



CITY COMMUNITY SERVICES AND CULTURE COMMITTEE

Agenda and Reports

for the meeting on

Tuesday, 4 February 2025

at 6.00 pm

in the Colonel Light Room, Adelaide Town Hall

© 2024 City of Adelaide. All Rights Reserved.

Our Adelaide.
Bold.
Aspirational.
Innovative.

CITY COMMUNITY SERVICES AND CULTURE COMMITTEE
Meeting Agenda, Tuesday, 4 February 2025, at 6.00 pm

Members – The Right Honourable the Lord Mayor, Dr Jane Lomax-Smith

Councillor Giles (Chair)

Councillor Snape (Deputy Chair)

Deputy Lord Mayor, Councillor Elliott and Councillors Abrahimzadeh, Couros, Davis, Hou, Li, Martin, Noon and
Dr Siebentritt

Agenda

Item		Pages
1.	Acknowledgement of Country At the opening of the City Community Services and Culture Committee meeting, the Chair will state: ‘Council acknowledges that we are meeting on traditional Country of the Kaurna people of the Adelaide Plains and pays respect to Elders past and present. We recognise and respect their cultural heritage, beliefs and relationship with the land. We acknowledge that they are of continuing importance to the Kaurna people living today. And we also extend that respect to other Aboriginal Language Groups and other First Nations who are present today.’	
2.	Apologies and Leave of Absence Nil	
3.	Confirmation of Minutes - 5/11/2024 & 3/12/2024 That the Minutes of the meeting of the City Community Services and Culture Committee held on 5 November 2024 and the Minutes of the Special meeting held on 3 December 2024, be taken as read and be confirmed as an accurate record of proceedings. View public 5 November 2024 Minutes and 3 December 2024 Minutes .	
4.	Declaration of Conflict of Interest	
5.	Deputations	
6.	Workshops Nil	
7.	Reports for Recommendation to Council	
7.1	City of Adelaide Commonwealth Home Support Programme and Positive Ageing Program	3 - 61
7.2	Business Accessibility Support Fund Operating Guidelines	62 - 81
7.3	Adelaide Archery Club – Park Lands Lease Agreement – Exemption to EOI process	82 - 87
8.	Reports for Noting	
8.1	North Adelaide Railway Station Review	88 - 93
9.	Closure	

City of Adelaide Commonwealth Home Support Program and Positive Ageing Program

Strategic Alignment - Our Community

Public

Tuesday, 4 February 2025

City Community Services and Culture Committee

Program Contact:

Adam Hornhardt, Acting
Associate Director City Culture

Approving Officer:

Jennifer Kalionis, Acting Director
City Community

EXECUTIVE SUMMARY

Council is committed to playing an ongoing and important role in supporting older people to age positively in the City community, and to expanding this role beyond in-home services.

This report comes at a time of substantial Commonwealth Government reform, with the new Aged Care Act commencing on 1 July 2025, and the Commonwealth Home Support Program (CHSP) transitioning to a Support at Home program on 1 July 2027. This will significantly impact the City of Adelaide's (CoA) CHSP service provision. As the format of CHSP services changes we are required to respond. Considering this, there is a timely opportunity for CoA to direct resources dedicated to older city residents, towards a broader social wellbeing program.

This report proposes a transition to a new Positive Ageing (WOW Adelaide) program, and that CoA relinquish CHSP service delivery, and carefully support the transition of all 132 active CoA CHSP clients to alternative city based CHSP providers.

The proposed new Positive Ageing program would deliver on the Strategic Plan 2024-2028 outcome '*an inclusive, equitable and welcoming community where people feel a sense of belonging*'. Informed by market research from the Council of the Ageing SA's (COTA SA) 'The Plug-In', this new program titled – *WOW - Wellness. Opportunities. Wellbeing.* will focus on promoting social connections for older City residents, under four themes: special interests, lifelong learning, emotional wellbeing and physical activity.

This proposal will enable Council to add greater value to more City residents and move away from competing with and replicating in-home services already offered by other providers. It presents an opportunity to expand the offerings available to older city residents and increase those that can access the offerings, without impacting residents' accessibility to services provided, that will remain available through alternative providers. Council remains committed to supporting older people, and those assisting them, to better understand and navigate the complex aged care system. Through the continuation of the CoA Healthy Ageing Coordinator role, as part of this new proposal, Council will provide an ongoing information and referral service for all older City residents, to ensure inclusion and continuity of care for the older population.

The current delivery model for CHSP requires a substantial financial contribution from Council, to complement the Federal Government grant. Through the new proposed program, Council will be enabled to deliver a holistic social and wellbeing program, which better meets the needs of older residents in the community, for a nominal financial investment.

This new program intersects with Strategic Plan 2024-2028 targets such as delivery of the Active City Strategy, City Plan, Community Wellbeing Plan, and the council resolution to deliver a Community Development Strategy and Implementation Plan by the end of this term.

A report recommending CoA cease CHSP service provision and develop a broader Program Ageing program was presented to Council in March 2024. At that time, Council asked for a further report in the 2024/25 Financial Year, seeking more information about the transition process and the detail of the proposed new Positive Ageing program. If this proposal is endorsed, the Administration will work with stakeholders, residents and the Federal Government on a comprehensive plan, to transition out of CHSP service delivery by 1 July 2025.

RECOMMENDATION

The following recommendation will be presented to Council on 11 February 2025 for consideration

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

1. Acknowledges the City of Adelaide's ongoing commitment to supporting positive ageing in our community.
 2. Authorises the Chief Executive Officer or delegate to advise the Federal Government funding body that Council will commence the transition out of delivery of Commonwealth Home Support Program services in 2025, with services facilitated through the City of Adelaide ceasing on 30 June 2025.
 3. Notes that Commonwealth Home Support Program services currently delivered to City of Adelaide residents, will remain accessible for eligible residents through alternative providers and that Administration will work with current clients and the Department of Health and Aged Care, to ensure a smooth transition to a new provider.
 4. Notes:
 - 4.1. The Commonwealth Home Support Program Analysis and Future Direction Discussion Paper contained in Attachment A to Item 7.1 on the Agenda for the meeting of City Community Services and Culture Committee held on 4 February 2025.
 - 4.2. The Plug-in Social Program Co-Design Consumer Insights Report contained in Attachment B to Item 7.1 on the Agenda for the meeting of City Community Services and Culture Committee held on 4 February 2025.
 - 4.3. The WOW Wellness. Opportunities. Wisdom Initial Brand Concept Design contained in Attachment C to Item 7.1 on the Agenda for the meeting of City Community Services and Culture Committee held on 4 February 2025.
-

IMPLICATIONS AND FINANCIALS

City of Adelaide 2024-2028 Strategic Plan	Strategic Alignment – Our Community A new Positive Ageing program for the City of Adelaide would deliver on the outcome ‘an inclusive, equitable and welcoming community where people feel a sense of belonging’ and intersects with targets such as delivery of the Active City Strategy, City Plan and Community Wellbeing Plan.
Policy	Not as a result of this report
Consultation	In 2023, Council partnered with the Council of the Ageing SA’s social enterprise ‘The Plug-In’ to research to assist our understanding of the experience of ageing well for city residents aged over 50, and to learn how to maximise the value of existing Council programs. The research included focus groups with CoA older city residents.
Resource	Not as a result of this report
Risk / Legal / Legislative	Council must give at least five months’ notice to transition out of delivering the Commonwealth Home Support Program.
Opportunities	To ensure service provision is aligned with what the community seeks and allows for greater impact for all ageing City residents, not only the small cohort who qualify for Federal support and choose CoA as their CHSP service provider.
24/25 Budget Allocation	Income \$300,054 Federal Government Grant Funding Received \$36,800 Client Co-contributions Received Expense \$197,963 1.8 FTE \$236,100 Service Delivery \$26,000 Market Bus \$20,840 Program Overheads \$14,350 Healthy Ageing Program Budget (Non CHSP) Due to substantial cost increases since 2023, driven by changes to the Awards structure within the aged care sector (led by the Fair Work Commission), a budget shortfall is anticipated for the 2024/25 financial year, but this also means that we may not deliver the full quota of service outputs as per our grant agreement with the Federal Government.
Proposed 25/26 Budget Allocation	Required funding for a new CoA Positive Ageing (WOW Adelaide) program will be considered as part of the 2025/26 business plan and budget process.
Life of Project, Service, Initiative or (Expectancy of) Asset	Not as a result of this report
24/25 Budget Reconsideration (if applicable)	Not as a result of this report
Ongoing Costs (eg maintenance cost)	Not as a result of this report
Other Funding Sources	\$300,054 Federal Grant Funding

DISCUSSION

Background

1. Through the Commonwealth Home Support Program (CHSP), which is administered in the City of Adelaide (CoA) by the Community Wellbeing team, Council currently supports approximately 132 residents (or 0.5% of the City's population) to remain independent in their homes, by providing an intermediary service for domestic assistance, home maintenance and modifications, transport to medical appointments and assisted shopping, and some group socialising opportunities. Approximately 72 of these clients (or 0.3% of population) receive regular (generally fortnightly) recurring services.
2. Council receives service referrals as a CHSP provider and outsources these to an aged care service agency.
3. In 2021, the Federal Government announced a reform of the Aged Care sector, including replacing the current CHSP and Home Care Package services with a new Support at Home Program, with roll out commencing in July 2025.
4. In December 2023, the Federal Government announced that although some Support at Home Packages remain on track to commence in 2025, CHSP will transition to Support at Home no earlier than July 2027.
5. A report at [Link 1](#) was presented at Council's March 2024 meeting with a recommendation to transition out of CHSP service provision, implementing a new Positive Ageing Program, from July 2024. At that time, details of the proposed Positive Ageing Program were not fully formed, and Council resolved that the proposal be explored through a further report in the 2024/25 Financial Year.
6. The CoA Strategic Plan 2024-2028 does not directly specify a need for in-home services for older people, however the 'Our Community' strategic aspiration clearly identifies several actions aligned with the delivery of broader and more inclusive social programs for older City residents. They are as follows:
 - 6.1. Enable community led services which increase wellbeing, social connections and participation in active lifestyles, leisure, recreation and sport.
 - 6.2. Lead and create opportunities for people to expand knowledge and master new skills.
 - 6.3. Support belonging through an inclusive and welcoming community that recognises diversity and enables people of all abilities living, working and visiting the City.
 - 6.4. Create sustained, respectful and inclusive opportunities that encourage full participation of people from diverse backgrounds in the cultural and social life of the City by ensuring our services and projects are accessible and inclusive for all.
7. Local Government Organisations have received Commonwealth and State Government funding for more than 35 years to deliver in-home services, formerly known as Home Assist and Home and Community Care (HACC) funding. Since the inception of My Aged Care and CHSP in 2015, the service model has changed substantially to be more competitive and commercially driven.
8. A CEO Briefing was held on 28 January 2025 to provide Council with an overview of the information and recommendations presented in this report. A CHSP Analysis and Future Direction Discussion Paper has also been developed, which provides further background on the considerations of this report (**Attachment A**).

The CoA CHSP service – history and opportunities

9. Over the past several years, many changes have influenced the operations of the CoA CHSP program. A discussion paper (**Attachment A**) has been prepared, which documents:
 - 9.1. the history of service provision and details of the sector reform
 - 9.2. how residents and clients engage with the system
 - 9.3. the operational details of the CoA CHSP, relevant to the recommendations of this report.
 - 9.4. limited analysis of other South Australian Councils' approaches to Healthy Ageing and CHSP and opportunities and risks associated with this proposed transition
 - 9.5. examples of client scenarios and potential impacts of this service change
 - 9.6. a summary of findings from the COTA SA research undertaken with older CoA residents in 2023 and 2024.
10. Much of this detail was presented to Council in the March 2024 report, however, has been updated to reflect the current state of play in the sector, the financial status of the program in the 2024/25 financial year, and the COTA SA co-design research to inform the new Positive Ageing program proposal.

11. Whilst this report presents a recommendation to cease the CHSP service, the CoA Healthy Ageing Coordinator will remain available to provide community information and referral services. Residents will be encouraged to continue to approach Council with inquiries related to navigating aged care services and the complex aged care system, as well as advice they may be seeking regarding advocacy. Council will continue to link and refer community members to organisations such as: OPAN (Older Persons Advocacy Network (OPAN), Aged Rights Advocacy Service (ARAS), and My Aged Care. Council can schedule regular My Aged Care pop-up booths in community centres and libraries, supported by a My Aged Care representative.
12. The City of Mitcham, who have now exited from the CHSP, resolved to retain a Community Connector role (Community Information and Referral service), for this purpose. Early feedback suggests this role is playing an important and impartial part in supporting diverse community members to seek out the right services. City of Mitcham have also retained their community bus service and established a Positive Ageing and Inclusion role.
13. As CHSP is integrated into the Support at Home Model, with a more consumer directed service model of care and an open marketplace funded by fee for service delivered in arrears, it is anticipated that Councils will struggle to operate effectively, particularly Councils like CoA where the service is small in scale.
14. Along with all the major providers of aged care services, there are 64 registered CHSP providers servicing the City and North Adelaide (13 City-based) that receive funding to provide the same or similar CHSP services that the CoA currently provides to City residents. Should CoA withdraw from the CHSP program, this will not impact clients' eligibility to receive funding or services and will allow for a more direct provider-to-client relationship. For instance, HenderCare who we currently broker to provide services, could take on CoA clients directly through their own CHSP program.
15. CoA staff managing CHSP currently spend 80- 90% of their time servicing the complex Federal Government grant requirements, leaving little time to focus on meaningful engagement in social and wellbeing opportunities for all older residents in the City.
16. Council's weekly Community Market Bus is the only dedicated social offering through the healthy ageing program, along with some other ad hoc education sessions such as Advance Care planning information sessions, and Community Centre Tai-Chi sessions.
17. If Council were to transition away from delivering the CHSP, staff could dedicate their time to fostering stronger community connections among older residents and work towards developing an engaging program of Positive Ageing activities, through a community development approach.

Proposed New Program Design

18. As part of the new City Community Portfolio, Council will continue its commitment to supporting older people to age positively in the City.
19. In early 2023 the Community Wellbeing team partnered with the COTA SA research arm, 'The Plug-in' to understand the experience of ageing well for City residents aged over 50, and to learn how to maximise the value of existing Council programs. The research was undertaken in two parts; phase one was a survey of 100 respondents and the second phase was a series of workshops to discuss what residents would like Council to provide for residents to age well in the City.
20. The project produced both a Qualitative ([Link 2](#)) and Quantitative ([Link 3](#)) research report with some in-depth insights.
21. Following Council's decision in March 2024, COTA SA's 'The Plug In' were engaged for a second time, to undertake a co-design process that would detail what a new, dynamic social program for older City residents could look like. The full COTA SA Plug In Social Program Co-design Consumer Insights report is provided in **Attachment B**.
22. The co-design process highlighted social connection as an overarching theme of the activities and programs older people are seeking to support them to age well. The following four themes were identified for the proposed program:
 - 22.1. Special Interests: participation in activities that are of personal interest or facilitating ways of trying out new activities.
 - 22.2. Lifelong learning: keep the mind active and challenge thinking.
 - 22.3. Emotional Wellbeing: activities that bring focus to mindset.
 - 22.4. Physical Activities: both structure and unstructured classes.
23. The following table demonstrates the proposed new program and how it responds to the COTA Research findings:

COTA Research Themes	WOW Program Streams
Social Connection	WOW Chats New coffee catch ups
Physical Wellbeing	WOW Walks/WOW Moves - New walking groups - Tai Chi
Emotional Wellbeing	WOW Mind - Tai Chi - Meditation - Wellbeing Sessions
Lifelong Learning	WOW Wise New program of topics of interest
Volunteering	WOW Team Expanded Healthy Ageing Volunteer force
Transport	WOW Bus Continued Market Bus Service
Information	WOW Mag Older city resident's newsletter with new branding and expanded content

24. Other important recommendations are that activities should be low-cost, offered on various days, at a variety of times, and that transport options should be explored for those with mobility issues.
25. Dedicating Council resources to improving the 'flow of information' about Council-run activities is another key theme and recommendation of this research.
26. A process has been undertaken to map existing activities of Council and across the City that align with the themes of the recommendations of the COTA SA Report and identify gaps where new programming could be trialled. This presents an opportunity to better engage the community with what is currently available to them and program the identified gaps accordingly.
27. The following table outlines what is currently available, and what will be available through the new program, highlighting the expansion of services through this proposed model, with no actual loss of service to the community.

Programs and Services	Description	Current program	New program
WOW Chats	Regular coffee catch ups, multiple city locations (the intention is that these groups may help shape other program streams)	X	✓
WOW Walks/Wow Moves	Walking groups – multiple locations Tai Chi Various exercise classes in community centres and parklands	X	✓
WOW Mind	Program focused on promoting positive mental wellbeing	X	✓
WOW Wise	Special interest topics and lifelong learning program	X	✓
WOW Team	Positive ageing volunteer group ** Expanded as part of new program	✓	✓ ✓
WOW Bus	Weekly market bus	✓	✓
WOW Mag	Bimonthly newsletter (expanded as part of new program)	✓	✓ ✓

CHSP In home Services (delivered by third party service provider)	5 Service Types 132 clients (72 regular)	✓	✓
---	---	---	---

Key: ✗ = not offered ✓ = offered ✓ ✓ = offered and expanded ✓ = offered by non-CoA service providers

28. In considering the feedback from COTA SA's market research that 'ageing' language is not always necessary or desired, the team are proposing a new name for the Positive Ageing Program - WOW Adelaide (Wellbeing. Opportunities. Wisdom) - intended to be inclusive and exciting.
29. Development of a new program creates the opportunity to build a new brand which could be highly valued by CoA residents. The CoA marketing team have developed an initial concept design for the WOW brand, included in **Attachment C**.
30. Currently, CoA produces and distributes a healthy-ageing newsletter (The Grapevine) however the distribution list predominantly comprises CHSP clients and reaches just 3-4% of our residents aged 65 and over.
31. Re-positioning of CoA's services for 65+ will allow this publication to expand and become a valuable resource for the 65+ community.
32. Exact financial implications of this proposed change can only be determined once the program has been fully designed and costed. Initial modelling suggests that staff could deliver the new program with an additional allocation of between \$20,000 and \$30,000. Participant contributions would be collected for certain activities i.e. a charge of \$10 per person to attend Tai Chi (\$5 for pensioners).

Financial Summary

33. The table below represents a financial summary of the previous full financial year (2023/24), the current financial year budget (2024/25) and the budget for the proposed program (2025/26).

	2023/24 (Full Year - Actuals)	2024/25 (Budget)	2025/26 (Proposed Budget)
Income			
Federal Grant	300,054	300,054	0
Co-contributions	36,800	36,800	17,500
Sub-total	336,854	336,854	17,500
Expenses			
Service Delivery	275,489	236,100	35,000
Market Bus	13,500	26,000	26,000
Staff Costs	197,963	197,963	197,963
Program Overheads	20,000	20,840	0
Sub-total	506,952	480,903	258,963
Total	(170,098)	(144,049)	(241,463)

34. Financial results to the end of December 2024 (ie halfway through the 2024/25 financial year) show service delivery costs tracking \$9,000 over budget. It is expected that the end of financial year position for 2024/25 will be a cost to Council of approximately \$165,000.
35. There are no other additional internal costs of supporting the recommendation to transition the role that CoA plays in the delivery of CHSP services.
36. Should Council be successful in obtaining external grant funding from departments such as the Office for Ageing Well, the overall cost to Council will be offset.

Transition and Communications

37. A detailed communications plan has been developed to ensure the CoA supports its existing CHSP clients through a period of service change.
38. The communication and messaging will have a positive focus on providing a smooth transition for the approximately 132 CHSP clients to their new service provider and expanding the offering of positive ageing experiences in the city for a much larger group of residents.

