



# CITY COMMUNITY SERVICES AND CULTURE COMMITTEE AGENDA & REPORTS

for the meeting

Tuesday, 6 June 2023  
at 5.30 pm

in the Colonel Light Room, Adelaide Town Hall

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Members – The Right Honourable the Lord Mayor, Dr Jane Lomax-Smith  
Councillor Giles (Chair)

Councillor Davis (Deputy Chair)

Councillors Abrahamzadeh, Couros, Elliott, Hou, Li, Martin, Noon, Dr Siebentritt and Snape

**1. Acknowledgement of Country**

At the opening of the City Community Services and Culture Committee meeting, the Chair will state:

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

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

**2. Apologies and Leave of Absence**

Nil

**3. Confirmation of Minutes - 2 May 2023**

That the Minutes of the meeting of the City Community Services and Culture Committee held on 2 May 2023, be taken as read and be confirmed as an accurate record of proceedings.

View public 2 May 2023 Minutes [here](#).

**4. Reports for Recommendation to Council**

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**5. Closure**

## Proposed Road Closure for Harvest Rock 2023

Strategic Alignment - Dynamic City Culture

Public

Tuesday, 6 June 2023

City Community Services and Culture Committee

**Program Contact:**

Jennifer Kalionis, Associate Director City Culture

**Approving Officer:**

Ilia Houridis, Director City Shaping

### EXECUTIVE SUMMARY

The City of Adelaide has received an application from Harvest Rock Pty Ltd (the Event) to close a portion of Bartels Road from Dequetteville Terrace to East Terrace from 7:01pm on Tuesday 24 October 2023 to 11:59pm on Monday 30 October 2023 for Harvest Rock 2023 (seven days).

The purpose of this report is to seek a decision from Council on that application.

Administration has worked with the Event to reduce the initial term requested for 2023 from 11 days to eight days and now to just over six days. The Event advises that this period is the minimum that they can safely facilitate bump-in to bump-out of the road area, based on their experience with the 2022 event road closure term.

The Event has advised that without the requested use of Bartels Road, the event will not be able to proceed.

As required under section 223 of the *Local Government Act 1999 (SA)*, a 21-day formal public consultation has been completed for the road closure application. The results of the consultation are included in this report and have been considered in forming the recommendation, which included no objections from key stakeholder agencies and 11 submissions through the consultation with 7 in support and 4 that disagreed with the proposal.

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### RECOMMENDATION

The following recommendation will be presented to Council on 13 June 2023 for consideration

THAT THE CITY COMMUNITY SERVICES AND CULTURE COMMITTEE RECOMMENDS TO COUNCIL THAT COUNCIL

1. Receives the outcomes of public consultation 'Harvest Rock 2023 – Temporary Closure of Bartels Road' as per Attachment A to Item 4.1 on the Agenda for the meeting of the City Community Services and Culture Committee meeting held on 6 June 2023.
  2. Approves the application from Harvest Rock Pty Ltd to close a portion of Bartels Road from Dequetteville Terrace to East Terrace as per section 33(1) of the *Road Traffic Act (1961)* from 7:01pm on Tuesday 24 October 2023 to 11:59pm on Monday 30 October 2023 for Harvest Rock 2023.
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## IMPLICATIONS AND FINANCIALS

City of Adelaide 2020-2024 Strategic Plan	<p><b>Strategic Alignment – Dynamic City Culture</b></p> <p>The proposal outlined in this report aligns with Key Action 3.11: Expand Adelaide’s global reputation as a ‘magnet city’ and UNESCO City of Music, through world class events, live music, festivals and activation.</p>
Policy	This event application has been assessed against the requirements of the Adelaide Events Guidelines 2022.
Consultation	<p>Public consultation has been undertaken under section 223 of the <i>Local Government Act 1999 (SA)</i>.</p> <p>The Public Consultation ran from 5 May to 25 May 2023. Key stakeholders were targeted as part of the public consultation including the Department for Infrastructure and Transport, Emergency Services, the City of Norwood, Payneham and St Peters, East End businesses and residents and Hutt Street traders.</p>
Resource	The event will be facilitated within existing resources.
Risk / Legal / Legislative	<p>The Chief Executive Officer has delegation to consent to the road closure under Section 33 of the <i>Road Traffic Act (1961)</i>.</p> <p>At its meeting on 11 April 2023, Council resolved a report on the proposed temporary road closure for Harvest Rock 2023 be brought to Council for decision, which is the purpose of this report.</p>
Opportunities	<p>This event will result in projected increased visitation to the Adelaide CBD across the proposed event dates with up to 25,000 patrons per day.</p> <p>The South Australian Tourism Commission (SATC) reported that the inaugural Harvest Rock festival generated a return of \$16.5 million in total economic activity for Adelaide. It is anticipated that it will reach or exceed this return in 2023.</p> <p>The event organiser is committed to prioritising the use of South Australian based suppliers, vendors, and industry to deliver and support Harvest Rock.</p> <p>Adelaide is internationally recognised as a UNESCO City of Music which proudly supports live music and events.</p> <p>A portion of Rymill Park / Murlawirrapurka will be unavailable for Harvest Rock to occupy in 2023 due to the worksite requirements of the Rymill Lake renewal project, which will be underway at this time. The works will establish a compound area that will occupy space in Rymill Park / Murlawirrapurka used by the event in 2022. The road area will accommodate relocation of some of that critical event infrastructure.</p>
22/23 Budget Allocation	Not as a result of this report
Proposed 23/24 Budget Allocation	Not as a result of this report
Life of Project, Service, Initiative or (Expectancy of) Asset	If approved, the event would be issued a road closure permit for the term of the road closure (for use of Bartels Road) and a single year event licence (for use of the Park Lands).
22/23 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

## Harvest Rock event description

1. Harvest Rock is a major two-day music festival featuring Australian and international artists with a focus on showcasing South Australian food and beverage offerings. In 2023, the event will include top tier dining options, food trucks, curated spaces, a cellar door pop-up, champagne bar, and a beer garden.
2. The festival debuted in Adelaide in November 2022 and has been announced by the organiser as a planned annual event for the city.

## Harvest Rock 2022 road closure

3. In 2022, Harvest Rock Pty Ltd (the Event) applied to Council to close a portion of Bartels Road between Dequetteville Terrace and East Terrace for a period of four days.
4. On 4 August 2022, Council resolved to not approve the four-day closure of Bartels Road.
5. Council communicated support for the event to occur in the Park Lands but did not support the closure of Bartels Road, following consultation feedback from businesses and residents.
6. It is noted the 2022 event impacts in the eastern Park Lands and surrounding roads were intensified by the announcement of the return of the VALO Adelaide 500 event, requiring an extended occupation of the Park Lands and road closures, the placement of Illuminate Adelaide on Rundle Road due to infrastructure works in Rymill Park and the introduction of Harvest Rock.
7. Following the decision of Council, the Minister for Tourism declared the Harvest Rock 2022 a Major Event, pursuant to section 6B of the *Major Events Act 2013* (the Declaration), and the road closure was enacted via that legislation.
8. The event organiser has advised that there were a number of challenges experienced in 2022 due to the limited four-day road closure period. The approved four-day road closure only allowed 24 hours to bump in and construct an extensive set up on Bartels Road, which the event organiser has advised was untenable and had significant flow on effects to the event operations including:
  - 8.1. Delay in opening the event on the first day of operation, Saturday 19 November 2022, due to continuing set up of Bartels Road infrastructure to a safe operating standard. This delay was a direct result of the limited bump in time, with the Bartels Road closure being enacted from 10:00am on Friday 18 November 2022.
  - 8.2. Staff fatigue management – the event organiser advises there is a limited ability to operate split shifts in the current environment within a restrictive timeframe. They note additional time is required to support a safe and efficient work environment.

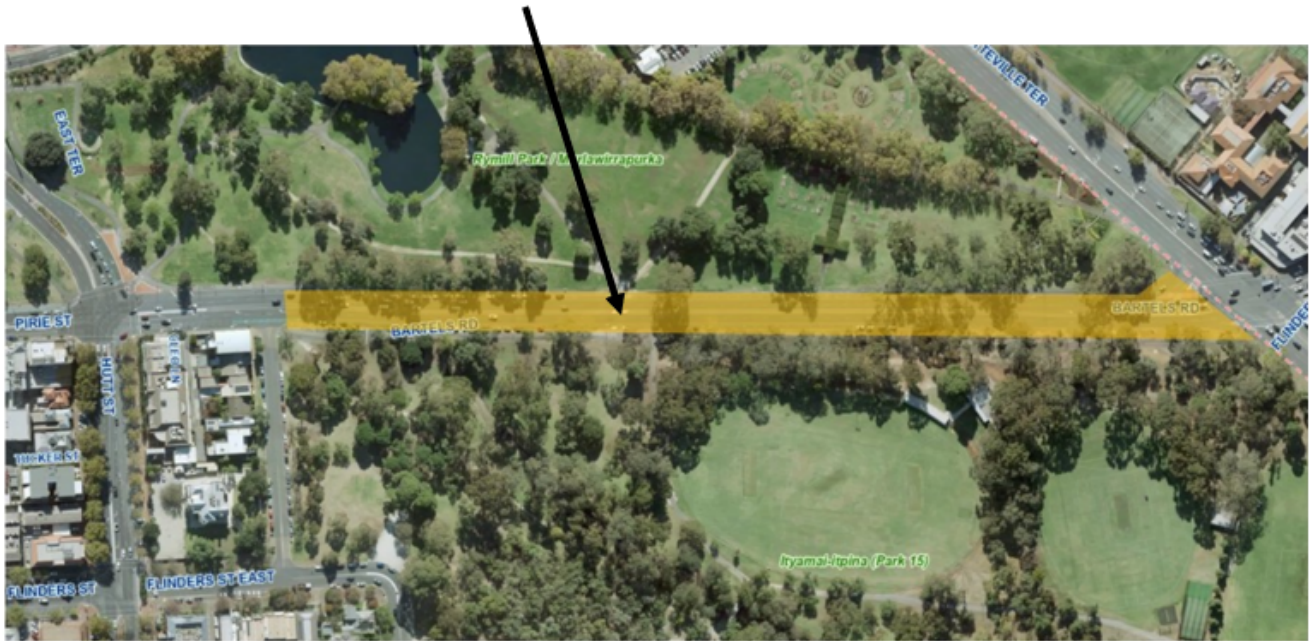
## Harvest Rock 2023 event application

9. Harvest Rock Pty Ltd (the Event) has applied to stage the event on Saturday 28 October and Sunday 29 October 2023 in Rymill Park / Murlawirrapurka, King Rodney Park / Ityamai-itpina and on a portion of Bartels Road.
10. The Event advises that anticipated attendance is up to 25,000 patrons per day.
11. The Event has applied to close a portion of Bartels Road from Dequetteville Terrace to East Terrace from 7:01pm on Tuesday 24 October 2023 to 11:59pm on Monday 30 October 2023, which is a period of just over six full days. The additional road closure time requested in 2023 is an increase of just over two days from the Harvest Rock 2022 road closure. Administration has worked with the event to reduce the initial term requested for 2023 from 11 days to eight days and now to just over six days.
12. The purpose of the proposed road closure is to enable the necessary and safe movement of the large crowds between the two Park Land event sites on either side of Bartels Road. The Event plans to create one overall event site as they did in 2022, spanning parts of Rymill Park / Murlawirrapurka (Park 14), King Rodney Park / Ityamai-itpina (Park 15) and Bartels Road. At any one time, thousands of people will be crossing Bartels Road to navigate between the main stages and a wide thoroughfare on Bartels Road is essential to support the safe movement of the crowd through the site.



- 13. The road closure area is shown in **Figure 1**.

**Figure 1.** Bartels Road closure area



- 14. The Event's crowd management analysis has concluded that movement of this volume of people could not be facilitated through other options such as road overpass structures, similar to those used by the VALO Adelaide 500. Refer **Figure 2** for images of people movements observed on the roadway at Harvest Rock 2022.

**Figure 2.** Images of people movements observed on the roadway at Harvest Rock 2022



- 15. The Rymill Park Lake renewal project will establish a works compound that will occupy space previously used by the event to house essential infrastructure in 2022. Some of that infrastructure will be relocated to the road area to enable provision of necessary amenities and efficient servicing of the crowd of up to 25,000 people per day.

