

Draft 2026/27 Business Plan and Budget

Attachment A CONSULTATION SUMMARY

Consultation on the City of Adelaide Draft 2026/27 Business Plan and Budget (BP&B) occurred between 5 and 26 May 2026

During the consultation period, the Draft 2026/27 Business Plan and Budget project page on Our Adelaide had 11,085 visits.

As part of the consultation, a strong level of community engagement was achieved with a total of 226 Our Adelaide survey forms, 17 written submissions (email or letter), and one verbal submission received. We also engaged with approximately 55 community members through several in-person opportunities during the consultation period.

This attachment provides a summary of the results from the Our Adelaide surveys and key themes that emerged across all feedback received.



**Our
Adelaide**



Customer Centre
25 Pirie Street, Adelaide
(08) 8203 7203
ouradelaide.sa.gov.au

Introduction

The Draft 2026/27 Business Plan and Budget was available for feedback between 5 and 26 May 2026. Various engagement methods were used to ensure a broad reach across various groups in the community including:

- Online survey on the City of Adelaide’s community engagement platform, Our Adelaide
- Four in-person sessions held in various locations across the city to allow community members to provide feedback directly
- Promotion across multiple channels including social media, and various City of Adelaide newsletters.

During the consultation period, there were:

- 11,085 visits to the Draft 2026/27 Business Plan and Budget project page on Our Adelaide
- 226 completed online survey forms
- 17 written submissions (email or letter)
- 1 verbal submission
- 55 interactions with community members across the four in-person sessions.

Feedback analysis

In addition to structured survey responses, all participants had the opportunity to provide open-ended feedback. The written, verbal and in-person feedback covered a wide range of topics and has resulted in 285 individual items of feedback to analyse.

Common themes were identified across all responses, with key findings outlined below.

As the individual items of feedback often covered more than one issue and the percentages are derived from the counting and clustering of repeated themes across the 285 individual items of feedback, the percentages across all themes will exceed 100%.

Analysis of the feedback was undertaken with the assistance of generative artificial intelligence tools. Verification of the analysis and application of the information to the relevant context was undertaken by the Administration.

Summary

There was broad underlying support for many of the draft priorities however, the support was conditional. Overall, people wanted the Council to demonstrate value for money, protect the Park Lands, improve active transport and safety, address homelessness and housing stress, and keep a sharper focus on core services and local amenity.

The strongest and most repeated themes were about how people move through the city (bike lanes, pedestrian access, crossings, safer streets, public transport), what they can afford (rates, fees, parking, cost-of-living pressure), and what kind of city they want to live in (green, liveable, inclusive, economically resilient, and better maintained). Written and verbal submissions covered additional themes, particularly from key stakeholders. Businesses and representative stakeholders flagged more support for traders, better precinct planning, improved safety, better communication during works, and clearer measures of success. In contrast, feedback from other segments of the community placed more weight on housing stress, homelessness, Park Lands protection, accessibility, and local amenity.

Key tensions emerging from the feedback

Transport balance:

Strong support for active transport exists alongside concerns regarding parking availability and vehicle access.

Social investment vs core services:

While many respondents support investment in social outcomes, others prioritised core service delivery and cost containment.

Affordability vs expectations:

Respondents expressed concern about rising costs while also seeking improvements in services and infrastructure.

City activation vs residential amenity:

Some feedback highlighted tension between supporting events and visitation versus maintaining liveability for residents.

Park Lands protection vs activation:

There is broad agreement on the importance of protecting Park Lands, with differing views on appropriate use and development.

Strategic ambition vs delivery confidence:

Respondents indicated support for long-term vision, but emphasised the need for clear delivery and implementation.

Top 5 most common themes from all feedback

Active Transport, Movement and Accessibility

Approximately 24% of all feedback mentioned this theme.