39. Should the recommendations of this report be endorsed, key themes of the communications plan will include:

Client centred approach	Each active CHSP client will be contacted following the Council decision to be informed about the changes and how they will be supported through the process. Further consultation will occur leading up to the transition date to ensure any changes to their service needs are documented and they understand the process for the transition. All CHSP clients will have a personalised transition plan.
Positive Ageing and wellbeing remain Council priority	Clients are aware of the new program themes and proposal, and any alignment with their interests are identified. Clients will be invited to join the mailing list for new program news and are made aware that the Healthy Ageing Coordinator role will remain at Council with a focus on supporting older residents through a community development approach. Positive Ageing will remain a priority for the City Community portfolio.
Information and advocacy service remain	Residents are made aware that the Healthy Ageing Coordinator is available by phone to provide any advice and information throughout the transition phase and will continue to provide referral and information services to the community as an ongoing aspect of the role.
No service loss – just a change of provider	Residents are clear that they are not losing the ability to access any of the CHSP services they have a referral plan to receive. All their CHSP services will continue, they will just be provided through a different organisation.
New community programming to complement in home service providers	This change will enable CoA to complement the existing service environment by adding greater value in the form of social and wellbeing programming. Community programming is an important service that Local Government are well placed to facilitate, rather than providing intermediary in home services, where many alternative providers already exist in the market.
Internal and external stakeholders can advocate and inform	The communications strategy will include plans to communicate clear facts with both internal and external stakeholders of Council, who regularly interact with CHSP clientele and ensure these stakeholders can also keep clients informed and help connect them to the right supports through this transition phase.
Evaluation	An evaluation survey will be designed to assess the transition process, as well as the program implementation and participation.
Positive community messaging	Utilise social media to share good news stories about the changes and opportunities, as well as promotion in the lead up to the new WOW program launch and celebrating new program outcomes, stories and achievements.

40. Any organisation seeking to discontinue their role as a CHSP provider is required to prepare and submit a 'Transition Out Plan' to the Department of Health and Aged Care.
41. A draft Transition Out Plan has been developed to detail the CoA's plan to ensure continuity of service delivery as it withdraws from providing CHSP services. This includes details of:
- 41.1. Provider Readiness – what actions the CoA has already taken in preparing to exit from CHSP services.
 - 41.2. Current CHSP Delivery Profile – a summary of the CoA's CHSP service model, which may be provided to potential new provider/s to gain an understanding of delivery requirements and determine their capacity to deliver continuity of service for transferring clients.
 - 41.3. Timeframe and activities for transition and associated communications – to advise clients, their carers and other stakeholders of service changes. This information will be provided in a timely manner to ease any concerns for clients and their families.
 - 41.4. Notification to the Department of Health and Aged Care regarding request to terminate, including proposed transition date.

- 41.5. Proposed communications with other service providers, networks, and other agencies to inform of changes as required.
- 41.6. Proposed communications within the CoA.
- 41.7. Plans for the closure of Aged Care Portal availability and management of any clients on a waitlist.
- 41.8. Handover arrangements to ensure service continuity for all existing clients during this period.
- 41.9. Post transition administrative tasks to manage the final closure of services, ensuring outputs and funding data are included in Federal Grant funding agreements.
- 41.10. Post transition forwarding arrangements.

Next Steps

- 42. Should this proposal be supported by Council, the following steps will be taken:
 - 42.1. Healthy Ageing Coordinator to finalise Transition Out Plan documentation as required by Federal Government funding guidelines.
 - 42.2. The Chief Executive Officer or delegate to advise the Federal Government funding body that Council will commence the transition out of the delivery of CHSP services, with a recommended date to cease services of 30 June 2025.
 - 42.3. The Healthy Ageing Coordinator will use the Transition Out Plan to work with clients and their respective new providers to ensure a smooth transition period and process for ceasing delivery of CHSP services.
 - 42.4. Healthy Ageing Coordinator to work with marketing to firm up the new Positive Ageing in the City (WOW) brand and communication strategy to improve the flow of information and grow the resident database.
 - 42.5. Official launch of the new Positive Ageing (WOW) program in July 2025.

DATA AND SUPPORTING INFORMATION

Link 1 – Report ‘City of Adelaide Commonwealth Home Support Program’ from 5 March 2024 City Community Services and Culture Committee

Link 2 – The Plug-in – City of Adelaide Full Interim Quantitative Report – Positive Ageing in the City

Link 3 – The Plug-in – City of Adelaide Qualitative workshop report – Positive Ageing in the City

ATTACHMENTS

Attachment A – Discussion Paper Commonwealth Home Support Program Analysis and Future Direction

Attachment B – The Plug-in Social Program Co-Design Consumer Insights Report

Attachment C – WOW (Wellness. Opportunities. Wisdom) – Initial Brand Concept Design

- END OF REPORT -

COMMONWEALTH HOME SUPPORT PROGRAM

Analysis and Future Direction Discussion Paper

January 2025

ACKNOWLEDGEMENT OF COUNTRY

The City of Adelaide acknowledges that we are located on the traditional Country of the Kaurna people of the Adelaide Plains and pays respect to Elders past, present and emerging.

We recognise and respect their cultural heritage, beliefs and relationship with the land. We also extend that respect to visitors of other Aboriginal Language Groups and other First Nations.

DOCUMENT PROPERTIES

Contact for enquiries and proposed changes

If you have any questions regarding this document or if you have a suggestion for improvements, please contact:

Contact Officer: Beth Keough
Title: Team Leader, Community Wellbeing
Program: City Culture
Phone: (08) 8203 7343
Email: b.keough@cityofadelaide.com.au

Record Details

HPRM Reference: ACC2025/9272
HPRM Container: 2024/01298

Version History

Version	Revision Date	Revised By	Revision Description
1	11/11/2024	Beth Keough	Version Presented to Executive
2	10/01/2025	Beth Keough	Updates in Preparation for Council

TABLE OF CONTENTS

1.	Executive Summary	1
2.	Background.....	1
	2.1 City Demographics and Future Population Trends.....	2
	2.2 Support at Home and CHSP 2025-2027	3
	2.3 City of Adelaide CHSP Service and Costs	5
	2.4 Standards and Auditing	8
	2.5 Clients Journey.....	9
	2.6 Community Market Bus.....	11
	2.4 Role of Local Government in the Aged Care Sector	12
3.	Transitioning away from CHSP – Risks and Opportunities	13
4.	COTA SA Consumer Insights Report and Positive Ageing Program	14
5.	Client Journey Case Studies.....	15
6.	Frequently Asked Questions.....	17
7.	City of Adelaide – Community Development Approach	19
8.	Conclusion.....	20

1. EXECUTIVE SUMMARY

The purpose of this report is to summarise the current changes occurring across the national Aged Care sector, the anticipated impact on the existing City of Adelaide Commonwealth Home Support Programme (CHSP) and to consider future opportunities for the Healthy Ageing program at the City of Adelaide from 2025/26 financial year and beyond.

Following the delivery of the Royal Commission into Aged Care Quality and Safety final report, the Federal Government announced a reform of the Aged Care sector in 2021, to commence in July 2025, which incorporates replacing the current CHSP and Home Care Package services with a new Support at Home program. In December 2023, the Federal Government announced that although Support at Home will launch in July 2025, CHSP will not transition into Support at Home until 2027.

The City of Adelaide has lower (29 percent) than metropolitan Adelaide average (37 percent) numbers of residents in the 50–85 age bracket. Council's population target of 50,000 residents by 2036 (from 26,120 in 2023), combined with a rapidly ageing population, and a new generation of older people with diverse interests, present substantial opportunities for residential growth in the city among this age group.

Providing in-home support services for older city residents through the CHSP, is just one way that Council can support residents to age well. Many other providers offer these same services to residents in the city, however. As local government, City of Adelaide is best placed to focus on social and wellbeing programs for older residents.

The Community Wellbeing team currently includes one Healthy Ageing Coordinator (0.8 FTE). This resource is tasked with fulfilling the administrative requirements of the CHSP, leaving little to no capability for developing innovative social and wellbeing programs for older people. The CHSP Program is further supported by the Wellbeing Support officer role (0.8 FTE); up to 90 per cent of both roles, is consumed by administering the CHSP.

This paper presents a recommended pathway for City of Adelaide to transition away from delivery of the CHSP, and towards a new Positive Ageing program, with social wellbeing as a primary focus. To inform the design of a Positive Ageing program, Council engaged Council of the Ageing SA's (COTA SA) "The Plug-In" to undertake a co-design process, identifying what older city residents are looking for in a dynamic social program.

The proposed new program will better engage city residents who are 50 years of age and older, through enriching activities aimed at fostering social connection and meaning and purpose in their lives.

2. BACKGROUND

For more than 35 years, councils and many other non-profit organisations have received Commonwealth and State Government funding to support the frail aged, younger disabled, and carers in the community. The main objective of this funding has been to support residents to remain independent and live in their own homes for as long as possible, and, in turn, avoid premature admission into a residential aged care facility.

Since the inception of My Aged Care in 2015, councils and other service providers, have navigated a new service delivery environment. Throughout this time the funding arrangements have changed from three-year recurrent funding to annual funding. Current funding arrangements are annual agreements paid in arrears for service units delivered.

The City of Adelaide's Healthy Ageing team receives funding from the Federal Government to provide the CHSP. A funding agreement, with agreed service outputs by service type, is signed at the beginning of each financial year. This funding provides support services for

residents over 65 (or over 50 years for Aboriginal and Torres Strait Islanders) who need some short-term assistance to remain living independently in their homes.

Services delivered to eligible consumers include domestic assistance, home maintenance, home modifications, gardening, transport and some social programs and support.

As of January 2025, the CoA CHSP program supports 132 (0.5% of total CoA population) residents of the older population in Adelaide/North Adelaide. For comparison, there are 3808 residents in CoA who are 65 years or older, representing 15% of the population. Of those in the age cohort that qualify for CHSP services, under 4% are accessing the CHSP through the City of Adelaide as a provider. Additionally, approximately 72 (just over 50%) of those receive regular recurring services (generally fortnightly).

Table 1: Proportion of residents accessing CoA CHSP

	#	% of CoA population
CoA Residents 65+ (eligible for CHSP support)	3808	15%
CoA residents accessing CoA CHSP	132	0.5%

All City of Adelaide services are delivered by contractors. City of Adelaide staff play the role of client broker to process the administrative requirements of the CHSP manual and the Aged Care Quality Standards. There are eight Aged Care Quality Standards that Council must comply with when delivering CHSP services. A compliance audit is carried out every three years to determine how providers are meeting these standards.

Following the Aged Care Quality and Safety Royal Commission, the sector is undergoing extensive reform, which is due for completion by 2027. This includes:

- A new Aged Care Act to replace the Aged Care Act 1997, and the Aged Care Quality and Safety Commission Act 2018, to be in effect from 1 July 2025.
- Changes to the Aged Care Quality Standards from 1 July 2025.
- Changes to the Aged Care Quality Commission's role, regulatory powers and responsibilities from 1 July 2025.
- Commencement of the new Support at Home Program from 1 July 2025, with CHSP anticipated to transition to Support at Home from 1 July 2027.

2.1 City Demographics and Future Population Trends

People aged over 65 make up 15% (over 50's are 28.1%) of our city's population, and with this number growing Council has a responsibility to support and connect the over 65 cohort, not just those that qualify for CHSP services (noting that even then, not all CoA resident who are accessing CHSP do so through Council). It is considered, if the Commonwealth Grant was released from CoA business, that time, energy, innovation, and connection with older residents would increase significantly through commitment to a better flow of information on existing activities and the creation of new social and wellbeing activities available to older city residents.

It is anticipated that 2075 (predicted to be 16.2%) over 65's will be living in the city by 2046, if you count over 50's that rises to 3675 (30% additional people aged 50-85 and over by 2046), which would comprise about 27% of the total city population. Further, City Plan has the aspirational target of achieving a resident population of 50,000 by 2036. In that scenario, approximately 15,000 City residents would be over 50 years of age. It should be noted that

older people are more likely to want to grow older in place, and are more likely than younger people, to be homeowners and long-term residents¹.

The City of Adelaide Strategic Plan 2024-2028 does not directly indicate support for delivery of an Ageing Well or Commonwealth Home Support Program, however the Our Community Pillar clearly identifies several actions that would support the delivery of a wider social program for older city residents:

- Enable Community Led Services which increase wellbeing social connections and participation in active lifestyles, leisure, recreation and sport.
- Lead and create opportunities for people to expand knowledge and master new skills.
- Support belonging through an inclusive and welcoming community that recognises diversity and enables people of all abilities living, working and visiting the city.
- Create sustained, respectful and inclusive opportunities that encourage full participation of people from diverse backgrounds in the cultural and social life of the city by ensuring our services and projects are accessible and inclusive for all.

According to the World Health Organization², social isolation and loneliness are widespread, with some countries reporting that up to one in three older people feel lonely.

Social isolation and loneliness are important, but often neglected, social determinants of health and wellbeing across all ages, including for older people. High-quality social connections are essential aspects of good mental and physical health and wellbeing.

A large body of research shows that social isolation and loneliness have a serious impact on older people's longevity, physical and mental health, and quality of life. The effect of social isolation and loneliness on mortality has been compared to that of other well-established risk factors for mortality such as smoking, obesity, and physical inactivity.

In 2021 the United Nations announced the Decade of Healthy Ageing (2021–2030) - a global collaboration, aligned with the last ten years of the Sustainable Development Goals, to improve the lives of older people, their families, and the communities in which they live. As our population continues to grow older, local government has an important role in ensuring that older are supported to age well and, to foster community connections to mitigate the risk of loneliness and isolation.

The City of Adelaide Strategic Plan has a specific target to increase residents' wellbeing from 70% to 75% life satisfaction. A broader community program, with stronger investment in social connection and wellbeing, is considered an impactful way to deliver positive wellbeing outcomes for older city community members.

2.2 Support at Home and CHSP 2025-2027

The new [Support at Home Program](#) will reform all aspects of the delivery of in-home aged care including client assessment, changes to the funding model for service providers, and regulation of the market with the revised Quality Standards. The details for how CHSP will be incorporated into Support at Home are still being refined and a new Aged Care Taskforce established to lead this process, however emerging details on this suggest that:

- Serviced prices and classifications will be reviewed.
- Consultation on the proposed new program will continue, and further updates will be provided as we approach the end of the existing program in 2027.

¹ [Older Australians, Housing and living arrangements - Australian Institute of Health and Welfare](#)

² [Social isolation and loneliness among older people are harmful](#)

- Providers will be paid for services after they have been delivered. Providers will invoice Services Australia.

The purpose of Support at Home remains the same: to assist people over the age of 65, (or 50 years old if Aboriginal or Torres Strait Islander peoples) to live as independently as possible in their own home for as long as they choose to do so.

Four regulatory safeguards are being introduced to help deliver the model:

- Supporting quality care – focuses on working with providers and helping the sector to lift the quality and safety of aged care service delivery.
- Becoming a provider – shaping the way entities will become an aged care provider and remain suitable to continue delivering services to older people.
- Responsibilities of a provider – the obligations providers must meet to deliver quality care and protect the rights of older people.
- Holding providers accountable – facilitating quality care and deterring poor performance through monitoring, compliance, and enforcement activities.

The reporting mechanism or audit requirements for the new standards are yet to be confirmed.

Support at Home will not be delivered in the current 'grant program' format, instead operating more like the National Disability Insurance Scheme (NDIS) open marketplace and for the most part funded by fee for services delivered in arrears. The key features of the model include:

- Universal provider registration and renewal of registration across six registration categories.
- Clear, targeted and streamlined provider obligations.
- A system that is easier for older people and providers to access and navigate, including a new Single Assessment System, to assist in easier access and ability to adapt services as needed.
- Support to providers to build their capability.
- A consistent way to provide feedback and promptly address complaints and concerns, with a focus on resolving issues respectfully and adequately.
- Stronger regulatory powers for the Aged Care Quality and Safety Commission.

CHSP providers will be covered by the new Aged Care Act from 1 July 2025. Providers will need to adhere to the new regulatory framework (registration model) from this date. Further information about new registration categories for CHSP providers is still being finalised. A revised/interim [CHSP Program Manual 2024-2025](#) was released in December 2024. This supports greater alignment with the Aged Care Act 2025, and all of the same CHSP services types that CoA received funding for remain. More detail about any impacts of the interim service delivery model will become clearer as we receive our offer to apply for the CHSP grant for 2025/26.

All existing CHSP contract providers will be eligible to receive a new CHSP grant agreement with an activity work plan and standard and supplementary terms and conditions outlining the services they are contracted to deliver from 1 July 2025. The following timeline is published on the Department of Health and Aged Care Website ([Commonwealth Home Support Programme \(CHSP\) reforms | Australian Government Department of Health and Aged Care](#)):



In the new regulatory model, from 1 July 2025, universal provider registration will be introduced – a single registration of each provider across all aged care programs. There will be 6 registration categories, which group service types based on similar care complexity and risk. This means registration requirements, the related provider obligations, and regulatory oversight will be proportionate to the registration categories. Providers can register into one or more of the 6 categories relevant to the type of services they provide. The Aged Care Quality and Safety Commission (the Commission) will oversee provider registration and renewal.

A process – called [deeming](#) – will apply for current providers when the new Aged Care Act starts and will transition the provider based on current service types as a registered provider under the relevant new categories.

There are some significant changes to some of the key services that City of Adelaide currently provide, including annual caps on cleaning and gardening. Under Support at Home, participants will be capped at 52 hours of cleaning and 18 hours of gardening per year.

Unlike most other aged care service providers, aged care support is not the core business of Local Government. The aged care reforms and changing funding model creates an opportunity to review the viability and appropriateness of Local Government continuing to remain in the aged care sector, particularly where the service is small in scale, and where the market includes many other service providers able to support those same clients.

City of Adelaide has an opportunity to cease CHSP service provision from 1 July 2025. Importantly any residents still registered for the service could be transitioned to new arrangements, with a city-based provider. This process would be carried out through a Transition Plan in partnership with the Department for Health and Aged Care. The following section explores the City of Adelaide's CHSP service in greater detail.

2.3 City of Adelaide CHSP service and costs

City of Adelaide receives an annual grant from the Federal Department of Health and Aged Care to deliver CHSP services. The grant amount in 2024/25 is **\$300,054.03**. The grant agreement details agreed unit costs and outputs for each service Council provides. Council is required to submit a monthly report to the Federal Government tracking expenditure and outputs.

The services provided are split into two streams including in Home Support and Social Support, and include:

- Domestic Assistance - Supports the care recipient with domestic chores to maintain their capacity to manage everyday activities in a safe, secure and healthy home environment.
- Home Maintenance - Assists care recipients to maintain their home in a safe and habitable condition. Includes services such as repair of flooring, yard maintenance such as pruning and clearance, gutter cleaning.
- Home Modifications - Where clinically justified or required for safety, alterations to the home to improve safety and accessibility and maintain independence for the care recipient.
- Social Support Group - Accompanied shopping & accompanied attendance at appointments & social engagements. Group social activities such as Exercise classes.
- Social Support Individual - Accompanied shopping & accompanied attendance at appointments.
- CHSP Transport - Indirect transport (supported through supply of taxi vouchers) and market bus.

The City of Adelaide's indicative CHSP funding across the six CHSP service areas, is outlined in Table 1. The Federal Government sets the unit price for each service type by assessing the average service cost per hour (except in the case of home modifications) across a range of service providers, in the relevant region of the CHSP provider.

Table 2: 2024-2025 Funding and Outputs

Activity Name	Funding 2024-25 (ex GST.)	Outputs 2024-25	Unit Price \$ 2024-25
CHSP Transport	\$33,318.54	1210	\$27.54
Domestic Assistance	\$159,951.83	2434	\$65.72
Home Maintenance	\$45,539.46	548	\$83.10
Home Modifications	\$4,404.57	4404.57	\$1.00
Social Support - Group	\$22,622.96	772	\$29.30
Social Support - Individual	\$34,216.67	473	\$72.34
Total Funding	\$300,054.03		

All services are delivered by contractors on behalf of Council. Table 2 details the organisations contracted to deliver services on behalf of Council.

Commonwealth home support program

Table 3: CHSP contracted organisations and services delivered

Brokered Organisation	Services delivered to City of Adelaide CHSP clients
HenderCare	Domestic assistance (cleaning) Minor Home Maintenance (including window cleaning) Gardening Social Support Individual (support for an individual to go shopping or to a medical appointment)
Support Worker Co	Domestic assistance Social Support Individual
Hall & Baum Plumbing	Gutter cleaning
Hi-Line Hardware	Minor Home modifications (grab rails)
Suburban Taxis	Transport for medical appointments
Adelaide Coachlines	Transport/bus provision only for social support group (Adelaide Central Market)

The CHSP grant does not cover the full-service delivery costs for the program. Client contributions of approximately \$36,000 are collected. Council has also historically allocated \$18,000-\$20,000 annually to meet the costs to deliver this service.

The grant agreement also does not account for the additional costs associated with Council's administration of CHSP i.e. labour costs, or the ongoing costs of client information management systems specific to CHSP client files.

The costs associated with administering CHSP substantially increased in 2023/24 due to changes in the Social, Community Home Care and Disability Services Industry Award, or SCHADS, (led by the Fair Work Commission as part of the Aged Care Work Value Case). As the City of Adelaide administers the grant and outsources the contracts for the service delivery (we act as a service broker), the costs of applying the SCHADS Award means that the costs of contracted services have increased. Council successfully secured a one-off grant to compensate for a portion of this cost increase in 2023/24. As of the 2024/25 Financial year, this grant amount was incorporated into the annual grant funding, increasing it (in addition of annual indexation) by \$24,023.