16. During the road closure the schedule provided by Harvest Rock would be as follows:

DAY	DATES	DETAILS
1	Tuesday 24 October 2023- from 7:01pm (after peak hour)	Set up and building of infrastructure on Bartels Road
2	Wednesday 25 October 2023	Set up and building of infrastructure on Bartels Road
3	Thursday 26 October 2023	Set up and building of infrastructure on Bartels Road
4	Friday 27 October 2023	Set up and building of infrastructure on Bartels Road
5	Saturday 28 October 2023	Harvest Rock Event Day 1
6	Sunday 29 October 2023	Harvest Rock Event Day 2
7	Monday 30 October 2023 (until 11.59pm)	Bump out infrastructure on Bartels Road

### Event Economic Impacts

17. Economic benefits from the Harvest Rock 2022 event have been reported by the SATC as follows:
- 17.1. Harvest Rock generated \$16.5 million in total economic activity for Adelaide.
  - 17.2. A total of 23,940 people attended the festival over two days.
  - 17.3. Almost 7,000 attendees were from interstate and overseas, making up approximately 30 per cent of the total festival attendance.
  - 17.4. Visitors stayed an average of 4.5 nights in South Australia (3.3 nights in the CBD).
  - 17.5. Attracted a diverse audience, with attendees spread broadly across the 20-60 age range.
  - 17.6. The festival saw the highest average hotel room bookings over any weekend (Friday and Saturday) in 2022. With an average of 8,824 room nights occupied over the Friday and Saturday of the inaugural Harvest Rock festival, it was the best occupancy weekend in 2022.
  - 17.7. The Saturday of Harvest Rock saw 9,105 room nights occupied across Adelaide accommodation, driving occupancy to 91 per cent – at the time, the highest occupancy rate post-pandemic.
18. Through surveys undertaken by the East End Coordination Group (EECG) following Harvest Rock 2022, the EECG have reported that 65 per cent of businesses in the precinct noted a positive increase to visitation, and 58 per cent reported a positive increase in sales and general trade through the Harvest Rock 2022 event.
19. Spendmapp data shows there was an increase of \$2,900,694 total spend across the City of Adelaide on the Harvest Rock 2022 events days, compared to the weekend prior.
20. Spendmapp data shows that across the City of Adelaide on the two days that Bartels Road was closed either side of the event days, there was an increase of \$1,236,211 spend when compared with the week prior.
21. Spendmapp data therefore demonstrates there was an overall increase of \$4,136,905 spend across the City of Adelaide during the four-day road closure of Bartels Road for Harvest Rock 2022, when compared to the week prior.
22. Based on the economic impact data reported by the SATC and the Spendmapp data, there was no reportable economic loss to the City during the Bartels Road closure for Harvest Rock 2022.
23. The event projects that the economic benefits from Harvest Rock 2023 will be greater than those achieved from the 2022 event. The event notes this will be achieved by an earlier announcement of event dates than in 2022, the event now having an established identity locally and in the Australian music festival market and that in 2023 there are more flights scheduled into Adelaide.
24. Potential economic impacts associated with traffic congestion for the proposed seven-day closure of Bartels Road could be estimated through engagement of an external consultant. The cost to Council to undertake this body of work is estimated at minimum \$10,000 and would take approximately three months to complete. This is therefore considered unfeasible given the event is four months away.
25. However, Council could engage an external consultant to conduct this work during the actual event road closure, with results available after the event. The estimated cost of this work would be a minimum \$20,000.

### Road closure and traffic considerations

26. The Department of Transport (DIT) have provided data to show that in 2022, the impacts from the closure of Bartels Road due to Harvest Rock appear to be localised to the surrounding area directly connected to Bartels Road, and not the greater road network.

- 26.1. While Bartels was closed on Monday 21 November 2022, during the morning peak hour (7am- 10am), traffic change times of between 100- 200 seconds were experienced on Rundle Road and East Tce, with other roads experiencing no significant change to the normal traffic flow during these times.
- 26.2. During afternoon peak hour (4pm- 6pm), Rundle Road and East Terrace experienced travel change times of between 100- 200 seconds and Wakefield Road experienced travel change times of greater than 200 seconds.
27. Advance notice signs and traffic detour signs would be implemented as part of a traffic management plan, to assist with access into and out of the City while the road is closed for the event.
28. Onsite traffic monitoring would be undertaken by council during the closure period, in liaison with Department of Transport's Traffic Management Centre, to assist with minimising traffic congestion where possible.
29. We would work with the Traffic Management Centre to plan any necessary changes to traffic signal times to assist with detours.
30. Rundle Road, Botanic Road and Wakefield Road would remain open as key routes into and out of the City, while Bartels Road is closed for the Event. Of these roads, data shows Botanic Road carries the highest volume of traffic daily.
31. Local access into East Terrace and Cleo Lane would be maintained for residents at all times.
32. The timing of the proposed closure of Bartels Road for Harvest Rock 2023 would facilitate a gap of almost three weeks between the event road closure and the commencement of the VALO Adelaide 500 event road closures. This compares to only a four-day gap in 2022 between the two event road closures.

### Public Consultation

33. Under the *Local Government Act 1999 (SA)*, Council is required to conduct public consultation before it can grant a permit for a business purpose on a road if the road closure is likely to impact traffic to a material degree. It is noted that this is the case for Harvest Rock.
34. Public consultation for the application was conducted via Your Say Adelaide between 5 May and 25 May 2023 and the responses are included at **Attachment A**.
35. The consultation was on the proposed road closure period of a portion of Bartels Road between Dequetteville Terrace and East Terrace from 10:00am on Monday 23 October 2023 to 11:59pm on Monday 30 October 2023 for Harvest Rock 2023 to accommodate the event. However, during the course of the consultation, following negotiations with Council and key stakeholders, the event was able to further reduce the term of the proposed closure by 1.5 days to commence from 7:01pm on Tuesday 24 October 2023 and conclude at 11:59pm on Monday 30 October 2023.
36. The following key stakeholders noted no objection to the proposed road closure:
  - 36.1. SA Police
  - 36.2. SA Metropolitan Fire Service
  - 36.3. SA Ambulance Service noted no objection to the event road closure on the basis that no other road closures occur in the East End at the same time.
  - 36.4. The City of Norwood, Payneham and St. Peters.
  - 36.5. Department for Infrastructure and Transport (feedback included within **Attachment A**).
37. A summary of the total number of submissions received via the public consultation is provided below:
  - 37.1. A total of 61 people visited the Your Say Adelaide webpage. Of these, 5 submissions were made. A further 6 submissions were made direct via email.
  - 37.2. 4 submissions disagree with the proposal.
  - 37.3. 7 submissions support the proposal.
  - 37.4. 0 submissions were neutral.

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## ATTACHMENTS

### Attachment A – Public Consultation Outcomes – Temporary Closure of Bartels Road



<b>Support</b>	
<b>Do you have any other feedback regarding the event or comments to support your answer to Q1?</b>	<b>Respondent</b>
From the closure perspective we have no comment as it doesn't impact on our operations. SA Police will support you in any decisions made.	SA Police
No particular issues from us at this stage as other avenues in to accommodate ambulance flow into the CBD or hospitals, this being said it is with the understanding that there are no other east end road closures enacted at the same time. Early confirmation of the road closure will assist in getting information out to our crews leading into the event	SAAS
Closing this section of Bartels Road has no effect on our capability or capacity in providing an Emergency Service response to the South Australian Community.	MFS
<p>South Australian Public Transport Authority (SAPTA) preferred approach is to have a four-day closure of Bartels Road in order to minimise significant disruptions and delays to traffic and Adelaide Metro bus services, as well as to divert traffic to alternate routes that already experience high volumes of traffic, particularly during peak travel periods. However, for Harvest Rock 2023, SAPTA will facilitate the closure of Bartels Road between 7.00pm Tuesday, 24 October to 11.59pm Monday, 30 October 2023, subject to the following concerns expressed by the Department being formally noted.</p> <p>The closure of Bartels Road will inconvenience motorists who rely on Bartels Road for their daily commute and/or to access nearby areas. The detours and alternate routes will result in additional travel time and disrupt regular commuting patterns, affecting those who depend on this road, especially on weekdays.</p> <p>Furthermore, the closure of Bartels Road will lead to increased traffic congestion on the alternate roads, including but not limited to North Terrace, Rundle Road, and Wakefield Road. This diversion of traffic is likely to overwhelm the surrounding roads, causing delays and congestion, particularly during peak travel times. Unfortunately, the Traffic Management Centre (TMC) will face challenges in implementing effective action plans to alleviate congestion and minimise delays. Additionally, the closure will cause delays to Adelaide Metro bus services, which will need to detour and those on the alternate routes the Bartels Road traffic will divert to, therefore impacting regular commuters who rely on these services.</p> <p>To address any concerns and ensure effective communication, SAPTA and TMC will require the City of Adelaide, as the venue manager, to provide a contact for customer feedbacks. Additionally, we will require the establishment of a website landing page containing detailed information about the road closures and road closure timings related to the event. A link to this page will be included on the Adelaide Metro website, ensuring easy access to the relevant information for the public.</p>	South Australian Public Transport Authority (SAPTA)
I don't have any specific issues with this proposed closure, however the Kent Town Residents Association have requested that they be informed about any road closures that may affect them.	City of Norwood Payneham & St Peters

<p>As a volunteer precinct group and in line with the media release last week with Hon. Zoe Bettison Minister for Tourism, Jess Ducrou, Secret Sounds and our President Frank Hannon-Tan, we wish to officially endorse Harvest Rock Music Festival in Rymill and King Rodney Parks in the East End for 2023.</p> <p>Our survey data, collected in 2022, showed that the majority of our Stakeholders were pleasantly surprised at the efficiency of Harvest Rock Production Team's set up and break down of the festival, given the inclement weather and retailers/day traders as well as bars and restaurants also reported increased revenues over that weekend. We are excited this year to also encourage partnerships with HRF organisers and East End Traders, to encourage festival patrons to come and go from the event in the Parklands and enjoy food, beverage and shopping in the East End over the weekend of the festival.</p> <p>Jess Ducrou spoke of the uniqueness that is East End Adelaide and how our precinct is the perfect fit for the discerning festival goer of this day and age. The majority of our community agree therefore we as a precinct group are excited to support Harvest Rock 2023!</p>	<p>East End Coordination Group</p>
<p><i>No Comment provided</i></p>	<p>City Business</p>

<p><b>Do Not Support</b></p>	
<p><b>Do you have any other feedback regarding the event or comments to support your answer to Q1?</b></p>	<p><b>Respondent</b></p>
<p>The last road blockage (more 1 week) - Velo500 caused a serious damage to our business. The business turnover dropped 50% over two weeks and the business was struggling. During covid, the business is struggling but at least we received government subsidies. Covid is unavoidable event which we understand; however, events in the Adelaide is controllable and can be planned. Road blockage in the city area will cause customers avoiding city area due to traffic. I can't see any benefit to the shop near Hutt st except for the event itself. Even for myself, I don't want to visit city area during these periods.</p>	<p>Resident</p>
<p>The last road blockage (more 1 week) - Velo500 caused a serious damage to our business. The business turnover dropped 50% over two weeks and the business was struggling. During covid, the business is struggling but at least we received government subsidies. Covid is unavoidable event which we understand; however, events in the Adelaide is controllable and can be planned. Road blockage in the city area will cause customers avoiding city area due to traffic. I can't see any benefit to the shop near Hutt st except for the event itself. Even for myself, I don't want to visit city area during these periods</p>	<p>City Business</p>
<p>Last year the road was closed for 3 days ( not 4 as described in your introduction). City businesses rely on customers accessing the city easily. Closing arterial access roads to the city discourages our customers and sends them to our competitors in the suburbs. Priority needs to be given to the needs of city ratepayers who are there 365 days a year, not to fly by nighters who come in for 2 days then disappear. Closing Bartels Road for 8 days for 2 day event is excessive and cannot be justified. The applicants have put no clear reasons why it should occur, only hiding behind the old catch all of "safety concerns". Nothing more specific than that. To their credit, Council denied the application last year, nothing has changed, so I would encourage them to do it again</p>	<p>Business</p>
<p>EIGHT DAYS? EIGHT DAYS? What amateur organisers. Formula 1 did not cause that sort of disruption. And this, for two days of noise! This is unacceptable repeated punishment to the Eastern suburbs not to mention the birdlife.</p>	<p>Individual</p>

# Discussion Paper Homelessness Policy

Strategic Alignment - Thriving Communities

Public

## Agenda Item 4.2

Tuesday, 6 June 2023

City Community Services and  
Culture Committee

**Program Contact:**

Sarah Gilmour, Associate  
Director Park Lands, Policy &  
Sustainability

**Approving Officer:**

Ilia Houridis, Director City  
Shaping

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## EXECUTIVE SUMMARY

The purpose of this report is to present a draft discussion paper on Homelessness Policy for the purposes of stakeholder engagement, including a homelessness round table.

The discussion paper has been prepared in response to recent Council directions, as follows:

- At a CEO Briefing held on 28 February 2023, Council identified the need to review its Homelessness, Social Housing and Housing Affordability Policy 2022-2025, adopted in May 2022, and create a separate Homelessness Policy.
- At the Council meeting held on [9 May 2023](#), Council called for a report on homelessness and rough sleepers in the city including a request to report on funding models and for the Lord Mayor to chair a homelessness forum.

This report contains the information requested by the Council decision on 9 May 2023 and seeks approval of the discussion paper as the basis for public consultation.

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## RECOMMENDATION

The following recommendation will be presented to Council on 13 June 2023 for consideration

THAT THE CITY COMMUNITY SERVICES AND CULTURE COMMITTEE RECOMMENDS TO COUNCIL:

THAT COUNCIL

1. Approves the Discussion Paper contained in Attachment A to Item 4.2 on the Agenda for the meeting of the City Community Services and Culture Committee held on 6 June 2023, for the purpose of public consultation to inform a Homelessness Policy.
  2. Approves the Engagement Plan contained in Attachment B to Item 4.2 on the Agenda for the meeting of the City Community Services and Culture Committee held on 6 June 2023, for the purpose of public consultation to inform a Homelessness Policy.
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## IMPLICATIONS AND FINANCIALS

City of Adelaide 2020-2024 Strategic Plan	<b>Strategic Alignment – Thriving Communities</b> Council will create a city that is welcoming, inclusive and accessible to all. Continue support for the Adelaide Zero Project and other initiatives to achieve functional zero homelessness. Support health and housing for vulnerable people and young people.
Policy	Public consultation will be undertaken in accordance with Council’s Community Consultation Policy adopted 15 May 2020.
Consultation	The discussion paper will inform targeted engagement with key stakeholders, including the State Government, homelessness service providers and peak bodies. The Engagement Plan is provided at <b>Attachment B</b> .
Resource	Not as a result of this report
Risk / Legal / Legislative	Not as a result of this report
Opportunities	Council is reviewing its role in homelessness. Public consultation is an opportunity to leverage existing networks and services to further support vulnerable people.
22/23 Budget Allocation	Activities for the Adelaide Zero Project undertaken in 2022/23 will be funded from the Adelaide Zero strategic project budget. Activities for the Catherine House Community Impact Strategic Partnership Agreement 2022/23 will be funded from the Community Grants operating budget.
Proposed 23/24 Budget Allocation	The operating budget proposed in 2023/24 for the Homelessness and Vulnerable People Project is \$157,000 as per Council decision on <a href="#">9 August 2022</a> . A strategic project budget of \$44,250 is proposed in the draft budget 2023/24 for Community Impact Grants. A strategic project budget proposal of \$200,000 is proposed in the draft budget for 2023/24 titled Social Planning Homelessness and Adelaide Zero Project Resourcing.
Life of Project, Service, Initiative or (Expectancy of) Asset	Not as a result of this report
22/23 Budget Reconsideration (if applicable)	Not as a result of this report
Ongoing Costs (e.g. maintenance cost)	Not as a result of this report
Other Funding Sources	Not as a result of this report



# DISCUSSION

1. The purpose of this report is to present a draft discussion paper on Homelessness Policy for the purposes of stakeholder engagement, including a homelessness round table (**Attachment A**).
2. This report also contains the information requested by Council decision on 9 May 2023 where Council sought:
  1. *A report from Administration on the current situation for homeless people and rough sleepers including the model for funding and support arrangements for homeless people and rough sleepers that currently apply in the City of Adelaide.*
  2. *A homelessness round table be developed to consult with key stakeholders about the role of Council in achieving zero functional homelessness and to be chaired by the Lord Mayor.*
  3. *Administration provide proposals for funding support services and include these for consideration in 2023/24 budget, including as part of the grants program and the quarterly financial reporting process.*
3. The discussion paper provides information including definitions and data about the current situation for homeless people and rough sleepers, international, national, state and local context and approaches, proposed engagement approach including a homelessness round table and commentary on the funding model.