This was the clearest and most persistent theme. Residents, cyclists, businesses and in-person participants indicated a preference for a city that is easier and safer to move through without relying on cars. Feedback received on this theme linked active transport to lower household costs, better health, safer streets, increased visitation, and a more modern capital city. Specifically, the feedback demonstrated strong support for:

- improved cycling infrastructure, particularly separated bike lanes
- increased walkability, including wider footpaths and safer crossings
- improved pedestrian safety and reduced vehicle speeds in appropriate areas
- better public transport connectivity

There was consistent feedback that transport should prioritise people movement, safety and accessibility, with several respondents indicating concern about perceived delays or reductions in active transport initiatives arising from the Integrated Transport Strategy. While there was broad support for improved active transport, some of the feedback emphasised the importance of maintaining balanced access for all users, including those reliant on vehicles.

Rates, Fees and Cost of Living

Approximately 21% of all feedback mentioned this theme.

A large share of feedback mentioned affordability, particularly within the context of cost-of-living concerns. In addition to sentiments on the proposed rate rise, there was also feedback on the cumulative burden of fees, parking costs, inflation, business overheads and household financial stress. Feedback under this theme focused on:

- concerns around rate increases and affordability
- cumulative impacts of rates, fees and charges on the community
- requests for greater alignment with CPI or cost-of-living pressures
- calls for stronger justification and transparency in financial decisions

Many respondents indicated that any increases should be clearly linked to demonstrable service improvements or core service delivery. Some suggested alternative approaches, including:

- staged increases to rate increases
- reduced fees for certain users / activation fees
- targeted relief for small businesses

Park Lands, Environment and Greening

Approximately 19% of all feedback mentioned this theme.

Feedback consistently reinforced the importance of the Park Lands as a defining feature of the city and its contribution to identity, liveability and environmental sustainability. Under this theme, there was strong community support for:

- protection of the Park Lands and the retention of mature trees
- increased greening and canopy coverage
- improved biodiversity and climate resilience outcomes

There was also a significant proportion of comments expressing concern regarding tree removal and the perceived encroachment or development within Park Lands, and a perceived reduction in investment in maintenance or greening.

Social and Community Development (including wellbeing and inclusion)

Approximately 18% of all feedback mentioned this theme.

Feedback received under this theme included a call for a stronger response to homelessness, social housing, affordable housing and community support. People wanted practical responses such as temporary housing, affordable housing, stronger partnerships, food and accommodation support, and community spaces that improve wellbeing and inclusion. In particular, comments mentioned:

- support for addressing homelessness and housing stress
- requests for increased support for vulnerable populations
- emphasis on community wellbeing and inclusion
- interest in improved community facilities and services

Other issues identified included:

- homelessness and access to housing
- support for low-income and vulnerable residents
- accessibility considerations (including disability access)
- broader inclusion and community wellbeing outcomes

While there was strong support for community-focused initiatives, some respondents indicated that these should be balanced with core service delivery and cost considerations.

Core Services, Maintenance and Amenity

Approximately 14% of all feedback mentioned this theme.

Comments under this theme raised concerns around 'doing the basics well' i.e. footpaths, lighting, cleanliness, roadworks coordination, side-street maintenance, accessibility, community facilities, and safe public spaces. Specific issues mentioned include:

- maintenance of roads, footpaths and public infrastructure
- cleanliness and waste management
- lighting and safety
- general amenity and presentation of the city

There was messaging that core services should remain a primary focus, with several respondents indicating that these services underpin community confidence in Council's performance. However, feedback that included this theme often appeared in contrast to more aspirational language like activation, vibrancy or innovation.

