

# Council Meeting Minutes

**3 June 2024**

## **Our Vision**

*A City which values its heritage, cultural diversity,  
sense of place and natural environment.*

*A progressive City which is prosperous, sustainable  
and socially cohesive, with a strong community spirit.*

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City of  
Norwood  
Payneham  
& St Peters

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**VENUE** Council Chambers, Norwood Town Hall

**HOUR** 7.00pm

**PRESENT**

**Council Members** Mayor Robert Bria  
Cr Kester Moorhouse  
Cr Claire Clutterham  
Cr Garry Knoblauch  
Cr Hugh Holfeld  
Cr Kevin Duke  
Cr Connie Granozio  
Cr Victoria McFarlane  
Cr Scott Sims  
Cr Sue Whittington  
Cr John Callisto

**Staff** Mario Barone (Chief Executive Officer)  
Carlos Buzzetti (General Manager, Urban Planning & Environment)  
Derek Langman (General Manager, Infrastructure & Major Projects)  
Jenny McFeat (Manager, Governance)  
Geoff Parsons (Manager, Development & Regulatory Services)  
Simonne Whitlock (Manager, Strategic Communications & Advocacy)  
Rosanna Busolin (Manager, Community Services)  
Gayle Buckby (Manager, Traffic & Integrated Transport)  
Lucinda Knight (Executive Assistant, Chief Executive's Office)

**APOLOGIES** Cr Christel Mex, Cr Grant Piggott, Cr Josh Robinson

**ABSENT** Nil

**1. KAURNA ACKNOWLEDGEMENT**

**2. OPENING PRAYER**

The Opening Prayer was read by Cr Scott Sims.

**3. CONFIRMATION OF THE MINUTES OF THE COUNCIL MEETING HELD ON 6 MAY 2024**

*Cr Knoblauch moved that the Minutes of the Council meeting held on 6 May 2024 be taken as read and confirmed. Seconded by Cr Duke and carried unanimously.*

**4. MAYOR'S COMMUNICATION**

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Monday, 6 May	<ul style="list-style-type: none"><li>Presided over a Council meeting, Council Chamber, Norwood Town Hall.</li></ul>
Wednesday, 8 May	<ul style="list-style-type: none"><li>Attended an Information Session: Draft 2024-2025 ERA Water Budget, Mayor's Parlour, Norwood Town Hall.</li></ul>
Thursday, 9 May	<ul style="list-style-type: none"><li>Attended the Independent Commission Against Corruption (ICAC) Lobbying and Influencing Public Forum.</li></ul>
Thursday, 9 May	<ul style="list-style-type: none"><li>Attended a meeting with the Manager, Governance.</li></ul>
Monday, 13 May	<ul style="list-style-type: none"><li>Participated in the 2024 AFL Gather Round, Mayor's Parlour, Norwood Town Hall</li></ul>
Monday, 13 May	<ul style="list-style-type: none"><li>Attended an Information Session: Biennial Community Survey results, Mayor's Parlour, Norwood Town Hall.</li></ul>

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Wednesday, 15 May	<ul style="list-style-type: none"> <li>Meeting with Mr Roger Bryson, President, Kensington Residents Association, Mayor's Office, Norwood Town Hall.</li> </ul>
Thursday, 16 May	<ul style="list-style-type: none"> <li>Participated in the Local Government Association of South Australia Metropolitan Mayors' Forum.</li> </ul>
Friday, 17 May	<ul style="list-style-type: none"> <li>Attended the Payneham Cricket Club End of Season Trophy Presentation, Payneham RSL Club, Payneham.</li> </ul>
Monday, 20 May	<ul style="list-style-type: none"> <li>Attended a meeting with the General Manager, Governance &amp; Civic Affairs, Mayor's Office, Norwood Town Hall.</li> </ul>
Monday, 20 May	<ul style="list-style-type: none"> <li>Meeting with Cr Claire Clutterham, Adelaide.</li> </ul>
Monday, 20 May	<ul style="list-style-type: none"> <li>Presided over a meeting of the Chief Executive Officer's Performance Review Committee, Mayor's Office, Norwood Town Hall.</li> </ul>
Monday, 20 May	<ul style="list-style-type: none"> <li>Presided over an Audit &amp; Risk Committee meeting, Meeting Room 3, Norwood Town Hall.</li> </ul>
Tuesday, 21 May	<ul style="list-style-type: none"> <li>Attended a dinner with the Chief Executive Officer and Mr Theo Maras OAM, Eros Cafe, Adelaide.</li> </ul>
Wednesday, 22 May	<ul style="list-style-type: none"> <li>Attended an Information Session: Representation Review, Mayor's Parlour, Norwood Town Hall.</li> </ul>
Saturday, 25 May	<ul style="list-style-type: none"> <li>Official Opening of new clubroom facility at Cruikshank Reserve, Maylands.</li> </ul>
Sunday, 26 May	<ul style="list-style-type: none"> <li>Attended the Volunteers Week 'Thank you' Barbecue, Linde Reserve/Dunstan Grove, Stepney.</li> </ul>
Monday, 27 May	<ul style="list-style-type: none"> <li>Radio interview with Jules Schiller and Sonya Feldhoff, ABC 891.</li> </ul>
Monday, 27 May	<ul style="list-style-type: none"> <li>Radio interview with Councillor Connie Granozio and Cavaliere John Di Fede, Radio Italiana 531, Hindmarsh.</li> </ul>
Monday, 27 May	<ul style="list-style-type: none"> <li>Attended a meeting with Mayor Michael Hewitson (City of Unley) and Mr David West (Chair, Mainstreet SA), Norwood Town Hall.</li> </ul>
Monday, 27 May	<ul style="list-style-type: none"> <li>Attended a meeting with the Chief Executive Officer and Ms Cressida O'Hanlon MP, Member for Dunstan, Mayor's Office, Norwood Town Hall.</li> </ul>
Monday, 27 May	<ul style="list-style-type: none"> <li>Presided over a Public Meeting, Draft 2024-2025 Annual Business Plan, Mayor's Parlour, Norwood Town Hall.</li> </ul>
Tuesday, 28 May	<ul style="list-style-type: none"> <li>Presided over a meeting of the Business &amp; Economic Development Advisory Committee, Mayor's Parlour, Norwood Town Hall.</li> </ul>
Thursday, 30 May	<ul style="list-style-type: none"> <li>Presided over a meeting of the Eastern Region Alliance (ERA) Mayors and Chief Executive Officers Group, Norwood Town Hall.</li> </ul>
Saturday, 1 June	<ul style="list-style-type: none"> <li>Attended a meeting with Dr Phil Donato (Adelaide Italian Week Committee), Norwood.</li> </ul>
Sunday, 2 June	<ul style="list-style-type: none"> <li>Attended the pre-match function followed by the Norwood versus Woodville West Torrens football match, Norwood Oval.</li> </ul>
Monday, 3 June	<ul style="list-style-type: none"> <li>Attended the Festa della Repubblica (Italian Republic Day) event, National Wine Centre, Adelaide.</li> </ul>

• **National Volunteers Weeks 'Thank you' Barbecue – 26 May 2024**

Mayor Bria briefed the Council about the National Volunteers Week 'Thank you' barbecue held at Linde Reserve, Stepney. He thanked Mr Nigel Jordan, Volunteers Co-ordinator and the Events team for organising the event. The feedback from the Volunteers who attended was very positive. Mayor Bria also thanked Mr Jordan for the other activities organised for Volunteers during National Volunteers Week.

- **Local Government Association of South Australia Metropolitan Mayors' Forum – 16 May 2024**

Mayor Bria briefed the Council on the Local Government Association of South Australia's Metropolitan Mayors' Forum held on 16 May 2024. The purpose of the Forum was to discuss the structure and future of the Greater Adelaide Region of Councils (GAROC) Committee. The Forum provided Mayors the opportunity to discuss a way in which GAROC, if it is to continue, can be reformed. Mayor Bria advised the Council the key issues and suggestions raised at the Forum were:

- GAROC in its current form is not functioning effectively and should be re-structured as a Mayors-only body without regional representation;
- work of GAROC is not being communicated back to member Councils;
- current Terms of Reference were better suited to the South Australian Region of Councils (SAROC);
- role of GAROC is passive and needs to be more active in areas such as policy development; and
- opportunities should be available to establish small issue and needs-based working groups according to communities of interest eg. coastal councils, peri-urban councils, etc.

Changes to GAROC will be considered and amended, as appropriate, through changes to the LGA Constitution.

- **Eastern Region Alliance Mayors and Chief Executive Officers meeting – 30 May 2024**

Mayor Bria briefed the Council on the issues discussed at the Eastern Region Alliance of Council meeting held on 30 May 2024. The main topic of discussion was the SAROC bus tour scheduled for 19 July 2024. All ERA Councils provided locations for consideration by the LGA to form part of the itinerary. There was also a discussion regarding the future format of meetings of ERA Mayors and Chief Executives, with options to be presented out of session.

- **Letter to Hon Anne Vanstone KC, Commissioner, Independent Commission Against Corruption**

Mayor Bria advised the Council that as per the Council resolution made at its meeting held on 6 May 2024, he has written to The Hon Anne Vanstone KC, Commissioner, Independent Commission Against Corruption, inviting her to give a presentation on the work of ICAC and lobbying in Local Government. Mayor Bria advised that the Commissioner's Office has responded regarding the invitation which is being considered.

## 5. DELEGATES COMMUNICATION

Cr Holfeld advised that on Thursday 30 May 2024, he attended the Amadio Wines and Taylor & Holmes Launch Event.

## 6. QUESTIONS WITHOUT NOTICE

Nil.

## 7. QUESTIONS WITH NOTICE

## 7.1 QUESTIONS WITH NOTICE – ST PETERS BILLABONG EROSION STUDY - SUBMITTED BY CR KESTER MOORHOUSE

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**QUESTION WITH NOTICE:** St Peters Billabong Erosion Study  
**SUBMITTED BY:** Cr Kester Moorhouse  
**FILE REFERENCE:** qA1040  
**ATTACHMENTS:** A - D

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### BACKGROUND & QUESTIONS

Cr Moorhouse has submitted the following background and Questions with Notice:

The Council commissioned a slope stability assessment report from Coffey Geosciences Pty Ltd which was received in December 2000 (refer to **Attachment A**). It outlined the following recommendations (page 7);

*“We recommend a regular review of the condition of the edge of the Billabong (at least once a year and after major floods or changes to the water level). Consideration should be given to locally treating erosion and slope failures if they occur in order to prevent progressive deterioration of the slope. This strategy of on-going maintenance is considered essential to maintain the integrity of natural slopes.”*

1. Given the recommendations for at least annual reviews, was the stability of the bank formally reviewed in between the Coffey Report in December 2000 and the Golder report in June 2021?
2. If so, were any actions taken to locally treat erosion and slope failures?
3. The Coffey Report lists thirteen (13) properties “*at risk of being affected by slope instability in the next 50 years*” (page 7). Now that twenty-four (24) years have passed since the Coffey Report was written, is it the opinion of staff that these thirteen (13) properties are at risk of being affected by slope instability in the next twenty-six (26) years?
4. Considering the costs outlined in the *Golder Outline Designs and Indicative Estimates of Possible Construction Cost Ranges* report dated June 2021 (refer to **Attachment B**) and the recent increases in costs of civil construction, how much is it anticipated that cliff slope stabilising measures will cost?
5. How many of the properties on River Street and Eighth Avenue with a boundary on the Billabong embankment had development applications approved since December 2000, either under the Development Act of 1993 or the Planning Development and Infrastructure Act of 2016?
6. Were any of the houses or structures situated within ten (10) metres of the cliff face built since the Coffey Report was received in December 2000? (refer to **Attachment C**).

### REASONS IN SUPPORT OF QUESTIONS

There exists significant public interest in the Council’s management of the St Peter’s Billabong cliff area. As noted in the recent St Peters Billabong Erosion Study NPSP staff budget bid, “*the action of “doing nothing” will ultimately result in slope instability of the soil cliff, and the potential impact to the citizens, private property/assets and the community will be significant.*”

**RESPONSE TO QUESTIONS  
PREPARED BY GENERAL MANAGER, GOVERNANCE & CIVIC AFFAIRS**

Prior to answering the specific questions that have been asked by Cr Moorhouse, I have set out below some background to this issue.

Over the period from 1938 until 1980, land was purchased by the former Town of St Peters to create the St Peters River Park and Billabong.

On 6 November 1976, the Mayor of St Peters announced that the State Government had agreed to fund two thirds of the cost of \$300,000 to develop the reserve and to divert the River Torrens in a straight line by-passing the 'horseshoe bend':

*"The development involves the diversion of the River Torrens by cutting across the neck of the loop, and the formation of a level area that will be grassed and available for use as playing fields. The course of the river will be about seven hundred metres shorter when the neck is cut out.*

*The first three hundred metres of the loop will be filled in, but the rest will be retained in its natural state. Though cut off from the mainstream by the diversion, the loop will be fed with the river water by underground pipeline. After forming the creek and a lake in the loop, this water will flow back into the river through another pipeline".*

The President of the Royal Australian Institute of Architects, BJ Vogt, cautioned against interfering with the course of the Torrens River and called for further studies to be conducted on the proposal as it could worsen erosion, stating that *'the project should be more than-a-straight forward engineering job.'* (The Advertiser, 23 March 1974).