## Model for Funding and Support Arrangements

4. The Commonwealth and State Governments have primary responsibility for housing and homelessness funding as reflected in the [National Housing and Homelessness Agreement](#).
5. This funding supports a range of services for rough sleepers in the City of Adelaide including:
  - 5.1. Homelessness and Vulnerable People project
  - 5.2. Partnership Agreement with the Adelaide Zero Project working Towards Functional Zero Methodology
  - 5.3. Social Impact Bonds for centres such as Hutt Street Centre
  - 5.4. Low cost to no cost (peppercorn) leases for non-for-profit service providers
  - 5.5. Affordable housing agreements
  - 5.6. Toward Home Alliance
  - 5.7. Street Connect Service
  - 5.8. Safety and Wellbeing Taskforce
  - 5.9. SAPOL public safety and crime prevention
  - 5.10. Drug and Alcohol Services
  - 5.11. Sobering up unit
  - 5.12. Health services at major hospitals
6. Addressing homelessness requires an inter-governmental and non-government sector response.
7. Local government such as the City of Adelaide delivers or brokers initiatives for vulnerable people, including people experiencing homeless in the city, using a range of programs and strategies.
8. Council's current funding commitment is guided by its [Homelessness, Social Housing and Housing Affordability Policy](#) which outlines the City of Adelaide's role in homelessness as a facilitator and advocate.
9. Council's current funding commitment for homelessness includes:
  - 9.1. Council's Annual Business Plan and Budget 2022/23 commits \$300,000 to 'Work with Government, homelessness, health and housing organisations to achieve Functional Zero Rough Sleeping in the City'. This funding is primarily associated with delivery of the Adelaide Zero Project.
  - 9.2. At its meeting on [9 August 2022](#), Council resolved to extend the current partnership with the Australian Alliance to End Homelessness until June 2024 to the value of \$335,301 for the backbone coordination of the Adelaide Zero Project (AZP) (subject to further commitment from the State Government to the South Australian Alliance to End Homelessness).

- 9.3. The State Government receives funding through the National Housing and Homeless Agreement to the SA Housing Authority.
- 9.4. In recognition of the unique role capital cities play in responding to homelessness and people sleeping rough, City of Adelaide receives annual funding from the SA Housing Authority for the Homeless and Vulnerable People Project. This funds Council's 0.4 FTE (\$47,300 for 2023/24) which Council contributes funding of 0.2 FTE for a total employee resource of 0.6 FTE.
- 9.5. City of Adelaide's employees including Social Planners, Community Safety Officers, Cleansing, Customer Service, Community Centre, Place Coordinators, and Library Officers also support vulnerable people who may experience homelessness in the City of Adelaide.
- 9.6. City of Adelaide works with key city stakeholders to facilitate connection to service providers. People are linked in through [Street Connect](#) which links to Toward Home, the Alliance of Specialist Homeless Services funded by the State Government.
- 9.7. A range of Council employees advocate for city stakeholders in a variety of networks with key government and non-government agencies. This includes working to support early intervention programs, assisting police and advocacy for cultural responses for people who are visiting from remote communities.
- 9.8. Council offers Community Impact Strategic Partnership for up to 3 years and this is a competitive process open to all community organisations. In 2021/2022, Catherine House received a Community Impact Strategic Partnership for 3 years until 30/06/2025. Annually they receive \$44,250 to deliver a targeted community development program called 'Build Your Tribe' which:
  - 9.8.1. Supports vulnerable and marginalised women and women experiencing homelessness to build, maintain, and strengthen a safe community network (their 'tribe') to reduce social isolation and loneliness and thrive instead of just surviving.
  - 9.8.2. Provides training for Council Customer Service employees to assist them to develop skills in recognising women who present to Council services who may be socially isolated, at risk of, or experiencing homelessness.
- 9.9. The draft Business Plan and Budget process in 2023/24 seeks to:
  - 9.9.1. Continue commitments to the Adelaide Zero Project (subject to Council decision)
  - 9.9.2. Continue to support the rate rebates for specialist homelessness services providing up to 100% rate rebates
  - 9.9.3. Continue to support the Community Impact Grants to facilitate capacity building, promote social inclusion and increase independence
  - 9.9.4. Support a new permanent Social Planner position to focus on access to housing and homelessness support. This will be partially resourced by the State Government through the Homelessness and Vulnerable People Project (0.4 FTE).
10. Capital Cities typically experience homelessness at higher rates than metropolitan areas. As per the National Housing and Homelessness Agreement, most Capital Cities in Australia support housing policy and services that influence housing affordability. Across Australia there are varied approaches employed by local government which is outlined in **Attachment A**. Common approaches by Capital Cities include:
  - 10.1. Support for a housing first approach.
  - 10.2. Work in coordination with direct service providers, police and health services to provide support to people rough sleeping.
  - 10.3. Community development support services to reduce the drivers of homelessness.
  - 10.4. Work towards specific targets of reducing homelessness and rough sleeping.

### Homelessness Policy Development

11. The purpose of the discussion paper contained in **Attachment A** is to inform stakeholder engagement, including a homelessness round table.
12. The proposed approach to stakeholder engagement is provided in **Attachment B**.
13. A homelessness round table, chaired by the Lord Mayor, will be held to consult with key stakeholders about the role of Council in achieving zero functional homelessness.

14. The Federal Government will be undertaking public engagement on its policy for homelessness, and there will need to be clear messaging around the two processes.

**Next Steps**

15. General consultation in line with the Engagement Plan.
16. A homelessness round table is being prepared for July or August 2023.
17. The draft Homelessness Policy will be developed post consultation between August to September 2023.
18. Policy finalised through Committee to Council by December 2023.

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## DATA AND SUPPORTING INFORMATION

**Link 1** – National Housing and Homelessness Agreement

**Link 2** – Homeless, Social Housing and Housing Affordability Policy

**Link 3** – Council Meeting 9 August 2022

**Link 4** - Street Connect

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## ATTACHMENTS

**Attachment A** – Discussion Paper on Homelessness Policy for Public Consultation

**Attachment B** – Engagement Plan Homelessness Policy

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- END OF REPORT -



## **Discussion Paper**

# **People experiencing homelessness in the City of Adelaide**

May 2023



## 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

**HPRM Reference:** TBC  
**HPRM Container:** TBC

### Version History

Version	Revision Date	Revised By	Revision Description
1	May 2023	Colleen McDonnell	Revised for Council

## 1. INTRODUCTION

The purpose of this discussion paper is to help inform the City of Adelaide's (CoA) response to homelessness. This paper discusses some of the key challenges in responding to homelessness, outlines approaches to homelessness by national, state and local governments, including the CoA and makes recommendations for the development of a CoA Homelessness Policy.

This Homelessness Discussion Paper is to promote discussion and seek views from stakeholders, including those who have experienced homelessness, to inform the development of a new Homelessness Policy. Following the development of a draft Homelessness Policy, further public consultation will occur.

This discussion paper covers the following key areas:

- The current and historical approach to the City of Adelaide's response to homelessness through policies and actions.
- The current strategic framework and approaches in the international, national, state and local levels.
- The key issues for consideration include:
  - Systemic issues relating to homelessness.
  - Local government's role in homelessness and the capital city's role in people experiencing homelessness.
- Approach to consultation.

## 2. DEFINITIONS, DATA AND PROTOCOLS

### 2.1. Defining and Measuring Homelessness

There are numerous definitions for homelessness used in Australia and in South Australia and there is not one agreed definition. See Table 1 for several common definitions used in Australia. The CoA defines homelessness as:

*People who are rough sleeping<sup>1</sup> or living in crisis accommodation, supported accommodation, boarding house accommodation, severely crowded accommodation, caravans or couch surfing.*

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<sup>1</sup> Rough sleeping refers to someone who is experiencing homelessness and is sleeping in parks, streets, or squatting.

## People experiencing homelessness in the City of Adelaide

Table 1: Definitions of homelessness used in Australia

<i>Source</i>	<i>Definition</i>
CoA 2022 <sup>2</sup>	People who are rough sleeping <sup>3</sup> or living in crisis accommodation, supported accommodation, boarding house accommodation, severely crowded accommodation, caravans or couch surfing.
ABS 2021 <sup>4</sup>	When a person does not have suitable accommodation alternatives, they are considered as experiencing homelessness if their current living arrangement: <ul style="list-style-type: none"> <li>• is in a dwelling that is inadequate</li> <li>• has no tenure, or if their initial tenure is short and not extendable, or</li> <li>• does not allow them to have control of, and access to space for social relations.</li> </ul>
AIHW 2021 <sup>5</sup>	Living in non-conventional accommodation (such as living on the street), or short-term or emergency accommodation (such as living temporarily with friends and relatives).
Flavel et. Al. 2009 <sup>6</sup>	Inadequate access to safe and secure housing.
Chamberlain and MacKanzie <sup>7</sup>	'The minimum accommodation that people have the right to expect in order to live according to the conventions of contemporary life.' This minimum Australian standard is considered to be a small, rented flat with a minimum level of amenities (e.g. bedroom, bathroom, kitchen, living room). With homelessness then divided into three categories. Primary (rough sleeping), secondary (couch surfing) and tertiary (transitional or boarding housing).

The lack of an agreed definition of homelessness creates challenges for measuring levels of homelessness, as multiple definitions has contributed to multiple methods and data sets being used to understand levels of homelessness in Australia.

The current CoA definition for homelessness is broad enough to capture the ways in which homelessness is likely to be experienced in the CoA and is compatible with the ABS definition which is one of the key data sources measuring levels of homelessness used at a national and state level.

Research conducted for Greater Adelaide, illustrates the key ways in which different demographics experience homelessness: <sup>8</sup>

- Rough sleeping is more often experienced by men;
- Women are more likely to access homelessness services; and
- Young people are more likely to couch surf or be in temporary accommodation rather than sleeping rough.

<sup>2</sup> Homelessness, Social Housing and Housing Affordability Policy

<sup>3</sup> Rough sleeping refers to someone who is experiencing homelessness and is sleeping in parks, streets, or vacant buildings.

<sup>4</sup> [Estimating Homelessness: Census methodology, 2021 | Australian Bureau of Statistics \(abs.gov.au\)](https://www.abs.gov.au/Estimating-Homelessness-Census-methodology-2021)

<sup>5</sup> Australian Institute of Health and Welfare 2021, homelessness and homelessness services, AIHW, <<https://www.aihw.gov.au/reports/australias-welfare/homelessness-and-homelessness-services>>.

<sup>6</sup> Flatau, P., Eardley, T., Spooner, C. & Forbes, C.S. (2009) Intergenerational homelessness and the intergenerational use of homelessness services. AHURI Positioning Paper No. 119. Melbourne: Australian Housing and Urban Research Institute.

<sup>7</sup> [Definition of homelessness changes but problems remain \(theconversation.com\)](https://theconversation.com/definition-of-homelessness-changes-but-problems-remain)

<sup>8</sup> [Counting homelessness: Working creatively to generate complex descriptive profiles of the health and demographics of people experiencing homelessness in Adelaide - Flavel - Australian Journal of Social Issues - Wiley Online Library](https://www.wiley.com/doi/10.1111/asmi.12111)

## People experiencing homelessness in the City of Adelaide

There are numerous ways to measure homelessness, with no data set being complete due to the often hidden nature of some forms of homelessness. Key data sets include:

- Census data – relies on ABS staff to survey people experiencing homelessness.
- South Australian Housing Authority (H2H) and Australian Institute of Health and Welfare (AIHW) – rely on collecting data on people accessing their homeless support services.
- Adelaide Zero Project – uses a by name list to understand who is experiencing homelessness in the CoA.

While the ABS census provides a national data set, it is point in time, collected only every five years and resource intensive to collect more regularly. Other data sets such as those collected by the South Australian Housing Authority and AIHW, rely on reporting those accessing services.<sup>9</sup>

The Adelaide Zero Project provides a comprehensive data dashboard providing month to month information on the numbers of people experiencing homelessness in the CoA (see [Our Progress – South Australian Alliance to End homelessness](#)). The Adelaide Zero Project uses a 'By Name' list to understand levels of homelessness and uses three categories to understand people experiencing homelessness. These categories are:

- inactive – not currently engaged with services
- not homeless – known to be housed
- actively homeless – currently known to services to be homeless

## 2.2. Rates of Homelessness – National and State Context

Census data reports increased numbers of people experiencing homelessness across Australia, from 116,427 in 2016, to 122,494 in 2021. Representing an increase of 5.2% over the five year period.<sup>10</sup> Similarly, South Australia has experienced increasing levels of homelessness, from 936 in 2016 to 1,391 in 2021.<sup>11</sup> This is a trend consistent with most other states (see Figure 1).