Other themes:

The following themes were also identified across the consultation:

Arts, Culture and Heritage

Feedback in this area included:

- support for arts and cultural initiatives
- recognition of the role of culture in city identity and activation
- interest in public art, events, and creative industries
- preservation of heritage assets

Arts and culture were generally framed as contributing to:

- vibrancy and activation
- tourism and visitation
- local identity and pride

Business, Economy and Activation

Feedback in this area included:

- support for small business and local traders
- interest in precinct activation and economic development
- concerns regarding operating costs, including rates and parking
- the importance of visitation and city activation

Safety and Security

Feedback in this area included:

- public safety and perceptions of safety
- lighting and surveillance
- anti-social behaviour

Safety was frequently linked with broader concerns relating to:

- wellbeing
- public space design
- city activation

Parking and Vehicle Access

Feedback in this area included:

- concerns regarding cost and availability
- impacts on accessibility and business activity
- differing views on the balance between car access and active transport

Governance, Transparency and Communication

Feedback in this area included:

- a need for clearer communication
- more transparent decision-making
- measurable outcomes and accountability

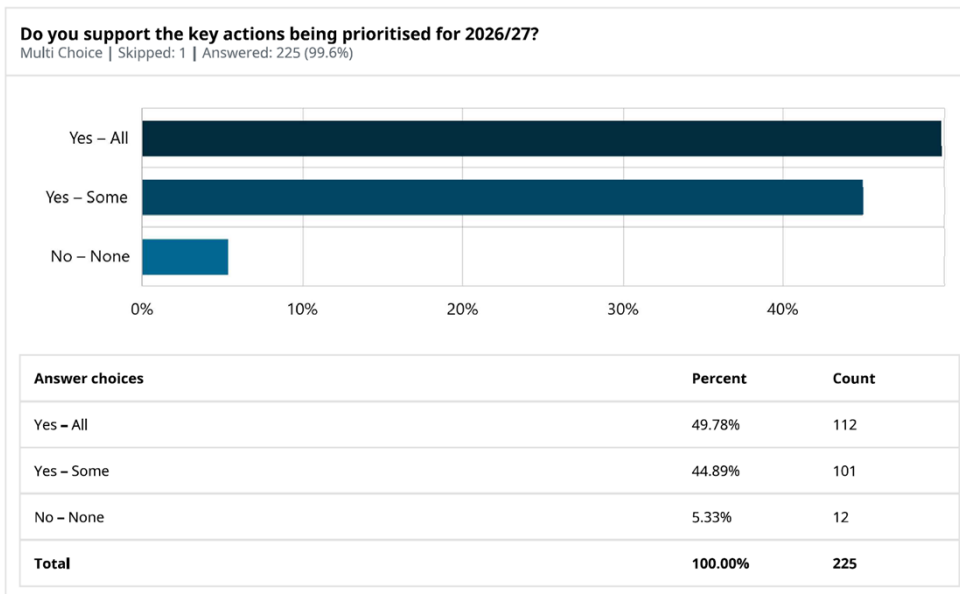
Our Adelaide Surveys (226)

This section provides a summary of the feedback gathered from the online surveys hosted on 'Our Adelaide'.