The St Peters Council proceeded with the diversion and two (2) weirs were built to control the flow of water and the water level in the new main river channel.

The Billabong was officially opened on 16 October 1988.

Since that time, as the cliffs over this section of the Billabong are steep, erosion of the cliff face has become evident in some locations. The erosion of the cliff face, which has been assessed through work commissioned by this Council, has identified that the erosion has been caused by stormwater runoff eroding the upper soils and fluctuations of the water level of the Billabong which is undermining the lower slope.

Progressive deterioration of the vertical faces is expected to occur in the future which could impact on the crest of the embankment – albeit the extent of the erosion is not fully known at this stage.

Pedestrian access along the crest of the embankment is limited or non-existent in some sections, with uneven ground, overgrown areas, obstructions, etc. As such, as Elected Members have been advised, it is considered that in the current condition that there is a safety risk to pedestrians, due to the very high potential for serious injury or worse from tripping and/or falling, which is exacerbated by the close vicinity of the steep embankment.

It is important to note that formal pedestrian access has not been established or maintained by the Council in this section of land (across the top bank of the Billabong), due to the steepness of the cliffs.

However, it would appear that an "informal track" has been established over time by people walking through this area – this access is however not authorised by the Council.

There are 15 properties which share the boundary of the top bank of the Billabong. Of the 15 properties, 12 have dwellings located on them which were erected in the period from 1920 – 1950. Two dwellings have more recently been erected (ie 1995 and 1997) and one (1) property is currently vacant. An aerial image of the subject properties is enclosed for your information (refer to **Attachment D**).

Of the 15 properties which abut the top of the bank of the Billabong, 12 properties are encroaching onto Council owned land (ie the top of the bank of the Billabong) – noting that these encroachments could date back to 1920.

This is not surprising, as research undertaken by the Council has highlighted that in 1927, the property boundary was identified as “*the centre of the river*”.

In 1938, the area at the rear of these properties was purchased by the former Town of St Peters and declared ‘Reserve Land’. The property boundary was altered at that time to the “*top of bank*”.

Given the age of some of the dwellings in this location, it is, as stated above, not surprising therefore, that some properties do encroach onto this section of Council owned land, as the need for property owners to adjust their boundary fences to the updated boundary at that time, may have been overlooked. Table 1 below sets out the year in which the dwellings were built.

**TABLE 1: EIGHTH AVENUE DWELLINGS WHICH ABUT THE TOP BANK OF THE BILLABONG – YEAR DWELLINGS WERE BUILT**

Address	Year Built
12 Eighth Avenue St Peters	Vacant Land – Current Development Application
14 Eighth Avenue St Peters	1920
16 Eighth Avenue St Peters	1930
1 River Street St Peters	1925
3 River Street St Peters	1990
5 River Street St Peters	1950
7 River Street St Peters	1952
9 River Street St Peters	1945
11 River Street St Peters	1950
13 River Street St Peters	1951
13A River Street St Peters	1950
15 River Street St Peters	1920
17 River Street St Peters	1997
19 River Street St Peters	1920
21 River Street St Peters	1920

As Elected Members are aware, there are a number of issues that the Council must consider and work through in respect to this issue. The most critical issue at this time for the Council, is the matter of the erosion.

To this end, as Elected Members are aware, funding has been included in the draft 2024-2025 Budget for a geotechnical assessment to be undertaken which will include on-site sampling and testing of the stability of the bank.

Once the extent of the erosion is more fully known, the Council can then determine a suitable treatment to control the rate of the erosion and appropriate communication will occur with the respective property owners.

In terms of the encroachment issues, these matters will be addressed with the affected property owners.

**Question 1:** *Given the recommendations for at least annual reviews, was the stability of the bank formally reviewed in between the Coffey report in December 2000 and the Golder report in June 2021?*

The stability of the bank has not been formally reviewed during this period.

**Question 2:** *If so, were any actions taken to locally treat erosion and slope failures?*

No actions have been undertaken to treat erosion of the banks of the St Peters Billabong, as no actions have been necessary at this stage until the Council has considered the various options to address the issue.



**Question 3:** *The Coffey report lists thirteen properties “at risk of being affected by slope instability in the next 50 years” (page 7). Now that twenty-four years have passed since the Coffey report was written, is it the opinion of staff that these thirteen properties are at risk of being affected by slope instability in the next twenty-six years?*

Council staff do not have expertise in this area and therefore, are not in a position to answer this question and as Elected Members are aware this is why staff have requested funding as part of the draft 2024-2025 Budget to undertake a geotechnical assessment to determine the extent of the problem and possible treatment options.

**Question 4:** *Considering the costs outlined in the Golder Outline Designs and Indicative Estimates of Possible Construction Cost Ranges report dated June 2021 (see Attachment B), and the recent increases in costs of civil construction, how much is it anticipated that cliff slope stabilising measures will cost?*

At this stage, there is little to be achieved in respect to quantifying the estimated costs of any solution.

To this end, as Elected Members are aware, that is why staff have requested funding for a geotechnical assessment to be undertaken to determine the extent of the problem, options to address any potential issues and the costs associated with the various options which will then be based on 2024 estimates.

**Question 5:** *How many of the properties on River Street and Eighth Avenue with a boundary on the Billabong embankment had development applications approved since December 2000, either under the Development Act of 1993 or the Planning Development and Infrastructure Act of 2016?*

A total of 11 properties have had Development Applications approved since December 2000.

The Planning Policy framework applicable to these parcels of land has changed over time, however the allotments have always been within residential type zones that envisage residential development and associated structures. No aspect of the applicable Planning Policy specifically prevented or prevents the construction of residential development in this area and on the existing allotments and accordingly, relevant authorities (ie the Council), have not been or are not in a position to refuse such Development Applications.

The Planning Policy framework has always referenced natural hazards and site stability as relevant planning considerations and accordingly, Council staff have requested engineering reports and other associated information to determine that the proposal satisfactorily addresses those relevant policies.

**Question 6:** *Were any of the houses or structures situated within ten metres of the cliff face built since the Coffey report was received in December 2000? See Alexander Symonds survey 2020 (Attachment C).*

Yes.

The number of dwellings that have been erected within 10 metres of the top of the bank are:

- one (1) dwelling and pergola (approved under the *Development Act 1993*);
- one (1) dwelling and pergola (approved under the *Development Act 1993*); and
- one (1) dwelling (approved under the *Development Act 1993*).

In answering this question, it is important to note that on Page 17 of the **2020 Golder** report, it states that an exclusion zone of at least 3.0 metres should be established at the crest of the slope and that signage to warn of the possibility of slope instability should be erected.

As set out in the report, the purpose of the 3.0 metre exclusion zone is to reduce the risk to the public accessing this area of the Billabong due to the erosion of the slope. The 3.0 metre exclusion zone has been based on the expected rate of the erosion within a 50 year interval (i.e. 1.0 metre to 3.0 metres).

In addition, the Golder report suggests that as a **Control Measure** “*Future developments are excluded for a lateral distance of 10 metres from the crest of the slope. Stormwater outflows from the future developments must be directed away from the slope and into the existing stormwater collection system. The purpose of the 10 metre exclusion zone is to reduce the impact of future developments on the slope (e.g. through leaking services, loads imposed by footings, etc.). The recommended 10 metre exclusion zone has considered the effect of future developments, rate of slope retreat and recommendations provided in the Coffey report. **It should be noted that consideration could be given to development within this 10 metre zone if an engineering assessment is undertaken**”.*

As part of the assessment process that is undertaken when Development Applications are assessed, applicants are required to provide engineering data to ensure that the structures have taken into account the geology of the particular allotments and this includes bank stability.

**8. DEPUTATIONS**

## 8.1 DEPUTATION – ST PETERS BILLABONG

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**REPORT AUTHOR:** General Manager, Governance & Civic Affairs  
**GENERAL MANAGER:** Chief Executive Officer  
**CONTACT NUMBER:** 8366 4568  
**FILE REFERENCE:** qA1041  
**ATTACHMENTS:** Nil

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### **SPEAKER/S**

Mr Mathew Pole.

### **ORGANISATION/GROUP REPRESENTED BY SPEAKER/S**

Not Applicable.

### **COMMENTS**

Mr Mathew Pole has written to the Council requesting that he be permitted to address the Council in relation to various matters associated with the St Peters Billabong.

In accordance with the *Local Government (Procedures at Meetings) Regulations 2013*, Mr Mathew Pole has been given approval to address the Council.

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Mr Mathew Pole addressed the Council in relation to this matter.

**9. PETITIONS**

## 9.1 PETITION – ST PETERS BILLABONG

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**REPORT AUTHOR:** General Manager, Governance & Civic Affairs  
**GENERAL MANAGER:** Chief Executive Officer  
**CONTACT NUMBER:** 8366 4549  
**FILE REFERENCE:** qA151757  
**ATTACHMENTS:** A

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### PURPOSE OF REPORT

The purpose of this report is to table a Petition which has been received by the Council regarding the encroachment of residential properties on the bank of the St Peters Billabong.

### BACKGROUND

A Petition has been lodged with the Council regarding the encroachment of residential properties on the bank of the St Peters Billabong which is Council land.

The Petition has been signed by a total of 100 people, including the Convenor of the petition.

Of the 100 signatories, 22 signatories do not reside within the City of Norwood Payneham & St Peters.

A copy of the petition is contained in **Attachment A**.

In accordance with the Council's *Privacy Policy*, the personal information of the petitioners, (i.e. the street addresses) have been redacted from the petition. The names of the signatories and the suburb which have been included on the petition have not been redacted from the petition.

### RELEVANT STRATEGIC DIRECTIONS & POLICIES

The relevant Goals contained in *CityPlan 2030* are:

#### **Outcome 1: Social Equity**

*Objective 1.2: A people friendly, integrated and sustainable transport network.*

#### **Strategy:**

*1.2.4 Provide appropriate traffic management to enhance residential amenity.*

### DISCUSSION

The Petitioners are requesting that the Council undertake enforcement to protect the St Peters River Park and *direct landowners at their own expense to rectify the situation by:*

- 1. removing structures (e.g. fences) that have been illegally erected on public land;*
- 2. removing non-native landscaping that has occurred within the St Peters River Park and return it to native vegetation; and*
- 3. as part of the restoration, the landowners plant appropriate native plants to stabilise the banks.*

In addition, the petitioners are requesting that the Council *proceeds with the quantitative geotechnical survey proposed as part of the 2024-2025 Budget and implement the appropriate engineering solution to stabilise the bank. We request that in selecting the engineering solution that the preservation of the native flora and fauna is of the highest priority.*

There are 15 properties which share the boundary of the top bank of the Billabong. The Council is aware that there are a number of properties located on River Street, St Peters which have encroached onto the adjacent Council land (ie the top bank of the St Peters Billabong) and that the majority of these encroachments have been in place for a number of years.

Of the 15 properties which abut the top of the bank of the Billabong, 12 properties are encroaching onto Council land (ie the top of the bank of the Billabong) – noting that these encroachments could date back to 1920.

This is not surprising as research undertaken by Council staff has highlighted that in 1927, the property boundary was identified as “*the centre of the river*”.

In 1938, the area at the rear of these properties was purchased by the former Town of St Peters and declared ‘*Reserve Land*’. The property boundary was altered at that time to the “*top of bank*”.

Given the age of some of the dwellings in this location, it is, as stated above, not surprising therefore, that some properties do encroach onto this section of Council owned land, as the need for property owners to adjust their boundary fences to the updated boundary at that, time, may have been overlooked.

Whilst the encroachments do need to be addressed by this Council and can be resolved by various means (ie boundary realignments, licences/leases to occupy the land, etc), the **priority** for the Council at this time, is to address the issues associated with the potential erosion of the banks of the Billabong.

The cliffs over this section of the Billabong are steep and erosion of the cliff face is evident in some locations. The erosion of the cliff face, which has been assessed through work commissioned by the Council, has identified that the erosion has been caused by stormwater runoff which has eroded the upper soil layers and fluctuations of the Billabong water level progressively undermining the lower slope.

Progressive deterioration of the vertical faces has the potential to occur in the future which in turn, could impact on the crest of the embankment.

As previously advised, pedestrian access along the crest of the embankment is limited or non-existent in some sections, with uneven ground, overgrown areas, obstructions, etc. As such, it is considered that in the current condition, there is a safety risk to pedestrians, due to the very high potential for serious injury or worse from tripping and/or falling, which is exacerbated by the close vicinity of the steep embankment.

It is important to note that formal pedestrian access has not been established or maintained by the Council in this section of land (across the top bank of the Billabong), due to the steepness of the cliffs as this presents a safety hazard.

However, it would appear that an informal track has been established over time by people walking through this area – this access is however not authorised by the Council.

The Council has included funding as part of its draft 2024-2025 Budget for a geotechnical assessment to be undertaken to establish the extent of the problem and options to resolve any real or potential issues.

