

Attachment B

## **Public Consultation Summary Report**

### **Draft Community Wellbeing Strategy**

**December 2025**

Report authors: City of Adelaide and Flinders University, Centre for Social Impact

Attachment B

## **Contents**

1. Targeted Public Consultation Snapshot
2. Background
3. How we engaged
  - 3.1. Sector and community leaders' workshops
  - 3.2. Focus Groups
  - 3.3 City of Adelaide Advisories Insight
  - 3.4 Internal Engagement Workshop
5. Community Wellbeing Strategy Implications

Attachment B

## Stage One: Targeted Public Consultation Snapshot

### Who we engaged with

| Engagement segment                               | Engagement rationale  | People engaged    |
|--|---|-------------------|
| Community wellbeing sector leaders               | 250+ community sector organisations invited, 51 organisations attended.   | <b>69</b>         |
| City residents and visitors from priority groups | Three priority group focus groups were co-hosted alongside community leaders to connect with people who have lived experience as refugees and asylum seekers, international students and LGBTIQ+.       | <b>21</b>         |
| City of Adelaide Advisory Groups                 | Feedback was sought at an internal stakeholder workshop with staff and through presentations to the Access and Inclusion Advisory Panel, Reconciliation Committee and CBD Volunteer Management Network. | <b>43</b>         |
| <b>Total engaged</b>                             |   | <b>133 people</b> |

### What we heard

| Engagement question   | Community feedback   |
|---|--|
| <p><b>Vision</b></p> <p>What does a thriving Adelaide look like for residents, visitors, students, and workers?</p> | <ul style="list-style-type: none"> <li>• <b>Cultural equity and place identity centred on Kaurna Country</b><br/>Visible acknowledgement of Kaurna histories and language in everyday touchpoints, with public art that reflects community diversity</li> <li>• <b>Everyday inclusion and social connection</b><br/>Easy, spontaneous social contact in spaces that do not require spending money – public spaces, libraries, community hubs, informal activations (like walking groups), with light programming that invites casual participation</li> <li>• <b>Safety and night-time comfort</b><br/>Well-lit routes, clear sightlines, active evening precincts and confident movement for different cohorts so people feel comfortable staying after work or study</li> <li>• <b>Accessible nature and informal recreation</b><br/>Park lands and green pockets support quiet enjoyment and low-cost activity, informal and organised sport, with shade, seating and simple play stations</li> <li>• <b>Supporting vertical communities</b><br/>High-rise living includes rooftop gardens, common rooms and truly affordable housing, with resident connectors who invite participation</li> <li>• <b>Wayfinding and community amenities</b><br/>Step-free connections, accessible toilets and seating, bike-friendly</li> </ul> |

Attachment B

|   |   |
|---|---|
|   | <p>routes and intuitive signage, especially in riverbank and park corridors</p> <ul style="list-style-type: none"> <li>• <b>Council as connector and enabler</b><br/>Active citizenship and community-led initiatives with council brokering partnerships, simplifying processes and resourcing pilots.</li> <li>• <b>Visible, in-person international student hub</b><br/>A central space for advice, study, networking and events, with multilingual onboarding materials and culturally matched ambassadors</li> <li>• <b>After-hours options beyond nightlife</b><br/>Family-friendly and culturally diverse opportunities to socialise after 5 pm, not solely bars or parties</li> </ul>   |
| <p><b>Barriers</b></p> <p>What are the barriers to connection and wellbeing in the City of Adelaide?</p>            | <ul style="list-style-type: none"> <li>• <b>Affordability and hidden cost barriers</b><br/>Hidden costs at “free” events (food, transport, parking), and visa-related work limits for students make participation difficult</li> <li>• <b>Safety concerns and hostile environments</b><br/>Poor lighting, blocked sightlines and isolated routes; alcohol-centred club cultures and harassment deter families, LGBTQIA+ and CALD communities</li> <li>• <b>Design and access barriers for disability and mobility</b><br/>Steep driveways, narrow footpaths, stairs on bike routes and inconsistent accessible toilets and seating</li> <li>• <b>Isolation in vertical housing</b><br/>Limited common spaces and sparse social programming leave residents and students isolated</li> <li>• <b>Information and trust gaps</b><br/>Fragmented communications, complex “government language” and limited visibility at major festivals; non-digital pathways are limited</li> <li>• <b>Bureaucracy and risk aversion</b><br/>Red tape stifles experimentation; free-only settings sometimes create attrition for NFP programming (Community groups avoid engagement for fear of permit denial or unsustainable booking policies)</li> <li>• <b>Club culture, racism and exclusion in sport and recreation</b><br/>Competitive focus, alcohol culture and racism make mainstream clubs unappealing to many, especially students and families</li> <li>• <b>Volunteer capacity and venue availability</b><br/>Stretched volunteer numbers and governance capacity; affordable venues hard to secure for year-round programming</li> </ul> |
| <p><b>Opportunities</b></p> <p>What are the opportunities for the City of Adelaide to strengthen connection and</p> | <ul style="list-style-type: none"> <li>• <b>Activate everyday spaces for social connection</b><br/>Small, frequent activations in libraries, squares and park lands build habits of connection and increase perceived safety</li> <li>• <b>Improve safety and wayfinding with quick wins and a precinct plan</b><br/>Lighting upgrades, pruning for sightlines, seating at lit nodes, QR beacons and volunteer city ambassadors; map “safe night routes” with step-free connections and accessible toilets</li> <li>• <b>Build a network of hubs and enable community-led pilots</b><br/>Resource libraries and community centres to anchor inclusive</li> </ul>  |

Attachment B

|                                   |   |
|-----------------------------------|---|
| <p>wellbeing across our city?</p> | <p>programming with micro-grants, simple booking and connectors; co-design with priority groups</p> <ul style="list-style-type: none"> <li>• <b>Strengthen inclusion and multilingual access</b><br/>Expand cultural liaison roles, translate easy-read “how to engage” guides and use platforms communities already use; provide multilingual materials and visible liaisons at key touchpoints</li> <li>• <b>Invest in informal recreation and nature activation</b><br/>Install table tennis and 3v3 stations, hydration points and shade; promote permissible river activities and public access ramps; design multi-use spaces with biodiversity features</li> <li>• <b>Open underused and quasi-private spaces</b><br/>Broker access to rooftops, school facilities and long-lease areas for community programming when not in formal use, with clear public signage</li> <li>• <b>Strengthen the volunteering ecosystem and visible ambassadors</b><br/>Create flexible roles, provide recognition and governance support, coordinate listings city-wide and deploy lived-experience connectors and ambassadors</li> <li>• <b>Reduce hidden costs and support priority cohorts</b><br/>Offer pay-it-forward options and low-cost food at council-supported events; transport vouchers; seasonal supports for homelessness; career and visa clinics for graduates; accessible parking and a free East–West loop bus</li> <li>• <b>Make information easy to find and act on</b><br/>Launch a single “what’s on, who can help” portal; place QR beacons in streets and noticeboards in hubs; simplify planning and facility guidance into plain language; ensure visible council presence at major festivals</li> </ul> |
|-----------------------------------|---|

## Attachment B

### **1. Background**

The City of Adelaide Strategic Plan 2024–2028 commits to developing a Community Wellbeing Plan by 2026, reviewing the Active City Strategy by 2025, and meeting the legislative requirement to review the Public Health Plan by 2026.

