

ATTACHMENT C – In person community sessions

Community Sessions

Five opportunities were provided during the consultation period for the community to meet with staff to discuss the Draft Community Engagement Charter and Policy. These sessions offered community members the chance to share their feedback, ask questions, and discuss ideas for how Council's engagement processes could be improved. It also responds to Council Member's feedback for more face-to-face engagement.

When and where the sessions were held:

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|--|---|--|---|--|
| Thursday 4 September 10:00am – 12:00pm Hutt Street Library 235 Hutt St, Adelaide SA 5000 | Wednesday 10 September 5:00pm – 7:00pm Minor Works Building Community Centre 22 Stamford Ct, Adelaide SA 5000 | Sunday 14 September 9:00am – 2:00pm Super Cycle Sunday Light Square 40 Morphett Street, Adelaide SA 5000 | Tuesday 23 September 2:00pm – 4:00pm North Adelaide Community Centre 176 Tynte St, North Adelaide SA 5000 | Monday 29 September 11:00am – 2:00pm Rundle Mall In front of 148 Rundle Mall, Adelaide SA 5000 |
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Hutt Street Library

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|-----------------------------|------------------|
| Date held | 4 September 2025 |
| Approx. number engaged with | 7 |

Feedback received

City of Adelaide Resident -

City of Adelaide spends a lot of money on consultation, and it's done very well. The administration, URPS, AECOM—they're all great at engaging with the community, and I feel like my views are genuinely valued. There's a lot of time and energy invested in engaging with the community, but once it gets to the chamber, it feels like those efforts are disregarded.

City of Adelaide should look to Sydney as an example of how to do consultation better. Their practices include:

1. Reaching out to businesses on mainstreets before concept plans are released and working with the business people who have most to fear about proposed street changes.
2. Have a commitment to implementing a cycle network and working with the community to shape street details, not debate whether the cycling infrastructure should be implemented.
3. Developing and implementing a program of bikeway trials, allowing for iterative design and ongoing community input into design and function, while being clear that there will be a bikeway.
4. Creating a different approach to consultation by 'Planning by doing', often involving pop-up infrastructure.

City of Adelaide has hired technical experts to design and deliver projects. Consultants should be engaging the community and actively sharing their expertise. That knowledge

should be valued, not sidelined. Engagement staff and consultants need to do more than listen.

Business people on mainstreets where changed street design is proposed need to be engaged early, before the political noise and the loudest voices take over. Hutt Street is a clear example of what went wrong. There was strong community engagement, but it was derailed by a political fear campaign and minority loud voices.

Council has engaged widely when developing strategic documents which show the directions of travel for the organisation. Documents like The Integrated Transport Strategy, The Integrated Climate Strategy and City Plan 2036 provide rational and framework for on-street projects like O'Connell Street, Gouger Street and Hutt Street. My view is that the leaders of the organisation like the Lord Mayor and senior staff, should publicly advocate for and 'sell' these documents. These are documents which are the basis for the work of the organisation. Providing authoritative voices backing the Council's strategic intentions which were developed through quality community engagement should enhance the prospects for successful project roll out.

Minor Works Community Centre

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|-----------------------------|-------------------|
| Date held | 10 September 2025 |
| Approx. number engaged with | 2 |

Feedback received

City of Adelaide Resident -

- Concerns were raised that decisions made by elected members can undermine community engagement outcomes and damage trust in both the process and Council's reputation.
- Community (resident) feedback is perceived as sometimes being disregarded or used selectively to justify predetermined decisions, leading to disengagement and frustration. There is a strong desire for Council to demonstrate that feedback meaningfully informs outcomes.
- Some elected members ignore community sentiment and professional advice in favour of political considerations. This behaviour was seen as undermining the intent of community engagement and making residents less inclined to participate in future consultations.
- There is a call for greater accountability and leadership from elected members, with hope that future elections will bring more community-focused representation.
- Appreciation was expressed for Council's efforts to keep the community informed through channels such as *Our Adelaide*. Even when not directly participating, residents value knowing what projects are occurring across the city (road closures, etc).
- The importance of continued transparency and communication was emphasised, alongside the need for visible links between feedback and decision-making.
- Strong support was expressed for creating safer, more vibrant, and pedestrian- and cycling-friendly streets, particularly on Hutt Street and O'Connell Street.
- Examples such as Gouger Street and Prospect Road were cited as successful models where traffic-calming and pedestrian-friendly design have supported thriving precincts.