Once the extent of the erosion is established, the Council can then make an informed decision and determine a suitable treatment to control the rate of the erosion and communication and consultation will occur with the respective property owners.

In terms of the encroachment issues, the Council will address these matters with the affected property owners and a practical outcome will be sought.

## **RECOMMENDATION**

That the Convenor of the petition be advised that the Council will consider the various issues associated with the St Peters Billabong, which includes the potential erosion of the top bank of the St Peters Billabong and the encroachment of private property onto the Council land, following the receipt and consideration of the geotechnical assessment of the St Peters Billabong.

*Cr Moorhouse moved:*

*That the Convenor of the petition be advised that the Council will consider the various issues associated with the St Peters Billabong and the issues raised in the petition, which includes the potential erosion of the top bank of the St Peters Billabong and the encroachment of private property onto the Council land, following the receipt and consideration of the geotechnical assessment of the St Peters Billabong.*

*Seconded by Cr Clutterham and carried unanimously.*



## 9.2 PETITION – DAVIS ROAD, GLYNDE – TRAFFIC MANAGEMENT

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**REPORT AUTHOR:** Governance Officer  
**GENERAL MANAGER:** General Manager, Governance & Civic Affairs  
**CONTACT NUMBER:** 8366 4533  
**FILE REFERENCE:** qA152007  
**ATTACHMENTS:** A

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### PURPOSE OF REPORT

The purpose of this report is to table a petition which has been received by the Council regarding concerns with traffic management in Davis Road, Glynde.

### BACKGROUND

The Petitioners are requesting that the Council consider the following measures to address their concerns when exiting the Aveo Glynde Lodge Retirement Village which is located at 10-20 Davis Road, Glynde:

- implement no parking areas at the entrance to the Aveo Glynde Lodge Retirement Village located at 10-20 Davis Road, Glynde; and
- pruning of the street trees on the northern side of Davis Road, Glynde (between Barnes Road and the entrance of the Aveo Glynde Lodge Retirement Village), to allow for better visibility when exiting the Aveo Glynde Lodge Retirement Village.

A copy of the Petition is contained in **Attachment A**.

The Aveo Glynde Lodge Retirement Village is an established retirement living community consisting of 81 independent and assisted living units.

The Petition has been signed by a total of 74 citizens, which includes approximately 28 signatories who reside outside of the Aveo Glynde Lodge Retirement Village.

In accordance with the Council's *Privacy Policy*, the personal information of the petitioners, (i.e. the street addresses) have been redacted from the petition. The names of the signatories and the suburb which have been included on the petition have not been redacted from the petition.

### RELEVANT STRATEGIC DIRECTIONS & POLICIES

The relevant Goals contained in *CityPlan 2030* are:

#### **Outcome 1: Social Equity**

*Objective 1.2: A people friendly, integrated and sustainable transport network.*

#### **Strategy:**

*1.2.4 Provide appropriate traffic management to enhance residential amenity.*

### DISCUSSION

The petitioners are requesting the implementation of no parking areas adjacent to the entrance of the Aveo Glynde Lodge Retirement Village at 10-20 Davis Road, Glynde and the pruning of the Council street trees located on the northern side of Davis Road Glynde (between Barnes Road and the entrance of the Aveo Glynde Lodge Retirement Village).

The Council's *Local Area Traffic Management Policy* sets out the following process in respect to petitions which are received regarding traffic management issues:

### **Petitions**

*Petitions regarding traffic management issues which are received by the Council, will be referred to the Committee for consideration.*

*The Committee shall acknowledge the petition and note that Council staff will then investigate the issues which are raised through the petition. The process which will be used by Council staff in addressing the matter shall be the same as that which is set out in the Traffic Management Investigations Section of this Policy.*

### **RECOMMENDATION**

That the Convenor of the petition be advised that this matter will be referred to the Council's Traffic Management & Road Safety Committee, in accordance with the Council's *Local Area Traffic Management Policy*.

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*Cr Duke moved:*

*That the Convenor of the petition be advised that this matter will be referred to the Council's Traffic Management & Road Safety Committee, in accordance with the Council's Local Area Traffic Management Policy.*

*Seconded by Cr Whittington and carried unanimously.*

### 9.3 PETITION – REMOVAL OF PROPOSED TIMED PARKING CONTROL - HARROW ROAD, FIRST AVENUE AND SECOND AVENUE ST PETERS

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**REPORT AUTHOR:** Governance Officer  
**GENERAL MANAGER:** General Manager, Governance & Civic Affairs  
**CONTACT NUMBER:** 8366 4533  
**FILE REFERENCE:** qA152077  
**ATTACHMENTS:** A

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#### PURPOSE OF REPORT

The purpose of this report is to table a Petition which has been received by the Council, regarding a proposal to remove timed parking controls along Harrow Road, First Avenue and Second Avenue, St Peters.

#### BACKGROUND

As part of the implementation of the Council's On-street Parking Policy, a recent analysis of on-street parking controls was undertaken in Harrow Road, First Avenue and Second Avenue, St Peters, following the receipt of complaints regarding difficulties accessing on-street parking spaces in that locality. The complaint was investigated and parking surveys were undertaken, which identified that current on-street parking spaces are actually underutilised and that the removal of on-street parking controls would result in a more equitable supply of on-street parking for all citizens in the locality.

Local residents have been consulted on the proposal to remove on-street parking controls in Harrow Road, First Avenue and Second Avenue, St Peters.

As a result of the consultation, a Petition has been received, requesting that the existing on-street parking controls remain in place.

The Petitioners are opposed to the proposed removal of the parking controls on Harrow Road, First Avenue and Second Avenue St Peters, for the following reasons:

- it will impact on the safety of the area;
- it will impact on the convenience of parking near their residences;
- the current controls work well in preventing all-day parking while still allowing access to the area and surrounding businesses;
- residents rely on on-street parking and removing these controls would lead to parking difficulties and safety hazards, including increased risks for accidents and collisions; and
- the proposed changes are unnecessary and urge the council to consider the community's concerns.

A copy of the Petition is contained in **Attachment A**.

The Petition has been signed by a total of 94 citizens, including 2 signatories who do not reside in either Harrow Road, First Avenue and Second Avenue, St Peters range.

In accordance with the Council's *Privacy Policy*, the personal information of the petitioners, (i.e. the street addresses) have been redacted from the petition. The names of the signatories and the suburb which have been included on the petition have not been redacted from the petition.

#### RELEVANT STRATEGIC DIRECTIONS & POLICIES

The relevant Goals contained in *CityPlan 2030* are:

##### **Outcome 1: Social Equity**

*Objective 1.2: A people friendly, integrated and sustainable transport network.*

##### **Strategy:**

*1.2.4 Provide appropriate traffic management to enhance residential amenity.*

## **DISCUSSION**

The Council's *Local Area Traffic Management Policy* sets out the following process in respect to petitions which are received regarding traffic management issues:

### ***Petitions***

*Petitions regarding traffic management issues which are received by the Council, will be referred to the Committee for consideration.*

*The Committee shall acknowledge the petition and note that Council staff will then investigate the issues which are raised through the petition. The process which will be used by Council staff in addressing the matter shall be the same as that which is set out in the Traffic Management Investigations Section of this Policy.*

## **RECOMMENDATION**

That the Convenor of the petition be advised that this matter will be referred to the Council's Traffic Management & Road Safety Committee, in accordance with the Council's *Local Area Traffic Management Policy*.

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*Cr Clutterham moved:*

*That the Convenor of the petition be advised that this matter will be referred to the Council's Traffic Management & Road Safety Committee, in accordance with the Council's Local Area Traffic Management Policy.*

*Seconded by Cr Moorhouse and carried unanimously.*

**10. WRITTEN NOTICES OF MOTION**  
Nil

**11. STAFF REPORTS**

## **Section 1 – Strategy & Policy**

### **Reports**

## 11.1 CYCLIST CROSSING AT NELSON STREET AND HENRY STREET, STEPNEY

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**REPORT AUTHOR:** Manager, Traffic & Integrated Transport  
**GENERAL MANAGER:** General Manager, Urban Planning & Environment  
**CONTACT NUMBER:** 8366 4542  
**FILE REFERENCE:** qA59632  
**ATTACHMENTS:** A – C

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### PURPOSE OF REPORT

The purpose of this report is to advise the Council of investigations that have been undertaken in relation to a proposal to install cyclist refuge at the intersection of Nelson and Henry Street, Stepney.

### BACKGROUND

The Council endorsed the installation of a cyclist refuge at the intersection of Nelson Street and Henry Street, Stepney at its meeting held on 1 February 2021. The Minutes of the meeting are contained in **Attachment A**.

The decision to install the cyclist refuge was subsequently rescinded by the Council at its meeting held on 3 May 2021. The Minutes of the meeting are contained in **Attachment B**.

The reason for the rescinded decision was in response to concerns raised by some citizens regarding traffic restrictions at Henry Street and Nelson Street that would result from the installation of a cyclist refuge and potential traffic diversions to other streets. The full list of citizen concerns is contained in the Minutes of the Council meeting held on 1 February, 2021.

As part of the resolution that was made at its meeting held on 3 May 2021, the Council requested that further investigations be undertaken to find an alternative solution for a safe cycling route, that did not involve restrictions to traffic movements, as set out below.

*That a report be prepared for the Council's consideration on:*

- a) *The installation of a fully signalised or pedestrian activated crossing at the intersection of Magill Road and Frederick Street, Maylands to allow safe passage for cyclists to Edward Street and then onto Beulah Road; and*
- b) *The option of signalising the intersection of Henry Street and Nelson Street together with other options for providing safe access for cyclists to cross Nelson Street.*

### RELEVANT STRATEGIC DIRECTIONS & POLICIES

The relevant Outcomes and Objectives contained in the Council's Strategic Plan, *CityPlan 2030*, are set out below:

#### **Outcome 1: Social Equity**

##### **A connected, accessible and pedestrian-friendly community.**

Objective 1.2: A people-friendly, integrated and sustainable transport and pedestrian network.

Strategy 1.2.2: *Provide safe and accessible movement for all people.*

Objective 1.4: A strong, healthy, resilient and inclusive community.

Strategy 1.2.2: *Encourage physical activity to achieve healthier lifestyles and well-being.*

#### **Outcome 2: Cultural Vitality**

Objective 2.4: Pleasant, well designed and sustainable urban environments.

Strategy 2.4.2 *Encourage sustainable and quality urban design outcomes.*

#### **Outcome 4: Environmental Sustainability**

Objective 4.2: Sustainable streets and open spaces

*Strategy 4.2.1 Improve the amenity and safety of streets for all users including reducing the impact of urban heat island effect.*

#### **FINANCIAL AND BUDGET IMPLICATIONS**

Not Applicable.

#### **EXTERNAL ECONOMIC IMPLICATIONS**

Not Applicable.

#### **SOCIAL ISSUES**

Not Applicable.

#### **CULTURAL ISSUES**

Not Applicable.

#### **ENVIRONMENTAL ISSUES**

Transport plays a vital role in our society with the private motor vehicle currently dominating the residential streetscape and how people choose to move. Cycling is an environmentally sustainable alternative form of transport that does not produce harmful particulate or greenhouse gas pollution, or congestion and offers a viable alternative to car use for many short or commuter journeys.

#### **RESOURCE ISSUES**

Not Applicable.

#### **RISK MANAGEMENT**

The Council has a duty of care to address road safety concerns. Whenever vulnerable road users such as pedestrians and cyclists cross a road, there will be some element of risk that cannot be completely mitigated. However, the risks can be minimised by installing 'fit-for-purpose' infrastructure across the City. The provision of cyclist refuges on arterial roads at crossing points of a key cycling routes is recognised as one way of appropriately managing the road safety risk for cyclists.

#### **CONSULTATION**

- **Elected Members**  
The Council considered this matter at its meetings held on 1 February 2021 and 3 May 2021.
- **Community**  
Community consultation in respect to this issue has been undertaken as set out in the report that was considered by the Council at its meeting held on 1 February 2021.
- **Staff**  
General Manager, Urban Planning & Environment
- **Other Agencies**  
Department for Infrastructure & Transport



## DISCUSSION

The Council's *City-wide Cycling Plan 2013* (the Plan), identifies a connected network of cycling streets and an action plan (*the Plan*) for implementation of the cycling network. The Plan emphasises the importance of providing safe crossing points at intersections where a local road intersects with an arterial road because these locations represent the greatest safety risk to cyclists and a significant barrier to the uptake of cycling as a sustainable form of transport.

Henry Street forms part of a key east-west cycling route between Glynburn Road and Magill Road, known as the *St Morris Bikeway*, which traverses through residential streets in Stepney, Maylands, Trinity Gardens and St Morris. The State Government recognises the *St Morris Bikeway* as a strategic cycling route because it connects the Adelaide CBD to the west and the Adelaide Hills to the east, via the City of Campbelltown. In addition, it provides north-south connections to the Norwood-Magill Bikeway (Beulah Road) and the River Torrens Linear Park. On a local level, the Bikeway provides a low-traffic, cycling connection to the Trinity Gardens School, the St Peters Library complex, Dunstone Grove-Linde Reserve and Child Care Centres.