The changes to the SCHADS has ensured that workers are paid more, however brokered contractors have passed that cost onto Council. The annual grant from the Department of Health and Aged Care has not increased sufficiently to cover this increase cost in service delivery. Since this new SCHADS award was implemented, Unit Price charges for services increased dramatically, some, such as domestic assistance, by 45%.

As a result, the City of Adelaide has had minimal opportunity to accept new referrals from My Aged Care for the past 18 months, as Federal grant funds are already committed to service existing clients. Whilst the grant has increased slightly, the service outputs have reduced.

CoA has had very little capacity to take on any new clients, and the number of active clients being serviced has continued to shrink. It is not possible to meet the Grant Agreement outputs without provision of additional funding to top up the Federal Grant.

Over the past few years, Councils delivering CHSP services across the state have undertaken substantial collective advocacy regarding the need for more funding, to no avail. Further advocacy is an option but with no guaranteed outcome. The team liaise with the Funding Arrangement Manager from the Community Grants Hub to seek advice about the grant administration as needed.

Table 4 shows that for the first 3 months of this Financial Year, on all service types except domestic assistance, we are tracking substantially under the expected outputs/expenditure.

Table 4: September 2024 - Quarterly Program Outputs and Expenditure

	Home Maintenance	Transport	Social Support Individual	Social Support Group	Domestic Assistance	Home Modification
Units	42	96	82	47	614	-
Funding	\$3,449	\$2,643	\$5,932	\$1,377	\$40,349	0
% of annual budget	8%	8%	17%	6%	25%	0

To meet both community need, and the agreed output requirements of our grant agreement, the team opened services for three weeks in November 2024 and onboarded eleven new clients. Our focus was on delivering services where there was highest demand; domestic assistance, social support group and transport. The service will be opened again for a short period in January.

The CHSP manual currently allows for flexibility e.g. where a CHSP provider receives a large volume of referrals from My Aged Care for clients requiring Domestic Assistance, but less than the level of referrals expected for Social Support, the provider may use the flexibility provision (providing it is funded to deliver both activities under its CHSP Grant Agreement). The provider can use funding it receives for social support to deliver domestic assistance to meet the demand. However, the provider must retain 50% of service delivery against their outputs as outlined in the Activity Work Plan.

City of Adelaide staff managing CHSP administer all program elements. This includes reporting to the Federal Government monthly along with an annual acquittal process, client onboarding, service changes, satisfaction surveys, annual reviews, development of the Grapevine newsletter and managing the volunteers and passengers for the Community Market Bus. As well as contract management with service providers, Staff receive phone calls and emails daily from older residents not registered with the City of Adelaide who often need advocacy and support.

Council also allocates a separate annual budget of \$14,325 (2024/25) for Healthy Ageing projects. This budget is intended for social and wellbeing programs, however, due to CHSP administration absorbing most of the Healthy Ageing Coordinator's time, this has been challenging to expend. In 2024/25, this entire budget was allocated to the COTA Plug-in research (discussed later in the report).

2.4 Standards and Auditing

Councils and other funded agencies are required to provide CHSP services in line with the Aged Care Quality Standards (of which there are eight standards). The Aged and Quality and Safety Commission assess and monitor agencies against the Quality Standards, and regardless of the dollar value of the funding all funded agencies are expected to meet the

requirements standards showcasing quality and continuous improvement. There are eight Standards including:

- Standard 1 - Consumer dignity and choice
- Standard 2 - Ongoing assessment and planning with consumers
- Standard 3 - Personal care and clinical care (we don't provide these services, so this is N/A for CoA)
- Standard 4 - Services and supports for daily living
- Standard 5 - Organisation's service environment
- Standard 6 - Feedback and complaints
- Standard 7 - Human resources
- Standard 8 - Organisational governance.

The standards are complex and require extensive governance and reporting requirements. CoA successfully navigated an audit through the Aged Care Quality and Safety Commission in 2023. Six weeks' notice is given for an audit, with a significant staff commitment required not just from the team delivering the program but also finance and Executive. Audits usually take place over two and a half full days. Failure to meet standards can have major implications for the delivery of the program with a limited timeframe provided to ensure changes are made to meet standards.

The Aged Care Quality Standards will be updated to align with the new Aged Care Act that comes into effect from 1 July 2025.

Managing and monitoring third-party providers' fulfilment of Aged Care Quality Standards (ACQS) is more complex than services completed in-house and a reliance upon third party service providers has more reputational risk than services completed in-house. The Disability Royal Commission and the Aged Care Royal Commission have both highlighted that the outsourcing of services does not outsource liability.

Staff are responsible for developing, reviewing, and adhering to 16 internal staff guidelines and one work instruction to comply with the Aged Care Quality Standards.

2.5 Clients Journey

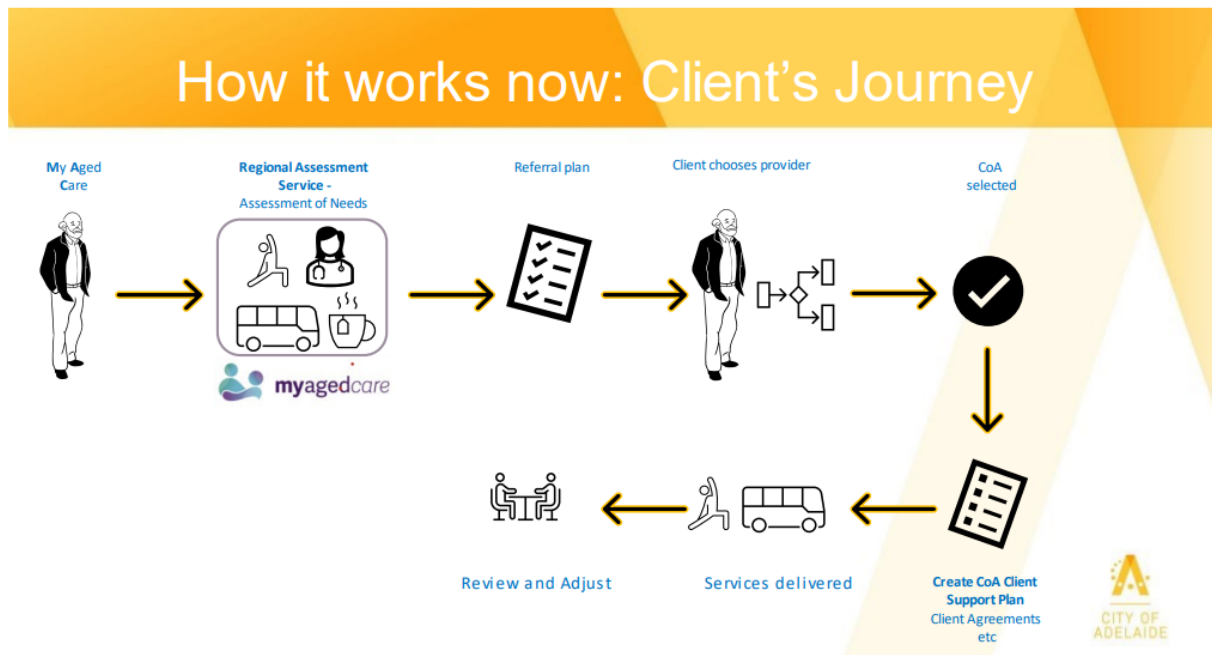
Residents who need in-home support initially request assistance through My Aged Care. Their needs are then assessed by a Regional Assessment Team or Aged Care Assessment Team (for high level needs, i.e. homecare packages for high levels of frailty and cognitive issues), which will transition into the Single Assessment System from 1 July 2025. Residents then receive a referral plan and can choose from a list of providers in their local area.

If residents choose Council as their service provider, they contact City of Adelaide with their referral code from My Aged Care. The resident then becomes a City of Adelaide CHSP client and liaises with our Healthy Ageing Coordinator to create a client support plan and connect to the relevant brokered contractor to commence their respective services.

For ongoing services, the Healthy Ageing Coordinator carries out annual reviews with the clients to determine if the services are meeting the required needs.

Figure 1 outlines the detailed referral and client journey process.

Figure 1: Client Journey



The average percentage of clients and services in CoA over the last three years is shown in Table 5. Council does not directly deliver In-Home Support services or Social Support Individual; these are provided by a care worker from HenderCare or Support Worker Co. CHSP transport is predominantly taxi vouchers administered through an online booking process for medical or specialist appointments.

Table 5: Average Client and Services over the last 3 years

	Service	Council Run	Average # CHSP Clients (last 3 years)	Average # Services (last 3 years)
	Domestic Assistance	☒	52%	62%
	Home Maintenance	☒	58%	10%
	CHSP Transport	☒	16%	18%
	Social Support Group	☒	10%	10%
	Social Support Individual	☒	8%	9%
	Home Modifications	☒	6%	0.3%

Our main services delivered remain domestic assistance, home maintenance and support with transport. Social supports are particularly low. Council staff are primarily involved in In-Home Support in the 'middle' of the process. In simple terms, CoA staff liaise with clients and contractors to deliver required services, administer invoices for payment, and then update

the My Aged Care portal to monitor the delivery of a client's referral plan. Our primary role in direct delivery of services is through the market bus (50 weeks per annum, on a Thursday morning). We organise the bus, pick up routes for clients, courtesy reminder calls to clients, volunteers to attend with clients and record all details in system as required, including WHS care responses in the MAC portal.

As part of the recent annual review process, 100% of CHSP clients strongly agree that CoA Healthy Ageing staff treat them with dignity and respect. Given our role is primarily customer service and service brokering, this is important, however whether we are adding significant value to the process is worth exploring, especially when providing this customer service and service brokering role is detracting from our ability to offer other community connection opportunities.

A recent Time in Motion study of the 1.8 FTE dedicated to the CHSP delivery showed that CoA staff managing the CHSP program spend approximately 80% of their time servicing the complex Commonwealth Grant requirements and CHSP service, leaving only a small portion of time for innovation and creation of meaningful engagement and opportunities for all older residents in the City of Adelaide.

2.6 Community Market Bus

Council's Community Market Bus provides a weekly trip to the Adelaide Central Market for up to 20 clients. It is a kerb-to-kerb service where clients are collected from outside their home and dropped off at the Adelaide Central Market. They then have time to shop and sometimes have a cup of coffee or lunch before being collected and dropped back to their home. Clients make a \$4.00 weekly contribution to this service, which is collected by a volunteer and banked by staff.

Over the past few years, the cost of this service has been approximately \$13,500 per annum in bus hire. However, a tender process for service renewal was required in the lead up to 2024/25 Financial Year, and this resulted in a substantial increase in the cost of the service to \$26,000. This has resulted in a slightly larger bus (from 14 person to 20 person).

A volunteer accompanies passengers throughout the journey on the weekly bus. A new pool of volunteers has been recruited and as of November 2024, volunteers will travel in pairs to support the weekly service.

Five of the existing regular passengers of the bus are CHSP clients, the remaining are city residents but not CHSP clients. On average, there are nine passengers per week using this service, with 12 residents on the registration list. Recent strategies have been implemented to increase registration including renewing the flyer and distributing to contacts and city-based retirement housing complexes, displayed at community centre and promoted at several community events and in conversation.

The Healthy Ageing Coordinator is responsible for administrative tasks in relation to the Community Market Bus. These tasks include:

- Coordinating, managing, and supporting volunteers.
- Organising and paying for bus (brokered to Adelaide Coachlines with same driver weekly).
- Promotion of the service.
- Contacting clients on a weekly basis to confirm attendance.
- Recording attendance for the Federal Grant.
- Banking co-contributions.

There is no capacity to increase the number of people accessing this bus service beyond the maximum of 20 people that the bus can accommodate.

The Community Market Bus is classified as a transport service under the CHSP agreement, each passenger (that is registered with CHSP) can be counted as two weekly trips, including travel to and from the Central Market.

The service remains the same weekly, year on year with no alternative routes on offer. Should this service continue outside of the CHSP program, there may be opportunity to develop a new program and expand activities and attendance, in consultation with the community, however it should be noted that use of a bus more than one day a week for various activities will attract a substantially higher cost. Many other South Australian Councils have a Council owned bus that is used for transport for health ageing and social programs and activities for older people.

Without the Federal grant, Council would have to allocate budget for this service (\$26,000 annually to continue in its current format). This is a substantial financial commitment for a small group of residents; however, the Central Market bus is a long-standing community service of Council that is highly regarded and provides a positive experience for our residents.

2.4 Role of Local Government in the Aged Care Sector?

There are almost 1,500 CHSP providers across Australia, 68% of these are not for profit organisations. When searching based on the city postcode (5000), there are 64 organisations that appear as a My Aged Care provider offering the CHSP services that CoA currently provide. The major players in Aged Care in this space include Resthaven, HenderCare, Anglicare, Helping Hand, ACH, ECH and Southern Cross Care.

CoA services are not as efficient as other councils selected for benchmarking. CoA is a small CHSP provider by comparison to many council areas and the scale of the program effects our ability to be efficient.

As My Aged Care support services are part of a national platform, the model of delivery is the same regardless of location. LGA's across the country, particularly in Victoria are transitioning out of providing CHSP, one stating:

"The Support at Home program intends to open the market for aged care providers, making it more competitive and giving clients greater choice about who they access care from. This will effectively split our client base. There will also be changes to the payment structure from federal government to local government, making it difficult to budget to deliver the service."

As further information about the sector reforms is released, Local Government Authorities (LGAs) nationwide are transitioning out of providing CHSP. Locally, some LGA's have already transitioned out and some have ceased the delivery of certain services that are no

Alexandrina Council exited over three years ago, and City of Prospect exited all services, apart from Social Support, in January 2023. Most local LGA's have been CHSP providers for many years but in the last 12-24 months, many LGA's have been in the process of discussing transition plans with their Councils. Many of these neighbouring councils do operate with a larger delivery team than CoA and therefore have had a much more diverse social program offering to their CHSP clients and the wider community. The fact that our team resources really doesn't allow for both a social programs and in home CHSP services, provides even greater impetus for CoA to consider exiting CHSP.

In June 2023 City of Mitcham Council resolved to adopt a more inclusive sustainable model of service provision for older residents and other vulnerable community member with a view to complement the range of CHSP services offered by alternative CHSP providers in Mitcham. Mitcham have now exited as a CHSP service provider but retained:

- Community shopping bus
- Accessible social and active ageing opportunities for older and vulnerable residents

- Independent community information and referral service, providing advice to all vulnerable residents regarding access to aged care, disability, health, local service providers, activities and programs or relevant social service.

This provides increased eligibility for many residents (don't need a referral to qualify), and Mitcham Council staff now see their role as adding value, rather than competing with and replicating other service providers.

3. TRANSITIONING AWAY FROM CHSP – RISKS AND OPPORTUNITIES

CHSP service providers must notify their Funding Arrangement Manager and the Department of Health and Aged Care (the Department) in writing of their intention to transfer all or part of their services and provide a 'draft' transition out plan, five months before the proposed transition date. The service provider must negotiate a suitable transition date with the replacement organisation and the Department. The service provider must assist the Department and new service provider/s in transitioning goods and/or services to achieve an effective transition. This includes a client care continuum for the transferral of the provision of goods and/or services from City of Adelaide to the new provider.

Table 5 below highlights risks associated with ceasing delivery of CHSP or continuing to deliver into the new Support at Home Program.

Tables 6 – CHSP Program Risk Analysis

#	Risk	Analysis
1	Client anxiety about changing service provider.	HenderCare, our main brokered agency, provide services to approximately 70% of our clients. They have indicated that they are willing and able to take on management of all CoA clients if required.
2	Reputational Risk Council seen as not providing services for older residents.	Clear campaign promoting the Federal Government changes and shift in delivery and benefits to wider community of a new Positive Ageing social program.
3	Remaining as a provider without resources to compete with other services and meet standard requirements.	Existing resource allows only to maintain status quo for CHSP delivery and therefore as time goes on we are servicing a smaller proportion of our older community.

The current CHSP clients supported by CoA, would not be disadvantaged in the long term by transition to another aged care provider. However, the change-over period may cause concern and incur the typical problems associated with change. A proposed benefit of the change to the Federal model is that residents would have a more direct and seamless service support by liaising with the aged care service provider directly. Presently, the three-way relationship in place between CoA, the client, and the brokered agencies results in inconsistencies in shared information between the three parties as highlighted in Audit outcomes.

HenderCare is the primary aged care brokered agency used by CoA. HenderCare management confirm they are willing and able to manage all the CoA clients directly should this be required. Approximately 70% of CoA clients are currently supported by HenderCare, so clients would remain with a familiar organisation and potentially, a known support worker.

Should clients opt not to transfer to HenderCare, there are numerous other providers of CHSP services. All the major providers in the aged care sector offer services within the city. The My Aged Care website lists 29 organisations offering domestic assistance in the city and 18 offering home maintenance services, which are the two main services provided by CoA.

4. COTA SA CONSUMER INSIGHTS REPORT AND POSITIVE AGEING PROGRAM

In 2023, Council partnered with the Council for the Ageing SA's social enterprise 'The Plug-in' to research to assist our understanding of the experience of ageing well for city residents aged over 50, and to learn how to maximise the value of existing Council programs. Council's 'Healthy Ageing' Budget was used to cover the cost of this research piece in the 2023/24 budget.

The research was undertaken in two parts; phase one was a survey of 100 respondents and the second phase was a series of workshops held in early August 2023. The Plug-in team explored key themes from the survey results through the workshops. From these engagements, we learnt:

- Residents are seeking ways to participate in organised activities that are 'new' or 'out there', which they may have had limited access to in the past or may be difficult to find and join.
- Some residents want better access to affordable exercise programs and group activities.
- For those who do not like gym environments, exploring the city and Park Lands on foot or by cycling was important for keeping active.
- Footpath maintenance and pedestrian crossings and signals are critical for supporting residents to age well by keeping people safe, mobile, and active.
- Age-related language for advertising events and activities is not always the answer. Focusing advertising on programs, activities, and events on ability instead of age is a more positive way of engaging with community.
- City residents seek consolidated communication to learn about events and activities. Many residents rely on word of mouth to find out what is on in their city, and it can be difficult to get this information promptly.

The Plug-in compiled a full summary of both phases of the research³.

In 2024, COTA SA's 'The Plug In' were engaged for a second time, to undertake a co-design process that would detail what a new, dynamic social program for older city residents could look like. The results are presented in a consumer insights report⁴.

The co-design process highlighted social connection as an overarching theme of the activities and programs older people are seeking to support them to age well. Under the banner of social connection, the following four themes were identified for the proposed program:

- **Special Interests:** participation in activities that are of personal interest or facilitating ways of trying out new activities.
- **Lifelong learning:** keep the mind active and challenge thinking.
- **Emotional Wellbeing:** activities that bring focus to mindset.
- **Physical Activities:** both structure and unstructured classes.

³ [ACC2023-138389-The-Plug-in-CoA-Qualitative-workshop-report-Positive-ageing-in-the-city.PDF](#)
[ACC2023-138386-The-Plug-in-CoA-Full-Interim-Quant-Report-Positive-ageing-in-the-city.PDF](#)

⁴ [report-social-program-co-design-consumer-insights.pdf](#)

Commonwealth home support program

Other important recommendations are that activities should be low-cost, offered on various days, at a variety of times, and that transport options should be explored for those with mobility issues.