- There was a clear preference for reducing car dominance and creating more attractive, 'sittable' public spaces that encourage people to spend time and support local businesses.
- Calls were made for more protected cycling infrastructure and safer cycling routes within the city.
- It was noted that prioritising car traffic over people risks diminishing the city's vibrancy and liveability.
- Investment in sustainable transport, such as a tram extension into North Adelaide, was seen as an opportunity to transform accessibility and street activity.
- Suggestions were made to establish clear city-wide design principles for streets and public spaces to avoid repeatedly debating established fundamentals during each project.
- Engagement was seen as most effective when guided by a shared vision and consistent standards for walkability, cycling, and public space design.
- Concerns were also raised about highly car-dominated streets and the need for vision-led future planning, where engagement builds on shared principles rather than revisiting fundamentals each time.

| Light Square - Super Cycle Sunday | |
|---|-------------------|
| Date held | 14 September 2025 |
| Approx. number engaged with | 43 |
| Feedback received | |
| <p>Feedback collated from all community members -</p> <ul style="list-style-type: none"> • There was perceived short-sightedness in the Hutt Street redevelopment, with concerns that opportunities to include cycling infrastructure were missed. • It was disappointing that community feedback supporting cycling on Hutt Street was disregarded in the chamber by Council. • There is strong international research demonstrating that cycling infrastructure benefits local economies and increases street patronage. • Expressed disappointment that Council appears overly focused on cars, noting Adelaide already has one of the highest ratios of on-street parking bays per capita in Australia. • Referenced the Netherlands as an example of forward-thinking planning, noting that public protest in the 1970s against cycling infrastructure. Now they have a world-class cycling infrastructure that now benefits the whole community. • Emphasised the importance of empowering subject matter experts within council (administration) to lead project revitalisations based on their professional knowledge and understanding of desired outcomes. • Subject matter experts work at council and should be encouraged and empowered to implement the revitalisations based on their knowledge. The experts who have the project knowledge should be the ones making the decisions on the desired outcomes. | |

North Adelaide Community Centre

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| Date held | 23 September 2025 |
| Approx. number engaged with | 4 |

Feedback received

City of Adelaide Resident -

- Does not agree with the title 'Community engagement Charter'; should be 'Community Participation Charter' as the term engagement implies a top-down approach where the decisions are made and the community is asked their thoughts on the decision, rather than involving the community in the decision-making process.
- Questioned how CoA will ensure that not only the loud voices are heard, drowning out the quieter voices who may have more expert knowledge.
- Questioned where have all the visionaries gone e.g. the o'bahn, the linear path. Adelaide no longer does things like these.
- Is happy with the job the Community Engagement Team is doing

City of Adelaide Resident -

- Noted there are sometimes short time frames for responses without reason given. If there was a reasonable explanation about why the consultation is only open for a short time this would be acceptable, however there is no reason ever given. It is difficult for community groups to organise to meet and then consolidate feedback into a submission on behalf of the group in a 3-4 week consultation period, especially if regular meeting date does not fall during the consultation period and an ad hoc meeting has to be organised.
- Does not like hearing that "activation" of areas is required. Areas are already activated by community members. "Activation" often means community members are locked out of a space e.g. Adelaide 500.
- Commented that there is movement internationally that trees and the environment have rights, similar to human rights. Would like to see this implemented here, including more protection of the Park Lands.
- Noted that precinct groups receive funding, while resident groups do not, leading to perceived inequity. Suggested resident groups receive equivalent funding or support to ensure fair representation and sustainability.

City of Adelaide Resident -

- Does not like 9am or 5pm consultation closures, midday would be preferred, ideally 11:59pm, and for consultations not to close prior to the weekend, noting that is unlikely staff are writing consultation reports over weekends. A consistent closure time for all consultations would be useful; 11:59pm closures would align with State Gov Your Say closures.

- Would like to see a tree valuation method implemented; with developers having to pay the value of mature trees being removed, as opposed with the current system of planting more trees than were removed
- Highlighted the need for greater transparency in Council and State Government decision-making, with the examples of 88 O'Connell and the new Aquatic Centre raised.
- Noted that a lack of openness continues to erode community trust.
- Emphasised the importance of providing clear rationales for decisions and avoiding personal or political motivations.
- Stressed that residents are not opposed to decisions being made, but they expect them to be justified and explained.
- Emphasised that community feedback must inform Council's thinking on both past and future decisions

