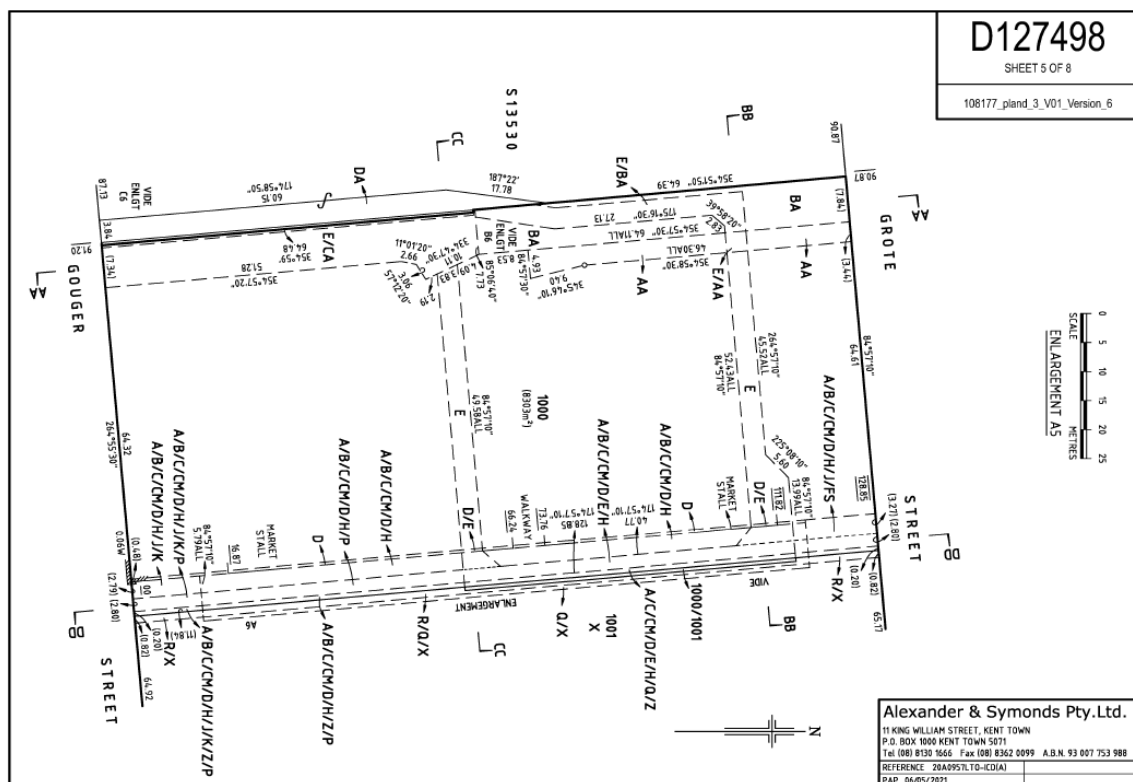
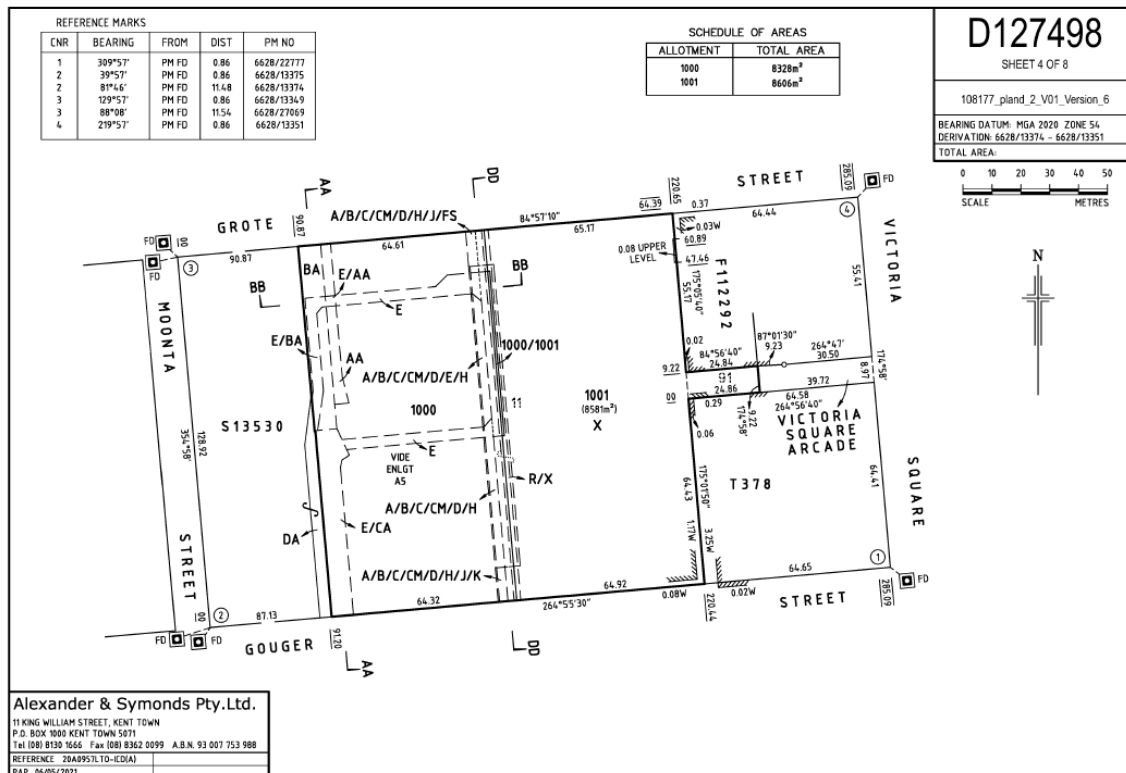
**Alexander & Symonds Pty.Ltd.**

11 KING WILLIAM STREET, KENT TOWN  
P.O. BOX 1000 KENT TOWN 5071  
Tel (08) 9130 1666 Fax (08) 9362 0099 A.B.N. 93 007 753 988

REFERENCE: 20A0951LT0-ICDIA

PAP: 6/25/2021

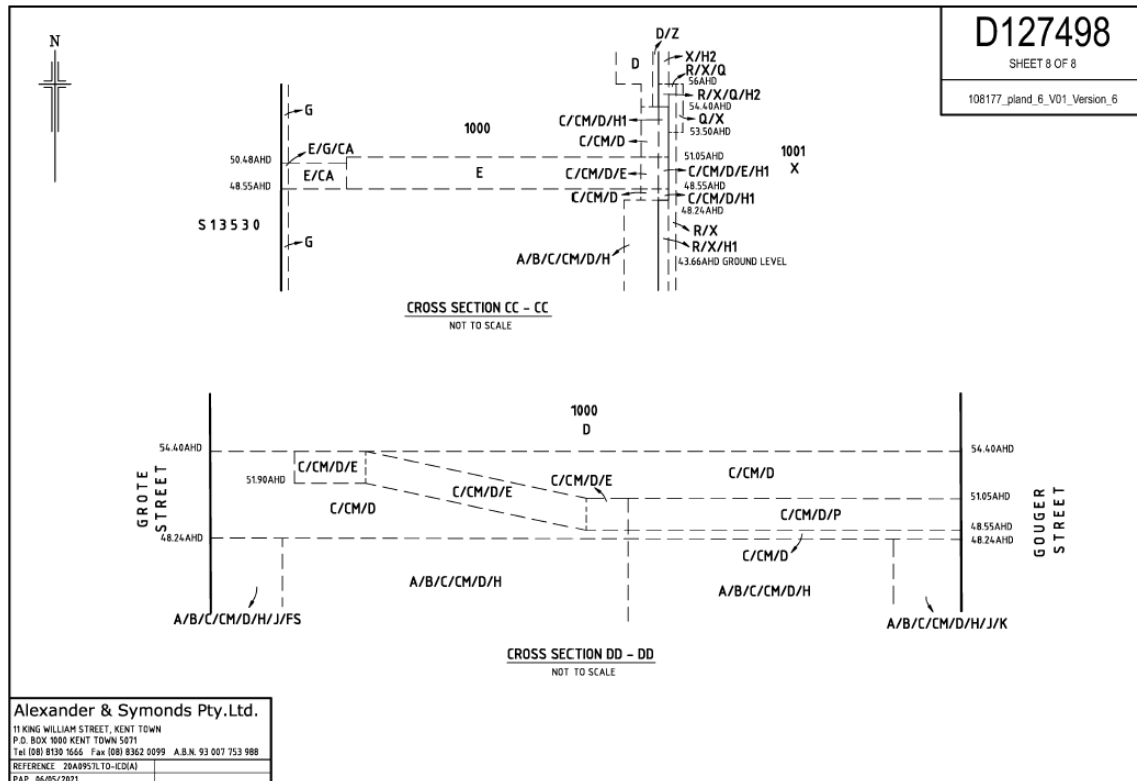
## Community Land Management Plan – Adelaide Central Market





Community Land Management Plan – Adelaide Central Market

Figure 3 - Certificate of Title: Adelaide Central Market Complex



Enquiries: Sarah Gilmour - 8203 7033  
Reference: ACC2025/14160



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xx February 2025

Mr Craig Holden  
Chair  
State Planning Commission  
GPO Box 1815  
Adelaide SA 5000

Via email: [planASubmissions@sa.gov.au](mailto:planASubmissions@sa.gov.au)

Dear Mr Holden

### **Submission to the draft Accommodation Diversity Code Amendment consultation**

Thank you for the opportunity to provide input to the Accommodation Diversity Code Amendment (the Code Amendment) on consultation until 27 February 2025.