There is one busy road crossing on the *St Morris Bikeway* that does not provide a safe crossing facility, namely the intersection of Nelson Street and Henry Street, Stepney, which is under the care and control of the Department for Infrastructure and Transport (DIT). Nelson Street carries approximately 20,000 vehicles per day and has a speed limit of 60km/h. The Nelson Street road crossing at Henry Street, Stepney, was identified as a location where a safe crossing facility for cyclists and pedestrians is required.

Currently, cyclists are required to either wait for a gap in all four (4) traffic lanes on Nelson Street and cross, or cross Nelson Street in two (2) stages using the median refuge located fifty (50) metres to the south of Henry Street. Although slightly off of the cyclist route, the refuge provides a crossing for westbound cyclists via the bicycle lanes on Nelson Street. It is more difficult for eastbound cyclists to access the refuge because they would be travelling illegally against the traffic flow if they used the bicycle lanes. As such, the only access to the refuge is via the footpaths, however these footpaths are very narrow and do not allow a cyclist and a pedestrian to comfortably pass each other. It is not possible to install an additional median refuge to the north of Henry Street because the right turn auxiliary lanes reduce the median island width to 300mm.

The installation of the cyclist refuge that was recommended and endorsed by the Council at its meeting held on 1 February 2021, and later rescinded, was located at the intersection of Nelson Street and Henry Street and the island formation would remove the right turn and through traffic movements from both sides of Henry Street, only permitting left turns in and left turns out of Henry Street (both sides). Community consultation identified that 52% of respondents did not support the installation of the refuge largely because of concerns regarding these turn restrictions. The consultation outcomes are included in the report that was considered by the Council at its meeting held on 1 February 2021 (**Attachment A**).

The results of the further investigations that were requested by the Council are set out below.

- *Install a fully signalised or pedestrian activated crossing at the intersection of Magill Road and Frederick Street, Maylands to allow safe passage for cyclists to Edward Street and then onto Beulah Road.*

The implementation of a signalised or pedestrian activated crossing at the intersection of Magill Road and Frederick Street, would involve the re-routing of the *St Morris Bikeway* to deviate away from Nelson Street, crossing Magill Road and continuing to the city via Frederick Street, Edward Street and Beulah Road.

A fully signalised intersection of Magill Road and Frederick Street would provide a safe crossing for cyclists and pedestrians, however the following constraints would require careful consideration.

- current cost estimates to construct a signalised intersection are in the order of \$1 million. In addition, Magill Road is under the care and control of DIT and as such, the crossing would need to be approved and funded by DIT; and
- turning right onto Magill Road is a difficult manoeuvre during peak times of the day due to the high traffic volumes and lack of gaps in the traffic. A signalised intersection at Frederick Street would facilitate right turn movements and as such, Frederick Street would become a main collector street with a significant increase in traffic volumes.

It should also be noted that a pedestrian activated crossing currently exists on Magill Road, fifty (50) metres to the west of Frederick Street. The location is not suitable for the cyclist route connection because southbound bicyclists would be required to travel against the traffic (via the footpath), to get to the crossing. This section of footpath is not wide enough to carry both cyclists and pedestrians, because there is high pedestrian activity in this area.

The Department for Infrastructure and Transport (DIT) have been contacted to discuss the option of either installing traffic signals at the intersection of Frederick Street and Magill Road, or alternatively relocating the existing pedestrian activated crossing (PAC), further east to facilitate the north-south cycling connection. The response that has been received confirmed that the intersection of Magill Road and Frederick Street does not meet the warrant for traffic signals and the cost for new signals or the relocation of the existing PAC could not be justified because there are numerous other higher priority locations.

- *Install traffic signals at the intersection of Henry Street and Nelson Street together with other options for providing safe access for cyclists to cross Nelson Street.*

In 2021, Council staff considered the option of installing traffic signals at the intersection of Henry Street and Nelson Street with staff from the Department for Infrastructure and Transport (DIT), who subsequently agreed to undertake design investigations for a safe crossing facility at Nelson Street and Henry Street, including an option for a signalised intersection at this location. The Department engaged traffic engineering Consultants *Aurecon*, to undertake the investigation and Aurecon's report is contained in **Attachment C**.

The consultants were instructed by DIT that the options were not to include any restrictions to traffic movements given that this was not supported by the Council previously and land acquisition was not to be considered.

The Consultants investigated the design options which are summarised below.

1. *Installation of a signalised intersection at the intersection of Nelson Street and Henry Street.* This option was not considered feasible due to the narrow width of Henry Street which precluded the installation of compliant kerb ramps and could not facilitate vehicle turning paths. Road widening with land acquisition would be required to achieve this option.
2. *Installation of a Bicycle and Pedestrian Actuated Crossing (BPAC).* This option was not considered feasible because the road width constraints precluded compliant kerb ramps and vehicle/bicycle lane widths. In addition, the positioning of the crossing would increase right-turn queues, reducing safety on Nelson Street.
3. *Installation of a roundabout.* This option was not considered feasible for various reasons, but particularly because a dual lane roundabout would not fit within the existing road reserve and a single lane on Nelson Street was not supported.

As a result of the investigations, the report summarised that, '*Due to the numerous issues identified with the upgrade of the Nelson Street and Henry Street intersection for better cyclist and pedestrian connections, including (but not limited to) geometric constraints due to surrounding properties, political issues relating to movement bans, and impacts on utility services, it was decided by DIT on 1 November 2021 that this project would not progress further.*'

Following receipt of the Aurecon report and advice from the Department of Infrastructure & Transport, the finalisation of this matter was held in abeyance to enable staff to focus on the City-wide investigations to introduce a 40kph speed limit, however, a final decision from the Council on alternative design options is now required.

## CONCLUSION

The investigations set out in this report, have identified that there is not a feasible solution available for a cyclist crossing facility at the intersection of Nelson Street and Henry Street Stepney, unless there are restrictions made to vehicle turning movements, or land acquired at the intersection to provide the space required for a compliant signalised intersection. The alternative suggestion to divert the cycling route to Frederick Street is also not feasible because traffic signals would be required at Magill Road which are not supported by the Department for Infrastructure and Transport. On this basis, it is recommended that a cyclist refuge at the intersection of Nelson Street and Henry Street Stepney not be installed.

## COMMENTS

Nelson Street has been identified as a barrier for cyclists travelling along the *St Morris Bikeway*. and the installation of a cyclist refuge would provide a protected space for cyclists to wait in the central median whilst crossing the road, improve connectivity, encourage more people to cycle and provide a safer road environment for cyclists.

As the Council continues to work through delivering the Cycling Plan, it will have to deal with and manage the car versus bicycle dichotomy. Cyclists represent a minority of road users but are vulnerable road users. Providing safe road crossings is critical to achieve all of the key aims of the Cycling Plan and committing to the encouragement of sustainable transport modes.

The introduction of new infrastructure often results in the need for a trade-off of some kind and this matter highlights the challenges the Council must deal with from time to time.

## RECOMMENDATION

That the Council notes that alternative design options to provide a safe cyclist refuge at (and near) the intersection of Nelson Street and Henry Street, Stepney are not feasible for the reasons set out in this report.

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*Cr Whittington moved:*

*That the Council notes that alternative design options to provide a safe cyclist refuge at (and near) the intersection of Nelson Street and Henry Street, Stepney are not feasible for the reasons set out in this report.*

*Seconded by Cr Duke.*

### Amendment

*Cr Moorhouse moved:*

- 1. That the Council notes that alternative design options to provide a safe cyclist refuge at (and near) the intersection of Nelson Street and Henry Street, Stepney are not feasible for the reasons set out in this report.*
- 2. That the Council writes a letter to the Department of Infrastructure & Transport advising of its support for the Department to investigate new alternative design options to improve cyclist safety.*

*Cr Moorhouse withdrew his amendment.*

*The original motion was put and carried.*

## 11.2 2023 COMMUNITY SURVEY – FINAL REPORT

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**REPORT AUTHOR:** Manager, Strategic Communications & Advocacy  
**GENERAL MANAGER:** General Manager, Governance & Civic Affairs  
**CONTACT NUMBER:** 8366 4524  
**FILE REFERENCE:** qA131228  
**ATTACHMENTS:** A

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### PURPOSE OF REPORT

The purpose of this report is to present the *2023 Community Survey Final Report* (Resident and Business) to the Council for its consideration and endorsement, prior to the document being released.

### BACKGROUND

As Elected Members are aware, Community Survey is undertaken by the Council on a two (2) yearly basis to monitor changes in satisfaction levels of the various services, programs and facilities which the Council provides. The survey responses also provide data to measure the Council's progress in meeting targets contained in the Council's Strategic Management Plan *CityPlan 2030: Shaping Our Future*.

The Community Survey provides a longitudinal report card on the community's perception of the Council's performance, having first commenced in 2009. The 2023 Community Survey is the seventh survey to be undertaken with essentially the same format and questions enabling comparative analysis over time. It should be noted that a survey was not undertaken in 2015.

The objectives of the *2023 Community Survey* were defined in the Project Brief as follows:

- measure overall satisfaction with the Council and the services it provides;
- measure the importance of the Council's services to the community;
- determine if respondents use specific services, which they have rated, and if not, why not;
- measure public perceptions of community well-being;
- collect data which tracks progress in achieving the *CityPlan 2030* targets; and
- monitor change in community perceptions over time.

Identifying the needs and expectations of the community, is recognised as part of the Council's commitment to continuous improvement principles.

The *2023 Community Survey* was undertaken by Adelaide based consultancy, Square Holes Market Research. The previous Surveys have been conducted by Intuito Market Research in 2021, Square Holes (2019 and 2017), Truscott Research (2013 and 2011) and McGregor Tan (inaugural Survey in 2009).

The *2023 Community Survey* comprised of two (2) separate questionnaires, one (1) specific to residents and one tailored to businesses.

Both the Resident and Business surveys commenced in November 2023 and concluded in February 2024. The commencement of the survey was promoted through the Council's communication channels such as Latest News, *YourNPSP* e-Newsletter, the Council's website and social media channels.

The Resident questionnaire contained thirty three (33) questions and took an average of 25 - 30 minutes to complete. A total of 262 face-to-face interviews were undertaken and 143 were online.

The Business questionnaire contained thirty two (32) questions and took an average of 25 – 30 minutes to complete. A total of 202 surveys were completed, 106 online, and 96 phone calls.

The questionnaires and methodology that was used in previous years was again adopted for the *2023 Community Survey*. This is essential for a longitudinal survey to enable comparisons to be made with previous years. Minor changes to wording have occurred over time to improve clarity and/or to reflect amendments made to *CityPlan 2030* as part of each review, such as environmental sustainability, whereby additional questions were included.

However, care has been taken to ensure the intent of both the Resident and Business Surveys has remained essentially the same to enable comparative analysis with the previous seven (7) surveys. Notations have been made on the survey results where minor changes have occurred.

Demographic data was also collected as part of the Survey, to provide a snapshot of the makeup of the community based on a representative sample of both residents and businesses. The demographic data included gender, age, occupation and employment, household composition, length of time living within the City of Norwood Payneham & St Peters, Council Ward and ethnic group which the resident respondents identified with.

Square Holes (consultants) have suggested that given the concerns regarding the length of the survey, it may be timely to overhaul the survey approach. Based on their experience in undertaking numerous Community Surveys, Square Holes has advised that the optimal length of time for a survey is between 10 and 15 minutes. A completely new approach would also enable the Council to review the purpose of the Survey and to clarify how the information will be used to improve Council performance.

This report outlines the key findings of the 2023 Community Survey as presented to the Elected Members at an Information Briefing held on Monday 13 May 2024. The full results of the 2023 Community Survey are contained in **Attachment A**.

## RELEVANT STRATEGIC DIRECTIONS & POLICIES

The Council's long-term Strategic Management Plan, *CityPlan 2030: Shaping Our Future* outlines the Vision for the City, and the Objectives and Strategies to achieve this Vision. It also sets out the approach to measuring the success of the plan.

