

# City of Adelaide

## Draft Community Engagement Charter and draft Community Engagement Policy

### Consultation Summary



**Our  
Adelaide**



CITY OF  
ADELAIDE

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## Draft Community Engagement Charter and draft Community Engagement Policy



### Project Information

Between 1 September 2025 and 6 October 2025, we invited the community to provide feedback on the draft Community Engagement Charter (Charter) and draft Community Engagement Policy (Policy).

The Charter sets out Council's commitments and guiding principles for how we engage, while the Policy outlines how we will meet our legislative obligations under the Local Government Act 1999 (SA).

Throughout the consultation period, we held several drop-in sessions at key locations including Hutt Street Library, North Adelaide Community Centre, Light Square during the Super Cycle Sunday event, and Rundle Mall. The opportunity was promoted widely to encourage participation and ensure our community had opportunities to be heard.

This report provides insight into the feedback that was provided throughout the consultation process.

### How we engaged

**100+**

people provided feedback face-to-face.

**6**

in-person sessions (5 drop-in sessions + 1 workshop).

**20,000+**

notified via the AEDA and Our Adelaide newsletters.

**16,000+**

views of 7 social media posts across three channels (Instagram, Facebook, LinkedIn).

### Feedback received

**7**

contributions were made through the survey on Our Adelaide.

**2**

formal submissions were received via email.

**19**

feedback cards were completed by participants at a resident meeting.

**49**

contributions were made via post-it notes or stickers at in person events.

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### Our Adelaide - Survey Results and Feedback

This section highlights the results from the survey available on the 'Our Adelaide' online community engagement platform (total of 7 responses). We asked the community about their level of support for the guiding principles and to provide any additional comments.

#### Guiding Principles

##### Question Asked

Do you agree with our Guiding Principles?

##### Results

The majority of respondents indicated that they strongly supported all of the proposed Guiding Principles outlined in the Draft Community Engagement Charter. One community member did not provide a response to this question.

| Guiding Principle                                                                                                                                | Responses                                                                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <b>COMMUNITY CENTRIC-</b><br>The community is at the heart of what we do. We listen to them so that we can shape our city's bold future together | 5 people <b>strongly agree</b><br>1 person <b>agrees</b><br>1 person <i>did not respond</i> |
| <b>ACCESSIBLE &amp; INCLUSIVE –</b><br>All community members have an opportunity to participate in decisions that impact them                    | 4 people <b>strongly agree</b><br>2 people <b>agree</b><br>1 person <i>did not respond</i>  |
| <b>TRANSPARENCY &amp; TRUST -</b> Council builds trust by engaging authentically with our community on an ongoing basis                          | 4 people <b>strongly agree</b><br>2 people <b>agree</b><br>1 person <i>did not respond</i>  |

When asked to help us understand their response by leaving a comment, the following is written as received:

- Fits the title.
- You say this but ignore the majority. Hutt Street is a good example.
- All of these are very valid and I look forward to seeing any of them being introduced into council processes. It's a shame that these have not been prioritised earlier.

## Draft Community Engagement Charter and draft Community Engagement Policy



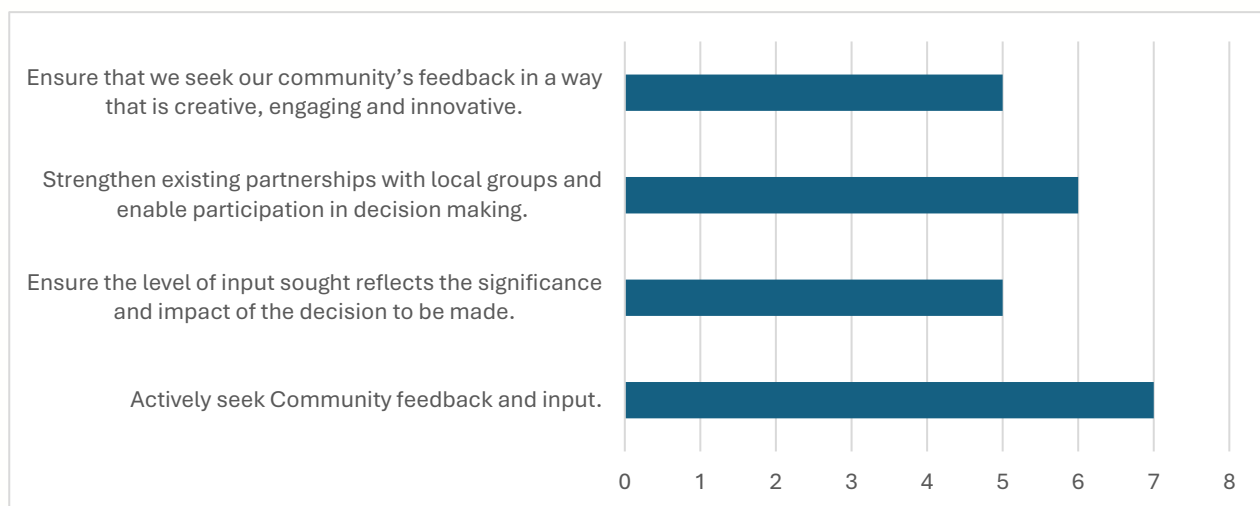
### Community Centric

#### Question Asked

Do you agree with our commitments?