On 11 February 2025, Council endorsed the following position on the Code Amendment.

In 2023, Council set its ambition for increased population and greater housing diversity in the City of Adelaide through its Strategic Plan 2024-2028. Council's Housing Strategy - *Investing in our Housing Future* in 2024 reflects Council's desire to increase population and act where the market has failed to provide sufficient affordable housing.

Whilst Council supports the intent of the Code Amendment to enable greater housing diversity and rental supply, it does not support proposed changes that promote housing supply at the cost of liveability and amenity and considers that the proposed policies for co-living and changes to apartment design may result in sub-optimal housing outcomes.

The following elements of the Code Amendment are of particular concern to Council:

- Minimum bedroom dimensions of 2.5m is insufficient and should be increased to 3.0m as per Victoria's Better Apartments Design Standards and Planning NSW's Apartment Design Guide.
- Requirements for the provision of shared toilets and other shared facilities must be increased. One toilet per 10 beds does not provide liveable housing.
- Management of co-living accommodation needs clarification to ensure maintenance, operation and amenity are provided to potential residents.
- The provision of shared open and communal spaces should be aligned with the number of bedrooms/individual residences provided.
- Policies requiring the development of all housing types to a high standard of amenity and designed for flexibility and adaptability are critical in ensuring that the additional housing supply is liveable in the short and longer term.

In addition, the City of Adelaide has previously requested the Amendment adequately address related matters including:

- Urban greening and open space provision
- Universal design and adaptability for future use
- Liveability including functional internal spaces with access to light and ventilation
- Sustainability and design of waste collection systems
- Interface management including building height and design.

The City of Adelaide acknowledges the Kaurna people as the Traditional Owners of the Country where the city of Adelaide is situated, and pays its respect to Elders past, present and emerging.



The Code Amendment includes limited consideration of some of these matters and not to the extent that Council considers adequately addresses policy gaps for development in the city.

The City of Adelaide is progressing a program of Code Amendments informed by its City Plan and Housing Strategy and will consider addressing broader housing and design policy matters through these amendments, including car parking, waste management and built form interface management such as building height and design.

The City of Adelaide does not support proposed changes that reduce the standard of amenity sought for apartments, group dwellings, co-living and battle axe developments and considers that the proposed policies for co-living and changes to apartment design may result in sub-optimal housing outcomes.

It is recommended that policies be reviewed to ensure that all housing is developed to a reasonable standard of amenity and that co-living and apartment developments are designed for flexibility and adaptability to cater for changing housing needs and preferences.

The City of Adelaide recommends that the Code Amendment include policies to facilitate adaptive reuse of existing non-residential buildings for residential purposes such as apartments and co-living. These policies would contribute a further stream to housing supply and diversity and facilitate the preservation of architectural heritage, reduce commercial vacancies and contribute to sustainability targets.

To support these policies a new Practice Guideline for Adaptive Reuse is recommended. The City of Adelaide has developed guidelines through the Adaptive Reuse City Housing Initiative (ARCHI) for shop-top adaptive reuse that may inform the development of a Practice Guideline on a wider scale. Details are available on the City of Adelaide website [Adaptive Reuse City Housing Initiative | City of Adelaide](#)

Enclosed is a table of technical comments that includes detailed recommended changes to the policies in the Amendment.

The City of Adelaide is progressing a program of Code Amendments informed by its City Plan – *Adelaide 2036* and Council's Housing Strategy – *Investing in our Housing Future* and will consider addressing broader housing and design policy matters through these amendments.

The City of Adelaide encourages ongoing collaboration with the State Planning Commission to facilitate planning policy that promotes a diversity of quality, affordable and accessible housing outcomes in the city.

To that end, I invite you to contact Sarah Gilmour, Associate Director, Park Lands, Policy and Sustainability on 8203 7033 or [s.gilmour@cityofadelaide.com.au](mailto:s.gilmour@cityofadelaide.com.au) to discuss how the City of Adelaide can work with the State Planning Commission and Planning and Land Use Services on housing diversity and affordability.

Yours sincerely

Michael Sedgman  
**Chief Executive Officer**

Enc: Technical Comments Draft Accommodation Diversity Code Amendment

## Enclosure 1 - City of Adelaide - Technical comments on the draft Accommodation Diversity Code Amendment

Topic	Comments	Changes or outcomes recommended
<b>Co-living</b>		
Definition	<p>The definition of co-living could be difficult to interpret, especially as terms like residence, residents and occupants are all used within the policies.</p> <p>For example, the difference between the terms co-living and co-living residences requires clarification.</p> <p>In addition, the definition relies on terms including 'full sized fridge' which are difficult to determine and enforce or control, thereby making a determination on the land use difficult. This is exacerbated when the definition is similar to other residential land uses (but specifically excluded from) such as student accommodation and ancillary accommodation.</p> <p>Co-living <i>accommodation</i> may be easier to understand and align with the student accommodation definition. Within this definition private spaces could be referred to as bedrooms or residences.</p>	<p>Recommend review of the definition and terminology to ensure clarity of both the definition and its application within the policies.</p> <p>Remove subjective requirements such as 'full sized fridge' from being a determining factor in the definition.</p>
Policies	<p>Long term options for this built form must be ensured, therefore flexibility and adaptability are critical to be considered at the design and assessment stage of development.</p> <p>It is recommended that an additional policy be included, similar to PO 41.2 in Design in Urban Areas applying to student accommodation, to ensure flexibility/adaptability for other uses/dwelling types in the future.</p>	Include additional policy in Design/Design in Urban Areas similar to PO41.2 in Design in Urban Areas.
Policies	Removal of 'provide a high standard of amenity for occupants' from PO22.1 in the Design General Policies and PO31.1 in the Design in Urban Areas General Policies is not supported. Given that these policies apply to a wide range of housing types, and co-living relies on shared and communal facilities, it is imperative that liveability and amenity are	Review policies to ensure high standards of amenity and liveability are still required in the assessment of all housing types.

Topic	Comments	Changes or outcomes recommended
	maintained. Replacement with 'layouts are functional and provide for efficient use by occupants' does not seek to aim for the highest level or even a reasonable level of amenity for the wide range of housing types that these policies apply to.	Where accommodation relies on communal or shared spaces and facilities the requirements for these spaces should be of an extremely high quality to mitigate smaller/non self-contained accommodation.
Policies	Support for PO 22.7 in the Design General Policy and PO 31.7 in the Design in Urban Areas General Policy, however it is recommended that the policy is amended to refer to accessible housing designed using universal design principles that meet the National Construction Code – 2022 Liveable Housing Design Standard rather than disability access units.	Revise wording of proposed PO22.7 in the Design General Policies and PO31.7 in the Design in Urban Areas General Policies.
Policies	Car parking provision for co-living housing in high density locations is likely to add significant cost to the development, with relatively little return. Car parking spaces should be 'unbundled' from individual residences to provide choice and flexibility of cost.	It is recommended that car parking requirements are not linked to individual residences to provide options and flexibility for prospective residents.  Consideration should be given to providing other options, including provision of car sharing facilities.
Applicability in the city	It is noted that the co-living policies will apply to most zones in the City of Adelaide (other than the Adelaide Park Lands, City Riverbank and Community Facilities Zone). This aligns with the City of Adelaide's Housing Strategy – <i>Investing in our housing future</i> by facilitating a diversity of housing outcomes across the city.	No changes required, subject to new built form meeting relevant zone requirements in regard to scale, intensity, height and heritage adjacency etc.
<b>Apartment Dwellings</b>		
Apartment room size dimensions rather than minimum apartment size	There is some concern that the change from minimum apartment sizes to minimum habitable room dimensions could result in more onerous and time-consuming assessment processes.	Ensure that the policy approach does not result in a more onerous assessment process.