The results of the *2023 Community Survey* that relate specifically to the Community Targets included in *CityPlan 2030* are outlined in Table 1 below:

**TABLE 1: CITYPLAN 2030 COMMUNITY TARGET RESULTS 2023**

<b>Outcome 1 - Social Equity</b>			
<b>Metric</b>	<b>Target</b>	<b>Result 2023</b>	<b>Outcome</b>
The level of community satisfaction with safety during the day and night (Residents Survey)	Achieve a <b>resident</b> perception rating higher than the average from the previous four Council Community Surveys: Target: > 4.6 day > 4.1 night	4.6 day 4.1 night	<b>Target achieved</b>
The level of community satisfaction with safety during the day and night (Business Survey)	Achieve a <b>business</b> perception rating higher than the average from the previous four Council Community Surveys: Target: > 4.4 day > 3.8 night	4.4 day 3.8 night	<b>Target achieved</b>
The level of community satisfaction with the access to services and facilities (Resident Survey)	Achieve a <b>resident</b> perception rating higher than the average from the previous four Council Community Surveys: Target: > 4.1	4.0	<b>Target not achieved</b>
The level of community satisfaction with the access to services and facilities	Achieve a <b>business</b> perception rating higher than the average from the previous four Council Community Surveys: Target: > 3.75	3.7	<b>Target not achieved</b>

**Outcome 2 – Cultural Vitality**

The level of community satisfaction with the nature of new development (Residents Survey)	Achieve a <b>resident</b> perception rating higher than the average from the previous four Council Community Surveys: Target: > 3.5	3.1	<b>Target not achieved</b>
The level of community satisfaction with the nature of new development within the Council area (Q6 Business Survey)	Achieve a <b>business</b> perception rating higher than the average from the previous four Council Community Surveys: Target: > 3.5	3.5	<b>Target not achieved</b>
The level of community satisfaction with cultural heritage programs provided by the Council (Q5 Resident Survey)	Achieve a <b>resident</b> perception rating higher than the average from the previous four Council Community Surveys: Target: > 3.8	3.7	<b>Target not achieved</b>

**Outcome 3 – Economic Prosperity**

The level of community satisfaction with the Council's performance in attracting and supporting businesses	Achieve a <b>business</b> perception rating higher than the average from the previous four Council Community Surveys: Target: > 3.65	3.8	<b>Target achieved</b>
The level of community satisfaction that the mix of businesses in the City's precincts contributes to the prosperity of the area (Resident Survey)	Achieve a <b>resident</b> perception rating higher than the average from the previous four Council Community Surveys: Target: > 4.2	4.1	<b>Target not achieved</b>
The level of community satisfaction that the mix of businesses in the City's precincts contributes to the prosperity of the area (Business Survey)	Achieve a <b>business</b> perception rating higher than the average from the previous four Council Community Surveys: Target: > 3.65	3.9	<b>Target achieved</b>

**Outcome 4 – Environmental Sustainability**

The level of community satisfaction with the Council's response to climate change (Resident Survey)	Achieve a <b>resident</b> perception rating higher than the average from the previous four Council Community Surveys: Target: >3.15	3.1	<b>Target not achieved</b>
The level of community satisfaction with the Council's response to climate change (Business Survey)	Achieve a <b>business</b> perception rating higher than the average from the previous four Council Community Surveys: Target: >3.14	3.4	<b>Target achieved</b>
The level of community satisfaction with the Council's management and use of water (Resident Survey)	Achieve a <b>resident</b> perception rating higher than the average from the previous four Council Community Surveys: Target: > 3.6	3.6	<b>Target achieved</b>
The level of community satisfaction with the Council's management and use of water (Business Survey)	Achieve a <b>business</b> perception rating higher than the average from the previous four Council Community Surveys: Target: > 3.6	3.5	<b>Target not achieved</b>

Measuring community perceptions and level of satisfaction on a broad range of services, programs and initiatives that are provided by the Council, also provides valuable information for the Council to determine how it's performing in the eyes of the community in relation to Objectives and Strategies in the *CityPlan 2030*

#### **FINANCIAL AND BUDGET IMPLICATIONS**

A total of \$30,000 was allocated to conduct the Survey as part of the 2023-2024 Budget, which included \$25,000 for consultancy fees and \$5,000 for the advertising and promotional costs associated with undertaking the Survey.

The final cost of the Survey was \$34,371.00.

#### **EXTERNAL ECONOMIC IMPLICATIONS**

Not Applicable.

#### **SOCIAL ISSUES**

Not Applicable.

#### **CULTURAL ISSUES**

Not Applicable.

#### **ENVIRONMENTAL ISSUES**

Not Applicable.

#### **RESOURCE ISSUES**

The Survey was managed by Council staff. This involved the procurement process, review of the questionnaires, project team meetings, assistance with the provision of business contacts, communications and the review of draft reports.

#### **RISK MANAGEMENT**

There are no risks associated with undertaking the Survey.

Undertaking the Survey enables the Council to demonstrate responsible governance and accountability and assists in enhancing the Council's reputation for transparency and openness. Additionally, the results of the Community Survey help the Council to understand the key issues that concern the community and work towards improving its performance.

By reviewing and responding to specific issues raised by survey participants, the Council can demonstrate good work practices and improve in areas of concern, thereby enhancing the Council's reputation in the community.

Addressing the changing needs and expectations of the community is important, as not regularly monitoring the Council's performance through a process such as the Community Survey puts the Council at risk of not meeting the needs and expectations of its community.

## CONSULTATION

- **Elected Members**

Elected Members were briefed and consulted on two (2) occasions throughout the 2023 Community Survey process.

An initial Information Briefing was held with Elected Members on Wednesday 25 October 2023, where the consultant from Square Holes provided an overview of the 2021 survey questions and outlined the proposed methodology for the 2023 Community Survey. Elected Members were also asked to provide input on the questions. This information was then used to review the survey questions.

A second Information Briefing was held with Elected Members on Monday 13 May 2024, where the consultant presented a summary of the key results of the *2023 Community Survey*. The *2023 Community Survey Report* contained in Attachments A has now been finalised, and is presented as part of this report to the Council prior to its release to the community.

- **Community**

The primary purpose of the Community Survey is to consult with the community and garner its views on how they perceive the Council's performance on the services and initiatives it provides. To achieve this in an unbiased way, it was important that a random sample of residents and business owner/operators were interviewed. The consultants achieved this through face-to-face interviews at various public locations across the Council area with 405 residents.

- **Staff**

Internal consultation was not undertaken with staff as the purpose of the survey is to obtain the views of the community.

- **Other Agencies**

Not Applicable.

## DISCUSSION

The key findings of the *2023 Community Survey* are summarised below and are separated into Resident Survey Results and Business Survey Results.

### Overall Resident Satisfaction

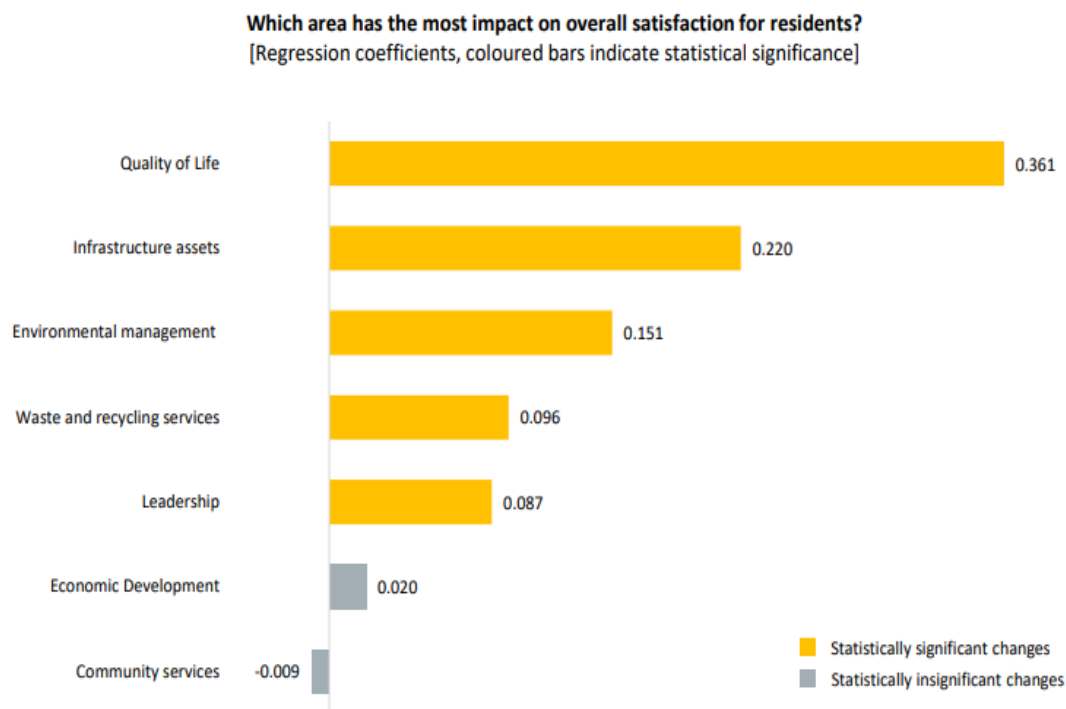
Residents' overall satisfaction with the Council observes a slight drop in 2023, across all areas except for waste and recycling services which remains stable (4.3). The most significant drop is noted for community services (4.1 to 3.7) and leadership (3.7 to 3.3). Residents aged between 25 and 30 years of age tend to be most optimistic, noting the highest satisfaction rates across each performance area.

After conducting a regression analysis, *quality of life* is the greatest contributor to overall satisfaction. This regression means that for every increment of 1 in satisfaction with *quality of life*, overall satisfaction with the Council increases by 0.361, making it the most significant contributor to overall satisfaction, followed by infrastructure assets (0.220).



Figure 1: Overall Resident Satisfaction (2009-2023)

## Overall satisfaction of residents



### Key Performance Areas – Notable Results

The Council's performance was assessed against seven (7) Key Performance Areas: Waste & Recycling Services, Infrastructure, Environmental Management, Community Services, Economic Development, *Quality of Life* and Leadership.

A summary of the changes in the results from the 2019 Community Survey are contained in Table 2. All scores are rated out of five (5).

**TABLE 2: RESIDENTS OVERALL SATISFACTION WITH KEY PERFORMANCE AREAS  
 2021 – 2023**

Performance area	2023	2021	Difference
Waste and Recycling Services	4.3	4.3	No change
Infrastructure	3.8	3.9	0.1 increase
Environmental Management	3.5	3.8	0.3 decrease
Community Services	3.7	4.1	0.4 decrease
Economic Development	3.7	3.8	0.1 decrease
<i>Quality of Life</i>	3.8	3.9	0.1 decrease
Leadership	3.3	3.7	0.4 decrease

The regression analysis carried out on the seven (7) performance area results, has found that *Quality of Life* is the most significant contributor to the overall satisfaction of residents. Any changes in future years to service levels in this performance area, will have a significant impact on the overall satisfaction of residents.

### Sub-Areas – Notable Results

As part of the survey design, each Performance Area contains a number of specific sub-areas (indicators), totalling forty nine (49) overall.

Sixteen (16) of the forty-nine (49) sub-areas ranked very highly with resident satisfaction in the 2023 survey (scores of 4.0 and above). Feeling safe in the daytime, waste collection and library services continue to perform very strongly. The top scoring sub-areas are outlined in Table 3.

**TABLE 3: TOP SUB-AREAS OF RESIDENT SATISFACTION 2023**

Sub-Area	Result
Feeling safe in the daytime	4.6
Weekly collection of household waste	4.5
Library services	4.4
Fortnightly collections of recyclables	3.9
Fortnightly collection of green organics	3.9
Provision and maintenance of parks & recreational areas	4.2
The presentation and cleanliness of the Council area	4.0
Recreational and sporting facilities	4.0
Customer service	4.0
Access to services and facilities	4.0
Swimming pools	3.7
Childcare services	4.1
Public and environmental health services	3.6
The ability to become involved in community life and activities	3.9
Community halls and centres	4.0
Feeling safe at night	4.0

However, based on regression analysis on each of the Performance Areas, improvements in the following sub-areas will have a significant impact on overall resident satisfaction:

- amenity of the City’s major commercial and retail areas;
- access to public open space;
- feeling safe at night;
- level of community spirit;
- the nature of new development in the City;
- protection of heritage buildings and character areas, and;
- feeling safe in the daytime.

### Top Three Priorities for Residents

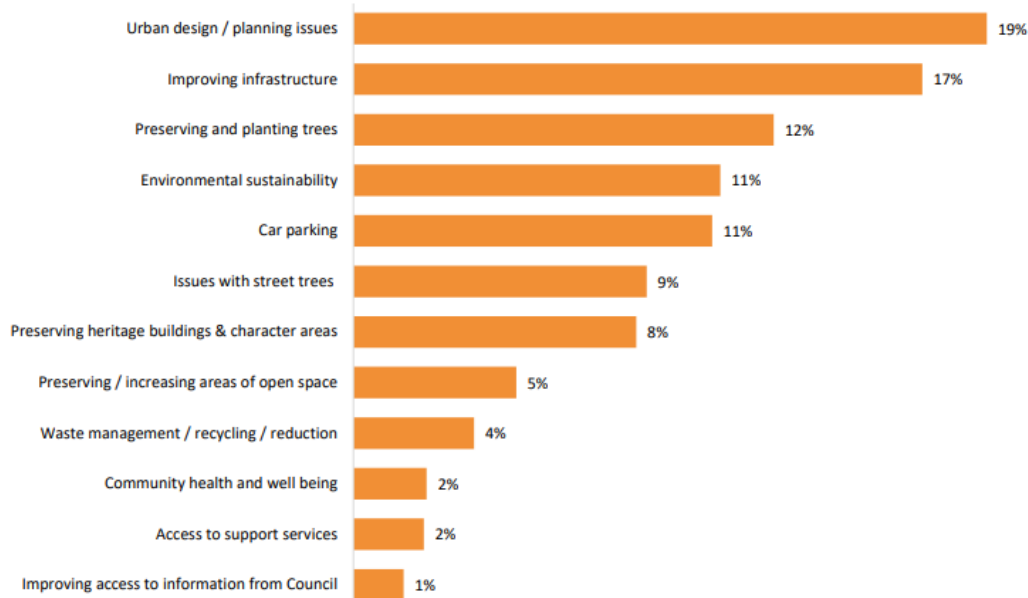
Residents were asked to state three (3) major issues that the Council should be addressing over the next three (3) years. The responses were analysed in a number of different ways and the three most commonly stated issues were:

1. Urban design/planning issues (19%);
2. Improving infrastructure (17%); and
3. Preserving and planting trees (12%).

Environmental sustainability came a close fourth at 11%.

