

Council Meeting Agenda & Reports

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.*

City of Norwood Payneham & St Peters
175 The Parade, Norwood SA 5067

Telephone 8366 4555
Email townhall@npsp.sa.gov.au
Website www.npsp.sa.gov.au
Socials  /cityofnpsp  @cityofnpsp



City of
Norwood
Payneham
& St Peters

30 May 2024

To all Members of the Council

NOTICE OF MEETING

I wish to advise that pursuant to Sections 83 and 87 of the *Local Government Act 1999*, the next Ordinary Meeting of the Norwood Payneham & St Peters Council, will be held in the Council Chambers, Norwood Town Hall, 175 The Parade, Norwood, on:

Monday 3 June 2024, commencing at 7.00pm.

Please advise Tina Zullo on 8366 4545 or email tzullo@npsp.sa.gov.au, if you are unable to attend this meeting or will be late.

Yours faithfully



Mario Barone
CHIEF EXECUTIVE OFFICER

City of Norwood Payneham & St Peters
175 The Parade, Norwood SA 5067

Telephone 8366 4555
Email townhall@npsp.sa.gov.au
Website www.npsp.sa.gov.au
Socials  /cityofnpsp  @cityofnpsp



City of
Norwood
Payneham
& St Peters

1.	KAURNA ACKNOWLEDGEMENT	1
2.	OPENING PRAYER	1
3.	CONFIRMATION OF THE MINUTES OF THE COUNCIL MEETING HELD ON 6 MAY 2024	1
4.	MAYOR'S COMMUNICATION	1
5.	DELEGATES COMMUNICATION	1
6.	QUESTIONS WITHOUT NOTICE	1
7.	QUESTIONS WITH NOTICE	1
	7.1 QUESTIONS WITH NOTICE – ST PETERS BILLABONG EROSION STUDY - SUBMITTED BY CR KESTER MOORHOUSE	2
	<i>Attachments – Item 7.1</i>	7
8.	DEPUTATIONS	8
	8.1 DEPUTATION – ST PETERS BILLABONG	9
9.	PETITIONS	10
	9.1 PETITION – ST PETERS BILLABONG	11
	<i>Attachments – Item 9.1</i>	13
	9.2 PETITION – DAVIS ROAD, GLYNDE – TRAFFIC MANAGEMENT	14
	<i>Attachments – Item 9.2</i>	16
	9.3 PETITION – REMOVAL OF PROPOSED TIMED PARKING CONTROL - HARROW ROAD, FIRST AVENUE AND SECOND AVENUE ST PETERS	17
	<i>Attachments – Item 9.3</i>	19
10.	WRITTEN NOTICES OF MOTION	20
11.	STAFF REPORTS	20
	Section 1 – Strategy & Policy	21
	11.1 CYCLIST CROSSING AT NELSON STREET AND HENRY STREET, STEPNEY	22
	<i>Attachments – Item 11.1</i>	27
	11.2 2023 COMMUNITY SURVEY – FINAL REPORT	28
	<i>Attachments – Item 11.2</i>	41
	Section 2 – Corporate & Finance	42
	11.3 ERA WATER 2023-2024 THIRD BUDGET REVIEW	43
	<i>Attachments – Item 11.3</i>	47
	11.4 ERA WATER DRAFT 2024-2025 BUDGET	48
	<i>Attachments – Item 11.4</i>	51
	Section 3 – Governance & General	52
	11.5 HOME SUPPORT PROGRAM - DOMESTIC ASSISTANCE AND PERSONAL CARE SERVICES EXTENSION OF CONTRACTS	53
12.	ADOPTION OF COMMITTEE MINUTES	57
13.	OTHER BUSINESS	58
14.	CONFIDENTIAL REPORTS	58
15.	CLOSURE	58

VENUE Council Chambers, Norwood Town Hall

HOUR

PRESENT

Council Members

Staff

APOLOGIES Cr Christel Mex

ABSENT

1. **KAURNA ACKNOWLEDGEMENT**
2. **OPENING PRAYER**
3. **CONFIRMATION OF THE MINUTES OF THE COUNCIL MEETING HELD ON 6 MAY 2024**
4. **MAYOR'S COMMUNICATION**
5. **DELEGATES COMMUNICATION**
6. **QUESTIONS WITHOUT NOTICE**
7. **QUESTIONS WITH NOTICE**

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

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

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 ongoing 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 of 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.

Attachments – Item 7.1

Attachment A

**Questions with Notice
St Peters Billabong Erosion Study
Submitted by Cr Kester Moorhouse**



KINHILL PTY LTD
SLOPE STABILITY ASSESSMENT
ST PETERS URBAN WETLAND

A3256/1-AF
14 December 2000



A3256/1-AF ATM:rr
14 December 2000

Kinhill Pty Ltd
186 Greenhill Road
PARKSIDE SA 5063

Attention: Mr Damien Byrne

Dear Sir,

**RE: SLOPE STABILITY ASSESSMENT
ST PETERS URBAN WETLAND**

Please find enclosed 3 copies of our report on our assessment of slope stability issues at St Peters Urban Wetland.

If you have any questions please do not hesitate to contact Alan Moon or the undersigned.

For and on behalf of

COFFEY GEOSCIENCES PTY LTD



ROGER GROUNDS

Distribution: 3 copies Kinhill Pty Ltd
1 copy Coffey Geosciences Pty Ltd Library
Original held by Coffey Geosciences Pty Ltd



TABLE OF CONTENTS

1. INTRODUCTION	1
2. SCOPE	1
3. SITE DESCRIPTION AND SITE HISTORY	2
3.1 Surface conditions	2
3.2 Geology	2
3.3 Site history	3
3.4 Slope failures and condition of slopes	4
4. STABILITY ASSESSMENT AND OTHER GEOTECHNICAL ISSUES	5
4.1 Potential slope failure mechanisms and stability analysis	5
4.2 Past and current rates of slope retreat	5
4.3 Effect of proposed wetland and extreme conditions	6
4.4 Properties at risk	7
4.5 Other geotechnical issues	8
5. SLOPE RISK MANAGEMENT	8

FIGURES:

- 1: Site plan
- 2: Cross sections AA', BB' and CC'
- 3: Cross sections DD', EE' and FF'
- 4: Photograph looking north east at soil cliff above the Billabong
- 5: Photograph looking north at soil cliff below east corner of No 12 Eighth Avenue

Important Information About Your Coffey Report





1. INTRODUCTION

The Torrens Catchment Water Management Board is proposing to create an urban wetland in the St Peters River Park next to Eighth Avenue, St Peters. There is an existing billabong (known as the Billabong) at the site. The purpose of the project is to increase the flows from Second Creek into the wetland to treat a greater volume of water prior to discharge to the River Torrens.

Coffey Geosciences Pty Ltd (Coffey) has carried out a slope stability assessment at the site of the proposed St Peters Urban Wetland. The assessment was commissioned by Ms Bernie Foley of Kinhill Pty Ltd (Kinhill) in a letter dated 1 March 2000. A proposal for the assessment (Coffey letter dated 15 February 2000, Reference A3256/1 - AB was prepared in response to a brief from Kinhill (facsimile dated 11 February 2000).

The stability assessment was commissioned because of concern about the stability of steep riverbanks on the eastern side of the Billabong. The issue of the stability of these steep banks was raised in earlier reports by Coffey (for the City of Norwood, Payneham and St Peters) and by Golder Associates (for Kinhill).

The following three different operating options are being considered for the proposed wetland:

- Option 1: Billabong to remain operating as it currently does;
- Option 2: Permanent water level in Billabong to be raised 500 mm to 1000 mm with some additional fluctuations in water level;
- Option 3: Raise water level in Billabong and introduce a connection to the river resulting in high river levels being reflected in the Billabong (100 year ARI water level, 27.0 m AHD).

We understand that each option may involve some deepening of the Billabong.

The Kinhill brief asked for an assessment of appropriate slope stabilisation and/or slope risk management options for the above operating options.

In a meeting at the City of Norwood, Payneham and St Peters on 30 March 2000 we discussed progress on the assessment. At that meeting it was agreed to change the scope of the assessment to include discussion of non engineering treatment options. It was also agreed that cost estimates of engineering options and sketches of proposed works were not required.

This report presents the results of the slope stability assessment and discusses slope risk management options.

2. SCOPE

The slope stability assessment has included:

- review of published geological maps of the area;
- review of two editions of the 1 to 2500 orthophotograph of the area (1972 and 1985);
- review of stereopair aerial photographs taken in 1949, 1959, 1968, 1979, 1989 and 1998;
- review of previous reports on the site by Coffey and Golder Associates;
- review of previous reports by Coffey on the stability of the banks of the Torrens River elsewhere in the vicinity;

- site mapping including observation of slopes, soil exposed in cliffs and the approximate positions of fences and buildings;
- photography;
- discussions with local residents;
- discussions with Allsurv Engineering Surveys Pty Ltd;
- laboratory testing of soil obtained from the site (Atterberg limits, particle size distribution and Emerson dispersion);
- preparation of drawings (site plan and cross sections);
- preliminary assessment of stability and slope risk management options;
- meetings to discuss progress with Kinhill, the City of Norwood, Payneham and St Peters and the Torrens Catchment Water Management Board and the City's legal advisors;
- preparation of a draft report for discussion purposes;
- preparation of a final report.



3. SITE DESCRIPTION AND SITE HISTORY

3.1 Surface conditions

Figure 1 is a plan of the site. Cross sections of the old river bank overlooking the Billabong are shown in Figures 2 and 3. Figures 4 and 5 are photographs of the soil cliffs.

On Figure 1 we have shown the approximate position of the river bank near the Billabong where it is at least 5 m high. We have shown the slope height, and average slope and those sections of slope where soil cliffs occur. The soil cliffs are up to about 4 m high, are very steep and occur near the top of the river bank. Average overall slopes of up to 55° were observed where soil cliffs occur.

No soil cliffs were observed on the southern section of the river bank (west of St Peters Street) where the slopes are made up of fill. In this southern section overall slopes vary between 35° and 40° and slopes are up to about 8 m high.

The plan and cross sections also show the approximate positions of property boundaries, fences and houses relative to the top of the cliff. The position of these features should be regarded as indicative only as they are not based on accurate survey.

On the northern side of 10A Eighth Avenue there is a 20 m long brick wall with six vertical joints (articulation joints). No cracks were observed in the wall.

3.2 Geology

According to published geological maps the area is underlain by alluvium deposited by the River Torrens. The alluvium observed in the soil cliffs is old alluvium that was deposited many thousands of years ago. It is generally stronger (denser or stiffer and cemented in places) than recent alluvium found in the present channel or deposited in recent floods. A brief description of subsurface materials observed on and near the river bank is given in Table 1.

TABLE 1: BRIEF DESCRIPTION OF SUBSURFACE MATERIALS

Material type/geological origin	Brief description	Occurrence/comments
FILL	Variable mixture of sandy clay, clayey sand, gravel, cobbles, boulders, fragments of brick and concrete.	Fill up to 8 m thick occurs south of the Billabong (east of St Peters Street). Fill also occurs on the river bank west of 3 River Street and elsewhere.
COLLUVIUM	Loose mixtures of clay, silt sand and gravel on the steep banks.	Formed by the accumulation of eroded material from higher up the slope.
TOPSOIL	Grey or grey brown sandy clay, silty clay or clayey silt. Friable.	Up to about 0.5 m thick where exposed in soil cliffs.
YOUNG ALLUVIUM	Very loose or soft mixtures of clay, silt, sand and organic material in and near the Billabong. May also include gravel in the old river channel.	Depth not known.
CALCAREOUS SOIL	Pale brown, calcareous silty clay with some gravel. Weakly to moderately cemented.	Underlain topsoil in the soil cliff. 1 m to 2 m thick. Includes irregular joints, tubes and tube casts.
VARIABLE OLD ALLUVIUM	Materials observed in the soil cliff include silty clay, sandy clay, clayey sand and clayey silt. Some of the soils are weakly cemented. Some slake (break up) in the presence of water. Drilling nearby indicates that medium dense to very dense silty sand and sand gravel mixtures may also occur.	Near vertical irregular joints observed in the soil cliff.

3.3 Site history

The most significant change to the area in the past 50 years from the stability point of view was the diversion of the River Torrens in 1976 (dated from Golder Associates report). Prior to the diversion the main channel meandered past the back of River Street and Eighth Avenue (Figure 1). The slopes which are now of concern formed the outer edge of the meander. At times of high flow erosion usually occurs on the outer edge of meanders. Early aerial photographs indicate that soil cliffs extended from about 18 River Street downstream (south) to near the end of Goss Court. These cliffs were probably formed by river erosion undercutting the base of the slopes. We understand (discussions with Andrew Thomas of the Torrens Catchment Water Management Board) that concern about erosion by the river undercutting the slopes may have been the main reason for diverting the river.

Other aspects of the site history based on review of old aerial photographs, orthophotographs and earlier reports are summarised below:

- In 1949 there were few houses in River Street. Numbers 12 to 16 Eighth Avenue had sheds at the back of their gardens close to the top of the soil cliff. Some of these sheds still exist. There appears to be fill at what is now Number 10A Eight Avenue.
- By 1959 there were houses at Numbers 1 and 5 to 21 River Street. Number 3 was vacant and fill reaching into the river had been placed at the back of the lot. Several trees still present at the top of the slope are visible on the 1959 aerial photograph.
- By 1968 Number 3 River Street was still vacant. A small landslide may have occurred on the fill slope (scar on the 1968 aerial photographs). The soil cliff between the end of St Peters Street and Goss Court had been covered by fill (Figures 1 and 3).
- By 1979 (after diversion of the river) there was a small shed on Number 3 River Street. A tree near the top of the slope behind 5 River Street visible on the 1968 aerial photograph no longer exists.
- In the 1989 aerial photograph there is bare soil at the top of the slope between St Peters Street and Goss Court probably indicating more fill has been placed in this area. In 1989 there is still no house on Number 3 River Street.
- By 1998 there is a house on Number 3 River Street. There is also an extension to Number 15 River Street closer to the top of the slope (Figures 1 and 2) and a swimming pool at Number 1 River Street (about 8 m from the top of the slope). There are trees on and near the top of the fill slope between St Peters Street and Goss Court.

At the time of the site mapping the southern corner fence post at the rear of Number 12 Eighth Avenue was located at the top of the soil cliff (Figure 5). The residents of the house reported that there used to be a path behind their fence and "about 10 years ago" children could get around the corner. Most of the recent erosion appears to have been of the friable topsoil. The underlying variably cemented calcareous soil still extends beyond the fence (Section CC' Figure 2). The residents understand that many years ago (before they lived there) there may have been a wider track behind the property with enough room for a horse and cart. Older residents in the area may have knowledge of this path or track.

3.4 Slope failures and condition of slopes

As discussed above there has been loss of material from the soil cliffs overlooking the Billabong in recent years. This has probably been the result of erosion and small slope failures (toppling failures on near vertical joints). Erosion has probably been caused by rain, wind, animal burrowing, and the action of plants (growing roots dislodging soil). Human activity may have also contributed to the erosion (eg, disturbed topsoil on narrow footpaths or climbing across the cliff face). In places the soil cliff is undercut (Section CC' on Figure 2) and there are near vertical open joints or tension cracks. In other places the soil mass in the cliff appears to be bound together by tree roots and the cementing (particularly in the calcareous soil) contributes to the stability of the cliffs.

Loose colluvium soil occurs on the lower slopes below the soil cliffs. Loose soils were also observed on the fill slopes. Most of the fill slopes are well vegetated. Some of the trees lean down slope which may indicate shallow slope failures may have occurred in the past.



4. STABILITY ASSESSMENT AND OTHER GEOTECHNICAL ISSUES

4.1 Potential slope failure mechanisms and stability analysis

Potential slope failure mechanisms include:

- erosion and toppling failure of the soil cliffs;
- shallow failures of colluvium or fill on other slopes;
- deeper failures of colluvium or fill on other slopes;
- erosion and scour by running water (from the Torrens River or Second Creek into or out of the Billabong after direct connection to the river);
- rapid drawdown failure (when the water level drops quickly after flooding).

Uncertainties in input parameters (associated with the variability of materials, pore pressures, cementing, effects of roots etc) means that numerical slope stability analysis can confirm that the slopes are only marginally stable but can provide only limited insight into the rates and size of slope failures. Such insights are best derived from understanding failure mechanisms and understanding what has happened in the past at the Billabong and in similar situations elsewhere.

In this report, the term "overall stability" refers to the stability of the entire slope from the toe to the crest. In this project any movement of the crest of the slopes adjacent to the Billabong is particularly significant because of the nearby properties.

Rates of retreat of slopes are usually characterised by the rate of retreat of the crest of the slope. Again, as the location of the crest is particularly significant, the term "overall rate of retreat" in this report refers to the rate of retreat of the crest of the slope.

4.2 Past and current rates of slope retreat

Soil cliffs

The soil cliffs were probably formed by undercutting of the slope on the outer bend of the river. As the river no longer undercuts the slope the rate of cliff retreat has probably reduced. As discussed in Section 3.4 erosion and toppling failure is continuing to occur. The process is generally slow although it is possible that larger individual falls (with volumes of up to at least one cubic metre could occur from the higher cliffs. In our judgement the current average rate of retreat of the higher soil cliffs may be between 1 m and 3 m every 50 years.

Other slopes

Vegetation (grass, shrubs and trees) is established on most other slopes. Under present conditions the slopes above the Billabong are not subject to running water from the river. In our judgement although the slopes are vulnerable to small shallow slope failures (generally less than 0.5 m deep) large failures of the overall slopes are unlikely. Overall rates of slope retreat are judged to be less than 1 m every 50 years.

4.3 Effect of proposed wetland and extreme conditions

In considering the effect of the three options for the proposed wetland we have assumed that there will be no deepening of the Billabong within 10 m of the base of the slope and no excessive, steep-sided deepening elsewhere. We suggest that if any excavation is carried out in the Billabong more than 10 m from the base of the slope it should be less than 1.5 m deep and side slopes should be less than 3H to 1V (horizontal to vertical). Deeper or steeper side excavations, if carried out, could initiate slope failures in the lower parts of the slope and increase the likelihood of larger slope failures.

Our assessment of the effect of the three options and extreme conditions assuming no deepening is carried out near the slopes is summarised below:

Option 1: (No change in operation of the Billabong) If this option is adopted we would expect no change in the overall condition of the slope and rates of slope retreat.

Option 2: (Water level in the Billabong raised by 0.5 to 1 m and minor fluctuations) If this option is adopted we would expect a minor increase in erosion and very small slope failures near the base of the slopes. We would expect negligible effect on overall stability and no effect on overall rates of retreat of the soil cliffs or overall slopes.

Increasing water levels in the Billabong by 0.5 m to 1 m and minor fluctuations in water level during operation (assumed to be less than 0.5 m) could result in a minor increase in erosion and a very small slope failures near the base of the slope, assuming that the existing vegetation cover is maintained. In our judgement:

- the individual volume of most of the very small failures is likely to be less than 1m³;
- the effects on the slopes from the very small failures and minor erosion is likely to be limited to small scarps or local steepening (less than about 1 m high) within 1 m to 2 m of the water level at the edge of the Billabong.

Option 3: (Raise water levels in the Billabong and connect with River Torrens. The 100 year flow level is assumed to be RL 27m) With this option there is likely to be erosion and small rapid drawdown failures which may increase the likelihood of overall slope failures. As shown on Figures 2 and 3 the 100 year flow level is well below the top of the slope and the soil cliffs. Unless significant undercutting occurs erosion and rapid drawdown failures are unlikely to have an effect on the rate of retreat of the soil cliff. The amount of erosion and failures that occur will be related to the rate at which water flows into and out of the Billabong.

Extreme floods (and intense rain) The slopes will be most vulnerable during extreme floods (where the river water level rises above RL 27 m) and during intense rain. Erosion of the slopes, shallow failures of colluvium and fill including rapid drawdown failures would be expected. There may also be some deeper failures of the fill slopes. If river levels reach the soil cliff, significant erosion and toppling failures would be likely resulting in an accelerated retreat of the cliff top.

Options 1 and 2 would appear preferable to Option 3 as the likelihood and consequences of future instability are judged to be significantly lower. Any connection to the river should be regulated with a suitable control structure at the inlet.

The assessment of the future performance of slopes for Option 2 presented above is based on our judgement that, left untreated, small scars or over-steepening could result in shallow soil movement in the lower half of the slope but are unlikely to result in any slope movement in the upper half of the slopes, the soil cliffs or the crest of the slope or cliffs. As can be seen on Cross Sections AA' to FF' (Figures 2 and 3), the areas which may be affected by erosion and very small failures are well away from the crest of the slope.

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.

We emphasise that the above opinions are based on judgement and experience. If the future condition of the slopes and banks of the Billabong differ from those anticipated above further specialist advice should be sought.

If Option 3 is selected, additional advice must be sought from Coffey as part of the design work. It is considered that some slope protection measures would be required as part of this option.

4.4 Properties at risk

The position of the property boundaries shown on Figures 1 to 3 with respect to the cliffs and the top of the slope is approximate only. Survey would be required to establish accurate relationships between property boundaries, fences, buildings, cliffs and the top of the slope.

On the basis of our assumptions of where the actual property boundaries are and our assessment of current rates of cliff and slope retreat some properties appear at risk of being affected by slope instability in the next 50 years. The most vulnerable properties are those where the back fences are closest to the top of the cliff or slope. If slope instability occurs back fences and, in some properties, small out-buildings may be at risk.

In our judgement, the existing houses are unlikely to be affected by slope instability in the next 50 years.

Properties which in our opinion are at risk of being affected by slope instability in the next 50 years are listed below:

Property	Comments
12 Eighth Avenue	Most vulnerable property. Fence at top of the soil cliff (Figures 1, 3, 4 and 5).
14 and 16 Eighth Avenue 1, 3, 5, 13 and 13A River Street	Properties with fences within about 2 m of the top of the soil cliff or slope (Figures 1, 2 and 5).
7, 9, 11, 15 and 17 River Street	Properties with fences between about 2 m and 10 m of the top of the soil cliff or slope (Figures 1 and 2).

We have not assessed the risk to properties close to the Torrens River east of Goss Street.

4.5 Other geotechnical issues

It appears likely that part of the house at 10A Eighth Avenue is located on fill. The City of Norwood, Payneham and St Peters provided a copy of a footing construction report prepared by RM Herriot and Associates (Reference F9106-047 A, 23 March 1992) for 10 Eighth Avenue. At that time a brick wall, roof extension and paving were planned. RM Herriot recognised the existence of deep fill and recommended driven piles be used. However, there are now two new houses on the property and we are unaware of what footings were used for these structures. Depending on the type of footings the house may be vulnerable to differential settlement if the fill becomes saturated under extreme conditions (eg, a very large flood or following intense prolonged rain).

Other houses in the area are likely to be founded on natural ground (or shallow fill) and are likely to be less vulnerable to differential settlement under extreme conditions.

Part of Eight Avenue (Figure 1 and Figure 3, Section DD') may be founded on fill near an old soil cliff and may be vulnerable to differential settlement.

5. SLOPE RISK MANAGEMENT

In this section we explain the basic principles of slope risk management and list possible treatment options, to facilitate discussion of legal implications.

Slope risk management involves answering the following questions:

- What might happen? (HAZARD IDENTIFICATION)
- How likely is it? (LIKELIHOOD)
- What damage or injury may result? (CONSEQUENCE)
- How important is it? (RISK EVALUATION)
- What can be done about it? (TREATMENT)

Hazards, likelihood and consequences have been discussed in previous sections. Risk evaluation involves value judgements by clients, owners, regulators and those affected by the risk. Treatment options by different parties depend on, among things, risk evaluation, resources available and degree of responsibility. In our earlier report to the City of Norwood, Payneham and St Peters (Reference A3214/1-AB, 22 November 1999) we identified the following engineering options to improve the stability of the steeper slopes close to existing properties:

- flattening the slope (where access permits), particularly in the near vertical sections;
- a geo-grid reinforced earthfill embankment;
- a crib wall retaining system;
- a gabion retaining wall;
- soil nailing;
- vegetation cover and erosion mats.

The above options are likely to be highly intrusive, difficult to construct (due to restricted site access) and expensive.

A3256/1-AF
14 December 2000

9

Depending on legal advice on responsibility, legal implications and other considerations (eg, aesthetic, environmental), we suggest that non engineering treatment options including the following should be considered where private properties are close to the top of slopes:

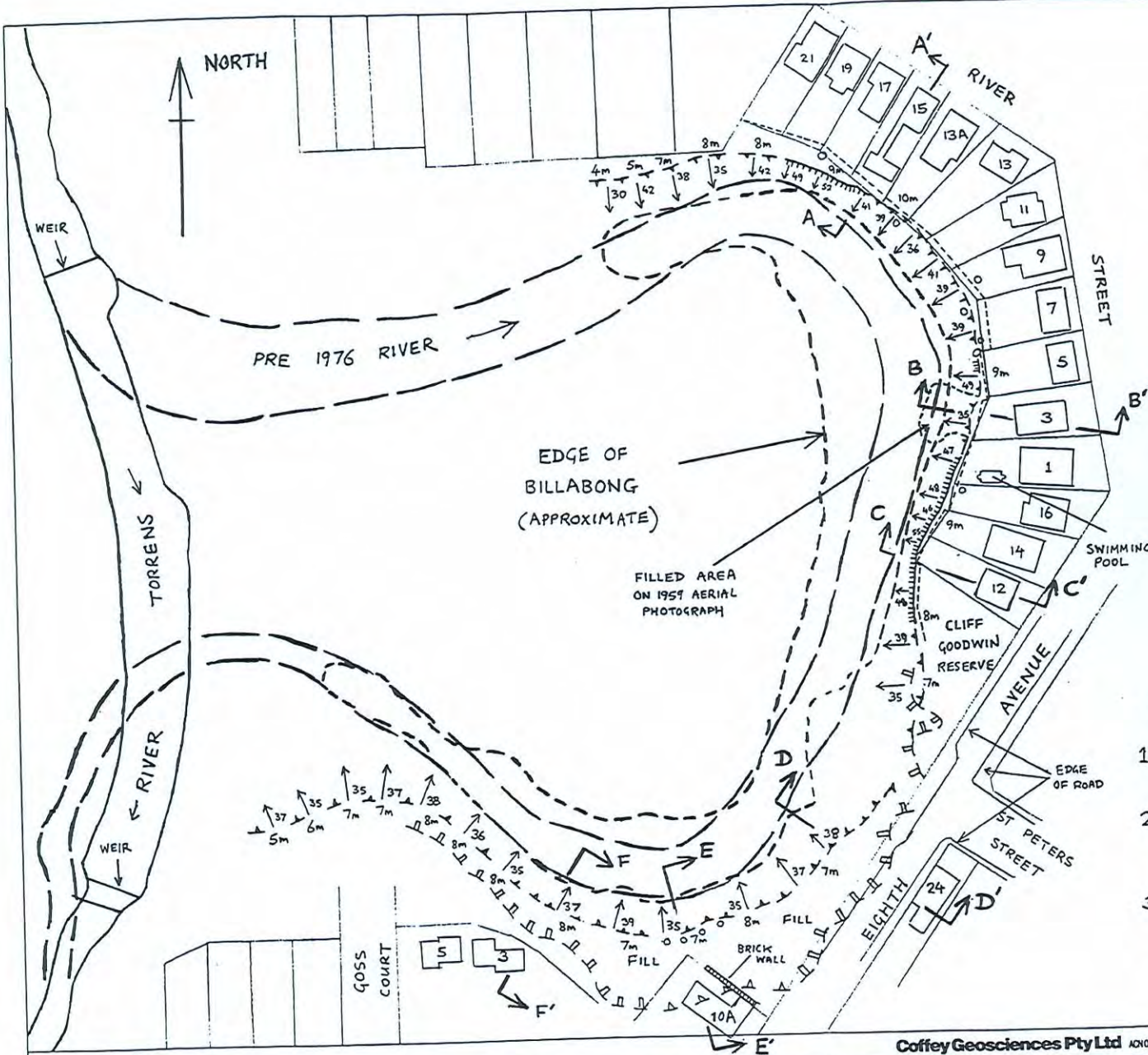
- do nothing (cliff retreat is a natural process);
- suggest/advise some residents to move their fences away from the top of the slope;
- restrict developments (such as buildings, swimming pools and elaborate landscaping) with a prescribed distance from the crest of the river bank (say nominally 10 m);
- offer to move fences back for some residents;
- erect warning signs for the public about the danger of falling from cliffs and cliff falls;
- restrict public access;
- buy a strip of land at the back of some properties close to the top of steep slopes.

Experience elsewhere indicates that the people may be more tolerant of risks from natural slopes than from engineered slopes. Carrying out engineering works on the slopes or substantially modifying the Billabong (such as opening it up to the river) may make people less tolerant of subsequent stability problems.



For and on behalf of
COFFEY GEOSCIENCES PTY LTD





LEGEND

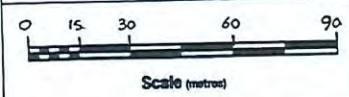
- APPROXIMATE PROPERTY BOUNDARY (BASED ON SURVEY DRAWING)
- APPROXIMATE POSITION OF FENCE RELATIVE TO TOP OF BANK
- APPROXIMATE POSITION OF HOUSE (FROM 1998 AERIAL PHOTOGRAPH)
- TOP OF SOIL CLIFF
- TOP OF SLOPE AND SLOPE HEIGHT
- SLOPE ANGLE
- TOP OF SOIL CLIFF IN 1959 (PROBABLY EXTENDED AS FAR NORTH AS 19 RIVER STREET)
- TOP OF FILL SLOPE IN 1959
- LINE OF CROSS SECTION (SEE FIGURES 2 AND 3)
- TREE (ONLY SOME SHOWN)

NOTES

- 1 BASE PLAN FROM ALLSURV ENGINEERING SURVEYS PTY LTD DRAWING No. 70299D1A, 13 OCTOBER 1999.
- 2 PRESENT POSITION OF RIVER TORRENS FROM 1985 ORTHOPHOTOGRAPH, FORMER POSITION OF RIVER TORRENS FROM 1972 ORTHOPHOTOGRAPH (REFERENCE 1 R 2500, 6628-42-a).
- 3 PLAN IS APPROXIMATE ONLY. SURVEY WOULD BE REQUIRED TO ESTABLISH ACCURATE RELATIONSHIPS BETWEEN PROPERTY BOUNDARIES, FENCES, BUILDINGS, CLIFFS AND TOP OF SLOPE.

Coffey Geosciences Pty Ltd AON1056335516

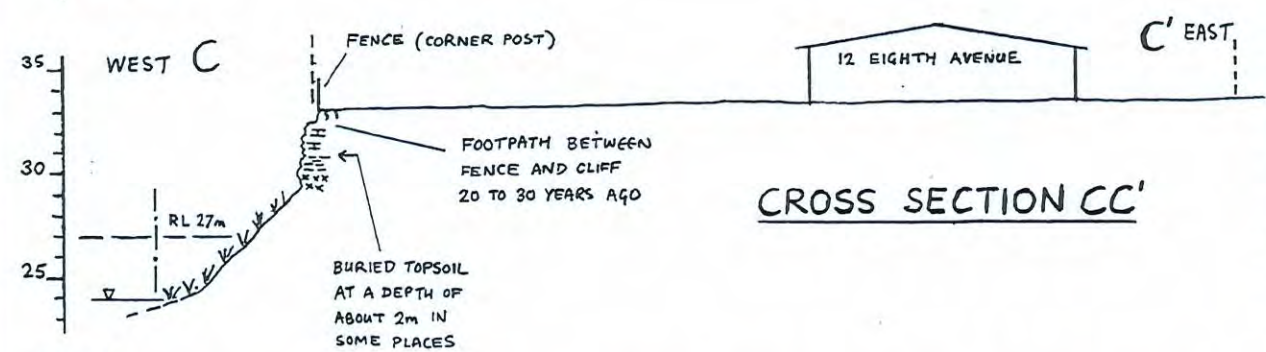
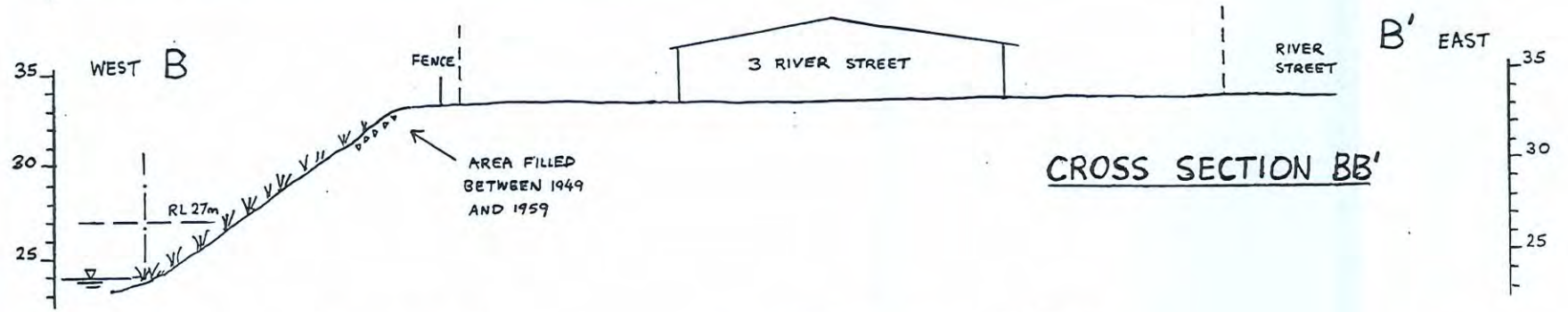
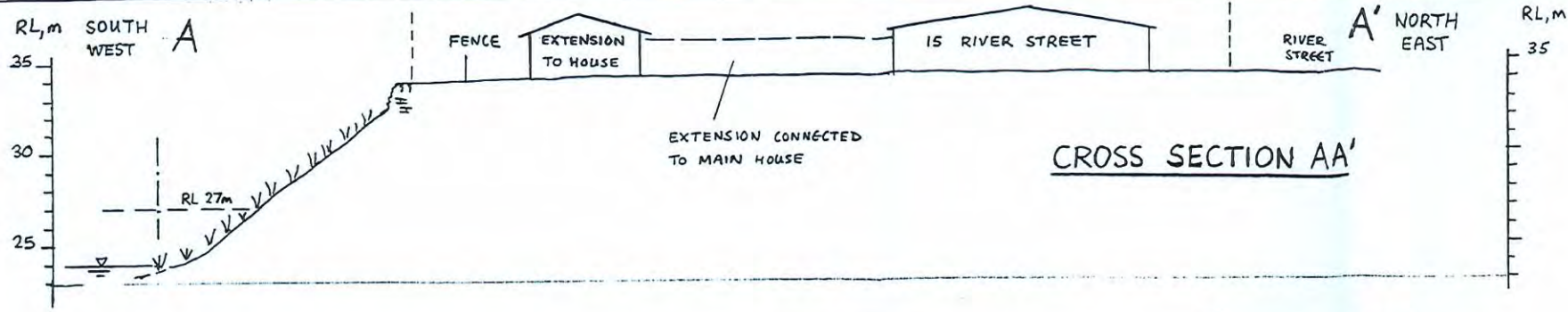
Geotechnical | Resources | Environmental | Technical | Project Management



Revision	Description	Drawn	Approved	Date	Drawn	Checked	Date
					ATM	ATM	23 Jun 2000

KINHILL PTY LTD
ST PETERS URBAN WETLAND
SITE PLAN

Drawing no:
Figure 1
Job no: A3256/1



- LEGEND**
- APPROXIMATE PROPERTY BOUNDARY (BASED ON SURVEY DRAWING)
 - - - - EDGE OF RIVER PRE 1976 (FROM 1972 ORTHOPHOTOGRAPH)
 - ≡≡≡ APPROXIMATE WATER LEVEL IN BILLABONG (RL 24m)
 - RL 27m 100 YEAR FLOW EVENT WATER LEVEL
 - ◁▷ FILL
 - |||| TOPSOIL
 - ≡≡≡ CALCAREOUS SILTY CLAY, VARIABLY CEMENTED
 - ≡≡≡ SILTY CLAY AND CLAYEY SILT

NOTES

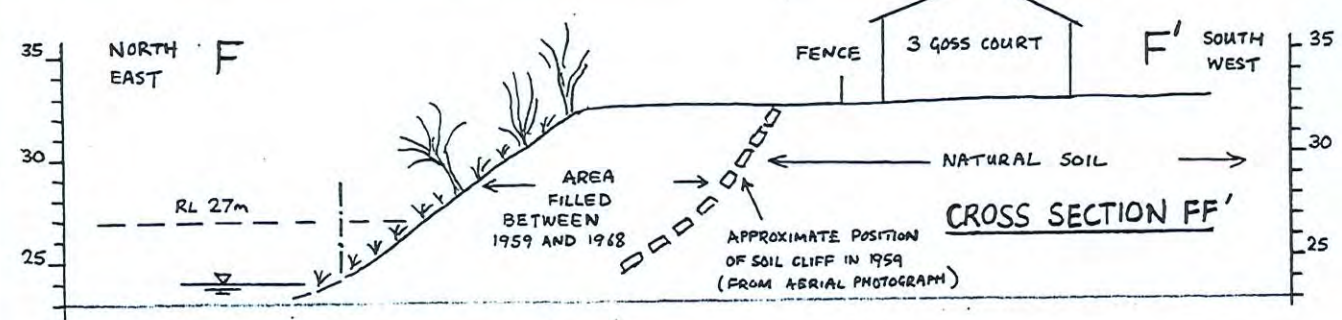
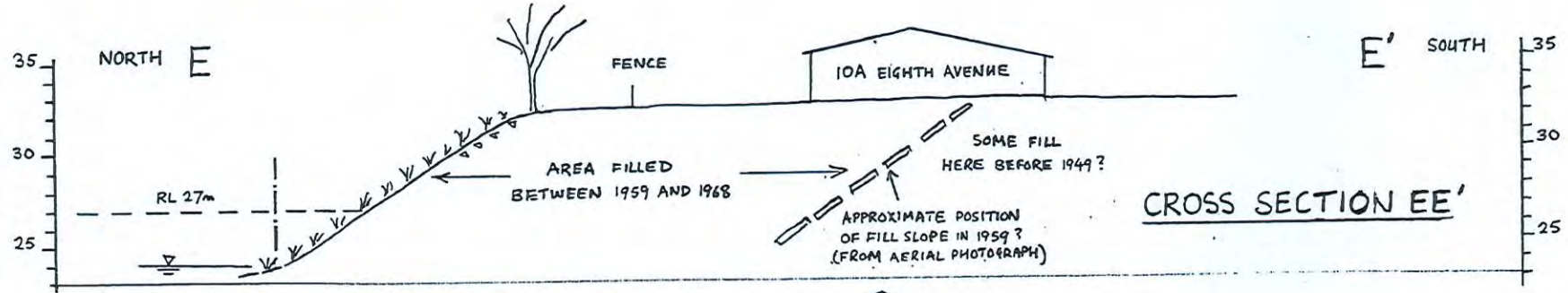
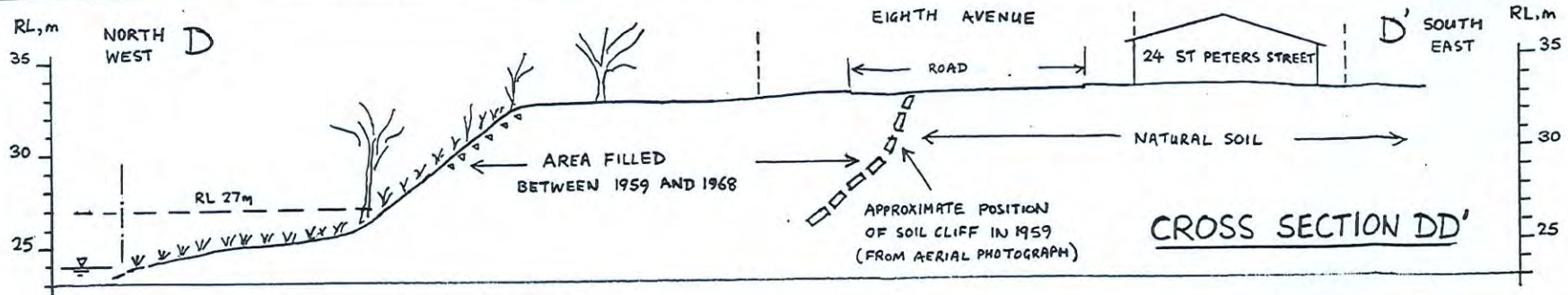
1 CROSS SECTIONS ARE APPROXIMATE ONLY. PROPERTY BOUNDARIES NOT SURVEYED AND HOUSE POSITIONS BASED ON 1998 AERIAL PHOTOGRAPHS. HOUSE POSITIONS, SIZE AND SHAPE INDICATIVE ONLY



Revision	Description	Drawn	Approved	Date	Drawn
					ATM
					Checked
					ATM
					Date
					22 June 2020

KINHILL PTY LTD
ST PETERS URBAN WETLAND
CROSS SECTIONS AA', BB' AND CC'

Drawing no:
Figure 2
Job no: A3256/1



LEGEND

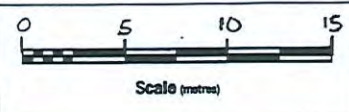
- APPROXIMATE PROPERTY BOUNDARY (BASED ON SURVEY DRAWING)
- EDGE OF RIVER PRE 1976 (FROM 1972 ORTHOPHOTOGRAPH)
- APPROXIMATE WATER LEVEL IN BILLABONG (RL 24m)
- RL 27m 100 YEAR FLOW EVENT WATER LEVEL
- FILL
- TOPSOIL
- CALCAREOUS SILTY CLAY, VARIABLY CEMENTED
- SILTY CLAY AND CLAYEY SILT

NOTES

1 CROSS SECTIONS ARE APPROXIMATE ONLY. PROPERTY BOUNDARIES NOT SURVEYED AND HOUSE POSITIONS BASED ON 1998 AERIAL PHOTOGRAPHS. HOUSE POSITIONS, SIZE AND SHAPE INDICATIVE ONLY

Coffey Geosciences Pty Ltd AON056335516

Geotechnical | Resources | Environmental | Technical | Project Management

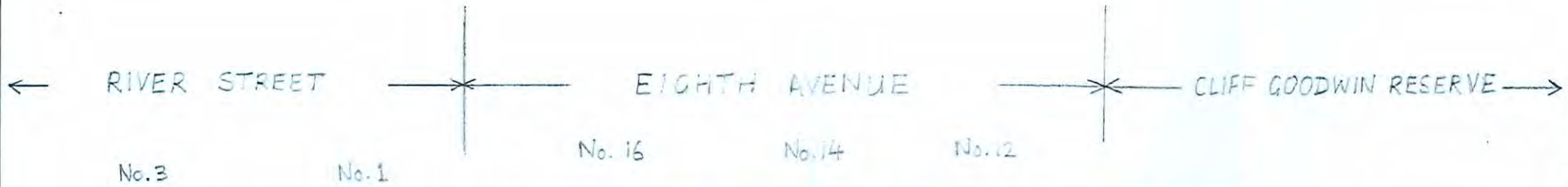


Revision	Description	Drawn	Approved	Date

Drawn	ATM
Checked	ATM
Date	23 Jun 2010

KINHILL PTY LTD
ST PETERS URBAN WETLAND
CROSS SECTIONS DD', EE' AND FF'

Drawing no:
Figure 3
Job no: A3256/1



21 MARCH 2000

Coffey

Coffey Geosciences Pty Ltd ACN1056335 516

Geotechnical | Resources | Environmental | Technical | Project Management



Scale (metres)

Revision	Description	Drawn	Approved	Date	Drawn
					ATM
					ATM
					23 Jun 2000


KINHILL PTY LTD
 ST PETERS URBAN WETLAND
 PHOTOGRAPH LOOKING NORTH EAST AT
 SOIL CLIFF ABOVE THE BILLABONG

Drawing no:
 Figure 4

Job no: A3256/1



21 MARCH 2000

Coffey Geosciences Pty Ltd ACN056 335 516					Geotechnical Resources Environmental Technical Project Management					
 Scale (metres)	Revision	Description	Drawn	Approved	Date	Drawn	Checked	Date	KINHILL PTY LTD ST PETERS URBAN WETLAND PHOTOGRAPH LOOKING NORTH AT SOIL CLIFF BELOW EAST CORNER OF No.12 EIGHTH AVENUE	Drawing no:
						ATM				Figure 5
							ATM			
							23 Feb 2000			

Information

Important information about your **Coffey** Report

As a client of Coffey you should know that site subsurface conditions cause more construction problems than any other factor. These notes have been prepared by Coffey to help you interpret and understand the limitations of your report.

Your report is based on project specific criteria

Your report has been developed on the basis of your unique project specific requirements as understood by Coffey and applies only to the site investigated. Project criteria typically include the general nature of the project; its size and configuration; the location of any structures on the site; other site improvements; the presence of underground utilities; and the additional risk imposed by scope-of-service limitations imposed by the client. Your report should not be used if there are any changes to the project without first asking Coffey to assess how factors that changed subsequent to the date of the report affect the report's recommendations. Coffey cannot accept responsibility for problems that may occur due to changed factors if they are not consulted.

Subsurface conditions can change

Subsurface conditions are created by natural processes and the activity of man. For example, water levels can vary with time, fill may be placed on a site and pollutants may migrate with time. Because a report is based on conditions which existed at the time of the subsurface exploration, decisions should not be based on a report whose adequacy may have been affected by time. Consult Coffey to be advised how time may have impacted on the project.

Interpretation of factual data

Site assessment identifies actual subsurface conditions only at those points where samples are taken and when they are taken. Data derived from literature and external data source review, sampling and subsequent laboratory testing are interpreted by geologists, engineers or scientists to provide an opinion about overall site conditions, their likely impact on the proposed development and recommended actions. Actual conditions may differ from those inferred to exist, because no professional, no matter how qualified, can reveal what is hidden by

earth, rock and time. The actual interface between materials may be far more gradual or abrupt than assumed based on the facts obtained. Nothing can be done to change the actual site conditions which exist, but steps can be taken to reduce the impact of unexpected conditions. For this reason, owners should retain the services of Coffey through the development stage, to identify variances, conduct additional tests if required, and recommend solutions to problems encountered on site.

Your report will only give preliminary recommendations

Your report is based on the assumption that the site conditions as revealed through selective point sampling are indicative of actual conditions throughout an area. This assumption cannot be substantiated until project implementation has commenced and therefore your report recommendations can only be regarded as preliminary. Only Coffey, who prepared the report, is fully familiar with the background information needed to assess whether or not the report's recommendations are valid and whether or not changes should be considered as the project develops. If another party undertakes the implementation of the recommendations of this report there is a risk that the report will be misinterpreted and Coffey cannot be held responsible for such misinterpretation.

Your report is prepared for specific purposes and persons

To avoid misuse of the information contained in your report it is recommended that you confer with Coffey before passing your report on to another party who may not be familiar with the background and the purpose of the report. Your report should not be applied to any project other than that originally specified at the time the report was issued.



Important information about your **Coffey** Report

Interpretation by other design professionals

Costly problems can occur when other design professionals develop their plans based on misinterpretations of a report. To help avoid misinterpretations, retain Coffey to work with other project design professionals who are affected by the report. Have Coffey explain the report implications to design professionals affected by them and then review plans and specifications produced to see how they have incorporated the report findings.

Data should not be separated from the report*

The report as a whole presents the findings of the site assessment and the report should not be copied in part or altered in any way.

Logs, figures, drawings etc. are customarily included in our reports and are developed by scientists, engineers or geologists based on their interpretation of field logs (assembled by field personnel) and laboratory evaluation of field samples. These logs etc. should not under any circumstances be redrawn for inclusion in other documents or separated from the report in any way.

Geoenvironmental concerns are not at issue

Your report is not likely to relate any findings, conclusions, or recommendations about the potential for hazardous materials existing at the site unless specifically required to do so by the client. Specialist equipment, techniques, and personnel are used to perform a geoenvironmental assessment. Contamination can create major health, safety and environmental risks. If you have no information about the potential for your site to be contaminated or create an environmental hazard, you are advised to contact Coffey for information relating to geoenvironmental issues.

Rely on Coffey for additional assistance

Coffey is familiar with a variety of techniques and approaches that can be used to help reduce risks for all parties to a project, from design to construction. It is common that not all approaches will be necessarily dealt with in your site assessment report due to concepts proposed at that time. As the project progresses through design toward construction, speak with Coffey to develop alternative approaches to problems that may be of genuine benefit both in time and cost.

Responsibility

Reporting relies on interpretation of factual information based on judgement and opinion and has a level of uncertainty attached to it, which is far less exact than the design disciplines. This has often resulted in claims being lodged against consultants, which are unfounded. To help prevent this problem, a number of clauses have been developed for use in contracts, reports and other documents. Responsibility clauses do not transfer appropriate liabilities from Coffey to other parties but are included to identify where Coffey's responsibilities begin and end. Their use is intended to help all parties involved to recognise their individual responsibilities. Read all documents from Coffey closely and do not hesitate to ask any questions you may have.

** For further information on this aspect reference should be made to "Guidelines for the Provision of Geotechnical Information in Construction Contracts" published by the Institution of Engineers Australia, National Headquarters, Canberra, 1987.*

Attachment B

**Questions with Notice
St Peters Billabong Erosion Study
Submitted by Cr Kester Moorhouse**





22 June 2021

Reference No. 20139217-006-L-Rev0

Josef Casilla

City of Norwood Payneham and St Peters
175 The Parade
NORWOOD SA 5067

**ST PETERS BILLABONG, INPUT TO ENGINEERED SOLUTIONS
OUTLINE DESIGNS AND INDICATIVE ESTIMATES OF POSSIBLE CONSTRUCTION COST RANGES**

Dear Josef,

1.0 INTRODUCTION

City of Norwood, Payneham and St Peters (Council) has engaged Golder Associates Pty Ltd (Golder) to undertake an assessment of the riverbank slopes and cliffs at St Peters Billabong located adjacent River Street and Eighth Avenue, St Peters. Golder undertook a visual assessment of the riverbank slopes and soil cliffs with the findings of our assessment presented in our report 20139217-002-L-Rev2 dated 24 November 2020. Our report included commentary on possible options for engineering solutions to assist with the management of erosion and slope instability.

Golder has also previously provided Council with preliminary concept drawings and budget costing for installation of erosion control matting at the site (Golder reference no. 20139217-003-L-Rev1, dated 15 September 2020).

This letter provides further guidance on each of the possible options presented in our initial report, including a summary of an outline design for each of the options, associated commentary and assumptions, and indicative estimates of a possible range of construction costs.

2.0 SITE DESCRIPTION AND EXISTING GEOMETRY

The site is located on the east side of the St Peters Billabong and covers a length of approximately 200 m, between the River Park Carpark (at the northern end) and the boundary between 12 Eighth Avenue and Cliff Goodwin Reserve (at the southern end).

An aerial image of the site, showing the approximate location of the area assessed is provided in Figure 1 below.

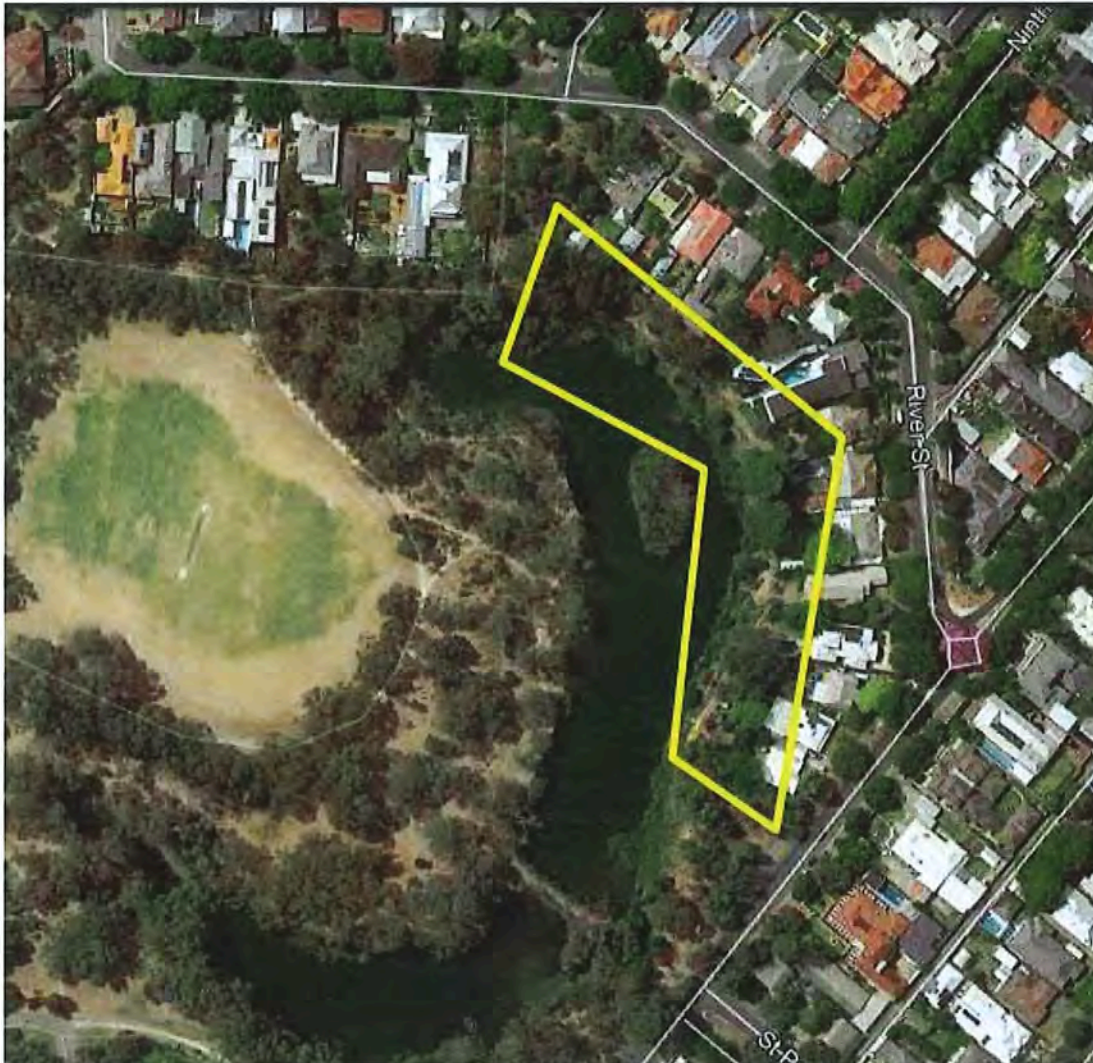


Figure 1: Site Location

Council provided the following information to assist in our initial assessment:

- Coffey Report titled '*Slope Stability Assessment, St Peters Urban Wetland*' (reference A3256/1-AF dated 14 December 2000).

It has been assumed that the topographical survey provided in that report is still applicable for the site. Typical sections have been considered based on those adopted previously for the erosion control matting preliminary concept (refer Golder report 20139217-003-L-Rev1, dated 15 September 2020) and site observations made as part of our initial geotechnical assessment (refer Golder report 20139217-002-L-Rev2, dated 24 November 2020).