Topic	Comments	Changes or outcomes recommended
	<p>In addition, the City of Adelaide considers that the minimum dimensions and storage requirements should facilitate long term liveable housing standards. As previously advised to Planning and Land Use Services, the proposed minimum of 2.5m for secondary bedrooms is considered too small, a minimum of 3.0m is recommended for all bedrooms as is required in Victoria's Better Apartments Design Standards and Planning NSW's Apartment Design Guide. Given that co-living will be a rental housing outcome, the design standards (including minimum room sizes) should be in accordance with the requirements of the Building Code and Housing Safety Authority (with respect to rooming houses).</p>	<p>It is recommended that the minimum dimension of any bedroom is 3m.</p>
Policies to guide shared facilities and indoor communal spaces for student accommodation	<p>The City of Adelaide supports the addition of PO 41.3 and PO 41.4 in the Design in Urban Areas General Policies to guide the provision of communal indoor recreation space and shared facilities for student accommodation. However, as noted in comments on the draft Practice Guideline, the policy guidance needs to be updated to include students or provide more guidance in the Planning and Design Code.</p>	<p>Provide greater guidance in the Planning and Design Code on how to address these criteria or include reference to student residents or simply refer to residents serviced, in Column B of the draft Practice Guideline.</p>
Opportunities for adaptive reuse	<p>To facilitate adaptive reuse, include additional policy for apartment/co-living design (see suggestion).</p> <p>An Adaptive Reuse Practice Guideline may further assist with the adaptation of non-residential buildings for residential uses. The City of Adelaide Adaptive Reuse City Housing Initiative (ARCHI) has a range of resources that could inform the development of a Practice Guideline</p>	<p>Suggested additional policy:</p> <p><i>Where an existing building envelope is being adapted to accommodate a new residential use, provision of private open space/ communal space may be compensated with high quality living spaces that exceed minimum internal room dimensions and benefit from good access to natural light, ventilation and outlook.</i></p> <p>Recommend an Adaptive Reuse Practice Guideline be prepared to support and facilitate adaptive reuse as a mechanism to support housing diversity and housing supply.</p>

Topic	Comments	Changes or outcomes recommended
Private and Communal open space requirements	<p>The City of Adelaide supports the addition of private and communal open space criteria for student accommodation and co-living based on an amount per bedroom/residence. This requirement should ensure that spaces are proportionally increased based on the number of residents living in these types of accommodation.</p> <p>However, to ensure that these spaces are usable for the residents, minimum dimensions should be prescribed, as currently applies for other housing types.</p>	Include minimum dimensions for private and communal open space for co-living and student accommodation as per dwellings.
<b>Significant Retirement/Aged Care Overlay</b>		
Policies	The increasing need and demand for retirement and supported accommodation facilities is acknowledged and the opportunity to facilitate new and updated housing for these markets is supported.	No changes required.
Policies	The City of Adelaide recommends that opportunities for retirement and supported accommodation also be encouraged in mixed use locations and buildings (ie U City in the CBD), that don't rely on large sites but provide housing choice in locations close to transport and services.	Consider strengthening policies in the Code to encourage retirement and supported accommodation in mixed use zones and within mixed use buildings around transit stops/stations and services where accessibility is rated high to facilitate opportunities to age in place.
Policies and notification	City of Adelaide acknowledge that larger sites enable greater management of interface with adjoining lower density/height development, however there is a missed opportunity to include additional design and interface policy to support developments of this scale and mitigate community concerns, particularly given the limited opportunity for public notification with this approach.	Consider additional policies to guide interface management and building and site design policies to minimise impacts on adjoining property owners.
Policies	PO2.1 provides an opportunity for increased development yield but does not provide any guidance on what is meant by 'off-site impacts'. For	Further detail should be included to ensure consideration of all relevant off-site impacts at assessment.

Topic	Comments	Changes or outcomes recommended
	example, whether this includes traffic, parking, noise, waste management and/or contextual impacts.	
Policies	There is an opportunity to ensure that universal design principles are added to the Code (notwithstanding that these are relevant to all housing types, not just retirement and supported accommodation).	Recommend that policies include a requirement to be designed in accordance with the National Construction Code 2022 Liveable Housing Standard.
Applicability in the City of Adelaide	<p>The Code Amendment proposes to apply the new Overlay across the City Living Zone within the City of Adelaide.</p> <p>The FAQs for the Code Amendment indicate that the Overlay is not proposed to be applied to residential areas that do not anticipate residential infill such as the Established Neighbourhood Zone, however the Amendment Instructions – Amendment to Part 3 – Overlays includes the Established Neighbourhood Zone.</p> <p>Whilst this does not impact the City of Adelaide, it is unclear what the intention is regarding application of the Overlay in residential areas that do not anticipate residential infill. For the City of Adelaide, this may mean that application of the Overlay is unsuitable for the North Adelaide Low Intensity Subzone of the City Living Zone.</p> <p>Whilst there are currently no sites within the City Living Zone that are 1 hectare in area, the definition does allow for more than one site (as per catalyst site definition) so it does not preclude this potentially being applicable.</p>	Clarify the areas to which the Overlay is deemed appropriate to apply, taking into consideration expected intensity of development of the underlying Zone or Subzone.
Interaction with other Overlays – in particular the Historic Area Overlay and Local Heritage Place/State Heritage Place Overlay etc	It is unclear how the proposed Overlay policies apply in areas where Heritage/Historic Area Overlays also apply. Whilst the likelihood of applicability in the City Living Zone is limited given current allotment sizes, as much of the City Living Zone is also within the Historic Area Overlay – enabling 4-6 storey retirement/aged living without notification could be cause for concern.	Further clarification is needed on how the policies in the Overlay would interact with other Overlay policies that may apply, particularly heritage and historic areas.

Topic	Comments	Changes or outcomes recommended
<b>Other/Technical comments</b>		
Consistency of terminology	Further to comments regarding the co-living definition, refine terms used in the policy.	Review use of co-living, co-living residence, co-living occupants etc to ensure consistent approach.
<b>Practice Guideline</b>		
Column B – Policy Guidance	<p>The policy guidance provided refers to co-living and self-contained residents only, however the Planning and Design Code Policy that is referenced also includes shared spaces and facilities for Student Accommodation.</p> <p>Review the policy guidance to ensure that outcomes address all relevant housing options.</p>	Include reference to student residents in Column B or simply refer to residents serviced.
Communal Recreation Spaces and Shared Facilities	Minimum ratios for shared facilities are very low (ie 1 toilet per 10 residents). Whilst it is acknowledged that this aligns with the requirements for the Building Code of Australia (for a rooming house), it could lead to poor outcomes for residents.	Review how the requirements for shared facilities are expressed to ensure that co-living housing provides a reasonable amenity for residents and enables flexibility of design to adapt to alternative uses.



# AMENDED COMMUNITY LAND MANAGEMENT PLAN – ADELAIDE CENTRAL MARKET

## Public Consultation

Consultation closes at 5:00 pm, **Monday, 17 March 2025.**



**Our  
Adelaide**



CITY OF  
ADELAIDE

# Amended Community Land Management Plan Adelaide Central Market

# Our Adelaide

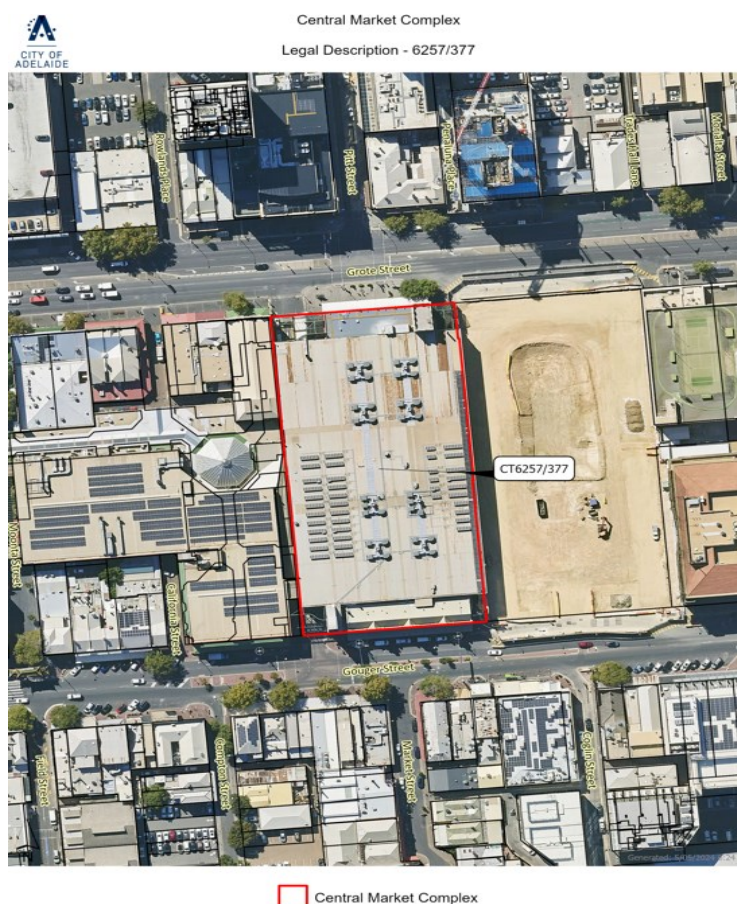
## Project Information

This consultation seeks the community's feedback on the amendment to the Community Land Management Plan for Adelaide Central Market.