In November 2023, Council initiated the development of a [Community Development Discussion Paper](#) to inform strategic planning and budget processes. The paper, endorsed in February 2024, outlined key challenges to ensure residents can live well, remain connected and support population growth to 50,000 residents by 2036.

In October 2025, Council supported the development of a Community Wellbeing Strategy (the Strategy), bringing into alignment the Active City Strategy, Community Wellbeing Plan, Community Development Strategy and Public Health Plan. The Strategy will draw on a wide range of existing policies, including the Cultural Policy, Community Facilities Policy and Implementation Plan, DAIP, Stretch Reconciliation Action Plan, Homelessness Strategy, Housing Strategy, Integrated Transport Strategy, Economic Development Strategy, and the Safer City Policy and Action Plan.

The Strategy will provide a coordinated framework for delivering community services, shaping partnerships, and responding to the evolving needs of a growing capital city. It will guide place-based and population-level approaches that strengthen connection, inclusion and wellbeing across Adelaide’s neighbourhoods.

### **2. How we Engaged**

From 3 November to 3 December 2025, the City of Adelaide engaged 133 people across a series of targeted engagement activities supported by the Centre for Social Impact, Flinders University.

Engagement methods were tailored to ensure meaningful dialogue with priority cohorts, frontline staff, CoA advisory bodies, and sector leaders.

Engagement activities included workshops, focus groups and advisory panel discussions, each designed to explore practical experiences of wellbeing, identify barriers, and test opportunities for strengthening social connection, safety, inclusion, wellbeing and resilience across the city.

## Attachment B

| <b>Engagement Activity</b>                           | <b>Date</b>                       | <b>Target Audience</b>  | <b>Attendances</b> |
|--|-----------------------------------|---|--------------------|
| City of Adelaide Frontline Staff Workshop            | Wednesday 15 October 2025         | Frontline City of Adelaide staff representing the City Community, City Shaping and Governance and Strategy portfolios | 24 staff members   |
| Focus Group #1                                       | Wednesday 12 November 2025        | Priority Group Refugees and Asylum Seekers from diverse cultural backgrounds, ages and their allies                   | 7 participants     |
| City of Adelaide Access and Inclusion Advisory Panel | Wednesday 19 November 2025        | Priority Group People with disability   | 10 members         |
| Focus Group #2                                       | Thursday 20 November              | Priority Group Latin American International Students  | 7 participants     |
| Sector Leaders Workshop #1                           | Tuesday 25 November (morning)     | Creating Inclusive Spaces for Learning, Connection and Community Wellbeing  | 19 participants    |
| Sector Leaders Workshop #2                           | Tuesday 25 November (afternoon)   | Many Voices, Shared Leadership: Advancing Community Wellbeing Together  | 29 participants    |
| Sector Leaders Workshop #3                           | Wednesday 26 November (morning)   | Sport, Recreation and Resilience: Strengthening Community Wellbeing   | 21 participants    |
| Focus Group #3                                       | Wednesday 26 November (afternoon) | Priority Group LGBTIQ+  | 7 participants     |
| Advisory Group                                       | Tuesday 2 December                | Volunteer Managers  | 3 Participants     |
| Reconciliation Committee                             | Wednesday 3 December              | Priority Group First Nations  | 6 Members          |

## Attachment B

### 3. What we heard

The targeted engagement process generated a detailed understanding of how wellbeing is experienced in Adelaide, and what communities need to feel connected, safe and supported. Each engagement stream contributed distinct insights: sector leaders and advisory groups identified systemic barriers and strategic opportunities, priority groups shared lived experiences, and frontline staff reflected on emerging risks and community resilience.

Together, the insights from 133 participants form a strong evidence base for the Draft Community Wellbeing Strategy, highlighting where the City of Adelaide can strengthen everyday connection, reduce exclusion and enable community-led solutions.

#### 3.1. Sector and Community Leaders' Workshops

Three Sector Leaders' Workshops were held on 25 and 26 November 2025, bringing together sector leaders and stakeholders from 51 organisations (businesses and community organisations) to explore practical strategies for strengthening community wellbeing across the City of Adelaide. These sessions provided a collaborative forum to share insights, test ideas, and identify opportunities for collective action. To support continued engagement, an online platform enabled participants to contribute further reflections after the workshops.

Co-designed and co-facilitated with the Centre for Social Impact at Flinders University, each workshop focused on a distinct theme:

- Workshop One: *Creating Inclusive Spaces for Learning, Connection and Community Wellbeing*
- Workshop Two: *Many Voices, Shared Leadership: Advancing Community Wellbeing Together*
- Workshop Three: *Sport, Recreation and Resilience: Strengthening Community Wellbeing*

The workshops highlighted the importance of inclusive spaces, shared leadership, and accessible, community-led opportunities for participation reinforcing the need for a coordinated, city-wide approach to strengthening wellbeing.

##### **a. Workshop One: Creating Inclusive Spaces for Learning, Connection and Community Wellbeing.**

Workshop One focused on exploring practical ways to reduce social isolation; support informal lifelong learning; and create welcoming, safe, and inclusive spaces that bring people together.

Guest speakers provided some different perspectives on the strategy themes to spark ideas and inspire thinking in the group discussions and idea exchange. Dr Tahna Pettman, Centre for Social Impact, Flinders University spoke about local government's role in food security, and Rachel Telfer, City of Adelaide, on the role of *Talk with a Local* in welcoming new migrants.

Attachment B

People involved in the workshop (n=19) included community educators, library and community centre managers, digital inclusion advocates, neighbourhood and church leaders, precinct groups, and placemakers.

Participating organisations included: TABOO Period Products, Here You Grow, Sue Gilbey, Christie Walk, SYC, East End Coordination Group (Precinct Group), See Differently, Foodbank SA & NT, ILSC Adelaide, Adelaide Bike Kitchen, The Art Bus, Study Adelaide, Collab4Good, Baptist Care SA, International Student Services Flinders University, St Johns Youth, Guildhouse, GOGO Foundation, Safety and Wellbeing Taskforce Department of Human Services.