A general description of the geometry of the site is provided below.

- Generally, the slopes in the area assessed were between approximately 10 m and 12 m in total height. The geometry of the slopes varies largely depending on whether comprise near vertical soil cliffs and/or battered slopes.

- The soil cliffs were present behind properties located at 12 Eighth Avenue and between 15 and 19 River Street. The soil cliffs are near vertical from the crest with a height of between 3 m and 5 m. The area below the vertical sections was battered at an angle of approximately 45 degrees.
- The battered slopes were present behind the remaining properties and had an overall slope angle of approximately 45°, with some localised steeper sections where erosion and localised slumping has occurred.
- Residential properties are typically located at the crest of the slope with fence boundaries located at the crest to approximately 10 m away from the crest. The St Peters Billabong is located at the toe of the slope.

Reference should be made to our initial geotechnical assessment report for further information, including site observations and photographs.

3.0 OUTLINE DESIGNS AND BUDGET COSTINGS

Table 1 presents a summary of outline designs for each of the following engineering solution options:

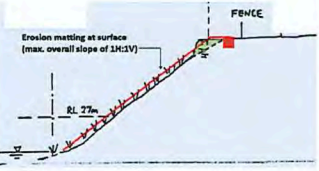
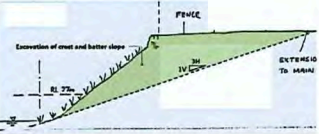
- Erosion protection matting
- Earthworks solution
- Piled wall (embedded)
- Soil nails
- Gabion/crib wall.

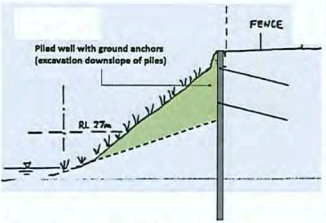
The engineering solution types are based on those presented in our geotechnical assessment report (20139217-002-L-Rev2) as possible options to assist with the management of erosion and slope instability. That report should be referred to for further comment on the applicability and suitability of these options. For each of the outline design options we have provided a budget estimate of costs for construction and/or supply and installation. The costs have been calculated based on a per linear metre of riverbank.

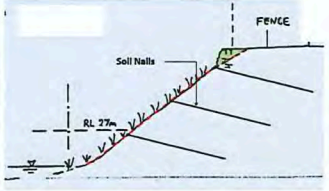
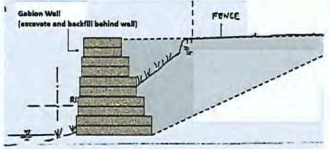
Commentary has also been provided on whether the risks of erosion and global instability has been addressed; and other assumptions and construction related considerations.

Rough sketches have been provided in Table 1 to help visualise the outline designs described. These are not drawn to scale and are for information purposes only. They have not been provided as design drawings.

Table 1: Option Assessment

Option no.	Engineering solution type	Outline design	Indicative range of construction costs (per linear metre)	Erosion and global stability impacts	Construction and other considerations / assumptions
1	Erosion protection matting	<p>Soil cliff (at crest of slope) to be excavated to form maximum overall slope angle of 1V:1H.</p> <p>Erosion protection matting installed across face of slope. Anchor trench to be located 1 m from excavated slope crest. Matting to be pinned at 1 m intervals longitudinally along the matting overlaps and at 1.2 m intervals across width of matting.</p> 	<p>\$500 – \$1000 /m (approx. \$100,000-\$200,000 based on 200m length)</p> <p>Includes:</p> <ul style="list-style-type: none"> ■ Site preparation / excavation and disposal of soil. ■ Supply and installation of erosion matting. <p>Excludes:</p> <ul style="list-style-type: none"> ■ Approvals, land acquisition, demolition, and other site access constraints, etc. ■ Geotechnical investigation. ■ Detailed design and documentation. 	<ul style="list-style-type: none"> ■ Addresses the primary hazard of slope erosion. ■ Does not contribute to global stability of slope. 	<ul style="list-style-type: none"> ■ Site preparation dependent on existing geometry (i.e., volume of material to be removed based on presence of soil cliff at crest of slope and existing overall slope angle). ■ Further considerations to be addressed include access to the crest, toe and slope; anchoring of the erosion protection at the crest and toe of the slope; and global stability assessment. ■ Access to the toe and crest of the slope would be required for earthworks and lifting equipment and this would require access through/to private properties and would also impact on the billabong.
2	Earthworks solution	<p>Flattening of the slope (from 1H:1V to an overall batter of 3H:1V to 4H:1V).</p> <p>Crest and batter slope excavated to achieve a maximum overall batter slope of 3H:1V.</p>  <p><i>Consideration could also be given to flattening the slope by extending the batter into the billabong, or a combination of cut and fill.</i></p>	<p>\$1,500 – \$3,000 /m (approx. \$300,000-\$600,000 based on a 200m length)</p> <p>Includes:</p> <ul style="list-style-type: none"> ■ Site preparation / excavation and disposal of soil. <p>Excludes:</p> <ul style="list-style-type: none"> ■ Supply and installation of erosion protection (refer above). ■ Approvals, land acquisition, demolition, and other site access constraints, etc. ■ Geotechnical investigation. ■ Detailed design and documentation. 	<ul style="list-style-type: none"> ■ Does not address the primary hazard of slope erosion. ■ Reduces risk of slope instability. 	<ul style="list-style-type: none"> ■ Site preparation dependent on existing geometry (i.e., volume of material to be removed based on existing overall slope angle). ■ Costs based on excavating the crest and batter slope from an assumed average slope of 1H:1V and 10 m high to a slope of 3H:1V. Would require excavation and disposal of approximately 90 m³ of soil per linear metre. ■ Requires acquisition of land, access to private properties in places and possible demolition of buildings in places. <ul style="list-style-type: none"> ■ Access to the toe and crest of the slope would be required for earthworks machinery and construction equipment. ■ Flattening of the slope from 1H:1V would require set back of the crest in the order of 20 m from its existing position (and into the residential properties). ■ Flattening of the slope could also be achieved by: <ul style="list-style-type: none"> ■ Placing of fill at the toe (and into the billabong), or ■ A cut/fill combination whereby flattening of the slope is achieved partially by excavation of the upper portion of the slope (and into the residential properties) and partially by placing fill at the toe (and into the billabong).

Option no.	Engineering solution type	Outline design	Indicative range of construction costs (per linear metre)	Erosion and global stability impacts	Construction and other considerations / assumptions
3	<p>Piled wall (embedded)</p>	<p>Secant (or contiguous) piles installed at crest of slope with regularly spaced ground anchors.</p> <p>Outline design considers piles approximately 20 m long (i.e., depth of embedment equivalent to height of slope) installed from top of slope.</p> <p>Costs based on 500 mm diameter reinforced concrete piles at 1.2 m centres. Allowance of 1 ground anchor per 5 m² of wall.</p> <p>Piled wall allows excavation of downslope material to flatten slope if required.</p>  <p><i>Consideration could also be given to a combined earthworks/piled approach, whereby piles are installed downslope of the crest and backfilled behind to reclaim additional land at the crest.</i></p>	<p>\$15,000 – \$35,000 /m (approx. \$3.0M-\$7.0M based on a 200m length)</p> <p>Includes:</p> <ul style="list-style-type: none"> ■ Site preparation / excavation and disposal of soil. ■ Mobilisation & setup of piling rig and construction of pile wall. ■ Installation of ground anchors. <p>Excludes:</p> <ul style="list-style-type: none"> ■ Approvals, land acquisition, demolition, and other site access constraints, etc. ■ Geotechnical investigation. ■ Detailed design and documentation. 	<ul style="list-style-type: none"> ■ Would provide a physical barrier and assist in reducing the overall rate of slope retreat. ■ Factor of safety against global instability to form basis of design. 	<ul style="list-style-type: none"> ■ Prices are based on a broad indication only for work in typical conditions (i.e., does not consider site access constraints – be it access for a drilling rig and other construction equipment at the crest, and/or toe of slope). ■ Access to the crest of the slope would be required for relatively large construction equipment over an area of 10 m to 20 m. This would require acquisition of land, access to private properties and demolition of some of the buildings. ■ Alternate designs could also be considered whereby piled wall is constructed downslope of the crest, such as: <ul style="list-style-type: none"> ■ Piled wall constructed at the toe of the existing slope and filled behind to create more usable space at the top of the slope. ■ Pile wall constructed midway between the property boundaries and the toe of slope and filled behind to either partially or fully to flatten the existing slope or create more useable space at the top of the slope.

Option no.	Engineering solution type	Outline design	Indicative range of construction costs (per linear metre)	Erosion and global stability impacts	Construction and other considerations / assumptions
4	Soil nails	<p>Soil nails installed at approximately 1.5 m centres (horizontally and vertically).</p> <p>Site preparation activities to include minimal excavation to remove soil cliffs and form maximum overall slope angle of 1V:1H (as per erosion protection matting).</p> <p>Costs based on 3 to 4 nails per linear metre of wall.</p> 	<p>\$12,000 – \$24,000 /m (approx. \$2.4M-\$4.8M based on a 200m length)</p> <p>Includes:</p> <ul style="list-style-type: none"> ■ Installation of soil nails. <p>Excludes:</p> <ul style="list-style-type: none"> ■ Supply and installation of erosion protection. ■ Approvals, land acquisition, demolition, and other site access constraints, etc. ■ Geotechnical investigation. ■ Detailed design and documentation. 	<ul style="list-style-type: none"> ■ Does not address the primary hazard of slope erosion. ■ Reduces risk of slope instability. 	<ul style="list-style-type: none"> ■ Prices are based on a broad indication only for work in typical conditions (i.e., does not consider site access constraints – be it access for a soil nailing rig and other construction equipment at the crest, and/or toe of slope). ■ Access to the crest and toe of the slope would be required for relatively large construction equipment over an area of 10 m to 20 m. This would require acquisition of land, access to private properties and possible demolition of some of the buildings in place at the crest of the slope and disturbance to the billabong.
5	Gabion wall	<p>Full height gabion wall to be constructed in place of slope.</p> <p>Wall height approximately 10 m, base width approximately 8 m. Would require temporary excavation of slope to allow for installation of gabions. Some flexibility in face angle, dependent on design.</p> <p>Crib wall not considered feasible due to retained height.</p> 	<p>\$18,000 – \$35,000 /m (approx. \$3.6M-\$7.0M total)</p> <p>Includes:</p> <ul style="list-style-type: none"> ■ Site preparation / excavation and disposal of soil. ■ Backfill behind wall. ■ Supply and installation of gabion baskets. <p>Excludes:</p> <ul style="list-style-type: none"> ■ Approvals, land acquisition, demolition, and other site access constraints, etc. ■ Geotechnical investigation. ■ Detailed design and documentation. 	<ul style="list-style-type: none"> ■ Would provide a physical barrier and assist in reducing the overall rate of slope retreat. ■ Factor of safety against global instability to form basis of design. 	<ul style="list-style-type: none"> ■ Prices are based on a broad indication only for work in typical conditions (i.e., does not consider site access constraints). ■ Access to the crest of the slope would be required for relatively large construction equipment over an area of 10 m to 20 m. This would require acquisition of land, access to private properties and possible demolition of some of the buildings in place at the crest of the slope and disturbance to the billabong.

The costs provided in Table 1 give a broad indication only for work in typical conditions. The costs do not take into consideration site access constraints due to either the presence of the Billabong at the toe of the slope or the residential properties at the crest of the slope. In addition to the comments provided in Table 1, they have been based on the following:

- The costs have generally been based on information provided in Rawlinson's Construction Cost Guide 2018. Quantities for excavation, retained height, etc have been based on the survey provided in the Coffey 2000 report.
- Rates for installation of the erosion matting (MacMatR) were provided by Geofabrics Australasia Pty Ltd. Note the rates for installation have assumed access including rope access to the slope.
- Rates for installation of gabion baskets were provided by Prospect Contractors Pty Ltd. and Geofabrics Australasia Pty Ltd. and are based on typical site conditions.
- Costs for clearing & grubbing included with site preparation are for medium vegetation only & do not include removal of large trees. We have assumed that the earthworks and other construction activities could generally be undertaken from the crest.
- Costs associated with approvals, land acquisition, demolition, and other site access constraints such as working over water or creating cofferdams or similar have not been included.
- Costs for investigation, development of design, technical specification and drawings, etc have not been included.

4.0 IMPORTANT INFORMATION

Your attention is drawn to the document titled - "Important Information", which is included in Attachment 1 of this letter. The statements presented in that document are intended to inform a reader of the report about its proper use. There are important limitations as to who can use the report and how it can be used. It is important that a reader of the report understands and has realistic expectations about those matters. The Important Information document does not alter the obligations Golder Associates has under the contract between it and its client.

5.0 CLOSING

If you have any questions, or require additional information, please contact the undersigned on (08) 8213 2100.

Yours Faithfully,

Golder Associates Pty Ltd



Adelaide Harbison
Senior Geotechnical Engineer



Derek Arnott
Principal Geotechnical Engineer

AMH/DFA/as

Attachments: 1 – Important Information

[https://golderassociates.sharepoint.com/sites/122955/project files/6 deliverables/006 st peters options & budgets/20139217-006-l-REV0.docx](https://golderassociates.sharepoint.com/sites/122955/project%20files/6%20deliverables/006%20st%20peters%20options%20&%20budgets/20139217-006-l-REV0.docx)

ATTACHMENT 1

Important Information

The document ("Report") to which this page is attached and which this page forms a part of, has been issued by Golder Associates Pty Ltd ("Golder") subject to the important limitations and other qualifications set out below.

This Report constitutes or is part of services ("Services") provided by Golder to its client ("Client") under and subject to a contract between Golder and its Client ("Contract"). The contents of this page are not intended to and do not alter Golder's obligations (including any limits on those obligations) to its Client under the Contract.

This Report is provided for use solely by Golder's Client and persons acting on the Client's behalf, such as its professional advisers. Golder is responsible only to its Client for this Report. Golder has no responsibility to any other person who relies or makes decisions based upon this Report or who makes any other use of this Report. Golder accepts no responsibility for any loss or damage suffered by any person other than its Client as a result of any reliance upon any part of this Report, decisions made based upon this Report or any other use of it.

This Report has been prepared in the context of the circumstances and purposes referred to in, or derived from, the Contract and Golder accepts no responsibility for use of the Report, in whole or in part, in any other context or circumstance or for any other purpose.

The scope of Golder's Services and the period of time they relate to are determined by the Contract and are subject to restrictions and limitations set out in the Contract. If a service or other work is not expressly referred to in this Report, do not assume that it has been provided or performed. If a matter is not addressed in this Report, do not assume that any determination has been made by Golder in regards to it.

At any location relevant to the Services conditions may exist which were not detected by Golder, in particular due to the specific scope of the investigation Golder has been engaged to undertake. Conditions can only be verified at the exact location of any tests undertaken. Variations in conditions may occur between tested locations and there may be conditions which have not been revealed by the investigation and which have not therefore been taken into account in this Report.

Golder accepts no responsibility for and makes no representation as to the accuracy or completeness of the information provided to it by or on behalf of the Client or sourced from any third party. Golder has assumed that such information is correct unless otherwise stated and no responsibility is accepted by Golder for incomplete or inaccurate data supplied by its Client or any other person for whom Golder is not responsible. Golder has not taken account of matters that may have existed when the Report was prepared but which were only later disclosed to Golder.

Having regard to the matters referred to in the previous paragraphs on this page in particular, carrying out the Services has allowed Golder to form no more than an opinion as to the actual conditions at any relevant location. That opinion is necessarily constrained by the extent of the information collected by Golder or otherwise made available to Golder. Further, the passage of time may affect the accuracy, applicability or usefulness of the opinions, assessments or other information in this Report. This Report is based upon the information and other circumstances that existed and were known to Golder when the Services were performed and this Report was prepared. Golder has not considered the effect of any possible future developments including physical changes to any relevant location or changes to any laws or regulations relevant to such location.

Where permitted by the Contract, Golder may have retained subconsultants affiliated with Golder to provide some or all of the Services. However, it is Golder which remains solely responsible for the Services and there is no legal recourse against any of Golder's affiliated companies or the employees, officers or directors of any of them.

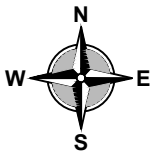
By date, or revision, the Report supersedes any prior report or other document issued by Golder dealing with any matter that is addressed in the Report.

Any uncertainty as to the extent to which this Report can be used or relied upon in any respect should be referred to Golder for clarification

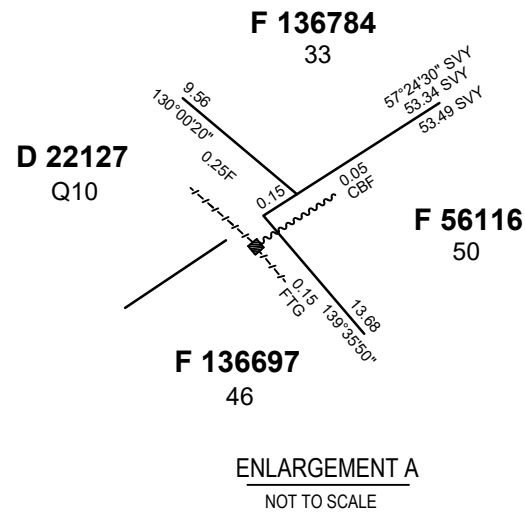
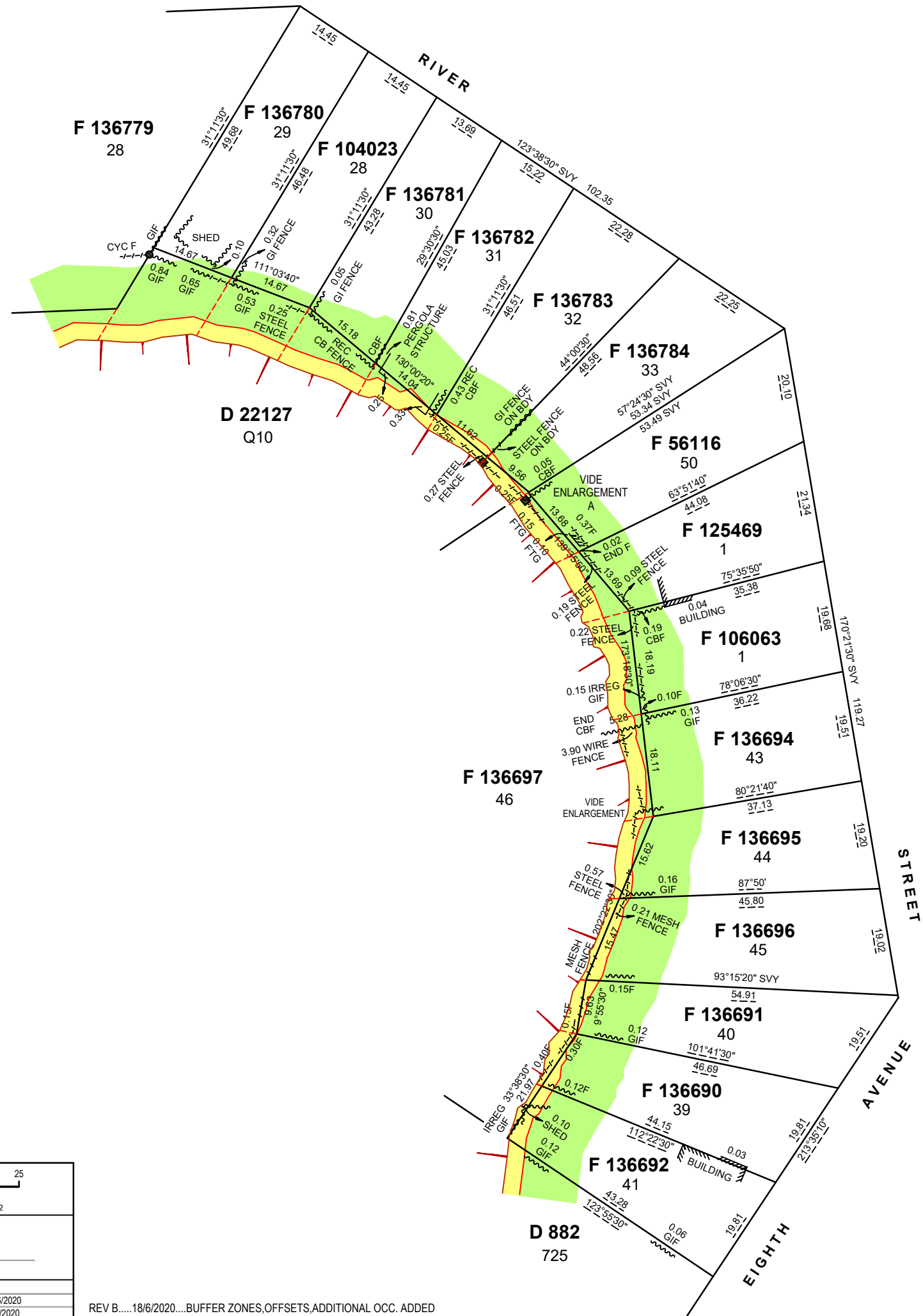
Attachment C

**Questions with Notice
St Peters Billabong Erosion Study
Submitted by Cr Kester Moorhouse**





IDENTIFICATION CERTIFICATE
RIVER STREET, EIGHTH AVENUE
IN THE AREA NAMED
ST PETERS
HUNDRED OF ADELAIDE



TOP OF BANK
DENOTES 3m WIDE BUFFER
DENOTES 10m WIDE BUFFER

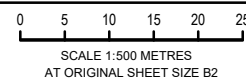
Alexander & Symonds Pty Ltd
11 King William Street Kent Town,
South Australia 5067
PO Box 1000 Kent Town, SA 5071
DX 209 ABN 93007 753 988

T (08) 8130 1666
F (08) 8362 0099
W www.alexander.com.au
E adelaide@alexander.com.au



LEGEND
● MN Denotes MASONRY NAIL
● MP Denotes METAL PIN
● SPK Denotes SPIKE
CB Denotes COLORBOND
FD Denotes FOUND
CT Denotes CERTIFICATE OF TITLE
F Denotes FENCE
GI Denotes GALVANISED IRON
BDY Denotes BOUNDARY
SVY Denotes SURVEY
46.89 Denotes COPIED DATA

BOUNDARY DEFINITION IN ACCORDANCE WITH SURVEY
MARKS FOUND IN F56116

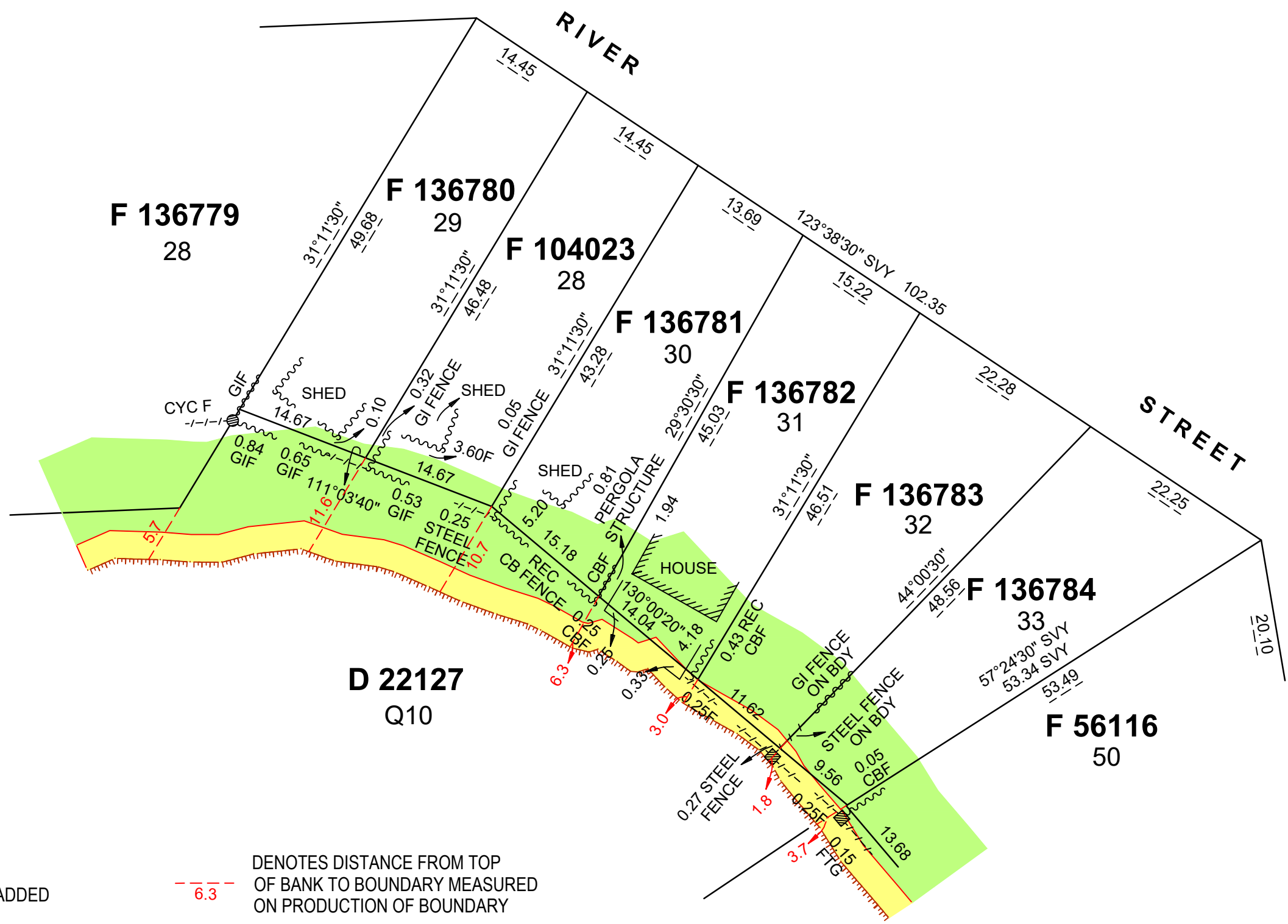
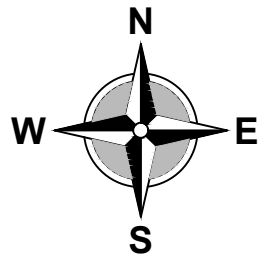


SCALE 1:500 METRES
AT ORIGINAL SHEET SIZE B2

KANE RYAN
LICENSED SURVEYOR

REF: A095019IDENT(B)
SURVEYED: KBR 15/10/2019 MJF 6/06/2020
DRAFTER: PAP 24/10/2019 PAP 18/06/2020

REV B.....18/6/2020....BUFFER ZONES, OFFSETS, ADDITIONAL OCC. ADDED



REV B.....18/6/2020....
BUFFER ZONES, OFFSETS, ADDITIONAL OCC. ADDED

---6.3--- DENOTES DISTANCE FROM TOP OF BANK TO BOUNDARY MEASURED ON PRODUCTION OF BOUNDARY

Alexander & Symonds Pty Ltd
11 King William Street Kent Town,
South Australia 5067
PO Box 1000 Kent Town, SA 5071
DX 209 ABN 93007 753 988

T (08) 8130 1666
F (08) 8362 0099
W www.alexander.com.au
E adelaide@alexander.com.au

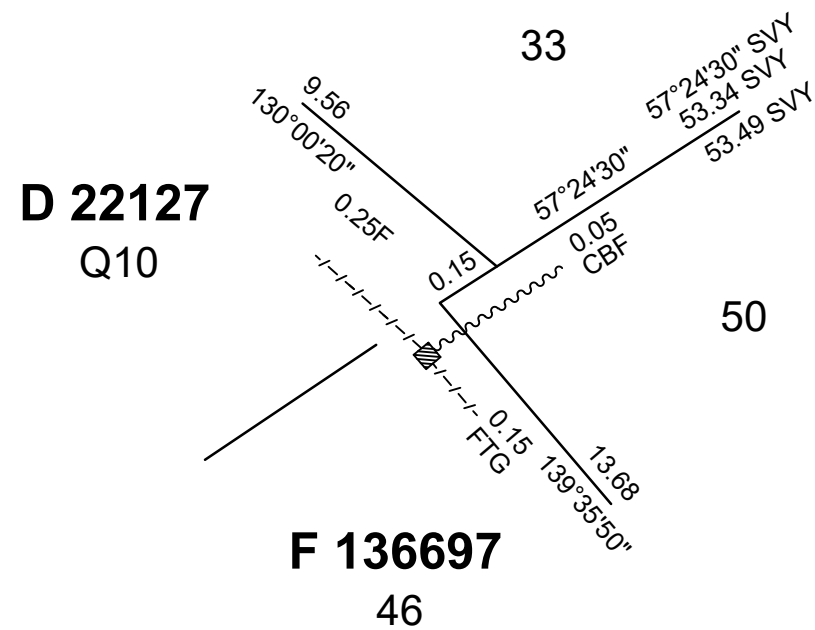
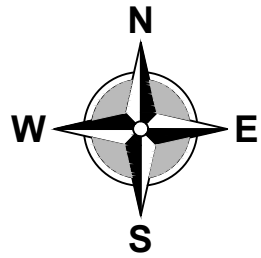
+ Property + Land Development +
+ Construction + Mining +
+ Spatial Information Management +



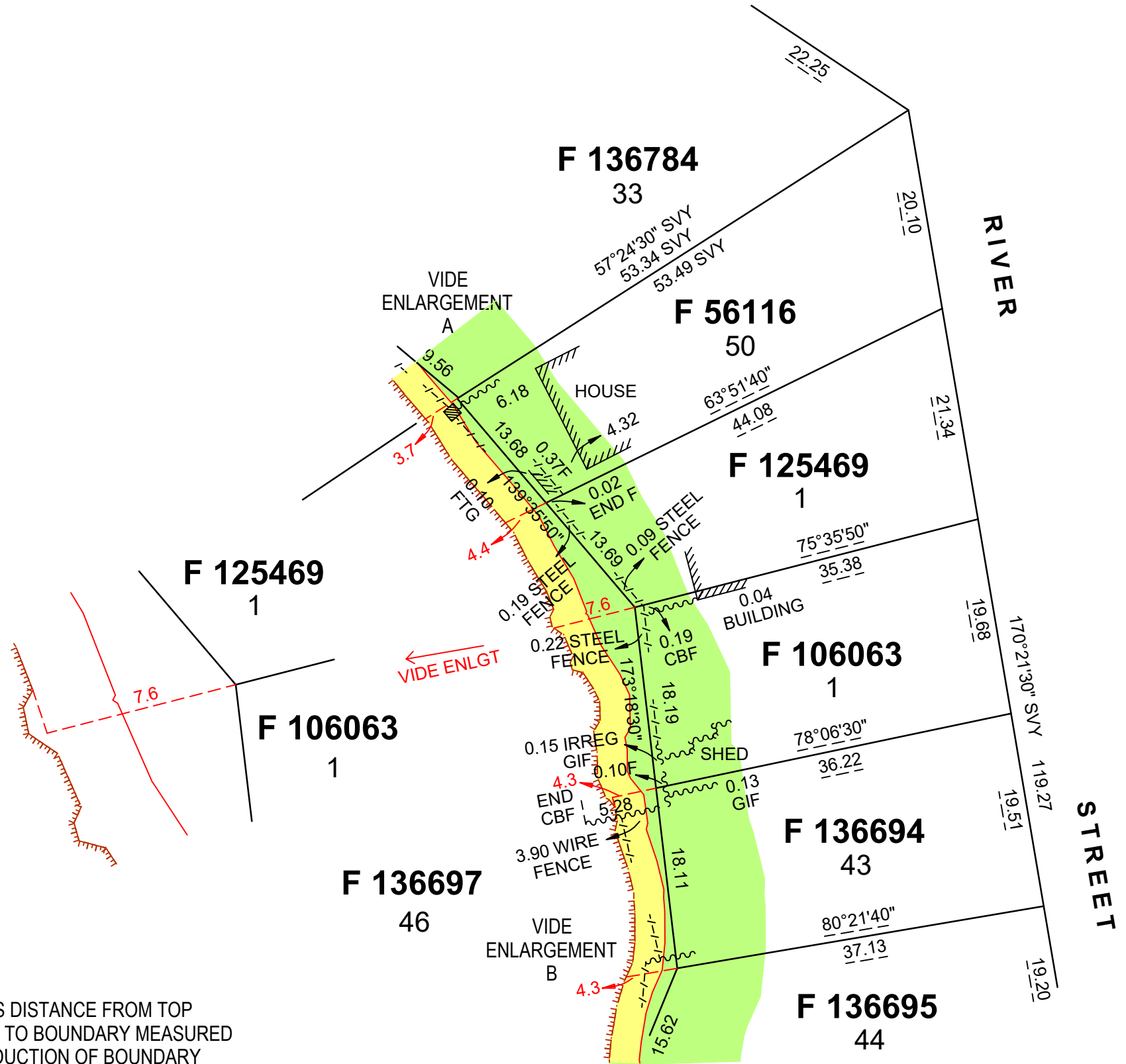
---6.3--- TOP OF BANK

[Yellow box] DENOTES 3m WIDE BUFFER

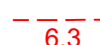
[Green box] DENOTES 10m WIDE BUFFER



ENLARGEMENT A
NOT TO SCALE



REV B.....18/6/2020....
BUFFER ZONES, OFFSETS, ADDITIONAL OCC. ADDED

 DENOTES DISTANCE FROM TOP OF BANK TO BOUNDARY MEASURED ON PRODUCTION OF BOUNDARY

Alexander & Symonds Pty Ltd
11 King William Street Kent Town,
South Australia 5067
PO Box 1000 Kent Town, SA 5071
DX 209 ABN 93007 753 988

T (08) 8130 1666
F (08) 8362 0099
W www.alexander.com.au
E adelaide@alexander.com.au

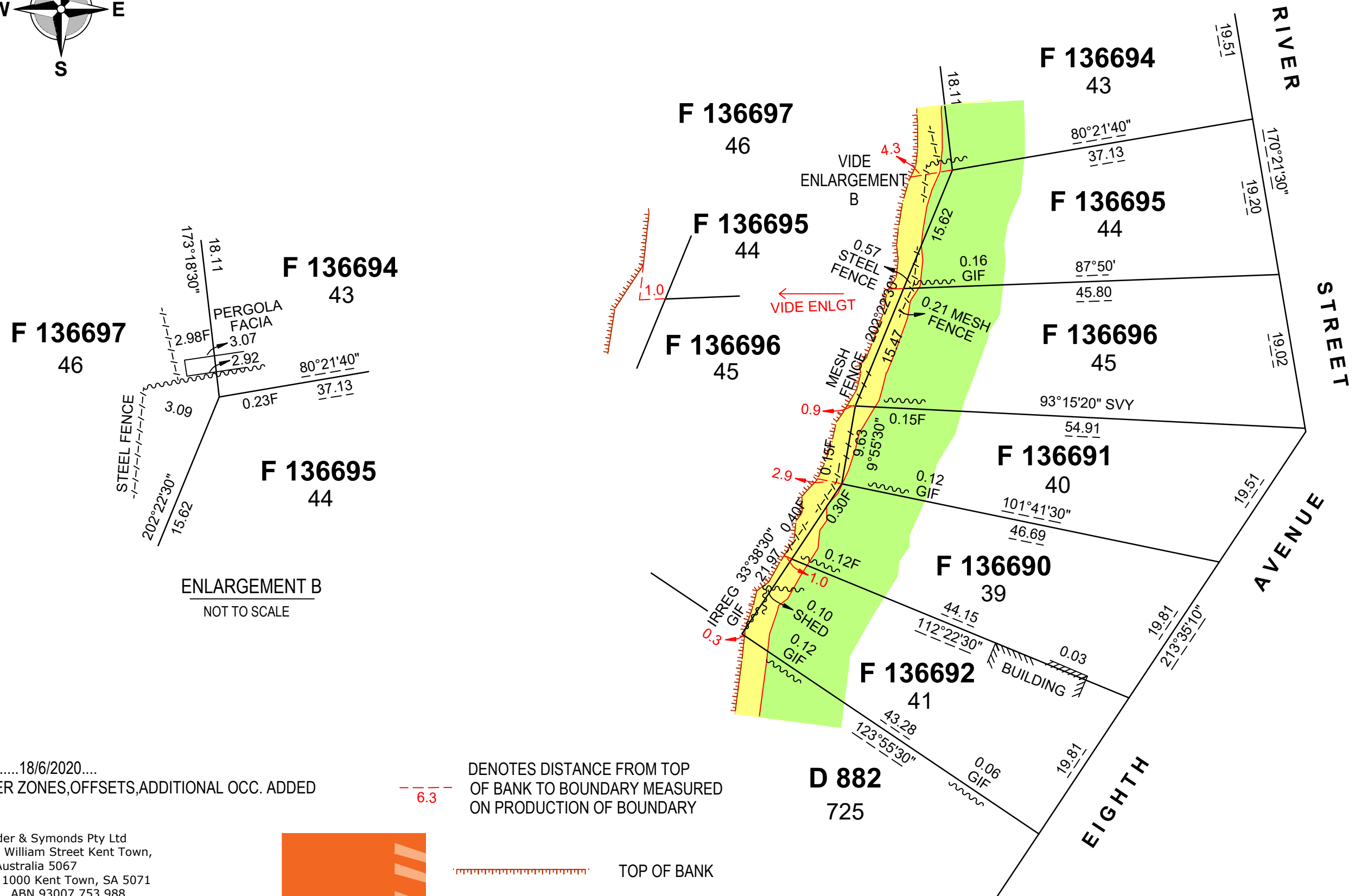
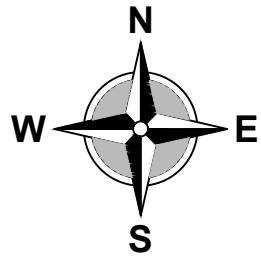
+ Property + Land Development +
+ Construction + Mining +
+ Spatial Information Management +



 TOP OF BANK

 DENOTES 3m WIDE BUFFER

 DENOTES 10m WIDE BUFFER



ENLARGEMENT B
NOT TO SCALE

REV B.....18/6/2020....
BUFFER ZONES, OFFSETS, ADDITIONAL OCC. ADDED

Alexander & Symonds Pty Ltd
11 King William Street Kent Town,
South Australia 5067
PO Box 1000 Kent Town, SA 5071
DX 209 ABN 93007 753 988

T (08) 8130 1666
F (08) 8362 0099
W www.alexander.com.au
E adelaide@alexander.com.au

+ Property + Land Development +
+ Construction + Mining +
+ Spatial Information Management +



---6.3--- DENOTES DISTANCE FROM TOP OF BANK TO BOUNDARY MEASURED ON PRODUCTION OF BOUNDARY

TOP OF BANK

DENOTES 3m WIDE BUFFER

DENOTES 10m WIDE BUFFER

Attachment D

**Questions with Notice
St Peters Billabong Erosion Study
Submitted by Cr Kester Moorhouse**



ST PETERS BILLABONG & ADJACENT PROPERTIES



8. DEPUTATIONS

8.1 DEPUTATION – ST PETERS BILLABONG

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

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.

9. PETITIONS

9.1 PETITION – ST PETERS BILLABONG

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

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.

Attachments – Item 9.1

Attachment A

**Petition
St Peters Billabong**



St Peters Billabong Encroachment Petition

to the City of Norwood, Payneham & St Peters



Petition Contact Details (Convenor of Petition)

Name: Mathew Pole
Address: [REDACTED] St Peters
Phone: [REDACTED]
Email: [REDACTED]

Part 1: The petition of:

The concerned residents of River St, St Peters and visitors to the St Peters River Park on behalf of all who use the River Torrens Linear Park.

Part 2: Matter of concern to petitioners

The encroachment of properties along Eighth Avenue and River St onto the north eastern portion of the bank and lack of action by the council since first informed of this matter in 2018 by Ralph Bleechmore. In particular we draw the attention of the council to the construction of fences blocking access to public land and the removal of native vegetation as evidenced by aerial photography.

We are concerned about the stability of the billabong bank as noted in the 2024-2025 Draft Council budget¹ where it describes the receding of the bank by up to 1m in the past 20 years leading to potential for significant impact to citizens, private property & assets.

We note that the NPSP Parks and Reserves Community Land Management Plan² applies to this land and that the St Peters River Park is zoned as part of the Linear Park (River Torrens), meaning that the Linear Park Act (2006)³ applies.

The St Peters Residents Association website contains additional information regarding the history of the St Peters River Park. After initial refusal by NPSP council, this was obtained by a Freedom of Information request submitted by Ralph Bleechmore.



1 Council Meeting 8 April 2024 Agenda, pages 23, 86-87
https://www.npsp.sa.gov.au/files/18234_council_agenda_8_april_2024.pdf?v=282
2 https://www.npsp.sa.gov.au/about_council/council-property/community-land
3 <https://www.legislation.sa.gov.au/lz/path=%2FC%2FA%2FLINEAR%20PARKS%20ACT%202006>

St Peters Billabong Encroachment Petition



to the City of Norwood, Payneham & St Peters



Part 3: The petitioners request / submission is that the Council:

We request that the council undertake enforcement to protect the St Peters River Park.

We request that council direct landowners at their own expense to rectify the situation by:

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

We request that the council proceed 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.

Part 4: List of signatories to the Petition

Please note: when this petition is placed on the public agenda for a Council meeting, it will be a public document and will appear on the Council website. Your address will be redacted, but your name and signature will appear in the public document.

Name (print)	Address	Signature
Gen Rueger	[Redacted] St Peters	[Redacted]
Judy Sobelz	[Redacted]	[Redacted]
CHRISSIE BLOSS	[Redacted] ST PETERS	[Redacted]
Vic Cantieri	[Redacted]	[Redacted]
Liz Hetzel	[Redacted] Houghton Park	[Redacted]
LISA BRUCE	[Redacted] COLLINSWOOD	[Redacted]
BERNARD MUEHL	[Redacted] SUSLIN	[Redacted]
Treva Richards	[Redacted] College Park	[Redacted]
D. Murnu	[Redacted] Prospect	[Redacted]

St Peters Billabong Encroachment Petition

to the City of Norwood, Payneham & St Peters



2

Part 3: The petitioners request / submission is that the Council:

We request that the council undertake enforcement to protect the St Peters River Park.

We request that council direct landowners at their own expense to rectify the situation by:

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

We request that the council proceed 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.

Part 4: List of signatories to the Petition

Please note: when this petition is placed on the public agenda for a Council meeting, it will be a public document and will appear on the Council website. Your address will be redacted, but your name and signature will appear in the public document.

Name (print)	Address	Signature
Daniel WOODLEY	[REDACTED] St Peters SA 5069	[REDACTED]
Vanessa Martin	[REDACTED] St Peters SA 5069	[REDACTED]
Jan PHILP	[REDACTED] Evandale SA 5069	[REDACTED]
John HARRY J. HARRY	[REDACTED] College Park	[REDACTED]
Helen O'Connor	[REDACTED] St Peters	[REDACTED]
NICOLETTE FANTASIA	[REDACTED] HADEN	[REDACTED]
Tom Allen	[REDACTED] GILBERTON 5081	[REDACTED]
Sally Wittke	[REDACTED] Evandale 5069	[REDACTED]
PETER MUNARI	[REDACTED] STANLEY	[REDACTED]

St Peters Billabong Encroachment Petition

to the City of Norwood, Payneham & St Peters



3

Part 3: The petitioners request / submission is that the Council:

We request that the council undertake enforcement to protect the St Peters River Park.

We request that council direct landowners at their own expense to rectify the situation by:

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

We request that the council proceed 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.

Part 4: List of signatories to the Petition

Please note: when this petition is placed on the public agenda for a Council meeting, it will be a public document and will appear on the Council website. Your address will be redacted, but your name and signature will appear in the public document.

Name (print)	Address	Signature
Jo Dadswell	[REDACTED] Ave St Peters	[REDACTED]
D DADSWELL	[REDACTED] St Peters	[REDACTED]
I. SMITS	[REDACTED] ST. PETERS	[REDACTED]
A. SMITS	[REDACTED] ST. PETERS	[REDACTED]
C. THOMPSON	[REDACTED] St. Peter	[REDACTED]
L O'GRADY	[REDACTED] WALKERVILLE	[REDACTED]
R MARTIN	[REDACTED] MAYLANDS	[REDACTED]
D. Neville	[REDACTED] St. Peters	[REDACTED]
K. Neville	[REDACTED] St. Peters	[REDACTED]

St Peters Billabong Encroachment Petition

to the City of Norwood, Payneham & St Peters



4

Part 3: The petitioners request / submission is that the Council:

We request that the council undertake enforcement to protect the St Peters River Park.

We request that council direct landowners at their own expense to rectify the situation by:

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

We request that the council proceed 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.

Part 4: List of signatories to the Petition

Please note: when this petition is placed on the public agenda for a Council meeting, it will be a public document and will appear on the Council website. Your address will be redacted, but your name and signature will appear in the public document.

Name (print)	Address	Signature
A. GUNAWARDENA	[REDACTED] ST PETERS	[REDACTED SIGNATURES]
M. Abeyratne	[REDACTED] St ?	
SASK Abeyratne	St Peters	
D. WILLIAMS	[REDACTED] St Peter	
E. WILLIAMS	" " " "	
E Alexander	[REDACTED] 5069	
DAYLE MCKENZIE	[REDACTED]	
Rose Turner	[REDACTED]	
Chris Bohg	[REDACTED]	

St Peters Billabong Encroachment Petition

to the City of Norwood, Payneham & St Peters



5

Part 3: The petitioners request / submission is that the Council:

We request that the council undertake enforcement to protect the St Peters River Park.

We request that council direct landowners at their own expense to rectify the situation by:

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

We request that the council proceed 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.

Part 4: List of signatories to the Petition

Please note: when this petition is placed on the public agenda for a Council meeting, it will be a public document and will appear on the Council website. Your address will be redacted, but your name and signature will appear in the public document.		
Name (print)	Address	Signature
JANET MUIRHEAD	[Redacted]	[Redacted]
Susaw Ogden	[Redacted] College PK	[Redacted]
Jessica Justice	[Redacted] Gilberton	[Redacted]
Diane McGrath	[Redacted] College PK	[Redacted]
JASMINE GREEN	[Redacted] St Peters	[Redacted]
PATRICIA CROCKER	[Redacted] KENSINGTON PK	[Redacted]
George O'Keef	[Redacted] Marden	[Redacted]
Emily Hackett-Jones	[Redacted] St Peters	[Redacted]
Victor Chia	[Redacted] St Peters	[Redacted]

St Peters Billabong Encroachment Petition

to the City of Norwood, Payneham & St Peters



6

Part 3: The petitioners request / submission is that the Council:

We request that the council undertake enforcement to protect the St Peters River Park.

We request that council direct landowners at their own expense to rectify the situation by:

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

We request that the council proceed 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.

Part 4: List of signatories to the Petition

Please note: when this petition is placed on the public agenda for a Council meeting, it will be a public document and will appear on the Council website. Your address will be redacted, but your name and signature will appear in the public document.

Name (print)	Address	Signature
ELIZABETH CUMBERTSON	[REDACTED] GILBERTON, SA 5081	[REDACTED]
THI NGUYEN	[REDACTED] GILBERTON SA 5081	[REDACTED]
Joanna Nelson	[REDACTED] ST PETERS 5069	[REDACTED]
RENSY NELSON	[REDACTED], ST PETERS, SA 5069	[REDACTED]
Delphi Allison	[REDACTED] Somerton Park, SA, 5047	[REDACTED]

St Peters Billabong Encroachment Petition

to the City of Norwood, Payneham & St Peters



7

Part 3: The petitioners request / submission is that the Council:

We request that the council undertake enforcement to protect the St Peters River Park.

We request that council direct landowners at their own expense to rectify the situation by:

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

We request that the council proceed 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.

Part 4: List of signatories to the Petition

Please note: when this petition is placed on the public agenda for a Council meeting, it will be a public document and will appear on the Council website. Your address will be redacted, but your name and signature will appear in the public document.

Name (print)	Address	Signature
SOAN BEDSHAW	[REDACTED] STEPNEY 5069	[REDACTED]
Judy MORRIS	[REDACTED] College 5069	
Alicia PINE	[REDACTED] St. Peters	
CON TSOURTOUSS	[REDACTED] 5192	
IG SCOTT	[REDACTED] College PK 5069	
M. LOALTERS	[REDACTED] St Peters	
T. Major	[REDACTED] St Peters	
R. Richardson	[REDACTED]	
Remo Arcensio	[REDACTED] St Peters	

St Peters Billabong Encroachment Petition

to the City of Norwood, Payneham & St Peters



8

Part 3: The petitioners request / submission is that the Council:

We request that the council undertake enforcement to protect the St Peters River Park.

We request that council direct landowners at their own expense to rectify the situation by:

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

We request that the council proceed 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.

Part 4: List of signatories to the Petition

Please note: when this petition is placed on the public agenda for a Council meeting, it will be a public document and will appear on the Council website. Your address will be redacted, but your name and signature will appear in the public document.

Name (print)	Address	Signature
ANNE BOWMAN	[Redacted] St. Peters	[Signature]
JUDY MORTON	[Redacted] , [Redacted]	[Redacted]
Margaret Cooper	[Redacted] St. Peters	[Redacted]
Starr Bowman	[Redacted] St. Peters	[Signature]

St Peters Billabong Encroachment Petition

to the City of Norwood, Payneham & St Peters



14

Please note: when this petition is placed on the public agenda for a Council meeting, it will be a public document and will appear on the Council website. Your address will be redacted, but your name and signature will appear in the public document.

Name (print)	Address	Signature
MAY	[REDACTED] Gilberton	[REDACTED]
JOHN	[REDACTED] KILGUBERG	[REDACTED]
BELINDA Henderson	[REDACTED] NORTH ADELAIDE	[REDACTED]
MARK MEYER	" "	[REDACTED]
BAILY HILL	[REDACTED] Vale pk	[REDACTED]
Natalia matiscsak	" "	[REDACTED]
EVAN MOLTIMER	[REDACTED] ST PETERS	[REDACTED]
RICK BASHNER	[REDACTED] ST PETERS	[REDACTED]
Alexandra Pole	[REDACTED] st peters	[REDACTED]

9.2 PETITION – DAVIS ROAD, GLYNDE – TRAFFIC MANAGEMENT

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

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*.

Attachments – Item 9.2

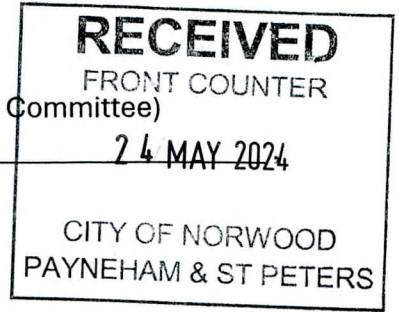
Attachment A

Petition
Davis Road, Glynde
Traffic Management



STATUTORY DECLARATION
State of South Australia - *Oaths Act 1936*

MR28
08/21



I, Janne McDonald Todd (Chairperson Residents' Committee)
_____ [full name]

do solemnly and sincerely declare that

The statements below are true and relevant.

1. The residents of Glynde Lodge 10-20 Davis Road Glynde are faced with dangerous situations as they exit the property by car or as a pedestrian.
2. There are often cars parked on both sides of the road requiring cars travelling in both directions to weave in and out the parked cars.
3. Cars are regularly parked on the road right up to the edge of the exits/entrances of Glynde Lodge, requiring drivers to move too far onto the road creating a dangerous hazard.
4. The residents of, and visitors to Glynde lodge propose no parking areas be implemented at the entrances and clearly marked with yellow lines.
5. The trees planted on the Norther side of Davis Road between Barnes road and an entrance to Glynde Lodge are dense and obscure vision of cars turning from Barnes Road into Davis Road.
6. The residents of, and visitors to Glynde Lodge request these trees are pruned allowing better visibility.
7. The residents of Glynde Lodge urge the City of Norwood, Payneham and St Peters to take immediate action on this matter before an injury, or death occurs because of poor visibility.

The signatures on the petition are genuine


And I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the *Oaths Act 1936*.

NORWOOD SOUTH AUSTRALIA

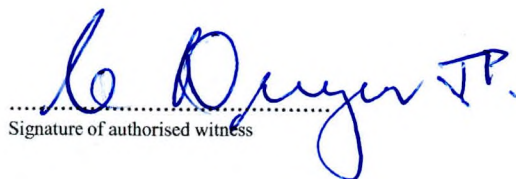
Declared at _____

in the State of South Australia, this _____ day of

20 MAY 2024 20 _____


Signature of person making this declaration
[to be signed in front of an authorised witness]

Before me,


Signature of authorised witness

Craig William Dreyer
JP 33338
A Justice of the Peace
for South Australia

The residents of Glynde Lodge, 10-20 Davis Road Glynde, are faced with dangerous situations every day as they exit the property in cars, or as pedestrians, negotiate crossing the road.

The road is narrow, and cars are frequently parked on both sides of the road requiring cars travelling in both directions to weave in and out of the parked cars. Because cars are often parked on the road right up to the edge of the exit/entrance of Glynde Lodge, drivers are forced to encroach too far onto the road to see oncoming traffic creating a hazard for cars travelling along the road.

Additionally street trees have been planted along Davis Road in front of (address of property next door). The foliage of these trees is very dense from the ground to (measure)

According to SafeWork Australia, there were 1,292 road traffic accidents involving pedestrians from 2003-2016 (SafeWork Australia). While not all these accidents occurred due to poor visibility caused by inappropriate parking, it is clear that road safety is an issue that needs addressing.

We propose that no-parking zones be implemented, and clearly marked with yellow lines, near exits/entrances to Glynde Lodge. This simple change can significantly improve visibility for both drivers and pedestrians—making our roads safer for everyone.

We urge local authorities of the City of Norwood, Payneham and St Peters take immediate action on this matter before it's too late.

Please sign this petition if you believe in safer exits and streets for all residents and visitors to Glynde Lodge, 10-20 Davis Road, Glynde.