Rundle Mall

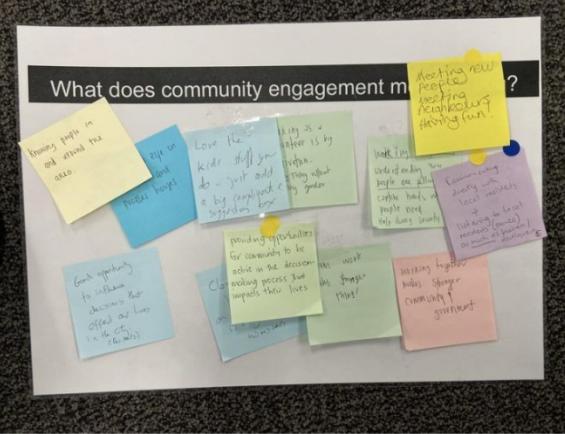
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|-----------------------------|-------------------|
| Date held | 29 September 2025 |
| Approx. number engaged with | 16 |

Feedback received

Feedback collated from all community members -

- Did not feel confident providing feedback on the City of Adelaide as they do not know the city well enough but may sign up to Our Adelaide if they begin visiting more regularly.
- The State Government should invest more in services that support tourists in regional and rural areas (e.g. mechanics and essential amenities).
- There is particular interest in environmental issues, specifically algal bloom.
- Looked up Our Adelaide prior to approaching to understand what the platform was about and will now consider signing up.
- Being able to provide feedback online is preferred and clear, visible signage with a tagline and QR code would encourage participation.
- For topics of interest, a long survey would be completed without needing an incentive. Noted that many friends would not complete a long survey and would be more likely to respond to a short survey or one offering an incentive. Supported the idea of offering both short and long survey options to cater to different levels of interest and time availability.
- Visited the library to use JP services but found it closed and was unable to reach the Customer Centre. Declined to discuss community engagement but provided feedback that staff onsite should have been informed about the library closure, highlighting the need for improved internal communication across Council teams.

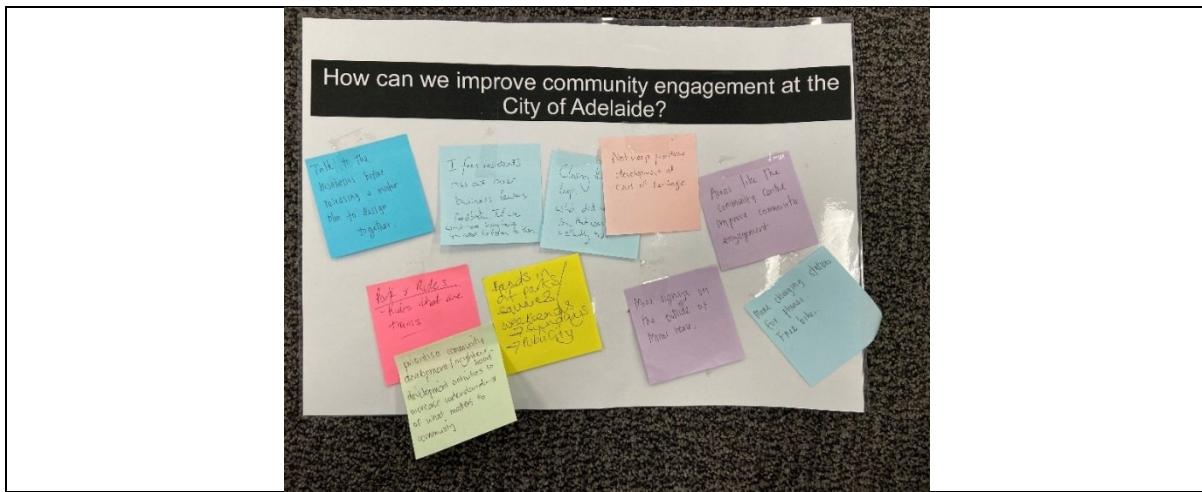
All community sessions – Poster Feedback



Questions: What does community engagement mean to you?

Responses:

- Knowing people in and around the area
- Good opportunity to influence decisions that effect our lives in the city (resident)
- Keeping an eye on the area and peoples houses
- Love the kids stuff you do – just add a big complaint / suggestion box
- Providing opportunities for community to be active in the decision-making process that impacts their lives
- Clear information on what council is doing for residents
- Working as a volunteer is big motivation. Doing things without seeing gender.
- Team work makes stronger things
- Meeting new people
- Meeting neighbours
- Having fun!
- Working together – understanding how people are feeling – capture hands when people need – help during security
- Communicating directly with local residents +listening to local residents (owners) as much ad business development.
- Working together – makes stronger community and government



Questions: How can we improve community engagement at the City of Adelaide

- Talk to the business before releasing a master plan to design together
- Parks and Rides – Rides that are trams
- I feel residents miss out over business leaders feedback. If you want more living here you need to listen to them.
- Prioritise community development / neighbourhood development activities to increase understanding of what matters to community
- Bands in different parks / squares weekends – Sundays – Publicity
- Not keep prioritising development at cost of heritage
- Closing the loop. What did residents say that was actually used
- More signage on the outside of minor works
- Community centre improve community engagement
- More changing stations for phones – free bikes



North Adelaide Society Workshop

In addition to the five opportunities held at community centres, invitations to discuss the project in greater detail were extended to precinct and resident groups. In response, Administration held a workshop with the North Adelaide Society, during which feedback was collected through workshop question forms.