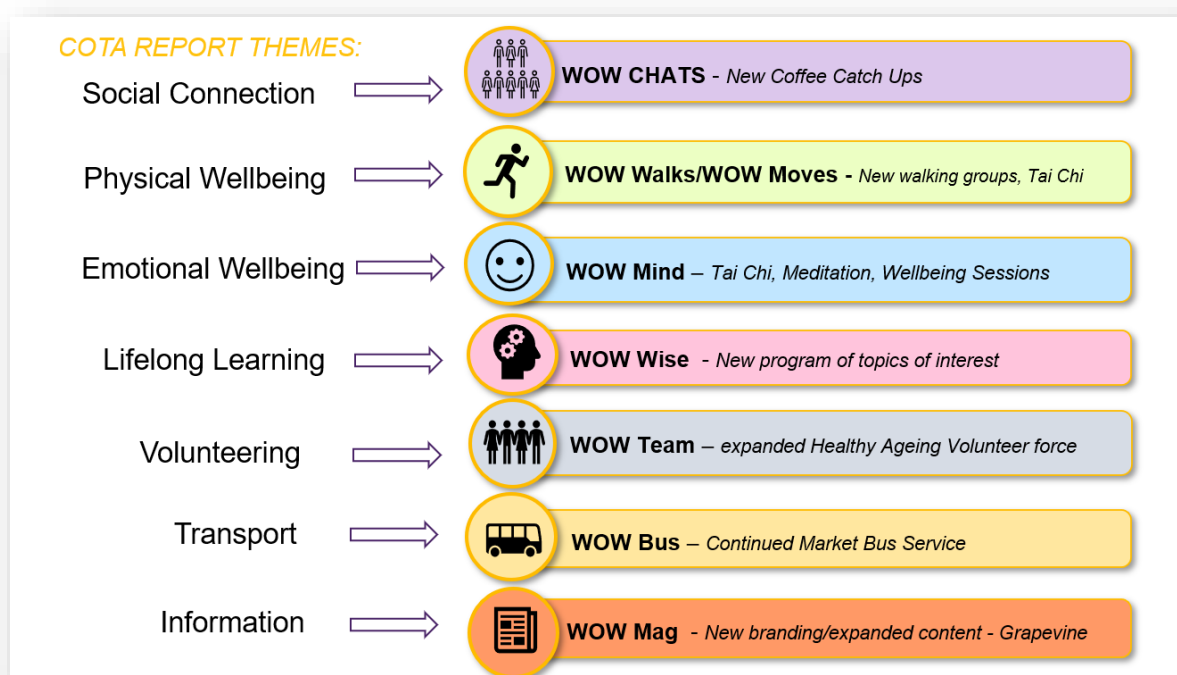
Dedicating council resources to improving the 'flow of information' about council run activities is another key theme and recommendation of this research.

A process has been undertaken to map existing activities of Council and across the City that align with the themes of the recommendations of the COTA SA Report, and identify gaps where new programming could be trialled.

In considering the feedback from COTA SA's market research that 'ageing' language is not always necessary or desired, the team are proposing a new name for the Positive Ageing Program - WOW Adelaide (Wellbeing. Opportunities. Wisdom) - intended to be inclusive and exciting. Development of a new program provides a significant opportunity to build a new brand which could be highly valued by CoA residents.

Currently, CoA produces and distributes a healthy ageing newsletter (The Grapevine) however the distribution list predominantly comprises CHSP clients and reaches just 4% of our residents aged 65 and over. Re-positioning of CoA's services for 65+ will allow this publication to expand and become a valuable communication and connection resource for the older city community.

Figure 2 – WOW Program Stream informed by COTA SA research



5. CLIENT JOURNEY CASE STUDIES

Overview

CSHP services are designed as entry level care and is of a short-term nature only. Every CHSP client has an individualised Care Plan that is created and co-designed during their initial phone assessment (that takes place prior to the service provider accepting the My Aged Care referral).

During this initial discussion, The Healthy Ageing Coordinator will discuss the client's:

- demographic information
- goals for the service; and
- preferences for duration and frequency (weekly, fortnightly or monthly).

Each client then has an annual review of their Care Plan. This is a chance for the Healthy Ageing Coordinator to discuss any changes to clients' needs and goals. At any stage, if needs become more complex, the client is referred to My Aged Care to be reassessed for more appropriate Home Care Supports.

All active clients have been advised via their 2024 Care Plan letters that their CHSP funding for services through the City of Adelaide is up until June 2025.

If Council authorises the City of Adelaide to commence the transition out of delivery of CHSP services, the aim is to achieve a smooth transition for the current 132 CHSP clients. The Healthy Ageing Coordinator (and additional staff) will be available throughout this transition period to work with all clients on their transition plan, and ensure they are supported throughout.

The Health Ageing team will continue to offer referral information and advice so that clients can discuss their transition plan and service needs, both during the transition phase and beyond. This will be particularly concentrated during the transition phase, where an initial discussion to inform clients of the changes would take place, along with a follow up detailed discussion about their service needs.

Based on their existing Care Plan and our knowledge of their interests we would invite them to connect with the new Positive Ageing program, so we can continue to connect them with programs of interest.

Throughout the process, care and respect for all clients will remain a priority. The Healthy Ageing Coordinator will remain available as a community information and referral service to help support previous CHSP clients, indeed all community members aged 50+ to seek out the right services.

The following client journey examples are scenarios based on common stories of how clients interact with the City of Adelaide's CHSP Program. For confidentiality reasons, and to ensure City of Adelaide CHSP clients are not identifiable - real names and personal details have not been used.

Example 1

Jack, 83, has been on City of Adelaide's CHSP books for three years, since he moved into U City Retirement Residences, and to be located closer to his daughter, who lives just on Morphett Street. Jack's goal is to ensure he can properly maintain hygiene of his apartment as his knees restrict his movement at times. His Care Plan provides him with domestic assistance through Support Work Co, who vacuum and mop the living areas, and clean the kitchen, bathroom and toilet weekly. He is also a keen fortnightly attendee of the Community Market Bus.

The Healthy Ageing Coordinator would stay connected with Jack through the transition to ensure his domestic services continue uninterrupted, and also checked in with Jack on his interests and hobbies. For Jack, regular interaction with CoA post- the CHSP transition is regarding his Market Bus attendance. He also expressed an interest in joining regular coffee catch up sessions (WOW Chats) as he enjoys meeting new people. Jack knows if he has any questions on CHSP, he can still contact Council for advice.

Example 2

Bernie, 80, is a huge Port Power fan and has an active social life that includes the Maltese Social Club. For decades, he worked in menswear retail, including at John Martins. Bernie recently surrendered his driver's licence, as his eyes are no longer what they used to be. This has made it difficult to stay active in his beloved Maltese community.

Bernie started receiving CHSP services through the City of Adelaide two years ago. His current Care Plan provides return transport from his home just off Hutt Street to medical appointments and to activities to maintain social connectedness to his beloved Maltese Club. This support's Bernie's goal to stay independent.

Bernie had a recent stay in hospital following a fall at home. Given the fall, he is ready for a reassessment conversation as he is no longer able to trim the bushes covering his veranda. A new referral can be made by the Healthy Ageing Coordinator, direct to My Aged Care via a Support Plan review online form, or his wife Jean can make a direct call to My Aged Care and they will take them through a step-by-step process of navigating a reassessment (usually face-to-face determined by the last assessment date on file). This process will enable Bernie to be considered for regular Domestic Assistance and Home Maintenance and Gardening services which are typically scheduled every month, or quarterly.

Despite his recent health challenges, Bernie loves to stay physically fit and is excited for the new walking groups (WOW Walks) and Tai Chi sessions (WOW Moves) the new Positive Ageing Program is planning.

Example 3

Simone, 70, is a very new CHSP client with the City of Adelaide. Simone has a love of learning, however at 14, her father made her leave school. Her love of learning persisted though, and Simone earned a university degree in Criminology when her three sons were grown.

Recent health problems threatened Simone's independence and led to a hospital admission. Fortunately, Simone's treatment was successful but has led to reduced mobility, though she is still able to clean inside just fine.

In December 2024, Simone was referred from My Aged Care to the City of Adelaide. The Home Maintenance program was open to new referrals and Simone accessed gardening and window cleaning through HenderCare after a phone assessment with the Healthy Ageing Coordinator. Her Care Plan reflected the June 2025 end date.

Given Simone's love of learning, the Healthy Ageing Coordinator shared the lifelong learning theme of the new Positive Ageing Program. Simone has asked to be put on the mailing list for WOW Wise, especially for the writing sessions as she has always wanted to write her memoir.

6. FREQUENTLY ASKED QUESTIONS

This section outlines some FAQ's about the CoA CHSP service, current client base, and the potential process for transitioning out of delivering the CHSP.

Q. Who accesses CHSP via the City of Adelaide, and what for?

As at 19 December 2024, the City of Adelaide CHSP Program has:

- 132 active clients in total. Of these:
 - 76 clients are receiving recurring services
 - 56 clients are receiving services as required
 - 9 clients are receiving two recurring services (for example, both Domestic Assistance and Home Maintenance)
 - 71 clients are receiving Domestic Assistance
 - 7 clients are receiving Home Maintenance
 - 10 clients are receiving Social Support
 - 13 clients are receiving Transport (Taxis or Market Bus)
 - 4 clients are suspended (they are on holiday or in hospital)

Q. What happens if the client isn't easily engaged during the transition process? He might have trouble reading/hearing on the phone

The suggested process would be to:

- identify residents on SMS database who require a home visit i.e. residents who have a hearing impairment, live alone, limited family/advocate support
- offer a home visit to discuss the transition process
 - if resident agrees/wants a home visit – Coordinator Healthy Ageing will visit the resident at home with the Wellbeing Support Officer to take notes
 - if the resident does not require a home visit – provide a letter of the next steps and ask if there is a representative who they would like to be informed

Q. How would we deal with someone who gets angry/frustrated on hearing the news?

- Offer a home visit to discuss the transition process
 - if resident agrees/wants a home visit – the Healthy Ageing Coordinator will visit the resident at home with the Wellbeing Support Officer to take notes
- Encourage the resident to have an advocate or representative of their choice as a support person/witness to the information (this may be Aged Rights Advocacy Service (ARAS) or another service provider who is also providing a service to the resident (i.e. allied health – OT, physio)
- Provide a fact sheet of the transition process (Healthy Ageing Coordinator to then go through dot points)

Q. Do clients already know about CHSP funding potentially ending?

- All residents who were accepted prior to the 'red light' (for over a year) going on (program at capacity) were informed funding is only secured until June 2025, and this was also detailed within their Care Plan.
- All current clients have a Care Plan and have been sent a letter that stated that the care plan was being 'rolled-over' and funding only secured until June 2025.
- The covering letter stated that services will continue until this time. No resident queried this and no complaints thus far.

Q. What happens when a client's needs change/become more complex?

- Prior to 9 December 2024, there were different assessment pathways for different aged care packages. As a result, assessments (and reassessments) were not consistent and older people often moved between organisations as their needs changed.

Commonwealth home support program

- As of 9 December 2024, a single assessment team is now responsible for assessing all applications for:
 - CHSP;
 - Home Care Package (HCP); and
 - Residential Aged Care
- The Single Assessment System aims to make the aged care needs assessment process smoother. The client, or a representative on their behalf needs to:
 - Visit the My Aged Care website to 'Apply for an Assessment Online'
 - Call My Aged Care on 1800 200 422 (free call)
 - Book a face-to-face appointment with an Aged Care Specialist officer at select Services Australia services centres by calling 1800277 475.
- For further information, the Department of Health and Aged Care factsheet on this reform is available [here](#).

Q. Where can I get more information about CHSP and my rights?

- The City of Adelaide's Healthy Ageing Coordinator (via phone and email)
- [Charter of Aged Care Rights](#)
- My Aged Care – via phone and [website](#)
- Aged Rights Advocacy - [Aged Rights Advocacy Service](#)
- Adult Safeguarding Unit – [Adult Safeguarding Unit | SA Health](#)
- Council of the Ageing SA – [COTA SA • Standing with older South Australians](#)
- Older Persons Advocacy Network (OPAN) – [Home - OPAN](#)
- Aged Care Quality and Safety Commission – [Homepage | Aged Care Quality and Safety Commission](#)
- Catalyst Foundation - [HOME - Catalyst Foundation](#)
- Multicultural Aged Care - [Multicultural Aged Care - Home](#)

7. CITY OF ADELAIDE – COMMUNITY DEVELOPMENT APPROACH

The [Community Development Discussion paper](#) outlined opportunities for Council to strengthen its community development approach to deliver the community outcomes outlined in the Strategic Plan 2024-2028. The paper made a recommendation, endorsed by Council, to develop a Community Development Strategy and Implementation Plan, which is due to be delivered in this term of Council.

The paper explored the challenges and opportunities presented as we look towards becoming city of 50,000 residents who are well and living connected lives as members of a diverse community, with a strong focus on local neighbourhoods. It considered both the profile of this growing population, and priority groups who continue to require support and form a central focus of city community planning. It also considered the opportunities and challenges across the current structure of council's community services, programs, and facilities across the city.

A Community Development Strategy would help to clarify and inform actions to be delivered under the Council's Strategic Plan 2024-2028, in relation to community groups.

In 2020, due to Council reduction in budget expenditure and staff FTE, two community centre coordinator roles were made redundant which has implicated Council's ability to respond to community needs and operate the centres to their full capacity. Appropriate resourcing of centres was highlighted as a key component of their effectiveness in enabling a stronger community development approach.

As part of a renewed approach to Community Development, the Healthy Ageing program, could be better integrated with the community centres and library programming in the city, to explore these spaces as a primary point of connection for older people. Throughout Spring in 2024, the Healthy Ageing Coordinator spent some time working from the Minor Works Community Centre and coordinated some one-off Tai Chi events to test interest. Regular presence on the ground enables an organic approach to respond to community needs and facilitate community led programming and action. By removing CHSP administration from the duties of the Healthy Ageing Coordinator role, and organically building the new WOW program in collaboration with older community members, this role will be better placed to contribute to a stronger community development model moving forward, and not only support older people in the community to lead and co-design community programming but support broader intergenerational community connections and programs as well.

8. CONCLUSION

The new Support at Home model of care will significantly impact how the City of Adelaide Commonwealth Home Support Program (CHSP) operates. Over the past few years, Council's ability to service a considerable proportion of older city residents through the CHSP has been decreasing, and almost all program resources are dedicated to replicating in home services already offered by other providers.

Council has an important role to play in supporting older people to age well in the city, beyond in home services. A move away from these services will enable greater value-add to a broader group of older city residents.

This paper presents a proposal to exit from CHSP, a plan which would be executed with great care through personalised conversations with each current CoA CHSP client, so their ongoing needs and interests are well understood and catered to. Residents will be invited to remain connected to Council's proposed new Healthy Ageing (WOW Adelaide) program; a program designed in collaboration with older community members, through the COTA SA co-design research project.

With an aspiration of 50,000 residents by 2036, and a rapidly ageing population, the City of Adelaide is compelled to explore new ways to support older people to thrive in the city. As loneliness becomes a growing issue for our society, research with our residents tells us that social connection and opportunities for improved wellbeing are the heart of what older people are seeking in their local community. Strong impetus is there for City of Adelaide, as a local government organisation, to step back into the healthy ageing social programming space, and foster quality connection and exciting and bold programming for older residents, underpinned by a community development approach.

The Plug=in.

Social program co-design

Project highlights for community



Produced for the Healthy Ageing team, City of Adelaide
September 2024



Social program co-design project highlights

Consumer insights report

Qualitative Research

Version: 1.0 (06 November 2024)

Report date: 06 November 2024

Author: Sharmilla Zaluski

For: Healthy Ageing team, City of Adelaide + project participants

Related work:

This qualitative research report by The Plug-in, COTA SA, builds on research findings conducted in 2023. A co-design process was undertaken in 2024 to build a new social program for City of Adelaide residents aged 50+. This report outlines the type of social program that will continue to build strong connections, wellbeing and physical activities for older people living in the city.

Insights will assist the Healthy Ageing team to plan new activities and leverage existing programming to meet the wants and needs of older city residents.

Contents

Executive summary	2
Principles for new program.....	3
Summary of recommendations.....	5
Demographics.....	10
Key findings	12
Program design guide infographic	
Method	15
Next steps.....	22

Executive summary

Following quantitative and qualitative engagement with older city residents in 2023, The Plug-in delivered a comprehensive Key Insights report outlining the wants and needs of older people living in Adelaide and North Adelaide.

In seeking to reshape and broaden the services delivered to city residents, the City of Adelaide's Healthy Ageing team engaged The Plug-in again in 2024 to undertake a co-design process that would detail what a new, dynamic social program might look like to meet the diverse needs of older people working and living in the city, providing optimal ways to improve wellbeing through social connections.

Participants of the co-design process shared that **social connections** underpin the activities they seek out. Under the umbrella of social connection, areas to focus on are:

- + **Special Interests:** participation in activities that are of personal interest or facilitated ways of trying out new activities.
- + **Lifelong learning:** keep the mind active and challenge thinking.
- + **Emotional wellbeing:** activities that bring focus to mindset.
- + **Physical activity:** both structured and unstructured types of classes.

Other considerations of significant importance are that activities be low-cost, offered on various days and times, and that transport support be explored for those with mobility issues.

Finding out about activities and events is a major challenge which presents an opportunity to explore the ways that information about council-run activities (community centres) could be consolidated to ease the strain residents experience in keeping up to date.

Participants shared that they would travel outside of the city to attend events, but for activities that are accessed frequently, preferences are for those to be in accessible locations and walkable distances from home.

Opportunities and recommendations presented throughout the report don't necessarily require a significant time or cost investment. By starting small and focussing on the following, the Healthy Ageing team will make a considerable difference to supporting connections within the local community and improving the wellbeing of city residents:

- Establish and coordinate activities that don't require significant administration.
- Focus on improving the flow of information of council-run activities and events

This research was conducted in partnership with the Healthy Ageing team. Key insights throughout this report detail elements that must be considered in the planning of new services and programming for city residents to truly meet the needs of people aged 50 years and over.

Principles for new program



Social connections are the most important aspect of any new program and is a thread that should run through any scheduled activity or event to support older people living in the city.

Participants expressed their motivation to continue an activity is placed equally between the connections made and their enjoyment of the activity itself.



Special interest activities continue to be vital for people to continue their passions with others. There is a strong desire to explore new activities in a facilitated series that provide avenues of discovering 'missed opportunities' of the past – this could be activities such as painting or exploring different sports such as archery.



Lifelong learning is highly sought after. Participants highly recommend U3A, WEA and the HAWKE Centre (UNISA) as sources for pursuing learning. People also seek out keynote speakers through events at libraries, neighbouring council areas and online.

Partnering with other organisations and councils to promote opportunities will help residents discover available and affordable avenues for learning.



Emotional wellbeing activities like mindfulness, spirituality (higher purpose), meditation, variations of yoga adaptable to individual ability, and tai chi are sought after.



Physical activities should range from structured fitness classes to more casual formats such as walking groups. The various court facilities around the Park Lands are a great available asset to utilise and encourage social engagement while being active, such as pétanque and tennis courts.



Low-cost affordable options

The preferred cost of activities was affordable at \$2 – \$10. Note that \$12+ is consistently viewed as expensive for some to participate.

People prefer not to be locked into paying for block of 10 sessions where possible. If needing to lock into a block of 5 or 10 sessions, it is important for a 'come and try' to be offered.



Travel + transport

People are not opposed to traveling outside of the city limits to participate in activities, but the preference is for activities and events to be available close to home. Limited mobility is a prohibitor so if transport can be supported, it will encourage participation.



Days and times

Activities being offered at a variety of times through the day, some evenings and weekends, provide opportunity for more people to participate, especially for people who are working or in a carer role.



Flow of information

How residents find out about activities and events continues to be a challenge. Through engagement, The Messenger continually comes up as a lost source of information that was primary to most people. There are many different channels that people use to keep up to date with current activities but it's often ad hoc and disordered.

Council has an opportunity to review the way information is distributed and consolidate communications about the various programs that run out of Community Centres and Libraries as well as the programs the Healthy Ageing team coordinate.



Advertising and ageism

A finding from 2023 research is important to keep front of mind: The way activities and events are advertised, and use of language impacts attendance of activities and events. Residents don't need activities to be branded with age-related language – it can be a turn-off, unless of course, the activity is for a specific age bracket. If advertising includes comprehensive information, people can make their own mind up if it is suitable to join.



Age groups, cultural diversity, intergenerational opportunities /all ages, and gendered activities

A mix of cohorts for activities is important and participants are keen to participate in activities that encourage cultural diversity. Supporting intergenerational activities is essential, but there are certain activities that should be more age-specific such as tailored fitness classes. Gender specific activities are still important for fostering connections in certain areas, for example, men's breakfasts.

Summary of recommendations



Recommendation one

Prioritise the establishment of highly sought after activities that have lower demand for administrative support.

By starting with highly desired activities, the Healthy Ageing team will be able to establish community connections and rapport. Activities that are easy to administer will allow for time to develop more intricate programs with residents that require more time investment and possibly the support of volunteers.

An example of one such activity is a demand for regular coffee catchups in local areas that can be set for certain days and times that become well-known among residents.



Recommendation two:

Complement existing council-led programs delivered with new activities that increase social connection in the four areas outlined in consideration two.

Complement the existing programs that are run out of Community Centres across the city with a new activity that is not currently on offer, or an activity that is popular and books out quickly.

- Analyse what's already on offer, what is very popular and fills up quickly that may benefit from being upscaled easily and replicated across other sites in the city; or
- Implement a series that provides opportunity for people to try something different each week at a low-cost.



Recommendation three:

Support opportunities for residents to continue learning and challenge thinking.

Continued learning and challenging the mind is of great importance to older residents.