Name	Unit Number OR Address	Signature	Date
M. KEANE	[REDACTED]	[REDACTED]	2/4/24
R. SACCONE	[REDACTED]	[REDACTED]	2/4/24
P. SACCONE	[REDACTED]	[REDACTED]	2/4/24
J. Harris	[REDACTED]	[REDACTED]	"
M. REILLY	[REDACTED]	[REDACTED]	2/4/24
R. JACOBS	[REDACTED]	[REDACTED]	2/4/24
K. DAVIES	[REDACTED]	[REDACTED]	2/4/24
A. COOMBS	[REDACTED]	[REDACTED]	2/4/24
Sue Butler	[REDACTED]	[REDACTED]	2/4/24
A. STRYBOS	[REDACTED]	[REDACTED]	3/4/24
R. Charlesworth	[REDACTED]	[REDACTED]	3/4/24
Nicki Prudell	[REDACTED]	[REDACTED]	3/4/24
R. SCHNEEMILCH	[REDACTED]	[REDACTED]	5/4/24
P. FITZGERALD	[REDACTED]	[REDACTED]	5/4/24
J. Cannon	[REDACTED]	[REDACTED]	5/4/24

Name	Unit Number OR Address	Signature	Date
Bonnie Moroney	[Redacted] Glynok	[Redacted]	4/4/24
Joy Bishop	[Redacted] Glynok	[Redacted]	4/4/24
Mhonda Bowley	[Redacted] Glynok	[Redacted]	4/4/2024
VICKI FITZGERALD	[Redacted] "	[Redacted]	4/4/24
Debra Robinson	[Redacted] Glynok	[Redacted]	5/4/24
Mark Robinson	[Redacted] Glynok	[Redacted]	5/4/24
Marg Potter	[Redacted] Glynok	[Redacted]	5/4/24
Peter Matte	[Redacted]	[Redacted]	5/4/24
David Rae McKay	[Redacted] Glynok	[Redacted]	6/4/24
DAVID McKay	[Redacted] Glynok	[Redacted]	6/4/24
Achilles Prinos	[Redacted] Glynok	[Redacted]	6/4/24
Angela Prinos	[Redacted] Glynok	[Redacted]	6/4/24
Thao Siewind	[Redacted] Glynok	[Redacted]	6/4/24
Judy Potter	[Redacted]	[Redacted]	6/4/24
Wanda B	[Redacted]	[Redacted]	6/4/24
J Guineet	[Redacted]	[Redacted]	
B Inges	[Redacted]	[Redacted]	
Pat Bussington	[Redacted]	[Redacted]	9/4/24
Janne Todd	[Redacted]	[Redacted]	9-4-24
Neta Welch	[Redacted]	[Redacted]	10-4-24
Marg Carnett	[Redacted]	[Redacted]	11-4-24
Queen Slee	[Redacted]	[Redacted]	11/4/24
Udara (carer 34/10)	[Redacted]	[Redacted]	12/4/24
Maryvet Reglar	[Redacted]	[Redacted]	25/4/24
Jawid Mehal	[Redacted]	[Redacted]	25/4/24
ALAN GILL	[Redacted]	[Redacted]	26/4/24
Helen Richardson	[Redacted] Glynok	[Redacted]	6/5/24
SYBIL GILL	[Redacted]	[Redacted]	4/5/24
Kymberley McClure	[Redacted] West Crofton	[Redacted]	4/5/24
Niam Treanen	[Redacted] Lewick	[Redacted]	4/5/24
Scott Teremen	[Redacted] "	[Redacted]	4/5/24

Name	Unit Number OR Address	Signature	Date
Declan P	[Redacted]	[Redacted]	4/5/24
Emma Trenaman	[Redacted] Lewiston	[Redacted]	4/5/24
Harriet McClure	[Redacted] West Croydon	[Redacted]	04/05/24
Julie Henley	[Redacted] Finton	[Redacted]	4/8/24
Garry Henley	[Redacted] FINTON	[Redacted]	4/8/24
Bathy Squillace	[Redacted] Finton	[Redacted]	4/5/24
Rae Summerton	[Redacted] Finton	[Redacted]	4/5/24
Mara Chiera	[Redacted] Magill	[Redacted]	4/5/24
Math Harris	[Redacted] Vale Pk	[Redacted]	4/5/24
Math Potter	[Redacted] Sefton Pk	[Redacted]	4.5.24
DANIEL TURNER	[Redacted] Sefton Pk	[Redacted]	4/5/24
JODIE HARRIS	[Redacted] CRAPERS WA	[Redacted]	4/5/24
THERON PHIL	[Redacted] CRAPERS WEST	[Redacted]	4/5/24
ANGUS RANKINE	[Redacted] MT BARKER	[Redacted]	4/5/24
Deb Smith	[Redacted] Eden Hills	[Redacted]	4.5.24
Peter Smith	[Redacted] Elantra	[Redacted]	4/5/24
Robert Moran	[Redacted] Glynde	[Redacted]	4/5/24
Alec Shaw	[Redacted] Fairview	[Redacted]	4/5/24
Ros Packer	[Redacted] Fairview	[Redacted]	4/5/24
Amanda Rankine	[Redacted] Mt. Barker	[Redacted]	C
Holly Reid	[Redacted] Rd Ashby	[Redacted]	4/5/24
Iain Reid	[Redacted] Ashby	[Redacted]	4/5/24
Rosie Dubiel	[Redacted] Colonnade	[Redacted]	4.5.24
Janet Sumner	[Redacted]	[Redacted]	4/5/24
Angela Hanner	[Redacted]	[Redacted]	4/5/24
George HANNS	[Redacted]	[Redacted]	4/5/24
MICHAEL MADDIGAN	[Redacted] COLONN	[Redacted]	4/5/24
Bronwyn Turan	[Redacted]	[Redacted]	4/5/24

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

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

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*.

Attachments – Item 9.3

Attachment A

Petition

**Removal of Proposed Timed Parking Control
Harrow Road, First Avenue and Second Avenue, St Peters**



27 MAY 2024

CITY OF NORWOOD
PAYNEHAM & ST PETERS

27 May 2024

To the Mayor and Elected Members of the NPS Council,

On behalf of the residents of Harrow Road, First and Second Avenue, we write to object to changes to the parking controls as proposed by the council in the letter to residents dated 3 May 2024.

Attached is a petition signed by 95 residents who oppose these changes.

This petition was only in action for a few days and speaks for the majority of residents in this area.

What we heard from talking to the residents was that parking controls **should place residents as the highest priority**.

The residents are comfortable with the parking controls remaining in place as they stand today with the understanding that these controls minimise non-residents parking in our streets.

The residents do however expect that their parking needs are a top priority and request that either;

1. Permits be granted (free of charge) to residents when requested so they/others providing services to their house can park near their houses as/when required.

Note currently that no residents can obtain a permit as the council rejects any submissions on the basis that we have enough parking spaces on our property.

This is unreasonable, impractical and actually unsafe if multiple cars have to reverse into the street and then manoeuvre back into the property for the sake of one person getting a car out.

or

2. The council waives any fines issued to a resident/ attendee of that residence.

Assistance with monitoring is required where a resident requests the councils support with non-resident parking in the area.

We believe prioritising resident parking and maintaining these controls gives the right balance between street front usage and safety.

Residents are also concerned that if it became more widely known that they cant get a permit to park in front of their houses in the leafy suburb of St Peters this would also impact house values in the area.

Note that no one wants to park on the street but there are times and situations for example, cleaners, maintenance people, relatives visiting and multiple cars per household which necessitates residents and those attending that house to park out the front of the residence. This is already happening and therefore is no change to the usage of the street as it stands today.

Attached is the petition.

If you have any questions please don't hesitate to contact us.

Kind regards,

Edwina Hicks



Donna Groth



Petition to Object to Change in Timed Parking Controls

Introduction

We, the undersigned residents and concerned citizens of St Peters, hereby petition against the proposed change in timed parking controls on Harrow Road, First Avenue, and Second Avenue.

We believe these changes will adversely affect the community and request the council reject this proposal.

Background:

We believe the proposed alterations in locations that are at close proximity to inner city bus stops and neighbouring businesses will severely impact the culture and safety of our streets which are already extremely busy during peak hours and a thoroughfare for people cutting through the area.

The current parking controls serve the area well by preventing all day parking whilst still allowing residents, visitors, and others to access the area and surrounding businesses during the middle of the day.

Without such controls these streets will be prime locations for city commuters to park and compromise the 'suburban feel' of our tranquil area.

We understand the importance of managing parking in our neighbourhood but believe that the proposed changes are unnecessary and the current arrangements work well.

Reasons for Objections:

1. **Impact on Residents:** Our streetscape is already well utilised with local residents. We choose to live in Adelaide not the bigger eastern cities for the convenience of being able to park near our residences - these changes jeopardise what is a minimum expectation of living in St Peters.
2. **Capacity:** Many residents rely on street parking, especially those without off-street parking. The proposed changes would inconvenience residents and would lead to parking difficulties in the area.
3. **Safety Hazards:** The current parking arrangements mitigate safety concerns in what are already very congested streets during peak hour traffic with moving vehicles - its already considered dangerous and cars have been side swiped from intermittent parking. Removal of these parking restrictions would create further visibility and spatial issues exacerbating the risk of accidents in what are already dangerous sections of the street during these times.
4. **Risk to Pedestrians:** Overcrowded streets and compromised visibility also puts pedestrians at risk. Crossing intersections and navigating sidewalks is more perilous when sightlines are obstructed by parked vehicles, heightening the potential for accidents and collisions.
5. **Community Concerns:** The benefits of our community should be a paramount consideration in any decision regarding parking controls. St Peters should be known as a quiet leafy suburb, not a car park for city commuters to access cheaper bus tickets or ride into the city in what is already a busy suburban location. Ignoring the concerns raised by residents and failing to address them adequately jeopardises the well-being of all members in our community.

Proposed Action: We urge the council to consider the voice of its affected residents and stop the proposed changes to timed parking controls on Harrow Road, First Avenue, and Second Avenue.

Signatories:

Name	Address	Signature
EDWINA HICKS	[REDACTED] ST PETERS	[REDACTED]
RUTH CRAIG	[REDACTED] ST PETERS	
KOSTAS FOTIADIS	[REDACTED] ST. PETERS SA 5069	
NICOLAS PANAGIOTOPOULOS	[REDACTED] ST. PETERS	
Karin Lyook	[REDACTED]	
GAYNOR PARFITT	[REDACTED] ST PETERS	
ALEA HERDE	[REDACTED]	
Jo Elson	[REDACTED] ST PETERS	
James Porter	[REDACTED] College rock 5069	
Sue Krawze	[REDACTED] St Peter's	
RICHARD FIDOCK	[REDACTED] ST PETERS	
SIMON FORD	[REDACTED] ST PETERS	

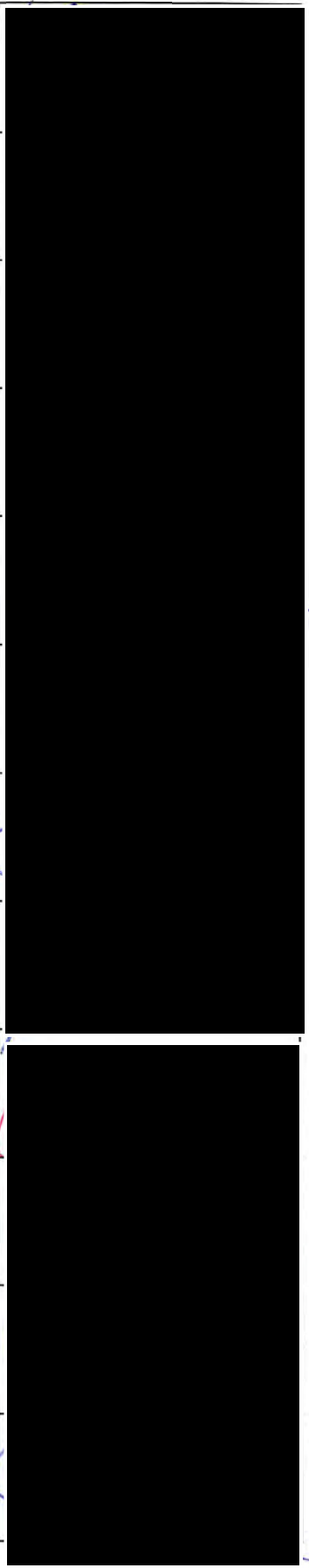
Annie POLTER	[REDACTED] St. Peters
A.M. PASCHERO	[REDACTED] St. Peters
E.T. PSORAKIS	[REDACTED] ST. PETERS
P. D Psorakis	[REDACTED] St Peters
E.K. Winter	[REDACTED] College PK
Ashwin George	[REDACTED] College Park
Max Henry	[REDACTED] college Park
Jeffrey Dutschke	[REDACTED] St Peter
Ingrid Allison	[REDACTED] college park
BRENOT PARESI	[REDACTED] COLLEGE PARK
Nafsika Pasalidas	[REDACTED] St. Peters
Georgia Hoogmans	[REDACTED] St Peters
Kieran Ryan	[REDACTED] st peters

Signatories:

Name	Address	Signature
Rick Shortridge	[Redacted] ST PETERS	[Redacted]
Samantha Hay	[Redacted] ST PETERS	
Amy Mill	[Redacted] ST PETERS	
Morfydd Rugh	[Redacted] ST PETERS	
Margaret Muddell	[Redacted] ST PETERS	
Helen Couznel	[Redacted] ST PETERS	
Olivia Gebhardt	[Redacted] ST. PETERS	
Daniela Rando	[Redacted] ST PETERS	
VIRGINIA BURGON	[Redacted] ST. PETERS	
HELEN BEASLEY	[Redacted] COLLEGE PARK	
Jan Owen	[Redacted]	
Linda Haro	[Redacted] ST PETERS	

Signatories:

Name	Address
Pieter Willem Dorstyn.	[Redacted] College Park
Amanda Warden	[Redacted] college PK
Richard Warden	[Redacted] COLLEGE PARK
Tim Moore	[Redacted] College PK
HELEN MOORE	[Redacted] COLLEGE PK
JEN ADAMS	[Redacted]
BOB ADAMS	[Redacted]
Margaret Yong.	[Redacted] College PK.
Judy Morris	[Redacted] College PK
RICHARD MORRIS	[Redacted] STEPNEY
David Hosking	[Redacted] COLLEGE PARK
Angelo Hasnakey	[Redacted] STEPNEY



Leanne Gale	[REDACTED] St Peters	[REDACTED]
Denis Gale	[REDACTED] St Peter	[REDACTED]
NECK ADCOCK	[REDACTED] ST PETERS	[REDACTED]
Athena Kambona	[REDACTED] St Peter	[REDACTED]
George Hetherington	[REDACTED] St Peter	[REDACTED]
D Montgomery	[REDACTED] ST PETERS	[REDACTED]
Maria Larobina	[REDACTED] St Peter	[REDACTED]
Adam Craig Deex	[REDACTED] Saint Peter	[REDACTED]
SOPHIE HARPER	[REDACTED] ST PETERS	[REDACTED]
JONATHAN DANIEL	[REDACTED] St Peter	[REDACTED]
SUSHANTH SAHA	[REDACTED] St Peter	[REDACTED]
NOEL WILLIAMS	[REDACTED] St Peter	[REDACTED]
A. Patsis	[REDACTED] St. Peter	[REDACTED]

Signatories:

Name	Address	Signature
David Godfrey & Donna Groth	[REDACTED] ST PETERS.	[REDACTED]
NAOMI VON CZARNECKI	[REDACTED] ST. PETERS	[REDACTED]
Justin Ragenovich	[REDACTED] St Peters	[REDACTED]
Bernardino Tirri	[REDACTED] St Peters 5069	[REDACTED]
HUGO SHAW	[REDACTED] ST. PETERS 5069	[REDACTED]
HATHERLETT & SHAW	[REDACTED] ST PETERS 5069	[REDACTED]
Alex Moulds	[REDACTED] ST PETERS 5069	[REDACTED]
Menny Fragley	[REDACTED] St Peters 5069	[REDACTED]
Georgia Blanch	[REDACTED] St Peters 5069	[REDACTED]
Daniel Maung	[REDACTED] St Peters 5069	[REDACTED]
MARIA Straszko	[REDACTED] ST PETERS	[REDACTED]
Anna Straszko	[REDACTED] 5069 St Peters 5069	[REDACTED]

Dad Stephens	[REDACTED] college park	[REDACTED]
Abigail Hanlon Bennett	[REDACTED] College Marie.	
Fay Fan	[REDACTED] College Park	
Ayo Zeb	[REDACTED] College Park	
Martin Usher	[REDACTED] ST Peters	
Phil Cleggett	[REDACTED] St Peters	
Andrew Bishop	[REDACTED] St Peters	
Liz Bishop	[REDACTED] St Peters SA 5069	
Phil Tyler	[REDACTED] st Peters	
[Signature] SERGIO TOMIN	[REDACTED] ST. Peters	
Tim Reid	[REDACTED] St Peters	
Philip UAF ADS	[REDACTED]	
Ryza M.	[REDACTED]	

File Number: qA143775
 Enquiries To: Gayle Buckby
 Direct Telephone: 8366 4542



City of
 Norwood
 Payneham
 & St Peters

3 May 2024

[REDACTED]
 ST PETERS SA 5069

Dear [REDACTED]

PROPOSED TIMED PARKING CONTROL REMOVAL – HARROW ROAD, FIRST AVENUE AND SECOND AVENUE ST PETERS

The City of Norwood Payneham & St Peters has experienced increased car parking pressures from a wide range of users including local residents, business and commercial activity, and people who park within the City but work elsewhere (e.g. commute into the Adelaide CBD).

To address these issues and better manage the limited supply of car parking, the Council is reviewing the current state of parking throughout the City to determine whether the existing parking conditions are equitable and effective, if existing controls are redundant, and if new controls are required.

Any proposed changes to parking will align with the Council's *On-Street Parking Policy* which was endorsed by the Council in 2021.

To read the *On-Street Parking Policy* please visit:

https://www.npsp.sa.gov.au/our_services/parking_vehicles_and_transport/on-street-parking-policy.

A recent review was undertaken along Harrow Road, First Avenue and Second Avenue which identified that current parking controls are underutilised and their removal would result in a more equitable parking supply. The changes will be monitored and adjusted if the desired outcome is not achieved.

As a property owner/occupier that may be affected by proposed changes we are inviting you to provide your feedback prior to finalisation.

What is the proposed change?

It is proposed that the following existing parking controls will be removed.

Harrow Road between College Street and Payneham Road

- Permit Zone 6am-11am Mon – Fri
- Permit Zone 7am -10am Mon – Fri

First Avenue between Harrow Road and St Peters Street

- No Parking 7am-10am Mon – Fri, Resident Parking Only

Second Avenue between Harrow Road and St Peters Street

- Permit Zone 7am -10am Mon-Fri

A markup of the proposed changes is provided in Figure 1, please see attached.

175 The Parade
 Norwood SA 5067

PO Box 204
 Kent Town SA 5071

Telephone
 8366 4555

Email
 townhall@npsp.sa.gov.au

Website
 www.npsp.sa.gov.au



100% Australian Made
 Recycled Paper

Community
 Well-being is...
 Social Equity
 Cultural Vitality
 Economic Prosperity
 Environmental
 Sustainability

Can I apply for a parking permit?

Once the permit zones have been removed, parking permits will no longer be applicable.

How can I provide feedback?

If you would like to provide a response to this proposal, please contact me by telephone on 8366 4542 or email gbuckby@npsp.sa.gov.au before **5:00pm on Monday, 27 May 2024**.

Your feedback is optional and if we do not hear from you by this date, it will be assumed that you do not have any concerns about the proposal.

Thank you for your understanding.

Yours sincerely,



Gayle Buckby
MANAGER, TRAFFIC & INTEGRATED TRANSPORT



FIGURE 1: PROPOSED TIMED PARKING CONTROL REMOVAL – HARROW ROAD, FIRST AVENUE AND SECOND AVENUE ST PETERS

CITY OF NORWOOD
PAYNEHAM & ST PETERS

27 MAY 2024

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

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

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.

Attachments – Item 11.1

Attachment A

Cyclist Crossing at Nelson Street and Henry Street, Stepney

City of Norwood Payneham & St Peters
175 The Parade, Norwood SA 5067

Telephone 8366 4555
Facsimile 8332 6338
Email townhall@npsp.sa.gov.au
Website www.npsp.sa.gov.au



City of
Norwood
Payneham
& St Peters

11.2 PROPOSED CYCLIST REFUGE AT NELSON STREET AND HENRY STREET, STEPNEY

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

PURPOSE OF REPORT

The purpose of this report is to advise the Council of the progress of investigations into the proposed installation of a cyclist refuge at the intersection of Nelson Street and Henry Street, Stepney (hereafter described as the cyclist refuge), that has been identified as a priority action from the Council's Citywide Cycling Plan.

This report includes:

- the design of the cyclist refuge and resulting changes to traffic movements;
- description of the consultation process and responses that have been received;
- investigations undertaken to evaluate concerns which have been raised by respondents; and
- staff recommendations.

BACKGROUND

The *City of Norwood Payneham & St Peters City Wide Cycling Plan 2013* (the Plan), identifies a connected network of cycling streets and an action plan for implementation. A key objective of the Plan is to increase overall cycling rates by making cycling more enjoyable. The Plan emphasised the importance of providing safe crossing points at intersections where a local road intersects with an arterial road. These locations represent the greatest safety risk to cyclists and a significant barrier to the uptake of cycling as a sustainable form of transport.

The road crossing of Nelson Street at Henry Street has been identified as a location where a safe crossing facility is required. Henry Street forms part of a key east-west cycling route between Glynburn Road and Magill Road and traverses through residential streets in Stepney, Maylands, Trinity Gardens and St Morris. It provides a low-traffic, alternative route to cycling on Payneham Road or Magill Road and the Stepney section of the route provides local community access to the St Peters Library, Linde Reserve, Eastern Health Centre and Child Care Centres.

It is also worth noting that the *'Metropolitan Local Government Group Cycling Strategy, 2015'*, also recognises this route as a strategic cycling route and named it the *St Morris Bikeway*. The route extends beyond this City, through the Campbelltown City Council and to the Adelaide Hills. In addition, it provides north-south connections to the Norwood-Magill Bikeway (Beulah Road) and the River Torrens Linear Park.

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 2. A people-friendly, integrated, sustainable and active transport and pedestrian network.

Strategy: Promote the use of alternative transport to motor vehicles.

Strategy: Provide improved and safer movement for cyclists, pedestrians and people using motorised personal vehicles.

Objective 4. A strong, healthy and resilient community.

Strategy: Encourage increased physical activity and healthier lifestyles.

Outcome 4: Environmental Sustainability

"A leader in environmental sustainability"

*Objective 1. Sustainable and efficient management of water, waste, energy and other resources.
Strategy: Promote sustainable and active modes of transport.*

FINANCIAL AND BUDGET IMPLICATIONS

The Council allocated a lump sum of \$25,000 in the 2019-20 Budget to undertake the design for two priority cyclist crossing upgrades, located at:

- Langman Grove and Wicks Avenue; and
- Nelson Street and Henry Street (subject of this report).

The design of the cyclist crossing at Langman Grove and Wicks Avenue was integrated into the Langman Grove Road Reconstruction Project and therefore, this component of the budget was not required.

The cost to prepare the concept design of the cyclist refuge for the Nelson Street and Henry Street crossing was \$2,640. If the implementation of the cyclist refuge is endorsed by the Council, the detailed design process will include engineering survey, lighting design, road safety audit and documentation to DIT standards. This is anticipated to cost in the order of \$15,000 and so there are sufficient funds remaining in the current budget to complete the detail design.

The Department for Infrastructure and Transport (DIT) staff have informed that the cyclist refuge is eligible for allocation of funding from the State Bike Fund. If the implementation for the refuge is endorsed by the Council, State funding for 100% of the construction costs will be sought. Applications for the State Bike Fund open in April 2021, for construction in the 2021-22 financial year.

If the application for State Bike Funding is successful, there would be no additional funding required from the Council. If the funding application is not successful, the estimated cost for construction would be between \$20,000 and \$30,000 depending on whether DIT would allow construction to occur during the day or would allow night time works only.

EXTERNAL ECONOMIC IMPLICATIONS

Creating safer cycling routes can assist to enhance accessibility and broaden the scope and long-term viability of the local business sector.

SOCIAL ISSUES

The implementation of safer and convenient cyclist infrastructure and end-of-trip facilities contributes to fostering a healthier, more active and connected community.

CULTURAL ISSUES

The implementation of a safe cycling network of streets sends a clear signal to our community that the Council understands and supports the multiple benefits that cycling provides to the cultural fabric of the City.

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

The concept design and consultation phase of the project has been undertaken by Council staff. The detailed design and traffic impact assessment has been undertaken by BE Engineering. Management of the detailed design and construction of the cyclist refuge will be undertaken by Council staff.

RISK MANAGEMENT

Potential risks have been managed through the duration of this Project by:

- seeking expert traffic consultant advice regarding traffic impacts arising from the implementation of the cyclist refuge; and
- working closely with DIT staff.

If the implementation of the cyclist refuge is endorsed by the Council, the detailed design will be to DIT Standards and DIT will require approval.

CONSULTATION

- **Elected Members**
Cr Sims, Cr Moorhouse and Cr Patterson are members of the Norwood Payneham & St Peters Bicycle User Group (BUG) and have been involved in discussions regarding this matter.
- **Community**
 - Community and stakeholder consultation was undertaken in September 2020, in the form of a letterbox drop to 324 residents, home owners and businesses. The area for the letterbox drop was bound by Magill Road, Payneham Road, Frederick Street and Olive Road, Stepney.
 - The Norwood Payneham & St Peters BUG.
- **Staff**
General Manager, Urban Planning & Environment
Project Manager, City Assets
- **Other Agencies**
Department for Infrastructure & Transport

DISCUSSION

The Council is committed to implementing a Citywide cycling network as demonstrated by the recent significant investment to the *Norwood-Magill Bikeway* (Beulah Road). In addition, cycling routes are integrated into road reconstruction works when applicable and bicycle logos have been installed on most routes.

The proposed cyclist refuge at the intersection of Nelson Street and Henry Street is a key safety element of the cycling network and in particular the *St Morris Bikeway*. Other streets that form the *St Morris Bikeway* fall within the Trinity Valley Stormwater Drainage Project that is currently in the design phase. Therefore, Council staff are working together to ensure that safe cycling streets are being integrated into the Trinity Valley Stormwater Drainage Project. As such, this upgrade will increase safety and awareness of the entire *St Morris Bikeway* route within the City of Norwood Payneham & St Peters bounds and will likely lead to an increase the number of cyclists using it. This in turn, is likely to increase the need for a safe crossing facility at the intersection of Nelson Street and Henry Street.

Consultation

Nelson Street is under the care and control of the Department for Infrastructure and Transport (DIT) and their approval for the cyclist refuge is therefore required. A meeting was held with DIT staff to discuss the concept design. DIT staff identified that the cycling route aligns with the *Metropolitan Local Government Group Cycling Strategy* and the installation of the cyclist refuge was strongly supported.

Community and stakeholder consultation was undertaken in September 2020, in the form of a letterbox drop to 324 residents, home owners and businesses. The area for the letterbox drop was bound by Magill Road, Payneham Road, Frederick Street and Olive Road, Stepney. The letter included the background to the project, an illustration of the design and details of the proposed traffic restrictions and impacts. The recipients were invited to indicate whether they supported, did not support or were undecided about the cyclist refuge and space was provided for comments. The consultation letter and survey is contained in **Attachment A**.

129 submissions were received which represented a 40% response rate. Of these submissions:

- 51 supported the cyclist refuge (40%).
 - respondents had a clear understanding of the need for improved and safer crossing for cyclists;
- 67 did not support the cyclist refuge (52%)
 - respondents raised concerns with the potential for increased traffic volumes in the local road network east of Nelson Street.
- 11 were undecided (8%).
 - most respondents understood the need for a safer crossing but were equally concerned at the potential impact to the local road network.

A copy of each submission, is contained in **Attachment B**.

The key concerns that were raised by these respondents are discussed in detail below.

Streets in Stepney will be impacted by more traffic

Respondents are concerned that the traffic will divert into other streets (Laura Street, Flora Street, Ann Street and Alfred Street) as motorists change their exit point from Henry Street to Alfred Street. The concern was that this traffic would increase travel time, reduce the safety and amenity for the residents of these streets and make it difficult to reverse out of driveways. It was noted that the impacts are exacerbated because the streets are already very narrow and on-street parking allows for one-travel at a time.

Staff response: The traffic counts (7:00am to 7:00pm) indicate that less than 20 vehicles per hour are likely to be displaced to alternative routes and this traffic is assumed to be local traffic from within the area. Laura Street, Flora Street, Ann Street and Alfred Street all carry less traffic than Henry Street and have the capacity for the anticipated minor traffic diversions. In addition, the traffic movement bans may deter some non-local traffic from rat-running through Maylands and Stepney which would result in an overall reduction of traffic volumes.

All vehicle movements out of Henry Street are required

Respondents are concerned that:

- there was a lack of exit points from the Stepney and Maylands area and reducing all exits to Alfred Street would result in intolerable restrictions; and
- Henry Street west is a commercial area and requires unrestricted access for heavy vehicles.

Staff response: The Henry Street exit will remain open for left turning traffic. Traffic data showed that this is by far the predominant movement comprising of approximately 80% of all movements. The low through and right volumes indicate that this manoeuvre is already unfavourable, likely due to the delays waiting for sufficient gaps in the Nelson Street traffic.

Travel time will increase

A number of respondents are concerned that the reduction in turning movements and increased traffic congestion would inconvenience their motor vehicle trips and increase their travel time.

Staff response: The traffic data identified that the through and right turn movements (that would be banned) are low volume. This indicates that these movements (requiring the crossing of two lanes of traffic in Nelson Street) are already unfavourable. This is likely due to the delays waiting for sufficient gaps in the Nelson Street traffic. Motorists who do perform that manoeuvre would see a marginal increase in travel time. The shortest diversion would be to turn left onto Nelson Street and perform a U-turn in front of either Union Street or Alfred Street.

U-turns in Nelson Street are hazardous

A number of respondents are concerned that additional u-turns on Nelson Street (opposite Alfred Street and Union Street) would reduce safety and/or increase congestion at these locations. It was noted by the respondents that the u-turn manoeuvre is already hazardous and additional queuing will increase the risk of rear-end collisions and also block sight distance to vehicles wanting to turn right into Ann Street

Staff response: The peak hour traffic counts from February 2020 indicates that if two-thirds of the displaced vehicles performed U-turns instead of diverting to other streets, there would be:

- 11 vehicles from Henry Street east turning left onto Nelson Street and perform a U-turn opposite Union Street; and
- 14 vehicles from Henry Street west turning left into Nelson Street and perform a U-turn opposite Alfred Street.
- U-turns are permitted at both Union Street and Alfred Street and these are both T-junctions. The cyclist refuge will ban higher-risk U-turns from being undertaken at 4-way intersection of Henry Street.
- Staff at the Department for Transport and Infrastructure have reviewed the design drawings and traffic impacts and did not raise concern regarding the additional U-turns.

A cyclist refuge is not required

A number of respondents noted that the cyclist refuge was not required because:

- cyclists do not use Henry Street;
- Henry Street is too busy and narrow for cyclists;
- cyclists should ride on along Magill Road, Payneham Road and Beulah Road instead; and/or
- cyclists can already cross at the break in the median island approximately 50 metres to the south of Henry Street.

Staff response: The 12-hour traffic counts confirmed that cyclists do ride along Henry Street (96 cyclists recorded), and the 51 respondents who supported the implementation of the cyclist refuge commented that they ride along Henry Street and would welcome the road crossing safety improvement. It is also noted that the St Morris Bikeway is not completed and so bike riders are not aware that the route exists. When the bikeway is completed, wayfinding signage and safer streets will likely attract more cyclists.

The existing break in the median requires that cyclists ride 100 metres out of their way safely cross Nelson Street. To create a high quality cycling route that encourages more people to ride, it is important to locate safe road crossings along the route (not offset) where possible. Facilities that add unnecessary distance to a route are often unused and do not represent a safe, connected cycling network.

Businesses will be affected

Several respondents are concerned that the traffic restrictions would adversely affect businesses in the area, deter prospective tenants from renting properties and impede access to the child care centres on Henry Street west.

Staff response: The additional traffic restrictions do not *prevent* access to any businesses but simply change some travel patterns. It is considered highly unlikely that the traffic restrictions would impede any business activity.

The Otto's development will exacerbate traffic issues further

Two (2) respondents are concerned that the traffic impacts will be exacerbated with more traffic from the future Otto's development.

Staff response: The proposed re-zoning of the Otto's Timberyard land adjacent Magill Road is yet to be approved by the Minister for Planning and there are currently no land use proposals under assessment for the Otto's site. As such, the traffic impacts from a future 'unknown' Otto's development is not considered to be a relevant consideration to the proposed cyclist refuge.

A meeting was held with the Norwood Payneham & St Peters BUG and the Manager, Traffic & Integrated Transport to discuss the consultation feedback. The Norwood Payneham & St Peters BUG discussed the traffic impact concerns of the respondents and whether there was an alternative route and/or crossing location. It was unanimously agreed that due to the street layout, a safe crossing point at Nelson Street and Henry Street was the only viable solution for a continuous, safe cycling route.

Traffic Data

During the design process, it was identified that some movements out of Henry Street would need to be banned for the cyclist refuge to fit within the road layout. Traffic data was carefully analysed so that the movements with the least traffic were banned and the highest traffic movements were maintained.

General traffic volume and speed data for the area was undertaken in 2017, and additional turning counts at the intersection on Henry Street and Nelson Street were undertaken on February 12, 2020. This data in detail is provided in **Attachment C**.

The turning counts provided information of each traffic movement and therefore the percentage of traffic likely to be impacted by the installation of the cyclist refuge. The movement percentages and whether that movement is maintained or banned is listed in Table 1 below.

TABLE 1: PERCENTAGE OF TRAFFIC IMPACTED

Henry Street (west)	Henry Street (east)
85% turn left out of Henry Street: maintained	78% turn left out of Henry Street: maintained
6% straight to Henry Street east: banned	6% straight to Henry Street west: banned
9% turn right into Nelson Street: banned	16% turn right into Nelson Street: banned

The 2017 traffic data for each street within close vicinity of the cyclist refuge is shown in Table 2 below.

East of Nelson Street, Henry Street carries the highest traffic volumes at 1,685 vehicles per day, followed by Alfred Street with 1,350 vehicles per day. Laura Street, Ann Street and Flora Street all carry less than 1,000 vehicles per day. These volumes are typical, given that the Avenues shopping centre is within this precinct.

West of Nelson Street, Henry Street carries in the order of 1,900 vehicles per day. This higher traffic volume is evenly split in each direction and is a result of the commercial activity.

TABLE 2: TRAFFIC DATA 2017

Street (east of Nelson Street)	Section	Traffic volume (vehicles per day)	Traffic speed (85 th percentile)
Henry Street	Nelson Street to Ann Street	1,685 (directions evenly split)	28.6 km/h
Alfred Street	Nelson Street to Ann Street	1350 (516 eastbound & 833 westbound)	36.9 km/h
Laura Street	Ann Street to Morcomb Street	731 (233 eastbound, 498 westbound)	38.4km/h
Ann Street	Henry Street to Lindas Lane	773 (directions evenly split)	43.8 km/h
Ann Street	Olive Road to Flora Street	801 (directions evenly split)	40.2 km/h
Flora Street	Ann Street to Battams Street	379 (213 eastbound & 166 westbound)	37.6 km/h
Street (west of Nelson Street)	Section	Traffic volume (vehicles per day)	Traffic speed (85 th percentile)
Henry Street	Stepney Street to Nelson Street	1,908 vehicles per day (directions evenly split)	45.2km/h

On the day of the turning count survey:

- seventeen (17) vehicles were counted turning right out or driving across Nelson Street from Henry Street (east) during the highest peak hour (AM peak), and
- Twenty-two (22) vehicles were counted turning right out or driving across Nelson Street from Henry Street (west) during the highest peak hour (PM peak).

If the cyclist refuge is installed, traffic that currently turns right out of Henry Street or crosses over Nelson Street would be required to change their traffic patterns.

The traffic would likely be split as follows:

- vehicles may divert to adjacent streets to line up with a median break in Nelson Street. E.g. westbound vehicles to Alfred Street and westbound vehicles to Union Street; or
- vehicles may turn left at Henry Street and perform a u-turn at the nearest opportunity; either Alfred Street or Union Street, or
- non-local traffic may continue along the arterial roads instead of rat-running through the local street network.

This change in traffic patterns is considered to be within the capacity of the existing street layout. Of particular note is that the traffic restrictions may discourage some of the rat-running of non-local traffic through Maylands and Stepney.

Traffic Impact Assessment

Given that the majority of respondents who do not support the proposal have concerns about the impact of traffic in the adjacent streets, Council staff engaged traffic consultants (BE Engineering Solutions) to provide a Traffic Impact Assessment Report. This report is summarised below and the full report is contained in **Attachment D**.

- the through and right turn movements are low volume and the banning of these represents a minor traffic impact;
- the traffic counts (7am to 7pm) indicate that less than 20 vehicles per hour are likely to be displaced to alternative routes and this traffic is assumed to be local traffic from within the area;
- the ban on right turn movements at the intersection will likely deter any non-local through traffic. This traffic is likely to remain on the collector and arterial road network and result in a reduction of traffic volumes on Henry Street;
- it is anticipated that U-turn movements at Alfred Street (north of Nelson Street) and at Union Street (south of Nelson Street) may increase for motorists who want to access Henry Street;
- site observations confirmed that U-turns are currently conducted at Henry Street, Alfred Street and Union Street; and
- the cyclist refuge will improve road safety by removing the high risk of conducting a U-turn at the Henry Street 4-way intersection (noting that Union Street and Alfred Street are T-junctions not 4-way intersections).

The BE Engineering Solutions report has concluded that the implementation of the cyclist refuge will improve road safety with negligible traffic impacts to the local road network and will affirm the Council's commitment to the local and broader community to provide improved infrastructure that supports an increase in cycling throughout the City of Norwood Payneham & St Peters.

OPTIONS

The Council has two (2) options available in respect to this project. The Council could resolve to either:

- Option 1** Endorse the implementation of the cyclist refuge at the intersection of Nelson Street and Henry Street (as contained in **Attachment E**), or
- Option 2** Resolve not to proceed with the implementation of the cyclist refuge at the intersection of Nelson Street and Henry Street (as contained in **Attachment E**).

CONCLUSION

The engagement phase of the project identified that a majority of respondents who do not support the implementation of the cyclist refuge, mostly due to their concerns about the impact on traffic. Independent traffic consultants have analysed the traffic impacts and concluded that the implementation of the cyclist refuge would improve road safety with negligible traffic impacts to the local road network and affirm the Council's commitment to the local and broader community to provide improved infrastructure that supports an increase in cycling throughout the City of Norwood Payneham & St Peters.

The installation of the refuge is also supported by DIT.

On balance, having regard to the outcomes of the consultation and traffic data analysis, it is recommended that the Council proceed to implement the cyclist refuge at the intersection of Nelson Street and Henry Street.

COMMENTS

Henry Street, Stepney forms part of the *St Morris Bikeway* which although not complete, is recognised as a metropolitan strategic cycling route. Nelson Street has been identified as a barrier for cyclists travelling east-west on Henry Street 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.

Implementation of the *Citywide Cycling Plan* demonstrates the Council's strong support to State and Federal Government initiatives and targets that aim to reduce car dependence and increase the number of people cycling as a sustainable transport mode. To achieve the strategic outcome, infrastructure improvements supported by community engagement and education are required on arterial and local road networks and the Council is well positioned to deliver the Plan with grant funding by all tiers of Government.

As the Council continues to work through delivering the Cycling Plan, it will be deal with and manage the car versus bicycle dichotomy. Cyclists represent a minority of road users but are the most vulnerable of road users. Providing safe road crossings is critical to achieve all of the key aims of the 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. In the case of this cyclist refuge, it is the introduction of some traffic restrictions and a change in traffic patterns. The Council must weigh up the benefits and dis-benefits as discussed in this report.

RECOMMENDATION

1. That the cyclist refuge at the intersection of Nelson Street and Henry Street be installed as contained in Attachment E.
 2. The Council notes that an application will be made to the State Bike Fund for funding to cover 100% of the construction costs of the cyclist refuge at the intersection of Nelson Street and Henry Street.
 3. That the Chief Executive Officer be authorised to make any minor amendments to the detailed design as necessary to finalise the documentation in a form suitable for construction.
 4. The Council notes that should the State Bike Fund agree to fund 100% of the construction costs of the cyclist refuge at the intersection of Nelson Street and Henry Street, this project will proceed to tender and construction in the 2020-21 year.
 5. That if funding is not received from the State Bike Fund, the Council notes that a Budget submission will be prepared for its consideration, as part of the Draft 2021-2022 Budget.
-

Cr Moore declared a conflict of interest in the matter, as she resides in Henry Street, Maylands and left the meeting at 7.19pm.

Cr Patterson moved:

1. *That the cyclist refuge at the intersection of Nelson Street and Henry Street be installed as contained in Attachment E.*
2. *The Council notes that an application will be made to the State Bike Fund for funding to cover 100% of the construction costs of the cyclist refuge at the intersection of Nelson Street and Henry Street.*
3. *That the Chief Executive Officer be authorised to make any minor amendments to the detailed design as necessary to finalise the documentation in a form suitable for construction.*
4. *The Council notes that should the State Bike Fund agree to fund 100% of the construction costs of the cyclist refuge at the intersection of Nelson Street and Henry Street, this project will proceed to tender and construction in the 2020-21 year.*
5. *That if funding is not received from the State Bike Fund, the Council notes that a Budget submission will be prepared for its consideration, as part of the Draft 2021-2022 Budget.*

[The above highlighted resolution was rescinded at the Council meeting held on 3 May 2021. Refer to Item 10.1, page 8 of the Council Minutes dated 3 May 2021]

Seconded by Cr Sims and carried.

Cr Moore returned to the meeting at 8.06pm.

Attachment B

Cyclist Crossing at Nelson Street and Henry Street, Stepney

City of Norwood Payneham & St Peters
175 The Parade, Norwood SA 5067

Telephone 8366 4555
Facsimile 8332 6338
Email townhall@npsp.sa.gov.au
Website www.npsp.sa.gov.au



City of
Norwood
Payneham
& St Peters

**10.1 PROPOSED CYCLIST REFUGE AT NELSON STREET AND HENRY STREET, STEPNEY –
RESCISSION OF MOTION – SUBMITTED BY CR CONNIE GRANIZIO**

NOTICE OF MOTION: Proposed Cyclist Refuge at Nelson Street and Henry Street, Stepney
SUBMITTED BY: Cr Connie Granozio
FILE REFERENCE: qA1039 qA59632
ATTACHMENTS: Nil

Pursuant to Regulation 12(1) of the *Local Government (Procedures at Meetings) Regulations 2013*, the following Notice of Motion has been submitted by Cr Connie Granozio.

NOTICE OF MOTION

That the following resolution passed by the Council at its Council meeting held on 1 February 2021 (Item 11.2, page 13 of the Minutes) be rescinded:

1. *That the cyclist refuge at the intersection of Nelson Street and Henry Street be installed as contained in Attachment E.*
2. *The Council notes that an application will be made to the State Bike Fund for funding to cover 100% of the construction costs of the cyclist refuge at the intersection of Nelson Street and Henry Street.*
3. *That the Chief Executive Officer be authorised to make any minor amendments to the detailed design as necessary to finalise the documentation in a form suitable for construction.*
4. *The Council notes that should the State Bike Fund agree to fund 100% of the construction costs of the cyclist refuge at the intersection of Nelson Street and Henry Street, this project will proceed to tender and construction in the 2020-21 year.*
5. *That if funding is not received from the State Bike Fund, the Council notes that a Budget submission will be prepared for its consideration, as part of the Draft 2021-2022 Budget.*

REASONS IN SUPPORT OF MOTION

While I support cycling, this proposal seems unlikely to make a huge difference for the following reasons:

- cyclists do not really use Henry Street as it is not bike-friendly because of the humps;
- there is a lack of exit points in Stepney. Henry Street is an important exit route;
- it would also cause a rat race and cause chaos through other streets eg. Laura Street;
- I feel there is too little bicycle users versus cars;
- having to do a left-hand turn from Henry Street and then do a U-turn on Nelson Street to travel north for the sake of a few cyclists, will cause a traffic hazard. There is also already an island refuge only 20 metres away, surely this could accommodate cyclists; and
- not being able to cross directly onto Nelson Street will no doubt cause great inconvenience to road users.

**STAFF COMMENT
PREPARED BY GENERAL MANAGER, URBAN PLANNING & ENVIRONMENT**

The installation of a cyclist refuge at the intersection of Henry Street and Nelson Street has been identified as a priority action arising from the Council's *City-Wide Cycling Plan*. Henry Street forms part of a key east-west cycling route between Glynburn Road and Magill Road and traverses through residential streets in Stepney, Maylands, Trinity Gardens and St Morris. It provides a low-traffic, alternative route to cycling on Payneham Road or Magill Road and the Stepney section of the route provides local community access to the St Peters Library, Linde Reserve, Eastern Health Centre and Child Care Centres. It is also worth noting that the *'Metropolitan Local Government Group Cycling Strategy, 2015'*, recognises this route as a strategic cycling route and named it the *St Morris Bikeway*. The route extends beyond this City, through the Campbelltown City Council and to the Adelaide Hills. In addition, it provides north-south connections to the *Norwood-Magill Bikeway* (Beulah Road) and the River Torrens Linear Park.

As part of the 'up front' investigation and planning process for the proposal to install a cyclist refuge, a twelve (12) hour traffic count was undertaken in February 2020 by Tonkins on behalf of the Council. The traffic count identified 74 cyclist movements that would have been able to use the refuge on that day (e.g. Henry Street through movements plus Nelson Street right turn movements into Henry Street). This data infers that the intersection and Henry Street is in fact a popular and well utilised cycling route.

In addition, it is worth noting that the presence of speed humps on Henry Street assists to create a slower speed environment for motor vehicles and this actually creates a safer and more attractive route for cyclists.

Cr Moore declared a conflict of interest in this matter as she resides in Henry Street, Maylands and left the meeting at 7.21pm.

Cr Patterson declared a perceived conflict of interest as she is a member of the Norwood Payneham & St Peters Bicycle User Group (BUG) and Bike Adelaide. Cr Patterson advised that she would remain in the meeting and take part in the discussion regarding this matter.

Cr Moorhouse declared a perceived conflict of interest as he is a member of the Norwood Payneham & St Peters Bicycle User Group (BUG) and Bike Adelaide. Cr Moorhouse advised that he would remain in the meeting and take part in the discussion regarding this matter.

Cr Sims declared a perceived conflict of interest as he is a member of the Norwood Payneham & St Peters Bicycle User Group (BUG) and Bike Adelaide. Cr Sims advised that he would remain in the meeting and take part in the discussion regarding this matter.

Cr Granozio moved:

That the following resolution passed by the Council at its Council meeting held on 1 February 2021 (Item 11.2, page 13 of the Minutes) be rescinded:

- 1. That the cyclist refuge at the intersection of Nelson Street and Henry Street be installed as contained in Attachment E.*
- 2. The Council notes that an application will be made to the State Bike Fund for funding to cover 100% of the construction costs of the cyclist refuge at the intersection of Nelson Street and Henry Street.*
- 3. That the Chief Executive Officer be authorised to make any minor amendments to the detailed design as necessary to finalise the documentation in a form suitable for construction.*
- 4. The Council notes that should the State Bike Fund agree to fund 100% of the construction costs of the cyclist refuge at the intersection of Nelson Street and Henry Street, this project will proceed to tender and construction in the 2020-21 year.*
- 5. That if funding is not received from the State Bike Fund, the Council notes that a Budget submission will be prepared for its consideration, as part of the Draft 2021-2022 Budget.*

Seconded by Cr Dottore and carried.

Division

Cr Sims called for a division and the decision was set aside.

Those in favour:

Cr Whittington, Cr Knoblauch, Cr Minney, Cr Duke, Cr Dottore, Cr Stock and Cr Granozio.

Those against:

Cr Patterson, Cr Sims, Cr Mex, Cr Callisto and Cr Moorhouse.

The Mayor declared the motion carried.

Cr Sims left the meeting at 8.14pm.

Cr Moore returned to the meeting at 8.14pm

Cr Callisto left the meeting at 8.14pm.

Attachment C

Cyclist Crossing at Nelson Street and Henry Street, Stepney

City of Norwood Payneham & St Peters
175 The Parade, Norwood SA 5067

Telephone 8366 4555
Facsimile 8332 6338
Email townhall@npsp.sa.gov.au
Website www.npsp.sa.gov.au



City of
Norwood
Payneham
& St Peters

Memorandum

IPP Package O – Nelson Street and Henry Street Investigations Summary

IPP-AMJV-731-001-RP-OP-DO-0476

Rev A

5/05/2022



aurecon

M
MOTT
MACDONALD **M**

Document Control

Document Details						
Developed By		Aurecon Mott MacDonald Joint Venture (AMJV)				
Project Name		IPP Package O – Inner and Middle Adelaide Cycling Improvement Projects				
Document Title		IPP Package O – Nelson Street and Henry Street Investigations Summary				
Document ID		IPP-AMJV-731-001-RP-OP-DO-0476				
KNET Reference						
Rev	Date	Revision Details/Status	Prepared By	Author	Reviewer	Approver
A	5/05/2022	Draft for review	AMJV	AMJV	ME	TA
Current Revision		A				

Approval			
Author Signature		Approver Signature	
Name	Demi Starick	Name	Trudy Angrave

Contents

1	Background	4
1.1	Integrated Planning Partner – Package O.....	4
1.2	About this Project.....	4
1.3	Existing Conditions	4
1.4	Previous council proposal.....	5
1.5	Project progress.....	6
2	Intersection treatment options	8
3	Outcome.....	10

Appendices

No table of contents entries found.

List of figures

Figure 1: Subject site	5
Figure 2: Proposed concept, City of NPSP (2021).....	6
Figure 3: Proposed 20% Design.....	7

All rights reserved | The information/data furnished in our document is confidential and competitive information proprietary to Aurecon or its subcontractors, the release of which would harm the competitive position of Aurecon or its sub-contractors/consultants. This information/data shall not be reproduced, stored in a retrieval system, transmitted in any form or by any means, used or disclosed in whole or in part, for any purpose other than to evaluate and adjudicate this document. If Aurecon is shortlisted or a contract is awarded to Aurecon as a result of this solicitation, or in connection with the submission of such information/data, the right (and the extent thereof) to reproduce, store, transmit, use or disclose this information/data must, by agreement, be included in such contract.



1 Background

1.1 Integrated Planning Partner – Package O

The Aurecon Mott Macdonald Joint Venture (AMJV) Integrated Planning Partner (IPP) project team was engaged to deliver **Package O – Inner and Middle Adelaide Cycling Improvements Annual Program** of the IPP Program of Works in May 2021. The original scope for Package O was to deliver 20% detailed design and Level 2 cost estimates, with an accompanying planning report, for a series of cycling projects. This planning report and associated documentation was issued to the Department of Infrastructure and Transport (DIT) via Transmittal Number *510754-0000-DO-TR-0027* on 2 July 2021.

On 22 July 2021, DIT approached the AMJV to progress the eight original Package O projects to detailed design and construction this financial year (FY 21/22) which have received funding through the Inner and Middle Adelaide Cycling Improvements Annual Program.

1.2 About this Project

The Nelson Street and Henry Street intersection, located within the jurisdiction of the City of Norwood Payneham and St Peters (NPSP), was one of the sites investigated for upgrade.

The primary objectives of upgrades to this intersection were:

- improve safety of the intersection for all road users
- maintain or improve connectivity and access for cyclists
- allow for pedestrian crossing facilities, where appropriate
- minimise cost and impacts on existing infrastructure and services.

1.3 Existing Conditions

The Nelson Street and Henry Street intersection is in Stepney (refer to Figure 1), located approximately 3 km from the Adelaide CBD. Nelson Street is a sub-arterial, dual lane carriageway under the care of DIT. Henry Street is a two-way collector road with one lane in each direction under the care of the City of NPSP.

The intersection currently has no crossing facilities for cyclists or pedestrians, with the nearest crossing facility (a median island refuge) located 50 m to the south on Nelson Street (refer to Figure 1).



Figure 1: Subject site

(Source: Modified from Location SA)

1.4 Previous council proposal

In early 2021, the City of NPSP proposed a passive cyclist crossing treatment at the Nelson Street and Henry Street intersection. This treatment, as shown in Figure 2, included:

- banned right turn movements from Henry Street (east and west) onto Nelson Street
- banned through movements on Henry Street (east and west) across Nelson Street
- retained right turn movements from Nelson Street onto Henry Street (east and west)
- painted bicycle boxes on Henry Street approaches for cyclist storage
- central median island refuges for bicycles on Nelson Street.

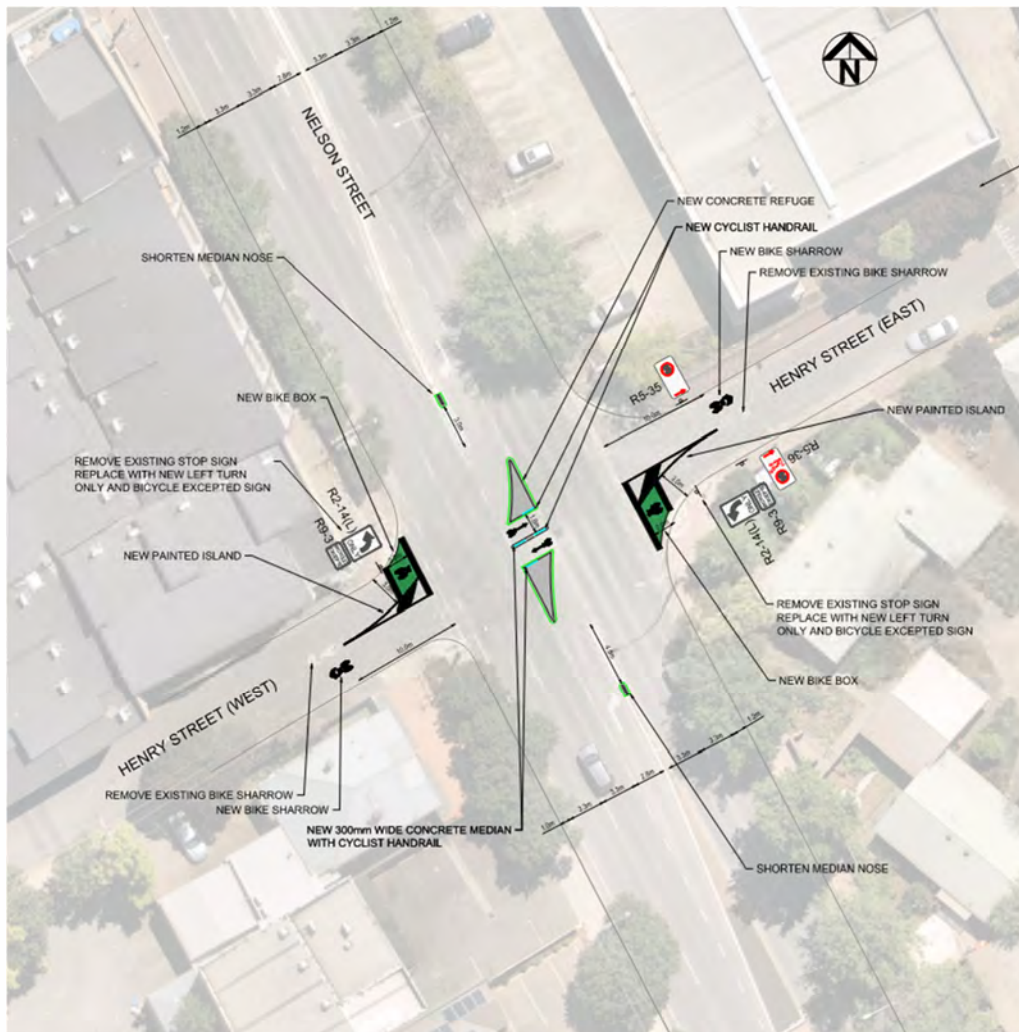


Figure 2: Proposed concept, City of NPSP (2021)

(Source: City of NPSP, *PRO097 Sheet 1*, January 2021)

The proposal was presented to the community in early 2021 and was overwhelmingly objected due to the proposed movement bans. Consequently, the treatment was not pursued further by the City of NPSP. The community's prior objection to movement bans at this intersection served to inform the AMJV's design proposals (as outlined in subsequent sections).