North Adelaide Community Centre – North Adelaide Society

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|-----------------------------|-------------------|
| Date held | 24 September 2025 |
| Approx. number engaged with | 40 |

Feedback received

Question: Jump forward 5 years – describe what you think community engagement as a resident of the City of Adelaide looks like?

Responses:

1. Personal interactions with elected councillors – individual + in groups as much as NAS.
2. Also specific issues and expert advice from Admin and whole of Council
3. No AI engagement thank you – who is responsible for advice if AI generated?
- That the course of the ACC titanic is actually diverted. I.E knowing that community engagement results in changes to what council does.
- Regular contact with council members who have influence& and expert in the area we want addressed.
- The City of Adelaide Councillors are available to contact + meaningfully discuss our concerns and ideas in person.
- The City of Adelaide employees are easy to get a hold of out of normal business hours.
- Give up on emails – there are too many (from the world out there). Stick to paper leaflets in our letter boxes. I pay more attention to a short succinct short leaflet in any letterbox about consultation as they are far more effective in gaining my engagement in consulting...
- Real humans to listen/ solve problems
- Don't just purpose a small number of similar options (e.g pavers) as a façade of engagement for improving community w/rate payer money.
- Real indications that community engagement had made a positive impact on the local community.
- Build on what we have already hear from our community.
- Celebrate community activists (annual award).

Question: How can Council members and administration improve community engagement for you?

Response:

- Media? Email? Newsletter mail out? Mechanism? – Local meetings? Admin – divide into specific areas i.e North Adelaide – who is the contact?
 1. Q + A for current issues.
 2. Queries i.e. Development Proposals.
 3. 3rd Party Appeal assistance for development outside of Dev Plan.
 4. Council to clearly support community against rapacious developers.
 5. Nominate a liaison officer for each precinct.

- We would like to engage with the CEO of council on issues affecting our community, particularly development.
- ACC (you) can show that our contributions actually count: that we should bother. *I say this because over recent (decades) my involvement in "consultations" – (over 20!) has resulted in council betrayal over 88 O'Connell St. I have no faith in Council giving importance to community engagement over planning & development issues.
- If I need to consult – I contact elected members & the staff of any frustrations (ACC) that I wish to say anything to.
- Need contact person.
- Be responsive.
- Follow up on agreed solutions.
- Continuity of communication.
- Ask my opinion when and only when the decision is not already made
- When a decision is made follow & explain why you did the opposite of what I suggested.
- Enforce your planning laws for a change.
- Respect for community / council services community
- Sticking to promise – actually building trust
- Listen and act on core community issues.
- Actually read and respond to snap send solve! Or present easy option for small council actions similar to this app.
- They are mostly fine in terms of accessibility always getting a result
- Phil Martin is terrific and gives feedback on issues.
- It was noted that Mary Couros was not in attendance this evening.

Questions: What do you like about the draft Charter? What would you like to change about the draft Charter?

- In 5 years (now) Expect that if you ask for consultation you will implement what you get back (within reason). If we can get that happening, would participate.
- Expect CEO of council to attend if seeking consultation.
- Most consultations feel like a tick-box exercise.
- Improve – take it seriously, take into account in decisions.
- Town square or street corner meetings.
- Draft Charter – have not seen a copy, so cannot say.
- Not much.
- Just written in modern day jargon.
- Would be more effective to have example of where decisions have been changed. of modified by community feedback.
- 'Team Adelaide' have destroyed trust in process.
- Direct communication with Keiran, Phillip always productive.
- We like the intentions stated.
- We would like it clarified how the council will know what is significant and what will attract what level of impact.
- Prove you are reaching diverse+ new communities.
- What is 'closing the loop', what will it look like? where does feedback go – will you respond to issues that do not get resolved.
- Full consideration of pedestrians / non-car travel as essential to all development.
- What does "participation in decision making" look like? Close the loop – will you evaluate actual participation rates?

- Don't be creative, be truthful. Engage Broadly – can you provide information about the diversity of participant feedback?

Other Feedback

- *It says "Our Adelaide Is a place where your voice matters. 1 – The Verschoor Council destroyed this for me over 88 O'Connell St, breaking the community agreement. 2 – The State Government (2025) has destroyed this by the Walker Development & Golf decision, & the swimming pool building & legislation removing parts of the Parklands from ACC governance.*