## Background

Council is required to prepare and adopt a Community Land Management Plan for community land under its ownership. This is a requirement pursuant to Section 197 of the *Local Government Act 1999* (SA).

The Corporation of the City of Adelaide is the owner of the land described in Certificate of Title Volume 6257 Folio 377 Allotment 1000 in Deposited Plan 127498. The aerial photo below delineates the Adelaide Central Market Complex.



There are two components within the Adelaide Central Market Complex:

- 1) Adelaide Central Market comprises of market stalls and commercial tenancies on the ground level, the Adelaide Central Market Authority (ACMA) Offices located on level 1, and the Grote Street Building (which includes Federal Hall and Market Tower).
- 2) Adelaide Central Market UPark.

## **Amended Community Land Management Plan Adelaide Central Market**



At its meeting on 11 February 2025, Council authorised the administration to engage with the community on the major amendment to the Community Land Management Plan—Adelaide Central Market.

The major amendment is the proposed use of the Grote Street Building (which includes Federal Hall and Market Tower). The proposed use is events and activation space for hire, commercial and retail.

The City of Adelaide is seeking feedback on:

- Amended Community Land Management Plan – Adelaide Central Market.
- Grote Street Building change of use for events and activation space for hire and commercial and retail. This will ensure consistent use throughout the Adelaide Central Market.

# Amended Community Land Management Plan Adelaide Central Market



## Frequently Asked Questions

### What is a Community Land Management Plan (CLMP)?

CLMPs are a requirement under the *Local Government Act 1999 (SA)*, addressing how community land is used.

### Why the need for a Community Land Management Plan?

Section 199 of the *Local Government Act 1999 (SA)* requires a council to manage community land according to a management plan.

### How do I provide my feedback?

There are a number of ways in which you can provide feedback:

**Submission Form** (attached to this information pack)

#### Online

[ouradelaide.sa.gov.au](https://ouradelaide.sa.gov.au)

Contribute your feedback via the **Online Survey**.

**Email** your comments to [ouradelaide@cityofadelaide.com.au](mailto:ouradelaide@cityofadelaide.com.au).

#### Written Submissions

All written submissions must be received by 5.00 pm on the date advertised and should be addressed to:

Community Consultation

**Proposed Community Land Management Plan – Adelaide Central Market**

GPO Box 2252, Adelaide SA 5001

### What happens next?

We will acknowledge your feedback either by email or in writing.

- Feedback from the public consultation process will be collated and presented in a report to Council in April 2025 and will assist Council in its deliberations associated with the amendment of the Community Land Management Plan for this site.
- We will inform businesses/residents in the surrounding areas of the outcome of Council's decision.

### For enquiries please contact:

**Susan Fox**

Commercial Contracts and Leasing Coordinator

**T:** 8203 7998

**E:** [s.fox@cityofadelaide.com.au](mailto:s.fox@cityofadelaide.com.au)

Or visit [ouradelaide.sa.gov.au](https://ouradelaide.sa.gov.au)

# Amended Community Land Management Plan

## Adelaide Central Market

# Our Adelaide

### Submission Form

Submissions close at 5.00 pm, Monday, 17 March 2025.

This form can also be completed online at [ouradelaide.sa.gov.au](http://ouradelaide.sa.gov.au).

Please include your name and residential address to ensure your submission is considered by Council. Formal submissions including names and addresses of respondents may on occasion be made public through reports to Council. Required information is marked with an \*asterisk.

<b>First Name:</b>		<b>Last Name:</b>	
<b>Email Address:</b>			
<b>Address:</b>			
<b>Business/Organisation Name (if applicable):</b>			
<b>Gender:</b>	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other Identity	<b>Year of Birth:</b>	
<b>Are you a City of Adelaide Ratepayer?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Please tell us how you participate in city life (tick all that apply):</b>			
<input type="checkbox"/> Work	<input type="checkbox"/> Live	<input type="checkbox"/> Shop	<input type="checkbox"/> Business Owner/Operator
<input type="checkbox"/> Study	<input type="checkbox"/> Tourist	<input type="checkbox"/> Play (e.g. leisure, recreation, entertainment, dining)	
<b>Please indicate your main areas of interest (tick all that apply):</b>			
<input type="checkbox"/> Council Services & Programs	<input type="checkbox"/> Open Space & Recreation	<input type="checkbox"/> City Design, Planning & Development	<input type="checkbox"/> New & Future Projects
<input type="checkbox"/> Social & Community Issues	<input type="checkbox"/> Policy, Budget and Management Plans	<input type="checkbox"/> Environmental Issues	<input type="checkbox"/> Arts & Events in the City
<b>Please indicate the locations that are of interest to you (tick all that apply):</b>			
<input type="checkbox"/> East End	<input type="checkbox"/> North Adelaide	<input type="checkbox"/> South East	
<input type="checkbox"/> South West		<input type="checkbox"/> West End	

[OurAdelaide.sa.gov.au](http://OurAdelaide.sa.gov.au) is Council's online consultation website. It is your chance to be kept up-to-date and provide feedback on areas of the city that interest you. Would you like to sign up to Our Adelaide to receive the monthly newsletter and be notified of new projects that match your interests?

☐ Yes   ☐ No

## Amended Community Land Management Plan Adelaide Central Market

**Our  
Adelaide**

**Q1. Are you in support of the Grote Street Building (which includes Federal Hall and Market Tower) change of use for events and activation space, commercial and retail?**

---

**Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree**

---

**Q2. Are you in support of the amended Community Land Management Plan – Adelaide Central Market?**

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**Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree**

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**Q3. Do you have any further comments about the amended Community Land Management Plan – Adelaide Central Market?**

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# Licensed Premises and Liquor Licences

## Who should read this guide?

Anyone who wishes to lodge a development application with City of Adelaide for a licensed premises or apply for a liquor licence.

## Introduction

Licensed premises such as restaurants, cafés, bars and nightclubs contribute to the vibrancy of the city for residents and visitors. These premises are encouraged in several key areas of the city but should be carefully managed to ensure their compatibility with sensitive land uses such as housing. The most common issues associated with licensed premises are noise, long hours of operation and inappropriate patron behaviour.

There are two approval processes required for licensed premises:

1. Approval of the land use and any associated building works. This requires the lodging of a development application on the Plan SA Planning Portal.
2. Approval of the liquor licence. This requires the lodging of an application with the Office of Consumer and Business Services (Liquor and Gambling Commission).

## The Development Application

Development approval is required if a new licensed premises is being established in a new building or a change in land use in an existing building is proposed (e.g. from an office to a restaurant).

The proposed development is assessed against the State Government's Planning and Design Code, which contains planning guidelines that seek to balance the impacts of a new development with the amenity of existing developments.

When assessing a development application for a licensed premise several issues are taken into account, including:

### *The Zone or Subzone in which the site is located*

Licensed premises are desired in some parts of the city but not all. Licensed premises are envisaged within the Capital City Zone, the City Main Street Zone and appropriate sites in the East Terrace Subzone in the City Living Zone.

New licensed premises are generally not envisaged within residential areas in the south of the city and the residential areas of North Adelaide.

### *The proposed hours of operation of the development*

Licensed premises should operate in a way that reinforces the character of their locality and encourages the appropriate behaviour of their patrons within and around their premises.

### *The proposed development's likely noise and nuisance impacts on surrounding developments*

Noise emanating from licensed premises and associated with patrons arriving and leaving the premises must be carefully considered. Music and entertainment within the venue itself, as well as noise associated with patrons walking through the surrounding area to their vehicles/transport late at night, can have significant impact on the amenity of nearby residents.

There is often a correlation between late closing hours of licensed premises and anti-social behaviour in surrounding areas. Limiting the hours of operation, even within different parts of a venue, as well as incorporating noise attenuation measures such as sound proofed walls, double glazed windows and music-limiting devices inside can help minimise the venue's impacts on the surrounding area.



## Licenced Premises

The City of Adelaide may require a detailed report from an acoustic engineer to accompany a development application for licensed premises where it is anticipated that there will be potential for noise impact.

The size and scale of the licensed premises is also considered in assessing the potential noise impact. Depending on the nature of the application, the City of Adelaide may require the preparation of a management plan that addresses matters such as patron behaviour and techniques that may be used to minimise disturbance of nearby properties.

### *Where refuse will be stored and collected on site*

A designated area that is easily accessible within the site must be provided for the storage and collection of refuse, such as bottles, food scraps and cardboard. The collection of refuse should take place at times when the noise will have the least impact on nearby sensitive land uses such as residential land uses.

## Building Assessment

An assessment against the requirements of the Building Code generally considers the following (but is not limited to):

- Is the number of toilets provided (for male and female as well as people with a disability) suitable for the total area or the number of customers proposed?
- Is appropriate access provided for people with a disability?
- Where and how many emergency exits and exit signs are provided?