1.5 Project progress

Early discussions considered converting the existing median refuge (refer to Figure 1) to a Bicycle and Pedestrian Actuated Crossing. Ultimately, this option was disregarded as it did not serve to improve connectivity for cyclists and pedestrians at the intersection.

Designs for the Nelson Street and Henry Street intersection were initially progressed to a nominal 20% design level.

The 20% design, as shown in Figure 3, was based on a signalised intersection to accommodate the direct desire line for cyclists and pedestrians but was unable to be progressed into 70% design due to the following issues:

- There was inadequate space to fit a kerb ramp and adequate landing within the south-western verge of Nelson Street.
- The existing kerb ramp crossings on Nelson Street (west) did not provide access to Henry Street and it was not possible to adjust these ramps to provide access to Nelson and Henry St without land acquisition.
- The existing ingress and egress of Henry Street (west & east) did not cater for an 8.8 m service vehicle with a turn radius of 12.5 m or a turn radius of 9 m, thus the design vehicle has to use the adjoining through lanes to complete any manoeuvre into or out of Henry Street.
- The swept paths of the ingress and egress clash within Henry Street. A hold line will have to be set-back approximately 12.5 m from the Nelson Street carriageway to avoid this clash, consequently creating substantially inadequate sight distance for left vehicles existing Henry Street.
- If the existing road arrangement is changed, road widening of Henry Street would be required to fit the design vehicle. Should road widening be undertaken it is likely that service relocations would be required and potentially land acquisition. Preliminary advice from SA Power Networks was that the undergrounding of high voltage lines, and relocations of a transformer would be required.

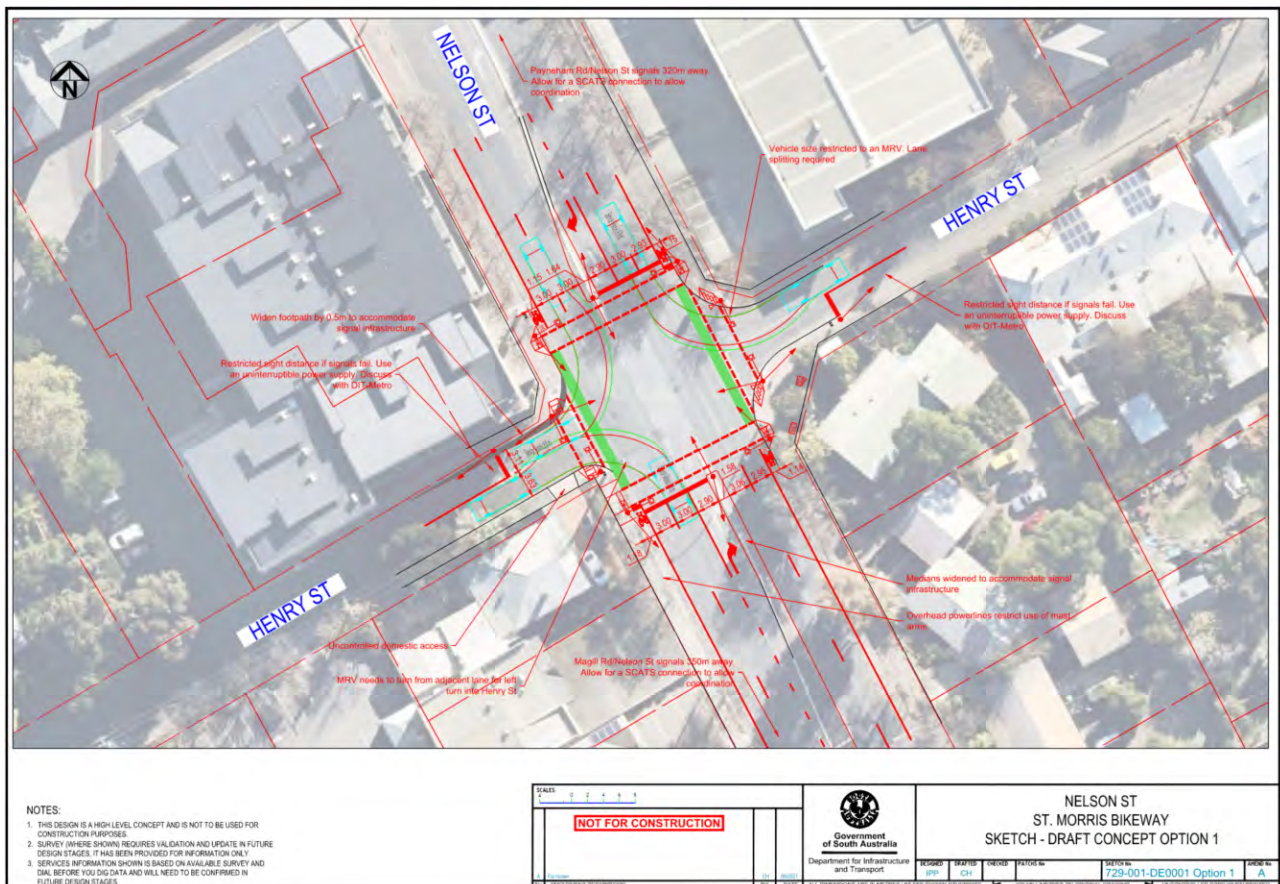


Figure 3: Proposed 20% Design

2 Intersection treatment options

Following the resolution that the 20% design was not workable, DIT requested that alternative options be explored through high level investigations, with the following additional objectives:

- no land acquisition to be undertaken
- no movement bans.

The AMJV identified 3 options for the upgrade of the Nelson Street and Henry Street intersection:

- signalised intersection (20% design)
- a Bicycle and Pedestrian Actuated Crossing (BPAC) with a single lane through Nelson Street
- a BPAC maintaining current lane arrangements on Nelson Street
- a single lane roundabout.

The following sections briefly summarise each of the above treatments and their anticipated issues.

Bicycle and Pedestrian Actuated Crossing with a single lane through Nelson Street

A BPAC with a single lane through Nelson Street was considered for the intersection.

Initial investigations revealed that the proposed BPAC provided insufficient capacity for traffic volumes on Nelson Street and therefore this design did not progress.

Bicycle and Pedestrian Actuated Crossing with current lane arrangements

A BPAC maintaining current lane arrangements on Nelson Street was also considered for the intersection including:

- signals offset from the intersection relying on path connections
- BPAC with a single stage crossing set near the rear of existing right turn lane (on the southern approach), with right turn lane extended beyond crossing or BPAC aligned with existing median refuge island
- alternative of a staged BPAC.

The following issues were identified with proposed design:

- Footpaths were unlikely to meet compliance criteria for ramps and wheelchair/bicycle manoeuvring space due to property constraints.
- Any shared paths would not meet minimum widths (in particular, minimum clearances) on the south-western side of Nelson Street and would be subject to significant narrowing around poles (lighting, electrical, traffic signal, etc.), even if tree removal was possible.
- The existing right turn lanes are only 2.6m wide and existing on-road bicycle lanes are only 1.0-1.1m wide to the kerb face and changes to these lanes would trigger compliance to current lane width requirements.
- Removal of space from the road to accommodate path widening and ramp compliance is not possible without impacting upon the safety of already narrow on-road bicycle lanes.
- A single stage crossing through the right turn lane would likely require the removal of the existing pedestrian refuge island to the south to achieve queuing lengths into Henry Street and there would be some risk of right turners blocking the crossing.
- A signalised 2-stage crossing closer to Henry Street than the existing crossing would require a significant reduction to the right turn lane into Henry Street (and therefore increase risk of queuing beyond the right turn lane and over the crossing) or require a removal of one of the right turns into Henry Street (which was previously not supported).

- A signalised crossing point at the existing median refuge facility would not provide the benefits sought of this project since it is some way off the existing desire line and currently underutilised by cyclists. This was confirmed with Gayle Buckby at Norwood, Payneham and St Peters Council.
- Any small amount of available lane width on Nelson Street may be better used to widen the existing narrow bicycle lanes to improve the safety of cyclists travelling within these lanes.

Due to the above issues, the proposed BPAC design was not progressed.

Single lane roundabout

A single lane roundabout was proposed for the intersection upgrade.

The following issues were identified with the proposed roundabout design:

- Priority traffic flows would change, i.e. changes priority from the main road (Nelson Street) to the side street (Henry Street), which is not desirable.
- A roundabout does not provide a controlled situation (with vehicle traffic stopped) for priority cyclist and pedestrian movements and the geometry created difficulties in fitting zebra or wombat crossings.
- If semi-trailer movement is to be accommodated from a geometric design perspective, significant land acquisition would be required.
- Costs for a roundabout may be higher than other proposed treatments, which will be exacerbated by ineligibility for funding under the Australian Government's Black Spot Program due to only 5 property damage only (non-casualty) crashes occurring at the intersection over the most recent five-year period (less than the 3 casualty crashes over a five-year period required for eligibility).
- DIT indicated that a single lane approach on Nelson Street was not supportable and a dual lane roundabout could not fit within the current road reserve area.

Due to the abovementioned issues, the roundabout design was not progressed.

3 Outcome

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.



11.2 2023 COMMUNITY SURVEY – FINAL REPORT

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

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

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

Outcome 2 – Cultural Vitality

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

Outcome 3 – Economic Prosperity

The level of community satisfaction with the Council's performance in attracting and supporting businesses	Achieve a business perception rating higher than the average from the previous four Council Community Surveys: Target: > 3.65	3.8	Target achieved
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 resident perception rating higher than the average from the previous four Council Community Surveys: Target: > 4.2	4.1	Target not achieved
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 business perception rating higher than the average from the previous four Council Community Surveys: Target: > 3.65	3.9	Target achieved

Outcome 4 – Environmental Sustainability

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

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

No cultural issues.

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.

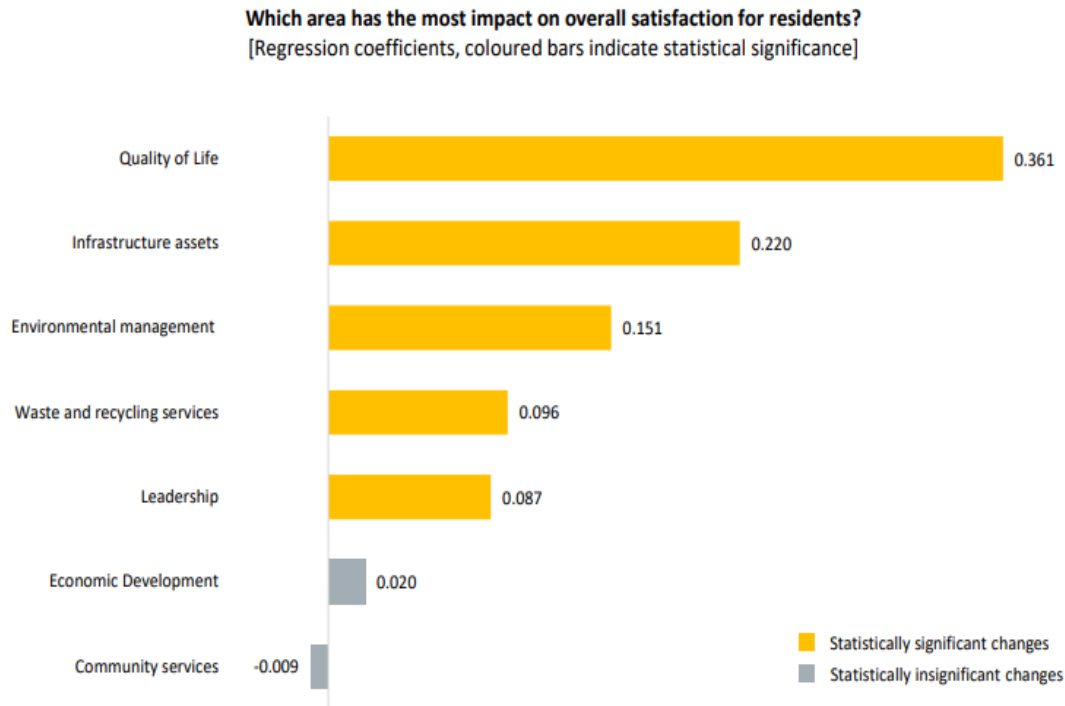
Overall Resident Satisfaction

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

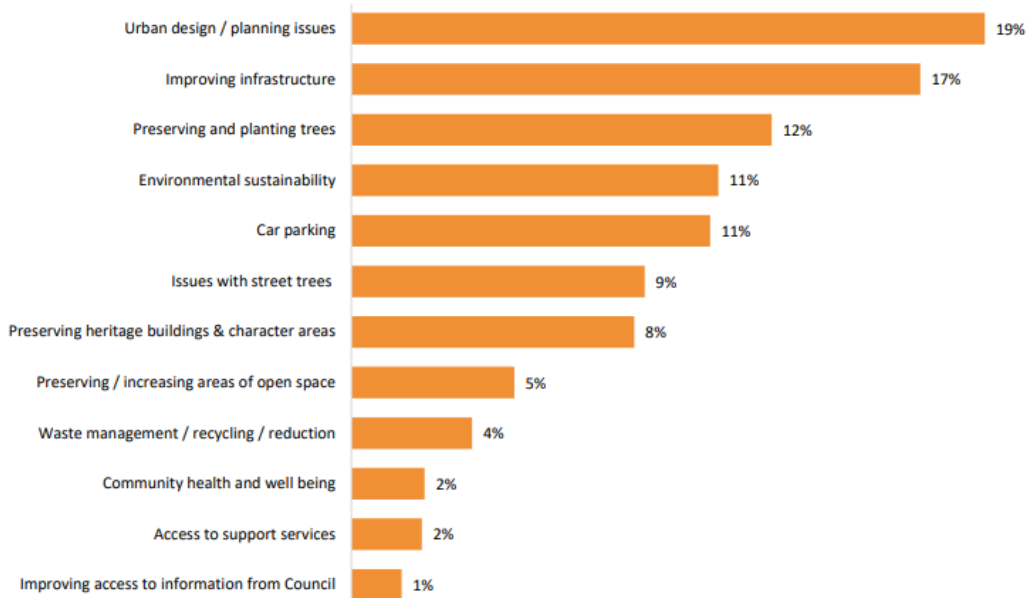
Residents were asked to state three (3) major issues that the Council should be addressing over the next three (3) years. The responses were analysed in a number of different ways and the three most commonly stated issues were:

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

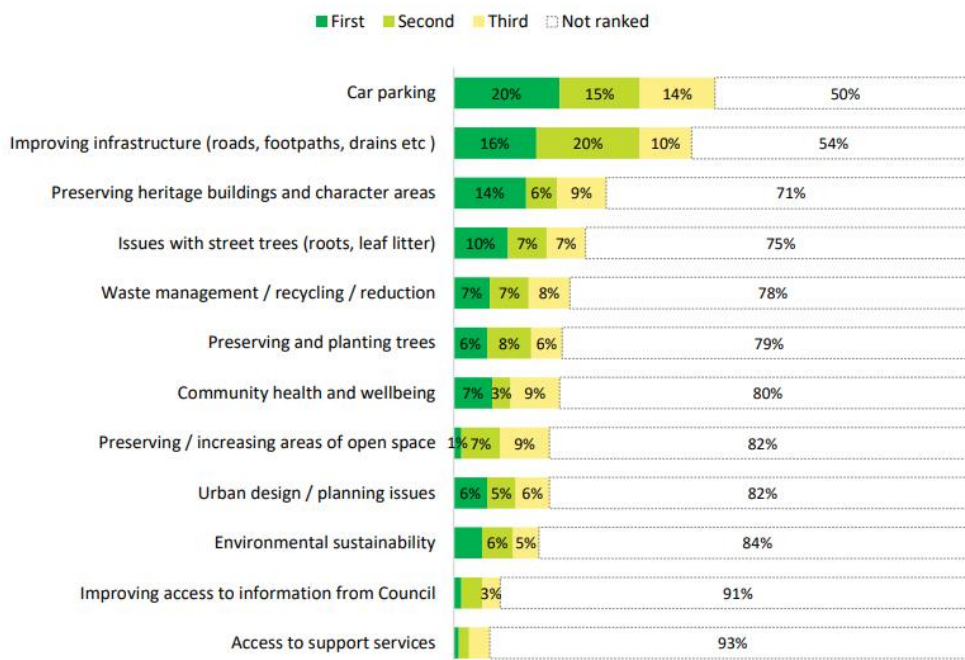
Businesses were asked to state three major issues that the Council should be addressing over the next three (3) years. This is based on the number of votes for that particular issue, irrespective of whether it was ranked first, second or third. The three (3) top ranking issues based on this method are:

- 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.

Attachments – Item 11.2

Attachment A

2023 Community Survey Final Report





Community Survey Report 2023

City of Norwood Payneham & St Peters

Data Collected

15 November 2023 – 27 February 2024

Client Contact

Rosanna Francesca – Economic Development & Strategic Coordinator

Square Holes Team

Aye Thu Thu Ko – Research Assistant

Dylan Jacob – Research Manager / Analyst

Jason Dunstone – Managing Director

Christine Dunstone – General Manager



Table of contents



Background, Mission and Objectives	<u>3</u>
Methodology and Approach	<u>4</u>
Reporting Notes	<u>5</u>
Executive Summary	<u>6</u>
Residents Insights	<u>8</u>
Businesses Insights	<u>9</u>
Snapshot of 2023	<u>10</u>
CityPlan 2030 Outcomes	<u>13</u>
Resident Findings	<u>15</u>
Business Findings	<u>55</u>



Background



City of
Norwood
Payneham
& St Peters



The City of Norwood Payneham & St Peters conducts a community survey every two years to establish how the Council is performing on a number of key indicators. Square Holes was first commissioned by the Council to undertake the survey in 2017 and 2019 and conduct the necessary research with businesses and residents in the Council area.

The 2023 Community Survey aims to measure how the Council is progressing with the updated plan as part of the Council’s commitment to business excellence, continuous improvement and sustainability principles. Detailed in this report are the findings of the 2023 community survey, with analysis against survey data that was collected by the Council in the previous years of 2021, 2019, 2017, 2013, 2011 and 2009.

Mission

To explore and measure community satisfaction, performance ratings and importance of key areas across a range of Council services and facilities



Methodology & Approach

The survey was undertaken in two parts, the residential component and the business component. The resident survey was conducted face-to-face with randomly selected residents within the Council area at centrally located shopping centres and libraries, then supplemented with an online survey distributed through QR codes and flyers. The business survey was conducted through an online survey distributed through an EDM to businesses within the Council area. Follow up calls were also conducted with businesses who had not participated encouraging completion.

The project was carried out in compliance with ISO 20252.

Target Audience

Residents / Businesses within the City of Norwood, Payneham and St Peters

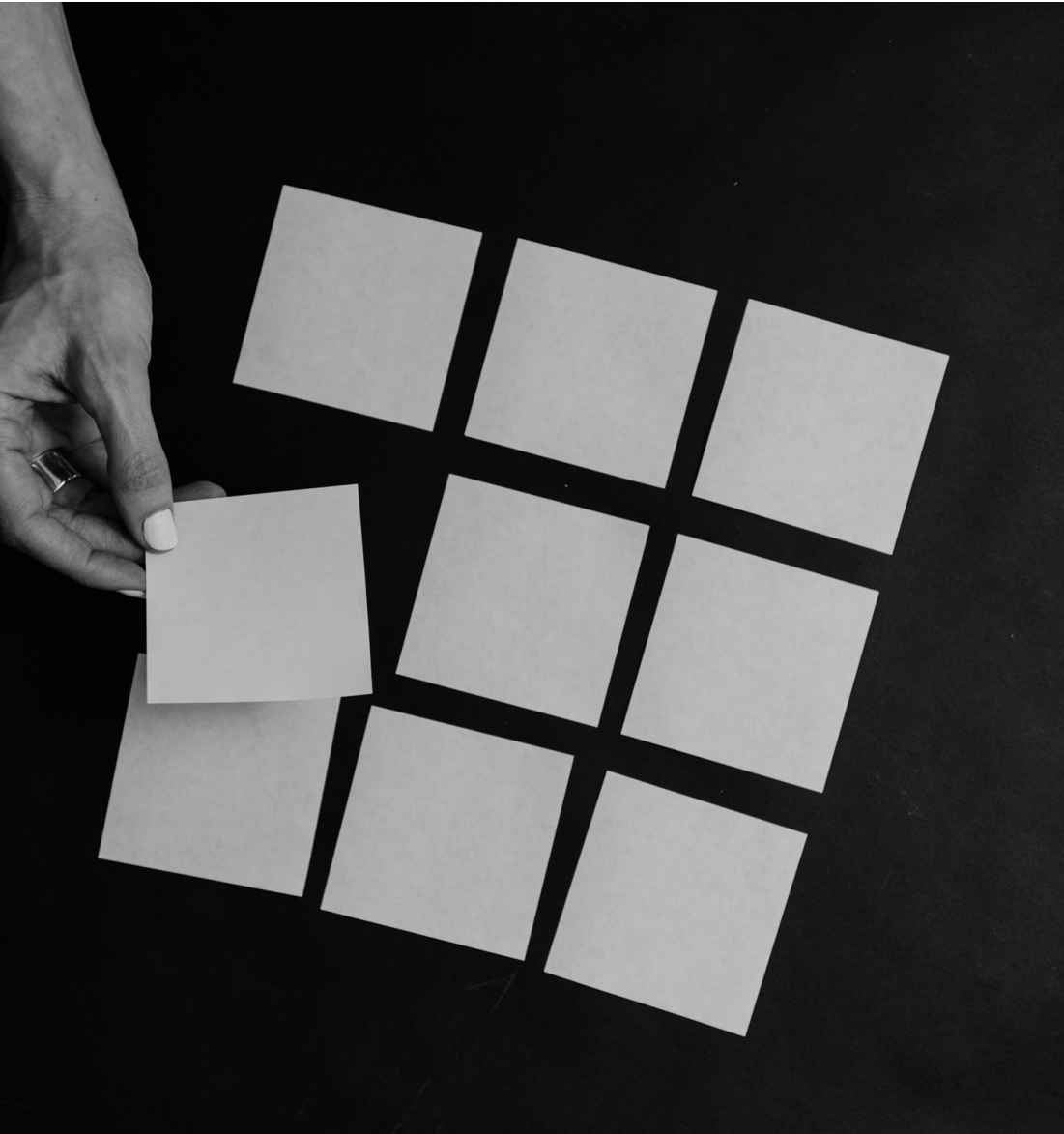
Residents survey sample

Sample achieved	405 (262 Face-to-Face and 143 Online)
Sample source	Face-to-face surveys were collected at: <ul style="list-style-type: none"> Norwood Place St Peters Library Marden Shopping Centre
Distribution of survey	Square Holes
Questionnaire length	10 minutes
Collection dates	15 November 2023 – 15 February 2024
Incentive	1 of 5 \$100 Norwood Parade Gift Card

Businesses survey sample

Sample achieved	202
Sample source	CNPS business list / Additional contacts through cold calling
Distribution of survey	Square Holes
Questionnaire length	15 minutes
Collection dates	23 November 2023 – 27 February 2024
Incentive	1 of 5 \$100 Norwood Parade Gift Card





Reporting notes

Regression analysis has been used previously to identify attributes that have the most impact on overall satisfaction.

A regression analysis is a statistical analysis that helps describe the relationship between variables, for example an independent variable (overall satisfaction) and a dependent variable (satisfaction) of sub attributes that affect overall satisfaction.

The figures on the regression analysis graph can be interpreted as below:

<0.2 – Weak impact

0.2-0.3 – Moderate impact

>0.3 – Strong impact

Statistical significance

Generally, and with a sample size of 400, statistical significance is a movement of plus or minus 3%. This means that some movements in percentage scoring (i.e. 4.1 to 4.2) is not statistically significant. Many of the minor movements in scoring is therefore not significant and more than likely a result of sampling. Trends, however, can be significant (i.e. 3.8 to 4.2 over an extended number of surveys).

Additional note

Throughout the report there may be very slight differences in numbers due to rounding up or down which is why totals can sometimes be slightly less than 100 or slightly above 100.



Executive Summary



“Maintain what makes Norwood a great place to live - its character - beautiful old houses and trees in back yards / on the street, a strong sense of community - keeping it green, cooler and therefore healthier. Please no more multi story buildings.”



Residents insights



1

Overall satisfaction with Council performance among residents has declined slightly from 3.9 to 3.7 in 2023. Residents continue to have higher interaction with Council Staff than Elected Members when engaging with the Council, and their satisfaction with responsiveness has slightly dropped from 4.1 to 3.8 for Council Staff and from 3.7 to 3.3 for Elected Members.

2

Residents' satisfaction with the character of the local area is found to have the greatest impact on overall satisfaction. In addition, residents have ranked urban design / planning issues and improving infrastructure as the most important issues to be addressed by Council.

3

Based on quantitative analysis and open-ended feedback from Residents, recommendations to be highlighted are (1) development/planning aspects such as affordable housing options, preserving heritage buildings, consideration of environmental sustainability and response to climate change, (2) maintenance of footpaths, and (3) increasing availability of car parking within the Council area.



Businesses insights



1

Overall satisfaction with Council performance among businesses has declined slightly from 3.6 to 3.5 in 2023. In terms of engagement with Council, businesses also interact more with Council Staff than Elected Members, and their satisfaction with the responsiveness also notes a slight drop from 3.8 to 3.7 for Council Staff, however, increases from 3.4 to 3.7 for Elected Members.

2

When analysing business perceptions of the area, the statement 'The Council should facilitate a local economy supporting and supported by its community' received the highest level of agreement (4.1). In addition, businesses have ranked car parking issues and improving infrastructure as the most important issues to be addressed by Council.

3

Based on the quantitative analysis and open-ended feedback from Businesses, some recommendations to be highlighted are (1) increasing availability of car parking within the Council area, (2) improving waste collection services mainly electronic waste and hard waste, and (3) assessment of development applications.



Snapshot of 2023

Residents [n=405]

Overall satisfaction

3.7

3.9 in 2021

Businesses [n=202]

Overall satisfaction

3.5

3.6 in 2021

Top 10 areas of highest satisfaction

1. Feeling safe in the daytime
2. Weekly collection of household waste
3. Fortnightly collection of recyclables
4. Library services
5. Fortnightly collection of green organics
6. Access to public open space
7. Provision and maintenance of parks and recreational areas
8. Hard waste collection
9. Community halls & centres
10. Access to services and facilities

Top 10 areas of highest satisfaction

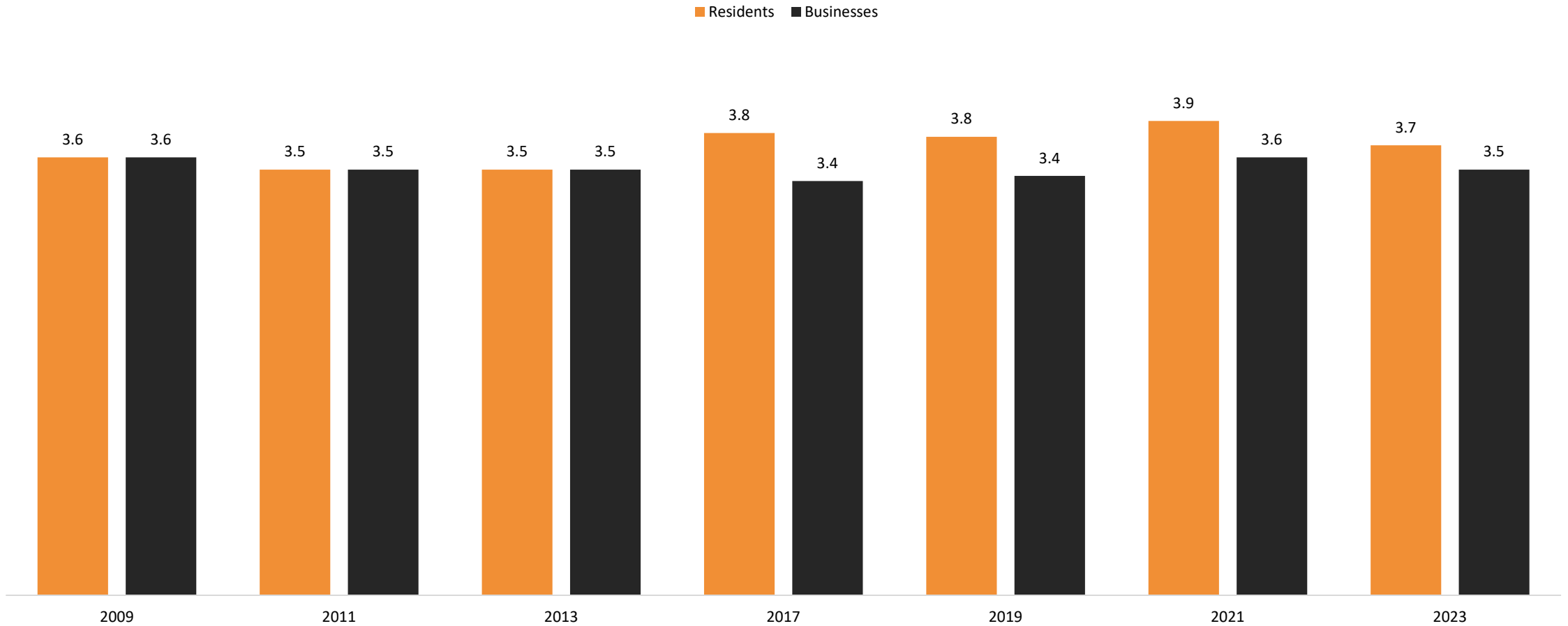
1. Feeling safe in the daytime
2. Weekly collection of business waste
3. Fortnightly collection of recyclables
4. Fortnightly collection of green organics
5. Feeling safe at night
6. Access to services and facilities
7. The ability to become involved in community life and activities
8. Level of community spirit
9. The amenity of our major commercial & retail areas
10. Promoting and attracting special events

“There is a good mix of businesses and residents within the council area. The **Parade is regarded as a destination shopping area.**”

Q11. What are the advantages of operating a business within the Council area?



Overall satisfaction with Council performance *over time*



Overall satisfaction with Council performance *across wards*

	Total		Torrens		St Peters		West Norwood Kent Town		Kensington		Maylands Trinity		Payneham	
	Resident	Business	Resident	Business	Resident	Business	Resident	Business	Resident	Business	Resident	Business	Resident	Business
Overall satisfaction	3.7	3.5	3.8	4.0	3.6	3.3	3.7	3.6	3.8	3.3	3.7	3.3	3.8	3.7
Waste and recycling services	4.3	3.8	4.4	4.0	4.3	4.1	4.3	3.8	4.5	3.6	4.0	3.7	4.4	4.0
Quality of Life	3.8	3.6	3.8	4.3	3.8	3.5	3.8	3.7	3.8	3.6	3.8	3.6	3.9	3.8
Infrastructure	3.8	3.4	3.9	3.5	3.7	3.4	3.9	3.4	3.8	3.3	3.6	3.4	3.8	3.6
Community services	3.7	-	3.8	-	3.8	-	3.7	-	3.9	-	3.7	-	3.6	-
Economic Development	3.7	3.3	3.7	4.3	3.6	3.0	3.8	3.5	3.7	3.2	3.6	3.0	3.8	3.5
Environmental management performance	3.5	3.5	3.6	4.0	3.6	3.3	3.4	3.6	3.6	3.2	3.4	3.3	3.5	4.0
Leadership	3.3	3.3	3.5	3.8	3.0	2.8	3.4	3.5	3.4	3.2	3.1	3.0	3.5	3.8

CityPlan 2030 Outcomes

CityPlan 2030 (Mid Term Review 2020) contains nine targets across the four outcome areas that are tied to specific measures in the community survey. The measurement approach requires the 2023 results to be higher than the average of the previous four surveys rather than an improvement on just the previous survey. The results of the 2023 survey are assessed against the CityPlan targets in the following tables.

Social Equity						
Metric	Target		2023 results		Difference	
	Resident	Business	Resident	Business	Resident	Business
Level of community satisfaction with safety during the day and night	Day: >4.6 Night: >4.1	Day: >4.4 Night: >3.8	Day: 4.6 Night: 4.0	Day: 4.4 Night: 3.8	Day: No change Night: 0.1 decrease	Day: No change Night: No change
Level of community satisfaction with access to services and facilities	>4.1	>3.8	4.0	3.7	0.1 decrease	0.1 decrease

Cultural Vitality						
Indicator	Target		2023 results		Difference	
	Resident	Business	Resident	Business	Resident	Business
Level of community satisfaction with the nature of new development within the Council area	>3.3	>3.5	3.1	3.5	0.2 decrease	No change
Level of community satisfaction with cultural heritage programs provided by the Council	>3.8	-	3.7	-	0.1 decrease	-



CityPlan 2030 Outcomes

Economic Prosperity						
Metric	Target		2023 results		Difference	
	Resident	Business	Resident	Business	Resident	Business
Level of community satisfaction with the Council's performance in attracting and supporting businesses	>3.65	>3.0	3.8	3.3	0.15 improvement	0.3 improvement
Level of community satisfaction with the mix of businesses in the city's precincts contributes to the prosperity of the area	>4.2	>3.6	4.1	3.9	0.1 decrease	0.3 improvement

Environmental Sustainability						
Indicator	Target		2023 results		Difference	
	Resident	Business	Resident	Business	Resident	Business
Level of community satisfaction with the Council's response to climate change	>3.15	>3.4	3.1	3.4	0.05 decrease	No change
Level of community satisfaction with the Council's management and use of water	>3.6	>3.7	3.6	3.5	No change	0.2 decrease



Resident Findings

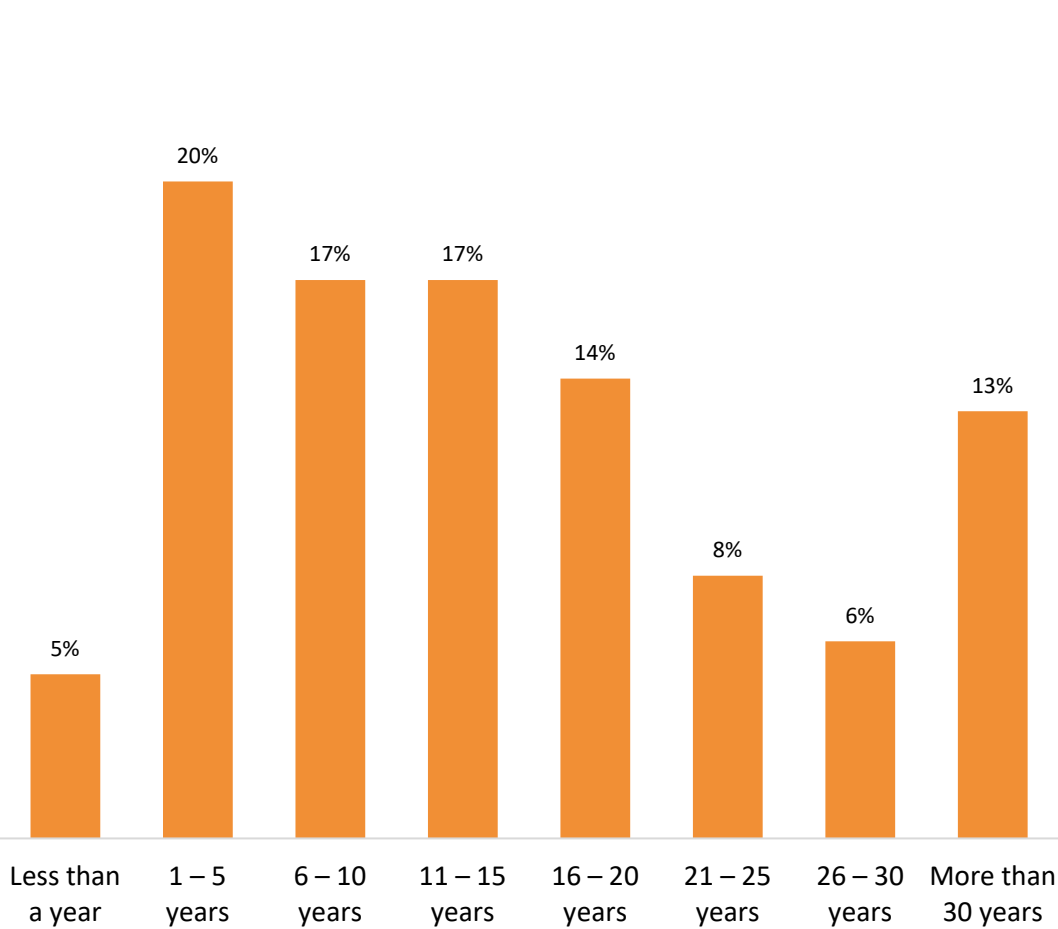


Residential location

Ward	
[n=405]	%
West Norwood Kent Town	25%
Maylands Trinity	18%
Torrens	15%
Kensington	15%
St Peters	13%
Payneham	10%
Not sure	5%

Suburb	
[n=405]	%
Norwood [west of Edward st]	24%
Marden	10%
Kensington	10%
St Peters	6%
Payneham	6%
Felixstow	5%
Norwood [east]	4%
Trinity Gardens	4%
Evandale	3%
Maylands	3%
Joslin	3%
Firle	3%
Stepney	3%
Glynde	3%
Kent Town	3%
Payneham south	2%
Hackney	2%
St Morris	1%
Royston park	1%
College Park	1%
Marryatville	<1%
Payneham south [Coorara/Divett]	<1%
Heathpool	0%
Other	1%

Length of residence



Resident profile

Age, gender and cultural group	
[n=405]	%
18 – 24	7%
25 – 30	7%
31 – 39	14%
40 – 54	26%
55 – 64	16%
65 – 74	18%
75+	12%
Male	47%
Female	51%
Non-binary	1%
Prefer not to say	1%
Australian / no particular group	89%
Aboriginal/Torres Strait Islander	<1%
Other	10%

Household composition	
[n=405]	%
Single people: people of any age living alone or sharing accommodation (under 40)	13%
Young couple: married or living together with no children in home	10%
Young family: couple or single parent with most children under 6	8%
Middle family: couple or single parent with most children aged from 6-15 years	13%
Mature family: couple or single parent - most children >15 years and 1+ at home	15%
Mature couple or single: couple/single in middle/late aged groups - no children at home	41%

Employment details	
[n=405]	%
In paid employment	65%
Professional / executive	35%
White collar	20%
Blue collar	10%
Not in paid employment	35%
Home duties	4%
Retired	27%
Other (e.g. looking for work, student etc.)	3%

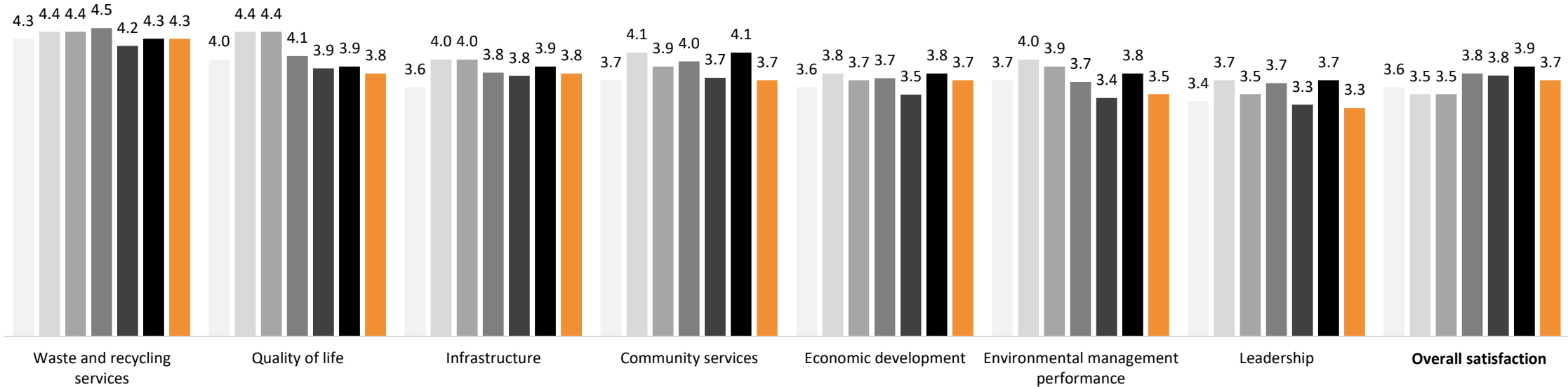


Overall satisfaction of residents

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 old tend to be most optimistic, noting the highest satisfaction rates across performance areas.

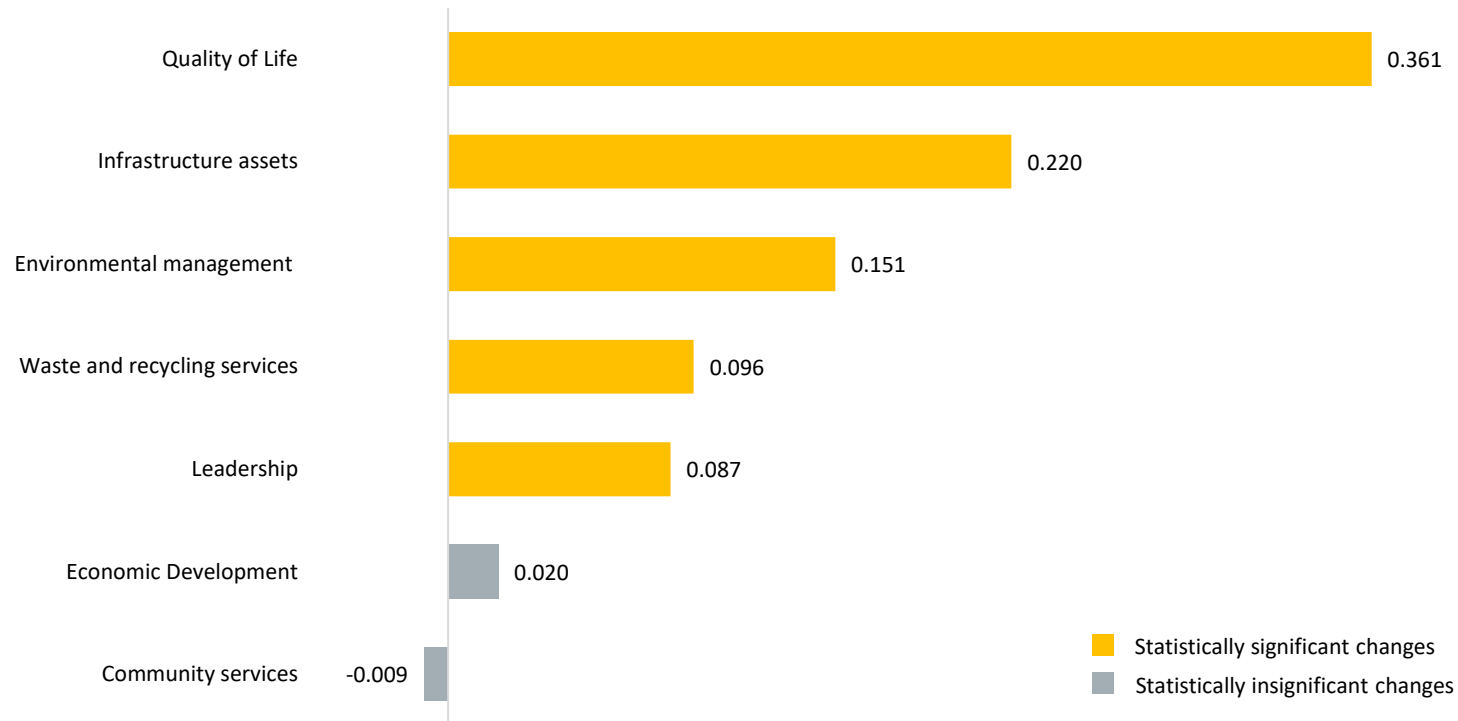
Overall satisfaction, aggregated from each area
[Q2, 3, 4, 5, 6, 7, 8, 12]

2009 2011 2013 2017 2019 2021 2023



Overall satisfaction of residents

Which area has the most impact on overall satisfaction for residents?
 [Regression coefficients, coloured bars indicate statistical significance]



After conducting a regression analysis, **quality of life** is the greatest contributor to overall satisfaction.

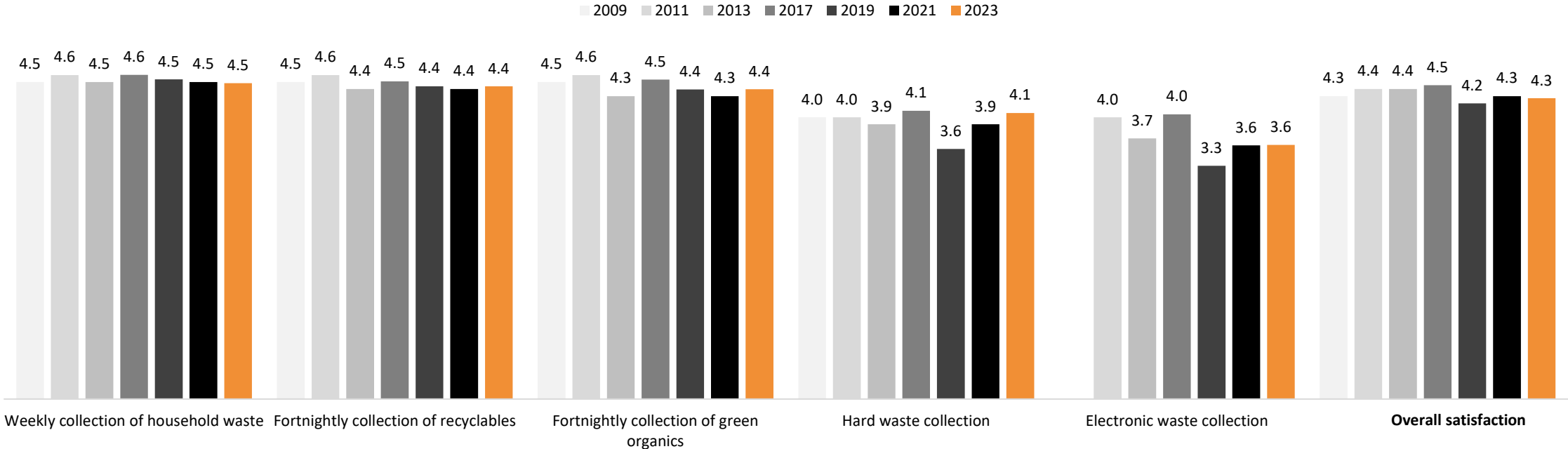
This regression tells us that for every increment of 1 in satisfaction with **quality of life**, overall satisfaction with the Council increases by 0.361, making it the most significant contributor to overall satisfaction, followed by infrastructure assets (0.220).



Waste & recycling services

Satisfaction with waste collection and recycling services is mostly consistent across all measures. Residents are most satisfied with **weekly collection of household waste** (4.5). Satisfaction with **hard waste collection** sees a continuous rise, reaching similar level to 2017. Overall satisfaction is noted to be higher among residents aged 30 and under.

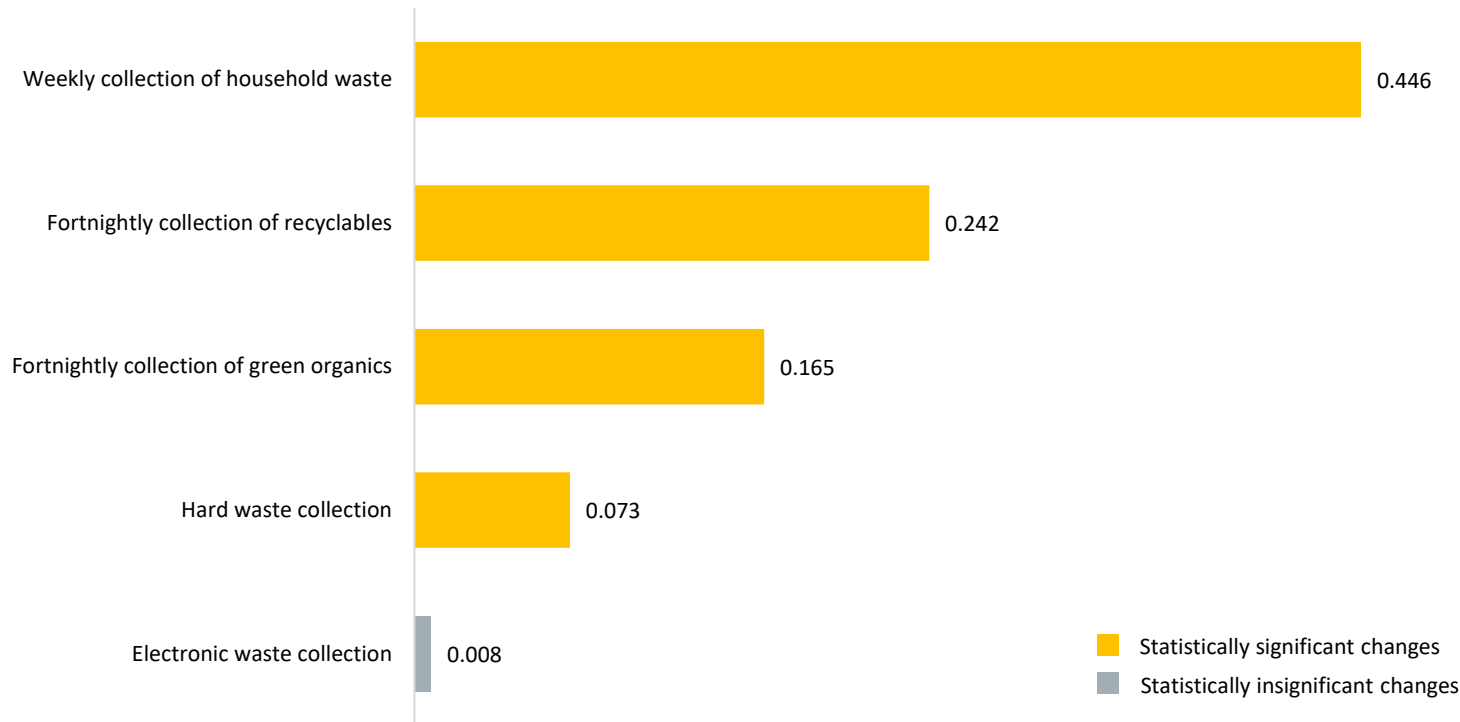
Satisfaction with waste & recycling services



Q2. On a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, please rate your level of satisfaction in relation to the waste and recycling services provided by the City of Norwood Payneham & St Peters

Waste & recycling services

What has the greatest impact on overall satisfaction with waste and recycling services?
 [Regression coefficients, coloured bars indicate statistical significance]



After conducting a regression analysis, **weekly collection of household waste** is the greatest contributor to overall satisfaction.

Of note is **electronic waste collection** receiving 51% of “don’t know” responses, accounting for low impact to overall satisfaction (27% indicated satisfied or very satisfied).

This regression tells us that for every increment of 1 in satisfaction with **weekly collection of household waste**, overall satisfaction with waste collection and recycling services increases by 0.446, making it the most significant contributor to overall satisfaction, followed by fortnightly collection of recyclables (0.242).

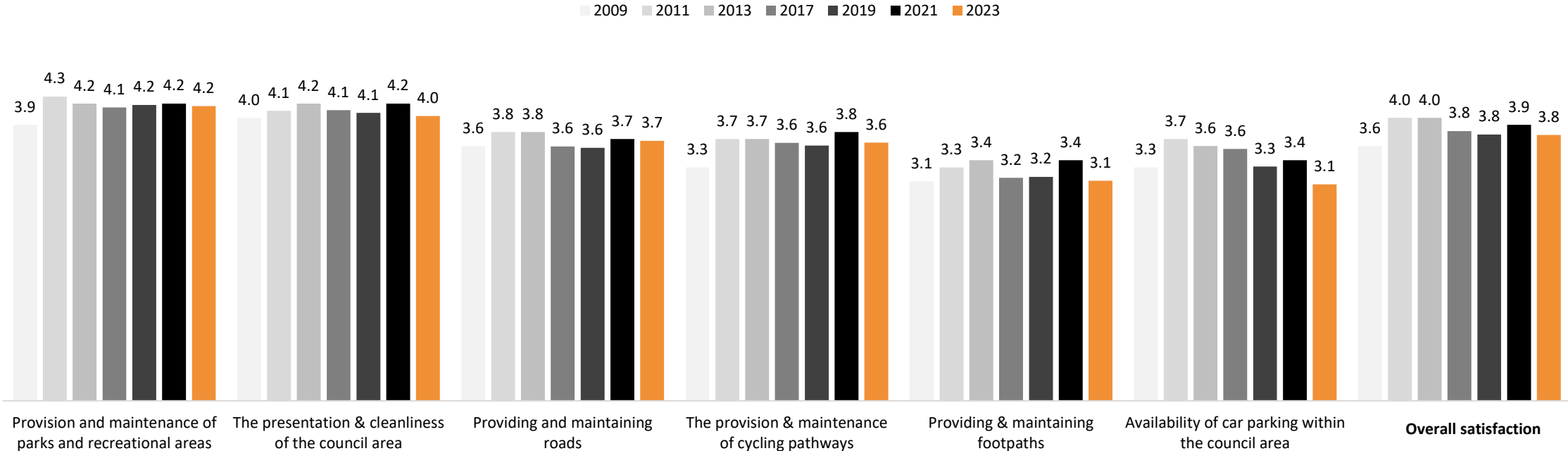
Q2. On a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, please rate your level of satisfaction in relation to the waste and recycling services provided by the City of Norwood Payneham & St Peters



Infrastructure

Satisfaction with infrastructure sees slight decreases across several aspects in 2023. Residents continue to feel most satisfied with **provision and maintenance of parks and recreational areas** (4.2). **Providing and maintaining footpaths** and **availability of car parking within the Council area** both receive the lowest satisfaction levels with 3.1 respectively, which both note a decrease by 0.3 from 2021.