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<sup>9</sup> [Counting homelessness: Working creatively to generate complex descriptive profiles of the health and demographics of people experiencing homelessness in Adelaide \(wiley.com\)](#)

<sup>10</sup> [Estimating Homelessness: Census, 2021 | Australian Bureau of Statistics \(abs.gov.au\)](#)

<sup>11</sup> [Estimating Homelessness: Census, 2021 | Australian Bureau of Statistics \(abs.gov.au\)](#)



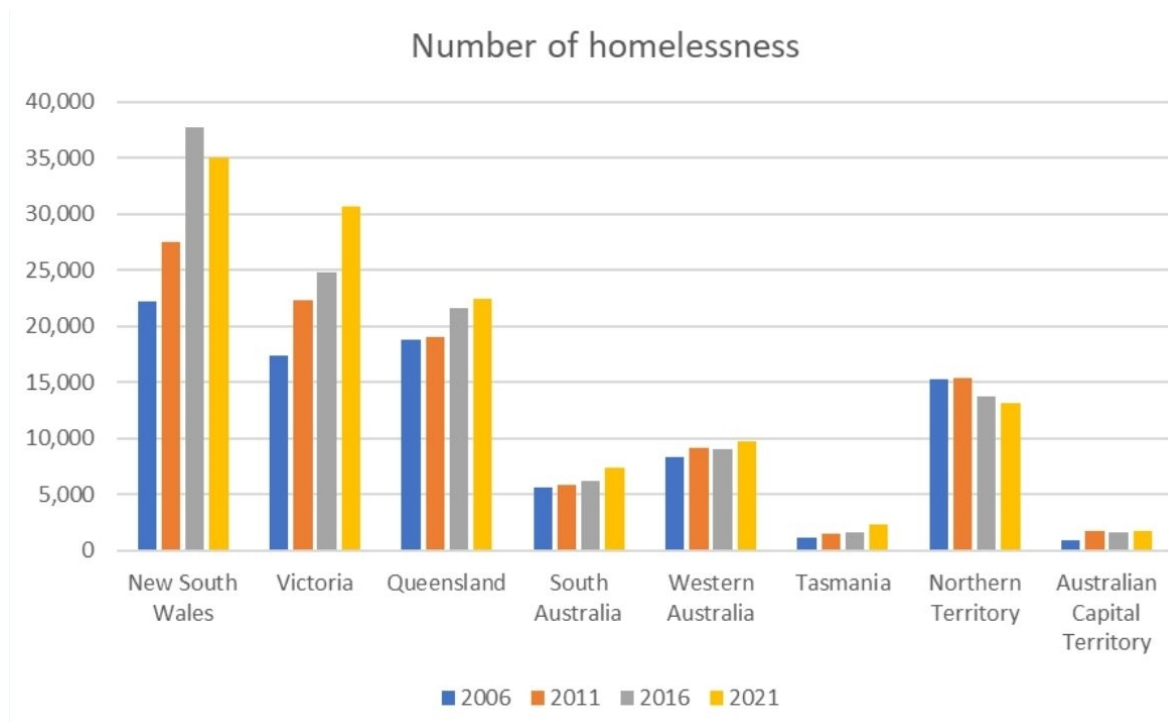


Figure 1: Number of homeless in Australia produced by Shelter SA, using ABS data.

The 2021 South Australian Census data highlights several population groups whose representation among those people experiencing homelessness has increased since the last Census in 2016, this includes: children, youth, females, and Aboriginal people.<sup>12</sup> With Aboriginal people consistently over-represented among people experiencing homelessness.

### 2.3. Rates of Homelessness – City of Adelaide

The City of Adelaide’s population as a capital city continues to grow. It is important that the homeless population does not grow proportionately. As a capital city, the CoA has higher rates of homelessness, including temporary homelessness, partly due to the centralisation of services, and transitory marginalised communities who visit CoA for appointments, cultural events or to visit family and friends.

ABS data for the CoA reports 398 people experiencing homelessness on the Census night in 2021.<sup>13</sup> As discussed above however, census data is a point in time taken every five years and may not be reflective of levels of homelessness between Census counts.

In March 2023, Adelaide Zero Project reported 235 ‘actively homeless’ people, which was an increase from 204 in February 2023.<sup>14</sup> There was however, a reduction in newly identified people sleeping rough for the first time.<sup>15</sup> Figure 2 identifies the inflow and outflow from April 2022 to April 2023 and fluctuation over the months in CoA.

<sup>12</sup> [Estimating Homelessness: Census, 2021 | Australian Bureau of Statistics \(abs.gov.au\)](https://abs.gov.au)

<sup>13</sup> [Estimating Homelessness: Census, 2021 | Australian Bureau of Statistics \(abs.gov.au\)](https://abs.gov.au)

<sup>14</sup> [Our Progress – South Australian Alliance to End Homelessness \(saaeh.org.au\)](https://saaeh.org.au)

<sup>15</sup> [Our Progress – South Australian Alliance to End Homelessness \(saaeh.org.au\)](https://saaeh.org.au)

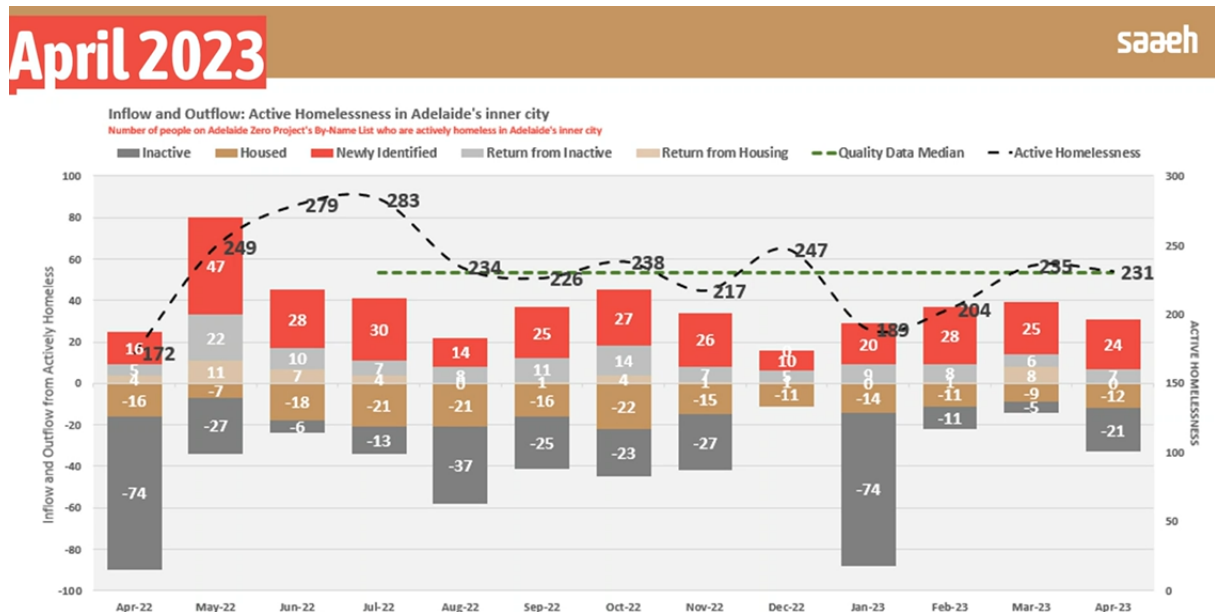


Figure 2: Example of the Adelaide Zero Project Dashboard Data April 2022 to April 2023

#### 2.4. City of Adelaide Context and Approach

The *City of Adelaide Strategic Plan 2020-2024* outlines a vision for the CoA to become the most liveable city in the world. To support the Commonwealth and State Government roles in responding to homelessness, the Strategic Plan, also outlines the following overarching strategic directions and actions which have guided the existing Homelessness, Social Housing and Affordability Policy:

- *Outcome: Well planned and inclusive residential population growth*
- *Outcome: Functional Zero homelessness<sup>16</sup>*
- *Action 1.3: Continue support for the Adelaide Zero Project and other initiatives to achieve functional zero homelessness*
- *Action 1.5: Support health and housing for vulnerable people and young people*

CoA's Homelessness, Social Housing and Housing Affordability Policy supports a Housing First Approach which is based on the following principles:

- People have a right to a home
- Housing and support services are separated i.e. people can have housing solutions regardless of their service need.
- Flexible support
- Choice and self determination
- Active engagement without coercion
- Recovery orientated practice to stabilise housing situation with people with mental health issues
- Social and community inclusion
- Harm reduction approach.

<sup>16</sup> Functional zero homelessness is defined when the number of people who are experiencing homelessness on any given night is no greater than the housing available. This critically means the housing availability is important to the reduce the number of rough sleepers.

Key components of the existing CoA Homelessness, Social Housing and Housing Affordability Policy include:

- Leveraging planning policy
- Governance and collective impact
- Community capacity building
- Support service delivery providers
- Public realm and Park Lands management
- Continuous improvement through research and development
- Advocacy to state and commonwealth government
- Culturally led and self-determination solutions
- Address the social determinants of health and risks to homelessness.

### **Adelaide Zero Project - Strategic Partnership**

City of Adelaide has been a major partner of the Adelaide Zero Project since 2018. This originated through the City of Adelaide's former partnership with the Don Dunstan Foundation.

Council has approved a partnership agreement with the Australia Alliance to End Homelessness until June 2024 to the value of \$335,301, to enable the CoA to provide a primary coordination role for Adelaide Zero Project. Through this partnership the State Government has matched CoA funding since 2018.

The Adelaide Zero Partnership supports the Toward Zero Methodology to reach Functional Zero. *'A community reaches Functional Zero when the average capacity of its housing system is greater than the existing need'*.<sup>17</sup> Adelaide Zero Project implements the Toward Zero Methodology through:

- Tracking levels of homelessness through regular updates on key metrics, operational data, outcomes, challenges and opportunities of the project.
- Identifying existing, future and potential partners in the Adelaide Zero Project, including the role and reporting requirements required by the South Australian Housing Authority.
- Using the data generated by the Adelaide Zero Project from the 'By Name' list to understand the drivers of movement of people experiencing homelessness from the regions into the city.
- Advocacy for prevention of homelessness broadly and to the Toward Home Alliance and the State Government.

### **Support for Homelessness in the City of Adelaide**

City of Adelaide supports homeless and vulnerable people through the activities of multiple teams and programs. These include:

- A 0.6 FTE Social Planner, Homelessness position partially funded through the State Government's Homeless and Vulnerable People Project (0.4 FTE). This has been provided yearly since 2019. The Social Planner, Homelessness role within the City of Adelaide provides referrals and linkages of people sleeping rough in the city and Park Lands, and works to build relationships between stakeholders including residents,

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<sup>17</sup> [Background | Don Dunstan Foundation](#)

businesses and service providers with the aim to achieve a more cohesive community response to homelessness.

- *Team of Community Safety Officers* ensure the use of public space including the Park Lands are safe and that public facilities are accessible for the whole community. This sometimes involves education and enforcement of by-laws, which may at times require officers to issue cease-camping notices in the Park Lands and connect people to Street Connect.<sup>18</sup> The Regulatory, Cleansing and Community Connections Teams within CoA also provide support to Community Safety Officers when required.
- *Place Coordinators* provide a conduit to businesses and community members. Through the Social Planner, Homelessness, they also provide education on how they can support homeless and vulnerable people through existing services such as Street Connect, Department for Human Services, and SA Police for anti-social behaviour.
- *Advocacy and broader stakeholder engagement* is conducted by the CoA across key government and non-government agencies to homeless clients, specific areas of concern in the community and supports the development of innovative responses to homelessness.
- *Community Centres and Libraries* provide safe spaces where all are welcome. These facilities provide public computers, Wi-Fi, borrowing services, a place to rest/chat and information about emergency assistance and accommodation.

While the CoA doesn't provide direct specialist support to people experiencing homelessness (see **Appendix 1** for government and non-government service providers operating within the CoA), it does have two key financial levers it uses to support those responding to homelessness:

- *Rate rebates* – ratepayers can apply for a reduced rate if they directly support homelessness.
- *Community Impact Grants* are provided to a range of community partners including those who support prevention of homelessness and those experiencing homeless and vulnerable people.
- *Community Impact Strategic Partnership for up to 3 years* Council offers this through a competitive process open to all community organisations. In 2021/2022, Catherine House received a Community Impact Strategic Partnership for 3 years until 30/06/2025. Annually they receive \$44,250 +GST to deliver a targeted community development program called 'Build Your Tribe' which is about:
  - Support vulnerable and marginalised women and women experiencing homelessness to build, maintain, and strengthen a safe community network (their 'tribe') to reduce social isolation and loneliness and thrive instead of just surviving.
  - Delivering training with council Customer Service Staff to assist them to develop skills in recognising women who present to Council services who may be socially isolated, at risk of, or experiencing homelessness.

### 3. BENCHMARKING AND BEST PRACTICE

This section outlines best practice internationally and nationally. These approaches are summarised in **Appendix 2**.

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<sup>18</sup> [Street Connect](#)

### 3.1. International Approaches

#### United Kingdom (UK)

Under the *UK Homelessness Reduction Act 2017*<sup>19</sup>, UK councils have a duty outlined in legislation to prevent homelessness and relieve homelessness. More recently the UK Government Department for Levelling Up, Housing and Communities, published a strategy titled 'Ending Rough Sleeping For Good'<sup>20</sup> to strategically guide Councils approach to homelessness.

Council such as Manchester City Council have also produced their own [Manchester Homelessness Strategy 2018-2023](#) to effectively respond to homelessness, balancing its legislative requirement with leveraging its strong community connections through the Manchester Homelessness Partnership, founded in 2016.

