Councillor Freeman - QoN - Hindley Street Revitalisation Project - Business Engagement

Tuesday, 10 November 2026
Council

Council Member
Councillor Eleanor Freeman

Public

Contact Officer:
Tom McCready, Director City Infrastructure

QUESTION ON NOTICE

Councillor Eleanor Freeman will ask the following Question on Notice:

'Can the Administration provide detail of the recent Hindley Street Revitalisation Project engagement undertaken with property owners and businesses, confirming:

- Who was engaged
- What feedback was received
- Whether further engagement is planned?'

REPLY

1. Following the State Government announcement on the Hindley Street Revitalisation project, the following engagement has been undertaken:

   1.1. Project Update October 2026 distributed - refer summary table below.

Audience	Distribution method	No. distributed	Date
Hindley Street Stakeholder Group	Email	15	15/10/26
Project update registrants	Email	232	15/10/26
Hindley Street property occupiers	Hand-delivery	1,103	16/10/26
Hindley Street property owners and occupiers	Australia Post	1695	19/10/26

   1.2. An E-News was provided to Council Members on 14 October 2026 informing them of the Hindley Street Revitalisation Engagement Update.

   1.3. The Project Update included an invitation to respond to a Business Questionnaire which asked questions about individual business operational needs, i.e. waste collection, opening hours, access etc which will inform detailed design.

2. Engagement underway includes:

   2.1. Individual meetings with key traders and property owners are underway. These meetings are focusing on the design as it relates to the individual property and gathering feedback that will assist in refining the current design.

   2.2. A walk through of Hindley Street businesses will be undertaken in the coming weeks to provide contact points for questions/ discussion and further promote the business questionnaire.

   2.3. A further meeting of the Hindley Street Stakeholder Forum is scheduled for 26 November 2026.

3. Upcoming engagement planned is as follows:

   3.1. Following consideration of the Business Questionnaire information and individual key business/property owner feedback, the design will be refined and updated.

   3.2. This updated design will be released for viewing by the broader public. This will be supported by a variety of engagement opportunities including drop-in sessions.

4. In addition to the current engagement, the Administration has been meeting with key stakeholders through the Hindley Street Stakeholder Group at various stages of the project.

   4.1. The Hindley Street Stakeholder Group, which brings together City of Adelaide staff from a range of professional areas and external stakeholders, including SAPOL, property owners, the Adelaide West End Association, Consumer and Business Services (CBS), the Australian Hotels Association, West End business owners, local Hotels, Encounter Youth and Renew Adelaide.

   4.2. The Hindley Street Revitalisation Project is a standing agenda item at the Group's regular meetings, providing an opportunity to share project updates and discuss stakeholder feedback.

   4.3. Meetings have been held on 2 April 2026, 6 August 2026 and 16 September 2026, with a meeting scheduled for 26 November 2026.

   4.4. Other engagement has occurred at the invitation of the Lord Mayor inviting key property owners within the Hindley Street precinct on 29 April 2025 and 25 September 2026 discussing matters such has Main Street redevelopment (pre and post State Government announcement) Hindley Street safety and rating levies for the purpose of marketing and promoting Hindley Street.

Staff time in receiving and preparing this reply	To prepare this reply in response to the question on notice took approximately 8 hours.

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