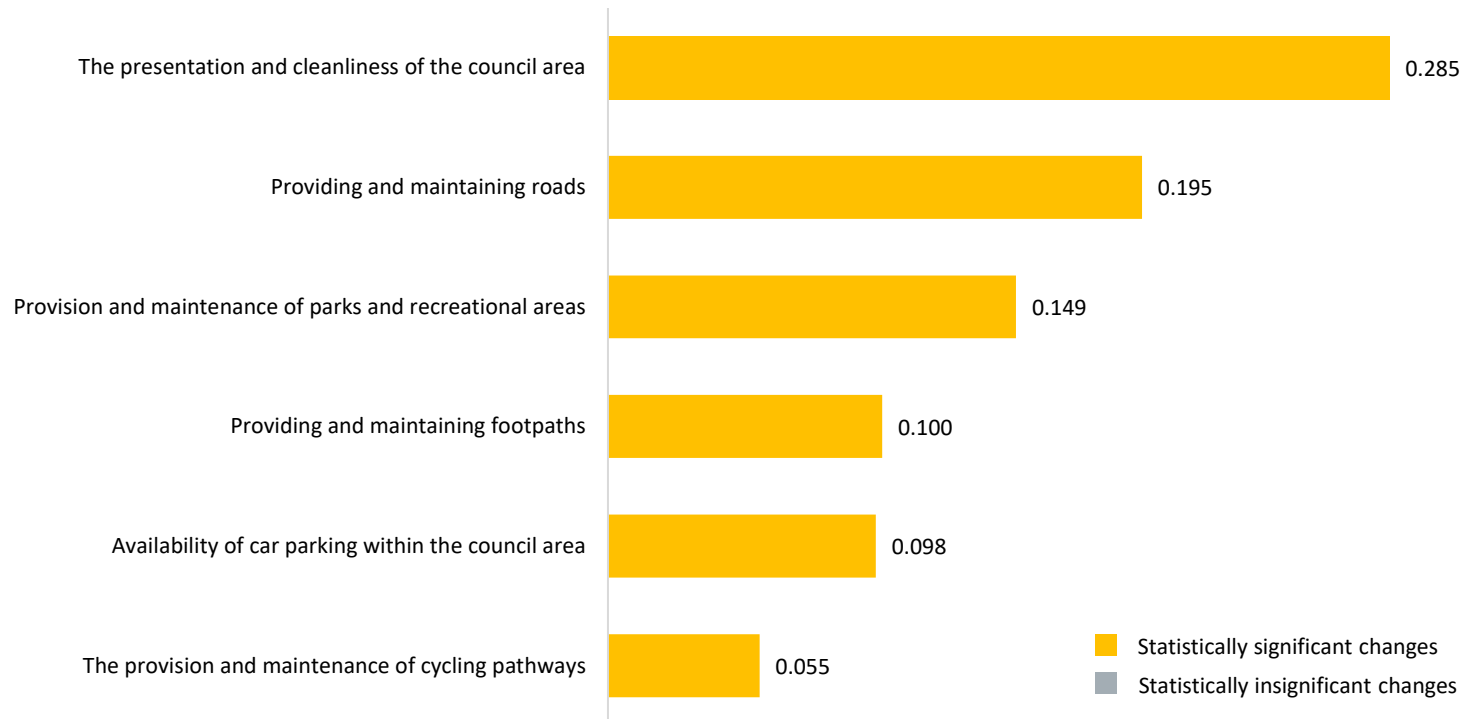
Satisfaction with infrastructure



Q3. In relation to the infrastructure assets within the Council area, using the same scale, how satisfied are you with the Council

Infrastructure

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



Q3. In relation to the infrastructure assets within the Council area, using the same scale, how satisfied are you with the Council

A regression analysis shows the **presentation and cleanliness of the Council area** has the strongest impact on overall satisfaction towards infrastructure.

The **provision and maintenance of cycling pathways** shows the least impact to overall satisfaction due to 20% of “don’t know” responses (50% indicated satisfied or very satisfied).

This regression tells us that for every increment of 1 in satisfaction with **presentation and cleanliness of the Council area**, overall satisfaction with infrastructure increases by 0.285, making it the most significant contributor to overall satisfaction.

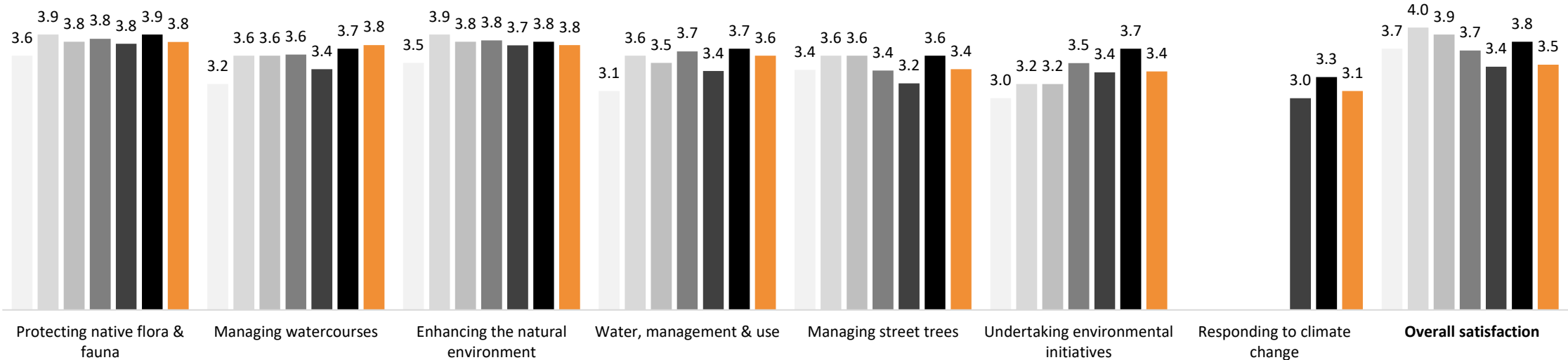


Environmental management

Satisfaction with environmental management performance declines in 2023 across sub-measures except for **managing watercourses** (3.8) which has increased. **Protecting native flora and fauna, managing watercourses, and enhancing the natural environment** (3.8) are three most satisfied aspects whereas **responding to climate change** receives the lowest score (3.1). Residents aged between 40 and 74 years old rated 3.4 for overall satisfaction and contributed most towards the declined rate.

Satisfaction with environmental management

2009 2011 2013 2017 2019 2021 2023

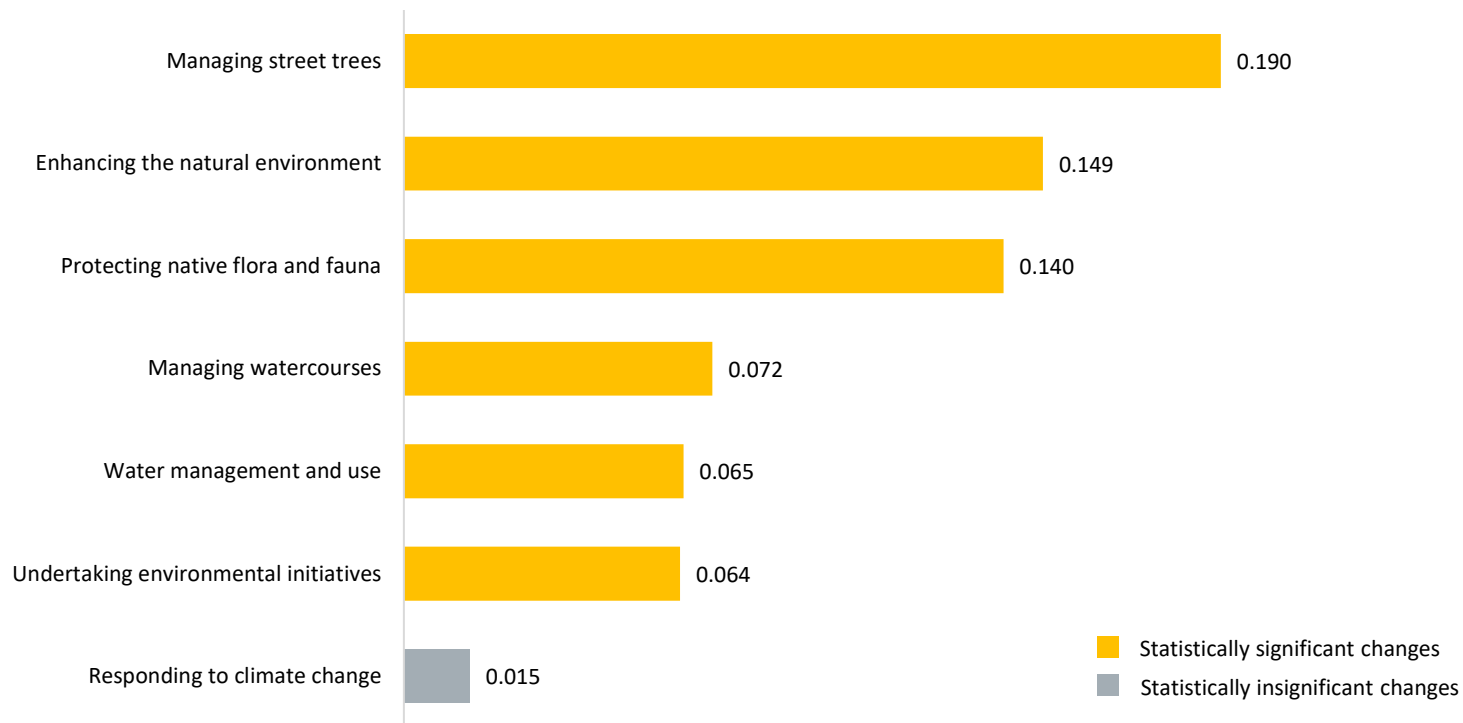


Q4. In relation to the environmental management performance of the City of Norwood Payneham and St Peters, how satisfied are you with the Council

Environmental management

What has the greatest impact on overall satisfaction with environmental management?

[Regression coefficients, coloured bars indicate statistical significance]



Q4. In relation to the environmental management performance of the City of Norwood Payneham and St Peters, how satisfied are you with the Council

A regression analysis reveals **managing street trees**, **enhancing the natural environment**, and **protecting native flora and fauna** contribute most to overall satisfaction with environmental management performance.

Responding to climate change shows the least impact to overall satisfaction due to 31% of “don’t know” responses (26% indicated satisfied or very satisfied).

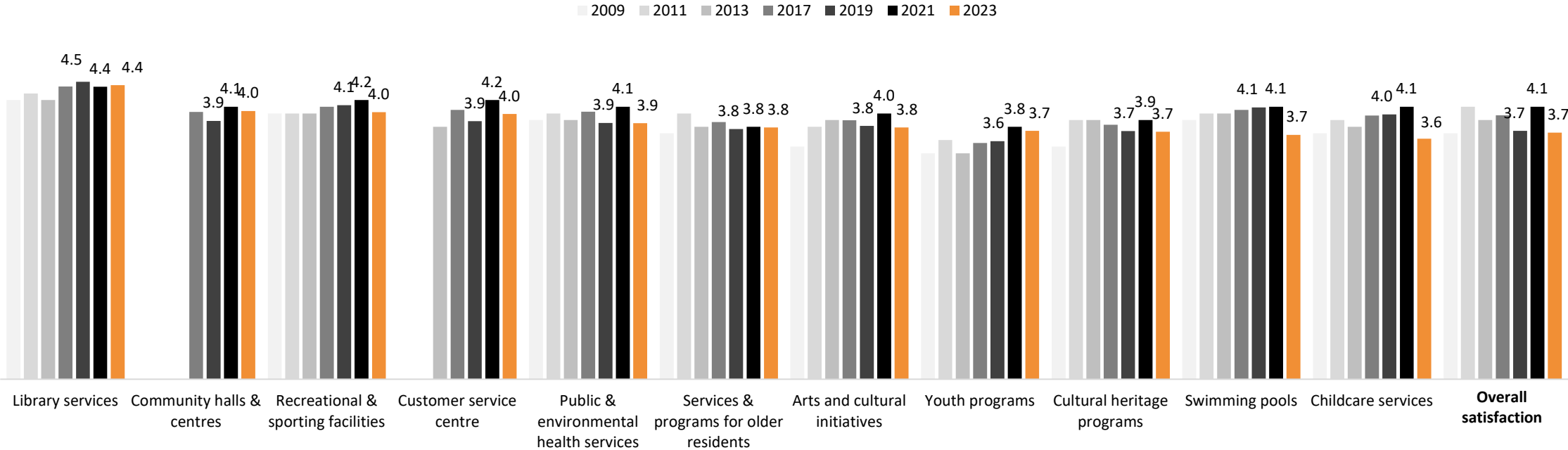
This regression tells us that for every increment of 1 in satisfaction with **managing street trees**, overall satisfaction with environmental management performance increases by 0.190, making it the most significant contributor to overall satisfaction.



Community services

Satisfaction with several community services declines in 2023 except for **library services** (4.4) and **services and programs for older residents** (3.8) which have maintained the ratings from 2021. Residents provided lowest rating towards **childcare services** at 3.6 which is a decrease by 0.5 compared to 2021.

Satisfaction with community services

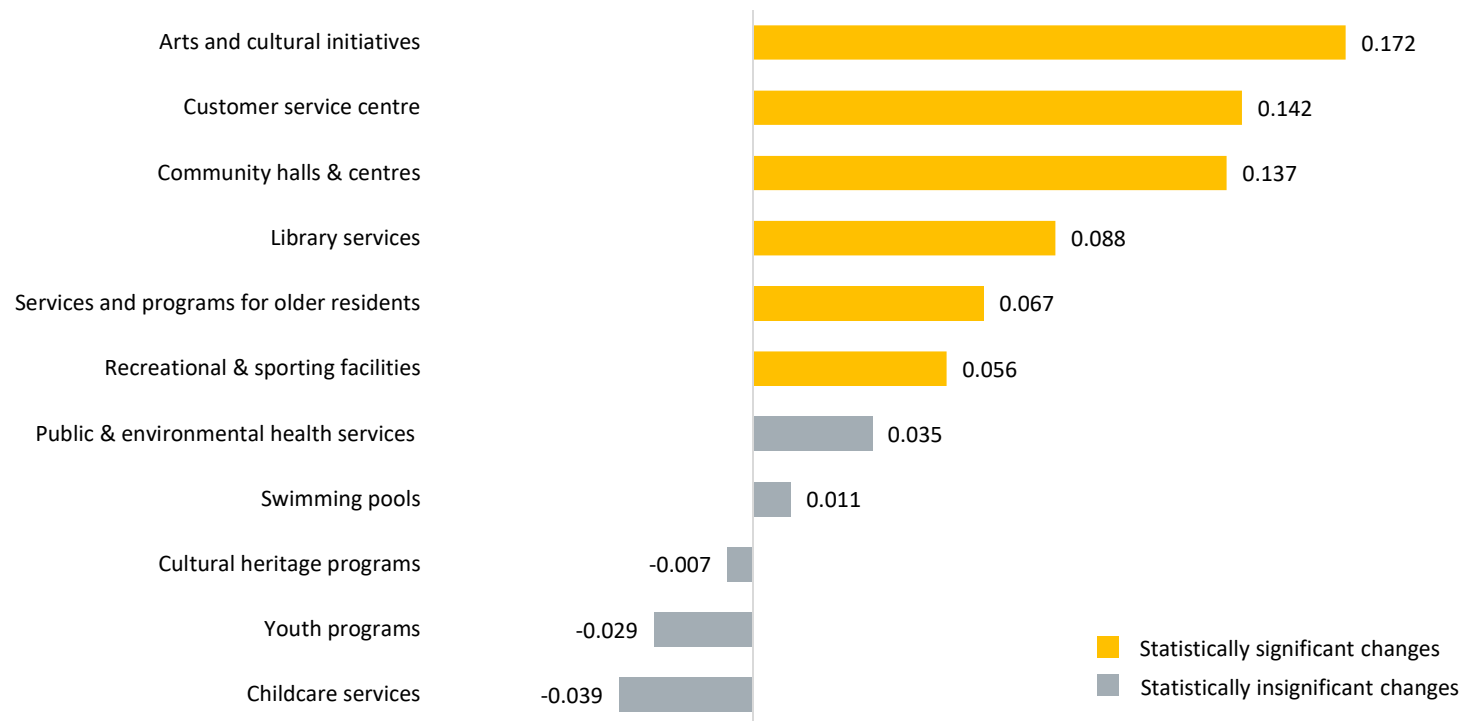


Please note: Only labels for the last three waves have been shown for readability; Q5. And what is your level of satisfaction with the following community services provided in the Council area?

Community services

What has the greatest impact on overall satisfaction with community services?

[Regression coefficients, coloured bars indicate statistical significance]



Q5. And what is your level of satisfaction with the following community services provided in the Council area?

A regression analysis shows several factors such as **arts and cultural initiatives**, **customer service centre**, and **community halls and centres** have moderate impact on overall satisfaction with community services.

More arts and cultural initiatives, higher engagement with residents and better community halls and centres will help improve the perceptions of community services provided by the Council.

This regression tells us that for every increment of 1 in satisfaction with **arts and cultural initiatives**, overall satisfaction with community services increases by 0.172.

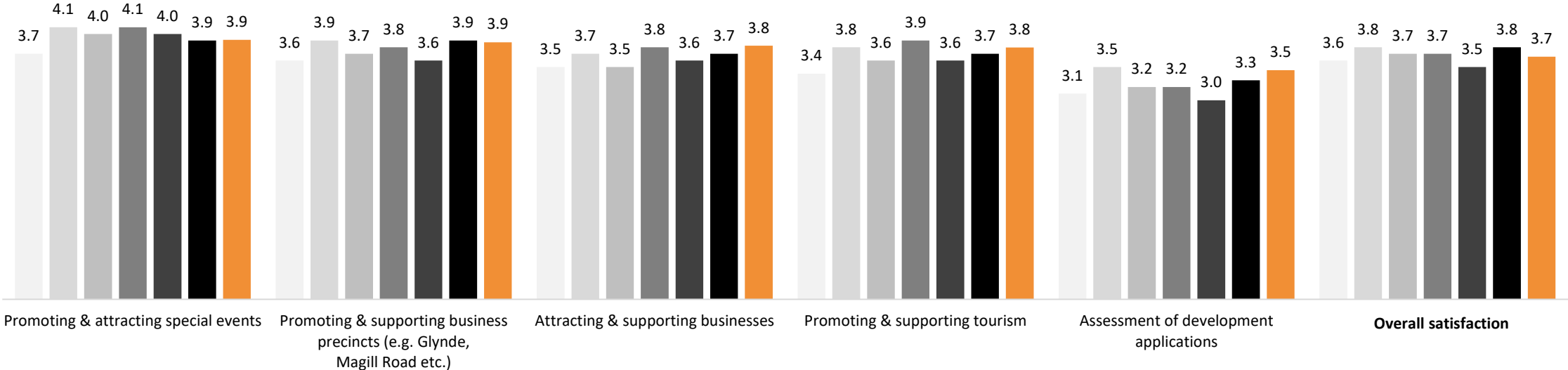


Economic development

Satisfaction with economic development factors are either stable or have increased in 2023, yet overall satisfaction has slightly decreased compared to 2021. **Promoting and attracting special events** and **promoting and supporting business precincts** are the areas with the greatest satisfaction (3.9). Overall satisfaction is highest among younger (25 - 30) age group with 4.0 whereas older (65 – 74 age) residents are the least satisfied (3.4).

Satisfaction with economic development

2009 2011 2013 2017 2019 2021 2023

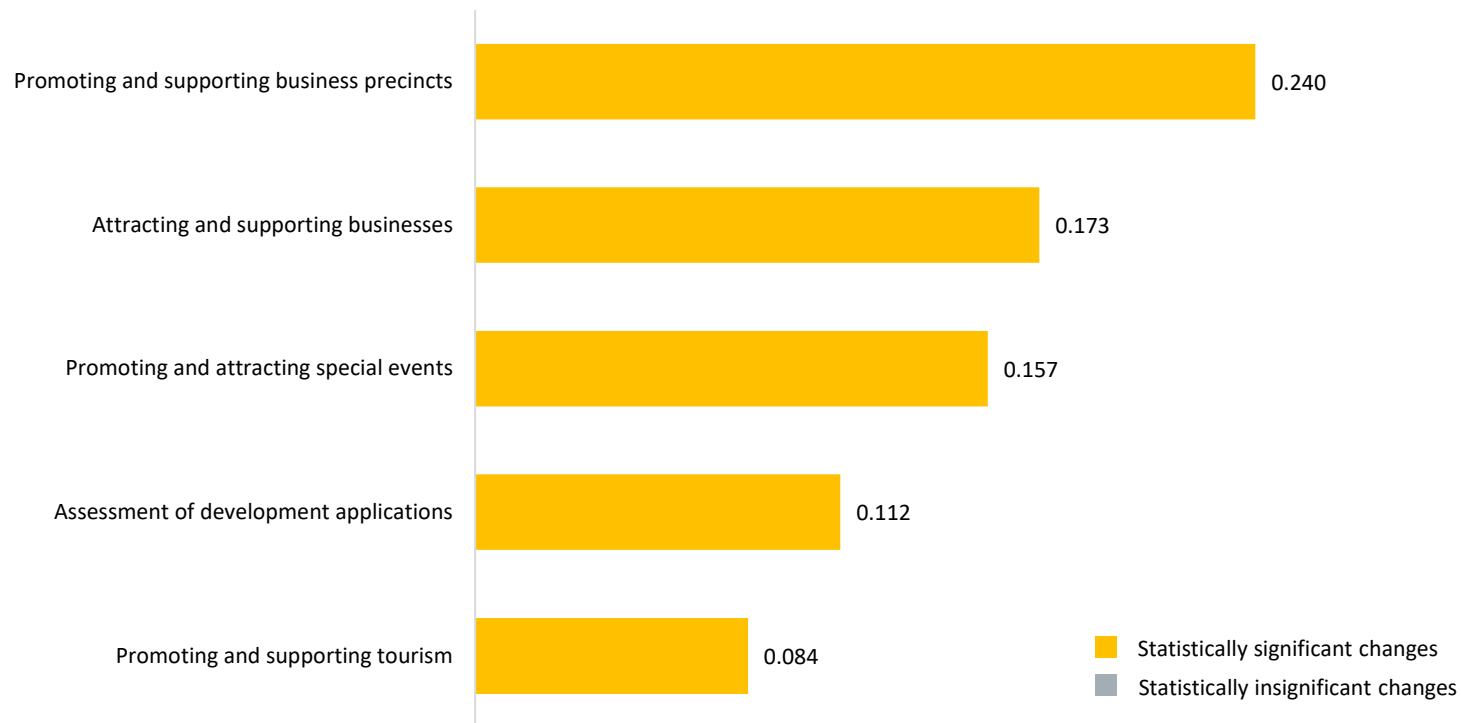


Q6. Now in relation to Economic Development what is your level of satisfaction with performance of the Council in these areas?

Economic development

What has the greatest impact on overall satisfaction with economic development?

[Regression coefficients, coloured bars indicate statistical significance]



Q6. Now in relation to Economic Development what is your level of satisfaction with performance of the Council in these areas?

A regression analysis shows **promoting and supporting business precincts** has a large significant impact on overall satisfaction with economic development.

Improving overall satisfaction requires strong support to businesses in the precincts while also strategies to attract more businesses.

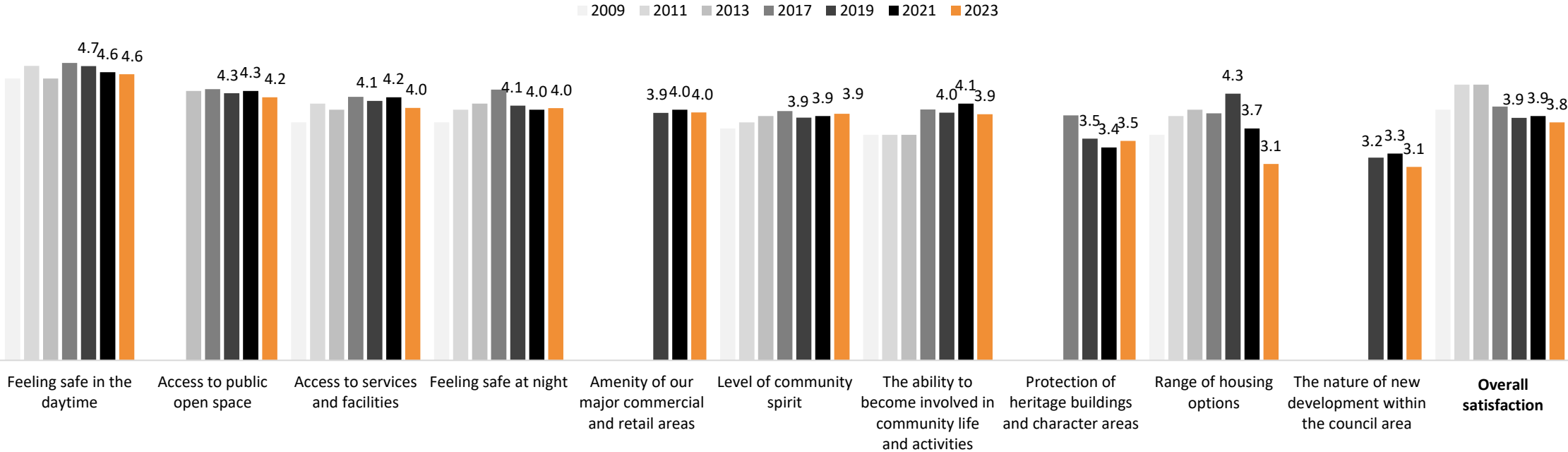
This regression tells us that for every increment of 1 in satisfaction with **promoting and supporting business precincts**, overall satisfaction with economic development increases by 0.240, making it the most significant contributor to overall satisfaction.



Quality of life

Satisfaction with several aspects on quality of life observe fluctuations in 2023 such as **protection of heritage buildings and character areas** which has slightly increased compared to 2021, however, satisfaction level on a **range of housing options** declines further since 2019. Elderly residents (75+) are the most satisfied with overall quality of life (4.0) followed by those aged between 25 and 30 (3.9).

Satisfaction with quality of life

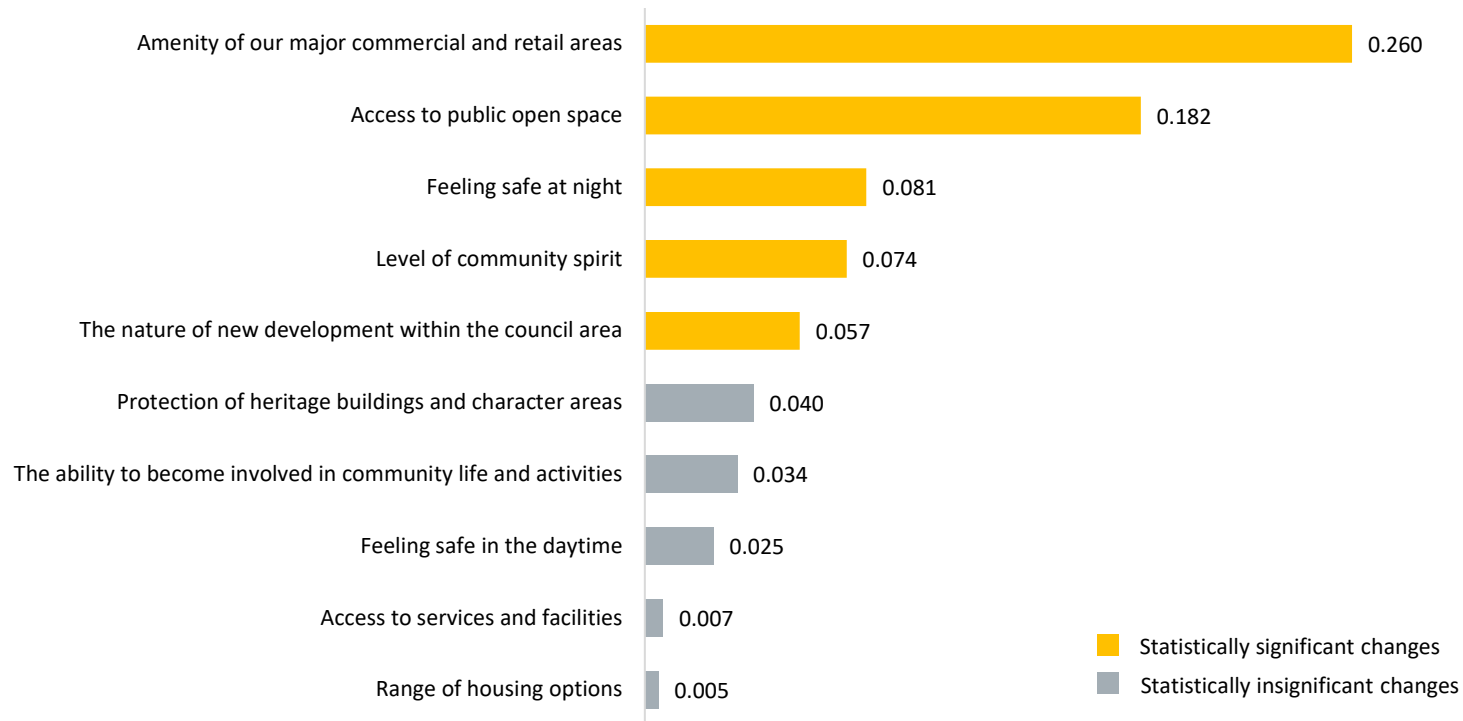


Please note: Only labels for the last three waves have been shown for readability; Q7. Thinking about the Quality of Life in the City of Norwood Payneham and St Peters How satisfied are you with the following?

Quality of life

What has the greatest impact on overall satisfaction with quality of life?

[Regression coefficients, coloured bars indicate statistical significance]



Q7. Thinking about the Quality of Life in the City of Norwood Payneham and St Peters How satisfied are you with the following?

There was no one significant measure that had a major impact on overall satisfaction. Most sub-measures were found to have a mild effect on overall satisfaction with quality of life.

This regression tells us that for every increment of 1 in satisfaction with **amenity of major commercial and retail areas**, overall satisfaction with quality of life increases by 0.260. Each sub-measure contributes only a small amount to overall satisfaction, however, their effects combined may be noteworthy.

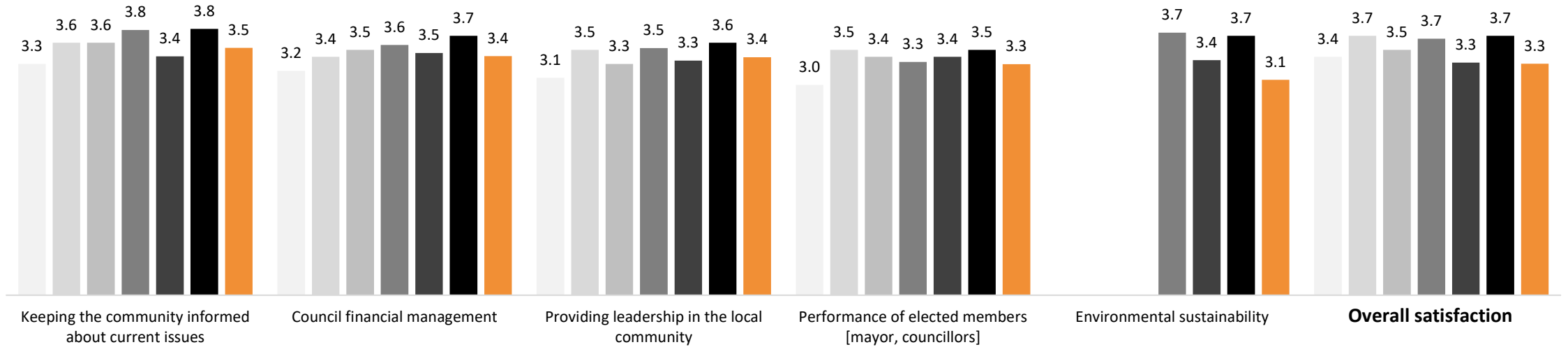


Council leadership

Overall satisfaction has decreased again from 3.7 in 2021 to 3.3 in 2023 along with all areas of leadership observing decreases in 2023. **Keeping the community informed about current issues** (3.5) is the highest contributor to overall satisfaction with leadership while **environmental sustainability** is rated the lowest (3.1).

Satisfaction with leadership

2009 2011 2013 2017 2019 2021 2023

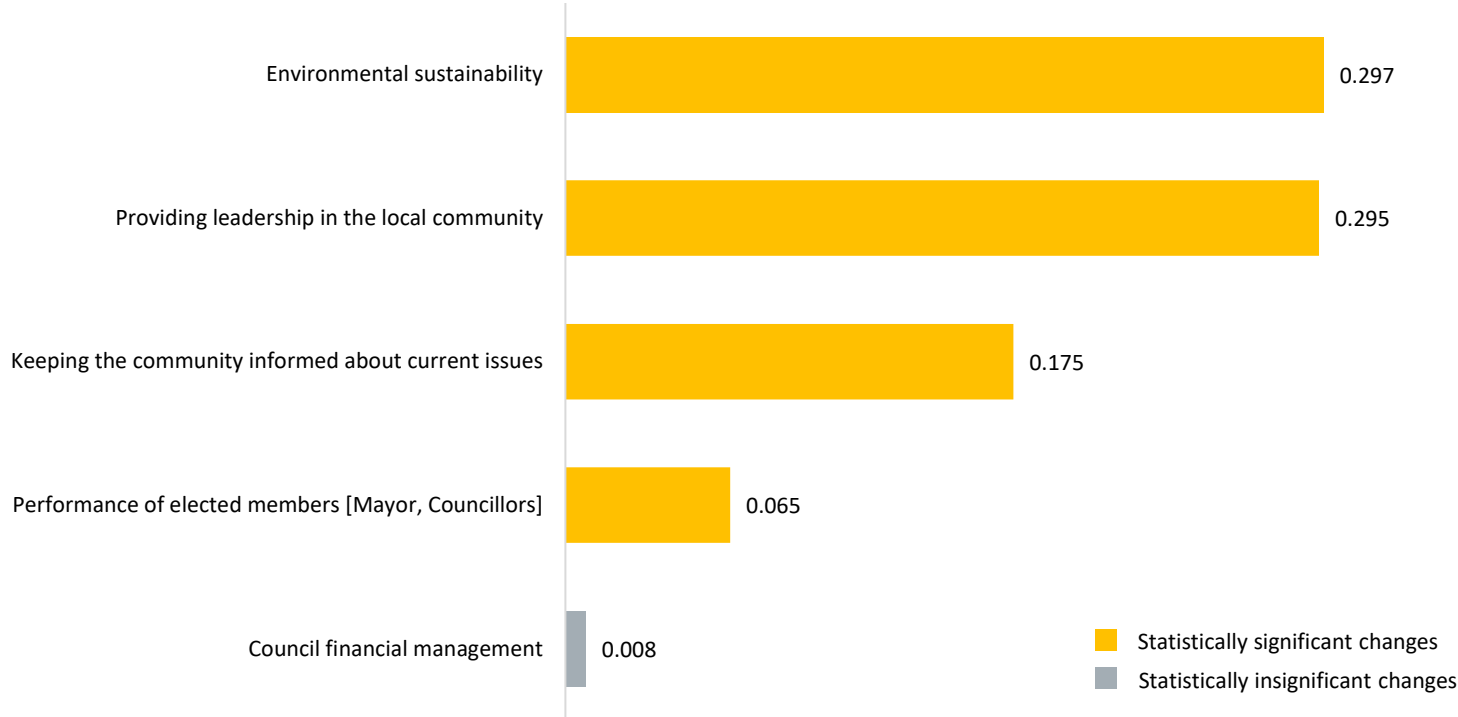


Q8. What is your level of satisfaction with the following in relation to the leadership of the Norwood Payneham and St Peters Council?



Council leadership

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



A regression analysis shows **environmental sustainability** and **providing leadership in the local community** contribute most to overall satisfaction with leadership.

These two areas should be part of the Council’s leadership strategy as they have high impact on overall leadership satisfaction.

This regression tells us that for every increment of 1 in satisfaction with **environmental sustainability**, overall satisfaction with leadership increases by 0.297.

Q8. What is your level of satisfaction with the following in relation to the leadership of the Norwood Payneham and St Peters Council?

Council services usage *over time*

Usage of various Council services has increased in 2023 after recovery from COVID-19. **Parks and playgrounds** continues to be most used service (90%) followed by **library services** (81%). As residents resume lifestyle post pandemic, usage of **bus stops** (79%) and **cultural or entertainment facilities** (61%) restore similar levels from 2019. Similarly, for better engagement within the community, increased proportion of younger age residents are participating in **youth programs** and more residents who are above 65 years of age sought after **services and programs for older residents**.

Current use [over time]	2011	2013	2017	2019	2021	2023
Parks & playgrounds	-	80%	75%	88%	81%	90%
Library services	63%	55%	54%	69%	75%	81%
Bus stops	-	-	77%	82%	74%	79%
Cultural or entertainment facilities	-	-	45%	68%	44%	61%
Bicycle pathways	36%	42%	38%	46%	51%	59%
Swimming pools	41%	40%	39%	45%	41%	57%
Sporting facilities	-	-	30%	41%	37%	49%
Community halls & centres	29%	16%	23%	31%	26%	40%
Services & programs for older residents	16%	12%	14%	14%	14%	29%
Youth programs	6%	4%	4%	4%	9%	23%
Built cultural heritage services/advice	19%	8%	9%	12%	12%	18%

Q9. Now some questions about using services in the area Does anyone in your household use these services?



Barriers to using Council services

Among the residents who responded to not using Council services, a high proportion indicate that they have no need for the services. Lack of awareness is the second main barrier to using services such as services and programs for older residents, cultural heritage services, community halls and centres, and cultural or entertainment facilities.

	No need	Awareness	Cost	Transport / access	Timing / location	Other
Youth programs	74%	8%	1%	2%	1%	1%
Services and programs for older residents	62%	10%	1%	2%	2%	2%
Built cultural heritage services / advice	58%	30%	3%	2%	3%	2%
Community halls & centres	46%	17%	3%	2%	5%	2%
Sporting facilities	45%	8%	3%	1%	2%	1%
Bicycle pathways	38%	4%	<1%	3%	1%	2%
Swimming pools	33%	6%	3%	3%	5%	4%
Cultural or entertainment facilities	28%	12%	1%	1%	2%	1%
Bus stops	18%	-	1%	2%	2%	1%
Library services	14%	3%	-	1%	2%	1%
Parks & playgrounds	8%	2%	<1%	1%	<1%	1%

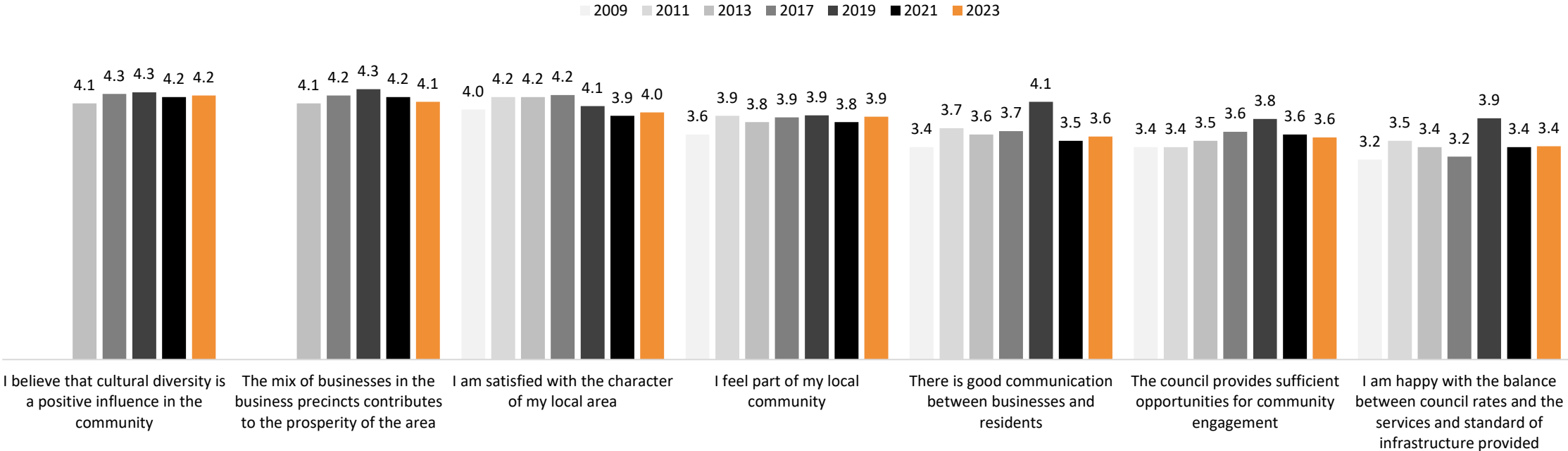
Q9b. What are the barriers to using these services?



Perception statements

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 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).

Level of agreement with statements



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?

Perception statements

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



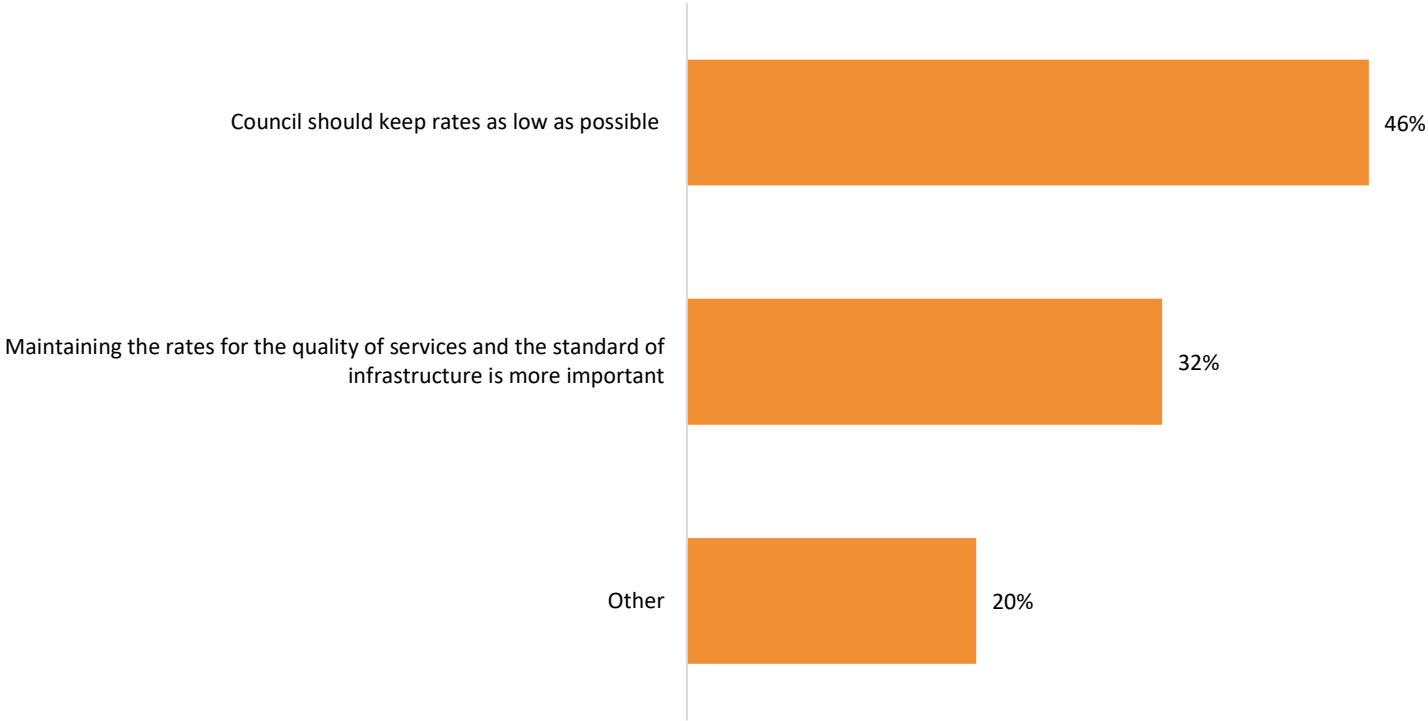
A regression analysis shows that **satisfaction with the character of the local area** contribute most to overall satisfaction.

This regression tells us that for every increment of 1 in **satisfaction with the character of the local area**, overall satisfaction increases by 0.236.

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?

Perception statements

Preference between rates and services / infrastructure provided
[Those who rated 1=strongly disagree or 2=disagree only in Q10, n=71]



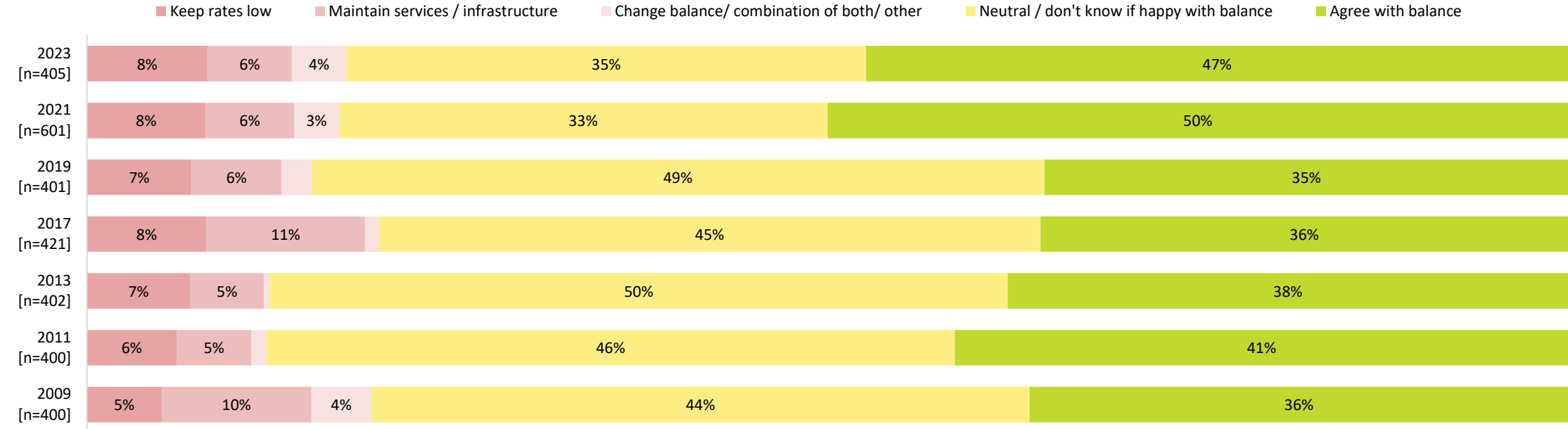
Among those who indicated they were not happy with the balance between rates and services provided, a higher proportion mentioned that Council should keep rates as low as possible (46%), compared to maintaining services / infrastructure (32%).

Q11. Which of the following would you prefer?

Perception statements

When analysing the sample as a whole, 8% mentioned preference to keep low rates over maintaining services / infrastructure (6%). This indicates the majority of the dissatisfied residents are looking for a balance between low rates and maintenance of services / infrastructure.

Satisfaction with balance between rates and services / infrastructure provided
 [Red indicates those who rated 1=strongly disagree or 2=disagree]



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?; Q11. Which of the following would you prefer?

Attendance at Council-run events

Norwood Christmas Pageant (43%) restores its popularity among residents in 2023 followed by Concerts in the Park series (37%) and Tour Down Under (36%). Among the new events, Gather Round (30%), Art on Parade and SALA (23%) and Raising the Bar (21%) attracted more attendees compare to East side Wine and Ale trail (10%) and A Day of Fashion (6%).

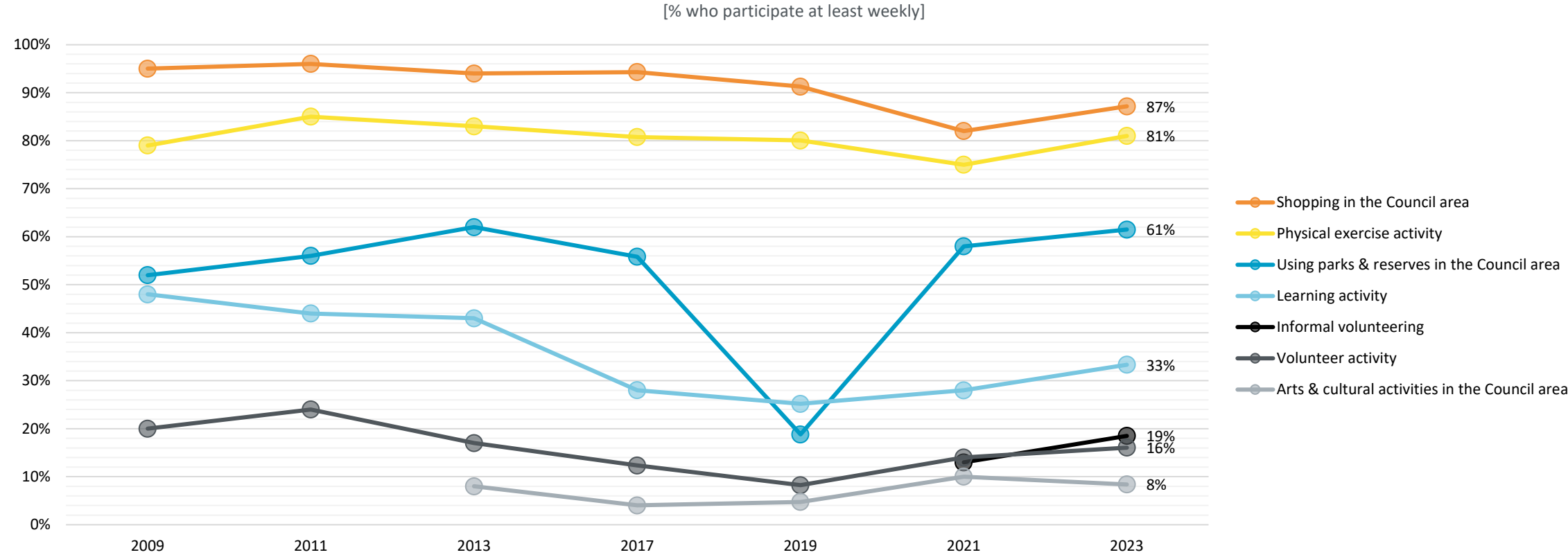
	2011	2013	2017	2019	2021	2023
Norwood Christmas Pageant	38%	37%	42%	42%	20%	43%
Concerts in the Park series*	-	-	-	-	-	37%
Norwood on Tour Race [Tour Down Under]	34%	25%	30%	35%	20%	36%
Gather Round*	-	-	-	-	-	30%
St Peters Fair	13%	16%	24%	26%	16%	26%
Art on Parade and SALA*	-	-	-	-	-	23%
Raising the Bar*	-	-	-	-	-	21%
Australia day celebration & Citizenship Ceremony	4%	5%	10%	12%	13%	20%
Various youth arts & events [Norwood Splash, Wheel Park and Poolside]	1%	4%	5%	3%	12%	17%
Twilight Carols	-	-	17%	17%	24%	15%
Cultural heritage events [such as Beyond the Bleachers]	5%	6%	6%	12%	5%	13%
Food Secrets bus tour	-	-	7%	9%	5%	13%
East side Wine and Ale trail*	-	-	-	-	-	10%
A Day of Fashion*	-	-	-	-	-	6%
Attendance at any of these events	70%	70%	70%	74%	77%	78%
Did not attend any of these events	30%	30%	30%	26%	23%	22%

*New category in 2023; Q13. Have you attended any of the following Council-run events in the last 3 years?



Participation in selected activities

Overall, participation levels across various activities see increases in 2023. Shopping in the Council area (87%) continues to be the most common activity followed by physical exercise activity (81%) and use of parks & reserves in the Council area (61%). Newly added activity of informal volunteering also gains more participation (13% to 19% in 2023).



Q14. How often do you participate in the following?

Participation in selected activities

	Up to every 6 months							Up to once a year						
	2009	2011	2013	2017	2019	2021	2023	2009	2011	2013	2017	2019	2021	2023
Shopping in the Council area	99%	99%	98%	98%	100%	98%	99%	100%	100%	98%	98%	100%	99%	99%
Physical exercise activity	86%	87%	87%	84%	91%	88%	90%	88%	89%	88%	84%	92%	90%	91%
Using parks & reserves in the Council area	74%	76%	82%	77%	92%	91%	92%	83%	87%	90%	79%	98%	95%	96%
Learning activity	53%	48%	47%	34%	42%	51%	60%	59%	53%	49%	36%	46%	60%	68%
Informal volunteering						48%	59%						60%	63%
Volunteer activity	32%	34%	27%	23%	34%	38%	47%	42%	43%	34%	25%	40%	49%	56%
Arts & cultural activities in the Council area			25%	32%	60%	55%	51%			55%	39%	76%	72%	68%

Q14. How often do you participate in the following?

Engaging with Council

When asking about the engagement with Council Staff or Elected Members, similar to the past trend, interaction with Council Staff Members are more common (68%) than with Elected Members (28%). Above 10% of recent interaction with Staff Members are within the past month to the past year.

	2009	2011	2013	2017		2019		2021		2023	
	Combined Council Staff and Elected Members			Council staff	Elected mem.	Council staff	Elected mem.	Council staff	Elected mem.	Council staff	Elected mem.
Within the last week	10%	8%	9%	7%	1%	13%	2%	26%	2%	7%	2%
Within the last month	12%	11%	13%	9%	1%	14%	3%	10%	3%	12%	2%
Within the last 3 months	14%	11%	13%	11%	2%	16%	4%	12%	3%	11%	5%
Within the last 6 months	8%	8%	9%	12%	1%	10%	6%	8%	3%	15%	3%
Within the last year	13%	11%	9%	12%	3%	11%	7%	6%	3%	13%	6%
Within the last 2 years	7%	6%	4%	7%	3%	5%	3%	4%	3%	6%	7%
Within the last 5 years	8%	3%	3%	4%	3%	2%	3%	2%	3%	2%	2%
More than 5 years ago	2%	2%	2%	2%	3%	2%	3%	2%	4%	2%	1%
Ever interacted	74%	61%	63%	63%	17%	74%	31%	69%	22%	68%	28%
Can't recall	5%	5%	11%	8%	10%	4%	5%	10%	14%	10%	20%
Never	21%	34%	26%	29%	72%	22%	65%	21%	63%	22%	52%

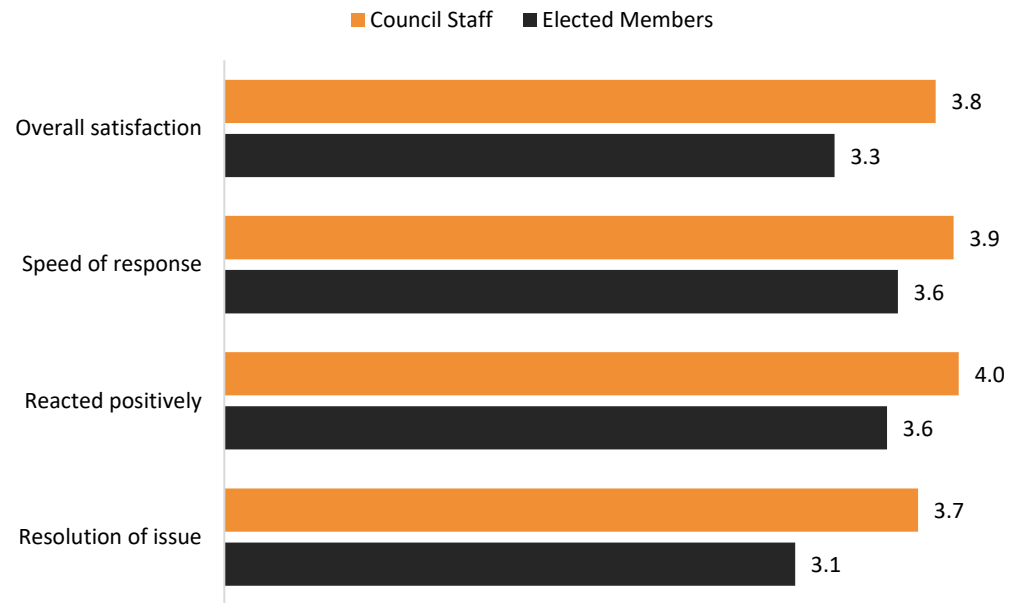
Q15. When was the last time you had any dealings with the Norwood Payneham and St Peters Council staff / Elected Members?