Figure 2: Ranking Analysis of Priority Issues

## Ranking analysis of priority issues



### Use of Council Services and Facilities

A very high proportion of residents use Council's parks and playgrounds (90%), Library services (81%) and Bus stops (79%). The use of parks and playgrounds and bus stops has increased from the 2021 survey. The use of cultural and entertainment facilities increased from 44% to 61% over the two (2) survey periods, possibly corresponding with the impacts of **Covid-19** impacts.

The use of Youth Programs increased from 9% in 2021 to 23% in 2023.

Reasons for not using the various services were largely due to not having a need for them. Other comments related to a range of reasons including the preference to use swimming pools and libraries in adjoining Local Government Areas.

### Figure 3: Results Of Perception Statements (Residents)

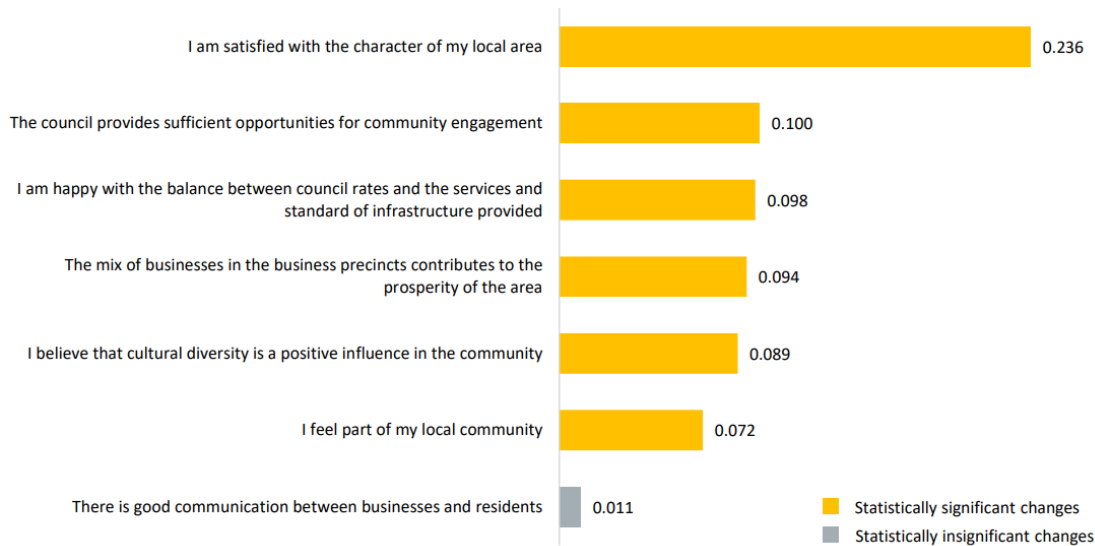
Overall, the level of agreement towards most of the statements remains consistent in 2023, after seeing decreases in 2021.

Recovery levels are noted on perception towards statements such as

- *I am satisfied with the character of my local area*" (3.9 in 2021 to 4.0 in 2023);
- *I feel part of my local community* (3.8 in 2021 to 3.9 in 2023); and
- *There is good communication between businesses and residents* (3.5 in 2021 to 3.6 in 2023)

## Perception statements

**What has the greatest impact on overall satisfaction with leadership?**  
 [Regression coefficients, coloured bars indicate statistical significance]



Q10. Please rate, on a scale of 1 to 5, where 5 is strongly agree and 1 is strongly disagree, your level of agreement with the following statements?

### Attendance at Council Run Events

43% of residents attended the Norwood Christmas Pageant, 37% attended the Concerts in the Park series, 36 attended the Norwood Tour Down Under and 30% attended AFL Gather Round at Norwood Oval. 78% of all residents surveyed said they had attended at least one of the Council's events in the past year.

### Participation in Selected Activities

Shopping and physical activity across the country are the most popular activities with 87% and 81% of people respectively stating they are involved in these activities the most. This compares to 8% for the Arts and Cultural Activity and Volunteer Activity (16%) which have the lowest and second lowest participation levels.

### Interactions with the Council

28% of residents have interacted with Elected Members compared to 66% with Staff. Levels of overall satisfaction with Staff was (4.1) and with Elected Members it was (3.7). Elected Members scored the same for reacting positively and speed of response (3.6), when it came to resolution of an issue, Elected Members scored 3.1. Council staff scored (4.0) for reacting positively, 3.9 for speed of response and 3.7 for resolution of an issue.

### Receiving Information from the Council

The Council's website is the preferred avenue to receive information with 58% of residents, followed by Your NPSP (38%) and the Council's publication to residents and business owners Look East (32%). The Council's noticeboards still play an important role with 31% of residents.

## Business Survey Results - Overall Business Satisfaction

Overall satisfaction levels from businesses slightly decreased across all areas in 2023.

The Council's performance was assessed against six (6) Key Performance Areas for the Business Survey: Waste & Recycling Services, Infrastructure, Environmental Management, Economic Development, *Quality of Life* and Leadership.

**TABLE 4: BUSINESSES OVERALL SATISFACTION WITH KEY PERFORMANCE AREAS**

Performance area	2023	2021	Difference
Waste and Recycling Services	3.8	4.0	0.2 decrease
Infrastructure	3.5	3.4	0.1 decrease
Environmental Management	3.6	3.5	0.1 decrease
Economic Development	3.4	3.3	0.1 increase
<i>Quality of Life</i>	3.8	3.2	0.2 decrease
Leadership	3.5	3.3	0.2 decrease

### Sub-Areas – Notable Results

As part of the survey design, each key performance area contains a number of specific sub- areas (indicators), totalling thirty-four (34) overall.

Ten (10) of the thirty-four (34) sub-areas ranked highly with business satisfaction in the 2023 survey (scores of 3.7 and above). As with the Residents Survey, feeling safe in the day/night time and waste services continue to perform highly.

**TABLE 5: TOP SUB-AREAS OF BUSINESS SATISFACTION 2023**

Sub-Area	Result
Feeling safe in the daytime	4.4
Weekly collection of business waste	4.1
Fortnightly collection of green organics	3.9
Fortnightly collection of recyclables	3.9
Feeling safe at night	3.8
Access to services and facilities	3.7
The level of community spirit	3.7
The ability to become involved in community life and activities	3.7
The amenity of our major commercial and retail areas	3.7

**TABLE 6: SUB-AREAS WITH STATISTICALLY SIGNIFICANT CHANGES 2021 - 2023**

Sub-Area	2023	2021	Difference
Electronic waste collection	3.0	3.5	0.5 decrease
Keeping business informed about current issues	3.6	3.4	0.2 decrease
Council financial management	3.6	3.1	0.1 decrease
Performance of Elected Members (Mayor, Councillors)	3.4	3.5	0.1 decrease
Providing leadership in the local community	3.3	3.5	0.2 decrease
Hard waste collection	3.1	3.6	0.1 decrease
Attracting and supporting businesses	3.3	3.3	No change
Assessment of development applications	3.2	3.2	No change
Level of community spirit	3.7	3.9	0.2 decrease
The ability to become involved in community life and activities	3.7	3.9	0.2 decrease

Unfortunately, there were only two sub-areas that scored “no change” compared to the 2021 *Community Survey* with all the other sub-areas scoring decreases.

### Top Three Priorities for Businesses

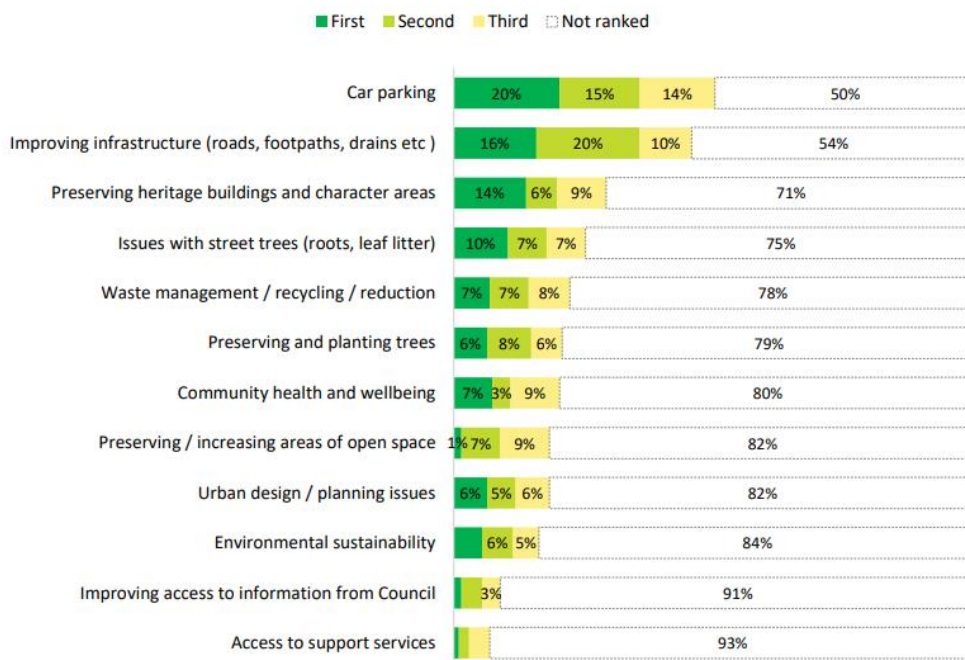
Businesses were asked to state three major issues that the Council should be addressing over the next three (3) years. This is based on the number of votes for that particular issue, irrespective of whether it was ranked first, second or third. The three (3) top ranking issues based on this method are:

- car parking (50%);
- improving infrastructure (roads, footpaths, drains etc) (16%); and
- environmental sustainability (14%).

When examining the ranking more closely, it is evident that 20% ranked car parking as the priority issue while 16% ranked improving infrastructure and 14% preserving heritage buildings as second and third.

Figure 4: Ranking of Issues

## Ranking of issues



Q20. In your opinion, what are the three (3) major issues council should be addressing in the next 3 years in order of importance?

### Perception Statements

Perception statements include:

- I believe that cultural diversity is a positive influence in the community
- The mix of businesses in the business precincts contributes to the prosperity of the area
- I am satisfied with the character of my local area
- I feel part of my local community
- There is good communication between businesses and resident
- The council provides sufficient opportunities for community engagement
- I am happy with the balance between council rates and the services and standard of infrastructure provided

Overall, the level of agreement towards most of the statements remains consistent in 2023, following decreases in 2021.

Recovery levels are noted on perception towards statements such as I am satisfied with the character of my local area (3.9 to 4.0 in 2023), I feel part of my local community (3.8 to 3.9 in 2023), and there is good communication between businesses and residents (3.5 to 3.6 in 2023).

### **Advantages of the Area**

57% of all businesses (up from 45% in 2021) think there are advantages to operating a business within the City of Norwood Payneham & St Peters. In order of priority the advantages were stated as:

- central location close to city without the hassle of city traffic and parking;
- well known area with good reputation;
- supportive Council and strong community;
- there are really good community events, awards and bus tours, and;
- busy and developing community that is sought after by all demographics.

36% of all businesses (compared to 25% in 2021) consider there to be disadvantages operating a business in the City of Norwood Payneham & St Peters. These are summarised as:

- limited car parking spaces along with a limited time for parking;
- too many of the same type of businesses in the area;
- I do think communication can be a little bit better from the Council side of things and;
- some services only available to residents or property owners, not business owners;

### **Engaging with Council – Within the Last Year**

8% of businesses had interactions with an Elected Member within the last year, compared to 12% with staff. However, the overall satisfaction levels for those interactions were the same for both staff and Elected members at 3.7.

### **Receiving Information from the Council**

The Council's website was the preferred method of receiving information with 48% of businesses, this compares to 2021 when 61% of businesses said the *YourBusiness*' newsletter was the preferred method of receiving information from the Council.

### **Involvement with Council Run Events**

There was a big increase in the level of engagement by businesses with Council run events, with 28% involved in Business Networking Events compared to 11% in 2021. Eastside Business Awards (18%), A Day of Fashion (10%), Mayor's Business Commendation Awards (10%) and Raising the Bar (10%), also rose in popularity compared to 2021.

### **Local Business Support of other Local Activities**

The level of support by local businesses has increased yet again this year from 43% in 2021 to 51% in 2023. This is the highest level of support recorded when compared to previous years. Charities are the most commonly supported group (26%), followed by sporting clubs/groups (24%) and schools (15%).

### **Awareness of the Council's Economic Development Coordinators**

Businesses were asked whether they were aware that the Council has employed Economic Development coordinators; 34% (up from 19.5% in 2021) were aware, however the majority (66%) were not aware. Of those who were aware, 17% had interacted with the Coordinators.