#### Finland

In 2007, Finland adopted a 'housing first' approach to homelessness, the fundamental premise of which is that everyone is entitled to somewhere to live, even people with complex psychosocial, health and financial issues such as addiction or poor credit ratings. The theory is that it is more effective to tackle the multiple issues often faced by a person experiencing homelessness if that person has a stable home. This approach has seen homelessness decrease from approximately 3,500 to 1,000 between 2008 and 2020, which equates to an almost 30% reduction in people experiencing homelessness.<sup>21</sup> This is a figure significantly higher compared to other European countries.<sup>22</sup>

The City of Helsinki's approach to homelessness is outlined in Helsinki's Housing Policy<sup>23</sup>. This policy highlights how they were able to prevent homelessness through local outreach and the development of preventive services which were provided at a person's home, at the same time as reducing homelessness through a housing first approach. Helsinki's approach highlights prevention as the key component in the reduction of homelessness and the need for affordable and available housing using housing stock owned by the city.<sup>24</sup>

#### Canada

Canada has adopted a human rights approach to homelessness as outlined in *A National Protocol for Homelessness Encampments in Canada*.<sup>25</sup> This document recognises that 'encampments are a reflection of Canadian governments' failure to successfully implement the right to adequate housing'<sup>26</sup>

The City of Vancouver's *Homeless and Supportive Housing Strategy 2012-2021* has two key goals, the first being to end street homelessness and the second to provide more affordable

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<sup>19</sup> [Homelessness Reduction Act 2017 \(legislation.gov.uk\)](#)

<sup>20</sup> [Department for Levelling Up, Housing and Communities Ending Rough Sleeping For Good](#)

<sup>21</sup> [Housing First: Combatting Long-Term Homelessness in Finland | Successful Public Policy in the Nordic Countries: Cases, Lessons, Challenges | Oxford Academic \(oup.com\)](#)

<sup>22</sup> [Housing First: Combatting Long-Term Homelessness in Finland | Successful Public Policy in the Nordic Countries: Cases, Lessons, Challenges | Oxford Academic \(oup.com\)](#)

<sup>23</sup> [Helsingin asuntopolitiikka - Historiallinen katsaus ja nykytilanne](#)

<sup>24</sup> [Helsingin asuntopolitiikka - Historiallinen katsaus ja nykytilanne](#)

<sup>25</sup> [Tent Encampment Protocol \(make-the-shift.org\)](#)

<sup>26</sup> [Tent Encampment Protocol \(make-the-shift.org\)](#) p. 2

housing choices for all Vancouverites.<sup>27</sup> This strategy outlines how the City of Vancouver provides support through land use regulation to increase affordable housing supply, increase supportive housing units and grant programs. Vancouver has also undertaken work to understand its population to improve service provision.<sup>28</sup> The City of Vancouver's response to homelessness is also supported by Addressing Homelessness in Metro Vancouver a position paper to identify factors which have contributed to the homelessness crises in metropolitan Vancouver.<sup>29</sup>

### 3.2. Approach to Homelessness in Australia

#### National Approach

In Australia absence of strong policy leadership at the national level has resulted in serious neglect of social and affordable housing and resulted in a housing crisis nationally. While some financial support services have been provided through programs such as Commonwealth Rental Assistance (CRA), Job Seeker, Medicare and the National Disability Insurance Scheme, these services do not directly contribute to increasing the supply of affordable housing or housing people experiencing homelessness. Financial support provided by CRA and Job Seeker fall short of the support required to assist people in stable and secure housing.<sup>30 31</sup>

Since 2018 the National Housing and Homelessness Agreement (NHHA) has provided \$1.6 billion in funding annually to state and territory governments. It also sets out the roles and responsibilities of Commonwealth, State and Local Governments (see **Appendix 3**). In 2020-21 NHHA included \$129 million set aside for homelessness services, which state and territories matched. The NHHA has been extended until June 2024.

In 2022, the Productivity Commission published a report reviewing NHHA. This report identified two key drivers of homelessness:

- insufficient funds and resources to meet demand; and
- a shortage of long term affordable and secure housing.<sup>32</sup>

The report found that someone experiencing homelessness has higher associated costs in justice and health care sectors. Research, however, shows that these costs are reduced once people who have been experiencing homelessness are in stable housing<sup>33</sup>. Prevention and housing first are critical to reducing the costs of homelessness for government and the community.

The Commonwealth Government has committed to Closing the Gap by supporting Aboriginal and Torres Strait Islander people to secure appropriate and affordable housing aligned with their priorities and needs. The Government has committed to a establishing a Housing Policy

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<sup>27</sup> [Vancouver's Long-Term Housing and Homelessness Strategy: 2012 - 2021](#)

<sup>28</sup> [Microsoft PowerPoint - DOC 2020 232124 ACCS - HSG - Homeless and Supportive Housing Strategy - Presentation - RTS 14039 \[Read-Only\] \(vancouver.ca\)](#)

<sup>29</sup> [homelessnessstrategy2017.pdf \(wordpress.com\)](#)

<sup>30</sup> [Overview - In need of repair: The National Housing and Homelessness Agreement \(pc.gov.au\)](#)

<sup>31</sup> Job seeker ref

<sup>32</sup> [Housing and Homelessness Agreement Review - Commissioned study - Productivity Commission \(pc.gov.au\)](#)

<sup>33</sup> [Housing and Homelessness Agreement Review - Commissioned study - Productivity Commission \(pc.gov.au\)](#)



## People experiencing homelessness in the City of Adelaide

Partnership, which will work to reduce the higher rates of homelessness in Aboriginal communities.<sup>34</sup>

Guided by the National Housing Supply and Affordability Council, the Commonwealth Government is developing a ten-year National Housing and Homelessness Plan. Stakeholder engagement is expected to commence in the second quarter of 2023.<sup>35</sup> This plan will be supported by the supply of social and affordable housing through the Housing Australia Future Fund.<sup>36</sup>

## Victoria

Victoria's homeless response is guided by the Homelessness and Rough Sleeping Action Plan (see Figure 2 for an overview).<sup>37</sup> This plan is actioned through a combination of Commonwealth and State government funding of approximately \$200 million annually and the services outlined in the plan are delivered by a network of 131 agencies, who collectively aid more than 100,000 people per year. The services are responsible for a range of early intervention, early housing of rough sleepers, post housing support and homeless service system.

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<sup>34</sup> [Housing Policy Partnership \(DSS\) | National Indigenous Australians Agency \(niaa.gov.au\)](https://www.niaa.gov.au)

<sup>35</sup> [National Housing and Homelessness Plan | Department of Social Services, Australian Government \(dss.gov.au\)](https://www.dss.gov.au)

<sup>36</sup> [Housing Australia Future Fund Bill 2023 – Parliament of Australia \(aph.gov.au\)](https://www.aph.gov.au)

<sup>37</sup> [Victoria's Homelessness and Rough Sleeping Action Plan – Victoria Government \(dhhs.vic.gov.au\)](https://www.dhhs.vic.gov.au)



Figure 2 Victoria's Homelessness and Rough Sleeping Action Plan<sup>38</sup>

### Capital Cities – Australia

Capital Cities across the world in and in Australia typically see a higher proportion of homelessness. As per the National Housing and Homelessness Agreement (**Appendix 3**) most Capital Cities in Australia support:

- (a) building approval processes;
- (b) local urban planning and development approval processes; and
- (c) rates and charges that influence housing affordability.

In terms of Homelessness approaches, across Australia there are varied approaches employed by local government (**Appendix 4** provides a comparison table of approaches).

<sup>38</sup> [Victoria's Homelessness and Rough Sleeping Action Plan – Victoria Government \(dhhs.vic.gov.au\)](https://www.dhhs.vic.gov.au/victoria-homelessness-and-rough-sleeping-action-plan).

## People experiencing homelessness in the City of Adelaide

In summary, most Capital Cities:

- Support a housing first approach.
- Work in coordination with direct service providers, police and health services to provide rough sleeper support.
- Provide community development services to reduce the drivers of homelessness.

To provide more detail, the following provides commentary on the City of Melbourne and City of Sydney.

### City of Melbourne

City of Melbourne is working to address homelessness through, *Future Melbourne 2026*<sup>39</sup>, which highlights a commitment to a city that is accessible, affordable, inclusive, safe and engaging, that promotes health and well-being, participation and social justice.

City of Melbourne receives advice from a Homelessness Advisory Committee and operates under a Homelessness Operating Protocol<sup>40</sup>, which is a joint agreement between the City of Melbourne and Victoria Police. The protocol supports a 'safety first' approach. Key themes of the operating protocol include:

- Stronger connections and partnerships with service providers
- Earlier intervention by City of Melbourne with support from Victorian Police
- More assertive action by City of Melbourne and as required by Victorian Police
- Lower tolerance of street clutter and amenity impacts
- A high level of consistency in the application of the local law.

### City of Sydney

City of Sydney is working towards "A City for All: homelessness action plan"<sup>41</sup> The plan details their role in responding to homelessness based on three strategic priorities:

1. Monitor trends in inner-city homelessness and increase access to safe and sustainable housing and support
2. Assist people sleeping rough and managing the public domain
3. Work smarter to have a greater impact

In 2019, the city signed the End Street Sleeping Collaboration Agreement with the NSW Government, the Institute of Global Homelessness and other NGO service providers to:

- reduce rough sleeping in the City of Sydney area by 25% by 2020 (achieved in 2020)
- reduce rough sleeping in the City of Sydney area and NSW by 50 per cent by 2025
- work towards zero rough sleeping in the City of Sydney area and NSW.

The City of Sydney has several groups to support collaboration, direct response and continuous improvement to achieve the targets.

City of Sydney supports a 'Dedicated Homeless Unit' that works towards 'Functional Zero' homelessness. This includes:

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<sup>39</sup> [Future Melbourne 2026](#)

<sup>40</sup> [Homelessness Operating Protocol / Policy Operating Statement \(melbourne.vic.gov.au\)](#)

<sup>41</sup> [A City for All: homelessness action plan](#) 2020 City of Sydney

- coordinating the biannual street count, which tracks the number of rough sleepers in the city
- supporting the collection of qualitative data through coordinating the Connections Week in City of Sydney in 2019
- hosting quarterly homeless interagency meetings to build the capacity of the sector
- conducting research and advocacy to influence policy and government spending and engaging and coordinating services to harness the capacity of the sector and the community to share resources, skills and knowledge to address this complex social issue.

### 3.3. Approaches to Homelessness in South Australia

#### South Australian Government

The South Australian Government approach to homelessness and support for those experiencing a housing crisis, includes:

- *Our Housing Future Strategy 2020-2030*,<sup>42</sup> a 10-year plan for better housing outcomes across South Australia. The Strategy proposes reforming the housing and homelessness service sectors through the realisation of five key strategies:
  1. Create conditions for a well-functioning housing market that meets the housing needs of all South Australians
  2. Reduce housing stress through 20,000 affordable housing solutions
  3. Create housing pathways to enable people to access housing and services as their needs change
  4. Prevent and reduce homelessness through targeted and tailored responses
  5. Modernise the social housing system and reposition it for success.
- *Future Directions for Homelessness*, provides a framework on the future directions for homelessness.<sup>43</sup>
- *South Australian Aboriginal Housing Strategy 2021-2031* is a 10-year plan for housing outcomes specifically for Aboriginal and Torres Strait Islander peoples.<sup>44</sup>
- *State Public Health Plan* is important to supporting communities to reduce the drivers of homelessness through community wellbeing.<sup>45</sup>

The National Housing and Homelessness Agreement (NHHA) supports the State Governments' financing. The South Australian Government receives around \$10.3 million in funding to support its shared and sole responsibilities under the Agreement<sup>46</sup>. The National *Funding Homelessness* funding is linked to each state's share of total homelessness based on 2006 Australian Bureau of Statistics Census homelessness estimates. As mentioned in Section 2, ABS data is limited as it is only a point in time estimate, conducted every 5 years.

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<sup>42</sup> [Our Housing Future 2020-2030 | SA Housing Authority](#)

<sup>43</sup> [Future Directions for Homelessness \(housing.sa.gov.au\)](#)

<sup>44</sup> [South Australian Aboriginal Housing Strategy | SA Housing Authority](#)

<sup>45</sup> [State Public Health Plan | SA Health](#)

<sup>46</sup> [National Housing and Homelessness Agreement \(federalfinancialrelations.gov.au\)](#)

## **SA Homelessness Alliances**

In 2021, the South Australian Housing Authority established five alliances to service the complex and evolving needs of people experiencing or at risk of homelessness across South Australia. This includes four regional homelessness alliances, and one state-wide domestic and family violence alliance.

The alliance approach involves multiple non-government partners coming together to develop integrated service networks with supporting behaviours and practices. It saw the transformation of a fragmented system with many program-based contracts to five alliance-based contracts comprised of providers working together in a formal and structured way, both at a system and geographical level. The CoA is part of the Adelaide South Alliance, with five organisations operating as part of this funded alliance. These organisations are Lutheran Care as the lead, Baptist Care SA, Mission Australia, The Salvation Army (SA) and Sonder Care.<sup>47</sup> This means there are providers in the CoA which are not funded through the SA Homelessness Alliance.

State Government, does however, provide direct and indirect support, outside of the SA Housing Alliance, to those experiencing homelessness to the following organisations and services:

- Partnership Agreement with the Adelaide Zero Project working Towards Zero Methodology
- Homelessness and Vulnerable People project
- Social Impact Bonds
- Affordable housing agreements
- Peppercorn leases for some non-for-profit service providers
- Toward Home Alliance
- Street Connect Service
- Safety and Wellbeing Taskforce
- SAPOL public safety and crime prevention
- Drug and Alcohol Services
- Sobering up unit
- Health services at major hospitals.

## **Local Government Association of South Australia**

The Local Government Association facilitates the Local Government Homelessness Network. The network provides a forum for South Australian Councils to share information and knowledge and advocates for a best practice approach to homelessness across the sector.

The Local Government of South Australia's Research and Development Fund has recently funded the Centre for Social Impact and Flinders University to prepare a toolkit, 'Ending homelessness: A toolkit for Local Government'. This will be released at the end of 2023. The toolkit will be a practical kit to assist local government in South Australia. The toolkit is expected to include the following resources specifically targeted for local government:

- Resources including fact sheets to support Local Government in responding to and ending homelessness.