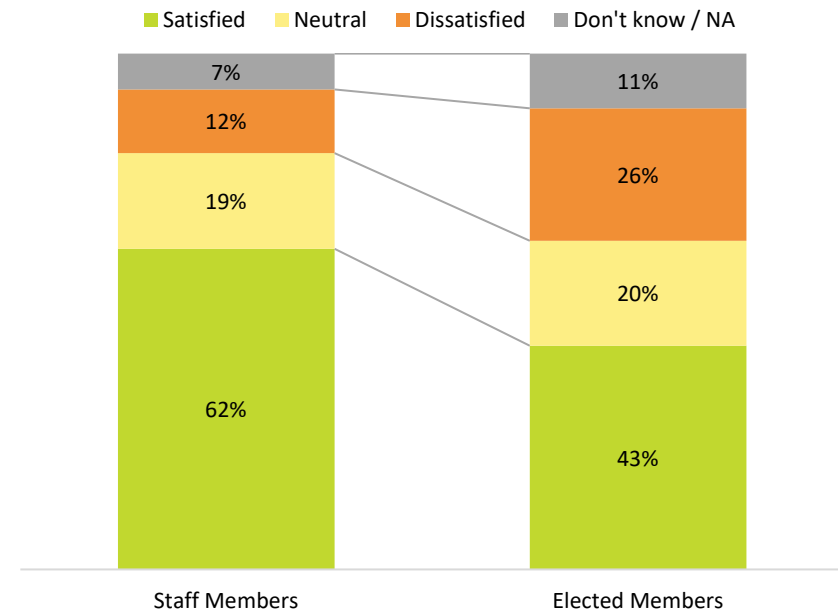
Satisfaction with the responsiveness

Of those who interacted with a Staff Member or an Elected Member, residents are mostly satisfied with responsiveness of Staff Members (62%), however, lower satisfaction (43%) is observed due to 26% of dissatisfaction with Elected Members.

Satisfaction with the responsiveness of ...
[Of those that interacted with a respective representative]



Satisfaction with the responsiveness of ...
[Of those that interacted with a respective representative]



Q17. How satisfied were you with the responsiveness of the Staff Member? On a scale of 1 to 5, with 1 being very dissatisfied and 5 being very satisfied

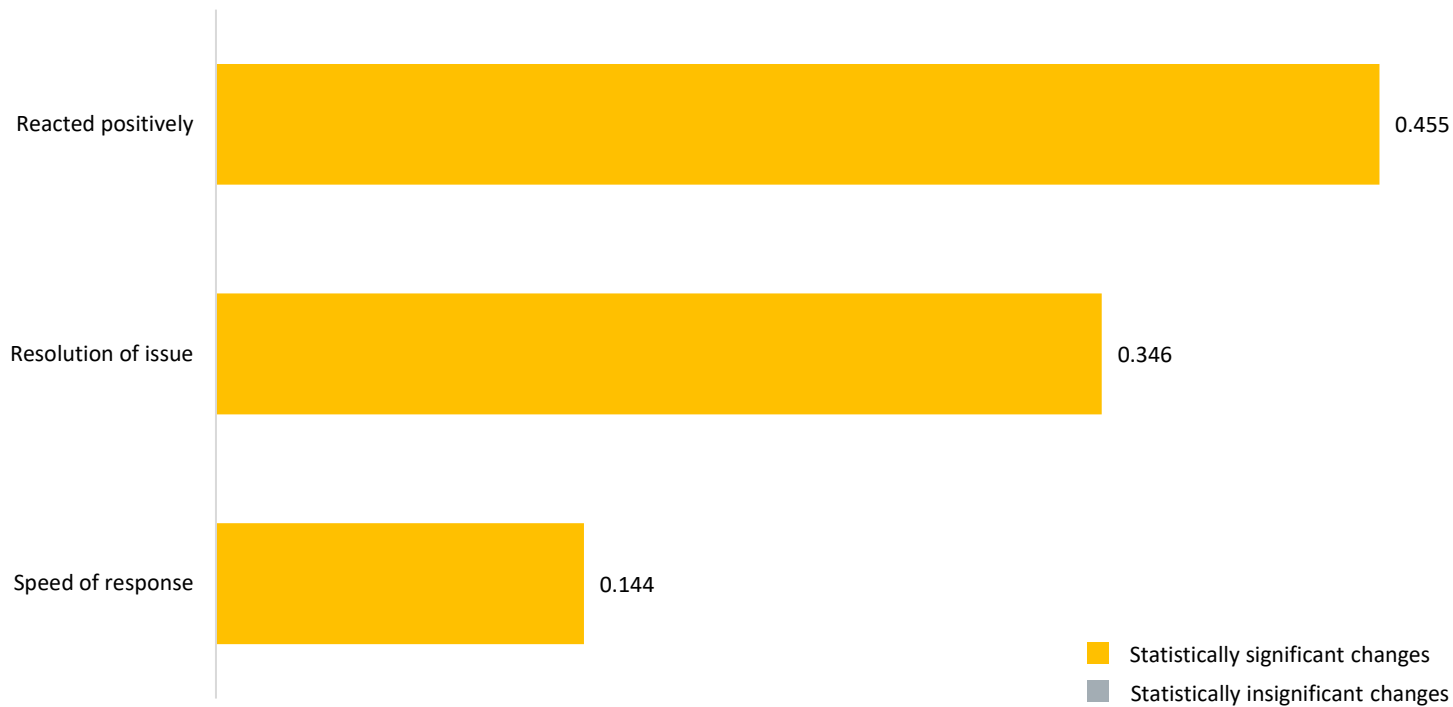
Q18. How satisfied were you with the responsiveness of the Elected Member on a scale of 1 to 5 with 1 being very dissatisfied and 5 being very satisfied



Satisfaction with the responsiveness – Council Staff

What has the greatest impact on overall satisfaction with the responsiveness of the Staff Members?

[Regression coefficients, coloured bars indicate statistical significance]



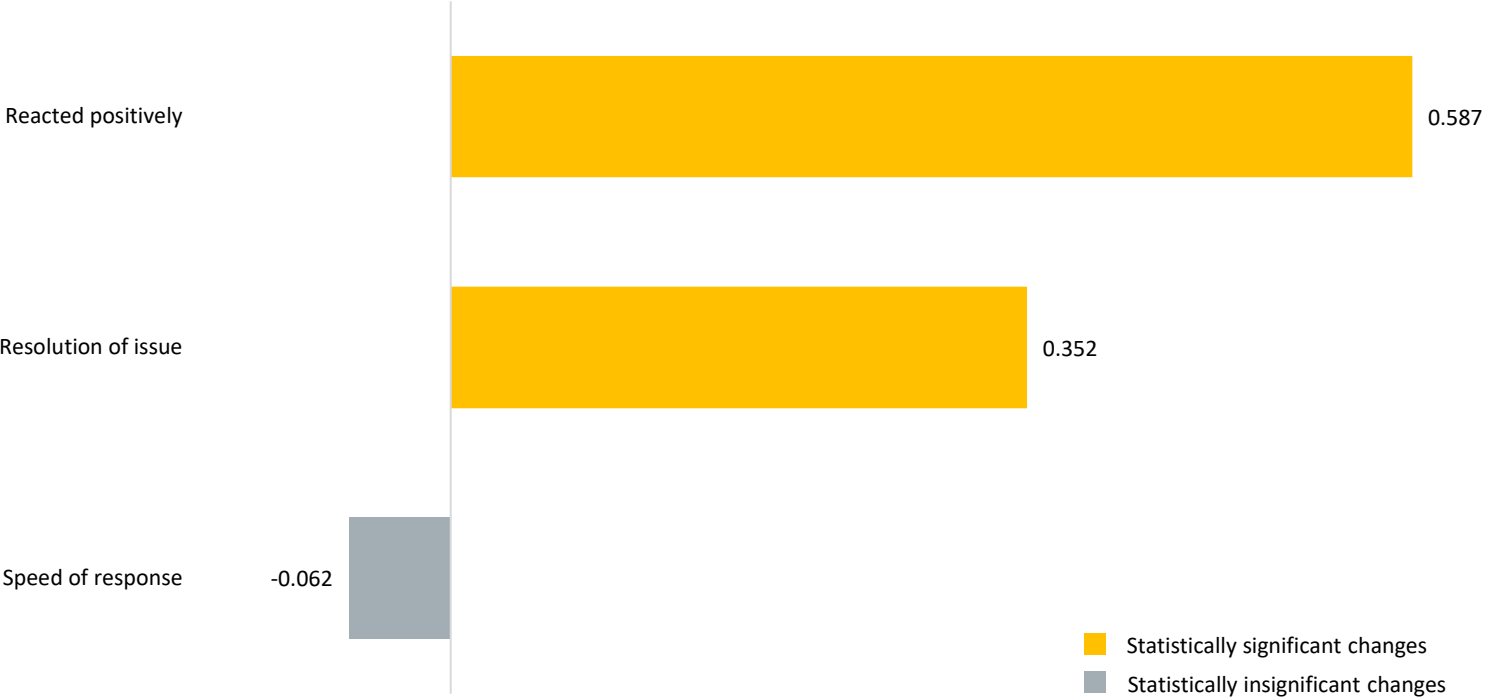
A regression analysis tells us that for every increment of 1 in satisfaction with a positive reaction by Staff Member, overall satisfaction with Staff Member increases by 0.455.

Q17. How satisfied were you with the responsiveness of the Staff Member? On a scale of 1 to 5, with 1 being very dissatisfied and 5 being very satisfied



Satisfaction with the responsiveness – Elected Members

What has the greatest impact on overall satisfaction with the responsiveness of the Elected Members?
[Regression coefficients, coloured bars indicate statistical significance]



Similarly, for every increment of 1 in satisfaction with a positive reaction by Elected Member, overall satisfaction with Elected Member increases by 0.587, meaning that positivity is a major factor in overall satisfaction with both Staff Members and Elected Members.

Q18. How satisfied were you with the responsiveness of the Elected Member on a scale of 1 to 5 with 1 being very dissatisfied and 5 being very satisfied

Communication of Council services & activities

Residents most preferred to receive information through Council's website (58%) and NPSP e-Newsletter (38%). Remaining communication channels including LookEast (39% to 32% in 2023), libraries/noticeboards (35% to 31% in 2023) and others are observed decreases in 2023.

	2009	2011	2013	2017	2019	2021	2023
Council's website	20%	29%	22%	32%	30%	45%	58%
Your NPSP e-Newsletter	-	-	-	-	-	26%	38%
LookEast	4%	12%	5%	37%	32%	39%	32%
Libraries/noticeboards	1%	3%	1%	13%	16%	35%	31%
Social media pages	-	-	-	10%	21%	37%	26%
Other Council publications/fliers	42%	34%	26%	46%	29%	29%	24%
Word of mouth	2%	-	1%	15%	6%	18%	16%
Precinct websites and Facebook	-	-	1%	1%	3%	13%	13%
Community events	-	-	<1%	5%	3%	13%	11%
Contact with Council staff	10%	11%	13%	7%	5%	13%	6%
Other	4%	2%	3%	14%	24%	5%	3%
Do not find out information	3%	1%	3%	3%	1%	3%	3%

Q19. How would you prefer to receive information about the Council's services and activities?



Awareness of major projects

When asked about the major projects that the Council is planning to undertake, majority of residents (79%) are not aware while 21% can name some of the projects as below.

1. Payneham swimming pool upgrade [39 responses]	"Payneham swimming pool redevelopment" "Upgrade of Payneham Swimming centre"
2. Parks, playground and reserve upgrade [14 responses]	"Dunstan Playground, Burchell Reserve" "New facilities at Cruickshank Reserve - yay!" "St Morris reserve upgrade"
3. Infrastructure [13 responses]	"Road upgrades at Trinity Gardens" "Adding to the War Memorial in St Peters St" "The development of Glynde/ Magill Roads"
4. Water management [11 responses]	"Changing old water pipes" "Flood mitigation through St Morris" "Trinity Gardens stormwater upgrade"
5. Parade upgrade [6 responses]	"Marryatville and Norwood Parade shopping precinct upgrades" "Improvements to the Parade masterplan and streetscape" "Upgrade of parade"
6. Speed limit [3 responses]	"40 km/h limit" "Speed reduction to 40K, flood mitigation works" "Traffic problems in Marryatville area"

Q20. Online: Are you aware of any major projects that the Council is planning to undertake?



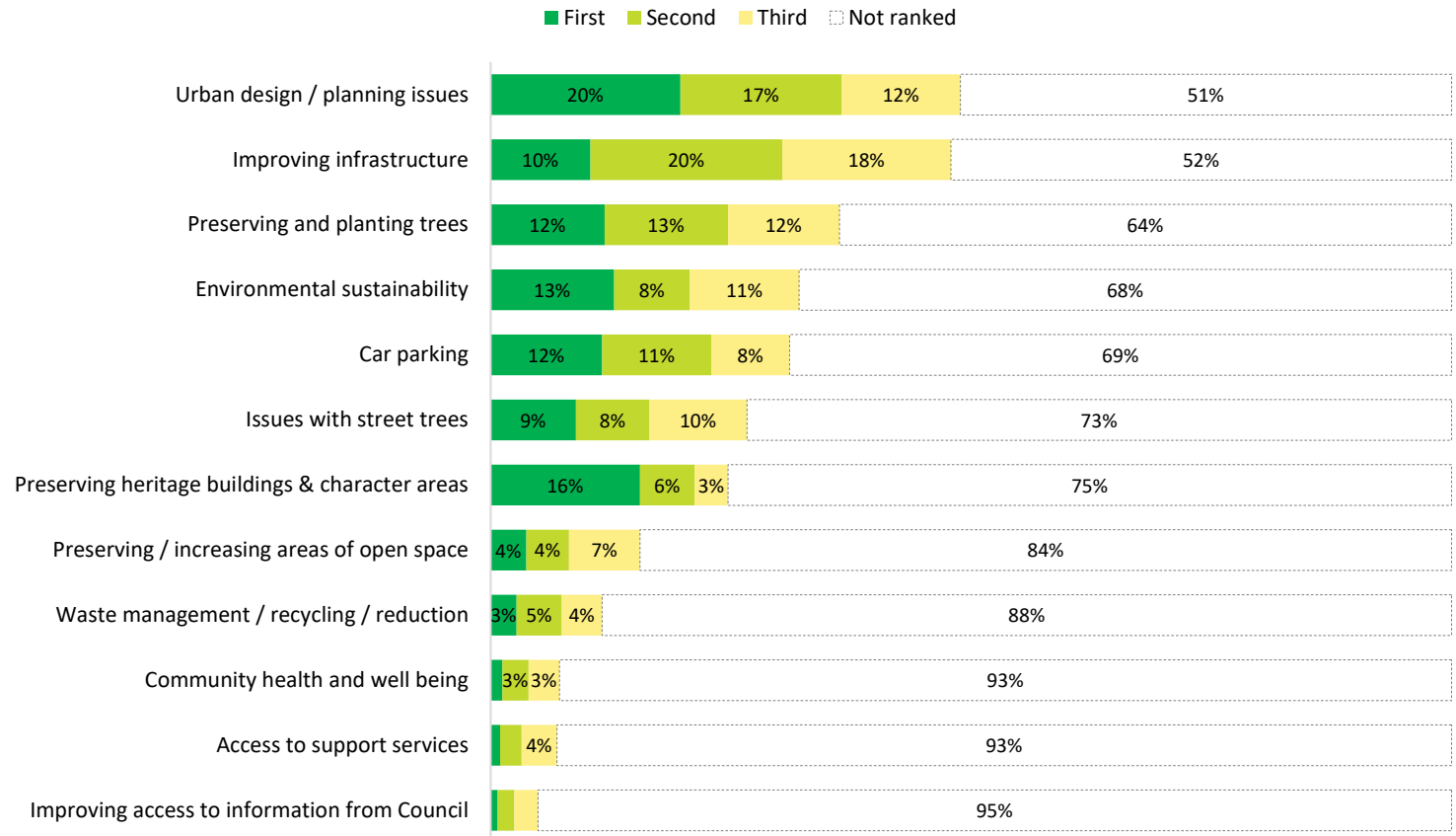
Issues of importance

Unlike the past years, urban design / planning issues (49%) rank first in 2023 as the top issue to be addressed in the next 3 years. Improving infrastructure (48%) follows closely behind as the second most important issues and preserving and planting trees (36%) as the third.

	2011	2013	2017	2019	2021	2023
Urban design / planning issues	11%	18%	19%	24%	21%	49%
Improving infrastructure	33%	29%	53%	48%	38%	48%
Preserving and planting trees	12%	7%	11%	32%	33%	36%
Environmental sustainability	9%	11%	14%	36%	35%	32%
Car parking	5%	4%	17%	21%	21%	31%
Issues with street trees	7%	19%	29%	31%	29%	27%
Preserving heritage buildings & character areas	7%	8%	6%	31%	36%	25%
Preserving / increasing areas of open space	7%	7%	11%	21%	25%	16%
Waste management / recycling / reduction	8%	12%	9%	27%	29%	12%
Community health and well being					17%	7%
Access to support services	6%	4%	6%	11%	10%	7%
Improving access to information from Council	4%	2%	6%	6%	7%	5%

Q21. In your opinion, what are the major issues Council should be addressing in the next 3 years? Please rank the following issues in order of importance, first, second and third?

Ranking of issues

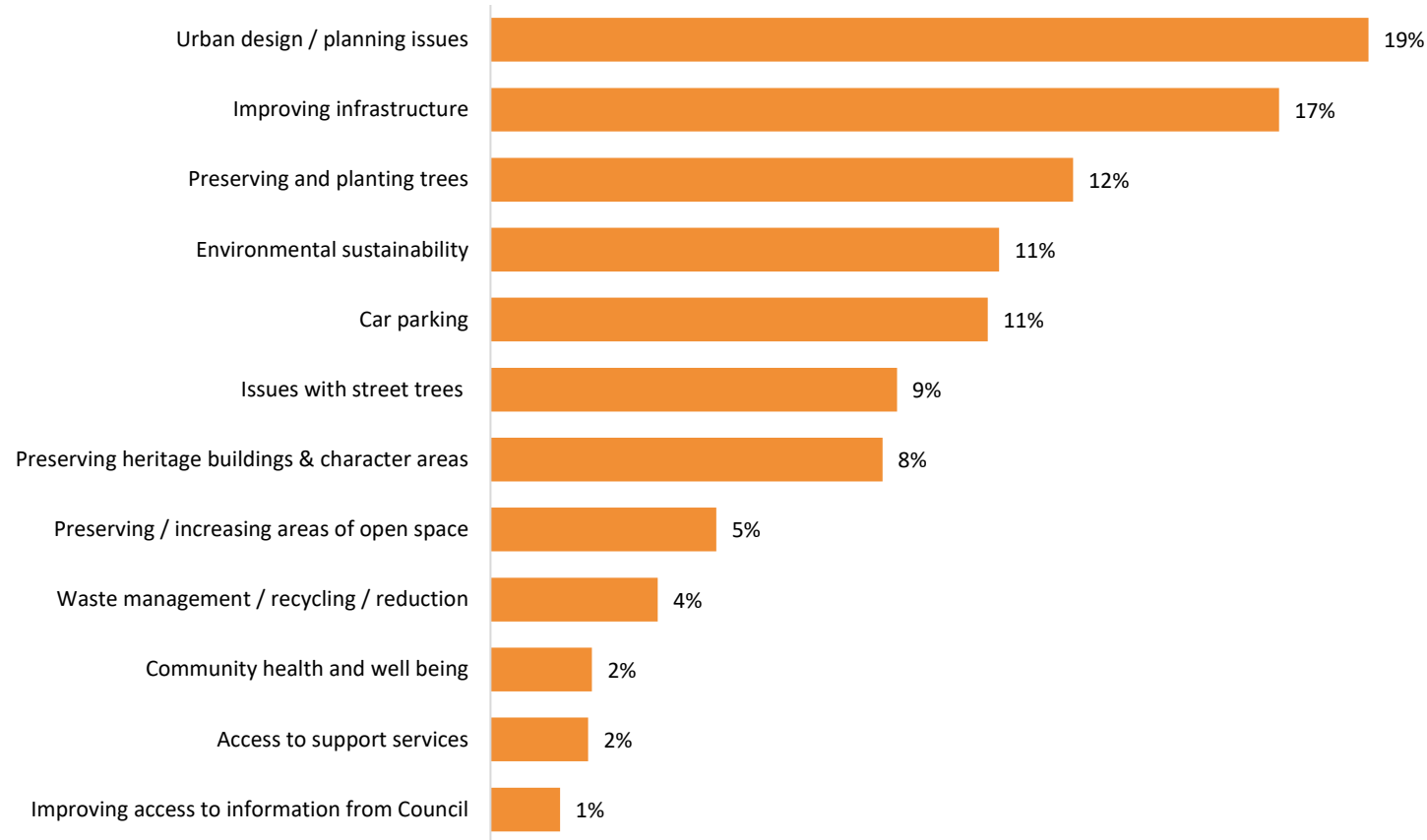


The graph shows the breakdown of ranking given to each issue. Issues have been sorted based on proportion of ranking; more important issues will generally have more votes than less important issues, whether they are first, second, or third.

When analysing the ranking data, urban design / planning issues is the top priority, with close to half of the residents surveyed (49%) indicating it is an issue to be addressed by Council (20% indicated it as a first-preference issue). Improving infrastructure is also ranked as an issue by 48% of residents followed by preserving and planting trees (36%).

Q21. In your opinion, what are the major issues Council should be addressing in the next 3 years? Please rank the following issues in order of importance, first, second and third?

Ranking analysis of priority issues



A ranking analysis gives further clarity as to which issues are a priority. The following graph outlines an analysis that factors in all rankings across the sample and estimates the proportion that would rank an attribute as 'first'. The results reveal **urban design / planning issues** is a key issue, along with **improving infrastructure** and **preserving and planting trees**.

Q21. In your opinion, what are the major issues Council should be addressing in the next 3 years? Please rank the following issues in order of importance, first, second and third?



Final suggestions

Overall, 401 respondents provided suggestions on areas for improvement. The primary areas of concern for residents are:

1. Development / planning aspects [85 responses]	2. Maintenance [67 responses]	3. Traffic management and parking [65 responses]
<p>Feedback include opposition to sub-divisions, increasing density, heritage contributors, upgrading/improving appearance of area, affordable housing, and consideration towards environmental sustainability</p> <ul style="list-style-type: none"> “I would like to see a greater emphasis on preserving heritage buildings.” “Maintain the character of the area” “The council needs to take greener initiatives” “Make a storm water management plan” “The character of the area is being destroyed by Council having high level of subdivisions” “Use of more solar, more charging stations for electric cars” “Plant more SHADE trees. Remove plastic grass in private residences. Encourage youth with understanding value of trees and that residents owning large trees should have rewards in rate reduction. Recognise they are providing oxygen for all” 	<p>Suggestions for footpaths, roads and overgrown trees</p> <ul style="list-style-type: none"> “Attending and maintaining council trees interfering with personal garden space” “Better and safer bike lanes on road and other areas. Living in Felixstow, it should be easy for prompt riding to work” “The footpaths need to be repaired and need to be level. People trip. Unsafe for mobility vehicles.” “Upgrade old roads such as Briar Rd, Felixstow, which are very uneven and bumpy for cars” “The speed humps are too high in some places. The dips on some streets are dangerous. Roundabouts are too sharp and impossible to get around without touching the curb. New housing has bad planning With not enough open space and insufficient car parks for residents.” 	<p>Concerns about parking availability, traffic flow, and speed limits</p> <ul style="list-style-type: none"> “Better traffic management at rush hours” “Safer roads. Residents feel unsafe because of rash drivers in the relatively narrow lanes” “Outsiders parking in neighbourhood. Managing of cycling paths on major roads. Reducing speed on the parade. Reducing the high-rise residences in the area.” “Limit time for street parking. I was informed approximately 2 years ago that signs would be erected in Elizabeth Street limiting parking to 2 hours. To date, signs have not been erected and frequently cars are parked in the street for days, sometimes weeks. It results in the street sweeper being unable to clear the debris in front of houses in the street.” “Norwood badly needs to reduce the volume of traffic, particularly on residential streets. Traffic calming measures in the form of increased street gardens, traffic slowing measures such as bends and humps and one way traffic would go a long way to improving the amenity of the area.”

Please note: Select verbatims have been chosen to reflect key themes

Q22. If you had one suggestion or comment for the Norwood Payneham and St Peters Council, what would it be?



“Part of the beauty of the area are the trees, it makes walking in summertime bearable, supports wildlife and reduces our environmental impact. It is important to communicate with the community the value of the trees, so they don't focus on the negative aspects of leaf litter and root damage to the pavement.”



Final suggestions

Overall, 401 respondents provided suggestions on areas for improvement. The primary areas of concern for residents are:

4. Communication and consultation / responsiveness [26 responses]	5. Community events and facilities [26 responses]	6. Services [17 responses]
<p>Feedback include engaging the community and keeping them informed especially for elder people, and responding to feedback efficiently</p> <ul style="list-style-type: none"> “24-hour helpline for working residents” “Better communication of what is available to residents.” “Better council website. More free pickups of hard waste. Council takes forever to respond to emails.” “For elected members to communicate with the electorate on a regular basis, not just when an election is due.” “Make the council easier to contact than 'townhall' email which regularly goes un-responded to.” “Maybe start or promote a social media community page” “Let older people know more about services availability to them” “The council should stop sending printed flyers to every home. It is a massive waste if paper as it usually lands straight in the bin.” 	<p>Suggestions about holding more community events which includes elder people and sporting facilities</p> <ul style="list-style-type: none"> “Better access to facilities for older residents” “Bring back food and wine festival” “More events that attract a diverse crowd - not just families with kids” “More lifestyle programs for retirees: strength and balance, yoga. Check out the activities offered by the Burnside Council, many and varied” “More youth activities, library holiday programs book out so quickly” “Needs more women's empowerment events” “We need Payneham Pool refurbished and opened so all residents who want to use it can do so, as soon as possible.” 	<p>Some residents express concerns about rubbish collection and recycling</p> <ul style="list-style-type: none"> “Garbage disposal for apartments need to be improved. Green bins need to be emptied weekly. Council should look into apartment garbage collection more thoroughly. More bike parking.” “Green bins twice a week or a second green bin please.” “Hard waste pick-up should be at least 3 times a year. Bin handling could be better.” “I don't know the solution to this, but the amount of (unbooked) hard rubbish (mattresses are the main culprit) around Payneham particularly, over the past few months has been increasing, and they seem to sit there uncollected for weeks. So maybe being able to act quicker on dumped rubbish? as it's an eyesore and a real shame for the area looking like a dumping ground.” “More bins and dog poo bags around schools, it getting to be a massive issue in the streets around Marryatville primary school.” “More public education about recycling- what exactly can be recycled in this council area and what should not go into recycling bins. It's depressing to see so many yellow lid bins stuffed with landfill waste.”

Please note: Select verbatims have been chosen to reflect key themes Q22. If you had one suggestion or comment for the Norwood Payneham and St Peters Council, what would it be?

Business Findings



Business location

Ward	
[n=202]	%
West Norwood Kent Town	39%
Maylands Trinity	20%
Kensington	18%
Payneham	12%
St Peters	9%
Torrens	2%

Suburb	
[n=202]	%
Norwood [WEST OF EDWARD]	20%
Norwood [EAST]	20%
Stepney	12%
Kent Town	11%
St Peters	6%
Glynde	6%
Kensington	5%
St Morris	4%
Royston Park	3%
Maylands	2%
Payneham	2%
Trinity Gdns	1%
Evandale	1%
Felixstow	1%
Marden	1%
College Park	1%
Firle	0%
Joslin	0%
Hackney	0%
Marryatville	0%
Heathpool	0%
Payneham South [COORARA/DIVETT]	0%
Payneham South	0%

Please note: A small number of respondents showed misalignment between their selected ward and suburb.

Business profile

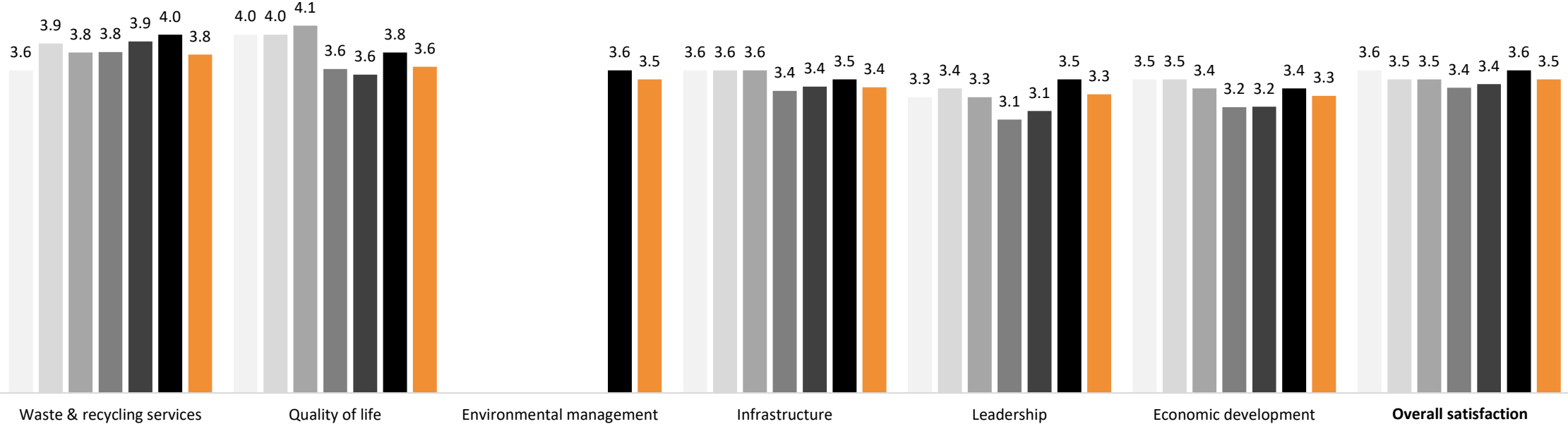
Business precincts		Length of business operation		Industry type	
[n=202]	%	[n=202]	%	[n=202]	%
The Parade, Norwood	25%	Less than a year	2%	Retail	17%
Magill Road	11%	1 – 5 years	31%	Health and community services	14%
Payneham Road	8%	6 – 10 years	18%	Professional, property and business services	11%
Glynde Corner	1%	11 – 15 years	11%	Hospitality	10%
Other	17%	16 – 20 years	10%	Building and construction	8%
None of these	39%	21 – 25 years	5%	Education	5%
		26 – 30 years	6%	Manufacturing - Other	4%
		More than 30 years	15%	Media and communications	4%
				Banking/finance	3%
				Automotive	2%
				Manufacturing - Food	1%
				Wine	1%
				Information technology	1%
				Other	16%



Overall satisfaction of businesses

Overall satisfaction levels from businesses slightly decreased across areas in 2023 while maintaining the score of 3.3 and above. Satisfaction with **leadership of the Council** and **economic development performances** receive the lowest rating of 3.3 for each area.

Overall satisfaction, aggregated from each area
[Q2, 3, 4, 5, 6, 7]
2009 2011 2013 2017 2019 2021 2023

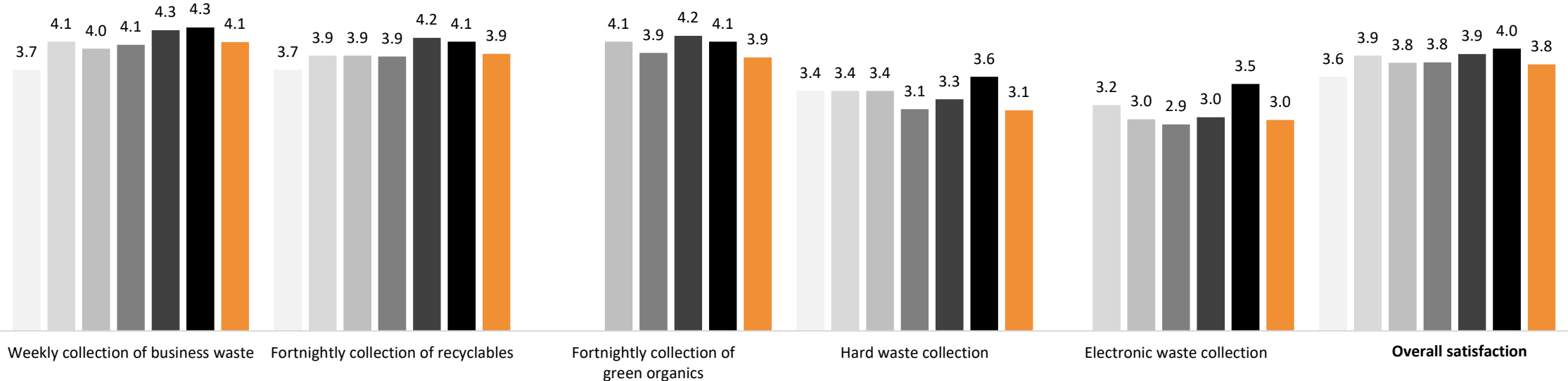


Waste & recycling services

Satisfaction levels of Business respondents on waste collection and recycling services sees decreases across all sub-areas. The most significant drop is noted for hard waste collection (3.6 to 3.1 in 2023) and electronic waste collection (3.5 to 3.0 in 2023).

Satisfaction with waste & recycling services

2009 2011 2013 2017 2019 2021 2023

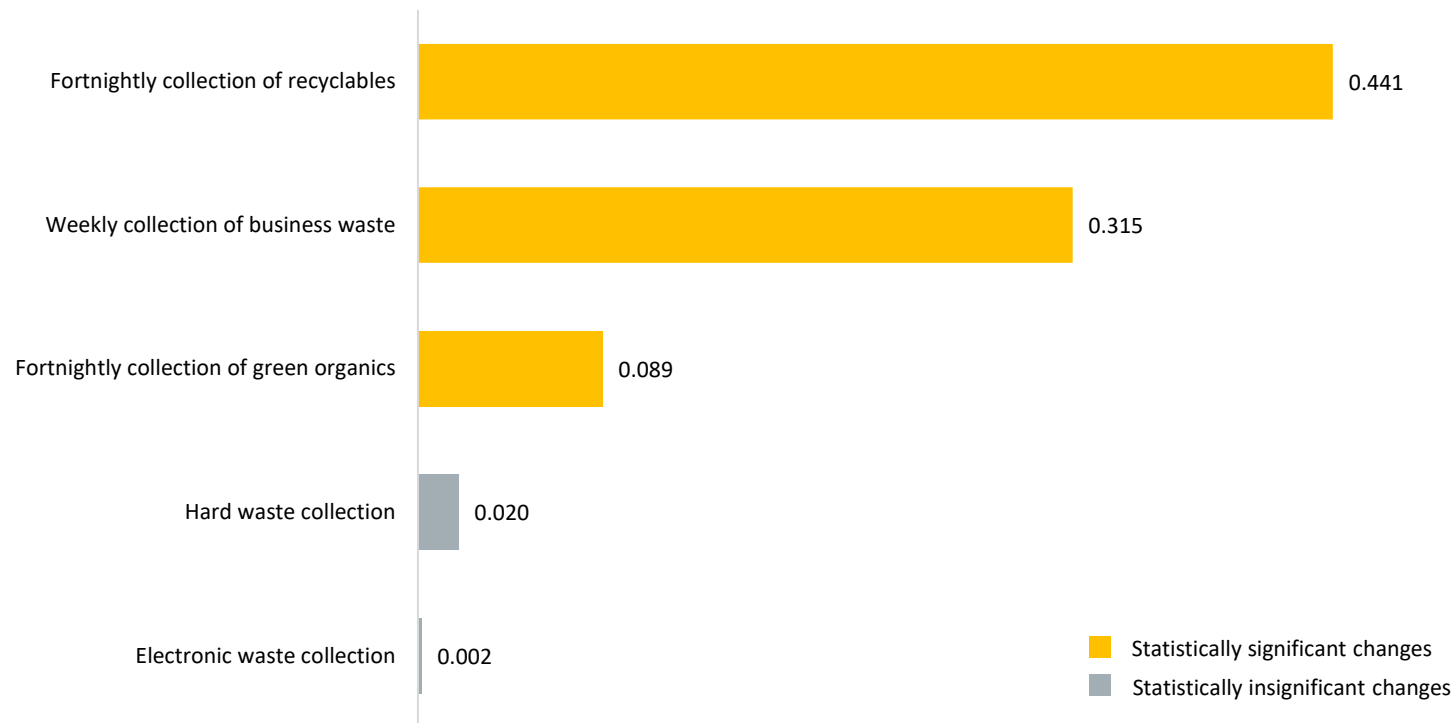


Q2. On a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, please rate your level of satisfaction in relation to the waste and recycling services provided by the City of Norwood Payneham & St Peters

Waste & recycling services

What has the greatest impact on overall satisfaction with waste and recycling services?

[Regression coefficients, coloured bars indicate statistical significance]



For businesses, the **fortnightly collection of recyclables** has the greatest impact on overall satisfaction, followed by weekly collection of business waste.

This regression tells us that for every increment of 1 in satisfaction with **fortnightly collection of recyclables**, overall satisfaction with waste collection and recycling services increases by 0.441, making it the most significant contributor to overall satisfaction.

Q2. On a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, please rate your level of satisfaction in relation to the waste and recycling services provided by the City of Norwood Payneham & St Peters

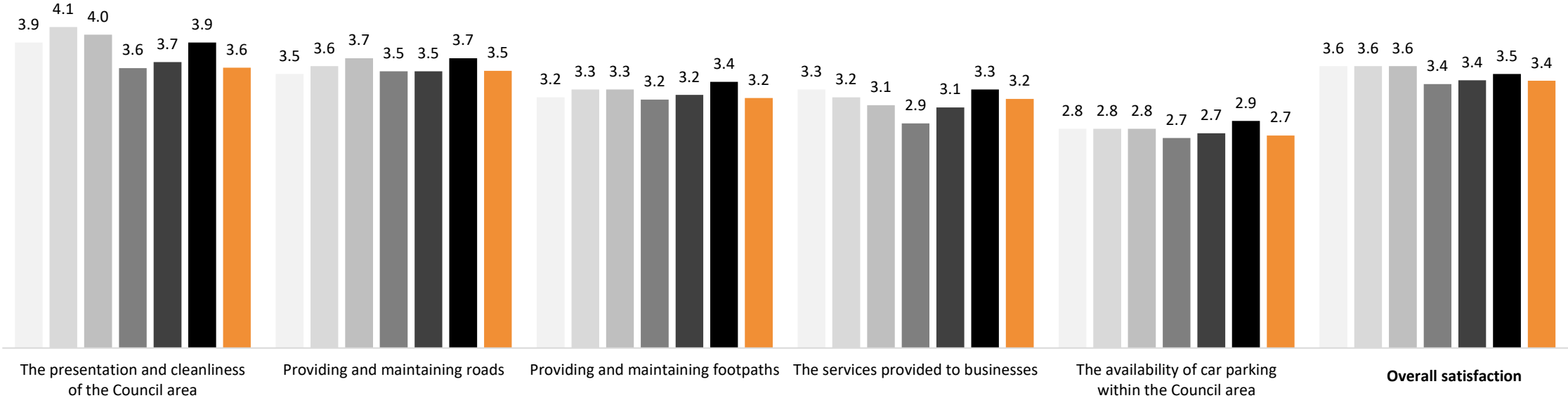


Infrastructure

Satisfaction levels with infrastructure also observe decreases across all sub-areas in 2023. The most significant drop is noted for presentation and cleanliness of the Council area with a change of 0.3 points (3.9 to 3.6 in 2023) while remaining sub-areas drop around 0.1 or 0.2 points.

Satisfaction with infrastructure

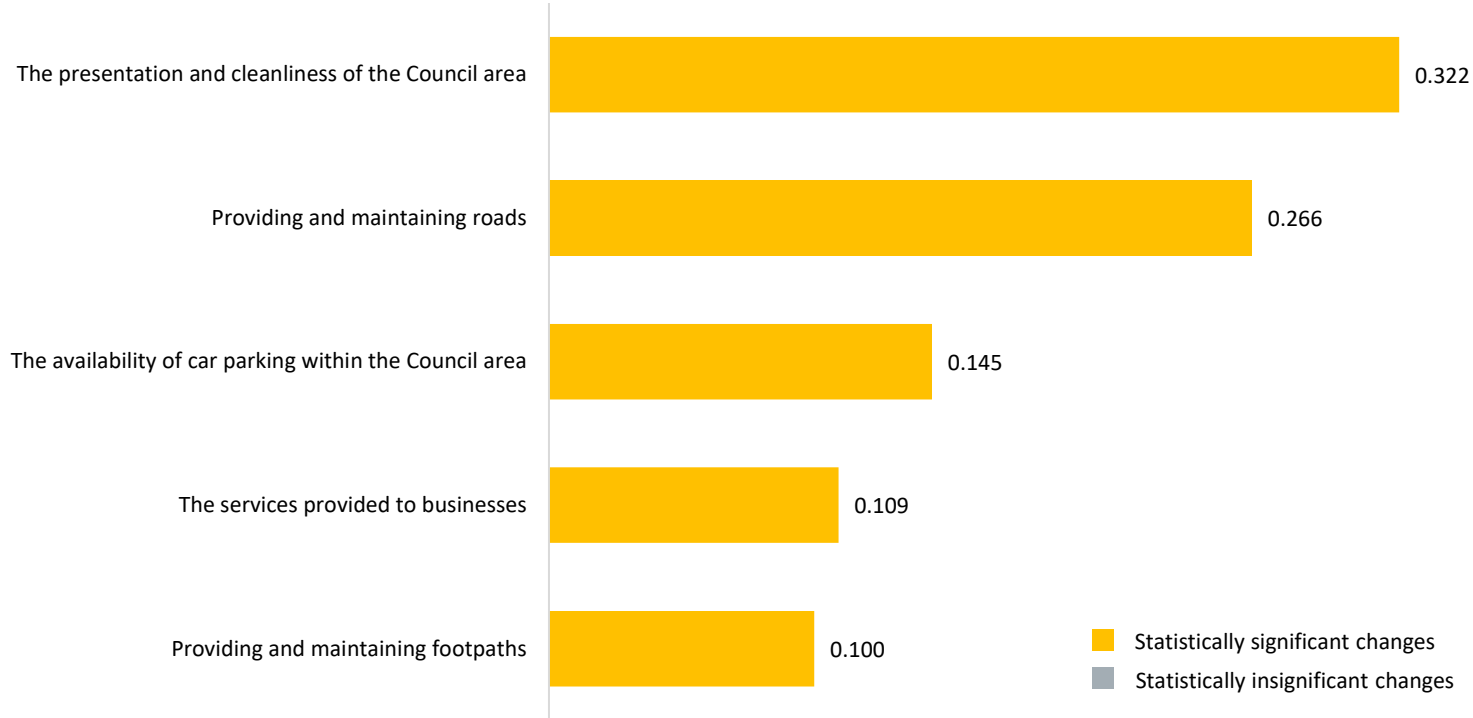
2009 2011 2013 2017 2019 2021 2023



Q3. Now some questions about infrastructure in the Council area Using the same scale, how satisfied are you with the Council

Infrastructure

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



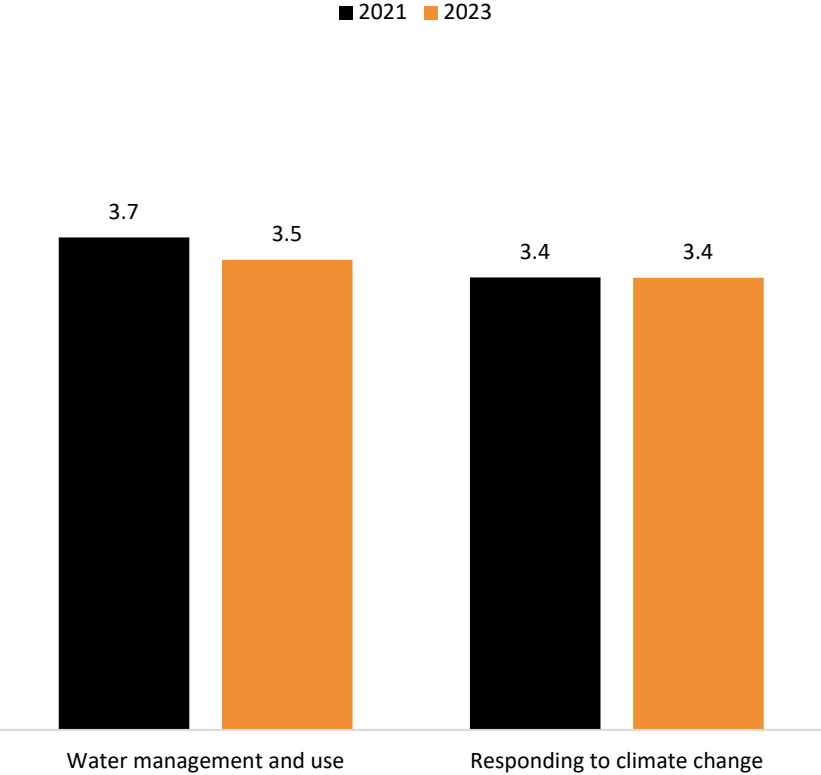
A regression analysis shows the **presentation and cleanliness of the Council area** has the strongest impact on overall satisfaction towards infrastructure.

This regression tells us that for every increment of 1 in satisfaction with **presentation and cleanliness of the Council area**, overall satisfaction with infrastructure increases by 0.322, making it the most significant contributor to overall satisfaction.

Q3. Now some questions about infrastructure in the Council area Using the same scale, how satisfied are you with the Council

Environmental management

Satisfaction with environmental management



Satisfaction with **water management and use** declined in 2023 from 3.7 to 3.5 whereas satisfaction with **responding to climate change** remained the same at 3.4.

This was a new question added in 2021. Regression analysis has not been included for this performance area as overall satisfaction was not asked.

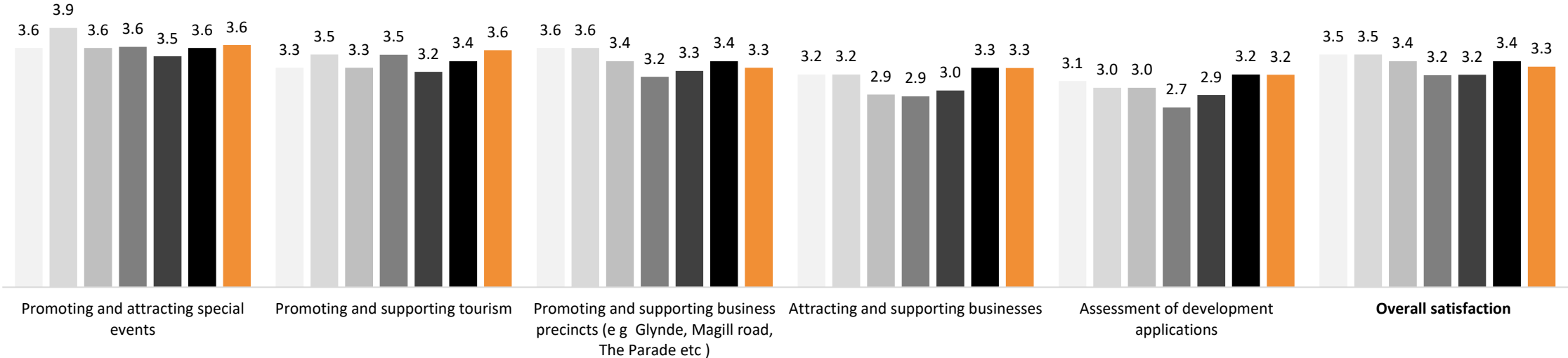
Q4. Now some questions in relation to the environmental management performance of the City of Norwood Payneham and St Peters Using the same scale, how satisfied are you with the Council

Economic development

Satisfaction with economic development aspects remains stable in 2023 except for promoting and attracting tourism which increases from 3.4 to 3.6. Promoting and supporting business precincts notes a slight drop of 0.1 point (3.4 to 3.3) similarly for overall satisfaction.

Satisfaction with economic development

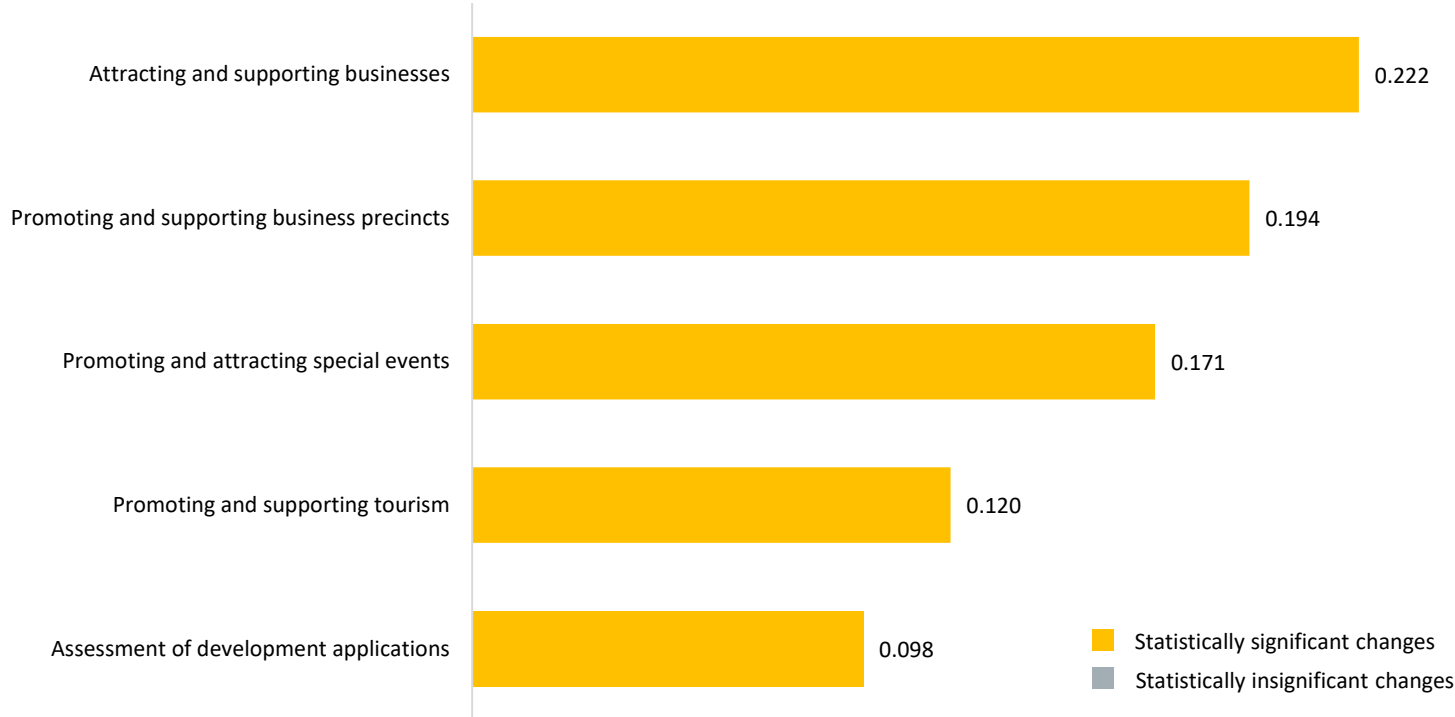
2009 2011 2013 2017 2019 2021 2023



Q5. Now in relation to economic development What is your level of satisfaction with performance of the Council in these areas?

Economic development

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



A regression analysis shows **attracting and supporting businesses** has a large significant impact on overall satisfaction with economic development.

Improving overall satisfaction requires a good support to businesses while also attracting more businesses.

This regression tells us that for every increment of 1 in satisfaction with **attracting and promoting businesses**, overall satisfaction with economic development increases by 0.222, making it the most significant contributor to overall satisfaction.

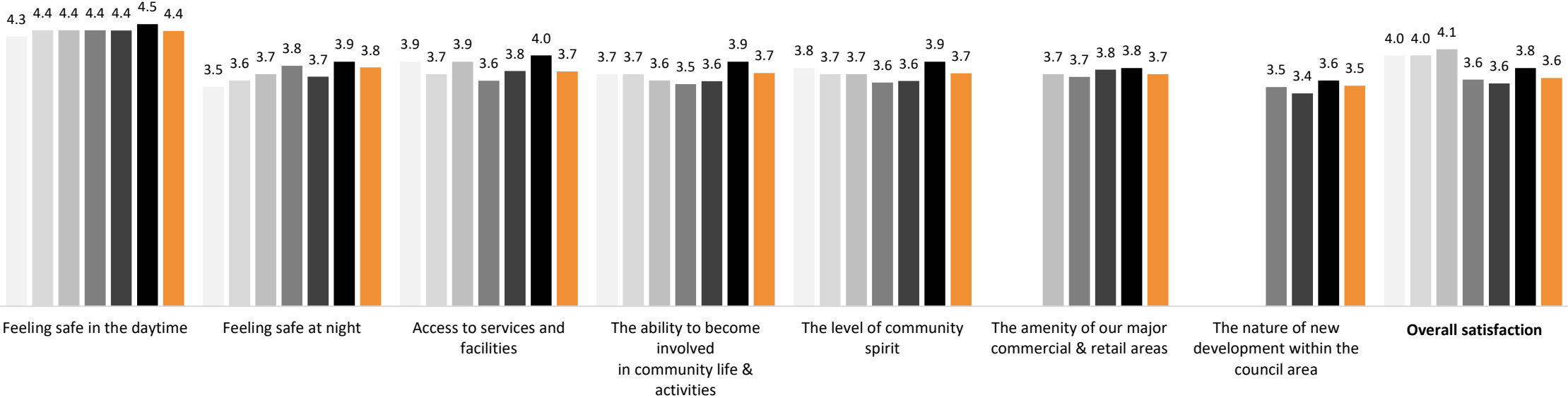
Q5. Now in relation to economic development What is your level of satisfaction with performance of the Council in these areas?

Quality of life

Satisfaction with feeling safe in the daytime continues to remain high yet sees a slight decline in 2023 (4.5 to 4.4). All other sub-areas have also shown slight decreases and overall satisfaction is down by 0.2 points.