## **Business Development**

Greater expectation from the Council to assist businesses is noted in 2023, compared to the past survey except for car parking (down from 46% to 44% in 2023). 69% of respondents expect the Council to look after their business needs / listen to them followed by 61% expecting Council to promote businesses / the area. Maintaining / providing good service was the third most frequently cited expectation by 47% while better communication from the Council was also expected by 34% of businesses.

## **Types of Businesses to Attract**

Businesses indicated that the primary business-type that the Council should attract to the area is retail (51%, down from 60% in 2021), hospitality (42%, same as 2021) and creative industries (39%, down from 45% in 2021).

## **OPTIONS**

Not Applicable.

## **CONCLUSION**

Following formal receipt of the 2023 Community Survey at the Council meeting, the results will be widely promoted to the community including a feature in the Winter edition of Look East, in the Council's Annual Report and on the Council's website and other media platforms.

Council staff will analyse the results further and provide relevant information to relevant staff in the organisation with a view to addressing issues which have been raised and improving the Council's services, programs and facilities.

An Action Plan will also be prepared to ensure this occurs and the revision process for the next Community Survey is undertaken well in advance of the next survey timeframe.

## **COMMENTS**

Through understanding and analysing the results of the *2023 Community Survey*, the Council can reinforce its commitment to the continuous improvement and the measurement of its success with *CityPlan 2030*.

In addition, the result of the Community Survey can be used to maintain the Council's focus on improving the *quality of life* and well-being of the community (both residents and business owners).

## **RECOMMENDATION**

1. That the *2023 Community Survey Final Report*, as contained in Attachment A, be received and noted.
  2. That the Chief Executive Officer be authorised to make any minor edits to the 2023 Community Survey Report as necessary, to finalise the documents in a form suitable for release to the community.
  3. That the Council notes that the Chief Executive Officer will use the results of the *2023 Community Survey* to progress improvements to the Council services, programs, facilities and initiatives.
  4. That the Council notes that the methodology and survey questions will undergo a major review prior to the next Community Survey to be carried out in 2025.
-



*Cr Whittington moved:*

- 1. That the 2023 Community Survey Final Report, as contained in Attachment A, be received and noted.*
- 2. That the Chief Executive Officer be authorised to make any minor edits to the 2023 Community Survey Report as necessary, to finalise the documents in a form suitable for release to the community.*
- 3. That the Council notes that the Chief Executive Officer will use the results of the 2023 Community Survey to progress improvements to the Council services, programs, facilities and initiatives.*
- 4. That the Council notes that the methodology and survey questions will undergo a major review prior to the next Community Survey to be carried out in 2025.*

*Cr Sims left the meeting at 7.50pm.*

*Cr Sims returned to the meeting at 7.51pm.*

*Seconded by Cr Clutterham and carried unanimously.*

**Section 2 – Corporate & Finance**  
**Reports**

### 11.3 ERA WATER 2023-2024 THIRD BUDGET REVIEW

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**REPORT AUTHOR:** General Manager, Governance & Civic Affairs  
**GENERAL MANAGER:** Chief Executive Officer  
**CONTACT NUMBER:** 8366 4549  
**FILE REFERENCE:** qA87866  
**ATTACHMENTS:** A

---

#### **PURPOSE OF REPORT**

The purpose of this report is to present to the Council, the ERA Water 2023-2024 Third Budget Review for endorsement.

#### **BACKGROUND**

ERA Water is a Regional Subsidiary which has been established pursuant to Section 43 of the *Local Government Act 1999*, for the primary purpose of implementing the Waterproofing Eastern Adelaide Project (the Scheme), which involves the establishment of wetland bio-filters, aquifer recharge and recovery, pipeline installations and water storage facilities. ERA Water manage the Scheme on behalf of the Constituent Councils and provide recycled stormwater for the irrigation of parks and reserves to Constituent Councils. The City of Norwood Payneham & St Peters, together with the City of Burnside and the Town of Walkerville make up the Constituent Councils of ERA Water.

Pursuant to Clause 5.1.1 of the ERA Water Charter (the Charter), prior to 31 March of each year, ERA Water must prepare and submit the ERA Water Draft Budget to the Constituent Councils for approval.

The Draft Budget can only be adopted by the ERA Water Board, following unanimous approval of the Constituent Councils.

Upon completion of the Draft Budget, pursuant to Clause 6.1 of the Charter, ERA Water must prepare and provide the draft Annual Business Plan to Constituent Councils. The Annual Business Plan can only be adopted by the ERA Water Board, once absolute majority is provided by the Constituent Councils.

To this end, the ERA Water Board adopted the ERA Water 2023-2024 Budget on 23 June 2023.

In accordance with Clause 5.1.6 of the Charter, ERA Water must reconsider its annual Budget in accordance with the Act at least (3) times at intervals of not less than three (3) months between 30 September and 31 May (inclusive) in the relevant Financial Year and may with the unanimous approval of the Constituent Councils amend its annual Budget for a Financial Year at any time before the year ends.

#### **RELEVANT STRATEGIC DIRECTIONS & POLICIES**

Not Applicable.

#### **FINANCIAL AND BUDGET IMPLICATIONS**

As part of the ERA Water 2023-2024 Budget, an Operating Deficit of \$822,791.00 was projected and adopted for the 2023-2024 financial year.

As a result of the Third Budget Review (Budget Review 3), ERA Water is now forecasting an Operating Deficit of \$383,561.00.

## **EXTERNAL ECONOMIC IMPLICATIONS**

Not Applicable.

## **SOCIAL ISSUES**

Not Applicable.

## **CULTURAL ISSUES**

Not Applicable.

## **ENVIRONMENTAL ISSUES**

Not Applicable.

## **RESOURCE ISSUES**

Not Applicable.

## **RISK MANAGEMENT**

Not Applicable.

## **CONSULTATION**

- **Elected Members**  
Cr Grant Piggott is a Member of the ERA Water Board.
- **Community**  
Not Applicable.
- **Staff**  
Nil
- **Other Agencies**  
Not Applicable.

## **DISCUSSION**

The ERA Water 2023-2024 Third Year Budget Review Financial Statements, set out the revised Budget forecast compared to the adopted 2023-2024 Budget.

The proposed amendments to the ERA Water 2023-2024 Budget are set out in Table 1 below.

**TABLE 1: PROPOSED AMENDMENTS TO THE ERA WATER 2023-2024 BUDGET**

	<b>Increase/ (Decrease)</b>
External Water Sales Income: A reduction in budgeted income from sales to external customers.	(\$20,000)
External Water Sales Income: Anticipated additional income of approximately \$10,000 across the three (3) external irrigation sites (Gaza Oval located in the City of Port Adelaide Enfield, Pembroke and Daly Oval located in the City of Campbelltown).	\$10,000
Internal Water Sales Income: Anticipated additional income above the 'take or pay' amounts across the three (3) Constituent Councils and above the income budgeted from the City of Burnside, based on projected water use for the remainder of the irrigation season.	\$110,000
Grants, Subsidies and Contributions: The reimbursement from the Department for Education for the capital cost to connect the Norwood International and Marryatville High Schools to ERA Water is now likely to occur next financial year due to delays with these two (2) projects.	(\$60,000)
Electricity Expenditure: An increase in electricity costs due to the additional usage as a result of the extended and drier than expected irrigation season.	\$25,000
Telecommunications & Scada Expenditure: A reduction due to the less than anticipated cost to convert sites from 3G to at least 4G by 30 June 2024.	(\$5,000)
Maintenance & Operations Expenditure: An increase in expenditure due to additional priorities identified by the Principal Operator.	\$10,000
Repairs: An increase due to further priorities identified by the Principal Operator.	\$5,000
Security Monitoring MUN: Expenses were not budgeted for as part of the 2023-2024.	\$3,000
Subscriptions: Expenses incurred were not budgeted for as part of the 2023-2024.	\$6,000
General Expenses: This funding is not required for this financial year.	(\$2,000)
Principal Operator: Maintenance and repair work has been allocated to the correct budget lines.	(\$15,000)
Professional Services: Additional Engineering and Financial advice.	(\$5,000)
Staff Amenities & Development: This funding is not required for this financial year.	(\$2,000)

A copy of the ERA Water 2023-2024 Third Budget Review Financial Statements are contained in **Attachment A**.

## OPTIONS

The Council can choose to endorse or not endorse the ERA Water 2023-2024 Third Budget Review. There are no specific issues or activities which present a financial or risk management issue for this Council which warrant the Council choosing not to endorse the ERA Water 2023-2024 Third Budget Review.

## CONCLUSION

Not Applicable.

## COMMENTS

Nil.

## RECOMMENDATION

The Council advises ERA Water that pursuant to Clause 5.1.1 of the ERA Water Charter, the Council has considered and hereby approves the ERA Water 2023-2024 Third Budget Review (Budget Review 3), as contained in **Attachment A**.

---

Cr McFarlane left the meeting at 7.52pm.

*Cr Sims moved:*

*The Council advises ERA Water that pursuant to Clause 5.1.1 of the ERA Water Charter, the Council has considered and hereby approves the ERA Water 2023-2024 Third Budget Review (Budget Review 3), as contained in Attachment A.*

*Seconded by Cr Duke and carried unanimously.*

## 11.4 ERA WATER DRAFT 2024-2025 BUDGET

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**REPORT AUTHOR:** General Manager, Governance & Civic Affairs  
**GENERAL MANAGER:** Chief Executive Officer  
**CONTACT NUMBER:** 8366 4549  
**FILE REFERENCE:** qA87866  
**ATTACHMENTS:** A

---

### PURPOSE OF REPORT

The purpose of this report is to present to the Council, the ERA Water Draft 2024-2025 Budget for endorsement.

### BACKGROUND

ERA Water is a Regional Subsidiary which has been established pursuant to Section 43 of the *Local Government Act 1999*, for the primary purpose of implementing the Waterproofing Eastern Adelaide Project (the Scheme), which involves the establishment of wetland bio-filters, aquifer recharge and recovery, pipeline installations and water storage facilities. ERA Water manage the Scheme on behalf of the Constituent Councils and provide recycled stormwater for the irrigation of parks and reserves to Constituent Councils. The City of Norwood Payneham & St Peters, together with the City of Burnside and the Town of Walkerville make up the Constituent Councils of ERA Water.

Pursuant to Clause 5.1.1 of the ERA Water Charter (the Charter), ERA Water must prepare and submit the ERA Water Draft Budget to the Constituent Councils for approval.

The Draft Budget can only be adopted by the ERA Water Board, following unanimous approval of the Constituent Councils.

Upon completion of the Draft Budget, pursuant to Clause 6.1 of the Charter, ERA Water must prepare and provide the draft Annual Business Plan to Constituent Councils. The Annual Business Plan can only be adopted by the ERA Water Board, once absolute majority is provided by the Constituent Councils.

### RELEVANT STRATEGIC DIRECTIONS & POLICIES

Not Applicable.

### FINANCIAL AND BUDGET IMPLICATIONS

The Draft 2024-2025 Budget is forecasting an Operating Deficit of \$791,456. This Council's share of the Operating Deficit, which will be required to be included in the Council's 2024-2025 Budget is \$263,792.

The Draft Budget includes water sales to this Council of \$218,848, which is based on water consumption of 76.7ML. The Council's Draft 2024-2025 Budget includes \$267,700, which includes water sourced from SA Water and ERA Water for the purposes of irrigating the City's reserves, parks, median streetscapes and sporting grounds and the ERA Water water security charge of \$95,000.

### EXTERNAL ECONOMIC IMPLICATIONS

Not Applicable.

### SOCIAL ISSUES

Not Applicable.

### CULTURAL ISSUES

Not Applicable.

## ENVIRONMENTAL ISSUES

Not Applicable.

## RESOURCE ISSUES

Not Applicable.

## RISK MANAGEMENT

Not Applicable.

## CONSULTATION

- **Elected Members**

Cr Grant Piggott is a member of the ERA Water Board.

An Information Briefing was held with Elected Members on 8 May 2024, regarding ERA Water and its Draft 2024-2025 Budget.

- **Community**

Not Applicable.

- **Staff**

Nil

- **Other Agencies**

Not Applicable.

## DISCUSSION

The three (3) Constituent Councils have agreed to water supply arrangements based on a total of 204.7ML. This Council has agreed to a total of 76.7ML for 2024-2025, which is in line with the 2023-2024 arrangements.

The draft ERA Water Draft 2024-2025 Budget maintains its pricing policy for water sold to Constituent Councils at 90% of the SA Water price. The other water sales which are sold to third parties and Constituent Councils, (in excess of the take or pay allocation that is, whether Council uses its full allocation of water, it will still be required to pay for the set allocation), are assumed to also be sold at 90% of the SA Water price, with the income forecast at \$264,192 (compared to a June 2024 forecast of \$139,887 for 2023-2024).

The ERA Water Draft 2024-2025 Budget assumes that 305ML of new water will be harvested and injected during the 2024-2025 financial year.

Operating costs are forecast to be \$617,035 which includes Fixed Operating costs of \$134,500 and other variable operating costs of \$482,535 to operate and maintain the Scheme. The Scheme's operational costs include mechanical and electrical operations and maintenance support provided by an external contractor, licence fees, water testing, utilities costs and administration costs such as insurances, audit fees and general administrative costs.