- A way of doing this could be to invest in a series that teaches the art of writing a memoir. This type of activity was interesting to participants as a way of reflecting on their life and learning how to translate and record information. The concept was further verified through the concept testing workshop as an area of particular interest.
- Of equal interest were conversational classes that provide opportunity for people to gather and discuss current affairs, providing opportunity for social connection, an avenue for sharing thoughts, and learning more about political events or more local issues such as housing.



Recommendation four:

Increase access to wellbeing activities

There is significant interest in Tai Chi being run out of the Park Lands or city squares in the morning(s) across the city.

There is the offer of yoga, Pilates and/or meditation available at the North Adelaide Community Centre and the Minor Works building, but it seems like there may be a reduced offerings of these types of activities at the Box Factory.

A desire for consistency of some programming across the Community Centres would be very palatable to city residents – this was mentioned multiple times across workshops. Some influence in this space would be beneficial to residents and improve access to wellbeing activities.



Recommendation five:

Maximise the use of the city's open spaces

Adelaide's open spaces are a major attractor and city residents share how important these spaces are.

For city residents that had strong social connections formed around the Adelaide Aquatic Centre, there is a current opportunity to coordinate and trial activities to support the continuation of group gatherings that are important both socially and physically.

One way to do this would be to establish an activity at the same time as residents used to meet at the Aquatic Centre and create a walking group or regular meet at the pétanque courts in North Adelaide.



Recommendation six:

Offer a diverse range of low-cost activities to increase community participation.

Participants expressed their desire for a diverse range of activities to increase inclusion opportunities of the wider community.

A range of free and low-cost activities available at different times and across a variety of locations will help keep programs close to home and include older residents with busy lives, those continuing to work, volunteer and with other commitments such as Carers.

Incentivising attendance through plus-one promotions will help spread information and increase participation.



Recommendation seven:

Prioritise consolidating council event and activity information and use multiple channels to share information

To help ease the strain of seeking out information from multiple channels and platforms, it is recommended that the Healthy Ageing team focus a portion of resourcing to assist the flow and access of information to older city residents.



Recommendation eight:

Increase community awareness of ways to improve health and wellbeing.

Tailoring communication tools, such as the Grapevine, to include news articles based on topics that are known to improve overall health and wellbeing as we age would be an effective way for the Healthy Ageing team to broaden community knowledge. This could also be used as an opportunity to promote a Council-led activity or event that matches the theme, or to introduce the concept of the 5 Ways to Wellbeing.

[RN1]

“

There was a breakfast down at the South West Community Centre two or three years ago. The Muslim community came along and talked about what they believed and shared information about Ramadan.

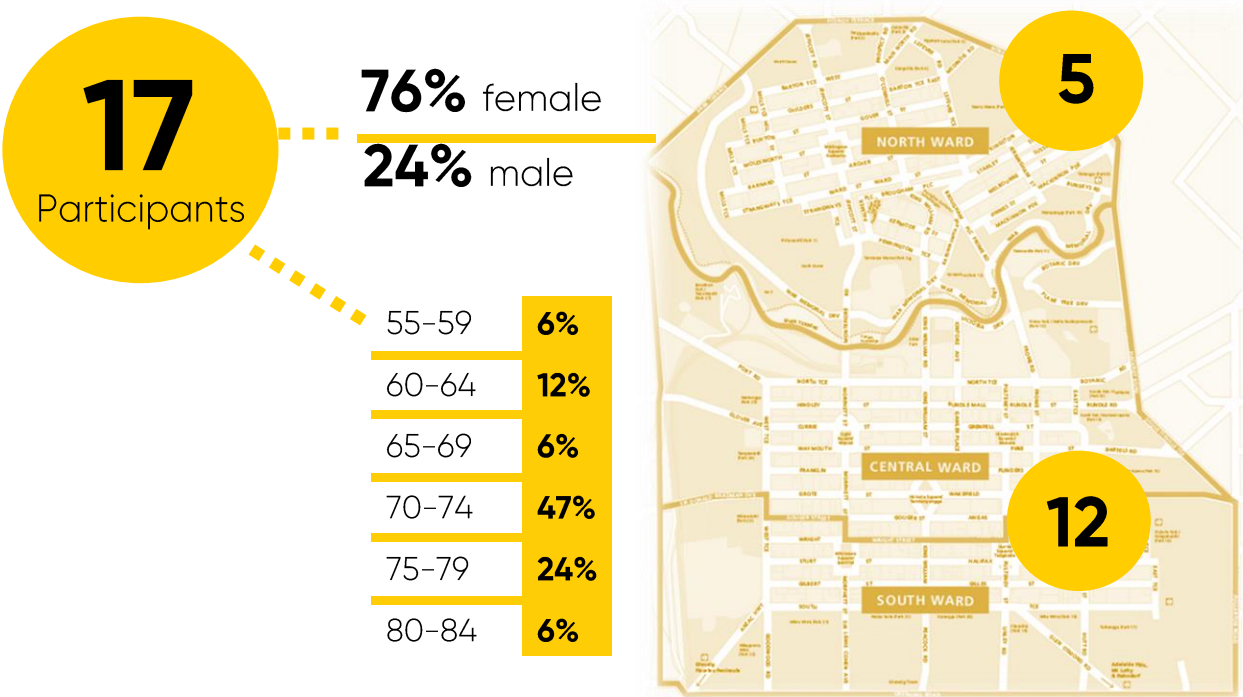
We just had coffee and croissants for breakfast. It was so good. It gave an opportunity to meet others, but also to learn from them.”

Female, 70 - 74

Concept testing workshop participant

Community participant demographics

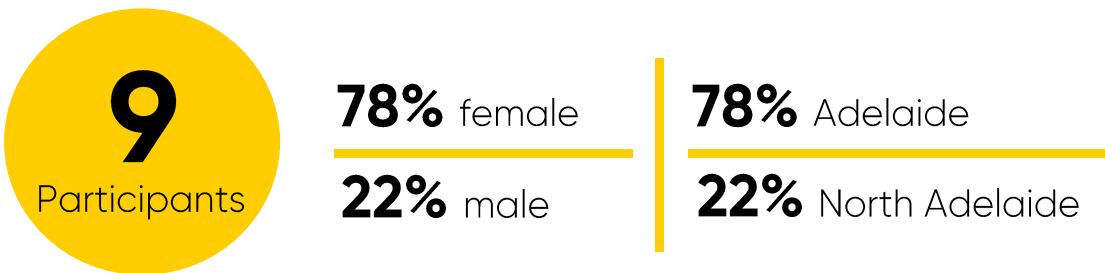
Co-design workshops (2)



I am normally able to meet my living costs	52%
I mostly have more than enough money	18%
I mostly struggle to make ends meet	18%
Prefer not to say	12%

Concept testing workshop (1)

Residents who had engaged in the co-design workshops were invited back to join the concept testing workshop.



“

I want to feel good that I'm old. Well, I don't always, and often it's not treated like it's a good thing. That's what I find really challenging... irritating.”

Male, 70-74

Concept testing workshop participant

Key findings

Social program design

In workshops, participants shared what they value about current activities, and the types of activities they would be interested in accessing to complement and enhance lifestyle across a week, fortnight or month.

Assumptions should not be made that people are sitting around waiting for a set program to pop up; participants provided insight into their busy lives and the ways in which they seek activities that stimulate continued learning, special interests, wellbeing and physical activity. The common thread that ties these themes together is social interaction – every activity has a social component that keeps people engaged and satisfied.

While the co-design participants were quite well connected within their communities, it is important to note that through the 2023 survey and workshop engagement there are parts of the community that find connecting with others a challenge.

There is great opportunity for the Healthy Ageing team to establish new activities that are accessible and will help foster strong links for older city residents. It also became very clear there is substantial programming that exists across community centres and libraries in the city. Participants shared the challenges of discovering activities and events in the city: this is a significant opportunity to consider how communications can be consolidated around council-led activities and events to increase awareness and participation.

There is a community need to initiate a new social program that is vibrant and inclusive of all older people living in the city. Part of the program should focus on coordinating participation across existing council programming, as well consolidating communications and the flow of information to city residents.

There are four key areas for consideration:

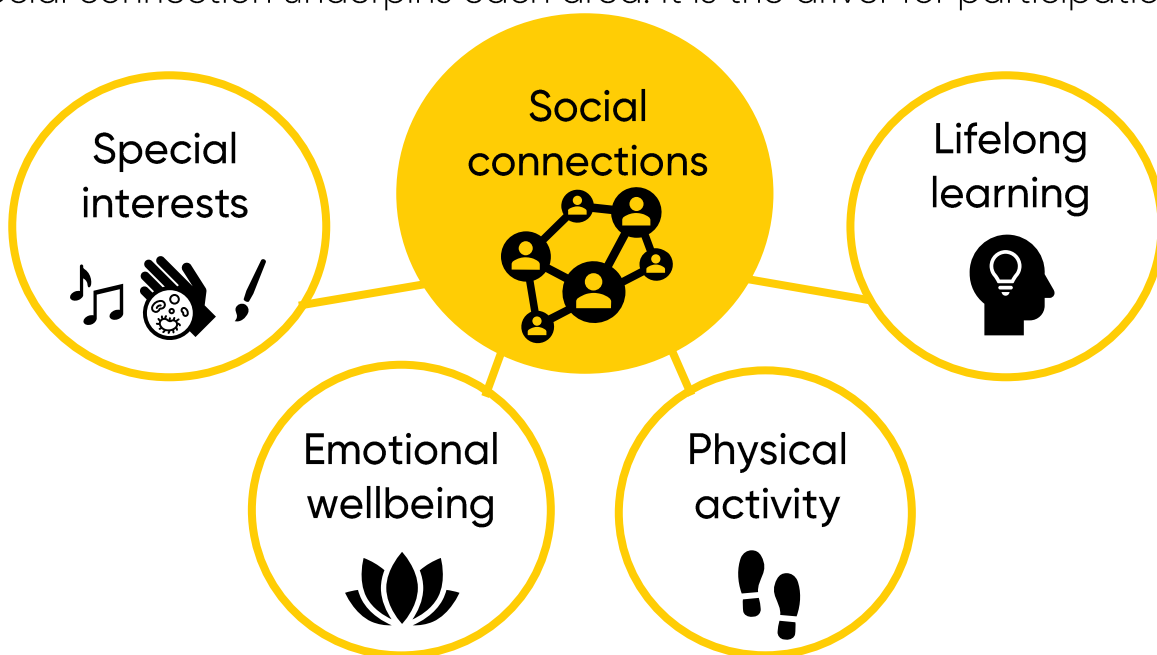
1. Programming (complementing existing programs with new activities and events)
2. Pillars for success
3. Scheduling + access
4. Flow of information

Consideration 1: Programming should comprise of new activities that complement existing programming delivered by Council across the city.

Existing programming

New programming

Consideration 2: Activities should fall within the areas of fostering special interests, emotional wellbeing, continued learning and physical activity. Social connection underpins each area: it is the driver for participation.



Consideration 3: Increase participation through offerings at various times + days (some scheduling in evenings and/or weekends), support with transport options



Activities and events across various days, times and weekends to be inclusive of people who work and in carer-roles.



Supporting residents with limited mobility or access to transport will increase opportunities for social participation.



Low-cost options

\$2 - 10



Consideration 4: Consolidate the flow of information of council activities through key channels to help residents stay informed and maximise



- + Printed communications
- + Community notice boards
- + Publications (Grapevine)
- + Eventbrite
- + Email subscriptions

“Ageing Well Book Club.

This is a monthly event, and it's a book club that has a specific focus on ageing well. Each month we alternate between a book – fiction that deals with ageing well and then the next month, a non-fiction book that deals with ageing well.

Now we're looking at a book called Blue Zones. And these are areas around the world where people over the age of 100 years are more prominent and dominant. Before this, we had a fiction work called Mrs. Winterbottom's Gap Year, which was such a lot of fun.

It's a lovely balance between fiction and non-fiction in an area that is, for me, intrinsically interesting, because I want to know about ageing well. I really look forward to that. It was free. It's sponsored by Unley Council, and it's run through the library there.

And the great thing about coming back to it is there's like-minded people who are interested in ageing well and are prepared to do the necessary reading before the event itself, so it is quite informative...”

Male, 70–74

Concept testing workshop participant



Method

To help shape a new program for older people living in the city, a three staged engagement process was executed:

- + CoA Internal scoping session
- + Co-design workshops with community
- + Concept testing workshop with participants who engaged in the co-design workshops.

CoA Internal Scoping Session, June 2024

The Plug-in facilitated a session with key members of the Healthy Ageing team to understand the needs, risks and opportunities prior to holding co-design workshops with community members.

The Plug-in revisited key findings from the 2023 research which helped set the scene for the second stage of engagement. We explored known and possible risks and touched on ways the Healthy Ageing team may mitigate these. As a group, we discussed possibilities, opportunities, and what has worked well from previous experiences. Finally, we delved into what is out of scope; this was important for making sure unrealistic expectations were not set when entering the co-design and concept testing stages with community.

Co-design workshops, July 2024

To shape a new program fit for purpose for older city residents, co-design workshops involved four (4) activities to discover and design key elements that are most important for participants. These activities were also created on the basis of rich information and key findings of the survey respondents (100) and workshop participants (25) in 2023 research.



Image: Co-design workshop 2

Activity 1: Experiences we don't want to recreate

In this activity, we aimed to get some less-desirable experiences documented to learn what hasn't worked in the past, and to then focus the remainder of the workshop on problem-solving and solutions.

This activity provided insight into the barriers that older people face that prohibit participation.

Activity 2: Speedy solutions... "Your neighbour was speaking to you and said..."

This activity required participants to find some quick solutions to a set of questions. This required participants to consider known barriers that people face when trying to join social activities. The barriers for this activity were based on insights shared in 2023 by survey respondents and workshop participants.

The solutions gave insight to how participants organise themselves or their friends to be connected into different activities whether they be social, or community based, or more structured fitness activities.

Activity 3: A day in the life...

We wanted to understand participants favourite day of the week to understand what makes this day so enjoyable, their feelings throughout the day, what attracted them to the activity and how they became connected with it.

The insights detailed the individual drivers to engage in the activity, emotional response, and the reasons they continue to engage in the activity.



Image: Co-design workshop 1

Activity 4: What should a new program look like?

The final activity provided participants with hard copy fliers and schedules of existing programs that run in the city and neighbouring council areas. Participants had approximately 15 minutes to review material, highlight information and record notes on the flyers.

This was a powerful exercise as it provided tangible information for participants to consider, giving us insight to what activities are desirable, what information is needed to make decisions about activities and events, cost impacts, and location/venue appropriateness. This exercise helped clarify some of the earlier workshop discussions.

Concept testing workshop, August 2024

The Plug-in analysed the rich data provided by participants in the co-design workshops and began shaping the fundamentals of a new social program. The concept testing workshop enabled us to present the concept, invite feedback and work through exercises to further clarify some areas we needed further participant input.

All attendees of the co-design workshops were invited back to participate. Of our target of 10 people for this workshop, we were pleased to have nine (9) participants able to re-engage in the process.



Image: Concept testing workshop

To set the context for participants, The Plug-in explained the process so far. We introduced key considerations the Healthy Ageing team had shared in the scoping workshop (1), the key findings of the co-design workshops (2), and the aim of the concept testing workshop (1) being to ensure that the newly designed social program resonated and if there were any areas that hadn't been interpreted quite right.

Activity 1: Considerations + challenges

Participants reviewed the key considerations for both City of Adelaide's Healthy Ageing team and those of participants from the co-design workshops. The purpose was to facilitate true co-design by allowing potential end-users of the program to let us know what was most important to them, what they didn't agree with, and highlight any additional considerations that may have been missed.

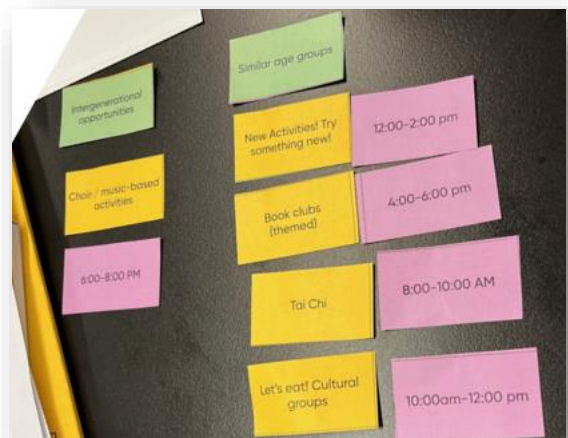
We then segued into a conversation about flow and sources of information to further probe about preferred channels, good information sources and the challenges faced.

Activity 2: Types of activities

The Plug-in presented a model of activities based on findings from the co-design workshops. This provided a strong and productive discussion. Importantly, the discussion led to a change in the model which is now much more powerful and places a due amount of emphasis on social connection being the overarching theme that community seek out when engaging in activities.

Participants each received an envelope with cards:

- + Yellow cards listed activities that had been recurrently popular in discussions (and 2023 research)
- + Green cards prioritised whether the activity should be intergenerational, gender specific, or similar age groups
- + Purple cards allocated 2hr timeslots across a day ranging from 6am to 8pm



Participants were asked to select the activities they would most like to join (or suggest their own) and organise them underneath the green cards as headers. Some participants utilised the purple cards to nominate preferred timeslots, however this was more of a group conversation to understand most desired times of day to engage in activities.

Activity 3: Location, length of time, frequency

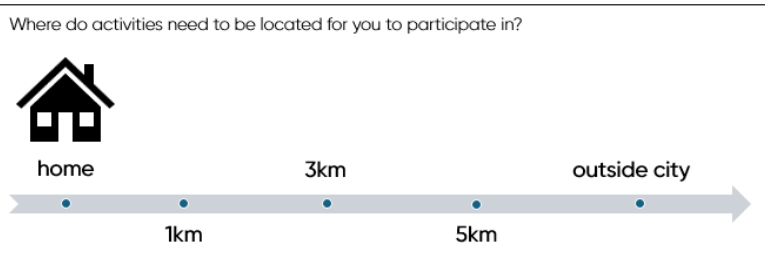
Participants were provided a worksheet to complete that outlined preferred distance to home, the frequency they might engage with an activity, ideal length of time, days of week, and how frequently they may re-engage with an activity.

These insights are important to understanding the access, frequency, and how much time availability people may have for introducing new activities.

Activity 3: Location, length of time, frequency

Objective of this activity is to understand how far participants are willing to travel for activities, the duration activities should be, and the frequency able to commit to.

Where do activities need to be located for you to participate in?



home 3km outside city

1km 5km

How often would you **travel outside of the city** to attend something?

What type of activity would that be? (Once off? Recurring?)

Activity 4: Program foundation

This activity zoomed out to focus less on individuals and consider the wider population. Information was provided on leading research on overarching fundamental influences that support people to age well. The Healthy Ageing team had already identified they use 'The 5 Ways to Wellbeing' as foundational to the way they work.

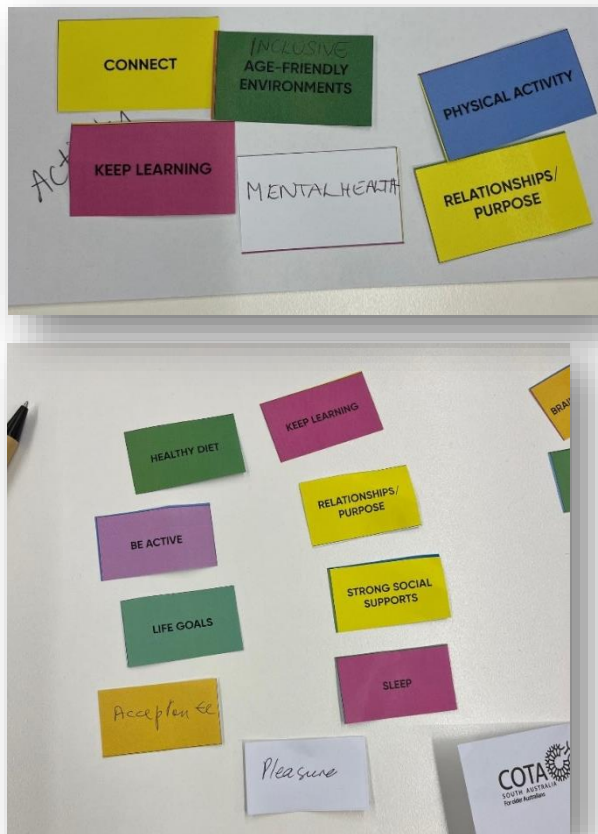
The Plug-in gathered additional examples of pedagogies used in different settings to introduce in the workshop. Participants were asked to review the information and work in groups to choose categories they felt were most important to address for city residents. The idea being these categories could provide the foundations for any work produced by the Healthy Ageing team and wider council when designing services or considering impacts to older residents.