Satisfaction with quality of life

2009 2011 2013 2017 2019 2021 2023

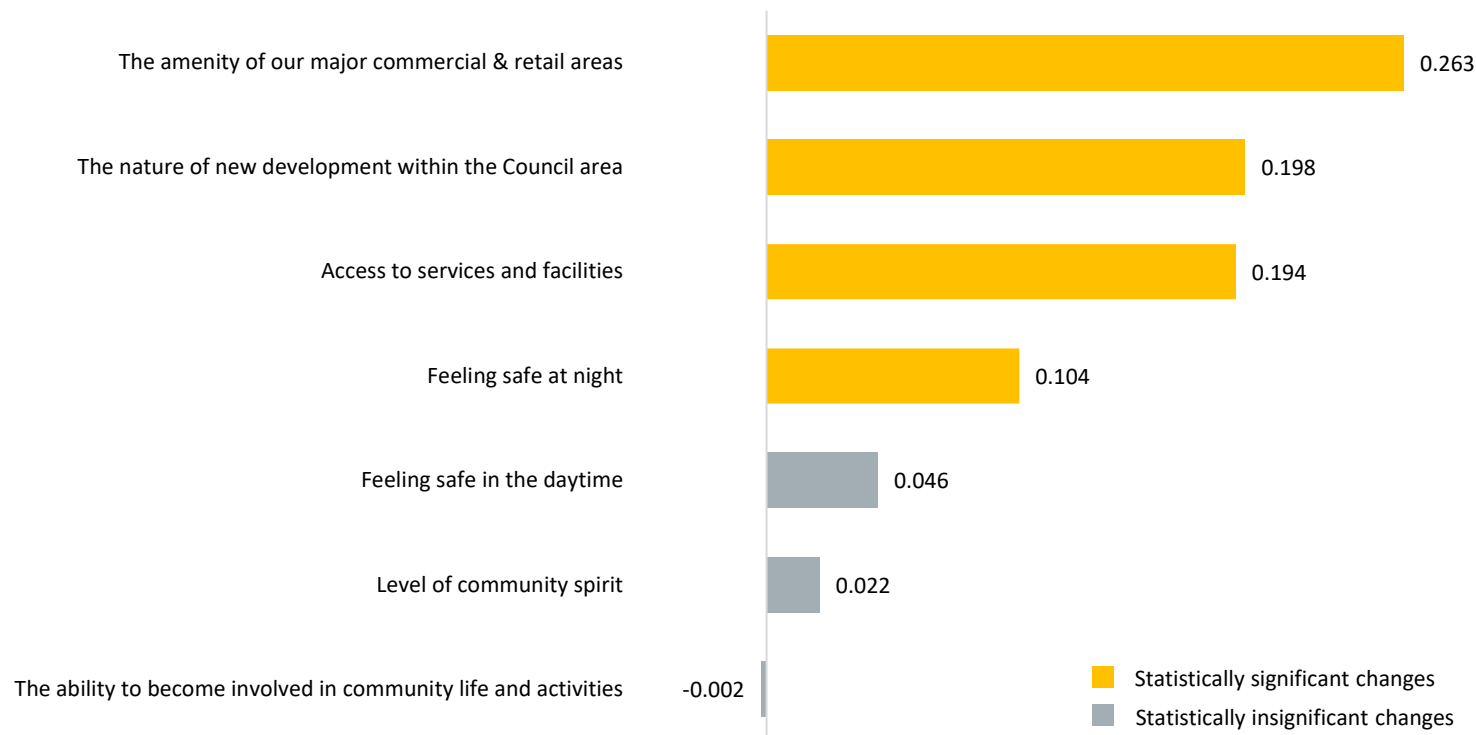


Q6. Thinking about the quality of life in the City of Norwood Payneham & St Peters How satisfied are you with the following?

Quality of life

What has the greatest impact on overall satisfaction with quality of life?

[Regression coefficients, coloured bars indicate statistical significance]



There was no one significant measure that had a major impact on overall satisfaction. Most sub-measures were found to have a mild effect on overall satisfaction with quality of life.

This regression tells us that for every increment of 1 in satisfaction with **amenity of major commercial and retail areas**, overall satisfaction with quality of life increases by 0.263. Each sub-measure contributes only a small amount to overall satisfaction, however, their effects combined may be noteworthy.

Q6. Thinking about the quality of life in the City of Norwood Payneham & St Peters How satisfied are you with the following?

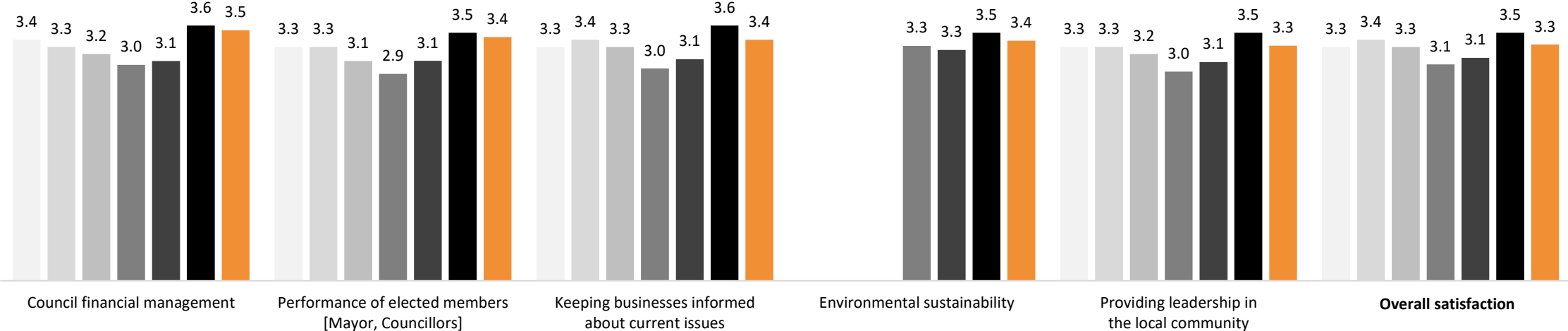


Council leadership

Overall satisfaction and all sub-areas have decreased slightly in this survey period particularly keeping business informed about current issues (3.6 to 3.4 in 2023) and providing leadership in the local community (3.5 to 3.3).

Satisfaction with leadership

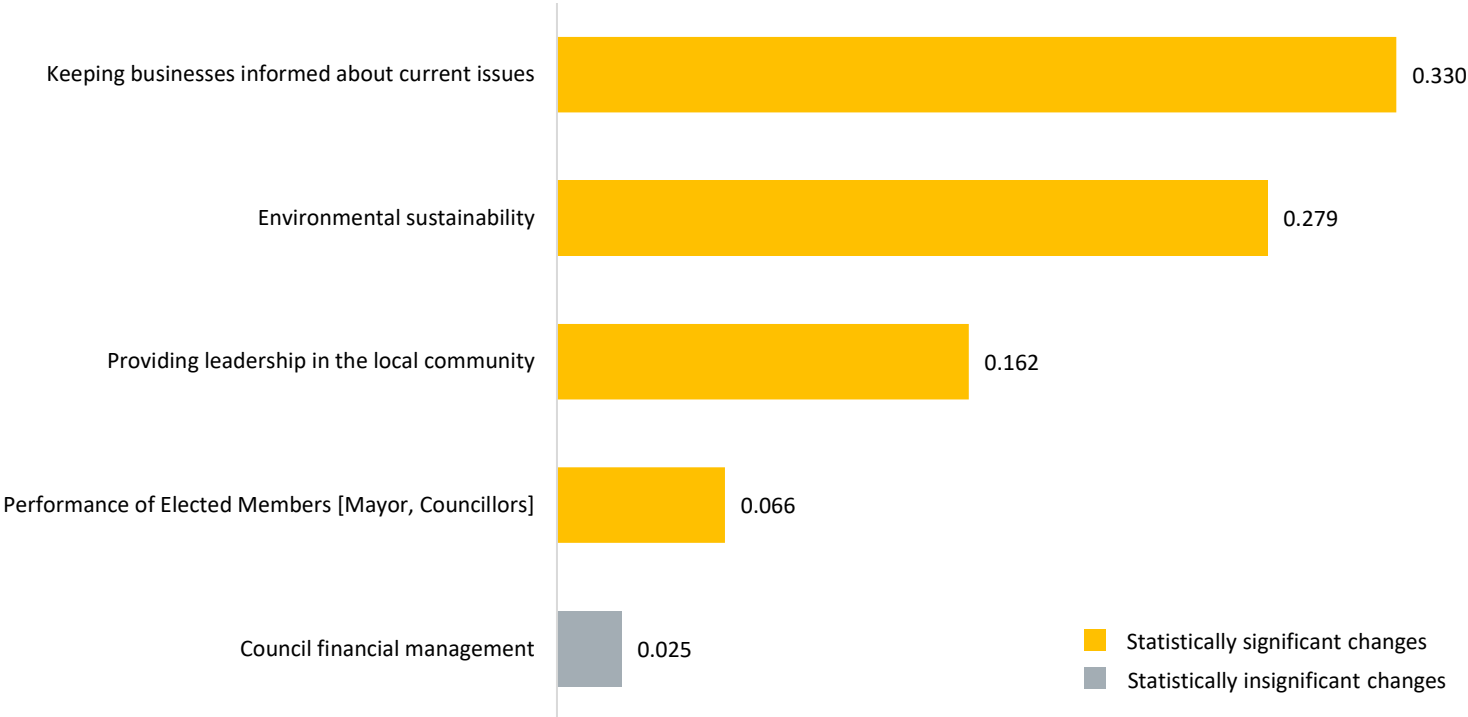
2009 2011 2013 2017 2019 2021 2023



Q7. What is your level of satisfaction with the following in relation to the leadership of the City of Norwood Payneham & St Peters?

Council leadership

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



A regression analysis shows **keeping business informed about current issues** contributes most to overall satisfaction with leadership.

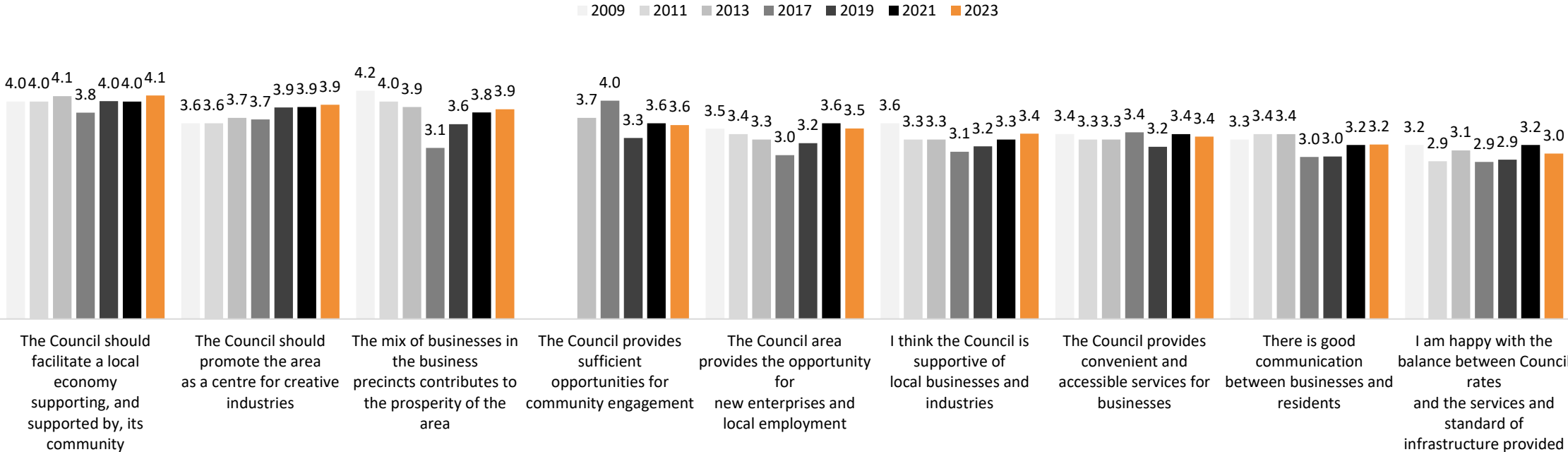
This regression tells us that for every increment of 1 in satisfaction with **keeping business informed about current issues**, overall satisfaction with leadership increases by 0.330.

Q7. What is your level of satisfaction with the following in relation to the leadership of the City of Norwood Payneham & St Peters?

Perception statements

Businesses show an increased satisfaction towards some statements such as **facilitating a local economy supporting and supported by its community** (4.0 to 4.1), **the mix of businesses in the precincts contributing to the prosperity of the area** (3.8 to 3.9) and **Council being supportive of local businesses and industries** (3.3 to 3.4).

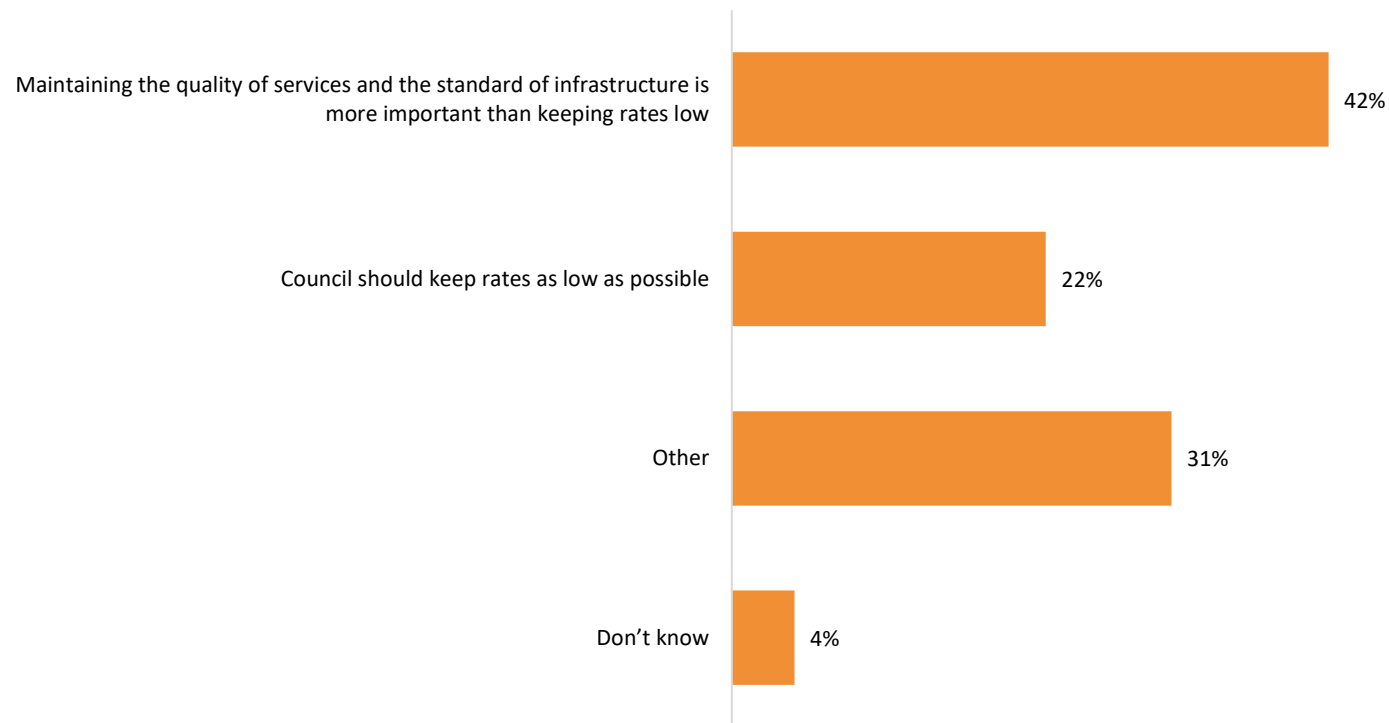
Level of agreement with statements



Q8. 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 in relation to the Council

Perception statements

Preference between rates and services / infrastructure provided
[Those who rated 1=strongly disagree or 2=disagree only in Q8, n=45]



Q9. Which of the following would you prefer?

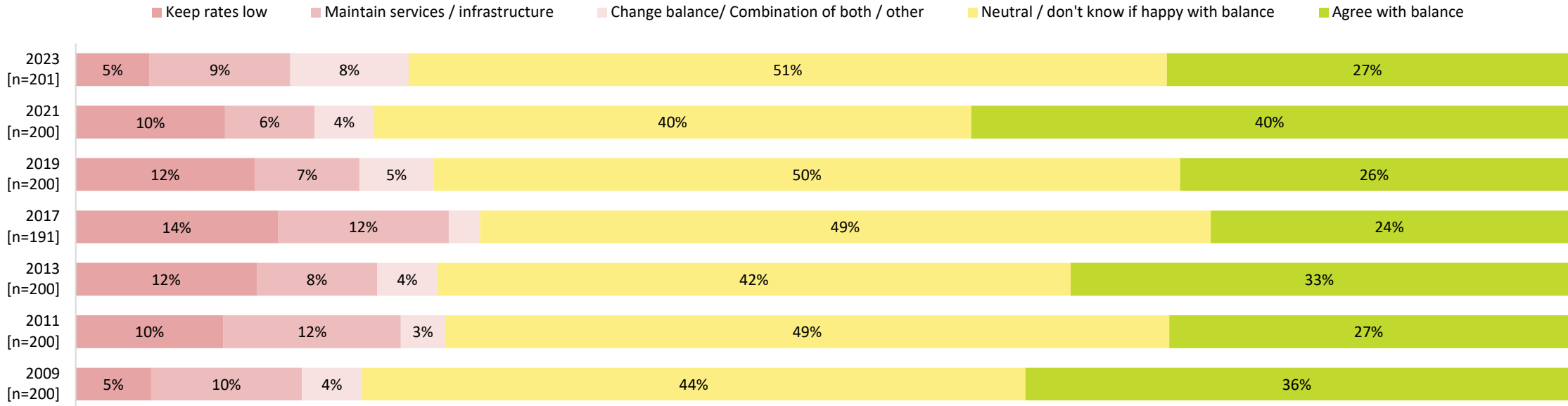
Businesses were asked if they would prefer maintaining quality of services and infrastructure more than keeping rates low. Among those who indicated dissatisfaction (22% of the businesses), 42% preferred to maintain the quality of services over keeping rates low, which aligns with the 2021 results despite a slight drop from 49%.



Perception statements

When analysing the sample as a whole, 5% of this business community indicated lower rates as being more important than services / infrastructure provided. Those who mentioned ‘other’ category, indicated a better balance between keeping the low rates and improved infrastructure. Overall, only 27% of the businesses indicated agreement with the balance between rates and services/infrastructure provided while 22% indicated disagreement in 2023.

Satisfaction with balance between rates and services / infrastructure provided
 [Red indicates those who rated 1=strongly disagree or 2=disagree]



Q9. Which of the following would you prefer?

Advantages of operating in NPSP Council area

57% of businesses consider there are advantages in operating a business within the Council area but only one in seven believe there are not any advantages. Advantages mentioned by the businesses mainly centre around the following themes:

<p>1. Close to City / Location is good [42 responses]</p>	<p>“Central location close to city without the hassle of city traffic and parking” “Great area and easy access from the city” “Proximity to CBD and to surrounding businesses. Accessibility to public.”</p>
<p>2. Positive image of the area and community [37 responses]</p>	<p>“Good community and vibrant business precinct without the bustle of the city” “Well known area with good reputation” “Busy and developing community that is sought after by all demographics.”</p>
<p>3. Close to other businesses / facilities we use [12 responses]</p>	<p>“I provide services to other businesses and there are many other businesses in the area I'm located.” “Local area is surrounded by schools that filter to our business” “My Business looks after lots of people that like to drop off their car and go shopping in Norwood whilst car being Serviced.”</p>
<p>4. Council support / communication / initiatives [10 responses]</p>	<p>“Great communication with the events team and economic development team” “Supportive Council and strong community” “There are really good community events, awards and bus tours”</p>
<p>5. Get business from passing vehicle / pedestrian traffic [6 responses]</p>	<p>“Foot traffic from clientele. Amount of businesses and staff that brings in clients” “Great mix of businesses, good foot traffic, high end customers, clean streets. Cosmopolitan lifestyle and tourists” “Lots of foot traffic, different range of businesses which attracts a range of visitors and tourists from all Adelaide and interstate.”</p>

Please note: Select verbatims have been chosen to reflect key themes

Q10. Do you think there are any advantages of operating a business in the Norwood, Payneham and St Peters council area? Q11. What are the advantages of operating a business within the Council area?



Disadvantages of operating in NPSP Council area

36% of respondents claimed that there were disadvantages to operating a business within the Council area, whereas there are 32% who did not know or were not sure. Disadvantages mentioned by the businesses mainly centre around the following themes.

1. Parking issues [39 responses]	<p>“lack of parking and restrictions during an event”</p> <p>“Limited car parking spaces along with a limited time for parking”</p> <p>“Parking is always a problem”</p>
2. Rates / Rent too high [13 responses]	<p>“High council rates. Some services only available to residents or property owners, not business owners”</p> <p>“High cost of rent and rates in the Parade precinct, lack of parking”</p> <p>“Rising rents”</p>
3. Issues with specific location / neighbour [5 responses]	<p>“I have found the traffic is very fast on Magill Road and not so much foot traffic. So, there is not as much opportunity for drivers to stop and pop into shops. Cars parked on Magill Road can often block sight to oncoming traffic when turning out of the carpark, can feel dangerous.”</p> <p>“Street visibility especially on Payneham road plus unless you are on the Parade or Stephen Terrace end there is a lack of community engagement from the council”</p>
4. Issues with the Council [2 responses]	<p>“I do think communication can be a little bit better from the Council side of things. Sometimes don't seem like an urgency and I feel like there's not as strong as support for small business as there could be. As at the end of the day, small businesses are the back of the economy and being able to provide jobs and services for people within this community. This is something that should be worked on a little bit better.”</p>
5. Various others [6 responses]	<p>“I think operating a business for those who are from non-English speaking background or have creative ideas for start-ups, are not encouraged or supported as much as they could be.”</p> <p>“The absence of an affordable and accessible performing arts venue in the area has seen performing arts companies having to cease working in this council area.”</p> <p>“Too many of the same type of business in the area.”</p>

Please note: Select verbatims have been chosen to reflect key themes

Q12. Do you think there are any disadvantages of operating a business in the Norwood, Payneham and St Peters council area? Q13. What are the disadvantages of operating a business within the Council area?



Engaging with Council

Businesses were asked when was the last time they dealt with Council Staff or Elected Members. Clearly interactions with Council Staff are more common than with Elected Members. The number of interactions for staff and Elected Members has increased in 2023 from 69% to 79% for Council Staff and from 24% to 42% for Elected Members.

	2009	2011	2013	2017		2019		2021		2023	
	Combined Council Staff and Elected Members			Council staff	Elected mem.	Council staff	Elected mem.	Council staff	Elected mem.	Council staff	Elected mem.
Within the last week	9%	12%	5%	10%	2%	9%	1%	11%	1%	12%	4%
Within the last month	13%	10%	13%	7%	2%	7%	1%	10%	4%	14%	4%
Within the last 3 months	11%	9%	8%	9%	4%	11%	3%	16%	2%	14%	7%
Within the last 6 months	9%	9%	9%	9%	2%	11%	3%	10%	2%	7%	5%
Within the last year	14%	12%	17%	13%	6%	9%	4%	14%	3%	12%	8%
Within the last 2 years	7%	9%	10%	10%	2%	12%	5%	6%	6%	8%	5%
Within the last 5 years	7%	8%	5%	6%	2%	3%	2%	3%	3%	7%	5%
More than 5 years ago	1%	5%	5%	4%	2%	4%	4%	2%	4%	2%	2%
Ever interacted with Council	71%	74%	72%	66%	20%	67%	25%	69%	24%	79%	42%
Can't recall	7%	5%	9%	12%	18%	12%	19%	13%	20%	14%	24%
Never	22%	21%	19%	21%	62%	21%	57%	19%	57%	7%	35%

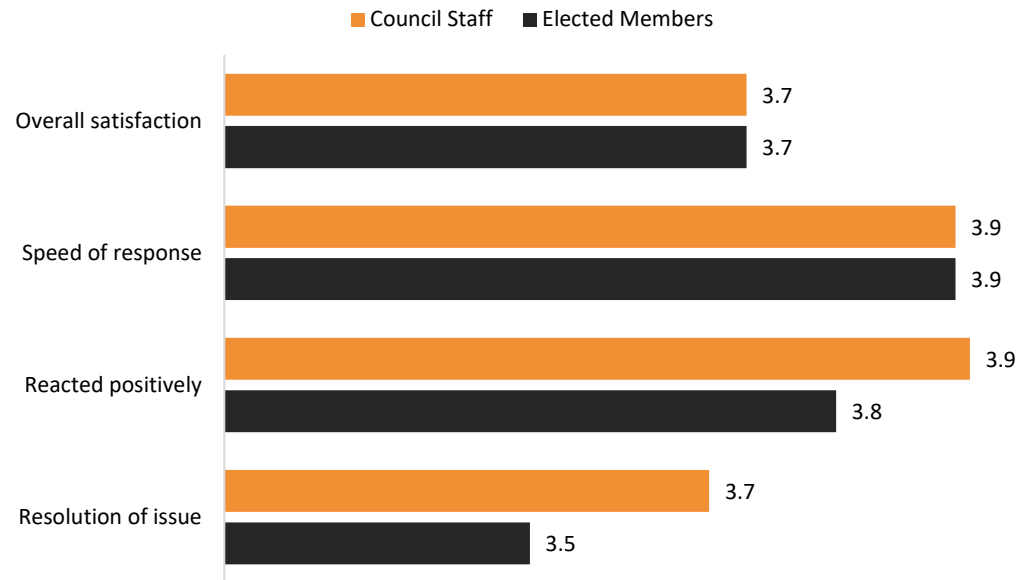
Q14. When was the last time you had any dealings with the Norwood Payneham and St Peters Council staff / Elected Members?



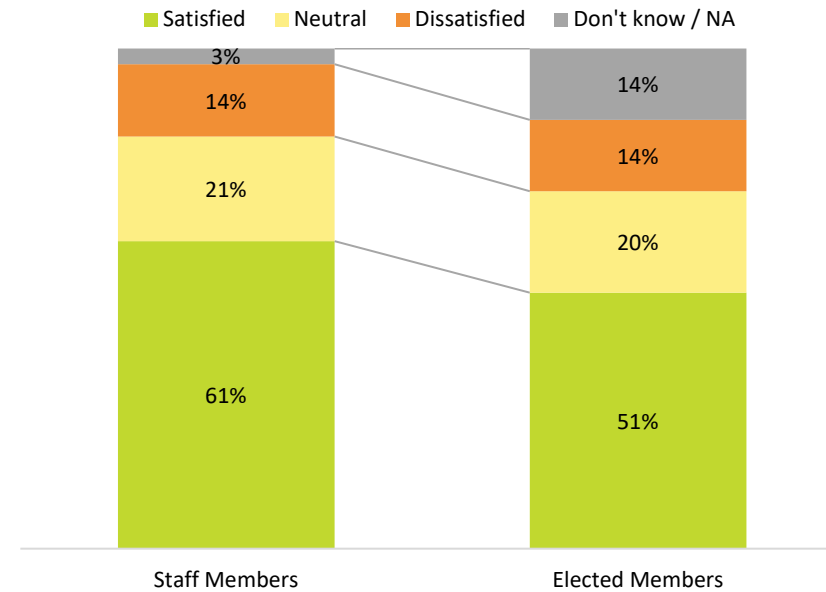
Satisfaction with the responsiveness

Of those who interacted with a Staff Member or an Elected Member, residents are mostly satisfied with responsiveness of Staff Members (61%), however, lower satisfaction (51%) is observed due to 14% of those who responded don't know for the satisfaction with Elected Members.

Satisfaction with the responsiveness of ...
[Of those that interacted with a respective representative]



Satisfaction with the responsiveness of ...
[Of those that interacted with a respective representative]



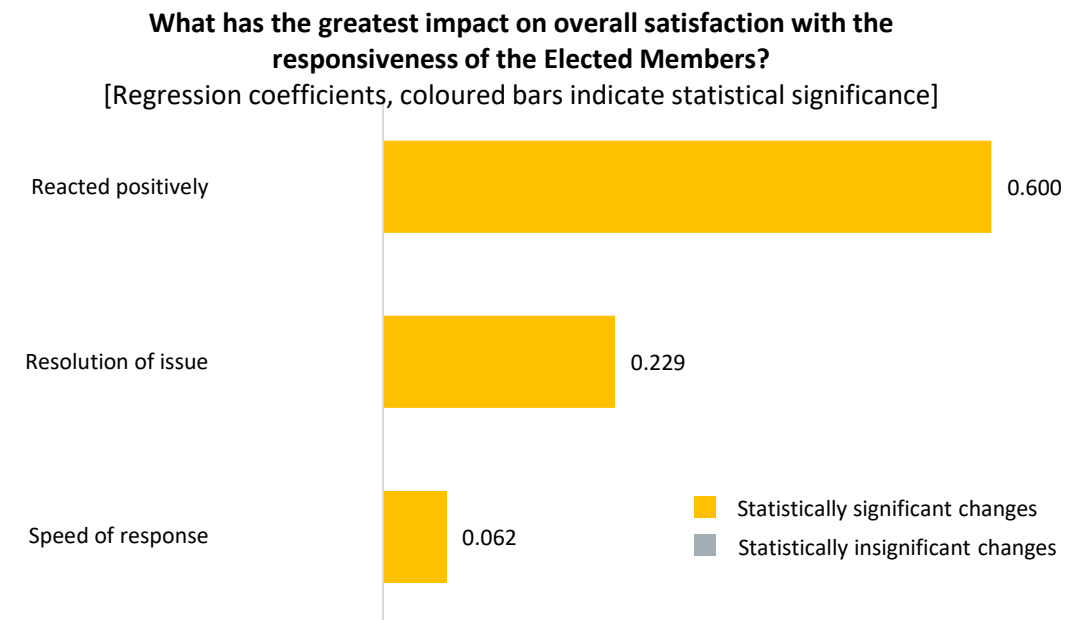
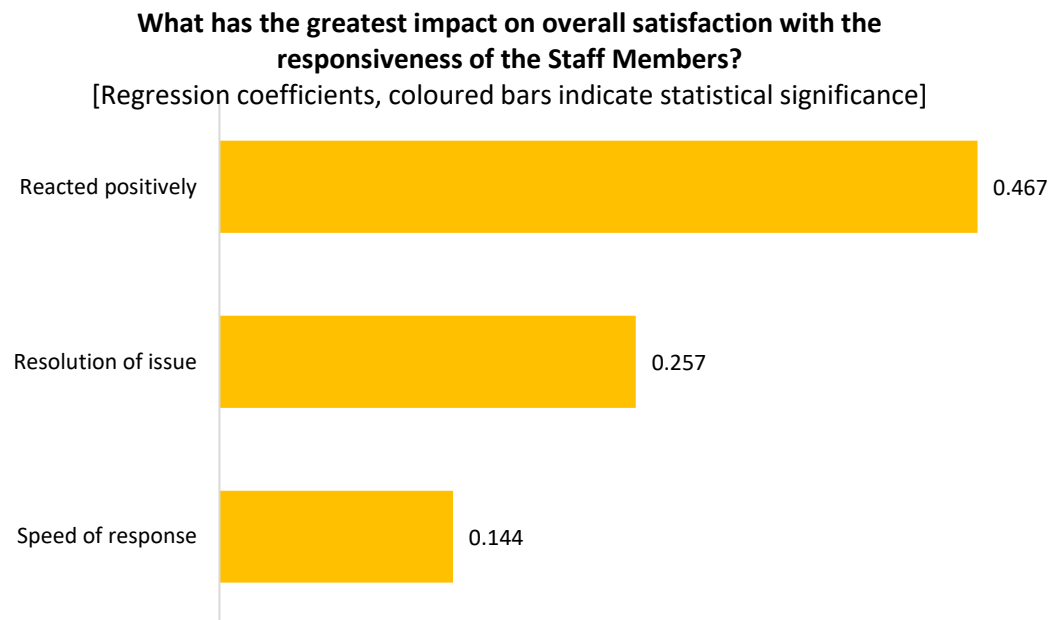
Q15. How satisfied were you with the responsiveness of the Staff Member? On a scale of 1 to 5, with 1 being very dissatisfied and 5 being very satisfied

Q16. And how satisfied were you with the responsiveness of the Elected Member?



Satisfaction with the responsiveness

Reacting positively has the greatest impact on satisfaction with the responsiveness of both Council Staff and Elected Members. This regression tells us that for every increment of 1 in the **satisfaction with positive reaction** increases the satisfaction with responsiveness of staff by 0.467 and similarly increases the satisfaction with responsiveness of Elected Members by 0.6. Satisfaction with the resolution of issue has only a moderate impact on overall satisfaction. Similar to the residents' satisfaction, positivity is also a major factor for businesses in overall satisfaction with both Staff Members and Elected Members.



Q15. How satisfied were you with the responsiveness of the Staff Member? On a scale of 1 to 5, with 1 being very dissatisfied and 5 being very satisfied

Q16. And how satisfied were you with the responsiveness of the Elected Member?



Communication of Council services & activities

Preferences for all communication channels to find out information regarding Council services and activities see an increase in 2023. Among them, businesses mostly prefer the Council's website (48%) followed by social media pages (45%) and Look East publication (43%).

	2009	2011	2013	2017	2019	2021	2023
Council's website	20%	29%	22%	28%	39%	39%	48%
Social media pages	-	-	1%	9%	20%	24%	45%
Look East publication (Council newsletter published quarterly)	4%	12%	5%	16%	25%	18%	43%
Other Council publications / fliers / mailouts / fridge magnets	42%	34%	26%	28%	27%	16%	24%
Precinct networking events	-	-	-	-	7%	13%	24%
Precinct websites (e.g. Magill Road, The Parade)	-	-	1%	3%	11%	14%	23%
At community events	-	-	<1%	1%	5%	11%	17%
Contact with Council staff (at customer service centre, phone call etc.)	10%	11%	13%	3%	4%	10%	13%
Council Libraries / Library Noticeboards	1%	3%	1%	1%	2%	9%	10%
Word of mouth [friend / family / colleagues]	2%	0%	1%	1%	4%	7%	0%
Messenger articles	2%	14%	15%	10%	12%	-	0%
Council's Monthly Messenger Column	13%	5%	5%	5%	8%	-	0%
Other	4%	2%	3%	38%	32%	3%	19%
Do not find out information about Council's services and activities	3%	1%	3%	-	4%	-	2%

Q18. How would you prefer to receive information about the Council's services and activities?



Involvement with Council-run events

	2011	2013	2017	2019	2021	2023
Business Networking Events	-	-	-	-	11%	28%
Eastside Business Awards	-	-	-	-	7%	18%
A Day of Fashion*	-	-	-	-	-	10%
Mayor's Business Commendation Awards*	-	-	-	-	-	10%
Raising the Bar*	-	-	-	-	-	10%
Eastside Wine + Ale Trail*	-	-	-	-	-	7%
Gather Round*	-	-	-	-	-	7%
Art on Parade	-	-	-	-	7%	6%
Fashion on parade [fashion parade]	-	-	-	2%	10%	-
Business workshop	-	-	-	-	7%	-
Norwood On Tour Street Party [Tour Down Under]*	7%	5%	2%	4%	4%	-
Food secrets on the Green	-	-	-	-	4%	-
St Peters Fair	1%	4%	2%	3%	3%	-
Food Secrets Of Glynde Bus Tour	-	-	-	<1%	3%	-
Twilight Carols & Christmas Market	-	-	1%	1%	2%	-
Norwood Christmas Pageant	11%	10%	4%	6%	-	-
Norwood On Tour Race [Tour Down Under]*	-	-	2%	2%	-	-
Taste Glynde	-	-	2%	2%	-	-
Jazz in the park	-	-	-	1%	-	-
Precinct Networking Breakfasts & Events	-	4%	2%	1%	-	-
Cultural Heritage Events	-	-	-	1%	-	-
Youth Arts & Events [Canvas & Poolside]	2%	<1%	1%	1%	-	-
Melodies in the Park	-	-	1%	<1%	-	-
Symphony in the Park	-	-	-	<1%	-	-
Australia day celebration & citizenship ceremony	1%	1%	2%	<1%	-	-
Every Generation Concert	-	<1%	-	-	-	-
Parades on Norwood Parade	4%	5%	4%	-	-	-
Other	-	-	-	-	-	7%
Involvement	21%	27%	13%	16%	33%	52%
None of these	79%	73%	87%	84%	67%	48%

*New category in 2023

Q19. Has your business been involved in any of the following Council run events or initiatives in the last 3 years? (Note that these events may not necessarily be current or ongoing)

Council-run events have changed considerably over the past surveys and the list of events for 2023 is different to previous lists. Business networking events (28%) is the most popular followed by Eastside Business Awards (18%). A Day of Fashion, Mayor's Business Commendation Awards and Raising the Bar also attracted 10% of the businesses in the community.



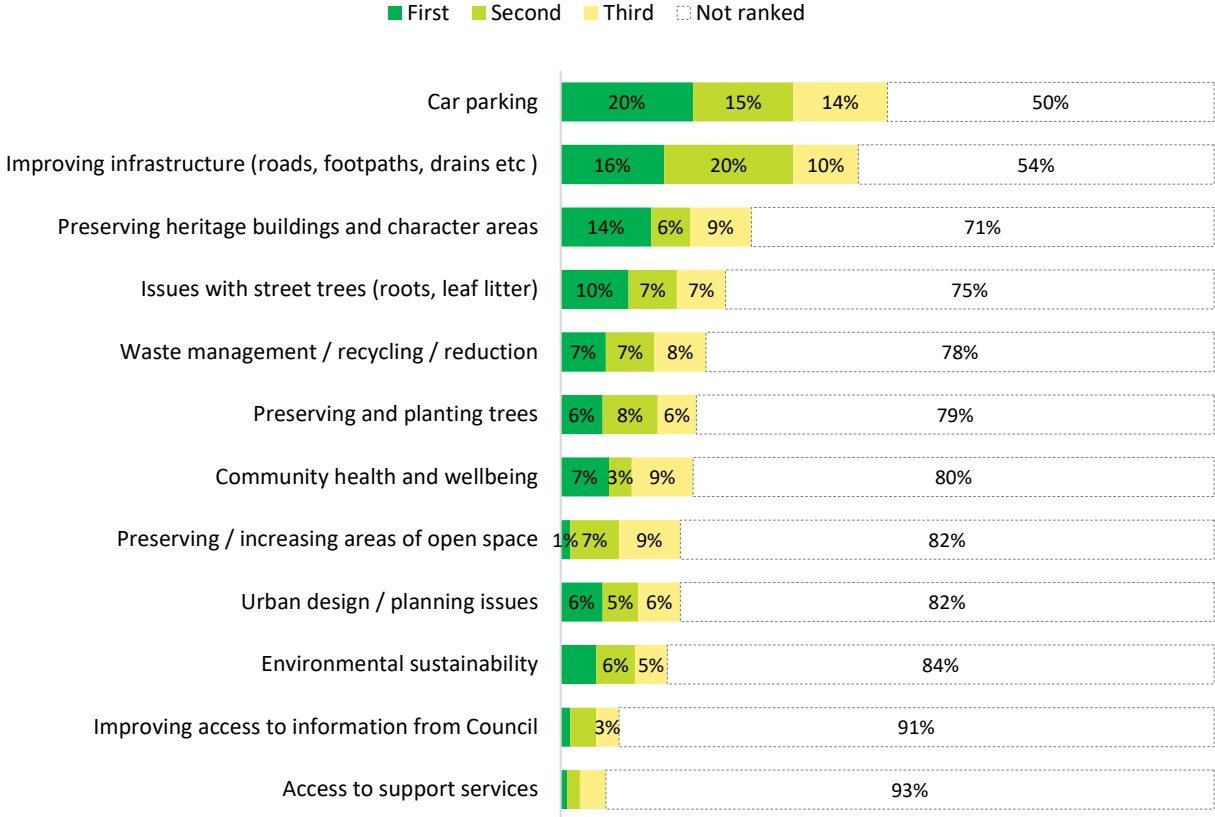
Issues of importance

Businesses were asked to rank their top three major issues for Council to address in the next 3 years. **Car parking** continues to be the highest priority area (50%) followed by **improving infrastructure** (46%) and **preserving heritage buildings** (29%).

	2011	2013	2017	2019	2021	2023
Car parking	30%	28%	39%	39%	56%	50%
Improving infrastructure	28%	28%	29%	50%	46%	46%
Preserving heritage buildings and character areas	2%	5%	5%	29%	25%	29%
Issues with street trees (roots, leaf litter)			9%	29%	26%	25%
Waste management / recycling / reduction	5%	6%	6%	19%	19%	22%
Preserving and planting trees	4%	5%	4%	21%	25%	21%
Community health and wellbeing					18%	20%
Urban design / planning issues	12%	17%	21%	28%	18%	18%
Preserving / increasing areas of open space	4%	5%	2%	16%	17%	18%
Environmental sustainability			6%	30%	32%	16%
Improving access to information from Council	5%	6%	8%	11%	11%	9%
Access to support services				8%	10%	7%

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

Ranking of issues

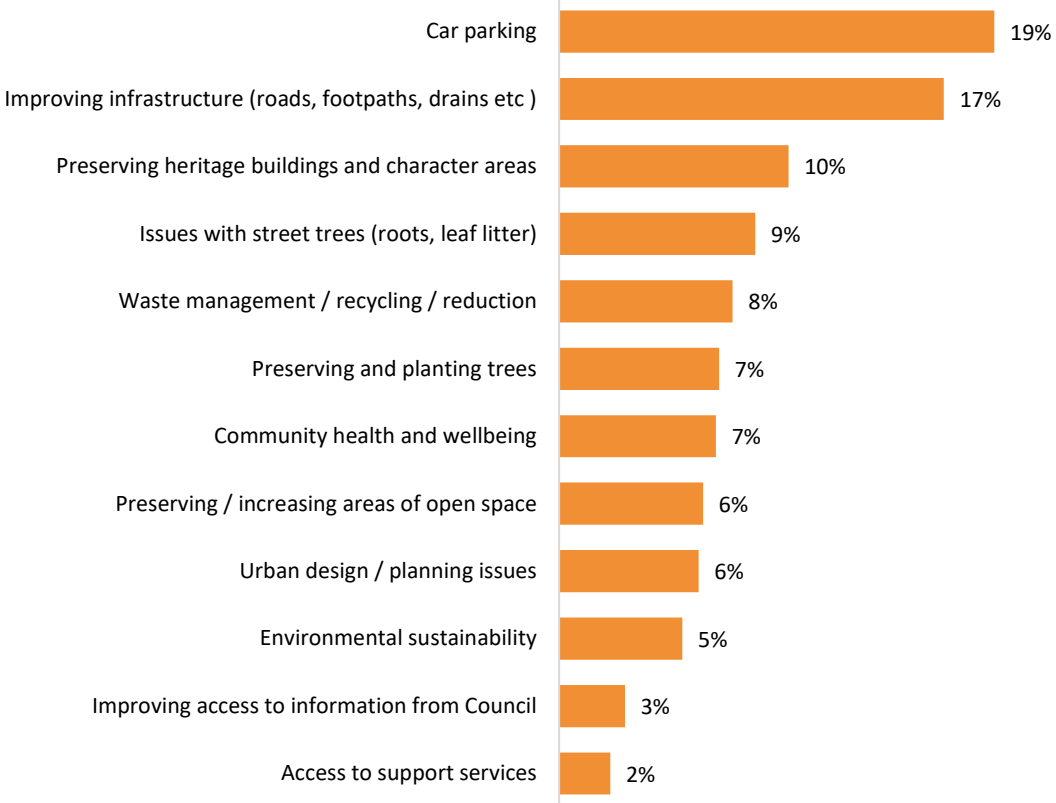


The graph shows the breakdown of ranking given to each issue. Issues have been sorted based on the proportion of ranking; more important issues will generally have more votes than less important issues, whether they are first, second or third.

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. These are the three top areas identified by businesses that the Council should address in the next three years.

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

Ranking analysis of priority issues



The chart shows a slightly different view when we weight the rankings (first is given a weighted score of 3, second a weighted score of 2, and third a weighted score of 1).

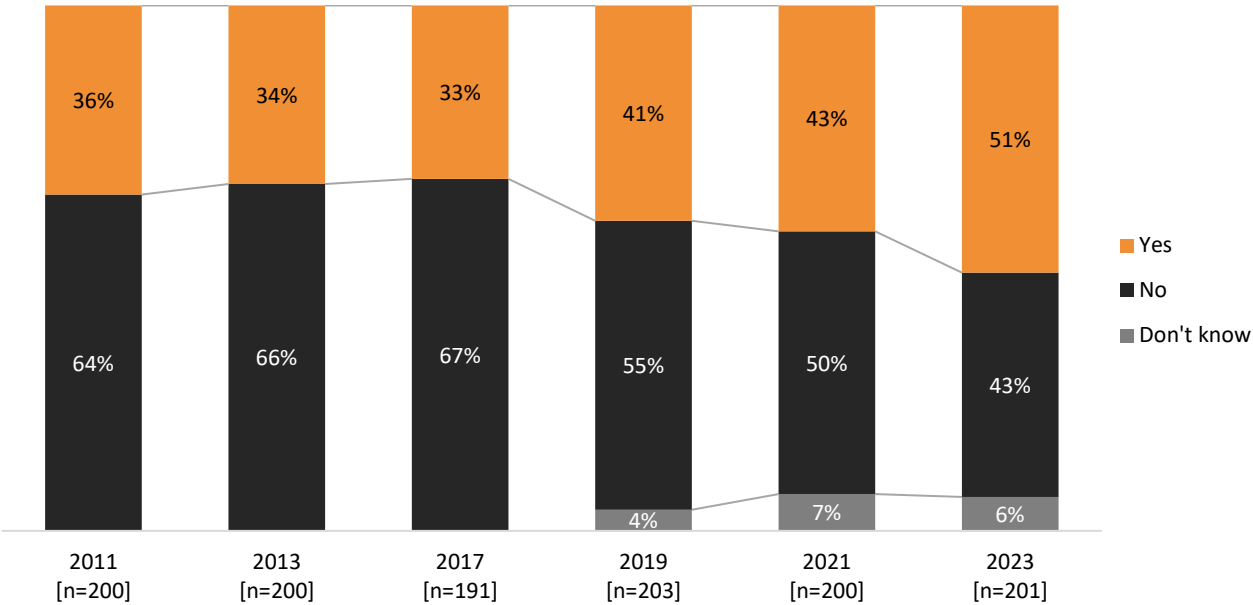
This analysis still maintains the order similar to the previous chart and shows **car parking** as the top response followed by **improving infrastructure** and **preserving heritage buildings**.

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

Local business support of other local activities / organisations

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%).

Sponsor / support of any community activities or organisations within Council area

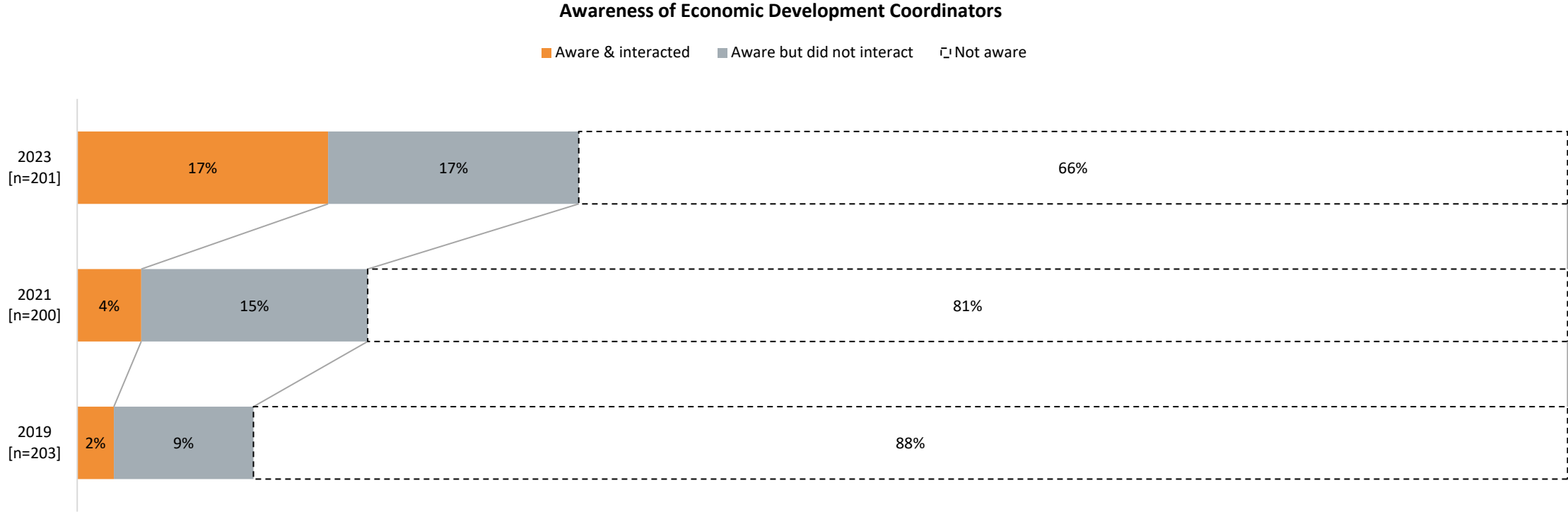


	2013	2017	2019	2021	2023
Charities	11%	13%	20%	23%	27%
Sporting clubs / groups	10%	12%	13%	18%	24%
Schools	14%	12%	15%	16%	15%
Council events /activities	3%	0%	4%	9%	13%
Social / service clubs	3%	8%	9%	10%	10%
Cultural groups	-	-	-	7%	4%
Other	6%	8%	7%	2%	3%

Q21. Does your business sponsor or support any community activities or organisations within the Council area?

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.

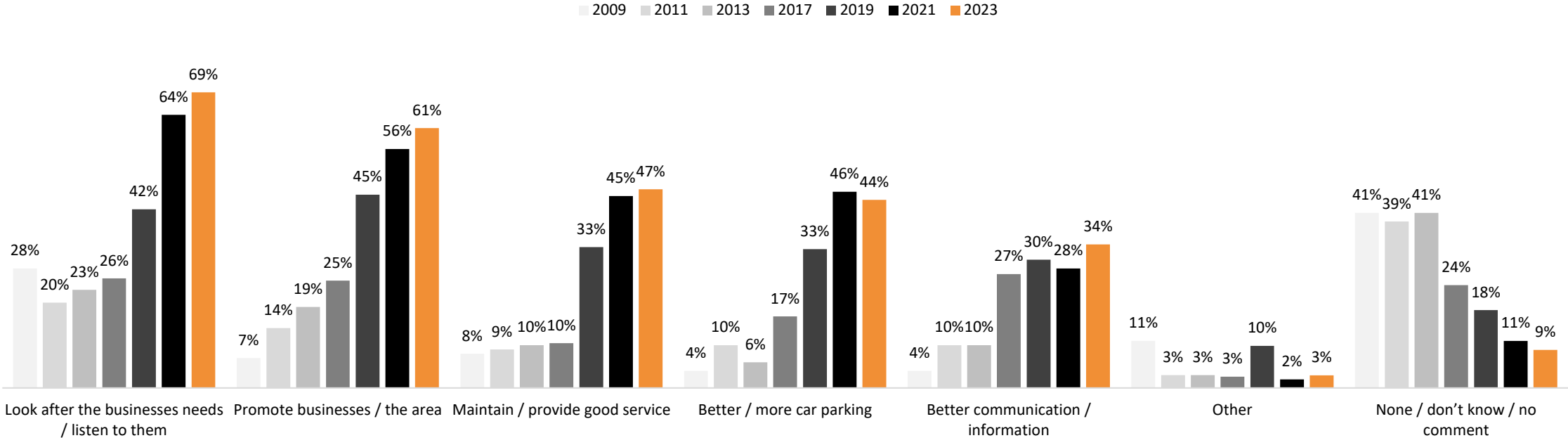


Q22. Are you aware that the Council has an economic development team to assist businesses? Q23. Have you been in contact with the Economic Development Coordinators?

Business development expectations

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.

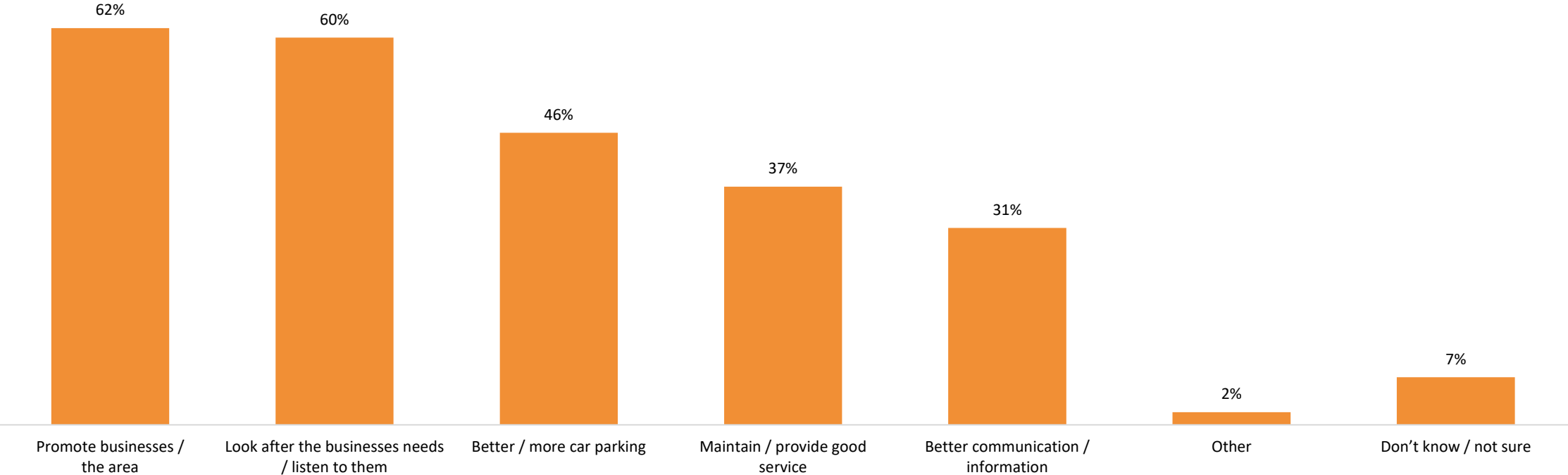
Expectations of Council in relation to business development



Q24. What are your expectations of the Council in relation to business development within the Council Area?