The ERA Water Draft 2024-2025 Budget includes Capital Expenditure of \$166,103 (ex GST), consisting of \$58,000 for new connections, \$60,000 for new tank infrastructure to be installed within the City of Burnside and \$45,000 to connect the Gums Reserve in the Campbelltown City Council area.

A copy of the Draft Budget is contained in **Attachment A**.

## OPTIONS

The Council can choose not to endorse the Draft 2024-2025 Budget, however, there are no specific issues or activities which present a financial or risk management issue for the Council to take this course of action.



## CONCLUSION

As with any forecast, the financial projections contained within the Budget are meant to provide an indication of the Scheme direction and financial capacity based on a set of assumptions. The achievement of the financial forecast is dependent on the assumptions holding true. The key assumption, in which ERA Water has limited influence on, is the level of rainfall which is received.

## COMMENTS

Nil

## RECOMMENDATION

The Council advises ERA Water that pursuant to Clause 5.1.1 of the ERA Water Charter, the Council has considered and hereby approves the Draft 2024-2025 Budget, as contained in **Attachment A**.

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*Cr Sims moved:*

*The Council advises ERA Water that pursuant to Clause 5.1.1 of the ERA Water Charter, the Council has considered and hereby approves the Draft 2024-2025 Budget, as contained in Attachment A.*

*Seconded by Cr Holfeld and carried unanimously.*

## **Section 3 – Governance & General Reports**

## 11.5 HOME SUPPORT PROGRAM - DOMESTIC ASSISTANCE AND PERSONAL CARE SERVICES EXTENSION OF CONTRACTS

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**REPORT AUTHOR:** Manager, Community Services  
**GENERAL MANAGER:** General Manager, Community Development  
**CONTACT NUMBER:** 8366 4600  
**FILE REFERENCE:** qA2111  
**ATTACHMENTS:** Nil

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### PURPOSE OF REPORT

To seek the Council's approval to extend the Council's Domestic Assistance and Personal Care Services Panel of Contractors until June 2025.

### BACKGROUND

The City of Norwood Payneham & St Peters receives funding from the Federal Government to deliver a range of Home Support Services which includes Domestic Assistance and Personal Care services to older citizens.

These services are brokered to a Panel of Contractors that are appointed by the Council. There are currently approximately 300 eligible citizens who are in receipt of either Domestic Assistance or Personal Care Services (or both).

In 2020 a Panel of Contractors was appointed to deliver domestic assistance and personal care services. These contractors include:

- Your Nursing Agency;
- Assured Home Care;
- Helping Hand; and
- Direct Care;

In March 2022, Helping Hand and Assured Home Care advised the Council that they would not be extending their contracts for Domestic Assistance and Personal Care from 1 July 2022. Helping Hand's decision to not extend its contract with the Council was a commercial decision based on their desire to focus on delivering and resourcing their internal services and programs. A new Tender was released in April 2022 to seek replacements Panel members to replace Helping Hand and Assured Home Care. The outcome of the Tender resulted in Continuum Care and Greenleaf Support Services being appointed to the Panel of Contractors for Domestic Assistance and Personal Care, from 1 July 2022 until 30 June 2023.

Since 2022, in response to the Royal Commission into Aged Care Quality and Safety, the Federal Department of Health and Ageing, has been developing the new *Support at Home Program* which will replace the Commonwealth Home Support, Home Care Packages and Short Term Restorative Care Programs. The *Support at Home Program* is aimed at improving access to services, equipment and home modifications to help older people to remain healthy, active and socially connected to their community.

Importantly, the introduction of this new program will be associated with a change in the existing funding model. Currently, the Australian Government provides grant funding to the Council to deliver a specific suite of services to eligible residents who are referred the Council by My Aged Care. This will change to a more transactional model whereby Service Providers are paid per service .

Initially, the Australian Government proposed that the *Support at Home Program* would commence from 1 July 2023, however this was subsequently postponed to 1 July 2024.

In response, Council approved two (2) twelve (12) month extensions to the Panel of Contractors contracts. One (1) in April 2022 which concluded 30 June 2023 and one (1) in April 2023 which will conclude on 30 June 2024.

In December 2023, the Australian Government advised of a further delay to the commencement of the *Support at Home Program*. It is expected that the Commonwealth Home Support Program will now transition to the new *Support at Home Program* no earlier than 1 July 2027. Subsequently, the Council has been offered an extension to the existing Funding Agreement until 30 June 2025.

The 2021 Australian Census revealed that 7,873 citizens over the age of 65 years, resided within the City of Norwood Payneham & St Peters. This represents over 20% of the City's population. In addition the 65-74 year old cohort has increased by 40% since 2011, reflecting a likely future trend for expansion of the City's ageing population.

The introduction of the *Support at Home Program* will likely impact the role that the Council plays in supporting older citizens, especially as it relates to facilitating access to services historically funded by the Australian Government. Principally, the shift in Australian Government policy is likely to result in driving a direct relationship between clients and service providers as opposed to the current model where organisations, such as local governments, act as an intermediary.

The Council's Community Services Unit will be reviewing the potential impact of the introduction of the *Support at Home Program* on the Unit's services and programs which the Council provides and the needs of older citizens in the community.

In order to maintain existing services whilst this review is undertaken, a further extension of the contracts for Domestic Assistance and Personal Care until 30 June 2025, is recommended.

## **RELEVANT STRATEGIC DIRECTIONS & POLICIES**

The relevant Outcomes and Objectives in *City Plan 2030 – Shaping our Future* are:

### **Social Equity**

Objective 1.1: Convenient and Accessible Services Information and Facilities;  
*Strategy 1.1.2: Maximise access to services facilities, information and activities.*

## **FINANCIAL AND BUDGET IMPLICATIONS**

The Domestic Assistance and Personal Care Service is predominantly funded by the Australian Department of Health and Ageing. The Council receives \$688,200 from the Australian Government for the purposes of delivering Domestic Assistance and Personal Care. The Council's Funding Agreement with the Australian Department of Health will be extended until 30 June 2025.

The funding for these services is supplemented by contributions from citizens who receive these services.

## **SOCIAL ISSUES**

Not Applicable.

## **CULTURAL ISSUES**

Not Applicable.

## **ENVIRONMENTAL ISSUES**

Not Applicable.

## **RESOURCE ISSUES**

Not Applicable.

## RISK MANAGEMENT

There is high demand for aged care workers in the aged care Home Support Services sector. This has impacted upon the capacity of aged care service providers to take on new work due to challenges in recruiting and retaining staff.

The Council's Community Services Unit is about to undertake a review of its Services and Programs, the requirement to go out to Tender may place the continuity and quality of client services at risk for existing clients. A potential change in the provider of services for a short period of time may also cause unnecessary distress to clients who are comfortable with a particular provider.

As the future direction of Councils Home Support Services is under review, a new Tender would only offer a contract that is less than twelve(12) months. Therefore a new Tender process is likely to be onerous for potential tenderers. Which may have an impact on the number and quality of Tenderers who apply for the Tender.

## COVID-19 IMPLICATIONS

Not Applicable.

## CONSULTATION

- **Elected Members**  
Not Applicable.
- **Community**  
Not Applicable.
- **Staff**  
Not Applicable.
- **Other Agencies**  
Not Applicable.

## DISCUSSION

In March 2023, the Council endorsed a twelve (12) month extension of the Panel of Contractors contracts for the delivery of Domestic Assistance and Personal Care until 30 June 2024. The Panel of Contractors who currently deliver the Council's Domestic Assistance and Personal Care Services includes:

- Direct Care;
- Your Nursing Agency;
- Continuum Care; and
- Greenleaf Consultancy.

The new *Support at Home Program* is still being finalised along with the governance framework that will be required to ensure Service Provider accountability to protect the rights of older citizens. Some of the key features of the new *Support at Home Program* includes:

- service providers will no longer be paid through grant funding. Payment will be made on the basis of actual services that are delivered to citizens;
- introduction of one (1) single assessment process to identify a citizen's needs;
- the services an individual citizen receives will be based on the Support Plan developed by the citizen and a Regional Assessor;
- a classification framework will be developed which will determine the budget for the care needs of a citizen;
- expansion of the Serious Incident Response Scheme to Home Care Services and the introduction of a Code of Conduct for Services Providers.
- development of a new Australian Aged Care Act. The draft exposure of the new Australian Aged Care Act is currently out for consultation: and
- review of the Quality Aged Care Standards.

The Australian Government has advised that the new *Support at Home Program* is not ready to be implemented, as the Australian Department of Health and Ageing requires more time to finalise the Program. In addition the new *Australian Aged Care Act* which underpins the new Program will not be executed by the Federal Parliament in time for the current 1 July 2024 commencement date.

To ensure a smooth transition of over 800,000 older citizens nationally to the new *Support at Home Program*, an extension to Service Providers grant funding and a graduated approach to transitioning citizens has been proposed by the Australian Government. The revised commencement dates for the new *Support at Home Program* are:

- Home Care Packages from 1 July 2025; and
- Commonwealth Home Support Program 1 July 2027.

A review of the future direction of the services and programs that the Council may offer in the future, will be undertaken. This review will include consideration as to whether the Council will offer services and the type of services and/or programs to be offered under the new Australian Government funded *Support at Home Program*.

The Council's Funding Agreement has been extended until 30 June 2025. In light of the review of Council's services and programs that is prepared to be undertaken, and to ensure continuity of existing services until 30 June 2025, the Council either needs to:

- extend its current contract arrangements with the Panel of Contractors; or
- undertake a new tender process for a twelve (12) month period.

In this regard, it is recommended that the existing contract arrangements with the Panel of Contractors, be extended, noting that a new Tender process is resource intensive and considered not to provide an improved outcome (and potentially worse) given a reduced contract period of twelve (12) months (or less)..

To ensure continuity of services until 30 June 2025, it is recommended that Council approves an extension to the current contracts until June 2025.

## **OPTIONS**

### **Option 1**

The Council can determine not to extend the current contract arrangements and determine to conduct a new tender process. This option is not recommended for the reasons set out in the report.

### **Option 2**

The Council can determine to extend the current contract arrangements to June 2025, which would enable the current Panel of Contractors to continue to deliver services to clients until 30 June 2025, in line with the Australian Department of Health and Ageing extension to the Funding Agreement with the Council.

Option 2 is the recommended option for reasons outlined within the report.

## **RECOMMENDATION**

It is recommended that Council approves an extension to the Contracts for the Domestic Assistance and Personal Care Services Panel of Contractors until 30 June 2025.

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Cr McFarlane returned to the meeting at 7.55pm.

*Cr Duke moved:*

*It is recommended that Council approves an extension to the Contracts for the Domestic Assistance and Personal Care Services Panel of Contractors until 30 June 2025.*

*Seconded by Cr Whittington and carried unanimously.*

## 12. ADOPTION OF COMMITTEE MINUTES

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**REPORT AUTHOR:** General Manager, Governance & Civic Affairs  
**GENERAL MANAGER:** Chief Executive Officer  
**CONTACT NUMBER:** 8366 4549  
**FILE REFERENCE:** Not Applicable  
**ATTACHMENTS:** A - C

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### PURPOSE OF REPORT

The purpose of the report is to present to the Council the Minutes of the following Committee Meetings for the Council's consideration and adoption of the recommendations contained within the Minutes:

- Chief Executive Officer's Performance Review Committee – (20 May 2024)  
(A copy of the Minutes of the Chief Executive Officer's Performance Review Committee meeting is contained within **Attachment A**)
- Audit & Risk Committee – (20 May 2024)  
(A copy of the Minutes of the Audit & Risk Committee meeting is contained within **Attachment B**)
- Business & Economic Development Advisory Committee – (28 May 2024)  
(A copy of the Minutes of the Business & Economic Development Advisory Committee meeting is contained within **Attachment C**)

### ADOPTION OF COMMITTEE MINUTES

- **Chief Executive Officer's Performance Review Committee**

*Cr Duke moved that the Minutes of the meeting of the Chief Executive Officer's Performance Review Committee held on 20 May 2024, be received and that the resolutions set out therein as recommendations to the Council are adopted as decisions of the Council. Seconded by Cr Knoblauch and carried unanimously.*

- **Audit & Risk Committee**

*Cr Clutterham moved that the Minutes of the meeting of the Audit & Risk Committee held on 20 May 2024, be received and that the resolutions set out therein as recommendations to the Council are adopted as decisions of the Council. Seconded by Cr Knoblauch and carried unanimously.*

- **Business & Economic Development Advisory Committee**

*Cr Callisto moved that the Minutes of the meeting of the Business & Economic Development Advisory Committee held on 28 May 2024, be received and that the resolutions set out therein as recommendations to the Council are adopted as decisions of the Council. Seconded by Cr Clutterham and carried unanimously.*

13. **OTHER BUSINESS**  
Nil

14. **CONFIDENTIAL REPORTS**  
Nil

15. **CLOSURE**

There being no further business, the Mayor declared the meeting closed at 8.03pm.

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**Mayor Robert Bria**

**Minutes Confirmed on** \_\_\_\_\_  
(date)