

Councillor Freeman - QoN - Resident Voice in Decision-Making

Tuesday, 28 April 2026
Council

Council Member
Councillor Eleanor Freeman

Public

Contact Officer:
Anthony Spartalis, Chief Operating Officer

QUESTION ON NOTICE

Councillor Eleanor Freeman will ask the following Question on Notice:

'Can the Administration confirm and detail how a "resident voice" has been represented in the City of Adelaide's decision-making over the past 10-year period, including (but not limited to) resident representation within Council's:

- Committees, boards, subsidiaries or decision-making bodies
- Precinct groups or community groups
- Targeted forums, round-tables or events
- Dedicated roles within Council's organisational structure
- Regular performance reporting or service evaluation

In their response, can the Administration please distinguish between:

- Resident types (e.g. ratepaying owner-occupier/owner-investor, renting voter/non-voter)
- Dwelling types (e.g. detached/semi-detached house, unit, apartment/strata, student accommodation, community housing)?'

REPLY

1. While elected Council Members are a primary voice of residents, representing community views in decision-making and ensuring local priorities, concerns, and aspirations are reflected in Council's strategic direction, policy development, and service delivery, there are many other channels and forums through which CoA gathers resident input to shape decision making. The list below describes the key resident engagement and feedback forums.

Public consultations

2. The primary avenue for a resident voice in Council's decision making is the Council public consultation process. In the current term of Council, major consultations have been conducted for key strategic documents and decisions including:

Project Name	Closed	Visitors	Submissions
Business Plan and Budget 2023/24	8/6/2023	3201	349
Strategic Plan 2024-2028	20/11/2023	890	18
Asset Management Plans	10/5/2024	3755	29
City Plan - Stage 1	8/4/2024	1250	36
Business Plan and Budget 2024/25	19/5/2024	1962	88
City Plan - Stage 2	16/7/2024	1033	115
Long Term financial Plan 2024/25 - 2033/34	20/10/2024	524	73
Integrated Transport Strategy (stage 1 - ideas for discussion)	2/12/2024	1554	513
Integrated Transport Strategy - Stage 2 (consultation on strategy)	25/5/2025	1268	196
Business Plan and Budget 2025/26	27/5/2025	5478	110
Long Term Financial Plan 2025/26 - 2034/35	4/11/2025	553	31

3. As part of our public consultations, we include a Yes or No response question if respondents are residents of the City of Adelaide.

Our Adelaide website

4. Launched on 1 July 2024 Our Adelaide is a collective space where every member of our community can contribute to the conversation about our city's future. It also enables a more localised or 'place-based' approach to engaging with our community. This refreshed community engagement approach aims to develop stronger connections with the broader community and elevate the voice of residents.

Neighbourhood Portals on Our Adelaide website

5. These are a new structure to support building and nurturing relationships in five neighbourhoods with residents and community members. Further development of the neighbourhood portals has been paused while awaiting the outcomes of the precinct review, which will guide how this structure could proceed along with further consideration of ongoing resourcing to support the structure.

Main Street Precinct groups

6. Council supports seven funded precinct groups to deliver economic outcomes. These are mostly business-led but some have resident memberships and the Precinct Groups are collectively represented on the AEDA Advisory Committee. A new precinct support program is being finalised based on Council's approval of a funding model at its meeting on 27 January 2026.

Neighbour Day | City of Adelaide

7. Attended by staff and Council Members, which is an opportunity to convey issues and concerns expressed by residents.

Customer Collective

8. Administration has recently established the Customer Collective, a structured feedback forum enabling ongoing resident input into service design. It has 181 active participants. The Collective is being used to test ideas, validate assumptions, and inform priority initiatives, including the Customer Charter and Channel Preference Strategy.

Voice of Customer

9. Council's Voice of Customer program captures quantitative and qualitative feedback, including Customer Satisfaction and Customer Ease/Engagement, to measure experience and ease of interaction. It captures residents' and non-residents' feedback. Insights are analysed through an enterprise platform, enabling trend tracking and use of verbatim feedback to inform continuous service improvement.

Resident and community associations

- 10. While they are not formal “Resident Voice” forums, existing resident and community associations hold regular meetings, self-govern, and are generally directly approached by Administration to provide collective submissions to our formal consultations on behalf of their members.

Longitudinal Research Studies

- 11. Dedicated research surveys provide longitudinal insight, including the Biennial Resident Survey (since 2019) and the Annual City User Profile, which includes a resident cohort. The 2024 Resident Survey collected information from respondents on Home ownership and Property description.

Representations to Council Assessment Panel

- 12. Approximately 90% of public representation heard by the Council Assessment Panel (CAP) is from residents. Of the 49 representations heard by CAP in 2025, 46 were City Residents.

Staff time in receiving and preparing this reply	To prepare this reply in response to the question on notice took approximately 9.5 hours.
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