| Engagement Questions  | Feedback   |
|---|--|
| <p>What does a thriving City of Adelaide look like?</p>   | <ul style="list-style-type: none"> <li>• A place where people want to be.</li> <li>• Easy incidental social connection, conversations, and opportunities in libraries, squares, shared kitchens and hubs without cost barriers.</li> <li>• Inclusive design and programming (finding connection opportunities) for international students, older residents, people living alone, and people with disability.</li> <li>• Nature: Close to daily life with shaded green spaces for quiet enjoyment and intergenerational mingling.</li> <li>• Comfort and safety after dark through lighting, clear sightlines and visible foot traffic.</li> <li>• Vertical community infrastructure in high-rise living, such as rooftop gardens, common rooms and affordable housing.</li> <li>• Cultural equity and place identity with visible Kaurna recognition and more local public art.</li> <li>• Clear wayfinding and amenities, including accessible toilets, seating and pedestrian/bike-friendly routes.</li> <li>• Council acts as a connector and enabler rather than the sole deliverer.</li> <li>• Wellbeing strengthened by small human gestures such as smiles, pay-it-forward coffee and visible ambassadors who invite conversation.</li> </ul> |
| <p>What are some of the challenges or barriers to connection and wellbeing in the City of Adelaide?</p> | <ul style="list-style-type: none"> <li>• Cost burdens and hidden expenses at “free” events.</li> <li>• Safety concerns linked to poor lighting, blocked sightlines, and alcohol-centred cultures (not inclusive).</li> <li>• Car-centric design and unsafe parkland walking routes after dark.</li> <li>• Public transport needs to be connected and affordable, the cost of carparking, and those parks being accessible.</li> <li>• Isolation in vertical housing due to limited common spaces, and single living (students) results in a lack of community.</li> <li>• Language, information and trust gaps that make services and grants hard to access.</li> <li>• Red tape and risk aversion that stifle community-led initiatives.</li> <li>• Wayfinding and amenity gaps in key precincts, including the riverbank and parks.</li> </ul>   |

Attachment B

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>• Stigma toward people with lived experience of homelessness and some CALD communities.</li> <li>• Systemic issue: Social connection. Engagement = getting people involved.</li> </ul>  |
| <p>How can we strengthen connections and wellbeing across our city?</p> | <ul style="list-style-type: none"> <li>• Activate green and social spaces with shade, seating, toilets and micro-events to invite everyday interaction, and making the city more pedestrian-friendly.</li> <li>• Build a network of hubs across libraries and community centres (“souls of space”) with mixed programming and clear wayfinding.</li> <li>• Back community-led pilots and social enterprises with micro-grants, including offline clubs, forum theatre and neighbour connectors, more third spaces (bicycle café, community garden, games, hangout spaces), and public art spaces.</li> <li>• Make inclusion practical and multilingual through cultural liaisons and easy-read guides, and increase awareness for priority groups.</li> <li>• Improve wayfinding and amenities in key precincts, i.e. Festival Theatre and the riverbank.</li> <li>• Open underused spaces such as rooftops, school facilities and vacant sites for multifunctional use and biodiversity.</li> <li>• Offer informal recreation options like table tennis and 3v3 basketball.</li> <li>• Simplify access to “what’s on” information with a clear front door to services.</li> </ul> |

**b. Workshop Two: Many Voices, Shared Leadership: Advancing Community Wellbeing Together.**

Workshop Two’s theme was on how to reduce systemic barriers to belonging, support lived experience leadership, and create flexible pathways for volunteering and civic engagement.

Guest speakers presented different perspectives on the strategy themes to spark ideas and inspire thinking in the group discussions and idea exchange: Dr Jung Yoon from the Centre for Social Impact, Flinders University, discussed promoting cross-cultural arts practice with people with disability; and Sisaleo Philavong from the City of Adelaide Access and Inclusion Advisory Panel, on lived experience insights.

People involved in the workshop (n=29) included community organisations, lived experience leaders, volunteers, cultural groups, equity and inclusion advocates.

Participating organisations included: Nexus Arts, TQ Productions (Brazilian Culture), Arabic Language and Culture of South Australia (ALCASA), Telugu Association of South Australia (TASA) Telugu Speaking people of Republic of India and Telugu speaking people of South Australia, COTA SA, Random Acts of Welcome, StudyAdelaide, TAFE SA, Switch Living, Housing Choices Australia, MOSAIC Adelaide Incorporated, Mariposa Trails Suicide Prevention Network SA, SA Youth Forum, Multicultural Youth SA, Communication Language and Culture

Attachment B

Network, University of South Australia Education Futures – lived experience of children in transnational contexts, BHP.

| Engagement Questions  | Feedback   |
|---|--|
| <p>What does a thriving City of Adelaide look like?</p>   | <ul style="list-style-type: none"> <li>• Thriving means: connection, belonging, diversity, a welcoming, inclusive, safe place, active citizenship, and being progressive (young in spirit).</li> <li>• Connection with shared purpose and active citizenship supported by council as an enabler.</li> <li>• Cultural equity and visible Kaurna recognition across the city.</li> <li>• A welcoming city regardless of being a resident, visitor, worker, or tourist – opportunities to stay and play, such as events, activations, green spaces, public spaces, public art, and cultural connection hubs. Removing social barriers.</li> <li>• A strong volunteering ecosystem with inclusive pathways for new arrivals and students.</li> <li>• Confidence-building activities such as theatre workshops and cultural exchange.</li> <li>• Utilisation of social/community-based spaces, i.e. rooftop gardens, nature spaces, hubs – common areas within the city for congregation.</li> <li>• More pedestrian-friendly places, less reliance on cars, and more wayfinding.</li> <li>• Feeling safe in the city at night – lighting, sightlines, and safe spaces.</li> <li>• Social spaces for vertical communities, so connections extend beyond campus for international students.</li> </ul> |
| <p>What are some of the challenges or barriers to connection and wellbeing in the City of Adelaide?</p> | <ul style="list-style-type: none"> <li>• Affordability and venue access that limit participation (including volunteers).</li> <li>• Language barriers and fragmented communications across different platforms, such as public health services.</li> <li>• Isolated communities (silos), i.e. international students, new arrivals, and vertical communities.</li> <li>• Distrust of institutions and perception that council is untouchable.</li> <li>• Safety concerns for LGBTQ+ communities, and other priority groups.</li> <li>• Lack of spaces/shelter for children to play.</li> <li>• Limited community awareness of events and activations – how to spread the word?</li> <li>• Attrition at free events (book but don't come).</li> <li>• Free events are not free (food/drink costs) – this excludes some priority groups and removes their spaces (rough sleepers vs park events).</li> <li>• Policy settings for facilities and grants that can make low-cost delivery difficult for NFPs.</li> <li>• Growing mental health crisis within the city – safety problem.</li> </ul>  |

Attachment B

|   |  |
|---|--|
| <p>How can we strengthen connections and wellbeing across our city?</p> | <ul style="list-style-type: none"> <li>• Enable community-led partnership models and cross-organisational introductions, like human libraries.</li> <li>• Expand self-service engagement options for youth and students.</li> <li>• Create opportunities for sharing experiences to connect, exchange, and give back.</li> <li>• Strengthen the volunteering strategy with flexible roles and recognition.</li> <li>• Use targeted communication on platforms that communities already use, with incentives for engagement.</li> <li>• Information wayfinding - make information more accessible.</li> <li>• Refocus programming on social cohesion, such as morning walks, dog walking, local art, nature activities, and community gardens.</li> <li>• Plan proactively for vertical living and embed social spaces in new developments.</li> <li>• More lighting on walking paths for a safer city at night.</li> <li>• Improve physical wayfinding for those new to the city (accessible and multi-lingual), directing them to safe community buildings/spaces.</li> </ul> |
|---|--|

**c. Workshop Three: Sport, Recreation and Resilience: strengthening community wellbeing.**

Workshop Three focused on how sport and active recreation can enhance community wellbeing, reduce social isolation, and strengthen social connections. Also identified were opportunities to improve access, participation, and equity in movement and recreation across the city, building a foundation for resilient, healthy communities.