A building assessment may be required if a new licensed premises is being established in a new building, if a change in land use in an existing building is proposed and/or when internal fit out works are proposed. It is recommended that you contact the City of Adelaide's Development Assessment team for advice.

It is important to note that a building assessment and certificate of occupancy will determine the maximum occupancy of the building at any one time. The certificate of occupancy will determine the maximum occupancy and should be considered in any liquor licence application.

## Licensing and the Office for Consumer and Business Services

If you are considering the sale and/or consumption of alcohol, you will need to apply for a liquor licence. Consumer and Business Services are responsible for administering the Liquor Licensing Act 1997 (SA). Information on lodging an application for a liquor licence can be found on the office's website [www.cbs.sa.gov.au](http://www.cbs.sa.gov.au) or by contacting them on 13 18 82.

Consumer and Business Services will require all necessary planning and building consents to be obtained before issuing a liquor licence.

## Local Government Involvement in Liquor Licensing

An applicant for a liquor or gaming licence under the *Liquor Licensing Act 1997* (SA) will be required to provide relevant permits and approval documents to the Licensing Authority or provide written consent from a council.

Consumer and Business Services requires the completion of a 'Council Approvals Form' for liquor licenses.

The Council Approval Forms for [short term liquor licences](#) and [liquor licences](#) can be found on the Consumer and Business Services website.

The applicant must also post a notice of their application in a prominent position on the premises so that it is clearly visible to people passing the premises. Applications are also advertised online in the Advertised Liquor and Gaming Notices.

## Licensed Premises

Under the Liquor Licensing Act 1997 (SA), the City of Adelaide can take the following action with regard to applications for liquor licenses:

1. General right to make a written submission - when an application is advertised, any person may make a written submission to the Commissioner in regard to the application if there are concerns regarding inconsistency with the Liquor Licensing Act 1997 (SA), it is not in the community interest, the applicant has a non-compliant reputation, or if granted would cause undue offence, annoyance, disturbance or inconvenience to people who reside, work or worship in the vicinity of the premises or proposed premises e.g. in the vicinity of a school or kindergarten and issue such as undue noise from the premises or from patrons arriving at / leaving the premises etc.
2. Complaints - the City of Adelaide can lodge complaints with the Office of the Liquor and Gambling Commission regarding the operation of a licensed premise (e.g. if noise or patron behaviour is proving to be problematic for surrounding residents).

### Outdoor Dining

If you wish to have outdoor tables and chairs on a City of Adelaide footpath, an Outdoor Dining Permit is required. While the City of Adelaide supports outdoor dining and the activity contributes to the vibrancy of the city, there are requirements as to where it is permitted and how much of the footpath can be used.

Please contact the City of Adelaide's Outdoor Dining team on 8203 7203 or via email: [outdoordining@cityofadelaide.com.au](mailto:outdoordining@cityofadelaide.com.au) to discuss the specifics of your site. More information, including how to lodge an outdoor dining application online, can be found on the City of Adelaide website.

### Events

Development approval may be required for events exceeding 60 days and for events on private land.

Information regarding events can be found on the [City of Adelaide's website](http://cityofadelaide.com.au).

### Further Information

For further information or to discuss your specific requirements, please contact:

- Office of Consumer and Business Services (Liquor and Gambling Commission), [www.cbs.sa.gov.au](http://www.cbs.sa.gov.au) or can be contacted on 131 882
- City of Adelaide Development Assessment team on 8203 7183
- City of Adelaide Outdoor Dining team on 8203 7203 or via email: [outdoordining@cityofadelaide.com.au](mailto:outdoordining@cityofadelaide.com.au).

Enquiries: Sarah Gilmour - 8203 7033  
Reference: ACC2025/14160



**Kaurna Country**  
25 Pirie Street, Adelaide  
GPO Box 2252 Adelaide  
South Australia 5001

T +61 (08) 8203 7203  
F +61 (08) 8203 7575  
W [cityofadelaide.com.au](http://cityofadelaide.com.au)  
ABN 20 903 762 572

xx February 2025

Mr Craig Holden  
Chair  
State Planning Commission  
GPO Box 1815  
Adelaide SA 5000

Via email: [planASubmissions@sa.gov.au](mailto:planASubmissions@sa.gov.au)

Dear Mr Holden

### **Submission to the draft Accommodation Diversity Code Amendment consultation**

Thank you for the opportunity to provide input to the Accommodation Diversity Code Amendment (the Code Amendment) on consultation until 27 February 2025.

On 11 February 2025, Council endorsed the following position on the Code Amendment.

In 2023, Council set its ambition for increased population and greater housing diversity in the City of Adelaide through its Strategic Plan 2024-2028. Council's Housing Strategy - *Investing in our Housing Future* in 2024 reflects Council's desire to increase population and act where the market has failed to provide sufficient affordable housing.

Whilst Council supports the intent of the Code Amendment to enable greater housing diversity and rental supply, it does not support proposed changes that promote housing supply at the cost of liveability and amenity and considers that the proposed policies for co-living and changes to apartment design may result in sub-optimal housing outcomes.

The following elements of the Code Amendment are of particular concern to Council:

- Minimum bedroom dimensions of 2.5m is insufficient and should be increased to 3.0m as per Victoria's Better Apartments Design Standards and Planning NSW's Apartment Design Guide.
- Requirements for the provision of shared toilets and other shared facilities must be increased. One toilet per 10 beds does not provide liveable housing.
- Management of co-living accommodation needs clarification to ensure maintenance, operation and amenity are provided to potential residents.
- The provision of shared open and communal spaces should be aligned with the number of bedrooms/individual residences provided.
- Policies requiring the development of all housing types to a high standard of amenity and designed for flexibility and adaptability are critical in ensuring that the additional housing supply is liveable in the short and longer term.

In addition, the City of Adelaide has previously requested the Amendment adequately address related matters including:

- Urban greening and open space provision
- Universal design and adaptability for future use
- Liveability including functional internal spaces with access to light and ventilation
- Sustainability and design of waste collection systems
- Interface management including building height and design.

The City of Adelaide acknowledges the Kaurna people as the Traditional Owners of the Country where the city of Adelaide is situated, and pays its respect to Elders past, present and emerging.

The Code Amendment includes limited consideration of some of these matters and not to the extent that Council considers adequately addresses policy gaps for development in the city.

The City of Adelaide is progressing a program of Code Amendments informed by its City Plan and Housing Strategy and will consider addressing broader housing and design policy matters through these amendments, including car parking, waste management and built form interface management such as building height and design.

The City of Adelaide does not support proposed changes that reduce the standard of amenity sought for apartments, group dwellings, co-living and battle axe developments and considers that the proposed policies for co-living and changes to apartment design may result in sub-optimal housing outcomes.

It is recommended that policies be reviewed to ensure that all housing is developed to a reasonable standard of amenity and that co-living and apartment developments are designed for flexibility and adaptability to cater for changing housing needs and preferences.

The City of Adelaide recommends that the Code Amendment include policies to facilitate adaptive reuse of existing non-residential buildings for residential purposes such as apartments and co-living. These policies would contribute a further stream to housing supply and diversity and facilitate the preservation of architectural heritage, reduce commercial vacancies and contribute to sustainability targets.

To support these policies a new Practice Guideline for Adaptive Reuse is recommended. The City of Adelaide has developed guidelines through the Adaptive Reuse City Housing Initiative (ARCHI) for shop-top adaptive reuse that may inform the development of a Practice Guideline on a wider scale. Details are available on the City of Adelaide website [Adaptive Reuse City Housing Initiative | City of Adelaide](#)

Enclosed is a table of technical comments that includes detailed recommended changes to the policies in the Amendment.

The City of Adelaide is progressing a program of Code Amendments informed by its City Plan – *Adelaide 2036* and Council's Housing Strategy – *Investing in our Housing Future* and will consider addressing broader housing and design policy matters through these amendments.

The City of Adelaide encourages ongoing collaboration with the State Planning Commission to facilitate planning policy that promotes a diversity of quality, affordable and accessible housing outcomes in the city.

To that end, I invite you to contact Sarah Gilmour, Associate Director, Park Lands, Policy and Sustainability on 8203 7033 or [s.gilmour@cityofadelaide.com.au](mailto:s.gilmour@cityofadelaide.com.au) to discuss how the City of Adelaide can work with the State Planning Commission and Planning and Land Use Services on housing diversity and affordability.