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<sup>47</sup> [SA Homelessness Alliances | SA Housing Authority](#)

## People experiencing homelessness in the City of Adelaide

- Examples of Local Government as a partner in the journey through multi-agency efforts, Collective Impact.
- Place-based strategies – role of place and scale in efforts to end homelessness (metropolitan, regional, multi-council efforts).
- Case studies of success and innovative practice in ending homelessness.
- Culturally safe responses in ending homelessness.
- Advocacy tools.
- Homelessness and disaster/emergency management and resilience.
- Ending homelessness terminology and definitions.

## City of Salisbury

City of Salisbury has adopted the [Salisbury Homelessness Strategy](#). The Strategy is focused on the following strategic priorities:

1. Prevention and early intervention responses to reduce homelessness
2. Engagement and outreach to people experiencing homelessness
3. Provision of affordable and low-cost housing
4. Inclusive public realm
5. Regional collaboration and service integration
6. Evidence-based advocacy.

City of Salisbury has an 'Assistance with Care and Housing Project' which aims to support those who are homeless or at risk of homelessness to access appropriate and sustainable housing.

## 4. Focus for City of Adelaide's New Homelessness Policy

### 4.1. Drivers of homelessness

Homelessness is a systemic issue which requires a multidisciplinary public policy response. Homelessness cannot be solved without improvements to social services, primary and secondary health services and addressing Australia's housing crisis. Causes of homelessness vary greatly.

In Australia the top causes of homelessness can be poverty, unemployment, shortage of affordable housing, triggered by family breakdown, domestic violence, mental illness, sexual assault, addiction, financial difficulty, gambling and social isolation. Young people are more likely to become homeless because they often experience difficulties securing long-term accommodation and are particularly affected by poverty and the shortage of affordable housing in Australia. When faced with the need to leave their family home, young people often have little option but to end up on the streets.

Research also shows that homelessness is experienced differently by different demographics.

Nationally, the ongoing reduction of social housing and increasing housing unaffordability has contributed to increased housing stress making already vulnerable Australians more vulnerable to experiencing homelessness. Solutions to homelessness cannot be considered without increases in transitional housing, social housing and improvements in housing affordability.

Within the CoA there are several crisis and transitional forms of accommodation which are either at capacity due to demand or due to lack of housing available to transition vulnerable people once they are ready for more permanent accommodation (e.g. Uno Apartments). This transitional accommodation must be established with appropriate wrap around services for



their cohort. It is crucial that regardless of the population transitional or crises housing serves, that there is enough appropriate and affordable housing to transition into.

#### 4.2. What should the City of Adelaide as a Capital City focus on?

The National Housing and Homeless Agreement<sup>48</sup> (NHHA) is between the Commonwealth and State Governments. The NHHA<sup>49</sup> outlines local governments operate under State regulation and are not parties to the Agreement. Local governments, are responsible for:

- (a) building approval processes;
- (b) local urban planning and development approval processes; and
- (c) rates and charges that influence housing affordability.

City of Adelaide as a local government organisation, is the closest level of government to communities and has the potential to reduce some of the drivers of homelessness.

This Discussion Paper seeks to provide information to enable robust engagement to develop a new Homelessness Policy. This provides an opportunity to redefine the City of Adelaide's role in homelessness and support the changing and emerging needs and community aspirations.

### DISCUSSION POINTS

- How can the City of Adelaide better support these communities who are at risk of homelessness?
  - Women and children affected by domestic and family violence
  - Children
  - Young people especially those exiting out of home care
  - First Nations people
  - People experiencing repeat homelessness
  - Older people
  - Veterans
  - People currently exiting institutions (including exiting incarceration and care into homelessness).
- What are the missing components to support homeless people in the City of Adelaide?
- What does success look like in the City of Adelaide?

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<sup>48</sup> [National Housing and Homelessness Agreement.](#)

<sup>49</sup> [National Housing and Homelessness Agreement.](#)

## 6. DEVELOPMENT OF A POLICY

The purpose of this discussion paper is to support the development of a new policy or strategy. Homelessness is a complex issue that requires a systemic response across all tiers of government and non-government networks. The homelessness issue in the City of Adelaide requires a metropolitan region response.

### 6.2 Consultation and Engagement

Feedback from stakeholders will be sought to seek ideas and approaches for Council's new draft Homelessness Policy. A participatory process will be designed to help identify issues and views to ensure that concerns and aspirations are understood and considered prior to our decision-making.

#### *Tactics and approach*

We will involve stakeholders in the process using a range of mediums to ensure ideas, concerns and aspirations are reflected in draft proposals.

The starting point of engagement is a Homeless Roundtable involving key stakeholders and people, including those with lived experience. The purpose of this is to support a facilitated discussion about current challenges and opportunities within the City of Adelaide.

Homelessness Week facilitated by Homelessness Australia is between 6 to 12 August 2023. This may present opportunities to listen and hear innovative and targeted ways to address homelessness in Adelaide.

#### *Evaluation and drafting of policy*

Feedback received through the consultation process will be collated and reported to Council for review. Once this feedback has been considered it will be incorporated into policy for final review and decision.

The consultation will be evaluated with these performance indicators:

- Support of stakeholder and community members reached.
- Support of participants in the process to reconsider the policy.
- Number of quality responses received.
- Responses received by people with lived experience.
- Feedback about the process
- Timeframes and budget were delivered.

## Appendix 1

Government and non-government service providers supporting people experiencing homelessness in CoA:

- Aboriginal Sobriety Group
- The Big Issue
- Adelaide Day Centre
- Brian Burdekin Clinic
- Hutt Street Centre
- Multicultural Youth SA
- Nunkuwarrin Yunti
- Royal Adelaide Hospital
- Salvation Army Sobering Up Unit
- Salvation Army Community Support Service
- Food Hub (WestCare)
- Fred's Van
- Youth Gate Way (Trace a Place)
- Housing SA
- Street Home Hub
- Uniting Communities (Street Link Youth Service)
- St Vincent De Paul Homeless Mens Crisis Accommodation Service
- The Magdalene Centre
- Tenants Information and Advisory Service
- Westcare Centre
- Catherine House
- Crisis Care
- Aboriginal Connection program (DASSA)
- Lifeline
- Mental health emergency
- Mobile Assistance Patrol

**Appendix 2**

<b>Council and guiding document</b>	<b>Approach</b>	<b>Service System</b>
Manchester City Council – Manchester Homelessness Strategy 2018-2023	Two-pronged approach; <ul style="list-style-type: none"> <li>• legislative requirement - Homelessness Reduction Act 2017</li> <li>• the Manchester Homeless Partnership</li> </ul>	<ol style="list-style-type: none"> <li>1. Manchester Homelessness Partnership</li> <li>2. Manchester’s Homelessness Charter</li> <li>3. Multiple Action Groups</li> </ol>
Helsinki City Council – Helsinki housing policy 2022	Focusing on prevention through <ul style="list-style-type: none"> <li>• local outreach</li> <li>• the development of preventive services which were provided at a person’s home.</li> </ul>	<ol style="list-style-type: none"> <li>1. Rental housing subsidy loan</li> <li>2. Wrap-around service support focusing on prevention</li> </ol>
City of Vancouver – Homeless and Supportive Housing Strategy	A whole of Council approach <ul style="list-style-type: none"> <li>• land use regulation and policy</li> <li>• providing land for social and supportive housing</li> <li>• granting programs</li> <li>• advocating for partnerships</li> <li>• providing outreach services,</li> <li>• managing houses.</li> </ul>	<ol style="list-style-type: none"> <li>1. Community Partners</li> <li>2. Councils Internal Stakeholders</li> <li>3. Government Partners</li> </ol>

### Appendix 3: Roles of Government as set out by the National Housing and Homelessness Agreement

<b>Commonwealth</b>	<b>Shared State and Local</b>	<b>State Government</b>	<b>Local Government (City of Adelaide)</b>
<p>Commonwealth agrees to be responsible for:</p> <p>(a) providing a financial contribution to the States in accordance with this Agreement;</p> <p>(b) monitoring and assessing performance under this Agreement to ensure that the outputs are delivered within agreed timeframes;</p> <p>(c) leading the development of data improvements and a nationally consistent data set, including as set out in Schedule C;</p> <p>(d) where relevant, in accordance with the Building and Construction Industry (Improving Productivity) Act 2016, ensuring that financial contributions to a building project or projects as defined under the Fair Work (Building Industry – Accreditation Scheme) Regulations 2016 are only made where a builder or builders accredited under the Australian Government Building and Construction WHS Accreditation Scheme is contracted; and</p> <p>(e) where relevant, ensuring that compliance with the Code for the Tendering and Performance of Building Work 2016 (Building Code 2016) is a condition of Australian Government funding. 24. Additionally, the Commonwealth is responsible for:</p> <p>(a) income support and Commonwealth Rent Assistance;</p>	<p>The Commonwealth and the States agree to be jointly responsible for:</p> <p>(a) housing, homelessness and housing affordability policy, recognising that States will have responsibility for the content and implementation of their housing and homelessness strategies;</p> <p>(b) support for renters;</p> <p>(c) participating in consultations;</p> <p>(d) identifying and sharing best practices and policy for housing, homelessness and housing affordability;</p> <p>(e) participating in and contributing to the reviews of this Agreement conducted by the Productivity Commission in accordance with clauses 53 to 55;</p> <p>(f) collecting and sharing data, including a commitment to provide data for the development of a nationally consistent data set and a commitment to the continuous improvement of data as set out in Schedule C, and the data collections and compilations set out in Schedule D; and</p> <p>(g) setting joint priorities for evaluation and research. Collect and share data; provide reasonable access to research and administrative data sets; and, where practicable, allow Parties to share data for delivering improved outcomes under this Agreement. The Parties will meet the requirements of Schedule E, Clause 26</p>	<p>States agree to be responsible for: (a) developing bilateral schedules in consultation with the Commonwealth;</p> <p>(b) delivering on outputs as set out in clause 17;</p> <p>(c) providing evidence of the delivery of outputs as set out in Part 4 – Performance Monitoring and Reporting;</p> <p>(d) providing a matching contribution in respect of the Commonwealth’s homelessness (including homelessness SACS) funding as set out in Table 2 in Part 5 – Financial Arrangements; (e) social housing and homelessness services, administration and delivery to support local needs;</p> <p>(f) where relevant, ensuring that only a builder or builders accredited under the Australian Government Building and Construction WHS Accreditation Scheme is contracted, and providing the necessary assurances to the Commonwealth; and</p> <p>(g) where relevant, ensuring that compliance with the Building Code 2016 is made a condition of tender for and performance of building work by all contractors and subcontractors, and providing the necessary assurances to the Commonwealth. 26. Additionally the States are responsible for:</p>	<p>Local governments operate under State regulation and are not Parties to this Agreement. Local governments, and the Australian Capital Territory and the Northern Territory Governments, are responsible for:</p> <p>(a) building approval processes;</p> <p>(b) local urban planning and development approval processes; and</p> <p>(c) rates and charges that influence housing affordability.</p>

<p>(b) provision of Commonwealth own-purpose housing and homelessness related programs and services;</p> <p>(c) immigration and settlement policy and programs;</p> <p>(d) financial sector regulations and Commonwealth taxation settings that influence housing affordability;</p> <p>(e) competition policy;</p> <p>(f) the National Housing Finance and Investment Corporation to operate: an affordable housing bond aggregator to provide lower cost and longer tenor finance to community housing providers; and the National Housing Infrastructure Facility to provide grants, equity investments and concessional loans to build the critical infrastructure needed to bring forward the supply of housing;</p> <p>(g) the collection and publication of housing, homelessness and housing affordability related data, in conjunction with (but not limited to) the Australian Bureau of Statistics, the Australian Institute of Health and Welfare, the Productivity Commission and other Commonwealth and State bodies as necessary.</p>	<p>of the IGA FFR, by ensuring that prior agreement is reached on the nature and content of any events, announcements, promotional material or publicity relating to activities under this Agreement, and that the roles of both Parties will be acknowledged and recognised appropriately.</p>	<p>(a) the collection of data from housing providers and agencies that provide services to people who are homeless;</p> <p>(b) land use, supply and urban planning and development policy; (c) tenancy legislation and regulation;</p> <p>(d) legislation to support the operation of the national regulatory system for community housing;</p> <p>(e) housing-related State taxes and charges that influence housing affordability; and</p> <p>(f) State based infrastructure policy and services associated with residential development.</p>	
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#### Appendix 4: Australian capital city approaches to homelessness

Council and guiding document	Approach	Service System
City of Sydney- A City for All homelessness action Plan	Council provides. <ul style="list-style-type: none"> <li>• Innovative housing solutions,</li> </ul>	<ol style="list-style-type: none"> <li>1. Volunteer program</li> <li>2. Street Counts</li> <li>3. Assertive Outreach</li> </ol>