Two guest speakers gave presentations to help with thinking around strategy themes to spark ideas and inspire thinking in the group discussions and idea exchange: Ross Wait from Raiise, on the topic of inspiring respect, driving equality in sport; and Michelle Crisp from the Office for Recreation, Sport and Racing, on industry insights.

People involved in the workshop (n=21) included sports and recreation policymakers, sports clubs, recreation providers, public health professionals, and community resilience leaders.

Participating organisations included: Department of Human Services, Hutt Street Centre, Adelaide University Sport and Fitness, Resilient Ready, Walking SA, Her Health Hero, Equal Opportunity SA, Trees For Life, Athletics SA, The University of Adelaide, Human.Kind Studios, Conservation Council of South Australia, The North Adelaide Society Inc., Alcohol and Drug Foundation, Community Mental Health Australia, Heart Foundation.

| Engagement Questions                            | Feedback   |
|---|--|
| <p>What does a thriving Adelaide look like?</p> | <ul style="list-style-type: none"> <li>• Welcoming precincts with clear wayfinding, shaded paths, and accessible toilets.</li> <li>• Green, safe, affordable public spaces to gather.</li> </ul> |

Attachment B

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>• Informal recreation such as walking groups, table tennis, and 3v3 basketball, alongside organised and formal sport.</li> <li>• More community use of the River Torrens with visible public access and inclusive design.</li> <li>• Multi-use sports spaces with sustainability features such as shade, solar, and biodiversity.</li> <li>• Visible safety cues and community-led activations that build a sense of ownership.</li> <li>• Community awareness of activations and events that make Adelaide vibrant – to keep people in the city and give a sense of belonging and inclusion to priority groups (information wayfinding).</li> <li>• More of a focus on recreation than sport.</li> </ul>  |
| <p>What are some of the challenges or barriers to connection and wellbeing in the City of Adelaide?</p> | <ul style="list-style-type: none"> <li>• Wayfinding and amenity gaps such as stairs that block bike access, limited shade, few toilets, and a lack of sightlines.</li> <li>• Cost of living, and club cultures centred on alcohol and competitiveness that deter families, CALD communities and international students.</li> <li>• Safety concerns in parklands at night.</li> <li>• Space lock-in through long leases and perceived privatisation of facilities, i.e., in front of the rowing clubs to river access.</li> <li>• Accessibility of spaces for people to meet.</li> <li>• Under-utilised sites (private and public) that sit vacant rather than supporting community activity.</li> <li>• Need for tree canopy on city streets to “cool” down the city.</li> <li>• Access (transport) - car-centric city expensive parking.</li> <li>• How do we invite people to be social organically?</li> </ul>   |
| <p>How can we strengthen connections and wellbeing across our city?</p>                                 | <ul style="list-style-type: none"> <li>• Install free informal play stations/playgrounds (riverbank and parklands), clear paths, water points, and improve lighting and sightlines.</li> <li>• More emphasis on recreation and informal sport, over formal competitive sport.</li> <li>• Publicise ramps and boat access, and expand permissible water-based activities (community pool, floating structures), encourage use of the riverbank area, i.e. Brisbane’s Southbank.</li> <li>• Public-facing communication/marketing – how to reach people. Use of QR codes and intuitive signage to connect people to “what’s on”.</li> <li>• Design multi-functional spaces that serve different life stages and everyday needs.</li> <li>• Partner to open rooftops and school facilities for community programming, and recreational spaces.</li> <li>• Tailor marketing to distinct audiences with plain language.</li> <li>• Encourage more community ownership of ideas, spaces, community-led activations, and incentives to open programs i.e. dancing in the park.</li> <li>• Improve signposting from the city to the riverbank and parklands (hidden gems).</li> </ul> |

Attachment B

|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>• Livable corridors within the city – shade, seating.</li> <li>• Ongoing consultation/focus groups with residents/experts what are the needs.</li> <li>• Manage events in the city to keep the “buzz” but discourage harm and promote safe wellbeing for all (those not participating in an event but sharing spaces).</li> <li>• Encourage Adelaide as a walkable city – safe access to walkways.</li> <li>• Volunteer opportunities – city greeters and as an information source.</li> </ul> |
|--|---|

**d. Online platform feedback**

Four participants included further feedback after the workshops on a dedicated online platform.

| <b>Engagement questions</b>  | <b>Feedback</b>  |
|--|--|
| What are some of the barriers to connection and wellbeing in the City of Adelaide? | <ul style="list-style-type: none"> <li>• Veterans and war widows lack clear reference in council information and services, indicating gaps in visibility and tailored support.</li> <li>• Limited partnering and cross-promotion between council, organisations and businesses reduces reach and collective impact.</li> <li>• Few structured working groups and community-led outreach mechanisms make it hard to engage harder-to-reach populations.</li> <li>• Absence of regular networking and expo opportunities limits awareness of services and ways to connect.</li> <li>• Many are unaware of community centres and activities and do not know where to find information; council presence at major festivals is not visible enough to bridge this gap.</li> <li>• Residents are asking what concrete steps council will take, in collaboration with local organisations, to engage and support harder-to-reach groups.</li> </ul> |
| How can we strengthen connections and wellbeing across our city?                   | <ul style="list-style-type: none"> <li>• Expand flexible volunteering pathways - simple micro-volunteering roles such as dog walking and create visible entry points that match lived experience with local needs.</li> <li>• Improve night-time safety and friendly presence (volunteer city ambassadors).</li> <li>• Strengthen accessibility across the city - safe footpaths and entries to shops and restaurants for people with disability.</li> <li>• Increase visibility of what’s on (events/activations) in the city.</li> <li>• Provide winter and year-round supports for homelessness - coordinate drop-in health services, vet care and food access and explore contributions from larger businesses through council rates mechanisms.</li> <li>• Offer careers and visa clinics for graduates to navigate employment and visa pathways in the city.</li> </ul>  |

Attachment B

|  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>• Scale multilingual support - language assistance and materials to better reach residents, students, and visitors.</li><li>• Leverage lived experience and community champions - welcoming connectors and listeners to make community spaces and centres more approachable.</li></ul> |
|--|--|

### 3.2. Focus Groups

The focus groups created space for residents and visitors from priority groups to share lived experiences of navigating the city. Participants described what supports their wellbeing, what prevents them from feeling included, and what actions would make Adelaide safer, more welcoming and easier to connect in.

Insights highlighted the diversity within each group, the intersecting barriers they face, and the importance of culturally safe, accessible and community-led approaches to improving wellbeing.