This activity was a nice way to introduce concepts that are used in a variety of settings and identify the areas that they felt would benefit them and their community. The findings of this activity were consistent with 'The 5 Ways to Wellbeing' (see section 'Ageing well pedagogies') – the Healthy Ageing team can continue to build on this framework which will support Council to positively impact wellbeing of older city residents.

We considered:

- + 5 Ways to Wellbeing (and added the concept of Nutrition + Sleep, used at Port Adelaide Enfield council)
- + Wiseseed – the five pillars of successful ageing
- + Aspen Valley Hospital – the five pillars of healthy aging
- + WHO – Decade of healthy ageing

This activity provided a nice way to close out the engagement. Participants worked together in three (3) groups and discussed what they believed is most important to help city residents maximise opportunities for improving wellbeing.



Project-itis.

“

I think we might want to be mindful of something in community development called Project-itis.

When a project is funded for a particular period, and it gets up and going... and then, BOOM, the funding runs out. Then there's nothing, and there's no Plan B put in place. That's very, very destructive, because people wonder how sincere Council is, in this case, in actually putting on these programs.

I was going to a Qigong class that I think was funded by the council at the Box Factory – it's a form of Tai Chi.

It had a mixture of people from different backgrounds, different age groups, and that's now stopped. I don't think there's going to be another. So, I'm left wondering how sincere, really, the council is in *actually* providing these facilities if they get chopped off when the 'dough' runs out?”

Male, 70–74

Concept testing workshop participant

Next steps

There are clear opportunities to make an impact to the lives of older people living in the city. These opportunities don't necessarily require a significant time or cost investment: a dedicated resource to establish and coordinate activities and focus on improving the flow of information to residents would make a considerable difference to supporting connections within the local community and improving the wellbeing of city residents.

Additional to the objectives of this project, through the process of exploration in the co-design workshops, we discovered the attributes of staff/employees was a critical element to successful engagement. Participants noted that programs need staff that are skilled, empathetic and have an understanding of the unique needs of older people.

Being educated on the prevalence and impact of ageism is critical to ensuring planned activities (and those who facilitate them) are contributing to positive ageing experiences for community and valued citizens of the City of Adelaide.

As the quote about 'project-itis' speaks to the importance of reputation and genuine intention to establish a social program that will receive long-term commitment by Council. There is appreciation for the work being done to understand the needs of community, however some residents are apprehensive of the ongoing commitment to the running of a program. Success may look like starting small within existing means, building over time, and scaling up in a way that is sustainable. Enough is known to be able to begin filling programming gaps to begin making meaningful change.

While the establishment of a new social program is dependent on funding, the Healthy Ageing team could work toward trialling a new activity through grant funding opportunities such as the Ageing Well Grants available through the Office for Ageing Well.

The Plug-in would love the opportunity to work together in the future, whether by supporting the Healthy Ageing team in grant funding applications, aiding with evaluations and/or role design, or undertaking further work to shed light on the needs and wants of older people living in the city.

We have thoroughly enjoyed partnering with the City of Adelaide again to explore lived experiences of city residents, understand better their needs, and shape a new social program alongside city residents.

Future research direction

Trialling program concepts with a small group of residents will be a positive way to continue the use of co-design principles in development of programs and assist the Healthy Ageing team understand what does or doesn't work in the delivery of new social activities.

This approach will help ensure future programs meet the needs of residents.



The Plug-in

Powered by COTA SA

Level 1/85 Hutt Street
Adelaide SA 5000

08 8224 5582

connect@theplugin.com.au
theplugin.com.au



Wellbeing. Opportunities. Wisdom.

Discover the Ancient Practice of Qigong

Flow, focus and feel fantastic with Qigong, perfect for inner peace and power. Join Sarah Divine, Senior White Tiger Qigong Instructor, for a new year journey into enhanced wellbeing.

Every Tuesday morning from 10:00am to 11:00am from 4 February 2025. Minor Works Building Community Centre, 22 Stamford Court, Adelaide.

Bookings essential. Please contact the Healthy Ageing Team on (08) 8203 7203 or book a ticket here:





Wellbeing. Opportunities. Wisdom.

Discover the Ancient Practice of Qigong

Flow, focus and feel fantastic with Qigong, perfect for inner peace and power. Join Sarah Divine, Senior White Tiger Qigong Instructor, for a new year journey into enhanced wellbeing.

Every Tuesday morning from 10:00am to 11:00am from 4 February 2025. Minor Works Building Community Centre, 22 Stamford Court, Adelaide.

Bookings essential. Please contact the Healthy Ageing Team on (08) 8203 7203 or book a ticket here:





Wellbeing.
Opportunities.
Wisdom.



WOW

Wellbeing. Opportunities. Wisdom.

Discover the Ancient Practice of Qigong

Flow, focus and feel fantastic with Qigong, perfect for inner peace and power. Join Sarah Divine, Senior White Tiger Qigong Instructor, for a new year journey into enhanced wellbeing.

**Every Tuesday morning from 10:00am to 11:00am from 4 February 2025.
Minor Works Building Community Centre, 22 Stamford Court, Adelaide.**

Bookings essential. Please contact the Healthy Ageing Team on (08) 8203 7203 or book a ticket here:



WOW

Wellbeing. Opportunities. Wisdom.



Business Accessibility Support Fund Operating Guidelines

Strategic Alignment - Our Places

Public

Tuesday, 4 February 2025

City Community Services and
Culture Committee

Program Contact:

Sarah Gilmour, Associate
Director Park Lands, Policy &
Sustainability

Approving Officer:

Ilia Houridis, Director City
Shaping

EXECUTIVE SUMMARY

The purpose of this report is to present the Business Accessibility Support Fund Operating Guidelines (the Operating Guidelines) (Attachment A) for the 2024/25 Pilot Round of the newly established Business Accessibility Fund (the Fund) for noting.

The Business Accessibility Support Program (BASP) is designed to assist small and medium enterprises in improving accessibility to their premises, information, and services.

The initiative is a key commitment in the City of Adelaide (CoA) Disability Access and Inclusion Plan (DAIP) 2024-2028 ([Link 1](#)), endorsed by Council on 14 May 2024 and is funded in the 2024/25 Annual Business Plan and Budget.

The Fund will support eligible businesses participating in the Pilot Round of BASP, a six-month mentoring program that offers workshops, an accessibility assessment, and one-on-one consultations with an expert access consultant. Participating businesses will be eligible for up to \$10,000 in funding to implement approved accessibility improvements. The Fund aims to expand the customer base and increase the revenue of city businesses by creating more accessible and welcoming environments for people with disabilities and their companions.

The Operating Guidelines have been developed in line with the CoA Funding Programs Policy, adopted by Council on 11 June 2024 ([Link 2](#)), which requires each funding program to establish its own operational and administrative guidelines.

Expressions of interest for BASP opened on 9 December 2024 and closed on 24 January 2025, with the Pilot Round to run from February 2025 to June 2025 ([Link 3](#)). The implementation of the Operating Guidelines will enable the Fund to support eligible businesses selected for the Pilot Round of BASP, assisting them in undertaking approved projects.

RECOMMENDATION

The following recommendation will be presented to Council on 11 February 2025 for consideration

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

1. Notes the Business Accessibility Support Fund Operating Guidelines for the 2024/25 Pilot Round of the Business Accessibility Fund (the Fund) as contained in Attachment A to Item 7.2 on the Agenda for the City Community Services and Culture Committee held on 4 February 2025.
2. Notes that the Fund will offer up to \$10,000 in funding to a maximum of eight eligible small and medium businesses participating in the Pilot Round of the Business Accessibility Support Program (BASP) from February 2025 to June 2025.
3. Notes that the Fund can be used for physical access upgrades, digital solutions, and relevant employee training to enhance business accessibility and inclusive customer service.
4. Notes that the future of the BASP, beyond the 2024/25 Pilot, is subject to the performance and outcomes of the Pilot, as well as future Council funding for 2025/26 and beyond.

IMPLICATIONS AND FINANCIALS

City of Adelaide 2024-2028 Strategic Plan	Strategic Alignment – Our Places Create safe, inclusive and healthy places for our community <i>Maintain and improve disability, LGBTQIA+ and vulnerable or minority group access and inclusion</i>
Policy	CoA's Funding Programs Policy requires each funding program to develop Operating Guidelines outlining operational and administrative requirements. CoA's Disability Access and Inclusion Plan 2024-2028 (DAIP) includes a key action to lead the development and trial of a Business Access and Inclusion Program. CoA's Economic Development Strategy 2024-2028 includes a priority under Goal 2 - A thriving economy for all: <i>Enable small to medium enterprise (SME) growth to increase the city's contribution to GSP.</i>
Consultation	Public consultation on the Operating Guidelines is not required under the Funding Programs Policy.
Resource	Implementation of the Operating Guidelines will be undertaken utilising existing resources.
Risk / Legal / Legislative	The <i>Disability Inclusion Act 2018</i> (SA) requires that local governments develop and implement a DAIP.
Opportunities	The Operating Guidelines will enable equitable funding distribution through the BASP, supporting businesses' accessibility improvements. The BASP delivers a DAIP 2024-2028 strategic commitment, and advances CoA's Strategic Plan 2024-2028.
24/25 Budget Allocation	The CoA 2024/25 Annual Business Plan and Budget includes: • 0.9 FTE for a Senior Social Planner to lead the development, implementation and review of City of Adelaide's DAIP-related projects. • 1.0 FTE Project Officer to support the implementation of DAIP projects. • \$215,000 for DAIP 2024-2028 implementation (Strategic Projects).
Proposed 25/26 Budget Allocation	The Business Accessibility Support Program is currently unfunded in 2025/26. Future funding is subject to the 2025/26 Annual Business Plan and Budget deliberations and decision by Council.
Life of Project, Service, Initiative or (Expectancy of) Asset	The Operating Guidelines will enable the Fund to operate for the BASP Pilot Round concluding in June 2025, and will support its ongoing implementation in future years, subject to the performance and outcomes of the Pilot, and future Council budget deliberations from 2025/26 and beyond.
24/25 Budget Reconsideration (if applicable)	Not as a result of this report
Ongoing Costs (eg maintenance cost)	Not as a result of this report
Other Funding Sources	Other grant funding contributors, co-contributions, and in-kind support from businesses towards accessibility improvement projects will be recorded in proposals to access the Fund.

DISCUSSION

1. On 14 May 2024, Council endorsed the Disability Access and Inclusion Plan (DAIP) 2024-2028 ([Link 1](#)).
2. Goal 4 of the DAIP, titled 'Businesses that are welcoming to more customers', includes a Four-Year Focus to develop a Business Access and Inclusion Program.
3. Under this Four-Year Focus, the DAIP outlines key actions, including:
 - 3.1. The City of Adelaide will develop and trial a Business Access and Inclusion Program to improve the accessibility of businesses in the city through development of skills and knowledge in the sector and through support and incentives for businesses to invest in upgrades that make their venues more inclusive.
4. Administration has completed research and stakeholder engagement to investigate effective, innovative, and sustainable programs used by other leading local governments, including the City of Melbourne, to support and incentivise city businesses. The focus was on identifying programs that assist businesses in growing their revenue and customer base by improving disability accessibility and inclusion across their operations.
5. Based on the research findings and engagement stage, the Business Accessibility Support Program (BASP) has been designed and was supported by the City of Adelaide's Access and Inclusion Advisory Panel at its meeting on 27 November 2024.
6. Expressions of interest in the BASP opened on 9 December 2024 and closed on 24 January 2025.
7. A Pilot Round will run from February 2025 to June 2025, offering a cohort of eight businesses the following support:
 - 7.1. Workshops with experts providing low-cost, high-impact solutions.
 - 7.2. One-on-one consultations with an expert access consultant to identify and implement tailored solutions.
 - 7.3. Resources to support self-assessments of accessibility.
 - 7.4. Up to \$10,000 in funding for approved accessibility improvements, with guidance and administrative support from the City of Adelaide and an appointed access consultant to ensure compliance with relevant standards and effective utilisation of the funding.
8. A total pool of \$80,000 has been allocated to distribute to the Pilot cohort by the end of June 2025.
9. To provide for the administration and enable the distribution of funding support to the Pilot cohort, Administration has established the Business Accessibility Fund (the Fund).
10. In line with the Funding Programs Policy ([Link 2](#)), Operating Guidelines for the Fund have been prepared and are contained in Attachment A.
11. The Operating Guidelines establish the operational and administrative requirements for the competitive funding program, including:
 - 11.1. The purpose and scope of the Fund.
 - 11.2. Amount of funding available.
 - 11.3. Timeframes.
 - 11.4. Eligible and ineligible entities.
 - 11.5. Eligible and ineligible accessibility improvements.
 - 11.6. Assessment criteria and weightings.
 - 11.7. Assessment panel.

Next Steps

12. The Operating Guidelines will be implemented to distribute the 2024/25 Fund pool to eligible businesses participating in the BASP Pilot for approved improvement projects, to be completed by June 2025.
13. The performance of the Fund for the Pilot Round will be monitored and evaluated and an outcomes report will be prepared following conclusion of the Pilot in 2024/25 to inform any future funding rounds.

DATA AND SUPPORTING INFORMATION

Link 1 – [Disability Access and Inclusion Plan 2024-2028](#)

Link 2 – [Funding Programs Policy](#)

Link 3 – [Business Accessibility Support Program – City of Adelaide website content](#)

ATTACHMENTS

Attachment A – Business Accessibility Support Fund Operating Guidelines

- END OF REPORT-

BUSINESS ACCESSIBILITY FUND OPERATING GUIDELINES

*24 January 2025**council / administration*

PARENT DOCUMENT: Funding Programs Policy

PURPOSE

Businesses play a vital role in creating an accessible and inclusive Adelaide for people with disability. The Business Accessibility Fund (the Fund) supports Small and Medium Enterprises (SMEs) in becoming more accessible and inclusive in alignment with the City of Adelaide's Disability Access and Inclusion Plan (DAIP) 2024-2028.

The Fund is a key initiative under Goal 4 of the DAIP, focused on developing and trialling a Business Accessibility Support Program (BASP) to help businesses become more welcoming.

For the 2024/25 pilot round, the Fund offers up to \$10,000 to eligible businesses participating in BASP, a 6-month staged program that includes a tailored consultation with an expert access consultant. This consultant will help businesses assess their accessibility and recommend improvements. The Fund then supports businesses in making accessibility improvements, such as minor physical access upgrades or employee initiatives to foster disability awareness.

The BASP's objectives are to:

- Reduce barriers preventing access for customers with disability.
- Help customers make informed choices about accessible businesses and services.
- Equip SMEs with the tools to identify and address accessibility barriers.
- Enable businesses to diversify their customer base and boost financial performance through inclusive practices.

OPERATION**Program Services**

The Business Accessibility Support Program (BASP) will provide successful applicants with the following resources and services:

- Introductory resources, including a Self-Assessment Toolkit to help businesses evaluate their accessibility across physical, digital, and service domains.
- Online workshops covering key topics, such as accessible premises, communication, and information.
- A consultation, consisting of one meeting with an expert access consultant, lasting up to 60 minutes.

The City of Adelaide acknowledges the Kaurna people as the Traditional Owners of the Country where the city of Adelaide is situated, and pays its respect to Elders past, present and emerging.

- A report from the external access consultant, providing tailored recommendations to improve the business's accessibility and inclusivity.
- A funding allocation of up to \$10,000 towards the cost of approved accessibility improvements for each business selected in the BASP Pilot Program 2024-25. If the program continues in future years, this allocation may be reviewed and increased annually based on the consumer price index.

Program Eligibility

Unless stated below, the Fund follows the eligibility criteria outlined in the [Funding Program Policy](#).

The Fund is available to businesses that are selected for the BASP in accordance with the following criteria:

- Be located within the [City of Adelaide municipality](#) and actively operate or serve customers within the municipality, either from a business address or a venue/operational location.
- Be a for-profit business, or if a not-for-profit organisation meet additional eligibility criteria.
- Have a valid Australian Business Number (ABN).
- Have fewer than 200 employees.
- A standalone, independent business (i.e., not a franchisee, subsidiary of a larger company, or unincorporated association).
- Provide customer-facing or visitor services, such as food and drink establishments, retailers, tourism operators, accommodation providers, museums, galleries, live music venues, sport and fitness businesses, health service providers, and other businesses that interact directly with the public.
- Have committed to participate in all aspects of the BASP, including the self-assessment, workshop/s, consultation, carrying out the supported accessibility improvements, and evaluation.
- Have a commitment to ongoing improvements in accessibility beyond the program.
- Have no outstanding acquittals or debts to the City of Adelaide or its subsidiaries.

Eligible Improvement Projects

Businesses participating in the BASP can apply for up to \$10,000 in funding for accessibility improvements from the following categories:

1. Creating Inclusive Venues for Neurodivergent Customers (e.g. creating sensory spaces, soundproofing, sensory kits, autism-friendly events).

2. Minor Physical Access Upgrades (e.g. installing ramps, upgrading restrooms, widening doorways, ensuring clear pathways).
3. Accessible Information and Inclusive Communication Solutions (e.g. providing alternative format materials, accessible websites, communication boards, hearing loop installation).
4. Employee Training, with a focus on long-term, scalable solutions (e.g. e-learning modules, disability awareness workshops, training for serving specific disability groups).

The BASP introductory resources, workshops, and one-on-one consultations will guide businesses to specific, impactful solutions and improvements to consider for their funding proposal.

For more detailed guidelines on eligible projects, please refer to **Appendix A**.

Ineligible Businesses and Projects

The following businesses are ineligible to access the BASP Fund:

- Businesses not selected for, or actively engaging in, the BASP.
- Entities that primarily operate as an office-based environment with limited or no direct public or customer-facing services.
- Government departments or agencies, foundations, or grant making bodies.
- Businesses with any outstanding regulatory issues, such as permits, licenses, and compliance with regulations.
- Businesses with outstanding debts to the City of Adelaide or its subsidiaries or that have failed to comply with the terms and conditions of any previous funding agreement with the City of Adelaide or its subsidiaries.
- Franchisees, subsidiaries of larger companies, unincorporated associations.
- Political organisations or organisations that have a political purpose.
- Current City of Adelaide employees, immediate families, and contractors.
- Entities engaging in discriminatory or exclusionary practices that harm the community, such as promoting hate speech or discrimination.
- Entities that have already received funding from the City of Adelaide or its subsidiaries for the same activity, or funding for accessibility-related improvements in the past two years.

The following types of projects are ineligible for funding through the Fund:

- Projects for businesses not selected for or actively participating in the BASP.
- For tenant businesses, any project that does not have written approval from the property owner or landlord for proposed accessibility improvements.

- Projects involving extensive structural changes outside the scope of intended accessibility improvements, or that require significant alterations to the building's layout without proper consent.
- Projects that do not directly enhance accessibility for customers with disabilities, such as general renovations or unrelated upgrades.
- Employee or operational costs.
- Routine maintenance, painting, repair or cleaning that does not contribute to accessibility improvements.
- Projects with limited or minor contributions to improving accessibility for customers with disabilities.
- Accessibility improvements that do not comply with relevant building codes, accessibility standards, or other applicable regulations.
- Cosmetic changes without measurable accessibility benefits, such as painting or decorations that do not address accessibility issues.
- Business relocation costs i.e., removalists, contractors, transport etc.
- Projects or improvements already funded by the City of Adelaide or its subsidiaries, or those previously funded for the same activity within the past two years.
- Projects that are part of a broader redevelopment of city arcades/centres or those that may be undone by planned redevelopment or structural changes.

Eligibility decisions are at the discretion of the City of Adelaide, based on the alignment of the application with the program's objectives, criteria, and values.

Expression of Interest Process

Businesses seeking support through the Fund can apply for the 6-month BASP by submitting an initial Expression of Interest (EOI) form on the [City of Adelaide's website](#) during round open dates.

Following submission of the EOI, the City of Adelaide's Social Planning and Reconciliation Team will contact the business for an initial discussion. This conversation will help clarify the business's needs, confirm eligibility and readiness, and outline the next steps for accessing the program.

Program Selection Process

Applying and meeting the eligibility criteria does not guarantee selection for BASP, as there are limited places and funding available.

The City of Adelaide reserves the right to reject any EOI.

EOIs from interested businesses are assessed by the program selection panel, consisting of City of Adelaide employees and an independent accessibility expert (if required).