Yours sincerely

Michael Sedgman  
**Chief Executive Officer**

Enc: Technical Comments Draft Accommodation Diversity Code Amendment

## Enclosure 1 - City of Adelaide - Technical comments on the draft Accommodation Diversity Code Amendment

Topic	Comments	Changes or outcomes recommended
<b>Co-living</b>		
Definition	<p>The definition of co-living could be difficult to interpret, especially as terms like residence, residents and occupants are all used within the policies.</p> <p>For example, the difference between the terms co-living and co-living residences requires clarification.</p> <p>In addition, the definition relies on terms including 'full sized fridge' which are difficult to determine and enforce or control, thereby making a determination on the land use difficult. This is exacerbated when the definition is similar to other residential land uses (but specifically excluded from) such as student accommodation and ancillary accommodation.</p> <p>Co-living <i>accommodation</i> may be easier to understand and align with the student accommodation definition. Within this definition private spaces could be referred to as bedrooms or residences.</p>	<p>Recommend review of the definition and terminology to ensure clarity of both the definition and its application within the policies.</p> <p>Remove subjective requirements such as 'full sized fridge' from being a determining factor in the definition.</p>
Policies	<p>Long term options for this built form must be ensured, therefore flexibility and adaptability are critical to be considered at the design and assessment stage of development.</p> <p>It is recommended that an additional policy be included, similar to PO 41.2 in Design in Urban Areas applying to student accommodation, to ensure flexibility/adaptability for other uses/dwelling types in the future.</p>	Include additional policy in Design/Design in Urban Areas similar to PO41.2 in Design in Urban Areas.
Policies	Removal of 'provide a high standard of amenity for occupants' from PO22.1 in the Design General Policies and PO31.1 in the Design in Urban Areas General Policies is not supported. Given that these policies apply to a wide range of housing types, and co-living relies on shared and communal facilities, it is imperative that liveability and amenity are	Review policies to ensure high standards of amenity and liveability are still required in the assessment of all housing types.

Topic	Comments	Changes or outcomes recommended
	maintained. Replacement with 'layouts are functional and provide for efficient use by occupants' does not seek to aim for the highest level or even a reasonable level of amenity for the wide range of housing types that these policies apply to.	Where accommodation relies on communal or shared spaces and facilities the requirements for these spaces should be of an extremely high quality to mitigate smaller/non self-contained accommodation.
Policies	Support for PO 22.7 in the Design General Policy and PO 31.7 in the Design in Urban Areas General Policy, however it is recommended that the policy is amended to refer to accessible housing designed using universal design principles that meet the National Construction Code – 2022 Liveable Housing Design Standard rather than disability access units.	Revise wording of proposed PO22.7 in the Design General Policies and PO31.7 in the Design in Urban Areas General Policies.
Policies	Car parking provision for co-living housing in high density locations is likely to add significant cost to the development, with relatively little return. Car parking spaces should be 'unbundled' from individual residences to provide choice and flexibility of cost.	It is recommended that car parking requirements are not linked to individual residences to provide options and flexibility for prospective residents.  Consideration should be given to providing other options, including provision of car sharing facilities.
Applicability in the city	It is noted that the co-living policies will apply to most zones in the City of Adelaide (other than the Adelaide Park Lands, City Riverbank and Community Facilities Zone). This aligns with the City of Adelaide's Housing Strategy – <i>Investing in our housing future</i> by facilitating a diversity of housing outcomes across the city.	No changes required, subject to new built form meeting relevant zone requirements in regard to scale, intensity, height and heritage adjacency etc.
<b>Apartment Dwellings</b>		
Apartment room size dimensions rather than minimum apartment size	There is some concern that the change from minimum apartment sizes to minimum habitable room dimensions could result in more onerous and time-consuming assessment processes.	Ensure that the policy approach does not result in a more onerous assessment process.



Topic	Comments	Changes or outcomes recommended
	<p>In addition, the City of Adelaide considers that the minimum dimensions and storage requirements should facilitate long term liveable housing standards. As previously advised to Planning and Land Use Services, the proposed minimum of 2.5m for secondary bedrooms is considered too small, a minimum of 3.0m is recommended for all bedrooms as is required in Victoria's Better Apartments Design Standards and Planning NSW's Apartment Design Guide. Given that co-living will be a rental housing outcome, the design standards (including minimum room sizes) should be in accordance with the requirements of the Building Code and Housing Safety Authority (with respect to rooming houses).</p>	<p>It is recommended that the minimum dimension of any bedroom is 3m.</p>
Policies to guide shared facilities and indoor communal spaces for student accommodation	<p>The City of Adelaide supports the addition of PO 41.3 and PO 41.4 in the Design in Urban Areas General Policies to guide the provision of communal indoor recreation space and shared facilities for student accommodation. However, as noted in comments on the draft Practice Guideline, the policy guidance needs to be updated to include students or provide more guidance in the Planning and Design Code.</p>	<p>Provide greater guidance in the Planning and Design Code on how to address these criteria or include reference to student residents or simply refer to residents serviced, in Column B of the draft Practice Guideline.</p>
Opportunities for adaptive reuse	<p>To facilitate adaptive reuse, include additional policy for apartment/co-living design (see suggestion).</p> <p>An Adaptive Reuse Practice Guideline may further assist with the adaptation of non-residential buildings for residential uses. The City of Adelaide Adaptive Reuse City Housing Initiative (ARCHI) has a range of resources that could inform the development of a Practice Guideline</p>	<p>Suggested additional policy:</p> <p><i>Where an existing building envelope is being adapted to accommodate a new residential use, provision of private open space/ communal space may be compensated with high quality living spaces that exceed minimum internal room dimensions and benefit from good access to natural light, ventilation and outlook.</i></p> <p>Recommend an Adaptive Reuse Practice Guideline be prepared to support and facilitate adaptive reuse as a mechanism to support housing diversity and housing supply.</p>



Topic	Comments	Changes or outcomes recommended
Private and Communal open space requirements	<p>The City of Adelaide supports the addition of private and communal open space criteria for student accommodation and co-living based on an amount per bedroom/residence. This requirement should ensure that spaces are proportionally increased based on the number of residents living in these types of accommodation.</p> <p>However, to ensure that these spaces are usable for the residents, minimum dimensions should be prescribed, as currently applies for other housing types.</p>	Include minimum dimensions for private and communal open space for co-living and student accommodation as per dwellings.
<b>Significant Retirement/Aged Care Overlay</b>		
Policies	The increasing need and demand for retirement and supported accommodation facilities is acknowledged and the opportunity to facilitate new and updated housing for these markets is supported.	No changes required.
Policies	The City of Adelaide recommends that opportunities for retirement and supported accommodation also be encouraged in mixed use locations and buildings (ie U City in the CBD), that don't rely on large sites but provide housing choice in locations close to transport and services.	Consider strengthening policies in the Code to encourage retirement and supported accommodation in mixed use zones and within mixed use buildings around transit stops/stations and services where accessibility is rated high to facilitate opportunities to age in place.
Policies and notification	City of Adelaide acknowledge that larger sites enable greater management of interface with adjoining lower density/height development, however there is a missed opportunity to include additional design and interface policy to support developments of this scale and mitigate community concerns, particularly given the limited opportunity for public notification with this approach.	Consider additional policies to guide interface management and building and site design policies to minimise impacts on adjoining property owners.
Policies	PO2.1 provides an opportunity for increased development yield but does not provide any guidance on what is meant by 'off-site impacts'. For	Further detail should be included to ensure consideration of all relevant off-site impacts at assessment.

Topic	Comments	Changes or outcomes recommended
	example, whether this includes traffic, parking, noise, waste management and/or contextual impacts.	
Policies	There is an opportunity to ensure that universal design principles are added to the Code (notwithstanding that these are relevant to all housing types, not just retirement and supported accommodation).	Recommend that policies include a requirement to be designed in accordance with the National Construction Code 2022 Liveable Housing Standard.
Applicability in the City of Adelaide	<p>The Code Amendment proposes to apply the new Overlay across the City Living Zone within the City of Adelaide.</p> <p>The FAQs for the Code Amendment indicate that the Overlay is not proposed to be applied to residential areas that do not anticipate residential infill such as the Established Neighbourhood Zone, however the Amendment Instructions – Amendment to Part 3 – Overlays includes the Established Neighbourhood Zone.</p> <p>Whilst this does not impact the City of Adelaide, it is unclear what the intention is regarding application of the Overlay in residential areas that do not anticipate residential infill. For the City of Adelaide, this may mean that application of the Overlay is unsuitable for the North Adelaide Low Intensity Subzone of the City Living Zone.</p> <p>Whilst there are currently no sites within the City Living Zone that are 1 hectare in area, the definition does allow for more than one site (as per catalyst site definition) so it does not preclude this potentially being applicable.</p>	Clarify the areas to which the Overlay is deemed appropriate to apply, taking into consideration expected intensity of development of the underlying Zone or Subzone.
Interaction with other Overlays – in particular the Historic Area Overlay and Local Heritage Place/State Heritage Place Overlay etc	It is unclear how the proposed Overlay policies apply in areas where Heritage/Historic Area Overlays also apply. Whilst the likelihood of applicability in the City Living Zone is limited given current allotment sizes, as much of the City Living Zone is also within the Historic Area Overlay – enabling 4-6 storey retirement/aged living without notification could be cause for concern.	Further clarification is needed on how the policies in the Overlay would interact with other Overlay policies that may apply, particularly heritage and historic areas.