These contributions provide essential guidance on how the Strategy can better respond to the needs of communities most affected by social, economic, and structural inequity.

#### **a. Priority Group – Refugees and Asylum Seekers from diverse cultural backgrounds, and their allies.**

A focus group with Refugees and Asylum Seekers and their allies was co-hosted by the City of Adelaide and community leader Mij Tanith from the Circle of Friends at Christie Walk on Wednesday 12 November from 5.00 to 7:00pm.

This cohort represents a segment of the population that has been overlooked in research and supports. With aspirations to remain in Australia, these people often require assistance with integrating into the community whilst also grieving and experiencing trauma associated with their reasons for leaving their home country. Their vulnerability is further compounded by language barriers that limit social and economic participation, and the barriers to engage in paid work. These factors contribute to a heightened risk of social isolation and reduced wellbeing.



Image: Focus Group Refugees, Asylum Seekers and Allies participants with CoA staff.

Attachment B

| Engagement Questions  | Feedback   |
|---|--|
| <p>What does a thriving Adelaide look like?</p>   | <ul style="list-style-type: none"> <li>• Includes people from all around the world.</li> <li>• Having enough public places that people can sit and talk to each other e.g. park benches.</li> <li>• Having more opportunities to socialise after 5 pm that includes the aspirations of all cultures (not just partying.)</li> <li>• Neighbourhood level socialising opportunities.</li> <li>• Shops open later than 5pm</li> <li>• 24-hour things to do</li> <li>• Being connected to others within your community groups e.g. LGBTQIA+ picnics, cultural meetings/catch ups.</li> <li>• High levels of freedom to express and be yourself!</li> <li>• Celebration of all cultures.</li> </ul>   |
| <p>What are some of the challenges or barriers to connection and wellbeing in the City of Adelaide?</p> | <ul style="list-style-type: none"> <li>• Lack of connection to others in some communities. Could council have programs to connect people within their cultural groups e.g. Play groups, Connect refugee families.</li> <li>• Access to (physical) books from own cultures/languages.</li> <li>• Lack of affordable meeting places/ shared spaces.</li> <li>• Lack and unaffordability of parking.</li> <li>• Refugees living in the city with kids- Could we have super safe/ child friendly bike paths. Safe riding learning program.</li> <li>• Art &amp; Cultural Grants- Language barrier for grant writing with people with ESL. Can we make this easier for them? Rather than filling in grant forms, could they come in and talk to someone/explain grant idea/ receive help with the actual writing of the grant? Forms can be too hard, thereby limiting access to funding opportunities. Make grants and funding opportunities more visible to these communities.</li> <li>• Provide spaces for Multicultural artists to exhibit, demonstrate their art/culture to others. Poetry, spoken word, theatre, singing, cooking etc. This can help to build professional exposure without having to go through grants process. The art can create a safe space for people to connect. Peer support.</li> <li>• Storytelling opportunities- give refugees a space to tell their stories. Online or in person.</li> <li>• Feeling alone/Isolated- Hard to connect with others due to mental health/ language barriers etc.</li> <li>• If not in formal work, can be hard to feel included and useful within the community. Can council provide a way for people to connect with each other from this focus group demographic?</li> <li>• Volunteering opportunities</li> <li>• Pathways to employment/ experience. Internships for refugees/migrants. Professional skill enhancement and opportunity to give back to the community.</li> </ul> |

Attachment B

|   |  |
|---|--|
| <p>How can we strengthen connections and wellbeing across our city?</p> | <ul style="list-style-type: none"><li>• Ongoing conversations with Community.</li><li>• Training to help new arrivals to live together in society in a healthy/useful way</li><li>• COA collaborate with existing community groups to create and strengthen connections with migrants/refugees.</li><li>• Have a space to officially welcome new arrivals to Adelaide and connect them to established community groups to help initial integration to the community.</li></ul> |
|---|--|

**b. Priority Group – Latin American Women Studying VET Courses in the City of Adelaide (International Students)**

A focus group with Latin American women studying English or VET courses in the City of Adelaide was co-hosted by COA and community leader Cielo Pinieros at Cumbia at the Adelaide Central Market on Thursday 20 November from 4.30 to 6:30pm. The session was facilitated in Spanish.

This cohort represents a segment of the international student population that has been overlooked in research and support services. Latin American students are overrepresented in the VET and ELICOS education segment and many aspire to remain in Australia which requires employers to sponsor them making them vulnerable to exploitation. Their vulnerability is further compounded by language barriers that limit social and economic participation, and the inability to work in their trained professions. These factors contribute to a heightened risk of social isolation and reduced wellbeing.



Image: Focus Group International Students participants and CoA staff.

Attachment B

| Engagement Questions  | Feedback  |
|---|---|
| <p>What are some of the challenges or barriers to connection and wellbeing in the City of Adelaide?</p> | <p>Access to information and in-person support services</p> <ul style="list-style-type: none"> <li>• Participants highlighted the lack of in-person services where they can find out about student life in Adelaide and meet others outside of the course they are studying.</li> <li>• Participants shared that they came to Adelaide through agencies that they connect with in their home countries. However, when they arrived, support from those agencies was almost non-existent (some commented things were better in the past with agencies having a more active role in the transition of the students to the new Country).</li> <li>• Participants also voiced concerns about students, particularly those in the ELICOS cohort, who come to Adelaide without English knowledge. Information about accessing housing, or how to open a bank account is limited or not available in Spanish, and students don't know where to find this information.</li> <li>• When trying to find out what is happening in the local area, newly arrived students are confused about the many local councils and how the information is spread out and not centralised in one place. Sometimes they have found information on flyers when going to a library or community centres and they wished they had known about those free classes or programs sooner.</li> </ul> <p>Cost of Living</p> <ul style="list-style-type: none"> <li>• Visa restrictions regarding the maximum number of hours of work allowed were mentioned as a structural wellbeing barrier.</li> <li>• Participants shared the challenges they faced to access employment due to their visa conditions and the level of English they were able to speak when they arrived. One of the group participants noted that it took her six months to find a job, and her stress levels were so high as she was having to live off her savings during this time. She mentioned that agencies back home had told her that finding a job here was easy, but her experience here was the opposite. She finally found a job with a Latin American employer.</li> <li>• Transport costs: participants spoke about this as a barrier to moving around and building community. They expressed disappointment about the different and cheaper fees paid for other student cohorts.</li> </ul> |