The assessment will be based on the eligibility criteria and the following selection criteria:

Principle	Criteria
Eligible Entity	Must meet the requirements outlined in the BASP Eligibility (above).
Commitment to Accessibility	- Demonstrated commitment to improving accessibility within the business. - Well-articulated reason for wanting to enhance accessibility.
Community Impact	- Clear commitment to making the business accessible to customers living with disability. - Potential to contribute to the overall accessibility of the city.
Readiness to Change	Business is prepared to embrace new ideas and actively make changes in response to professional guidance to improve accessibility.
Property Situation	Business owns or has a long-term lease for their premises (not a short-term lease or operating from a temporary venue).
Business Age & Stability	Business has been operating for at least one year (not a new business or a business in a testing phase, e.g., a pop-up business).

If there is more interest than available places, the selection panel will aim for a balanced mix of business sizes and types (e.g., hospitality, retail, tourism, arts and recreation, etc.) to ensure a diverse representation of sectors within the pilot program. The Panel will also consider the factors listed above to ensure the program is directed toward businesses that are likely to benefit most and sustain the improvements in the long-term.

Following the closing date for EOIs, businesses will be notified of the outcome of their EOI submission.

Funding Proposal Process

Businesses selected to participate in the BASP are eligible for an allocation of up to \$10,000 from the Fund to implement approved accessibility improvement(s).

Before submitting a funding proposal, businesses must complete the following steps:

- Short online workshops with the external access consultant (Recorded sessions available if required).
- Completion of the Self-Assessment Toolkit to evaluate their accessibility.
- A one-on-one consultation meeting with the expert access consultant, during which accessibility improvements will be discussed and recommended.

The funding proposal must be submitted through the online Smarty Grants platform and should include details of the proposed initiative(s), including:

- A description of the scope of the improvement(s).
- A copy of the Self-Assessment Toolkit evaluation and access consultant's report, which includes the recommended improvements. This report will be emailed to the business after the one-on-one consultation meeting and must be attached to the funding proposal.
- Quotes outlining the costs and specifics of the planned improvement project(s). At least two written quotes are required. If the proposed works can only be completed by a sole supplier, only one quote will be acceptable. Quotes must align with the improvements recommended by the access consultant following the one-on-one consultation meeting.
- Relevant accessibility specifications and technical notes for the proposed project(s), if applicable.
- Where applicable, should the business have received a complaint relating to disability discrimination (e.g. submitted to Equal Opportunity SA), the funding proposal does not become ineligible for this reason. Providing evidence that the proposed improvement(s) will address the cause of the complaint can strengthen the funding proposal. This demonstrates the business's proactive response to identified accessibility issues.

Note: All information submitted in relation to complaints will be treated with strict confidentiality. Only relevant details about how the proposed improvements address the issue will be required. Any personal or sensitive information related to the complaint will not be shared publicly or used outside the funding assessment process.

For businesses seeking funding for Minor Physical Access Upgrades, please refer to the next section.

Funding Proposals for Minor Physical Access Upgrades

Businesses submitting a funding proposal for minor physical access upgrades are required to include the following documents:

- A clear description of the scope of the proposed upgrades, including intended improvements to enhance accessibility.

- Preliminary quotes outlining the estimated costs and specifics of the planned improvement project(s).
- Relevant details or specifications about the proposed upgrades, if available at the time of submission.
- A copy of the Self-Assessment Toolkit evaluation and access consultant's report, which includes the recommended improvements. This report will be emailed to the business after the one-on-one consultation meeting and must be attached to the funding proposal.
- Where applicable: If the business has received complaints related to disability discrimination (e.g., submitted to Equal Opportunity SA), the funding proposal does not become ineligible for this reason. Providing evidence that the proposed improvements will address these complaints can strengthen the funding proposal.

Following the submission of the funding proposal, an external Access Consultant - accredited with the Access Consultants Association (ACA) - may be engaged by the City of Adelaide at no cost to the business. If engaged, the consultant will assess the proposed upgrade(s) and provide a report with:

- Advice on whether Development Approval (DA) is required.
- Recommendations for certification, design, and construction plans.

At this stage, businesses may be required to submit further documentation based on the accredited ACA consultant's recommendations, including:

- Final architectural plans, elevations, and sections for the proposed changes.
- A clear site plan showing the location of the upgrades.
- Any reports or assessments from the consultant or other professionals funded through the Fund.
- A minimum of two written quotes from registered contractors, detailing costs for all work and materials (unless an exemption is approved by the City of Adelaide).
- Written approval from the building owner (if the business owner is not the property owner), authorising the proposed works.

If the proposed works involve physical changes that affect the building's structure or function, **Development Approval (DA)** may be required under the *Planning, Development and Infrastructure Act 2016* (SA) (PDI Act).

The business must submit and obtain any necessary consents before funding can be allocated and work can commence. It is strongly recommended that businesses begin seeking DA alongside submitting their funding proposal. Businesses can use [Plan SA's Approval Wizard](#) or contact the City of Adelaide's Development Assessment Team at (08) 8203 7185 to confirm if DA is required.

Note: State Government charges for lodging a DA are the responsibility of the applicant. However, the BASP Fund may cover the cost of City of Adelaide Development Application fees. Additionally, funding for professional advice and documentation required for the DA process (Planning Consent and Building Consent) for eligible projects may be reimbursed upon receipt of an assessment report and valid Development Approval.

Full Development Approval (planning consent and building consent) must be granted before allocation of the funding.

Assessment of Funding Proposals

All assessments will take place within the online SmartyGrants platform.

Applicants must acknowledge that the proposal and all supporting documentation may be made available for public viewing as part of City of Adelaide reporting requirements.

Once submitted, a funding proposal will be assessed in accordance with:

- These Operating Guidelines
- Eligible projects (see below section)
- Alignment with the access consultant's recommendations
- Limitations applying to the Fund
- Available funding
- Relevant approvals obtained
- The consideration of any complaints submitted to Equal Opportunity SA (if applicable), and how the proposed improvements address the issues raised.

Once an assessment is complete, businesses will be notified in writing of the approval and the allocation of funding available to them on completion.

Eligibility of specific products or services is at the City of Adelaide's discretion.

The City of Adelaide reserves the right to reject any funding proposal.

Funding

The Fund budget for the 2024/25 Pilot Round is \$80,000.

A maximum of \$10,000 will be allocated for each business participating in the 2024/25 Pilot Round, for the reimbursement of approved accessibility improvements.

Funding is subject to the Council's annual budget processes and funding is limited.

The City of Adelaide reserves the right to cease the Fund at any time without notification and BASP applications are not guaranteed to receive funding (except where pre-commitment has been approved and activated).

Any unspent funds from the allocated \$10,000 will be returned to the Fund at the conclusion of the project and may be reallocated to other applicants.

Unspent Funds

Any unspent funds from the individual \$10,000 allocation per business will be reallocated to other BASP participants or repurposed for the implementation of other City of Adelaide disability access and inclusion initiatives.

Implementation

Once funding has been allocated to the project and approval confirmation is received in writing from the City of Adelaide, the business can proceed to commission the work.

For the 2024/25 Pilot Round, the work must be substantially completed and paid for by 15 June 2025, after which funding automatically expires. All allocated funds will be transferred by 30 June 2025, after which funding automatically expires.

Following the notification of funding allocation, the business is required to:

- Comply with the conditions of the funding allocation and Development Approval (if applicable).
- Notify the City of Adelaide when the approved work is about to commence and at key milestones in the project as agreed with Administration.

Completion, Verification and Outcomes Reporting

Upon completion of the funded accessibility improvements, businesses are required to undergo both a verification process and submit a final outcomes report through the SmartyGrants platform.

This ensures that the project has been completed to the required standards and provides the City of Adelaide with data to evaluate and report the outcomes of the Fund.

Verification Process

The verification process ensures that the funded project has been completed according to the agreed-upon scope, standards, and funding proposal.

For **physical access upgrades** (e.g., building modifications, sensory spaces), a final site inspection must be arranged with the City of Adelaide's Social Planning and Reconciliation Team once the work is completed. The business must notify the team when the project is finished and ready for inspection. The inspection may be carried out by a City of Adelaide employee and/or an independent Access Consultant, depending on the nature and scope of the upgrades.

The inspection will confirm that the improvements meet the accessibility specifications outlined in the funding proposal and the recommendations from the external access consultant.

For **non-physical projects** (e.g., digital upgrades, training programs), businesses must submit evidence of completion, such as links to updated websites, e-learning resources, or training session completion reports.

The City of Adelaide may request additional documentation or conduct a follow-up meeting to verify the successful implementation of the project.

Final Outcomes Report

Once the project is verified, businesses are required to submit a final outcomes report to evaluate the impact of their accessibility improvements. This report will measure the success of the program and demonstrate the return on investment (ROI) for both businesses and the broader community.

The final outcomes report must be submitted within 6 months of project completion via the SmartyGrants platform.

For the outcomes reporting process, businesses will be required to submit a final report after completing their accessibility improvements. This will help assess the effectiveness of the improvements and measure their impact, in line with the Results-Based Accountability (RBA) framework.

Businesses will provide feedback on the impact of their accessibility improvements, including any changes in customer engagement, business performance, and enhanced accessibility for people with disabilities. This approach will enable the City of Adelaide to assess the program's success in terms of both business outcomes and the broader goal of improving access and inclusion for people with disabilities.

The SmartyGrants platform will guide businesses through this process by automatically incorporating pre-set outcome categories and questions, aligned with the City of Adelaide's outcome goals and common metrics. This streamlined process ensures businesses can easily report on the effects of their improvements, contributing to more inclusive spaces across the city.

The City of Adelaide's Social Planning and Reconciliation Team will review the final report and verify that the business has met the program's objectives. If any aspects of the report are incomplete or unclear, the business may be asked to provide additional information or clarification before final approval.

Final Approval, Reimbursement and Acquittal

To receive the final reimbursement, businesses must provide evidence of payment to contractors for the eligible accessibility improvements. This ensures that the funds are

used appropriately and that all costs have been covered before the final reimbursement is issued.

After verification of the completed works, businesses will upload evidence of payment (e.g., invoices, receipts, bank transfer records, or contractor payment confirmations) directly into the SmartyGrants platform.

The documentation should show that the business has paid for the approved works in full, as per the submitted quotes and agreements.

The Social Planning and Reconciliation Team will review the uploaded evidence of payment within the platform to ensure that the payment matches the approved work and aligns with the Operating Guidelines.

The team will also verify that the payment documentation is consistent with the budget outlined in the funding proposal and the scope of the accessibility improvements.

Once the evidence of payment is verified and all conditions are met, the team will mark the project as complete within SmartyGrants and initiate the funding reimbursement process.

The SmartyGrants platform will notify the business once their reimbursement has been approved and processed. The business will then have completed the acquittal process, confirming that the funds were used according to the approved scope.

Acknowledgment in Promotions

Successful beneficiaries of the Fund must acknowledge the City of Adelaide in any promotional materials, marketing, or public communications related to the program. This acknowledgment ensures recognition of the support provided through the BASP.

Reporting

The outcomes of the Fund will be reported to Council on an annual basis, detailing successful projects funded through the 2024/25 Pilot Round and subsequent rounds, subject to the continuation of the BASP funding.

Data supporting this reporting will be consolidated through the SmartyGrants platform, ensuring efficient and effective funding management and consistent, transparent, outcomes-based reporting.

OTHER USEFUL DOCUMENTS

Related documents

- **The City of Adelaide Funding Programs Policy**
- The City of Adelaide Disability Access and Inclusion Plan 2024-28

Relevant legislation

- *Disability Inclusion Act 2018* (SA)
- *Disability Discrimination Act 1992* (Cth)
- Disability (Access to Premises – Buildings) Standards 2010 (Cth)
- AS 1428 Suite of Standards
- AS 2890.6:2022, Parking facilities, Part 6: Off-street parking for people with disabilities

GLOSSARY

Throughout this document, the below terms have been used and are defined as:

Access Consultants Association (ACA): A professional organisation accrediting consultants who specialise in advising businesses on improving accessibility and compliance with disability access standards.

Accessibility Improvements are changes made to a business's facilities, services, or communication strategies that enhance the ease with which customers, including those with disabilities, can access and use the business.

Australian Business Number (ABN) is a unique 11-digit number issued by the Australian Taxation Office (ATO) to businesses, used for identification in all dealings with the government and other businesses.

BASP (Business Accessibility Support Program) is a program designed to provide financial support and guidance to businesses in the City of Adelaide to improve their accessibility for customers, particularly those with disabilities.

Development Approval is formal permission granted by a local government authority or an independent assessor for certain types of construction, alteration, or use of a building or land. It ensures compliance with zoning laws and building codes.

Minor Physical Access Upgrades are upgrades such as installing ramps, upgrading restrooms, widening doorways, and ensuring clear pathways. Examples are provided in Appendix A of the Operating Guideline.

Small and Medium Enterprise (SME) is a business with fewer than 200 employees. SMEs are typically classified as a Small Enterprise with fewer than 20 employees, and a Medium Enterprise with 20 to 199 employees.

Public Liability Insurance is insurance coverage that protects a business against claims made by third parties for injuries or damage that occur on the business's premises or as a result of its operations. A minimum of \$20 million coverage is required.

Results-Based Accountability (RBA) is a framework focused on measuring program success by answering three key questions: How much was done? How well was it done? And did the changes lead to positive outcomes for the business and its customers?

Suppliers are external service providers, including contractors and training organisations, who deliver technical advice or services required for accessibility improvements under the program.

ADMINISTRATIVE

As part of Council's commitment to deliver the City of Adelaide Strategic Plan, services to the community and the provision of transparent information, all policy documents are reviewed as per legislative requirements or when there is no such provision a risk assessment approach is taken to guide the review timeframe.

Operating Guidelines Review

This Policy document will be reviewed following the 2024/25 Pilot Round, with any necessary updates or adjustments made before the opening of the next round, subject to the program's continuation. Subsequent reviews will occur every 2 years.

Review history:

Content Manager Reference	Authorising Body	Date/ Decision ID	Description of Edits
ACC2025/10625	Chief Executive Officer	24 January 2025	Approval of new Operating Guideline

Contact:

For further information contact the Park Lands, Policy & Sustainability Program

City of Adelaide
 25 Pirie Street, Adelaide, SA
 GPO Box 2252 ADELAIDE SA 5001
 +61 8 8203 7203
city@cityofadelaide.com.au

APPENDIX A

Eligible Accessible Improvement Projects

This Appendix provides an overview of eligible projects for each improvement category, along with examples of activities and solutions that would be considered eligible for funding under the BASP.

1. Creating Inclusive Venues for Neurodivergent Customers:

- Designing and creating designated sensory spaces or quiet zones, either permanent or for an event.
- Modifications to existing spaces to make them more accessible for the neurodivergent community, e.g., soundproofing, noise-reducing measures, dimmable lighting, or other environmental adjustments.
- Acquiring sensory kits or items for customers.
- Creating an Accessibility Guide or social stories.
- Creating sensory-inclusive menus.
- Planning, promoting, and running an autism-friendly event or experience.

2. Minor Physical Access Upgrades:

- Entrance and pathway improvements, including:
 - Installation or upgrade of ramps for step-free access.
 - Automatic doors or power-assisted door openers to assist with ease of entry.
 - Widening of doorways to ensure adequate space for wheelchair access.
 - Removal of physical barriers.
 - Redesigning pathways to provide unobstructed access to the venue, ensuring clear and safe entry points.
- Interior accessibility enhancements, including:
 - Widening of internal doorways and pathways to meet minimum accessibility width standards.
 - Installation of adjustable or lowered counters for wheelchair access at service desks or reception areas.
 - Modifications to aisles and walkways to ensure accessibility and safe navigation for customers with mobility devices.
 - Tactile indicators prior to steps, ramps, and directional changes.
 - Accessible fixtures such as lever-style door handles and lever-style taps.
- Accessible toilets and restrooms, including:
 - Installation or modification of accessible toilets, including compliance with turning space, grab rails, signage, and appropriate seat heights.
 - Conversion of existing facilities to meet relevant Standards.
 - Expert design and planning of an accredited Changing Places facility for customers with high support needs, if space allows.
- Lighting and signage, including:
 - High-contrast and tactile signage for areas such as entrances, accessible toilets, and emergency exits, designed to aid individuals with vision impairments.

- Upgrading lighting in key areas such as ramps, entrances, and parking spaces to improve visibility and ensure safety for people with low vision.
- Accessible car parking and drop-off zones, including:
 - Creation or upgrade of accessible parking spaces located close to the building entrance, ensuring adequate space for mobility aids.
 - Designation or improvement of accessible drop-off zones with clear signage to assist customers with disabilities.
- Flooring and surface upgrades, including:
 - Installation of non-slip flooring in high-traffic or wet areas, including bathrooms, ramps, and entrances.
 - Repair or replacement of uneven flooring that may present tripping hazards for people with mobility impairments.
- External infrastructure and modifications, including:
 - Improvements to main external walkways and pathways, ensuring they are smooth, level, and free from obstacles.
 - Installation of accessible outdoor seating that accommodates people using wheelchairs or mobility devices, with adequate space for manoeuvring.

3. Accessible Information and Inclusive Communication Solutions:

- Providing printed material (e.g., menus) in alternative formats, e.g., printed, large print, and electronic versions.
- Creating menus in plain language and with clear descriptions and photos.
- Producing key documents and materials in Easy Read alternatives.
- Upgrading website accessibility, e.g., installing an Accessibility Menu widget.
- Creating communication boards or tablet devices with communication applications.
- Installation of assisted listening systems, e.g., hearing loops at key service areas or meeting rooms.
- Producing a mobility map of the site indicating nearby accessible parking, toilets, paths, public transport, and attractions.
- Establishing alternative booking, contact, and customer feedback systems.
- Creating accessible and inclusive social media content.

4. Employee Development, with a focus on long-term, scalable solutions:

- Developing disability awareness training that can be integrated into mandatory employee induction or onboarding programs for all new hires, ensuring that every new team member receives consistent and comprehensive training.
- Creating e-learning modules or other self-paced online resources that can be used by all new employees, providing ongoing accessibility awareness that can be easily updated as needed and is available for training new employees at scale.
- Partnering with relevant disability organisations to provide specialised training for staff on interacting with and serving customers with specific disabilities,

such as autism, vision impairments, or mobility needs. This training can be incorporated into broader staff development programs to ensure continuous improvement.

- Offering long-term, scalable training solutions that focus on developing skills over time, such as creating a training resource library that staff can refer to as needed, instead of relying solely on one-off training sessions that may not be retained if the business has high staff turnover.

Adelaide Archery Club – Park Lands Lease Agreement – Exemption to EOI process

Strategic Alignment - Our Community

Public

Tuesday, 4 February 2025

City Community Services and
Culture Committee

Program Contact:

Adam Hornhardt, Acting
Associate Director City Culture

Approving Officer:

Jennifer Kalionis, Acting Director
City Community

EXECUTIVE SUMMARY

This report seeks Council's approval to enter into a five-year Park Lands Community Lease Agreement (Lease Agreement) with the Adelaide Archery Club (AAC) for Bullrush Park / Warnpangga (Park 10), commencing 1 October 2025.

Since the 1950s, the AAC has held occupation agreements with the City of Adelaide (CoA) for the sporting use of a community building and playing fields in Park 10.

On 28 May 2019, the CoA approved the AAC's request to upgrade and extend their leased building in Park 10. In recognition of the AAC's proposed investment, they were granted a 15-year Lease Agreement commencing 1 October 2020.

The 2020 Lease Agreement contains a Special Condition, that if the Lessee does not practically complete the upgrade (which includes accessible toilets and change facilities, storage upgrades and façade improvements) within three years of the commencement date, the lease term is reduced from 15 to five years. Due to difficulties raising the required funding, including multiple unsuccessful State Government grant funding requests, the upgrade commenced in 2024, outside the three-year period. The work was completed in December 2024 at a cost of \$420,000.

The 2020 Lease Agreement will expire on 30 September 2025. At the expiration of a Lease Agreement, the land and building are legally deemed vacant, and per section 13.1 of the Adelaide Park Lands Leasing and Licencing Policy 2016 (the Policy):

'a new lease will be selected by way of Expression of Interest unless there are exceptional circumstances (in which case a Council resolution will be required)'.

This report outlines the rationale for considering an exemption for the AAC from the Expression of Interest (EOI) process required under the Policy.

Exemption from the Policy's requirement to undertake an EOI process will enable a new Lease Agreement to be executed prior to the expiration of their current agreement with the CoA in September 2025.

This matter was considered and supported by Kadaltilla / Adelaide Park Lands Authority on Thursday 28 November 2024.

RECOMMENDATION

The following recommendation will be presented to Council on 11 February 2025 for consideration

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

1. Authorises the Chief Executive Officer or delegate to grant a five-year (1 October 2025 to 30 September 2030) Park Lands Community Lease Agreement to the Adelaide Archery Club (Lessee) for the community building and playing fields located in Bullrush Park / Warnpangga (Park 10).