#### Results

Our commitment to *Actively seek community feedback and input* received unanimous support from all respondents. Overall, there was strong support for all commitments that align to our Community Centric guiding principle, reflecting confidence in Council's proposed approach to placing the community at the heart of decision-making.



When asked to help us understand their response by leaving a comment, the following is written as it was received:

- Level of community input should not depend on what degree of importance you think the decision will have. I don't know what it means to have feedback that is creative, engaging and innovative.
- cities need expression not just concrete. More community interaction creates interest.
- Could not select the third option, as a resident/owner with COA of 5+ years, I assume there are no groups representing Whitmore Square as we have never been invited to participate in any sort of session.

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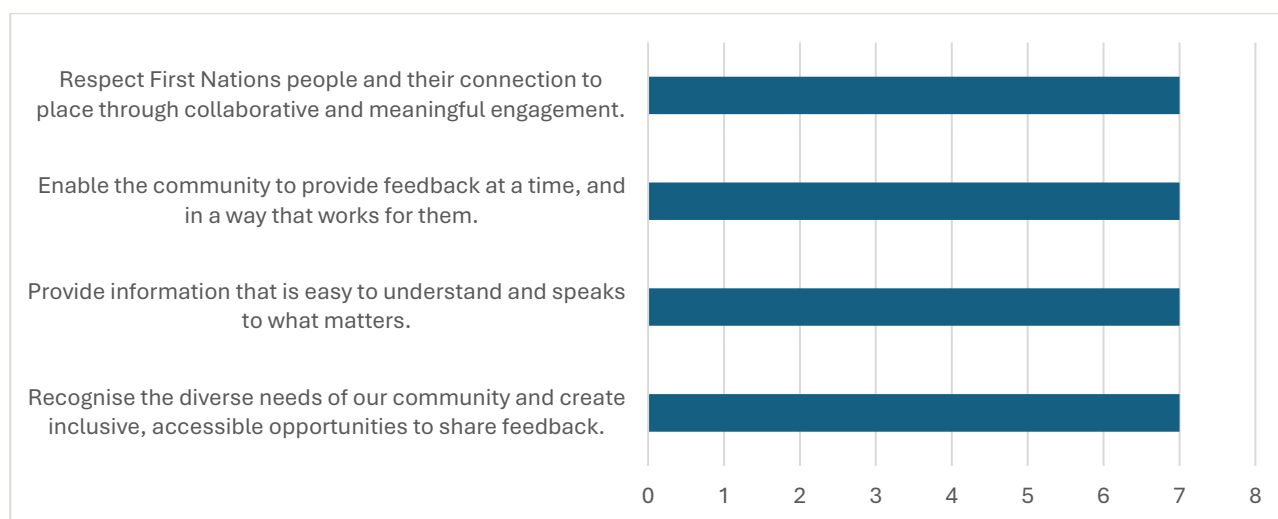
### Accessible and Inclusive

#### Question Asked

Do you agree with our commitments?

#### Results

All four commitments relating to being **Accessible and Inclusive** received unanimous support from participants, indicating strong agreement that Council's engagement processes should enable equitable participation for all members of the community.



When asked to help us understand their response by leaving a comment, the following is written as it was received:

- All good.
- Acknowledging the community and interacting makes the community feel part of its environment.
- Great future planning, hopefully it will avoid the issues we have had with access and inclusion - eg running a single session for neighbours of Whitmore Sq with RSVP via an exclusive invite list to a meeting held in building with an inadequate capacity.

## Draft Community Engagement Charter and draft Community Engagement Policy

**Our  
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### Trust and Transparency

#### Question Asked

Do you agree with our commitments?

#### Results

There was strong support for all five commitments relating to **Trust and Transparency**. This highlights the importance the community places on Council clearly communicating how feedback is used, being open about what can and cannot be influenced, allowing adequate time for the community to respond, and consistently reporting back on engagement outcomes.



When asked to help us understand their response by leaving a comment, the following is written as it was received:

- Well be realistic on how much time the public need to respond ie get them to respond efficiently. The other conditions are vital especially first 3.
- this attitude makes the community feel inclusive. It has not for many years.
- Again, any step towards these goals will be a great improvement on the current state of affairs.

## **Draft Community Engagement Charter and draft Community Engagement Policy**



### **Draft Community Engagement Charter**

#### **Question Asked**

**Do you have any other feedback on the draft Community Engagement Charter?**

**Is there anything we have missed?**

#### **Comments**

- I am curious how you are going to advertise the fact you want public feedback on issues though it has been included in your commitments to make it open and available.
- I think it's also prudent to NOT listen to feedback sometimes and this possibility seems to be left open by this Charter.
- There should be an accelerated engagement pathway for projects that are part of a larger strategy endorsed by council. For example, consultation on projects in the approved transport strategy should be limited to the detailed design phase and not to the existence of the project itself. Consultation should also focus on identifying revealed preferences of the community and not on giving a platform to the stated preferences of vocal minorities opposed to change. Finally, the charter should acknowledge that as the centre of the city, the community includes many who are not ratepayers.
- How is this being done? What accountability is there? Can residents / rate payers see how the council is performing against agreed metrics?