Attachment B

|   |  |
|---|--|
|   | <p>Social Perceptions of Migration</p> <ul style="list-style-type: none"> <li>• Participants named the negative wellbeing impacts that the social perceptions of migration have had on them. They voiced the need to change that perspective and show the wider society what they do here and their valuable contribution filling gaps in the job market (caring, hospitality and construction roles mentioned).</li> <li>• The recent migration rallies have negatively impacted the participants' wellbeing and sense of belonging, creating fear. They mentioned the feeling of being discriminated against.</li> </ul>   |
| <p>How can we strengthen connections and wellbeing across our city?</p> | <p>Wellbeing Hub for International Students</p> <ul style="list-style-type: none"> <li>• One participant who had first-hand experience with <a href="#">Study Melbourne Hub</a> referenced this as a great example of a dedicated space for international students. She accessed it when she was studying in Melbourne and mentioned the space was accessible to all types of international students, whether they need advice and support, access spaces to study, attend professional development or join events. This was identified as an opportunity for the City of Adelaide.</li> </ul> <p>Support access to information about formal and informal wellbeing supports in different languages</p> <ul style="list-style-type: none"> <li>• Participants mentioned that participation in what's up groups (for example one for Latin American mothers) has a very positive impact on their wellbeing and sense of community. These groups, however, are not easy to find, and they recommended wider promotions with new arrivals in their own language. Information and connection with community and advocacy groups such as <a href="#">HWASA (Hispanic Women's Association of South Australia)</a> would be very valuable and would greatly contribute to the students transition to their new life here.</li> <li>• Partnerships with language schools and VET providers are critical to identify when students are arriving in Adelaide and ensure key information is provided to them in the absence of a centralised office or in person service for all the international students coming to Adelaide. In addition to basic services, participants mentioned they would like to know more about the programs Council provides including volunteer programs such as Talk with a Local.</li> <li>• Latin American restaurants, cafes and bars could be better utilised as places to disseminate information and connect with Latin American students.</li> </ul> |

Attachment B

|  |   |
|--|---|
|  | <ul style="list-style-type: none"><li>• Participants also commented on the difficulties of interviewing in another country and for jobs they never thought they would do, for example professionals looking for hospitality jobs. In this case, they thought information about industry requirements, uniforms, and job etiquette would be useful particularly in their own language.</li></ul> <p>Initiatives to welcome students to the city</p> <ul style="list-style-type: none"><li>• Volunteer ambassadors could support those arriving to study in Adelaide. If volunteers are from the same cultural background and have lived experience studying here as an international student, they would be able to break down language barriers and suggest culturally appropriate services, community initiatives, and informal support networks (for example, the What's Up groups).</li><li>• Provision of better FAQs for international students translated into their languages with key information about opening a bank account, purchasing a SIM card, and how to get from the airport to their accommodation. A participant shared their experience arriving in Adelaide not knowing to speak English, not having a sim card, and having to pay the agency that organised her course almost \$200 for the airport pick up. When they later learned about the real cost of a pick-up service, she felt very disappointed about that first experience arriving in the city.</li></ul> <p>Community led programs to connect with culture</p> <ul style="list-style-type: none"><li>• Participants mentioned that they would like to be a part of Latin American women groups where they could do cultural or active recreation things together (zumba class, yoga outdoors etc).</li><li>• Participants were not aware of the grants that the City of Adelaide offers to community members to run community led initiatives in the city. If they had heard of them, they thought they would have been ineligible for them as international students. There is an opportunity to increase the visibility of this specific program to support student-led initiatives to enhance international student wellbeing.</li></ul> |
|--|---|

Attachment B

**c. Priority Group – LGBTQIA+ experience in the City of Adelaide**

A focus group with LGBTQIA+ in the City of Adelaide was co-hosted by the City of Adelaide and Dr Kate Toone at the Howling Owl on Wednesday 26 November from 4.00 to 6:00pm.

This cohort is recognised as a priority group because evidence shows they experience distinct, systemic, and preventable inequalities that City of Adelaide action can help address. Challenges include:

- Higher Rates of Discrimination and Stigma: LGBTQIA+ people continue to face discrimination in workplaces, schools, health services, housing, aged care and public spaces. These experiences create barriers to full participation and safety, requiring targeted policy responses to ensure fair treatment and equal opportunity
- Documented Health and Wellbeing Inequities:
  - Higher rates of mental distress, suicidality, and social isolation
  - Increased risk of homelessness, especially for trans and gender-diverse young people
  - Lack of inclusive language and practices

| Engagement Questions   | Feedback  |
|--|---|
| Card activity – participants were asked to pick a card and share about what wellbeing means to them (personal and collective) in our city. | <ul style="list-style-type: none"> <li>• Physical safety currently under threat.</li> <li>• Self-actualisation, having festivals that represent us and we are able to make the most of life and feel a part of community.</li> <li>• Importance of our cultural institutions and the Botanic Garden, spaces where people can gather, including tourists.</li> <li>• We are all equal and have a place in the city. Allyship and solidarity.</li> <li>• Crossing paths with people you know in the city streets and precincts.</li> <li>• Indigenous history and history of protest</li> <li>• Community and cultural spaces for everyone. Currently many spaces and experiences are not accessible for people with disability.</li> </ul> |
| What does wellbeing mean to you in the City of Adelaide  | <ul style="list-style-type: none"> <li>• Being a capital city (amenities such as libraries, public transport, safe streets) and a country town (community proximity and belonging), as well as proximity to nature.</li> <li>• <i>Having support around me, this includes direct support but also have places I could go that are accessible and I'm comfortable to exist in and I don't have to pretend to be something else.</i></li> <li>• Accessibility to travel around, public transport, safe walking zones.</li> <li>• Strong community infrastructure and spaces: Housing Choices programs, community centre programs at Minor Works, and also music venues. Importance of having</li> </ul>                                     |

Attachment B

|   |  |
|---|--|
|   | <p>community spaces where people can gather without having to pay to be there.</p> <ul style="list-style-type: none"> <li>• Structural barriers impacting people’s wellbeing particularly when there are accessibility barriers for community members to access community spaces, a dance floor or leave their apartment. Wellbeing is not an individual responsibility; there are structural barriers at play.</li> <li>• Safe spaces</li> <li>• Women with children, specially once the baby is born. Having a community to show up and support and information about services that are available for new mothers. <i>Knowing that there are places and people around you. (...) have that knowledge that those people and those places are there and that they are going to show up for you when you're potentially in an extremely vulnerable situation can really assist with wellbeing.</i></li> <li>• The culture that is being cultivated where you live: legislation, invisible glass walls that prevent people from accessing services.</li> <li>• Third spaces are very important but there are not many in Adelaide.</li> <li>• <i>The queer experience shifts a lot, but there's still people who are estranged from families or don't have those extended kind of support networks. And so what wellbeing means to them and how they can support themselves within that is very different.</i></li> <li>• Better gender services</li> <li>• Being able to have multiple communities and anonymity.</li> <li>• The micro and macro elements of wellbeing and Council’s role across both.</li> <li>• The most important thing is safety, not being afraid: <i>when I'm in the city, I'm always on edge and a bit scared.</i></li> <li>• The library is a safe place. Generally, the city is busy, gray and people come to consume, but the library is different. It is a familiar space where people can ask for help. A hub for information (vs the police which doesn't feel safe/approachable)</li> </ul> |
| <p>What are some of the challenges or barriers to connection and wellbeing in the City of Adelaide?</p> | <p>Safety and Accessibility</p> <ul style="list-style-type: none"> <li>• Safety: Lighting, hate rhetoric (Queer and Femme dealing with aggression on the street).</li> <li>• Accessibility barriers.</li> </ul> <p>Lack of third places</p> <ul style="list-style-type: none"> <li>• Third spaces for everyone to access (including dancing, currently inaccessibility challenges for people with disabilities).</li> </ul> <p>Structural barriers to wellbeing</p> <ul style="list-style-type: none"> <li>• Wellbeing is not just about self-care, or an individual issue/responsibility</li> </ul> <p>Lack of trust in the police and public institutions</p>  |