Council and guiding document	Approach	Service System
<a href="https://www.nsw.gov.au">A City for All: homelessness action plan - City of Sydney (nsw.gov.au)</a>	<ul style="list-style-type: none"> <li>• Invest in services that reduce the risk of people becoming homeless</li> <li>• Works with partners to reduce the impacts of homelessness on amenity in the public domain</li> <li>• Increase community understanding of participation in and support for initiatives that respond to homelessness</li> </ul>	<ol style="list-style-type: none"> <li>4. Direct investment in Housing</li> <li>5. State-wide Extreme Weather Response</li> <li>6. Indicator Framework</li> </ol>
<p>City of Perth- All Paths Lead to a Home 2020-2030 and the City of Perth Homelessness Action Plan 2022-2024</p> <p><a href="http://www.wa.gov.au">All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020–2030 (www.wa.gov.au)</a></p>	<p>Five priority areas</p> <ul style="list-style-type: none"> <li>• Housing First</li> <li>• No Wrong Door</li> <li>• Whole of Community Approach</li> <li>• Place based Response</li> <li>• Rough Sleeper support</li> </ul>	<ol style="list-style-type: none"> <li>1. Outcomes Measurement Framework</li> <li>2. The Western Australian Alliance to End Homelessness</li> <li>3. Aboriginal Empowerment Framework</li> <li>4. Application of Housing First</li> </ol>
<p>City of Melbourne – Operating Protocol</p> <p><a href="http://melbourne.vic.gov.au">Homelessness Operating Protocol / Policy Operating Statement (melbourne.vic.gov.au)</a></p>	<p>Council provides</p> <ul style="list-style-type: none"> <li>• A Daily Support Team delivered by Launch Housing</li> <li>• Partnership approach to community safety City of Melbourne Authorized Officers and Victorian Police working together</li> <li>• Weekly meetings with key stakeholders to balance a compliance and supportive approach</li> </ul>	<ol style="list-style-type: none"> <li>1. Daily Support Team by Launch Housing</li> <li>2. Coordinated service response</li> </ol>
<p>City of Hobart- Affordable Housing and Homelessness Commitment 2021-2023</p>	<p>Council provides</p> <ul style="list-style-type: none"> <li>• Community education and awareness</li> <li>• Targeted grant funding</li> </ul>	<ol style="list-style-type: none"> <li>1. Housing Dashboard</li> <li>2. Commonwealth Rent Assistance</li> <li>3. The Greater Hobart Homelessness Alliance</li> </ol>

Council and guiding document	Approach	Service System
<a href="#">affordable-housing-and-homelessness-commitment-2021-23.pdf</a> <a href="http://hobartcity.com.au">hobartcity.com.au</a>	<ul style="list-style-type: none"> <li>• Housing with dignity reference group</li> <li>• Provision of Orange sky laundry services on City of Hobart property</li> <li>• Mobile phone charging stations</li> <li>• Strong partnerships with services</li> </ul>	<ol style="list-style-type: none"> <li>4. Community Grants Program</li> <li>5. Planning Authority</li> <li>6. Housing with Dignity Reference Group</li> <li>7. Community Sector reference group.</li> </ol>
Brisbane City Council – Sustainable Growth Strategy <a href="#">Brisbane's Sustainable Growth Strategy</a>	Council provides <ul style="list-style-type: none"> <li>• Pathways out of homelessness grants program</li> <li>• Public Space Liaison Officers</li> <li>• Homeless connect program</li> <li>• Red Cross Night Café</li> <li>• Hoarding and squalor reduction initiatives</li> <li>• Universal housing incentive payment</li> </ul>	<ol style="list-style-type: none"> <li>1. Grants program</li> <li>2. Universal Housing Incentive Scheme</li> <li>3. Financial incentives for affordable housing</li> <li>4. Homeless Connect</li> <li>5. Community Housing Partnership Project</li> </ol>
Northern Territory- Pathways out of Homelessness 2018-2023 <a href="https://tfhc.nt.gov.au/_data/assets/pdf_file/0003/690474/ntg-homeless-strategy.pdf">https://tfhc.nt.gov.au/_data/assets/pdf_file/0003/690474/ntg-homeless-strategy.pdf</a>	Government provides: <ul style="list-style-type: none"> <li>• Post Release Transitional Accommodation Program- for people exiting the corrections system</li> <li>• Housing Response- for young people leaving out of home care</li> </ul>	<ol style="list-style-type: none"> <li>1. Specialist Homelessness Services (SHS)</li> <li>2. Patient Assistance Travel Scheme</li> <li>3. Integrated Housing and Support Model</li> <li>4. Outcomes Framework</li> </ol>



## High level - Engagement Plan

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### PURPOSE OF ENGAGEMENT

Council has requested a review of Homelessness, Social Housing and Housing Affordability Policy and a homelessness round table to support the policy review.

It is noted, extensive feedback was provided by key stakeholders in 2022 when consultation was undertaken for the Homelessness, Social Housing and Housing Affordability Policy. However, the new approach requires further feedback to shape Council's involvement in homelessness responses.

Feedback from stakeholders will be sought to:

- Inform key stakeholders of Council's new draft Homelessness Policy
- Seek feedback on the proposed policy and background paper to ensure the information, data and actions are in line with the needs of the community
- Enable advocacy to the State and Federal Government.

### BACKGROUND INFORMATION

The Homelessness, Social Housing and Housing Affordability Policy was endorsed by Council on 10 May 2022. This followed engagement which took place between 24 January 2022 to 10 May 2022.

Supporting people in the city who are vulnerable, homeless or at risk of homelessness, has been a long-term priority area for the City of Adelaide.

### STRATEGIC LINK

City of Adelaide Strategic Plan 2020-2024 provides the following overarching strategic directions and actions to support this policy.

Adelaide: the most liveable city in the world

- Outcome: Well planned and inclusive residential population growth
- Outcome: Functional Zero homelessness
  - Action: Continue support for the Adelaide Zero Project and other initiatives to achieve functional zero homelessness (Action 1.3)
  - Action: Support health and housing for vulnerable people and young people (Action 1.5)

### LEGISLATIVE REQUIREMENTS

Council has no legislative requirement to engage on this policy. Council's Community Consultation Policy will be used to guide the process.

## TIMEFRAMES

These timeframes are indicative only.

Timeframes	Action	Comment
After Council on 13 June 2023	Engagement (4-8 weeks)	<p>A range of tools will be used to communicate and seek feedback these include:</p> <p>social and digital platforms</p> <p>Your Say Engagement Pack with Survey (hardcopy + online)</p> <p>Face to face meeting and group meeting</p> <p>Targeted stakeholders engagement including government agencies, city service providers, local government networks and with key resident and precinct groups.</p> <p>Emails and website</p> <p>Advertising in media</p>
After Council on 13 June 2023 (within 6-8 weeks of Council decision)	<p>Round Table with key stakeholders and people including those with lived experience.</p> <p>Chaired by the Lord Mayor.</p>	The purpose of this is to support a facilitated discussion about current challenges and opportunities in the City of Adelaide.
6 to 12 August 2023	Homelessness Week facilitated by Homelessness Australia	Opportunities to listen and hear innovative and targeted ways to address homelessness in the City of Adelaide.
October to December 2023	Report to Committee and Council on the draft policy.	Identify key opportunities for change to Council policy.

## LEVEL OF ENGAGEMENT

Level of Engagement	Inform	Consult	Involve	Collaborate	Empower
<b>Goal</b>	<b>One way communication</b> to provide balanced and objective information to assist understanding about something that is going to happen or has already happened.	Two way communications designed to obtain feedback on ideas, alternatives, and proposals to inform <b>our decision making</b> .	Participatory process designed to help identify issues and views to ensure that concerns and aspirations are understood and considered prior to <b>our decision making</b> .	Working together to develop an understanding of all issues and interests to work out alternatives and identify preferred solutions for <b>joint decision making</b> .	We may facilitate the process and/or upskill community. <b>Places final decision-making in the hands of the community.</b>
<b>Approach</b>	We will <b>share information</b> about a decision or direction.	We will <b>explore options</b> , gain feedback and an understanding of your concerns and preferences.	We will <b>involve you</b> in the process so your ideas, concerns and aspirations are reflected in the alternatives developed or the final decision.	We will <b>collaborate with you</b> so your advice, innovation and recommendations are included in the final decision that we make together.	We will implement, or support you to <b>implement what you decide</b> .
<b>Role of Stakeholder/Community</b>	<b>Listen</b>	<b>Contribute</b>	<b>Participate</b>	<b>Partner</b>	<b>Decide</b>

## EVALUATION PLAN

Feedback received through the consultation process will be collated and reported to Council for review. Once this feedback has been considered it will be incorporated into the policy for final review and decision.

The consultation will be evaluated with the following performance indicators:

- Support of stakeholder and community members reached.
- Support of participants in the process to reconsider the policy.
- Number of quality responses received.
- Responses received by people with lived experience.
- Feedback about the process.
- Timeframes and budget were delivered.

## Bilingual (Chinese-Mandarin) Community Liaison Officer - Trial Outcomes

Tuesday, 6 June 2023

City Community Services and Culture Committee

Strategic Alignment - Thriving Communities

**Program Contact:**

Steve Zaluski, Associate Director, Regulatory Services

Public

**Approving Officer:**

Clare Mockler, Chief Executive Officer

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## EXECUTIVE SUMMARY

This report provides an analysis of the recent trial of a Bilingual (Chinese-Mandarin) Community Liaison Officer (CLO) and recommends continuing the service for a further 12 months.

The Bilingual CLO trial was conducted from October 2022 to May 2023 following a Council resolution. The CLO acted as a central contact point for traders and community members, providing connections with relevant service providers and promoting community safety awareness-raising activities. Throughout the trial, a total of 103 initial enquiries were received, with 94 related to City of Adelaide services covering a wide range of functions. As the report highlights, the value of the service has been more than the pure volume of the enquiries received, but in the quality and outcome of the service.

Positive feedback was received throughout the trial, particularly from traders in the Grote and Gouger Street areas. The trial successfully supported opportunities for improved education and compliance in relation to a range of council matters in community safety and other Council functions. The service was well received by stakeholders such as SAPOL, who noted it strengthening the connection between SAPOL and the Chinese community.

As the trial progressed it grew in value and impact, with recent additional developments including establishing successful relationships with media outlets to create CoA-specific content on social media channels and news apps which are popular and targeted to the Mandarin-Chinese speaking community.

Due to the trial feedback, outcomes and potential to continue increasing the value this service provides, it is recommended that the service continue for a further 12-months, at which point a broader review will be undertaken.

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## RECOMMENDATION

The following recommendation will be presented to Council on 13 June 2023 for consideration

THAT THE CITY COMMUNITY SERVICES AND CULTURE COMMITTEE RECOMMENDS TO COUNCIL:  
THAT COUNCIL

1. Notes the outcomes of the 6-month trial of the Bilingual (Chinese-Mandarin) Community Liaison Officer.
  2. Approves the continuation of the Bilingual Community Liaison Officer at 1.0 FTE to 30 June 2024, to continue developing the service to provide value to the community.
-



## IMPLICATIONS AND FINANCIALS

City of Adelaide 2020-2024 Strategic Plan	<b>Strategic Alignment – Thriving Communities</b> Support community diversity, cultural expression, experiences and participation.
Policy	Not as a result of this report
Consultation	Not as a result of this report
Resource	If the recommendation is supported, an extra 1.0 FTE will be required (at a cost of \$88,640) in the 2023/24 budget.
Risk / Legal / Legislative	Not as a result of this report
Opportunities	Continue to offer a Bilingual Community Liaison Officer service to the community.
22/23 Budget Allocation	\$42,410 was expended throughout the trial, which was covered from existing vacancy savings.
Proposed 23/24 Budget Allocation	If the recommendation is supported, an extra 1.0 FTE will be required (at a cost of \$88,640) in the 2023/24 budget. It is expected this could be delivered within existing resources for the first quarter of 23/24, and a budget reconsideration undertaken at Q1. Alternatively, it could be added to the current draft budget following consultation.
Life of Project, Service, Initiative or (Expectancy of) Asset	Not as a result of this report
22/23 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

## Background

1. At the 14 June 2022 meeting, Council resolved:
  - 1.1. *That Council*
    - 1.1.1 *Approve the commencement of a pilot by August 2022 to trial a bilingual (Chinese-Mandarin) community safety officer position to act as a central contact point for traders, particularly in and around Gouger and Grote Street, to deliver a range of community safety awareness-raising activities, including providing connections with relevant service providers.*
    - 1.1.2 *Approve the cost of this pilot will be funding from existing vacancy management budgets in 2022/23 with any ongoing funding to be sought in the first quarter budget review for 2022/23.*
    - 1.1.3 *Approve the outcomes of the trial, including findings and a recommendation for future options, is provided to Council at the conclusion of the trial period.*
2. Chinese-Mandarin is the most commonly spoken language other than English by city residents.

## Recruitment of the role

3. Recruitment for the Bilingual Community Safety Officer commenced on 28 June 2022, however did not result in a successful appointment.
4. Subsequently, the position description and title were revised from Community Safety Officer to Community Liaison Officer, more accurately reflecting the intent of the role and ability to attract suitable candidates.
5. The initial incumbent commenced in the role on Monday 17 October 2022, with the 6-month trial running from October to May 2023.
6. Following the incumbent moving interstate, further recruitment occurred with the current CLO commencing on 31 January 2023 and is still engaged currently.
7. As part of the trial, differing hours of operation were tested to balance the value of the service to the community with Council resources.
  - 7.1. From October 2022 to January 2023, the service was offered two days a week, on various weekdays 8.30am-5.00pm.
  - 7.2. From January 2023 to March 2023, the service was offered Tuesday and Thursday, 8.30am-5.00pm.
  - 7.3. The service was increased to full-time from March 2023 to further develop the service offering.

## Promotion of the Service

8. The service was promoted and advertised through:
  - 8.1. Information shared with Elected Members via eNews on 21 October 2022.
  - 8.2. Face to face engagement with businesses and the community – the CLO was active in the field walking the streets and visiting businesses in person by themselves or with Community Safety Officers, other Council staff, or SAPOL.
  - 8.3. Social media posts from the City of Adelaide.
  - 8.4. Engagement and collaboration with SAPOL, where we were able to promote the differing responsibilities between Local and State Government.
  - 8.5. Establishing a WeChat account exclusively for point-to-point enquiries with the CLO.
  - 8.6. Promotional flyers in Mandarin (Link 1 view [here](#)) and English (Link 2 view [here](#)) distributed in April 2023. Flyers were provided to Elected Members, the Customer Centre, a Chinese Business Event held at Adelaide Town Hall and the Gouger Street Traders Association.

## Trial results – quantitative outcomes

9. Throughout the trial period from October 2022 to May 2023, a total of 103 initial enquiries were received (Link 3 view [here](#)).
  - 9.1. Of these enquiries, 94 were related to Council services across a wide variety of functions. The most common topics were matters regarding Community Safety, Community Engagement & Environmental Health.