2. Approves the exemption of the Adelaide Archery Club, from the requirement to undertake an Expression of Interest process in accordance with section 13.1 of the Adelaide Park Lands Leasing and Licencing Policy 2016.
-

IMPLICATIONS AND FINANCIALS

City of Adelaide 2024-2028 Strategic Plan	Strategic Alignment – Our Community Enable community-led services which increase wellbeing, social connections and participation in active lifestyles, leisure, recreation and sport.
Policy	<u>Adelaide Park Lands Community Land Management Plan (CLMP)</u> The CLMP supports leasing and licensing of various community sports facilities located within Bullrush Park / Warnpangga Park 10. Adelaide Park Lands Leasing and Licencing Policy 2016.
Consultation	Not as a result of this report
Resource	The granting of a new Park Lands Community Lease Agreement (Lease Agreement) will be undertaken within current operational resources.
Risk / Legal / Legislative	Not as a result of this report
Opportunities	Maintaining the Adelaide Archery Club's tenure in Park 10 ensures ongoing sport and recreational outcomes envisaged by the Adelaide Park Lands Management Strategy and the Community Land Management Plan.
24/25 Budget Allocation	The Lease Agreement will deliver \$2,640 in revenue in the 2024/25 financial year.
Proposed 25/26 Budget Allocation	The Lease Agreement will deliver just over \$2,700 in revenue in the 2025/26 financial year, indexed annually for the next five years.
Life of Project, Service, Initiative or (Expectancy of) Asset	Five-year lease agreement.
24/25 Budget Reconsideration (if applicable)	Not as a result of this report
Ongoing Costs (eg maintenance cost)	The Lessee will be responsible for the maintenance of the leased and licensed assets.
Other Funding Sources	Not as a result of this report

DISCUSSION

Background

1. The AAC holds a Park Lands Community Lease Agreement for 1.08ha of area located in Bullrush Park / Warnpangga (Park 10).
2. The AAC has been based in the Bullrush Park / Warnpangga (Park 10) for 78 years and is affiliated with both the National (Archery Australia) and State (Archery South Australia) bodies.
3. The AAC is the largest archery club in South Australia and currently has 321 registered members aged between nine and 80 years of age, of which 38 per cent are female, and 62 per cent are male.
4. Over the years, the AAC has conducted beginner development courses and offered practice sessions, training activities, and competitions. Over 200 students are instructed through beginner programs each year along with corporate come-and-try days.
5. The AAC's use of Park 10 has been consistent with the purpose for which the land is held as stated in the Adelaide Park Lands Community Land Management Plan (CLMP).
6. The AAC has demonstrated the capacity to maintain facilities to a standard acceptable to the City of Adelaide (CoA) and operates the facilities in Park 10 in accordance with its Park Lands leasing requirements.

Community Building Upgrade Project

7. In May 2019, Council considered the AAC's request to upgrade its leased community building in Park 10 to improve accessibility and functionality of the facility and resolved:
'That Council:
 1. Approves the request made by the Adelaide Archery Club to undertake a building extension to their leased premises in Bullrush Park/Warnpangga (Park 10), subject to Development approval.
 2. Approves the proposed building extension concept design as per Attachment A to Item 4.1 on the Agenda for the meeting of The Committee held on 21 May 2019 incorporating additional storage and upgraded amenities, and enhancements to the appearance of the existing facility as per Option 1.
 3. Approves Administration to deal directly with the Adelaide Archery Club in relation to this project and notes that the Club will not be subjected to an Expression of Interest (EOI) process.
 4. Authorises the CEO to enter into lease negotiations with the Adelaide Archery Club in accordance with the Park Lands Leasing and Licensing Policy and Guidelines and for a term of up to (15) years, noting that the agreement would be subject to community consultation (Local Government Act (SA) 1999) and being placed before both Houses of Parliament (Adelaide Park Lands Act (SA) 2005).'
8. At the time, the AAC held a five-year Lease Agreement expiring 30 September 2020.
9. In September 2019, the building upgrade was granted Development Approval. The approved scope of works included increased storage areas, accessible toilets, changeroom facilities, and facade improvements, as shown in [Link 1](#).
10. These approved works equate to a 38sqm addition to the existing building and will extend the community's use of it into the future.

Lease Agreement

11. Between February and March 2020, public consultation was conducted on a draft 15-year Lease Agreement for the AAC in Park 10.
12. On 14 April 2020, Council approved the results of the consultation process and for Administration to enter into lease negotiations with the AAC.
13. On 1 October 2020, the Lease Agreement was executed. The Lease Agreement contained the following Special Condition:
 - 13.1. *'Despite any other provision of this Lease, if the Lessee does not practically complete the Proposed Redevelopment within the three (3) years from the Commencement Date, the Term of the lease is reduced from fifteen (15) to five years (5).'*

Community Building Upgrade Project Funding

14. The AAC applied for State Government funding support for the community building upgrade across three consecutive years. On all occasions, AAC was unsuccessful.
15. In February 2023, Council approved Community Infrastructure Grant funding of \$100,000 towards the project.
16. Utilising its own funds and the CoA grant, AAC commenced the project in July 2024. On 12 August 2024, Council Members received an update via e-news as shown in [Link 2](#).
17. The upgrade project was completed in December 2024 at a cost of \$420,000. The December 2024 project completion date does not satisfy the Special Condition clause of the AAC's existing Lease Agreement, as it occurred more than three years from the Commencement Date of the Lease (1 October 2020). The existing Lease Agreement will now expire on 30 September 2025.

Section 13.1 of the Adelaide Park Lands Leasing and Licencing Policy 2016 (the Policy)

18. The Policy was endorsed in January 2016. A requirement of the Policy (Section 13.1) is to select a new lessee of vacant land and/or building through an Expression of Interest (EOI) process unless there are exceptional circumstances, in which case a Council resolution is required.
19. Exceptional circumstances are reviewed on a case-by-case basis, depending on the particulars of the situation.
20. An assessment has been undertaken to determine if exceptional circumstances exist in this case and key considerations are presented below:
 - 20.1. The AAC has been based in Park 10 for 78 years and operates the facilities there in accordance with its Park Lands leasing requirements.
 - 20.2. The Park 10 site contains landscape features and equipment unique to archery.
 - 20.3. The AAC has invested \$320,000 of its own funds into the community building upgrade project.
 - 20.4. The AAC proactively sought State Government grant funding for the project across three consecutive financial years (2021/22 to 2023/24).
 - 20.5. The AAC was unable to raise the necessary funds to complete the project within the three-year timeframe required by their Lease Agreement.
 - 20.6. Through legislated public consultation and parliamentary processes, approval was granted for a 15-year Lease Agreement.
 - 20.7. Maintaining the AAC's tenure in Park 10 ensures ongoing sport and recreational outcomes envisaged by the Adelaide Park Lands Management Strategy and the CLMP.
21. Administration seeks the City Community Service and Culture Committee's advice as to whether the considerations outlined in paragraphs 21.1 – 21.7 warrant exceptional circumstances that satisfy section 13.1 of the Policy.
22. The Committee may endorse an exemption to the AAC from the requirement to undertake an EOI process to select the lessee for the community archery facilities in Park 10.
23. Alternatively, Committee may advise Administration that an EOI process should proceed.
24. As per the Policy, should the Committee endorse and Council approve an exemption to the EOI process, it should be noted that, public consultation is not required as the lease does not exceed a five-year term.

Proposed Lease Agreement – Terms and Conditions

25. Should the Committee endorse an exemption to the AAC from the requirement to undertake an EOI process, it is recommended that the following high-level terms and conditions inform a new lease agreement with AAC:
 - 25.1. Term: Five years
 - 25.2. Building Rent: \$55 per square metre, discounted by 80% (per Policy for community recreation and sport organisations) and reviewed annually by 4%.
 - 25.3. Licence Fees: As per the City of Adelaide's annually endorsed Fees and Charges, applied from 1 July each year.
 - 25.4. Permitted Use: Community sport and associated community development (not-for-profit) activities.

Kadaltilla / Adelaide Park Lands Authority

26. This matter was considered and supported by Kadaltilla / Adelaide Park Lands Authority on Thursday 28 November 2024. Kadaltilla resolved:

‘That the Kadaltilla / Adelaide Park Lands Authority:

- 1. Endorses the Chief Executive Officer to enter into lease negotiations for a five-year (1 October 2025 to 30 September 2030) Park Lands Community Lease Agreement with the Adelaide Archery Club (Lessee) for the community building and playing fields located in Bullrush Park / Warnpangga (Park 10).*
- 2. Endorses the exemption of the Adelaide Archery Club, from the requirement to undertake an Expression of Interest process in accordance with section 13.1 of the Adelaide Park Lands Leasing and Licencing Policy 2016.’*

Next Steps

27. Subject to Council’s approval, Administration will finalise a new five-year Lease Agreement with the AAC commencing 1 October 2025.
28. Alternatively, should Council not support the granting of a new five-year Lease Agreement, Administration will proceed with an EOI process.

DATA AND SUPPORTING INFORMATION

Link 1 – Scope of works

Link 2 – E-News: Bullrush Park / Warnpangga (Park 10): CoA Community Infrastructure Grant – Archery Club works – 12 August 2024

ATTACHMENTS

Nil

- END OF REPORT -

North Adelaide Railway Station Review

Strategic Alignment - Our Community

Public

Tuesday, 4 February 2025

City Community Services and
Culture Committee

Program Contact:

Adam Hornhardt, Acting
Associate Director City Culture

Approving Officer:

Jennifer Kalonis, Acting Director
City Community

EXECUTIVE SUMMARY

The purpose of this report is to update Council on the tenancy status of the North Adelaide Railway Station (NARS) in Possum Park / Pirltawardli (Park 1).

NARS is a State Heritage Place and the third-oldest railway station building in the State. Following an Expression of Interest (EOI) process in 2022 to place a suitable tenant, the preferred proponent withdrew from consideration in August 2024, due to challenges operating their intended business within the Conservation Management Plan.

To ensure all relevant potential users have an opportunity to apply for a lease or licence over the Community Land held at NARS, Administration will conduct a new EOI process in the first half of 2025 in accordance with the Adelaide Park Lands Leasing and Licensing Policy (2016). Proposals will be encouraged that:

- use the premises to enhance visitors' experiences in the Adelaide Park Lands.
- enhance the heritage characteristics of the premises.
- contribute to the cultural values of the Adelaide Park Lands.
- improve access to the premises including the rear 'yard'.

Proposals will be required to align with the Adelaide Park Lands Management Strategy, Adelaide Park Lands Community Land Management Plan and the NARS Conservation Management Plan. The EOI results will be presented to Kadaltila and Council for approval to enter lease negotiations with a preferred tenant.

Placing a new tenant through the EOI process can take between 12 and 24 months, depending on the level of fit-out and modification required. To avoid the site remaining vacant during this process, Administration may, under delegation, activate the premises in the interim through a 12-month Lease Agreement. This report proposes a 12-month lease for the North Adelaide Railway Station to Renew Adelaide, subject to Administration considering the impact on city residents prior to approving any sub-leasing proposals. Renew Adelaide has previously assisted the City of Adelaide in tenanting commercial properties in areas such as Topham Mall.

A report on this matter was presented to Kadaltila / Adelaide Park Lands Authority (Kadaltila) on 28 November 2024. At this same meeting, Kadaltila received a deputation from a city resident who expressed concerns relating to the use and condition of NARS. These concerns will be assessed and addressed prior to entering into a short-term Leasing Agreement.

RECOMMENDATION

THAT THE CITY COMMUNITY SERVICES AND CULTURE COMMITTEE

1. Notes the tenancy status of the North Adelaide Railway Station in Possum Park / Pirltawardli (Park 1) and the proposed approaches to activating the premises in the short and long term.
2. Notes that Administration will conduct an Expression of Interest process in 2025 for the long-term leasing of the North Adelaide Railway Station as per the Adelaide Park Lands Leasing and Licensing Policy (2016).
3. Notes that in the interim, Administration will grant a 12-month lease for the North Adelaide Railway Station to Renew Adelaide, subject to Administration considering the impact on city residents prior to approving any sub-leasing proposals.

IMPLICATIONS AND FINANCIALS

City of Adelaide 2024-2028 Strategic Plan	Strategic Alignment – Our Community An inclusive, equitable and welcoming community where people feel a sense of belonging.
Policy	This report is consistent with the Adelaide Park Lands Leasing and Licensing Policy (2016) and Section 13.1, which stipulates that a new lessee will be selected through an Expression of Interest (EOI) in the case of a vacant building. This requirement does not apply to leases granted for 12 months or less.
Consultation	An EOI process was previously conducted between March and April 2022. This report recommends that a new EOI be conducted in the first half of 2025.
Resource	The leasing of the North Adelaide Railway Station (NARS) will be managed utilising existing resources.
Risk / Legal / Legislative	A Conservation Management Plan has been commissioned to ensure compliance with relevant planning and heritage regulations regarding future upgrade proposals for NARS. An EOI is a method whereby new or vacant Council/Community Property/Land is made available to an open market for the purpose of leasing in accordance with the Local Government Act 1999 Section 202.
Opportunities	The utilisation of NARS will enable community engagement with a heritage asset and contribute to the diverse experiences offered throughout the Adelaide Park Lands.
24/25 Budget Allocation	Not as a result of this report
Proposed 25/26 Budget Allocation	Not as a result of this report
Life of Project, Service, Initiative or (Expectancy of) Asset	This report discusses short-term (12 months) and long-term leasing opportunities.
24/25 Budget Reconsideration (if applicable)	Not as a result of this report
Ongoing Costs (eg maintenance cost)	The City of Adelaide is responsible for maintaining NARS regardless of its use. Once leased, the Lessee will be responsible for all outgoings (e.g. electricity and water use).
Other Funding Sources	Rental income and potential third-party investment in a community asset will be considered in future long-term leasing proposals.

DISCUSSION

North Adelaide Railway Station – Site Context

1. The North Adelaide Railway Station (NARS) is a State Heritage Place (SHP 13657) located in Possum Park / Pirltawardli (Park 1).
2. Opened in 1857, NARS is the third-oldest railway station building in the State and the only surviving original station building on the Adelaide to Gawler line.
3. It is a unique Victorian-style building that combines a four-room cottage with the Station's business functions under one roof. The unique Victorian-style building was designed to incorporate a four-room cottage with the Station's business functions under one roof.



4. The site incorporates off-street parking to the north and a large enclosed 'yard' to the south, and is adjacent to the Adelaide Park Lands Trail, North Adelaide Golf Course, Park Terrace Community Garden and Mary Lee Park Activity Hub.



5. NARS functions primarily as a destination location rather than a high-traffic, walk-by site, relying on events, attractions, and amenities to draw people in rather than spontaneous foot traffic.

Previous Leasing Arrangements and Negotiations

6. The last Lease Agreement for NARS was for Red House Vintage, a commercial café and retail store that commenced in 2014 and ceased operations in 2019.
7. In March 2020, Council resolved to lease NARS to the Kaurna Yerta Aboriginal Corporation (KYAC) to establish a Kaurna Community Hub.
8. In August 2021, KYAC wrote to Administration advising that they would not pursue the NARS leasing opportunity.
9. Between March and April 2022, an Expression of Interest (EOI) process was undertaken for leasing NARS.
10. Applications to lease NARS were received from the following organisations:
 - 10.1. Creative Hospitality Group.
 - 10.2. SA 'N' Gauge Society Inc.
 - 10.3. Lighthouse Youth Projects Inc.
 - 10.4. North Adelaide Society Inc.
11. The Creative Hospitality Group was selected as the successful applicant, and Administration worked with the applicant to finalise their business proposal and lease terms and conditions.
12. In September 2023, the City of Adelaide commissioned a Conservation Management Plan (CMP) for NARS. The CMP imposes several restrictions, including limitations on removing walls or altering the building's overall layout.
13. The CMP's findings presented operational challenges for the successful applicant, and in August 2024, the Creative Hospitality Group withdrew from the EOI process.
14. Currently, the City of Adelaide's Horticultural Team is utilising the building for day-to-day operations.

Future Leasing Opportunities – Short Term

15. The Adelaide Park Lands Leasing and Licensing Policy 2016 (Policy) stipulates that a new lessee will be selected through an EOI process in the case of a vacant building. This requirement does not apply to leases granted for 12 months or less.
16. The process of conducting an EOI and placing a new lessee in NARS is likely to take 12 to 24 months, depending on the level of improvements the successful applicant proposes and the desired length of the lease term.
17. Acknowledging this timeframe, Administration is exploring short-term (up to 12 months) occupation of NARS, including opportunities such as:
 - 17.1. An artist's studio and exhibition space.
 - 17.2. An event space for cultural performances, festivals and workshops.
 - 17.3. A food and beverage / café offering.
 - 17.4. An educational, cultural or interpretation hub.
18. These short-term activations are envisaged as low or no-rent arrangements, providing opportunities for not-for-profits or social enterprises.

Renew Adelaide –Leasing Opportunity (12 Months)

19. Renew Adelaide is a not-for-profit organisation that specialises in creating opportunities for emerging organisations to occupy untenanted properties.
20. Their strategy typically involves acquiring a 12-month lease over a property, during which time they sublease spaces to tenants seeking to test the viability of their business or community ideas. This approach supports short-term activation while fostering opportunities for long-term tenancies.
21. Renew Adelaide has previously expressed interest in the tenancy status of NARS. Following recent discussions and a site visit, they formalised their interest by submitting a proposal to the City of Adelaide for a 12-month Lease Agreement. As part of this proposal, Renew Adelaide intends to sublease the premises, which would use the opportunity to trial a business or community initiative at the site. Renew Adelaide's proposal and an example of a potential sub-letting arrangement is provided at [Link 1](#).
22. Renew Adelaide has successfully partnered with the City of Adelaide in the past to activate commercial properties.

Future Leasing Opportunities – Medium to Long Term

23. Concurrent to the short-term leasing arrangement with Renew Adelaide, Administration will commence an EOI process in the first half of 2025, in accordance with Policy, to identify a suitable long-term lessee for NARS (eg five-year or longer lease terms).
24. Proposals submitted through the EOI process will be required to align with the Adelaide Park Lands Management Strategy, Adelaide Park Lands Community Land Management Plan, and the NARS Conservation Management Plan (CMP).
25. Proposals will be encouraged to:
 - 25.1. use the premises to enhance visitors' experiences in the Adelaide Park Lands.
 - 25.2. enhance the heritage characteristics of the premises.
 - 25.3. contribute to the cultural values of the Adelaide Park Lands.
 - 25.4. improve access to the premises including the rear 'yard'.
26. All EOI submissions will be presented to Kadaltilla / Adelaide Park Lands Authority (Kadaltilla) and Council for the approval of a preferred applicant.

Kadaltilla / Adelaide Park Lands Authority

27. On 28 November 2024, Kadaltilla received a deputation from a city resident who expressed concerns relating to the use and condition of NARS.
28. At this same meeting, Administration presented a report to Kadaltilla on the proposed approaches to leasing NARS.
29. In considering this matter, Kadaltilla resolved:

'That the Kadaltilla / Adelaide Park Lands Authority:

 1. *Notes the tenancy status of the North Adelaide Railway Station in Possum Park / Pirltawardli (Park 1) and the proposed approaches to activating the premises in the short and long term.*
 2. *Notes concerns expressed in a Deputation to Kadaltilla.'*

Response to Concerns Raised

30. Following the deputation, Council's Facilities Maintenance team conducted an inspection of NARS. The team identified minor maintenance issues, which have since been addressed. Overall, the building is in good condition, with no concerns regarding its structural integrity. A detailed report on the inspection is available at [Link 2](#).
31. Administration will ensure that any sublease proposed by Renew Adelaide for NARS complies with the following requirements, under City of Adelaide Planning Code:
 - 31.1. The permitted use of NARS
 - 31.1.1. Retail, including the sale of food and beverages
 - 31.2. The approved hours of operation for NARS
 - 31.2.1. 7.00am to 6.00pm Saturday to Wednesday
 - 31.2.2. 7.00am to 9.00pm Thursday and Friday
 - 31.3. Environmental and noise management standards.

Next Steps

32. Administration will enter into a 12-month Lease Agreement with Renew Adelaide for immediate occupation of NARS.
 33. In the first half of 2025, Administration will conduct an EOI process for longer-term occupation of NARS.
 34. The EOI results will be presented to Kadaltilla and Council for endorsement and approval to enter into lease negotiations with a preferred tenant.
-

DATA AND SUPPORTING INFORMATION

Link 1 – Renew Adelaide Proposal

Link 2 – North Adelaide Railway Station Property Inspection – December 2024

ATTACHMENTS

Nil

- END OF REPORT -