Attachment B

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>• What happened with the Gay and Lesbian advocates/group in the police? That was the solution we were supposed to have but the group does not know what happened with this service or if they would feel comfortable using it.</li> </ul>   |
| <p>How can we strengthen connections and wellbeing across our city?</p> | <p>City spaces and programs</p> <ul style="list-style-type: none"> <li>• Accessible third spaces to connect</li> <li>• Library programs, and community-based programs (housing choices)</li> <li>• Spaces for men to gather that are not centered around alcohol such as sports and pubs.</li> <li>• More spaces that encourage and support rest and meeting/connecting with community. More places to sit undercover and also not exposed to weather.</li> <li>• Access to nature</li> </ul> <p>Safety</p> <ul style="list-style-type: none"> <li>• Safe and accessible spaces to dance.</li> <li>• Better lighting and security for taxi pick up stops. Currently there is no supervision, and they don't feel particularly safe and community dealing with harassment.</li> <li>• Council to deal with scooters. They're making it dangerous for people with mobility challenges and impacting on accessibility around the city.</li> </ul> <p>Community and culture</p> <ul style="list-style-type: none"> <li>• Foster a culture that supports well-being, solidarity and respect and that acknowledges that our communities are diverse and that intersectionality impacts the ability of people to participate.</li> <li>• Ensure lived experience representation.</li> <li>• Promote and lead symbolic support: queer flag display, pins that reflect community solidarity and allyship.</li> <li>• Meaningful and genuine political stance from institutions in support of communities at risk.</li> <li>• Information about services: knowing that there are places and people that will show up for you.</li> <li>• Naming of spaces, and laws about gendered bathrooms.</li> </ul> |

### 3.3. City of Adelaide Advisories Insight

Engagement with advisory groups offered specialised, system-level insight into how disability, culture, identity and history shape experiences of wellbeing in the city. Members of the Access and Inclusion Advisory Panel, Volunteer Managers and the Reconciliation Committee identified barriers relating to accessibility, transport, safety, cultural visibility and social exclusion, and proposed pathways for strengthening inclusion, cultural recognition and cross-community connection.

Attachment B

**a. Access and Inclusion Advisory Panel**

The role of the Access and Inclusion Advisory Panel (AIAP) is to provide strategic, expert and impartial advice to the City of Adelaide on the development, implementation, monitoring and review of policies, strategies, projects and plans with the aim to advance the inclusion of people with disability.

| Engagement Questions  | Feedback  |
|---|---|
| <p>What are some of the challenges or barriers to connection and wellbeing in the City of Adelaide?</p> | <ul style="list-style-type: none"> <li>• Transport, including accessible parking for people with a disability and an East-West free bus for people who aren't able to drive.</li> <li>• For the migrant community the city feels cold, the points of interaction are limited.</li> <li>• Social exclusion people with disability that can occur (e.g. focus group participation, reliance on websites to share information/undertake community engagement for people who cannot access technology).</li> <li>• Homelessness growing in the City of Adelaide.</li> <li>• Housing.</li> </ul>   |
| <p>How can we strengthen connections and wellbeing across our city?</p>                                 | <ul style="list-style-type: none"> <li>• Transport improvements: East-West free bus on a loop including stops at Central Market and Bus Station. Buses are already accessible and this could help people with disability and others move around the city more easily.</li> <li>• Broaden options for community engagement, such as through Libraries, to better understand the experience of people with disability in the city.</li> <li>• Create more points of connection for the migrant community to assist the community understand how the system works here to support the integration of new migrants in the community.</li> <li>• Communication hub to connect people who may experience loneliness.</li> <li>• Free and low-cost activities that community members can attend, including people with disabilities and migrants.</li> <li>• Volunteering programs that locals can support new arrivals and improve connectivity. Ensure that volunteers are informed about the services available for the different communities.</li> <li>• Community newsletters to engage volunteers.</li> <li>• Community centres programs to foster new friendships and connections.</li> <li>• Outdoor and indoor games for people to play together.</li> <li>• Low-income transitional housing after people graduate, and housing support for people with disability. We need more support to ensure that people are able to stay and live here.</li> <li>• Making spaces more accessible.</li> <li>• Council to support communities' to run the services they are best place to provide to community.</li> </ul> |

Attachment B

|  |   |
|--|---|
| <p>What does a thriving City of Adelaide look like for residents, visitors, students, and workers?</p> | <ul style="list-style-type: none"> <li>• This question was discussed by the Panel in conjunction with the question about how City of Adelaide can strengthen connections and wellbeing across our city</li> </ul> |
|--|---|

**b. Volunteer Managers**

The CBD Volunteer Managers Network was convened on Tuesday 2 December. Volunteer Managers from the health, festivals and homelessness support sectors discussed the barriers and opportunities to improve wellbeing for volunteers in the City of Adelaide.

| Engagement Questions  | Feedback   |
|---|--|
| <p>Card activity – participants were asked to pick a card and share about what wellbeing means to them (personal and collective) in our city.</p> | <ul style="list-style-type: none"> <li>• Importance of food to enable celebrations and cultural sharing in the community. Current challenge of cost of living also impacting volunteers’ opportunity to contribute. Grants applications to cover catering costs to assist these caterings.</li> <li>• Car racing as a tradition and as a special connection to Adelaide.</li> <li>• Hospital gardens, importance of connecting patience with nature to support wellbeing. Getting out of home is very important through volunteering. Sometimes this is the only time people leave their homes, the only social connection. Christmas is not always about very Christmasy for everyone.</li> <li>• Wellbeing supported by reading. Wellbeing of our volunteers experiencing a transformation through their experience as volunteers: getting jobs, increasing their confidence, finding a place.</li> <li>• Arts as a driver of wellbeing in Adelaide for everyone, including those living in the regions coming to Adelaide to be a part of festivals and the arts community (open access and free arts). Expanding inclusivity in the volunteer space, and more people have access to volunteering and audiences see themselves represented in the volunteer force when they come to a festival.</li> <li>• Wellbeing and diversity committees as key drivers of wellbeing and belonging within a community organisation in the city.</li> </ul> |
| <p>What are some of the challenges or barriers to connection and wellbeing in the City of Adelaide?</p>   | <ul style="list-style-type: none"> <li>• Managing health declines of older volunteers (for example early stages of dementia where organisations are no longer able to make modifications to enable participation and there are health and safety implications impacting on clients, community members, or other volunteers).</li> <li>• There is a lot to navigate with the older demographic in volunteering. Passing of a partner when couples volunteered together at older age.</li> </ul>   |