Topic	Comments	Changes or outcomes recommended
<b>Other/Technical comments</b>		
Consistency of terminology	Further to comments regarding the co-living definition, refine terms used in the policy.	Review use of co-living, co-living residence, co-living occupants etc to ensure consistent approach.
<b>Practice Guideline</b>		
Column B – Policy Guidance	<p>The policy guidance provided refers to co-living and self-contained residents only, however the Planning and Design Code Policy that is referenced also includes shared spaces and facilities for Student Accommodation.</p> <p>Review the policy guidance to ensure that outcomes address all relevant housing options.</p>	Include reference to student residents in Column B or simply refer to residents serviced.
Communal Recreation Spaces and Shared Facilities	Minimum ratios for shared facilities are very low (ie 1 toilet per 10 residents). Whilst it is acknowledged that this aligns with the requirements for the Building Code of Australia (for a rooming house), it could lead to poor outcomes for residents.	Review how the requirements for shared facilities are expressed to ensure that co-living housing provides a reasonable amenity for residents and enables flexibility of design to adapt to alternative uses.

## Playhouse Lane and Gilles Arcade Partial Road Closure for the Queen's Theatre

Tuesday, 11 February 2025  
Council

Strategic Alignment - Our Community

**Program Contact:**  
Adam Hornhardt, Acting  
Associate Director City Culture

Public

**Approving Officer:**  
Jennifer Kalionis, Acting Director  
City Community

### EXECUTIVE SUMMARY

The purpose of this report is to seek the approval of Council for a small portion of Playhouse Lane and Gilles Arcade to be closed, to support the delivery of the Queen's Theatre programming during the Adelaide Festival 2025. The proposal is a temporary partial road closure from 12 February 2025 to 31 March 2025.

Proposed road closures for a period of 28 days or more require Council approval, as outlined in the City of Adelaide Event Guidelines.

The primary reason for the partial closure is that the Queen's Theatre requires additional space to activate and facilitate the programming occurring inside the venue, as well as certain immersive performance elements that will form part of the activity inside and outside the venue.

This outdoor area is integral to the staging of the particular performance as part of the Adelaide Festival 2025.

The Queen's Theatre is focused on becoming a vibrant destination in the City's west end at this important time of year when much activity is focused on the East End.

Playhouse Lane and Gilles Arcade are local access roads and this proposed closure is not expected to impact traffic to any material degree.

This road closure has taken place many times in previous years, at various times of the year, to facilitate activity associated with the Queen's Theatre. On 9 February 2021, Council approved a road closure of the same area for Queen's Theatre activity from Monday 15 February 2021 to Monday 22 March 2021. This occurred successfully with no notable problems.

### RECOMMENDATION

#### THAT COUNCIL

1. Approves the Queen's Theatre to close a portion of Playhouse Lane and Gilles Arcade in accordance with section 33(1) of the *Road Traffic Act (1961)* from 12 February 2025 to 31 March 2025.
2. Authorises the Chief Executive Officer to take all necessary steps to implement the required road closure, as set out in Image 1 of this report, under section 33 of the *Road Traffic Act 1961*.

## IMPLICATIONS AND FINANCIALS

City of Adelaide 2024-2028 Strategic Plan	<b>Strategic Alignment – Our Community</b> This report supports the objective to create fun, lively and interesting experiences.
Policy	All events proposing a road closure are assessed against the City of Adelaide Event Guidelines and the Department for Infrastructure and Transport's <i>Guidelines for Events on SA Roads</i> , in line with the <i>Road Traffic Act 1961</i> .
Consultation	Targeted consultation has occurred with key local stakeholders and businesses regarding the proposed road closure.
Resource	Not as a result of this report
Risk / Legal / Legislative	Council has delegation from the Minister for Transport under the <i>Instrument of General Approval and Delegation to Council</i> to approve event road closures under section 33(1) of the <i>Road Traffic Act (1961)</i> . The Chief Executive Officer, or delegate, also have the authority to prepare and execute the necessary permit under the <i>Local Government Act 1999 (SA)</i> .
Opportunities	This proposal has the opportunity to increase activity in the City's West during the Fringe and Festival period, supporting the Queen's Theatre as a local business. Playhouse Lane and Gilles Arcade is in an area that is not ordinarily highly utilised and this associated activation would be a way of bringing foot traffic and vibrancy to this underutilised area.
24/25 Budget Allocation	Not as a result of this report
Proposed 25/26 Budget Allocation	Not as a result of this report
Life of Project, Service, Initiative or (Expectancy of) Asset	The proposed road closure is from 12 February 2025 to 31 March 2025.
24/25 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 Queen's Theatre is a locally run and operated venue in the City's West End and is the oldest purpose-built theatre on mainland Australia, having been first built in 1841. Situated at the corner of Gilles Arcade and Playhouse Lane, the theatre is today used as a venue for a variety of performances and events.
2. As part of the Adelaide Festival 2025, the Queen's Theatre venue will feature performances throughout the season in February and March 2025.
3. To support the safe activation of the venue during the Festival, the Queen's Theatre is requesting a temporary partial road closure of a small area of Playhouse Lane and Gilles Arcade, from 12 February 2025 to 31 March 2025. This small 'courtyard' area on the roadway forms an integral part of the programmed show as it is an immersive audience experience. This area will also accommodate a foyer area with a small bar, limited food offering and ambient music.
4. The section of Playhouse Lane and Gilles Arcade being proposed for closure is denoted in the image below in red and yellow.



**Image 1** - Proposed section of Playhouse Lane and Gilles Arcade to be closed, immediately in front of the Queen's Theatre, noting necessary local access will be maintained from Currie Street.

5. Playhouse Lane and Gilles Arcade is a two-way road with a speed limit of 50km per hour. It is a local road and primarily services surrounding businesses.
6. All access to businesses and services including all private car parks would be maintained during the proposed closure. The nature of Playhouse Lane and Gilles Arcade, which provides two way access through the area, means that access to these adjacent businesses and services can still be maintained.
7. All necessary local vehicle access into Gilles Arcade will be maintained via Currie Street. Entry into Playhouse Lane will be maintained via Light Square/Wauwi.
8. To facilitate safe management of the road closure and minimise any potential disturbance to neighbours, the following measures would be implemented:
  - 8.1. Queen's Theatre would fund the engagement of a traffic management company to install all of the required traffic control devices used to enact the road closure.
  - 8.2. Full access to all off-street private and public car parks surrounding the road closure would be maintained at all times.

- 8.3. Any minor temporary fencing will be covered in non-branded material to align with the aesthetic of the courtyard and respect the heritage and cultural focus of the Queen's Theatre.
- 8.4. Three on-street car parks within the closure area would be removed to accommodate the closure request. These car parks are currently one-hour parking from Monday to Saturday 8:00am to 6:00pm. Noting the public KPark facility is located on Playhouse Lane to facilitate public parking.
- 8.5. Security personnel, hired by Queen's Theatre, would be present within the closure at peak times.
- 8.6. General pedestrian access through the closure would be maintained at all times on the Northern footpath of Playhouse Lane.
- 8.7. Emergency egress from neighbouring premises would not be impacted.
- 8.8. Access to the permanent road service plates would be maintained.
- 8.9. Weekly meetings would be held between Queen's Theatre and Council during the approved period, to evaluate the road closure on a regular basis.
9. Targeted consultation was conducted with businesses on the roads and adjacent to the Queen's Theatre including:
  - 9.1. UniSA
  - 9.2. UNO Apartments, located on Playhouse Lane
  - 9.3. Schiavello, located on Gilles Arcade
  - 9.4. KPark, located on Playhouse Lane
  - 9.5. Wingfold Tower
  - 9.6. Youth 110
  - 9.7. St Vincent de Paul Society (SA) Inc.
10. These stakeholders have been directly engaged when the road has been closed previously, and no objections have been raised to the road being closed in this instance.
11. On 9 February 2021, Council approved a road closure of the same area for Queen's Theatre activity from Monday 15 February 2021 to on Monday 22 March 2021. This occurred with no notable problems. This same road closure is now being sought to support activity in the Queen's Theatre for the 2025 Festival season.

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## ATTACHMENTS

Nil

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- END OF REPORT -



## Councillor Noon - MoN - Traffic Management issues North East CBD- Rundle St, Frome Rd and North Terrace

Tuesday, 11 February 2025  
**Council**

**Council Member**  
Councillor Carmel Noon

Public

**Contact Officer:**  
Tom McCready, Director City  
Infrastructure

## MOTION ON NOTICE

**Councillor Carmel Noon will move a motion and seek a seconder for the matter shown below to facilitate consideration by the Council:**

‘That Council requests the Administration to organise a community meeting to listen and respond to concerns raised by the community, relating to traffic management associated with works undertaken on the North-South Bikeway. The meeting should also include a discussion around traffic management for future development in the area and invite members of the City of Adelaide and the Department for Infrastructure and Transport (DIT) established working group to be part of this session.