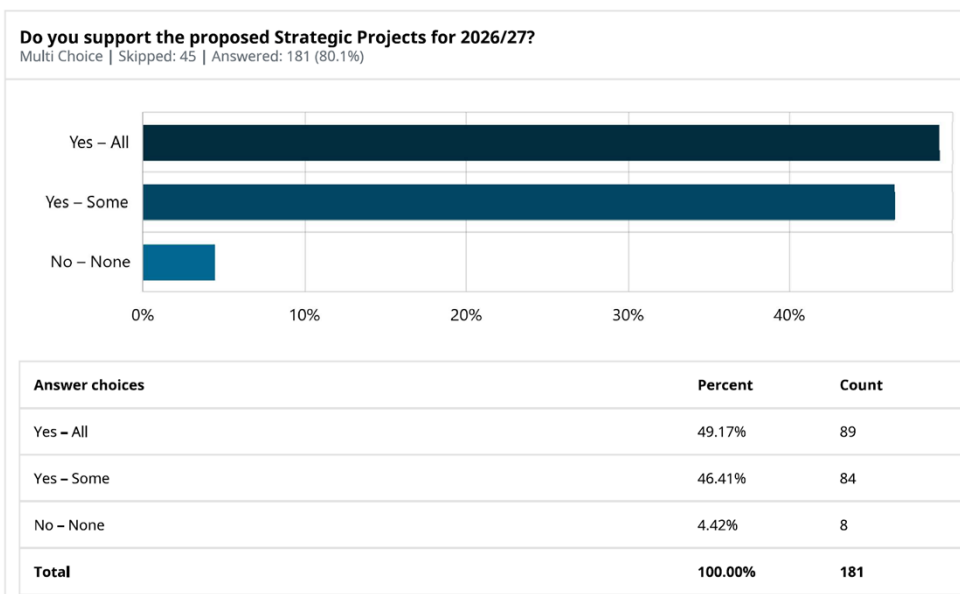
- 49% of respondents identified themselves as City of Adelaide ratepayers.
- There was a fairly even distribution across all age groups from 20-70 years of age. People between 20-29 and 40-49 years of age accounted for the largest age groups (42 surveys from each group) followed closely by those aged between 30-39 (40 surveys) and 50-59 (37 surveys)
- The main ways in which respondents participated in city life were shop, play i.e. for leisure/recreation, and work

Within the Our Adelaide survey, multiple-choice questions were asked to gauge the level of support for the proposed priorities and projects. These results are outlined in the graphs below.

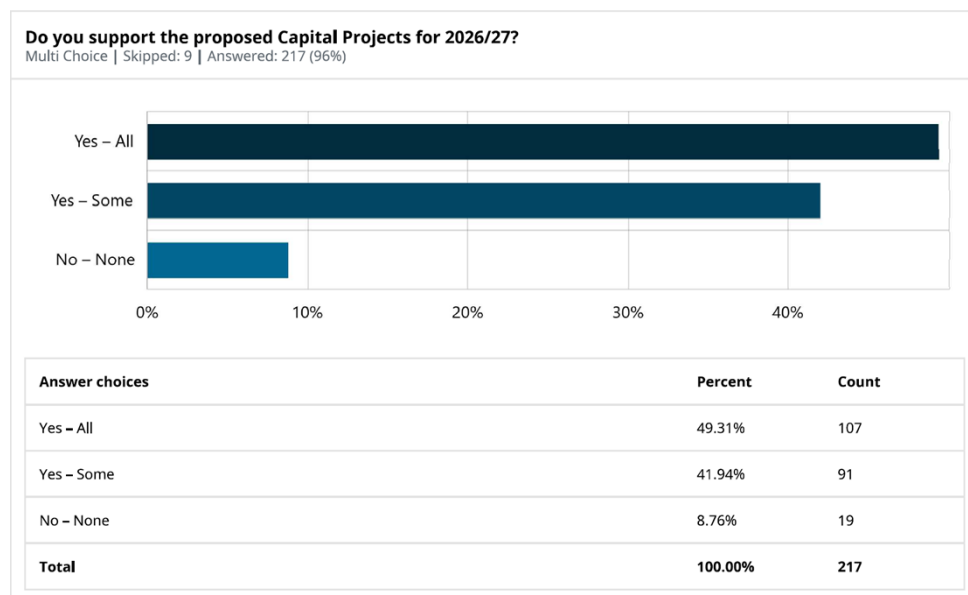
Key Priorities



Strategic Projects



Capital Projects



Other

The other questions in the Our Adelaide survey were “free form” text fields and have been incorporated into the analysis at the start of this document. These questions included:

- Do you have any feedback on Councils Rating Approach (108 answers)
- Do you have any feedback on the changes for Fees and Charges (76 answers)
- Please provide any further feedback on the Draft 2026/27 BP&B (93 answers)

The individual Our Adelaide survey forms completed are provided as Attachment B to the Council Report presented on the 9 June 2026.