Attachment B

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>• Volunteering in the arts is seasonal, volunteers don't have a year-round point of contact or system of support.</li> <li>• Cost of living is a barrier for volunteer participation. Volunteers have to absorb expenses to volunteer in the city: parking costs and lunch. Partnerships with metro adelaide or U-Parks could alleviate this. Extending staff benefits in some organisations to volunteers.</li> </ul>  |
| <p>How can we strengthen connections and wellbeing across our city?</p> | <ul style="list-style-type: none"> <li>• Volunteer managers body/professional advice to serve as a reference point to ensure volunteer managers are operating under best practice standards.</li> <li>• Partnership approach with other agencies including DHS to support older volunteers.</li> <li>• Lunch and learn sessions for volunteers delivered in partnership with the sector. Consider programming during ageing well week.</li> <li>• More initiatives that support lifelong learning and training for volunteers including ageing well, diversity training, access and inclusion. Perks are important but training to develop volunteers is great. Grants are key to supporting local organisations to provide a training calendar for volunteers. Without the grants organisations are not able to deliver this for volunteers, however in the arts grants are a challenge as the volunteer coordinators operate in short term contracts that are not able to apply, deliver and acquit on grants during the term of their contracts. Funding opportunities are also not aligned with their contracts.</li> <li>• International students participating in volunteering in the city support a cultural shift in the volunteer space towards flexibility.</li> <li>• Enable intergenerational volunteering opportunities. These are key spaces where experienced volunteers train and build up a new generation of volunteers. Don't think the events where young volunteers are the majority are not interesting for older volunteers. There are groups of older people that want to be a part of those events and share their experiences with young people. International students also bring a different perspective on ageing and contributing that perspective to the community here, supporting ageing well for other volunteers who are navigating their experience of older age alone.</li> <li>• Role of the City of Adelaide to ensure a consistent positive experience volunteering in the city.</li> <li>• Working with city based to open up volunteer opportunities to international students. Raising awareness amongst this priority groups about the volunteer roles available to them, particularly new arrivals.</li> <li>• Working more cohesively to promote volunteer opportunities to the community (City of Adelaide being</li> </ul> |

Attachment B

|  |  |
|--|--|
|  | <p>able to share enquiries about volunteering with community organisations in the city leading volunteer programs)</p> <ul style="list-style-type: none"> <li>• Incorporating volunteering into workforce planning, services and reporting, how many volunteers are engaged in organisations and what is the dollar figure of their contribution. This supports organisations and staff to better understand the impact of volunteering.</li> <li>• Volunteers want to share their volunteer pride and stories with their families and the wider community.</li> </ul> |
|--|--|

**c. Reconciliation Committee**

The City of Adelaide Reconciliation Committee was formed in 2002 with goals to advance reconciliation between Aboriginal and Torres Strait Islander people and the wider City of Adelaide community. The Community Wellbeing Strategy approach was discussed at the Reconciliation Committee meeting on Wednesday 03 December.

| Engagement Questions   | Feedback  |
|--|---|
| <p>How can we strengthen connections and wellbeing across our city?</p>                                | <ul style="list-style-type: none"> <li>• Kurna culture has been here for millennia.</li> <li>• One of the pillars of Reconciliation is historical acceptance. Advice to more clearly center the Kurna people and histories as central to the story and wellbeing of Adelaide. This is key in the wellbeing of those who are here today or would like to come to be here and live in our city near the Park Lands.</li> <li>• The environment is a huge part of wellbeing, being the capital of SA, time will come very soon that we will need to look back at the practices of Aboriginal people. The older ways will be huge to the wellbeing of the people and the environment</li> <li>• How do we look after our fundamental wellbeing, when there are stressors coming with the increase of population and people coming from other countries without knowledge of social norms. Increased stressors for community.</li> </ul> |
| <p>What does a thriving City of Adelaide look like for residents, visitors, students, and workers?</p> | <p>A city that centres Kurna culture and histories, as central to the wellbeing of the city and for the peoples that live here today and want to live here in the future.</p> <p>We are in a period of change, what is the city look like in a decade? Traffic, e-vehicles, grid pressures.</p> <p>The city is going to change dramatically, alongside the environment as well.</p>   |

Attachment B

### 3.4 City of Adelaide Staff Workshop

Held on Wednesday 15 October 2025 at the Adelaide Town Hall, this workshop provided a status update to staff on the Community Wellbeing Strategy development process, approach and next steps, and gathered insights from frontline staff on future risks, current gaps and wellbeing priorities. The session explored 2030 scenarios related to extreme heat and COVID resurgence to encourage thinking on how disruptions can amplify existing inequalities and impact demographic groups differently.

This session highlighted that building a resilient city that supports our community to thrive now and into the future requires a networked, preventive and proactive people-centred, place-based approach that protects community wellbeing and connection every day and during times of disruption.



Image: City of Adelaide Staff Workshop.

|   |  |
|---|--|
| <p>City of Adelaide’s Strengths Identified</p>              | <ul style="list-style-type: none"> <li>• Trusted, visible local presence with community relationships</li> <li>• Community centres, libraries and public spaces acting as safe, inclusive hubs</li> <li>• Volunteer and neighbourhood programs and activations supporting connection</li> <li>• Advocacy and partnerships with homelessness, health and multicultural agencies</li> <li>• Communication channels that support timely emergency messaging</li> <li>• Investment in public realm heat-mitigation (shade, water, green spaces)</li> </ul> |
| <p>Current Gaps and Community Wellbeing Vulnerabilities</p> | <ul style="list-style-type: none"> <li>• Barriers to access: location, transport, opening hours, cultural safety, awareness of services and informal supports</li> <li>• Inconsistent ability to identify and reach isolated or highly mobile residents</li> </ul>   |

Attachment B

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>• Limited community development resources to support population and place-based approaches to strengthen connection and belonging of all communities in the everyday life of the city</li> <li>• Learning from past disruptions not yet embedded into future planning for preparedness and crisis response</li> <li>• Limited culturally safe, multilingual and non-digital inclusion supports and information pathways</li> <li>• Fragility of volunteer capacity during emergencies.</li> <li>• Insufficient scalability of services during prolonged crises.</li> <li>• Coordination challenges across government and service systems</li> </ul>   |
| <p>Priorities for City of Adelaide’s Community Wellbeing Strategy</p> | <ul style="list-style-type: none"> <li>• Embed equity and inclusion as core principles</li> <li>• Undertake strengths-based vulnerability mapping to better identify and support communities at risk, highlighting both areas of vulnerability and resilience, including informal support networks</li> <li>• Invest in connection and belonging in everyday life as protective community wellbeing factors, not just in times of disruption</li> <li>• Shift from reactive crisis response to preparedness, proactive and early intervention</li> <li>• Expand culturally safe, multilingual communication and non-digital inclusion supports and information pathways</li> <li>• Strengthen partnerships across government and the community sector for shared action and rapid response</li> <li>• Enable community and sport facilities, UParks and other city spaces as adaptive resilience hubs</li> </ul> |