The purpose of the meeting will be to consider opportunities to improve traffic flow, enhance accessibility, and address pedestrian safety concerns.

Should this motion be carried asks the Administration to provide feedback to Council Members on the discussions, suggested outcomes of the community meeting and any recommended actions to address identified concerns.

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## ADMINISTRATION COMMENT

1. Council is aware of the concerns raised by the community, noting the project is still under construction and are continuing to monitor and review the project outcomes post implementation.

### **Project Background**

2. The North-South project is a visionary partnership between the South Australian Government and the City of Adelaide. It finalises a continuous and separated bikeways through the City of Adelaide, from north to south.
3. Extensive stakeholder consultation has taken place throughout the development of the North-South Bikeways project. During the first round of engagement in 2017, over 2,400 people accessed project information, with 1,704 individuals providing feedback through various engagement activities.
4. For the final three sections (Rundle Street – Albert Bridge), preliminary consultation was undertaken with key stakeholders in 2021-22 to understand potential risks and how their operations might be affected by construction works. These stakeholders included institutions such as Botanic High School and the universities.
5. Throughout the design process, CoA engaged with DIT to provide feedback on the design. Adjustments were implemented accordingly, and a Traffic Impact Statement (TIS) was subsequently prepared and signed by DIT to address changes to traffic conditions.

6. In 2024, the project team informed key stakeholders, including the South Australian Public Transport Authority (SAPTA), South Australia Police (SAPOL), South Australia Ambulance Service (SAAS), the Metropolitan Fire Service (MFS), as well as the public and organisations along the road, about the upcoming works and timeframes. These organisations have been kept generally informed throughout the construction process.
7. Throughout construction, an email list has been maintained to provide stakeholders with regular updates on construction progress and potential impacts wherever possible.
8. The project remains under construction, with Practical Completion expected by mid-February 2025. The majority of traffic controls and signal phasing have been completed.
9. The Administration acknowledges the current challenges and concerns regarding traffic flow. The CoA and DIT are actively monitoring traffic patterns and implementing adjustments to optimise outcomes for all road users.
10. Additionally, the Administration is reviewing on-site safety concerns and plans to implement further safety measures for all road users.
11. Should Council resolve to support the proposed motion a community meeting for interested parties and stakeholders will be arranged to listen to concerns, allow for feedback and to provide a status update on the project.
12. The outcomes and any recommended actions to address identified concerns will be communicated to Council Members.

Should the motion be carried, the following implications of this motion should be considered. Note any costs provided are estimates only – no quotes or prices have been obtained:	
Public consultation	A community meeting in line with Administration comment would be arranged with key stakeholders.
External consultant advice	Should the motion be carried, engagement of an external consultant may be required to facilitate the community meeting.
Legal advice / litigation (eg contract breach)	Not applicable
Impacts on existing projects	Not applicable
Budget reallocation	Not applicable
Capital investment	To be determined
Staff time in preparing the workshop / report requested in the motion	Should the motion be carried, members of the Traffic and Transport Team, the Project Manager, Design Manager of the project and DIT representatives (subject to attendance) will attend the community meeting
Other	Not applicable
Staff time in receiving and preparing this administration comment	To prepare this administration comment in response to the motion on notice took approximately 5.5 hours.

- END REPORT -

## Councillor Noon - MoN - Reporting Requirements for Elected Members on External Boards and Committees

Tuesday, 11 February 2025  
**Council**

**Council Member**  
Councillor Carmel Noon

Public

**Contact Officer:**  
Anthony Spatalis, Chief Operating Officer

## MOTION ON NOTICE

**Councillor Carmel Noon will move a motion and seek a seconder for the matter shown below to facilitate consideration by the Council:**

'That Council requests that any Elected Member appointed as the Council representative on boards or committees that receive Council funding, provide a high-level summary to Council on at least a quarterly basis. This reporting will ensure that Elected Members are fully aware of their responsibilities, challenges and issues prior to being appointed that they may need to address during their tenure.

The summary should include:

1. **High-Level Issues:** An overview of significant matters (excluding in-camera items) discussed by the board or committee.
2. **Financial or Budgetary Discussions:** Any financial or budget-related discussions that may influence or inform Council's budgetary decisions.
3. **Other Relevant Matters:** Any other key issues that should be brought to the attention of the full Council.

Furthermore, Council requests that the Administration establish a formal reporting mechanism to ensure these summaries are:

1. **Prepared in collaboration** with the Chair of the relevant Board/Committee or their nominee to ensure agreement of content, accuracy and comprehensiveness.
2. **Communicated** to all Elected Members via the Councillors' e-news site for transparency and timely dissemination.

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## ADMINISTRATION COMMENT

1. Reporting requirements for Council funded boards, committees and panels (bodies) are determined by legislation and/or the Terms of Reference or equivalent documents, as adopted by either the relevant body or by Council, as required.
2. Any amendments to the Terms of Reference or equivalent documents for each body will need to be considered by each body for adoption by the body, or by Council, as required.
3. It is beyond the scope of Council's power to require an independent Chair of a body to collaborate with a Council Representative in producing a report for presentation to Council through a formal reporting process, outside of the mechanisms described above.
4. Should Council resolve to support the proposed motion, each body must be formally consulted through presentation of a report and recommendation, to request the inclusion of a provision within the Terms of Reference or equivalent document, which requires the Council Representative in collaboration with the Chair, to provide a quarterly high-level summary of the relevant meetings through a formal reporting mechanism.

5. Factors the bodies will need to take into consideration are detailed below, including but not limited to:
  - 5.1. Administrative support available to both establish and facilitate the formal reporting process.
  - 5.2. Where edits to the Terms of Reference or equivalent documents require parliamentary or other external approvals.
  - 5.3. Time requirements, including the availability of Council Representatives and relevant Chairs to collaborate, finalise and provide the summary, then undertake a formal review and approvals process prior to publication.
  - 5.4. Availability of official confirmed minute documents to ensure cohesion and accuracy of information to be published.
6. The bodies who receive administrative and/or funding support through the City of Adelaide are detailed below as well as their respective Council Representatives:

Body	Member/s Appointed
Adelaide Central Market Authority Board	Councillor Martin
Adelaide Economic Development Agency Board	Lord Mayor Dr Jane Lomax-Smith

7. Council does not have the power to require external bodies to report to Council. External bodies may have established mechanisms by which they provide reports or updates where appropriate.
8. External bodies that do not receive administrative support through the City of Adelaide but that request or require by legislation a Council Representative, are detailed in the table below, noting that these bodies may receive or be eligible to receive Council funding through mechanisms such as the Adelaide Economic Development Agency (AEDA) or through the City of Adelaide Grants Programs.

Body	Member/s Appointed
Adelaide Festival Centre Trust ( <i>legislative</i> )	Councillor Martin
Adelaide Festival Corporation Board ( <i>legislative</i> )	Councillor Couros
Adelaide Airport Consultative Committee	Deputy Lord Mayor, Councillor Elliott Councillor Li (proxy)
Adelaide Botanic High School Council	Councillor Li
Adelaide City of Music Limited Board	Councillor Giles
Adelaide High School Governing Council	Deputy Lord Mayor, Councillor Elliott
Australia Day Council of South Australia	Councillor Li
Business Events Adelaide Board	Councillor Noon Councillor Li (proxy)
Royal South Australia Regiment Council Inc	Deputy Lord Mayor, Councillor Elliott

Should the motion be carried, the following implications of this motion should be considered. Note any costs provided are estimates only – no quotes or prices have been obtained:	
Public consultation	Not applicable
External consultant advice	Not applicable
Legal advice / litigation (eg contract breach)	Not applicable
Impacts on existing projects	Not applicable

Budget reallocation	Not applicable
Capital investment	Not applicable
Staff time in preparing the workshop / report requested in the motion	If the proposed motion is supported, Administration will review Terms of Reference or equivalent documents where applicable and prepare reports for the applicable bodies and Council over the next 6 months.
Other	Not applicable
Staff time in receiving and preparing this administration comment	To prepare this administration comment in response to the motion on notice took approximately 5.5 hours.

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- END OF REPORT -

## Councillor Martin - QoN - O'Connell Street Traffic Signals

Tuesday, 11 February 2025  
**Council**

**Council Member**  
Councillor Phillip Martin

Public

**Contact Officer:**  
Tom McCready, Director City  
Infrastructure

## QUESTION ON NOTICE

**Councillor Phillip Martin will ask the following Question on Notice:**

'Noting the motion adopted by Council in April 2024, could the Administration advise;

1. What progress has been made further to its advice in October 2024 that it was in discussions with DIT about increasing walk time for pedestrians at traffic signals crossing O'Connell Street and,
2. Whether the Brougham Street intersection has been included in these discussions?'

The Lord Mayor will provide a reply at the meeting, the reply and question will be included in the Minutes of the meeting.

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- END OF REPORT -