- 9.2. The non-Council enquiries were also varied, with the most common type relating to enquiries to/from SAPOL regarding crime reporting, community engagement and safety with businesses in the Gouger and Grote Street area.
10. In addition to direct one-one-one engagement, the CLO function assisted with translating 13 Council documents from English to Mandarin, with the majority intended for distribution to customers.

### **Trial results – qualitative outcomes**

11. Based purely on volume of 'initial enquiries', 103 across 6 months may not appear significant. However, this figure represents the 'initial enquiry' only, and it is noted that many initial enquiries led to further contacts and ongoing communication with community members throughout the trial about other matters which are not captured in this figure.
12. It is also noted that the volume and quantitative analysis does not represent the complete value for a service to the community of this nature.
13. The following examples, with personal information removed, are presented to provide context of the value of individual engagements with the community and Council:
  - 13.1. Field Street Works: Stakeholders in the street raised concerns with aspects of the works and communication they had received. These concerns were raised with staff and Elected Member(s) even though Council had issued proactive communications. To support the situation, the CLO was engaged and collaborated with Council's Project Delivery team to create revised written communication and engagement materials. These materials were tailored for the Chinese-Mandarin speaking community and issued to relevant businesses and customers to inform about ongoing works and provide solutions for any future works.
    - 13.1.1. As a result, customers and business owners on Field Street have since expressed their satisfaction with the CLO role, highlighting how it has led to more effective communication and reduced frustration due to improved clarity in the information provided.
  - 13.2. Supporting sustainability: The CLO has been active in collaborating with Council teams and Green Industries SA to promote the Single Use Plastics Ban resources to both the Chinese business community and traders in Grote and Gouger Streets. This has been effective in raising awareness of the environmental impact of single-use plastics, promoting sustainable practices, and encouraging participation in initiatives that benefit the community and the planet.
  - 13.3. Kerbside waste compliance: The CLO assisted driving a significant improvement in compliance with the placement of cardboard collection from businesses in the local area. Of 36 businesses approached, 30 were found to comply with the guidelines, with 18 of these located in the Grote and Gouger Street area, and 12 in Hindley Street and Rundle Mall.
14. Traders in the Grote and Gouger Street areas have reported feeling better supported and understood by the CLO, resulting in prompt responses from Council and less frustration for traders.
15. Additionally, buskers have indicated that they feel more supported and have a better understanding of their conditions, leading to reduced isolation and improved compliance.
16. The case-study examples above are presented to provide context that measures of success for the service may not be limited to only the quantity of interactions, but through successfully engaging with a segment of the community that is generating greater levels of satisfaction with Council's approach, that would otherwise not have been possible.
17. The service has also strengthened the connection between Council and SAPOL officers, and SAPOL with the Chinese community.
  - 17.1. The CLO has assisted SAPOL with channelling multiple contacts from businesses and individuals who have reported crimes. These contacts have given SAPOL additional leads to follow up on crimes and engage in further crime prevention work.
  - 17.2. SAPOL have been supportive of the trial and actively engaged with the CLO to assist with clarity around the services SAPOL and Council provide.
  - 17.3. SAPOL have indicated support for the continuation of the CLO position, emphasising the importance of cross-collaboration.
18. An aspect not originally considered but developed throughout the trial has been establishing relationships with media outlets that support and target the Chinese-speaking community.
19. A number of agencies have indicated willingness to create and promote CoA-related content on their social media channels and news apps, supporting the sharing of Council services.

- 19.1. It is not expected that this will lead to promoting new content for CoA, but rather assisting in identifying suitable existing CoA content for translating and promoting via these mediums for additional reach and engagement.
20. Additionally, throughout the trial we have identified a need and opportunity to translate Council regulations, policies, and media releases that benefit the Chinese community.

### **Learnings**

21. Initial engagement with the trial was low, which was in part due to launching during caretaker and limited promotion.
22. Increased customer enquiries followed from proactive promotion, but also notably through the use of WeChat as a point-to-point communication tool for the CLO.
23. As the service is largely responsive to customer enquiries, the role experienced periods of 'downtime' during the trial which required management and consideration, particularly early in the trial. As a result, decisions were made to alter the hours per week to ensure efficient use of resources, and develop value-add functions such as document translation.
24. Attempts to recruit for a skillset that met the Community Safety Officer function – which is an Authorised Officer with powers to expiate and enforce – with bilingual skills was not successful, leading to a reframing of the role to focus on community liaison.
25. Despite having previously contacted the Customer Centre to achieve their outcomes, some community members chose to only reach out to the CLO once aware of the service, which duplicated Council's existing service and took time away from those that relied on the bilingual service to meet their needs.
26. Should the role continue and have time to further evolve, a clear definition of the CLO and other responsibilities in Council (e.g. Customer Centre) will assist with a more efficient service and less ambiguity regarding the duties associated with the role.

### **Next Steps**

27. A range of options have been considered based on the trial and feedback, including:
  - 27.1. Continuing the service for a further 12 months with considerations for further defining the services, responsibilities and placement within the organisation (*recommended option*).
  - 27.2. Periodic engagement with Grote and Gouger Street traders and the Chinese/Mandarin speaking community through the use of a contractor to continue engagement and connection to relevant services.
  - 27.3. Continuation of the WeChat account with monitoring by an external organisation to direct enquiries to the appropriate area of Council or external agencies.
  - 27.4. A free interpreting service, similar to City of Sydney, through TIS National ([Get help in your language - City of Sydney \(nsw.gov.au\)](https://www.tisnational.com.au)).
  - 27.5. Ceasing the service and approach.
28. While noting the volume of enquiries, the service has been highly valued to the segment of the community it sought to target, as it provided a means of communication that would otherwise not be possible.
29. Many of the enquiries have resulted in multiple follow up conversations with the customer and relevant staff to ensure all information has been accurately conveyed and understood. The time taken with these follow up conversations has assisted to build confidence and trust with the community in working to a resolution to their matter.
30. The CLO has achieved positive outcomes that would not have been possible without their service, receiving favourable feedback from both internal and external stakeholders, including SAPOL.
31. As the role continues to evolve, it is believed the service can be further developed to provide greater value for the community in future. For this reason, it is proposed to continue the trial for the 2023/24 financial year on a full time basis.
32. Continuing the function for the next 12 months will provide the opportunity to consolidate and expand the service, as well as exploring how to deliver the greatest outcomes for the community and efficiencies internally.
33. At the conclusion of the additional 12 months of service, the following performance measures are proposed to evaluate the success of the trial, which would be based on data collection, internal feedback and a planned survey of key customers/stakeholders:

- 33.1. A notable increase in the number of direct enquiries made to the CLO.
- 33.2. Customer Feedback on the value of the service.
- 33.3. The variety and quality of outcomes achieved.
- 33.4. Clear and distinct responsibilities, ensuring there is minimal duplication with existing services.
- 33.5. Regular updates provided to traders and the broader community.
- 33.6. Continued collaboration with SAPOL and other relevant agencies.

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## DATA AND SUPPORTING INFORMATION

**Link 1** – Bilingual (Chinese-Mandarin) Community Liaison Officer Trial Council Report – Flyer – Mandarin

**Link 2** – Bilingual (Chinese-Mandarin) Community Liaison Officer Trial Council Report – Flyer – English

**Link 3** – Bilingual (Chinese-Mandarin) Community Liaison Officer Trial Council Report – Statistics

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## ATTACHMENTS

Nil

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- END OF REPORT -

## Adelaide's New Year's Eve 2023

Strategic Alignment - Dynamic City Culture

Public

**Tuesday, 6 June 2023**

**City Community Services and  
Culture Committee**

**Program Contact:**

Jennifer Kalionis, Associate  
Director City Culture

**Approving Officer:**

Ilia Houridis, Director City  
Shaping

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## EXECUTIVE SUMMARY

The City of Adelaide has a proud history of delivering an annual New Year's Eve (NYE) event and fireworks displays.

This report presents the recommended event model for returning the City of Adelaide's NYE event to Elder Park / Tarntanya Wama in 2023, following the Council decision on 7 March 2023 and direction received from the City Community Services and Culture Committee on 2 May 2023.

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## RECOMMENDATION

The following recommendation will be presented to Council on Tuesday 13 June 2023 for consideration.

THAT THE CITY COMMUNITY SERVICES AND CULTURE COMMITTEE RECOMMENDS TO COUNCIL:

THAT COUNCIL

1. Approves the event model for returning the City of Adelaide's NYE event to Elder Park / Tarntanya Wama in 2023, with a \$550,000 budget to be endorsed through the 2023/24 Annual Business Plan and Budget.
  2. Approves an AEDA administered \$100,000 grant program, to provide support for business-led NYE activity across the city, with budget to be endorsed through the 2023/24 Annual Business Plan and Budget.
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## IMPLICATIONS AND FINANCIALS

City of Adelaide 2020-2024 Strategic Plan	<b>Strategic Alignment – Dynamic City Culture</b> Council's NYE event delivers on Council's strategic plan through the key outcome Dynamic City Culture, particularly in connecting city users to place through curated city experiences and expanding Adelaide's global reputation as a 'magnet city' through world class events, festivals, and activation.
Policy	The delivery of Council's NYE event adheres to the policy requirements of the Adelaide Event Guidelines 2022 and the Adelaide Park Lands Management Strategy.
Consultation	Initial consultation for the 2023 NYE event has occurred with key stakeholders, Adelaide Festival Centre, contractors, the Adelaide Economic Development Agency (AEDA) and South Australian Police (SA Police).
Resource	The 2023 NYE event will be delivered in line with the Integrated Business Plan and Budget.
Risk / Legal / Legislative	A systematic Risk Register and Action Plan will be undertaken for the NYE 2023 event.
Opportunities	The 2023 event model re-establishes the 2019 NYE event model. There is an opportunity to liaise with stakeholders in the area surrounding Elder Park / Tarntanya Wama who would have previously benefitted from the NYE event being held in the precinct.
22/23 Budget Allocation	\$401,000
Proposed 23/24 Budget Allocation	Draft 2023/24 Budget allocation of \$411,406 comprising of \$61,140 income and \$472,546 expenses. This report requests \$650,000, comprising \$550,000 for the Elder Park / Tarntanya Wama event and \$100,000 for an AEDA administered grant program.
Life of Project, Service, Initiative or (Expectancy of) Asset	The City of Adelaide's NYE event is held annually.
22/23 Budget Reconsideration (if applicable)	\$110,000 requested at Q3 bringing the total 2022/23 budget to \$511,000.
Ongoing Costs (eg maintenance cost)	The NYE event is funded annually by Council.
Other Funding Sources	Opportunities for external sponsorship and in-kind support of the 2023 NYE event will be explored.



# DISCUSSION

## Event Overview

1. From 2007 to 2019 Council's NYE event (Adelaide's New Year's Eve) was held in Elder Park / Tarntanya Wama and the surrounding Riverbank precinct.
2. Council's NYE event was reimagined and delivered as a decentralised model in 2021 and 2022, featuring a Family Festival event in Rymill Park / Muralwirrapurka and other events across the city which were called 'Midnight Moments'.
3. At the Council meeting on 7 March 2023 Council requested that administration present plans for the reinstatement of Adelaide's NYE event to Elder Park / Tarntanya Wama in 2023 along with alternative ideas from AEDA to stimulate business activity across the city.
4. The 2023 Elder Park / Tarntanya Wama NYE event delivery has been considered and costed, with details provided in a workshop at the City Community Services and Culture Committee on 2 May 2023.

## Event Model for New Years Eve 2023 in Elder Park / Tarntanya Wama

5. NYE 2023 will be delivered as a free event to be held within a managed access event site at Elder Park / Tarntanya Wama, Barr Smith Walk and a section of King William Road.
6. The event model incorporates a free party and fireworks, replicating elements of previous NYE events, delivered in a fun, safe and controlled manner.
7. The event site will seek a capacity of up to approximately 25,000 at any one time, with patrons cycling through the site over the course of the evening.
8. The event within the site footprint of Elder Park / Tarntanya Wama and Barr Smith Walk will be produced and delivered by an event production partner with oversight from the City Experience team. The successful event production partner will be engaged through a competitive tender process.
9. Some elements of the event outside the primary event site are to be managed by the City of Adelaide, including the fireworks displays and necessary traffic management.
10. Two pyrotechnic shows will be included, at 9:00pm and midnight.
11. A marketing campaign will be designed and delivered to promote the reinstatement of the City of Adelaide's NYE event to Elder Park / Tarntanya Wama and to drive visitation to the event.
12. A budget of \$550,000 is required to deliver the event in Elder Park / Tarntanya Wama and Barr Smith Walk inclusive of:
  - 12.1. Event operations and management
  - 12.2. Infrastructure
  - 12.3. Entertainment
  - 12.4. Pyrotechnics
  - 12.5. Marketing
  - 12.6. Economic surveying and analysis.
13. Based on the significantly higher delivery costs relative to fireworks displays, the 2023 NYE event budget does not include a drone or hybrid light show.
14. Council also sought advice on how to spread NYE activity across the city in a similar way to the Midnight Moments initiative, but without the City of Adelaide delivered elements.
15. An AEDA administered grant program with a proposed budget of \$100,000 can be established to encourage and support new or existing business-led event activity on NYE. The proposed budget is based on a similar spend for Midnight Moments in 2022.
  - 15.1. The budget would be allocated to locations that are best placed across the City and North Adelaide to host a local event. Dependant on how the funds are ultimately allocated, they could support smaller scale entertainment such as fireworks.
  - 15.2. The events supported through this grant program would not be owned or branded by City of Adelaide or AEDA.
16. Assessment criteria will be established that prioritise events or initiatives that:

- 16.1. Activate the public realm, eg through road closures to enable street parties with live music and entertainment.
  - 16.2. Benefit multiple businesses as a cluster or precinct.
  - 16.3. Involve collaboration of like-minded businesses.
  - 16.4. Align with AEDA and City of Adelaide priorities or programs.
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## ATTACHMENTS

Nil

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- END OF REPORT -