### **Draft Community Engagement Policy**

#### **Question Asked**

**Do you have any feedback on the draft Community Engagement Policy?**

#### **Comments**

When asked to help us understand their response by leaving a comment, the following is written as it was received:

- State govt is conniving in sounding as though it is protecting community views when it reduces the City of Adelaide's role and control over the people's assets.
- It's a good start but there is a significant gap between the current actions of the council and any of the improvements that this policy is set to begin.



## Draft Community Engagement Charter and draft Community Engagement Policy

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### Community Engagement Sessions

We held five community drop-in sessions across the city to share information about the draft Community Engagement Charter and draft Community Engagement Policy, and to hear our community's ideas on how we can improve how we engage with them. In addition, we held a workshop with the North Adelaide Resident Society.

#### Hutt Street Library

4 September 2025  
10:00am – 12:00pm

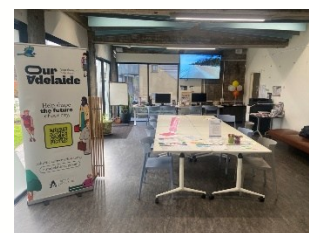
Approx. number engaged with **7**



#### Minor Works Community Centre

10 September 2025  
5:00pm – 7:00pm

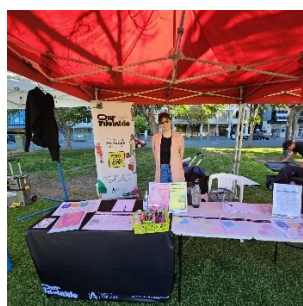
Approx. number engaged with **2**



#### Light Square - Super Cycle Sunday

14 September 2025  
9:00am – 2:00pm

Approx. number engaged with **43**



#### North Adelaide Community Centre

23 September 2025  
2:00pm – 4:00pm

Approx. number engaged with **4**



#### Rundle Mall

29 September 2025  
11:00am – 2:00pm

Approx. number engaged with **16**



We spoke to **70+**  
people at **5**  
community  
sessions





## Draft Community Engagement Charter and draft Community Engagement Policy



A summary of what we heard from the community on the draft Community Engagement Charter is below.

| Charter changes summary                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What we heard                                                                                                                                                                                                        | What we did                                                                                                                                                                                                                                                                                                                                                                                                         |
| Feedback supported the intent of the draft Charter but called for clearer language outlining Council's commitment to how it will engage with the community on matters affecting residents, businesses and precincts. | A clear definition of the purpose and commitment of the Charter has been included in the draft, as follows:<br><br>"This Charter outlines our commitments to how the City of Adelaide will engage with the community when making decisions, plans, or projects that affect them."                                                                                                                                   |
| Proposed renaming the document Community Participation Charter to better reflect a collaborative approach rather than a top-down process.                                                                            | While participation is an important aspect of community engagement, many engagement activities are initiated by the City of Adelaide rather than being community-led. For this reason, the Charter will retain the title Community Engagement Charter, reflecting the City's role in leading engagement processes while promoting collaboration and participation.                                                  |
| Highlighted the importance of recognising Adelaide's diversity and broadening the definition of 'community' beyond residents.                                                                                        | To reaffirm this commitment, the definition of community from the City of Adelaide Act 1998 has been included within the Charter to ensure inclusivity and representation of all who contribute to city life:<br><br>'City of Adelaide community includes all people who live, work, study or conduct business in, or who visit, use or enjoy the services, facilities and public places of, the City of Adelaide.' |
| Recommended reframing 'strengthen existing partnerships' to focus on developing credible, inclusive relationships with local groups and enabling participation in decision-making.                                   | In response to feedback, the statement 'Strengthen existing partnerships with local groups and enable participation in decision-making' has been updated to 'Build trusted relationships with local groups and support respectful involvement in local issues and decisions' to better reflect inclusivity, respect, and community input.                                                                           |

## Draft Community Engagement Charter and draft Community Engagement Policy



A summary of what we heard from the community on the draft Community Engagement Policy is below.

| Policy changes summary                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recommended recognising the Charter as the primary document, with the Policy positioned as a supporting framework to ensure structural clarity.                                                                                   | The wording in the Policy has been updated to reference the Charter as the primary document, ensuring structural clarity and alignment between the two documents.                                                                                                                                                                                                                                                                                                                                                                             |
| Feedback included requests for the Policy to be more prescriptive, particularly by providing additional detail on engagement methods, processes, and responsibilities to guide how community engagement is planned and delivered. | <p>To ensure alignment with the upcoming State Government Community Engagement Charter (State Charter), the Policy has been streamlined for consistency and clarity. It is intentionally high level, allowing the Policy to remain aligned to both the State Charter and the Act.</p> <p>The City of Adelaide is also developing an internal Community Engagement Toolkit to accompany the Policy and Charter. The Toolkit will provide practical guidance to support meaningful, effective, and inclusive engagement with our community.</p> |