Preferred ways Council should support businesses and the local economy

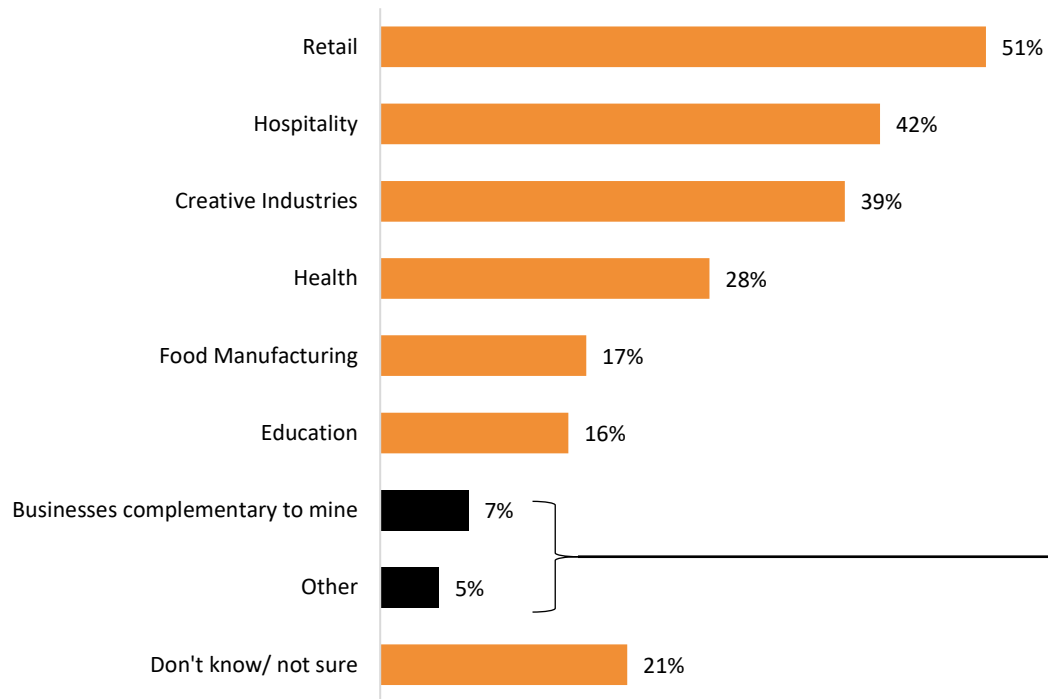
When businesses were asked how the Council could support businesses and the local community, promotion of businesses in the area was most preferred (62% compared to 61% in 2021) and looking after the businesses needs and listening to them was mentioned second (60% compared to 63% in 2021).



Q25. In what ways would you like the Council to support businesses and the local economy?

Types of businesses to attract

Businesses indicated that the primary business-type that 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).



Businesses complementary to mine	Other
<ul style="list-style-type: none"> • Home design decor • NDIS providers • Specialty food grocer • Automotive • Psychiatrist • Consultant • Building / construction • Furniture • Beverage manufacturers 	<ul style="list-style-type: none"> • Childrens activities • Entertainment • Dental • Floor coverings • Beauty / hair salon

Q26. What types of businesses do you think the Council should be attracting to the Council area?



Final suggestions

Overall, 187 respondents provided suggestions on areas for improvement. The primary areas of concern for businesses are:

1. Council engagement and communication / responsiveness [52 responses]	2. Traffic management and parking [27 responses]	3. Understanding business needs and promoting local businesses [25 responses]
<p>Feedback include more frequent and proactive communication with businesses, timely responses, increasing awareness of the available services and presenting themselves as available for help</p> <ul style="list-style-type: none"> ▪ “Better communication for business owners who are not the landlord or resident” ▪ “Continue to be present and communicate well with local businesses” ▪ “Ease of access to council members” ▪ “Engage better with businesses outside of the parade” ▪ “More Communication- Emails from staff, Social media posts, Newsletters etc.” ▪ “Regular emails - 1 per month to stay in touch with businesses and offer or let them know how they can provide support.” ▪ “Specific directed emails to help” ▪ “Timely responsiveness” 	<p>Suggestions for parking availability, traffic flow, and speed limits</p> <ul style="list-style-type: none"> ▪ “I am happy with the service delivery from the council - better parking and higher turnover of cars on busy streets would be my main issue” ▪ “More parking” ▪ “More Car park for people visit parade. major event in a year like street music festival.” 	<p>Feedback include greater understanding of the needs and expectations of businesses and supporting / promoting local businesses</p> <ul style="list-style-type: none"> ▪ “Better support for businesses located on Western end of The Parade” ▪ “Prioritise local businesses to undertake work for Council” ▪ “Promote more businesses More Events that activate the business strip. Attract more to come and visit, shop etc. the council” ▪ “Promote/advertise small businesses within the council area” ▪ “Raise awareness of new businesses and their offerings in the area via communication channels i.e. a spotlight series on social media.”

Please note: Select verbatims have been chosen to reflect key themes
 Q22. If you had one suggestion or comment for the Norwood Payneham and St Peters Council, what would it be?



Final suggestions

4. Maintenance and services

[14 responses]

Concerns about proper maintenance of roads and footpaths, and more frequent clearance of hard rubbish

- “Improve rubbish collection”
- “Improve street amenity. Pull out weeds and increase greenery.”
- “Keep streets clean, tidy & safe.”
- “Offer green bins to businesses Offer hard waste collection as per residential.”
- “For elected members to communicate with the electorate on a regular basis, not just when an election is due.”

5. Development / planning aspects

[5 responses]

Suggestions for maintaining / improving the livability of the area, preserving the heritage buildings, and consideration towards environmental sustainability and climate change

- “Climate change and animal protection should be the priority”
- “Continue to focus on advanced manufacturing and professional services business, whilst maintaining the livability of the area with great food and retail options”
- “Development assessment needs to be more progressive.”
- “Keep fighting for the preservation of heritage buildings and green space. I feel like this is a fight which won't go away. Keep it up, please. And thank you.”
- “So important to continue to protect and preserve heritage buildings, such a feature of this area - once they're gone, they're gone forever”

Please note: Select verbatims have been chosen to reflect key themes

Q22. If you had one suggestion or comment for the Norwood Payneham and St Peters Council, what would it be?



“Sense of community, the best strip in Adelaide, have been here for almost 40 years and have operated my business for nearly 30 years, wouldn't want to be anywhere else.”





Jason Dunstone
Managing Director | jason@squareholes.com

Square Holes Pty Ltd
8-10 Regent Street Nth
Adelaide, South Australia 5000
1800 038 257 | www.squareholes.com

Job No. 231003

Section 2 – Corporate & Finance
Reports

11.3 ERA WATER 2023-2024 THIRD BUDGET REVIEW

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

	Increase/ (Decrease)
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**.

Attachments – Item 11.3

Attachment A

**ERA Water
2023-2024 Third Budget Review**





Statement of Comprehensive Income

For the 10 months ended 30 April 2024

	YTD Actual	YTD Revised Budget	Variance	Variance %	Revised Budget
Operating Income					
Water Sales - Constituent Councils	693,686	617,791	75,895	12.28%	617,791
Water sales - Non council	112,606	139,887	(27,281)	-19.50%	139,887
Water Security Charge	250,000	250,000	0	100.00%	250,000
Grants, Subsidies and Contributions	0	12,600	(12,600)	-100.00%	75,942
Total Trading Income	1,056,293	1,020,278	36,015	3.53%	1,083,620
Total Operating Income	1,056,293	1,020,278	36,015	3.53%	1,083,620
Other Income					
Insurance Claim Recovery	0	0	0	100.00%	0
Interest Income - ERAW Account	24,033	32,332	(8,299)	100.00%	34,000
Total Other Income	24,033	32,332	(8,299)	100.00%	34,000
Operating Expenses					
Scheme Costs					
Electricity	148,105	133,333	14,772	11.08%	160,000
Licencing & Testing	4,566	13,330	(8,764)	-65.75%	16,000
Telecommunications & Scada	28,604	45,833	(17,229)	-37.59%	55,000
Maintenance and Operations	58,770	75,000	(16,230)	-21.64%	90,000
Repairs	48,227	20,833	27,394	131.49%	25,000
Security Monitoring MUN	2,874	0	2,874	100.00%	0
Subscriptions	5,366	0	5,366	100.00%	0
General Expenses	0	2,080	(2,080)	-100.00%	2,500
Insurance - Asset	26,988	18,224	8,764	100.00%	27,728
Depreciation	391,814	465,851	(74,037)	-15.89%	559,021
Total Scheme Costs	715,312	774,485	(59,172)	-7.64%	935,249
Fixed Operating Costs					
Employee Costs	79,167	78,772	395	0.50%	92,976
Superannuation	8,708	8,708	0	100.00%	12,000
Insurance - Workers Compensation	1,087	1,050	37	100.00%	1,050
Principal Operator	110,400	143,750	(33,350)	-23.20%	172,500
Employment Costs	199,362	232,280	(32,918)	-14.17%	278,526
Governance	15,650	14,170	1,480	10.44%	17,000
ICT	0	420	(420)	-100.00%	500
Insurance	27,726	27,726	0	0.00%	18,222
Professional Services	48,306	41,670	6,636	15.93%	50,000
Audit & Accounting	9,693	17,083	(7,391)	-43.26%	20,500
Office Expenses	0	420	(420)	100.00%	500
Audit Committee / Audit Fees	0	0	0	100.00%	0
Bank Charges	34	420	(386)	-91.85%	500
Staff Amenities & Development	0	2,080	(2,080)	-100.00%	2,500
Administration Costs	101,409	103,990	(2,581)	-2.48%	109,722
Total Fixed Operating Cost	300,771	336,270	(35,499)	-10.56%	388,248
Interest Expense	447,804	450,242	(2,438)	-0.54%	622,915
Total Operating Expenses	1,463,887	1,560,996	(97,110)	-6.22%	1,946,412
Net Surplus/(Deficit)	(383,561)	(508,386)	124,825	24.55%	(828,792)



Statement of Comprehensive Income by Function

For the 10 months ended 30 April 2024

	Administration	Harvesting	Distribution	Total
Water sales - Norwood Payneham & St Peters				
Water Sales - Constituent Councils	-	-	693,686	693,686
Water sales - Non council	-	-	112,606	112,606
Water Security Charge	-	-	250,000	250,000
Grants, Subsidies and Contributions	-	-	-	-
Total Trading Income	-	-	1,056,293	1,056,293
Total Trading Income	-	-	1,056,293	1,056,293
Insurance Claim Recovery	-	-	-	-
Interest Income - ERAW Account	24,033	-	-	24,033
Total Other Income	24,033	-	-	24,033
Scheme Costs				
Electricity	-	56,280	91,825	148,105
Licencing & Testing	228	3,013	1,324	4,566
Telecommunications & Scada	-	-	28,604	28,604
Maintenance and Operations	19,590	19,590	19,590	58,770
Repairs	-	-	48,227	48,227
Security Monitoring MUN	-	-	2,874	2,874
Subscriptions	-	-	5,366	5,366
General Expenses	-	-	-	-
Insurance - Asset	-	9,176	17,812	26,988
Depreciation	-	133,217	258,597	391,814
Total Scheme Costs	19,818	221,276	474,218	715,312
Fixed Operating Costs				
Employee Costs	7,917	23,750	47,500	79,167
Superannuation	871	2,612	5,225	8,708
Insurance - Workers Compensation	109	326	652	1,087
Principal Operator	-	55,200	55,200	110,400
Employment Costs	8,896	81,888	108,577	199,362
Governance	15,650	-	-	15,650
ICT	-	-	-	-
Insurance	27,726	-	-	27,726
Professional Services	39,611	3,864	4,831	48,306
Audit & Accounting	7,948	775	969	9,693
Audit Committee / Audit Fees	-	-	-	-
Bank Charges	34	-	-	34
Staff Amenities & Development	-	-	-	-
Administration Costs	90,969	4,640	5,800	101,409
Total Fixed Operating Cost	99,866	86,528	114,377	300,771
Interest Expense	-	190,317	257,487	447,804
Total Operating Expenses	119,684	498,121	846,082	1,463,887
NetSurplus/Deficit	(95,651)	(498,121)	210,210	(383,561)



Statement of Comprehensive Income

2023-24 Budget Review 3

Account	YTD Actual	YTD Budget	Variance	Variance %	Adopted Budget BR2	Proposed Budget Review 3
Operating Income						
Water Sales - Constituent Councils	693,686	617,791	75,895		617,791	727,791
Water sales - Non council	112,606	139,887	(27,281)	-19.50%	139,887	119,887
Water Security Charge	250,000	250,000	0	100.00%	250,000	250,000
Grants, Subsidies and Contributions	-	12,600	(12,600)	-100.00%	75,942	15,942
Total Trading Income	1,056,293	1,020,278	36,015	3.53%	1,083,620	1,113,620
Total Operating Income	1,056,293	1,020,278	36,015	3.53%	1,083,620	1,113,620
Other Income						
Interest Income - ERAW Account	24,033	32,332	(8,299)	0.00%	34,000	34,000
Total Other Income	24,033	32,332	(8,299)	0.00%	34,000	34,000
Operating Expenses						
Scheme Costs						
Electricity	148,105	133,333	14,772	11.08%	160,000	185,000
Licencing & Testing	4,566	13,330	(8,764)	-65.75%	16,000	16,000
Telecommunications & Scada	28,604	45,833	(17,229)	-37.59%	55,000	50,000
Maintenance and Operations	58,770	75,000	(16,230)	-21.64%	90,000	100,000
Premises	0	0	0	0.00%	0	0
Repairs	48,227	20,833	27,394	131.49%	25,000	30,000
Security Monitoring MUN	2,874	0	2,874	0.00%	0	3,000
Subscriptions	5,366	0	5,366	0.00%	0	6,000
General Expenses	0	2,080	(2,080)	-100.00%	2,500	500
Insurance - Asset	26,988	18,224	8,764	0.00%	27,728	27,728
Depreciation	391,814	465,851	(74,037)	-15.89%	559,021	559,021
Total Scheme Costs	715,312	774,485	(59,172)	-7.64%	935,249	977,249
Fixed Operating Costs						
Employee Costs	79,167	78,772	395	0.50%	92,976	92,976
Superannuation	8,708	8,708	0	0.00%	12,000	12,000
Insurance - Workers Compensation	1,087	1,050	37	0.00%	1,050	1,050
Principal Operator	110,400	143,750	(33,350)	-23.20%	172,500	157,500
Employment Costs	199,362	232,280	(32,918)	-14.17%	278,526	263,526
Governance	15,650	14,170	1,480	10.44%	17,000	17,000
ICT	0	420	(420)	-100.00%	500	500
Insurance	27,726	27,726	0	0.00%	18,222	18,222
Professional Services	48,306	41,670	6,636	15.93%	50,000	55,000
Audit & Accounting	9,693	17,083	(7,391)	0.00%	20,500	20,500
Office Expenses	0	420	(420)	0.00%	500	500
Audit Committee / Audit Fees	0	0	0	0.00%	0	0
Bank Charges	34	420	(386)	-91.85%	500	500
Staff Amenities & Development	0	2,080	(2,080)	-100.00%	2,500	500
Administration Costs	101,409	103,990	(2,581)	-2.48%	109,722	112,722
Total Fixed Operating Cost	300,771	336,270	(35,499)	-10.56%	388,248	376,248
Interest Expense	447,804	450,242	(2,438)	-0.54%	622,915	622,915
Total Operating Expenses	1,463,887	1,560,996	(97,110)	-6.22%	1,946,412	1,976,412
Net Profit	(383,561)	(508,386)	124,825	24.55%	(828,792)	(828,792)

11.4 ERA WATER DRAFT 2024-2025 BUDGET

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**.

Attachments – Item 11.4

Attachment A

ERA Water Draft 2024-2025 Budget





FY2025 Draft Budget

1. INTRODUCTION

This budget had been prepared to meet the specific requirements of the ERA Water Charter which requires ERA Water to prepare and submit a draft budget to the Constituent Councils for the ensuing financial year by no later than 31 March.

The budget must be adopted by 30 June of each year following unanimous approval of the Constituent Councils.

This document sets out the range of assumptions that have informed the budget with the resulting budgeted financial statements shown in Attachment A.

2. WATER SUPPLY AND DEMAND ASSUMPTIONS

2.1 Water Supply

The budget assumes that 350ML of new water will be captured and injected during FY2025. This amount has been determined based on historical injection performance noting that 349ML was injected during FY2023 and a forecast 275ML is expected to be injected by the end of FY2024.

Based on changes to the regulatory framework and ERA Water's injection performance since commissioning, ERA Water has established a water balance credit expected to be approximately 700ML by the start of the 2025 financial year, based upon the water balance available at the start of the FY2024 extraction season, and the level of projected water use in FY24. This represents the "bank" of additional water than can be supplied over the amount injected in any given year based on the current licensing framework.

There will be sufficient water available to meet connected demand during the FY2025 extraction season.

	2020-21	2021-22	2022-23	2023-24 (Feb YTD)	2024-25 (projected)
Harvesting (ML)	254	300	378	196	350
Sales Volume (ML)	218	253	215	214	302

2.2 Water Demand

Constituent Councils have entered into 'take or pay' water supply arrangements with ERA Water based on the following volumes.

City of Burnside	100 ML
City of Norwood Payneham & St Peters	76.7 ML
Town of Walkerville	28 ML
Total volume	204.7 ML

There is no change to the water volume take or pay arrangements from the previous year. The budget includes an assumption that the City of Burnside will consume an additional 15ML of water above their take or pay commitment which is consistent with historical water usage.

During FY2024, ERA Water are assuming that new connections will be made to:

- Marryatville High School
- Norwood International High School, and
- Gums Reserve (Campbelltown City Council)

Water sales for the first two connections are budgeted to commence at the start of the irrigation season and sales to Gums Reserve are budgeted to commence in January 2025.

Total connected demand for FY2025 is assumed to be **302.7ML**.

Constituent Council Take or Pay	(ML)	Other Sales	(ML)
CoB	100.0	Gaza Oval (PAE)	11.0
NPSP	76.7	Pembroke	10.0
ToW	28.0	Daly Oval + surrounds	20.0
Total	204.7	Gums Reserve	7.5
		Marryatville High School	18.0
		Norwood International High School	16.5
		City of Burnside additional supply	15.0
		Total	98.0

2.3 Climatic conditions

Based on the latest weather outlook dated 13 March 2024 from the Bureau of Meteorology, there is a 37% chance of rainfall exceeding the median rainfall between May and July 2024, a 16% chance of it being unusually dry and a 5% chance of it being unusually wet.

We have interpreted this information to mean that there is an expectation of below average rainfall for the start of the 2024 injection season. Whilst this is a negative outlook from an injection perspective, actual rainfall and the length of rainfall events

(e.g. intense short duration events vs longer steady rainfall events) will impact harvesting yields.

We also note that there is significant water banked and there is minimal risk that existing connected customers will not be able to be serviced in the 2024/2025 extraction season.

3. INCOME

3.1 Water pricing

Water sold to Constituent Councils will be sold at 90% of the SA Water price (90% in FY2023). The SA Water price in the budget is assumed to increase by 4.5% at 30 June 2024 to \$3.17 per kL. The actual water price charged will be adjusted to reflect the announced FY2025 SA Water price which is usually available on 1 July of each year.

The budget assumes that existing external customers are charged in accordance with their existing contractual arrangements.

The ERA Water Pricing Policy may be adjusted by the Board at any time (subject to existing contractual arrangements).

3.2 Water Supply Charge

A supply charge of \$310 per Constituent Council connection per annum has been included in the budget which is based on the current SA Water connection charge inflated by 4.5%.

The actual supply charge will be adjusted to reflect the announced FY2025 SA Water supply charge which is usually available on 1 July of each year.

3.3 Grants and Investments

ERA Water has forecast a \$10,000 annual distribution from the two member schemes (Asset Mutual Fund and the Local Government Financial Authority) which is a conservative assumption based on prior year distributions.

3.4 Water Allocation Plan – Trading Revenue

The introduction of the Adelaide Plains Water Allocation Plan has opened an opportunity for ERA Water to derive additional revenue from trading water entitlements under the Plan.

At this stage no revenue has been assumed to be received in the FY2025 budget in relation to trading water entitlements, however ERA Water will actively pursue and consider opportunities, where beneficial, to trade water entitlements during FY2025.

3.5 Operating Income

The forecast income from water sales is shown below in Table 1.

TABLE 1: INCOME FROM WATER SALES

Constituent Council	Revenue
City of Norwood, Payneham & St Peters (Take or Pay)	\$218,848

Town of Walkerville (Take or Pay)	\$79,924
City of Burnside (Take or Pay)	\$285,442
Constituent Council supply charge	\$15,508
Other water sales	\$264,192
Water Allocation Plan trading revenue	\$nil
Total Operating Income	\$863,914

3.6 Water Security Charge

A water security charge of \$250,000 (FY2024 - \$250,000) is proposed to be charged to the three Constituent Councils, split according to each council's estimated water usage based on the take or pay requirements.

3.7 Other reimbursements

The budget assumes that connection costs incurred in relation to the proposed connections to Marryatville High School and Norwood International High School are reimbursed in FY2025 totalling \$63,553. These reimbursements are offset by an assumed equal and opposite capital cost for ERA Water.

4. EXPENSES

The following section outlines the budgeted expenses for FY2025

4.1 Employee Costs

Table 3: Employee Costs

ITEM	AMOUNT	KEY ASSUMPTIONS
General Manager	\$105,000	Cost for the position of General Manager on a part time basis.
Admin and Board Secretarial Support	\$nil	Assumes no paid support for the GM.
Total Employee Costs	\$105,000	

4.2 Materials, Contract & Other Expenses

Table 3: Fixed operating Expenses

ITEM	AMOUNT	KEY ASSUMPTIONS
Audit and Accounting	\$20,500	For external auditing and other accounting work.
Governance	\$17,500	Chairperson plus provision for two independent audit committee members.
Bank Charges	\$500	Provision for bank charges.

ITEM	AMOUNT	KEY ASSUMPTIONS
ICT	\$500	Provision for miscellaneous IT and software costs.
Insurances	\$50,000	Based on a slight increase from FY2023.
Office Expenses	\$500	Provision
Premises	\$0	NPSP providing premises to ERA Water for \$nil rent.
Professional Services	\$40,000	Provision for financial, strategic and legal services support.
Staff Amenities and Development	\$2,500	Provision
General Expenses	\$2,500	Provision
Total Fixed Operating Expenses	\$134,500	

TABLE 4: Operating Expenses

ITEM	AMOUNT	KEY ASSUMPTIONS
Engineering and support services	\$25,000	Technical support to the GM and Principal Operator
Principal Operator Contract	\$180,000	Assumes CPI increase from current contracted amount.
Scheme maintenance and landscaping	\$25,000	Significant reduction (circa \$50k) from prior year as a result of rectification of known maintenance issues relating to biofilters and wetlands which will have occurred during FY2024.
General maintenance	\$25,000	Provision for unexpected maintenance issues.
Electricity	\$170,000	\$20k increase from prior year as a result of increasing water volumes.
Licensing and testing	\$17,000	\$4,500 provision for EPA Licence and \$12,500 for development of MARART and other licensing and testing requirements.
Telecoms & SCADA	\$15,000	Reduction in SCADA expenditure assumed following 3G to 4G upgrade.
Projects – additional	\$25,535	Additional costs in servicing new forecast connections
Total Operating Expenses	\$482,535	

4.3 Depreciation and Amortisation

ERA Water engaged Tonkin to undertake an asset revaluation process during FY2024. The results of the revaluation are expected to be finalised prior to the end of April 2024 and updates to the budget to account for future depreciation and the fair value of assets will be made at this time.

4.4 Finance Costs

Interest expense is forecast to be \$695,916 (FY2024 - \$622,915) in part the increase from FY2023 is due to a \$5.0 million fixed rate facility at 2.90% per annum (maturing July 2024). The interest rate applied to borrowings is assumed to be 5.35% based on the current 1 year fixed term rates available from the LGFA.

5. CASH AND CAPITAL

5.5 Capital Expenditure

Capital expenditure of \$166,103 (ex GST) has been assumed for FY2025, consisting of:

- \$58k for new connections for Marryatville High School and Norwood International High School (noting that it assumed that this cost is reimbursed by the Department of Education)
- \$60k for the provision of new tank infrastructure in the Burnside section of the network, or for the commissioning of the bore at Langman Reserve, to ease current supply constraints.
- \$45k to connect Gums Reserve.

No other new connections or network extensions have been assumed in the budget, although ERA Water is actively pursuing new opportunities to increase water sales.

5.6 Recapitalisation

The budget assumes that the Constituent Councils will support ERA Water with the following equity commitments.

- City of Burnside - \$nil
- City of Norwood, Payneham and St Peters - \$nil
- Town of Walkerville - \$200,000

This is consistent with the recapitalisation process agreed in FY2024 whereby the Town of Walkerville is paying \$200k per annum towards its \$1 million capital contribution between FY23 and FY27 inclusive.

5.7 Cash

Net cash from operating activities is forecast to be \$(0.230 million).

Net cash from investing activities is forecast to be (\$0.183 million) on account of budgeted capital expenditure.

Net cash from financial activities is forecast to be \$0.418 million which includes a \$0.200 million equity contribution and a forecast increase in borrowings of \$0.218 million.

The forecast closing debt level is \$13.570 million which is \$1.730 million below the existing debt cap of \$15.300 million.

6. EQUITY

Contributed equity is assumed to increase by \$0.200 million on account of payment from Town of Walkerville.

Historical accumulated surpluses have been derived from the grant funding received from the Federal Government to fund the construction of the scheme. Net Surplus / Deficit represents the movement in the Operating Statement for the budget year.

The balance of the Asset Revaluation Reserve will be updated pending finalisation of the asset revaluation process.

7. BREAKDOWN OF FINANCIAL COMMITMENTS FOR CONSTITUENT COUNCILS

The following table shows the breakdown of income and commitments from each Constituent Council in FY2025.

FY2025 commitments	CoB	CoNPSP	ToW	Total
Take or Pay Sales	\$285,442	\$218,848	\$79,924	\$584,214
Water supply charges	\$7,589	\$5,940	\$1,979	\$15,508
Other forecast water sales	\$40,500	\$nil	\$nil	\$40,500
Water security charge	\$122,000	\$95,000	\$33,000	\$250,000
Capital contribution	\$nil	\$nil	\$200,000	\$200,000
Total	\$455,531	\$319,788	\$314,903	\$1,090,222

Some of these amounts are approximated and may be refined based on final SA Water Pricing which will be released on or around 30 June 2024.

ATTACHMENT A: Financial Statements

Statement of Comprehensive Income

\$	Jun-24 Fcst	Jun-25 Budget
Income		
User Charges		
Water Sales ERA Councils - Take or Pay + Supply Charges	617,791	599,721
Water Sales Other	139,887	264,192
Water Allocation Plan Trading Revenue	-	-
Water Security Charge	250,000	250,000
Grants, Subsidies and Contributions	75,942	63,553
Investment Income	34,000	10,000
Total Income	1,117,620	1,187,466
Expenses		
Employee Costs	104,975	105,000
Materials, Contracts & Other Expenses	659,500	617,035
Depreciation & Amortisation	559,021	560,971
Finance Costs	622,915	695,916
Total Expenses	1,946,411	1,978,922
Operating Surplus / (Deficit)	(828,791)	(791,456)
Amounts Received Specifically for New or Upgraded Assets	-	-
Net Surplus / (Deficit)	(828,791)	(791,456)
Other Comprehensive Income		
Amounts which will not be reclassified to operating result	-	-
Total Comprehensive Income	(828,791)	(791,456)
Operating Surplus Deficit (excluding depreciation and interest)	353,145	465,432
Operating Surplus Deficit (excluding depreciation)	(269,770)	(230,485)

Balance Sheet

\$	Jun-24 Fcst	Jun-25 Budget
Assets		
Current Assets		
Cash & cash equivalents	1,097	5,898
Trade & Other Receivables	84,186	84,186
Total Current Assets	85,283	90,084
Non-current Assets		
Financial assets	-	-
Infrastructure, property, plant & equipment	24,431,016	24,052,759
Total Non-current Assets	24,431,016	24,052,759
Total Assets	24,516,299	24,142,843
Liabilities		
Current Liabilities		
Trade & Other Payables	205,190	205,190
Provisions	-	-
Borrowings	2,501	2,501
Total Current Liabilities	207,691	207,691
Non-current Liabilities		
Trade & Other Payables	-	-
Borrowings	13,352,081	13,570,081
Total Non-current Liabilities	13,352,081	13,570,081
Total Liabilities	13,559,772	13,777,772
NET ASSETS	10,956,527	10,365,071
Equity		
Accumulated Surplus	3,422,400	2,630,944
Capital Contributions	2,400,000	2,600,000
Asset Revaluation Reserves	5,134,127	5,134,127
TOTAL EQUITY	10,956,527	10,365,071

Statement of Cash Flows

\$	Jun-24 Fcst	Jun-25 Budget
Cash Flows from Operating Activities		
Receipts		
Water Sales ERA Councils	617,791	599,721
Water Sales ERA Councils - Annual True-Up	-	-
Net Water Sales ERA Councils	617,791	599,721
Water Sales Other Customers	139,887	264,192
Water Allocation Plan Revenue	-	-
Other receipts	75,942	63,553
Water Security Charge	250,000	250,000
Investment Income	34,000	10,000
Payments		
Employee costs	(104,976)	(105,000)
Materials, contracts & other expenses		
Fixed Operating Costs	(173,550)	(134,500)
Operational Costs	(485,950)	(482,535)
Finance Payments	(622,915)	(695,916)
Net cash provided by (or used in) Operating Activities	(269,771)	(230,485)
Cash Flows from Investing Activities		
Receipts		
Amounts Received Specifically for New Assets	-	-
Payments		
Expenditure on new/upgraded Assets	(169,416)	(182,714)
Net cash provided by (or used in) Investing Activities	(169,416)	(182,714)
Cash Flows from Financing Activities		
Receipts		
Proceeds from Borrowings	-	218,000
Capital Contributions	1,800,000	200,000
Payments		
Repayment of borrowings	(1,364,000)	-
Net cash provided by (or used in) Financing Activities	436,000	418,000
Net Increase (Decrease) in cash held	(3,187)	4,801
Cash and cash equivalents at beginning of period	4,284	1,097
Cash and cash equivalents at end of period	1,097	5,898

Section 3 – Governance & General Reports

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

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

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 Council's 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.

12. ADOPTION OF COMMITTEE MINUTES

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

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**

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.

- **Audit & Risk Committee**

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.

- **Business & Economic Development Advisory Committee**

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.

Attachment A

Adoption of Committee Minutes

Chief Executive Officer's Performance Review Committee



Chief Executive Officer's Performance Review Committee Minutes

20 May 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.*

City of Norwood Payneham & St Peters
175 The Parade, Norwood SA 5067

Telephone 8366 4555
Email townhall@npsp.sa.gov.au
Website www.npsp.sa.gov.au
Socials [f /cityofnpsp](https://www.facebook.com/cityofnpsp) [@cityofnpsp](https://www.instagram.com/cityofnpsp)



City of
Norwood
Payneham
& St Peters

Page No.

- 1. CONFIRMATION OF MINUTES OF THE CHIEF EXECUTIVE OFFICER'S PERFORMANCE REVIEW COMMITTEE MEETING HELD ON 19 FEBRUARY 2024 1
- 2. PRESIDING MEMBER'S COMMUNICATION 1
- 3. CONFIDENTIAL REPORTS..... 1
 - 3.1 STAFF RELATED MATTER 2
- 4. OTHER BUSINESS..... 3
- 5. CLOSURE 3

VENUE Mayor's Office (Ground Floor), 175 The Parade, Norwood

HOUR 6.00pm

PRESENT

Committee Members Mayor Robert Bria (Presiding Member)
Cr Kevin Duke
Cr Garry Knoblauch
Cr John Callisto

Staff Lisa Mara (General Manager, Governance & Civic Affairs)
Mr Richard Altman (Independent Human Resource Specialist)

APOLOGIES Nil

ABSENT Nil

TERMS OF REFERENCE:

The Committee is established for the purposes of facilitating the review of the Chief Executive Officer's performance as required and in accordance with the Chief Executive Officer's Contract of Employment.

1. CONFIRMATION OF MINUTES OF THE CHIEF EXECUTIVE OFFICER'S PERFORMANCE REVIEW COMMITTEE MEETING HELD ON 19 FEBRUARY 2024

Cr Knoblauch moved that the Minutes of the Chief Executive Officer's Performance Review Committee meeting held on 19 February 2024 be taken as read and confirmed. Seconded by Cr Callisto and carried unanimously.

2. PRESIDING MEMBER'S COMMUNICATION
Nil

3. CONFIDENTIAL REPORTS

3.1 STAFF RELATED MATTER

RECOMMENDATION 1

That pursuant to Section 90(2) and (3) of the *Local Government Act 1999* the Council orders that the public, with the exception of the Council staff present be excluded from the meeting on the basis that the Council will receive, discuss and consider:

- (a) information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).

relating to the employment performance of the Chief Executive Officer and the Council is satisfied that, the principle that the meeting should be conducted in a place open to the public, has been outweighed by the need to keep the receipt/discussion/consideration of the information confidential.

RECOMMENDATION 2

Under Section 91(7) and (9) of the *Local Government Act 1999*, the Committee orders that the report, discussions and minutes be kept confidential until the Chief Executive Officer Performance process has been finalised.

Cr Duke moved:

That pursuant to Section 90(2) and (3) of the Local Government Act 1999 the Council orders that the public, with the exception of the General Manager, Governance & Civic Affairs, be excluded from the meeting on the basis that the Council will receive, discuss and consider:

- (a) information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).*

relating to the employment performance of the Chief Executive Officer and the Council is satisfied that, the principle that the meeting should be conducted in a place open to the public, has been outweighed by the need to keep the receipt/discussion/consideration of the information confidential.

Seconded by Cr Callisto and carried unanimously.

Cr Knoblauch moved:

Under Section 91(7) and (9) of the Local Government Act 1999, the Committee orders that the report, discussions and minutes be kept confidential until the Chief Executive Officer Performance process has been finalised.

Seconded by Cr Callisto and carried unanimously.

4. **OTHER BUSINESS**
Nil

5. **CLOSURE**

There being no further business the Presiding Member declared the meeting closed at 6.17pm.

Mayor Robert Bria
PRESIDING MEMBER

Minutes Confirmed on _____
(date)

Attachment B

Adoption of Committee Minutes

Audit & Risk Committee



Audit & Risk Committee Minutes

20 May 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.*

City of Norwood Payneham & St Peters
175 The Parade, Norwood SA 5067

Telephone 8366 4555
Email townhall@npsp.sa.gov.au
Website www.npsp.sa.gov.au
Socials  /cityofnpsp  @cityofnpsp



City of
Norwood
Payneham
& St Peters

Page No.

- 1. CONFIRMATION OF MINUTES OF THE AUDIT & RISK COMMITTEE MEETING HELD ON 22 APRIL 20241
- 2. PRESIDING MEMBER’S COMMUNICATION1
- 3. QUESTIONS WITHOUT NOTICE1
- 4. QUESTIONS WITH NOTICE1
- 5. WRITTEN NOTICES OF MOTION.....2
- 6. STAFF REPORTS.....2
 - 6.1 REVIEW OF FINANCE POLICIES.....3
- 7. CONFIDENTIAL REPORTS.....6
 - 7.1 COUNCIL RELATED MATTER.....7
- 8. OTHER BUSINESS8
- 9. NEXT MEETING.....8
- 10. CLOSURE8

VENUE	Meeting Room 3 (Upper Level), 175 The Parade, Norwood
HOOR	7.00pm
PRESENT	
Committee Members	Mayor Robert Bria (Presiding Member) Cr Grant Piggott Cr Claire Clutterham Ms Sandra Di Blasio (Independent Member) Ms Stefanie Eldridge (Independent Member)
Staff	Mario Barone (Chief Executive Officer) Lisa Mara (General Manager, Governance & Civic Affairs) Skye Grinter-Falzun (Manager, Chief Executive's Office) Michaela Gardner (Acting Director, St Peters Child Care Centre & Pre-School) Kosta Dalianas (Acting Assistant Director, St Peters Child Care Centre & Pre-School) Marina Fischetti (Governance Officer)
Visitor	Mr Mark Booth (BRM Advisory)
APOLOGIES	Nil
ABSENT	Nil

TERMS OF REFERENCE:

The functions of the Audit & Risk Committee include:

- (a) reviewing Annual Financial Statements to ensure that the Statements present fairly the state of affairs of the Council; and
- (b) proposing, and providing information relevant to, a review of the Council's strategic management plans or annual business plan; and
- (c) monitoring the responsiveness of the Council to recommendations for improvement based on previous audits and risk assessments, including those raised by the Council's External Auditor; and
- (d) proposing, and reviewing, the exercise of powers under Section 130A of the Local Government Act 1999; and
- (e) liaising with the Council's External Auditor in accordance with any requirements prescribed by the regulations; and
- (f) reviewing the adequacy of the accounting, internal controls, reporting and other financial management systems and practices of the Council on a regular basis; and
- (g) providing oversight of planning and scoping of the Internal Audit work plan; and
- (h) reviewing and commenting on reports provided by the person primarily responsible for the Internal Audit function at least on a quarterly basis; and
- (i) reviewing and evaluating the effectiveness of policies, systems and procedures established and maintained for the identification, assessment, monitoring, management and review of strategic, financial and operational risks on a regular basis; and
- (j) reviewing any report obtained by the Council pursuant to Section 48(1) of the Local Government Act 1999; and
- (k) performing any other function determined by the Council or prescribed by the regulations.

1. CONFIRMATION OF MINUTES OF THE AUDIT & RISK COMMITTEE MEETING HELD ON 22 APRIL 2024

Cr Piggott moved that the Minutes of the Audit & Risk Committee meeting held on 22 April 2024 be taken as read and confirmed. Seconded by Ms Stefanie Eldridge and carried Unanimously.

2. PRESIDING MEMBER'S COMMUNICATION

Mayor Bria welcomed Mr Mark Booth of BRM Advisory, Michaela Gardner, Acting Director and Kosta Dalianas, Acting Assistant Director from the St Peters Child Care Centre & Pre-School.

3. QUESTIONS WITHOUT NOTICE

Nil

4. QUESTIONS WITH NOTICE

Nil

5. **WRITTEN NOTICES OF MOTION**
Nil

6. **STAFF REPORTS**

6.1 REVIEW OF FINANCE POLICIES

REPORT AUTHOR: General Manager, Governance & Civic Affairs
GENERAL MANAGER: Chief Executive Officer
CONTACT NUMBER: 8366 4549
FILE REFERENCE: qA61370
ATTACHMENTS: A - D

PURPOSE OF REPORT

The purpose of the report is to present three (3) policies which have been reviewed to the Audit & Risk Committee for endorsement.

BACKGROUND

Policies, Codes of Practice and Codes of Conduct are important components of a Council's governance framework. Policies set directions, guide decision making and inform the community about how the Council will normally respond and act to various issues.

When a decision is made in accordance with a Council policy or code, both the decision-maker and the community can be assured that the decision reflects the Council's overall aims and principles of action.

Accordingly, policies and codes can be used in many contexts to:

- reflect the key issues and responsibilities facing a Council;
- provide a policy context and framework for developing more detailed objectives and management systems;
- guide staff and ensure consistency in delegated and day-to-day decision-making; and
- clearly inform the community of a Council's response to various issues.

It is therefore important that policies remain up to date and consistent with any position adopted by the Council.

A review of all Finance related policies has commenced to ensure that all policies are relevant, contemporary and legislatively compliant and these will be presented to the Audit & Risk Committee for endorsement as each policy is reviewed.

The following Policies are now scheduled to be reviewed:

1. Asset Impairment (**Attachment A**);
2. Asset Revaluation (**Attachment B**);
3. Budget Review (and Budget Review Guidelines) (**Attachment C**); and
4. Treasury Management (**Attachment D**).

Where required, the Policies have been amended to ensure that the Policies meet current standards and reflect the Council's position on the respective matters.

RELEVANT STRATEGIC DIRECTIONS & POLICIES

Not Applicable.

DISCUSSION

Asset Impairment Policy

The *Asset Impairment Policy* is an existing Policy.

The objective of the *Asset Impairment Policy* is to provide direction to Council staff in managing the financial records and accounts and when preparing the Financial Statements.

Only minor amendments and formatting changes are recommended to the draft Policy.

A copy of the draft *Asset Impairment Policy* is contained within **Attachment A**.

Asset Revaluation Policy

The *Asset Revaluation Policy* is an existing Policy.

The objective of this Policy is to document the process and timeframes to be used for the review and revaluation of Council assets.

With the exception of a change to the title of the staff member responsible for the Policy, no changes are recommended to the Policy.

A copy of the draft *Asset Revaluation Policy* is contained within **Attachment B**.

Budget Review Policy & Budget Review Guidelines

The *Budget Review Policy* is an existing Policy and *Budget Review Guidelines* is an existing Guideline.

The *Budget Review Policy* and *Budget Review Guidelines* provide the framework for the reporting performance against the Council's Adopted Budget.

From a more practical approach and to avoid "doubling up" between the documents, the Policy and Guidelines have been combined and are now presented as one (1) document.

A copy of the draft *Budget Review Policy* is contained within **Attachment C**.

Treasury Management Policy

The *Treasury Management Policy* is an existing Policy.

The objective of the Policy is to ensure sound management of the Council's financial transactions with regards to borrowings and investments.

The draft *Treasury Management Policy* was presented to the Audit & Risk Committee at its meeting held on 7 March 2024. Following consideration of the draft Policy the Committee resolved the following:

That consideration of the Treasury Management Policy (Attachment C) be deferred pending further information set out within this Policy to include references to appropriate management of debt (eg. ratio of fixed versus variable interest rates and borrowings) and that the Policy be presented at a future meeting of the Audit & Risk Committee.

The draft Policy has been updated in accordance with the Committee's decision as set out above and as such includes a new section in respect to Borrowings.

A copy of the draft *Treasury Management Policy* is contained within **Attachment D**.

OPTIONS

The Committee can determine not to endorse the draft Policies, however as the draft Policies are required and have been prepared to meet legislative requirements, and manage particular finance matters, it is recommended that the Committee endorses the draft Policies as presented.

CONCLUSION

A comprehensive financial policy framework is essential for public accountability, transparency and consistency in Council decision making.

Policies should be supported by a comprehensive set of documented procedures detailing the specific staff responsibilities and processes to be followed to give effect to the policies and ensure that sound financial management practices are in place. Without such documented financial policies and procedures, the Council could be subject to criticism, (rightly or wrongly), that their financial management framework lacks transparency, legislative compliance or does not reflect contemporary standards.

The requirement on the Council's Auditors to provide an opinion on the adequacy of the Council's internal financial controls further emphasises the need for an explicit, clearly documented, framework of policies and procedures.

COMMENTS

To ensure compliance with Section 125 of the *Local Government Act 1999*, the Council must have in place, appropriate policies, practices and procedures, which assist the Council to carry out its activities in an efficient and orderly manner. To achieve this objective, it is important to ensure that the policies adopted by the Council are regularly reviewed to ensure that they reflect the current operating environment and continue to meet the Council's overall objectives.

There is no legislative requirement to consult in respect to these policies.

RECOMMENDATION

That the Audit & Risk Committee recommends to the Council that the following be adopted:

- Asset Impairment Policy (**Attachment A**);
 - Asset Revaluation Policy (**Attachment B**);
 - Budget Review Policy (**Attachment C**); and
 - Treasury Management Policy (**Attachment D**).
-

Cr Clutterham moved:

That the Audit & Risk Committee recommends to the Council that the following be adopted:

- *Asset Impairment Policy (**Attachment A**);*
- *Asset Revaluation Policy (**Attachment B**);*
- *Budget Review Policy (**Attachment C**); and*
- *Treasury Management Policy (**Attachment D**).*

Seconded by Cr Piggott and carried unanimously.

7. CONFIDENTIAL REPORTS

7.1 COUNCIL RELATED MATTER

RECOMMENDATION 1

That pursuant to Section 90(2) and (3) of the *Local Government Act 1999*, the Council orders that the public, with the exception of the Council staff present, be excluded from the meeting on the basis that the Council will receive, discuss and consider:

- (a) information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).

and the Council is satisfied that, the principle that the meeting should be conducted in a place open to the public, has been outweighed by the need to keep the receipt/discussion/consideration of the information confidential.

RECOMMENDATION 2

Under Section 91(7) and (9) of the *Local Government Act 1999*, the Council orders that the report, discussion and minutes be kept confidential for a period not exceeding five (5) years and that this order be reviewed every twelve (12) months.

Cr Piggott moved:

That pursuant to Section 90(2) and (3) of the Local Government Act 1999, the Council orders that the public, with the exception of the Council staff present [Chief Executive Officer, General Manager, Governance & Civic Affairs, Manager, Chief Executive's Office, Acting Director, St Peters Child Care Centre & Pre-School, Acting Assistant Director, St Peters Child Care Centre & Pre-School and Governance Officer], be excluded from the meeting on the basis that the Council will receive, discuss and consider:

- (a) information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).*

and the Council is satisfied that, the principle that the meeting should be conducted in a place open to the public, has been outweighed by the need to keep the receipt/discussion/consideration of the information confidential.

Seconded by Ms Sandra Di Blasio and carried unanimously.

Cr Piggott moved:

Under Section 91(7) and (9) of the Local Government Act 1999, the Council orders that the report, discussion and minutes be kept confidential for a period not exceeding five (5) years and that this order be reviewed every twelve (12) months.

Seconded by Cr Clutterham and carried unanimously.

8. **OTHER BUSINESS**
Nil

9. **NEXT MEETING**
Monday 22 July 2024

10. **CLOSURE**
There being no further business the Presiding Member declared the meeting closed at 7.42pm.

Mayor Robert Bria
PRESIDING MEMBER

Minutes Confirmed on _____
(date)

Attachment C

Adoption of Committee Minutes

Business & Economic Development Advisory Committee



Business & Economic Development Advisory Committee

Minutes

28 May 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.*

City of Norwood Payneham & St Peters
175 The Parade, Norwood SA 5067

Telephone 8366 4555
Email townhall@npsp.sa.gov.au
Website www.npsp.sa.gov.au
Socials  /cityofnpsp  @cityofnpsp



City of
Norwood
Payneham
& St Peters

- 1. CONFIRMATION OF MINUTES OF THE BUSINESS & ECONOMIC DEVELOPMENT ADVISORY COMMITTEE MEETING HELD ON 12 MARCH 2024 1

- 3.3 GLYNDE & STEPNEY ECONOMIC MARKET & STRATEGIC OPTIONS 2
[This Item was dealt with out of sequence]

- 2. PRESIDING MEMBER’S COMMUNICATION 2

- 3. PRESENTATION..... 2

- 3.1 2024 AFL GATHER ROUND 2

- 3.2 2024 EASTSIDE BUSINESS AWARDS 2

- 3.3 GLYNDE & STEPNEY ECONOMIC MARKET & STRATEGIC OPTIONS 2
[This Item was dealt with out of sequence - refer to Item 3.3 above]

- 4. STAFF REPORTS..... 2

- 4.1 GLYNDE AND STEPNEY ECONOMIC, MARKET & STRATEGIC OPTIONS ANALYSIS 3

- 5. OTHER BUSINESS..... 6

- 6. NEXT MEETING..... 6

- 7. CLOSURE 6

VENUE Mayors Parlour, Norwood Town Hall

HOUR 6.30pm

PRESENT

Committee Members Mayor Robert Bria (Presiding Member)
 Cr Grant Piggott (entered the meeting at 6.35pm)
 Cr John Callisto
 Ms Amanda Grocock
 Ms Amanda Pepe
 Mr Ben Pudney
 Mr Joshua Baldwin
 Mr Matt Grant
 Ms Rebecca Thomas
 Ms Trish Hansen

Staff Mr Mario Barone (Chief Executive Officer)
 Lisa Mara (General Manager, Governance & Civic Affairs)
 Keke Michalos (Manager, Strategy)
 Claire Betchley (Co-ordinator, Marketing & Events)

APOLOGIES Cr Victoria McFarlane

ABSENT Nil

TERMS OF REFERENCE:

The Business & Economic Development Advisory Committee is established to fulfil the following functions:

- *To provide high-level independent expert advice to the Council on economic development matters and employment growth opportunities in the City of Norwood Payneham & St Peters and to have oversight of the continued implementation of the Council's Economic Development Strategy.*
- *To identify issues, opportunities, and initiatives which impact on business and economic development in the City of Norwood Payneham & St Peters.*
- *To provide advice to the Council and recommend actions, including the conduct of studies associated with business and economic development, as required, in order to facilitate the identification of opportunities, issues, strategies and actions.*
- *To assist the Council to facilitate and promote economic growth and development in the City of Norwood Payneham & St Peters.*
- *To provide advice to the Council as required, to facilitate the creation of business networks (both within South Australia and Australia), which provide benefits for the City of Norwood Payneham & St Peters and the business sector.*
- *To provide strategic direction and leadership to ensure that members of the business community are able to participate in the development and implementation of the City's business and economic development outcomes.*
- *Conduct forums to identify and articulate relevant information in respect to services and activities in the City of Norwood Payneham & St Peters that contribute to the City's economic growth.*
- *Advocate and work actively with State and Federal Governments and their agencies, the private sector and relevant peak bodies on key economic priorities which deliver positive outcomes for the City and the community.*
- *Consider and advise the Council on medium and long term matters relevant to business and economic development within the City of Norwood Payneham & St Peters.*

1. CONFIRMATION OF MINUTES OF THE BUSINESS & ECONOMIC DEVELOPMENT ADVISORY COMMITTEE MEETING HELD ON 12 MARCH 2024

Ms Rebecca Thomas moved that the Minutes of the Business & Economic Development Advisory Committee meeting held on 12 March 2024 be taken as read and confirmed. Seconded by Mr Matt Grant and carried unanimously.

Mr Matt Grant moved that Item 3.3 be brought forward for consideration. Seconded by Mr Ben Pudney and carried unanimously.

Cr Grant Piggott entered the meeting at 6.35pm.

3.3 Glynde & Stepney Economic Market & Strategic Options

[This Item was dealt with out of sequence]

A presentation was provided by Acil Allen (Consultants) regarding the Glynde and Stepney economic market and strategic options analysis.

2. PRESIDING MEMBER'S COMMUNICATION

Nil

3. PRESENTATION**3.1 2024 AFL Gather Round**

A presentation was provided by Claire Betchley, Co-ordinator, Marketing & Events, regarding the 2024 AFL Gather Round.

3.2 2024 Eastside Business Awards

A presentation was provided by Claire Betchley, Co-ordinator, Marketing & Events, regarding the 2024 Eastside Business Awards.

3.3 Glynde & Stepney Economic Market & Strategic Options

[This Item was dealt with out of sequence – refer to Item 3.3 above]

4. STAFF REPORTS

4.1 GLYNDE AND STEPNEY ECONOMIC, MARKET & STRATEGIC OPTIONS ANALYSIS

REPORT AUTHOR: Manager, Strategy
GENERAL MANAGER: Chief Executive Officer
CONTACT NUMBER: 8366 4509
FILE REFERENCE: qA109047
ATTACHMENTS: Nil

PURPOSE OF REPORT

The purpose of this report is to update the Business & Economic Development Advisory Committee, on the status of the Glynde & Stepney Food and Beverage Manufacturing Precincts Project and in particular, the work that is currently being undertaken as part of the Glynde and Stepney Economic, Market & Strategic Options Analysis.

BACKGROUND

At its meeting held on 12 September 2023, the Business & Economic Development Advisory Committee (B&EDAC) considered a report regarding the opportunities, constraints/challenges and priorities, associated with the Glynde and Stepney Food and Beverage Manufacturing Precincts and more generally, the manufacturing and light industrial uses located within these two (2) precincts.

Following consideration of the matter, the Committee resolved the following:

1. *That the Committee recommends to the Council that it allocates a budget of up to \$50,000 to undertake a detailed economic and strategic options analysis to inform the Council's strategic vision and strategic planning for the Employment Zones in Glynde and Stepney.*
2. *That the Committee recommends to the Council that it advises the State Planning Commission, through its submission on the Greater Adelaide Regional Plan – Discussion Paper, that the Council is committed to the retention of the Employment Zones in Glynde and Stepney and is undertaking its own detailed investigations to form a long-term vision for these two (2) precincts.*
3. *That the results of the economic and strategic options analysis for the Glynde and Stepney precincts be presented to the Business & Economic Development Advisory Committee for its consideration and that the Committee use the results to make a recommendation to the Council.*

The above recommendation was considered and adopted by the Council at its Meeting held on 3 October 2024.

As part of its consideration of the Committee's recommendation, the Council was also advised of further capital investment in relation to the development and implementation of a future masterplan for Glynde, likely to be implemented over a five (5) year period.

Following its consideration of the report on the Glynde and Stepney Food and Beverage Manufacturing Precincts, the Council resolved the following in relation to Glynde and Stepney:

1. *That \$50,000 be allocated as part of the 2023-2024 Budget to undertake a detailed economic and strategic options analysis to inform the Council's strategic vision and strategic planning for the Employment Zones in Glynde and Stepney.*
2. *That the 2023-2024 Budget be amended accordingly.*

In accordance with the Council's resolution, an invitation to submit a quotation to undertake the delivery of the *Glynde and Stepney Economic, Market & Strategic Options Analysis* was distributed to the following four (4) consultants:

- Acil Allen;
- Deloitte;
- Frontier Economics; and
- JLL Adelaide.

These four (4) consultants were selected on the basis that they have extensive experience in economic development, writing economic and market strategies and have a very strong knowledge base in the food and beverage manufacturing sector. With the exception of Frontier Economics, the other three (3) consultants all have an Adelaide office, in addition to interstate resources.

Following a detailed assessment, Acil Allen was awarded the contract for Phase 1 of the *Glynde and Stepney Economic, Market & Strategic Options Analysis*.

RELEVANT STRATEGIC DIRECTIONS & POLICIES

The key strategic documents that align with this Project are listed below:

- *The 30 - Year Plan for Greater Adelaide;*
- *Greater Adelaide Regional Plan – Discussion Paper;*
- *CityPlan 2030: Shaping Our Future – Mid Term Review 2020;*
- *City of Norwood Payneham & St Peters - Economic Development Strategy 2021-2026; and*
- *South Australia's Small Business Strategy 2023 – 2030.*

FINANCIAL AND BUDGET IMPLICATIONS

The Council has allocated a budget of \$50,000 for the *Glynde and Stepney Economic, Market & Strategic Options Analysis*.

DISCUSSION

Due to the extensive scope of work, the Project has been split into two (2) phases and Acil Allen has been appointed to deliver the following seven (7) components as part of Phase 1 – Comparative Analysis of the Project:

- identify the level of current demand and forecast growth (anticipated future demand) for not only food and beverage manufacturing, but also light industrial land more generally, as well as competing demands on the land use based on the location of the precincts;
- include a comparison of the Glynde and Stepney food and beverage manufacturing precincts with other similar precincts across the greater Adelaide region, the State and more broadly across Australia (supply) – considering current performance and potential performance;
- identify any challenges or barriers that could hinder the growth of food and beverage manufacturing in these precincts;
- identify key trends across the industrial property market; identify gaps in the market and providing some direction on whether Glynde and Stepney should be a start-up location or an incubator for food and beverage manufacturing;
- outline the opportunity cost of retaining these two (2) precincts as employment land versus other land uses (ie residential) or sacrificing employment land for residential, in the case of Stepney;
- provide guidance on the level of private and public investment that is required to protect these precincts for light industrial/manufacturing and more specifically, for the expansion of food and beverage manufacturing in these precincts; and
- include an investigation into the highest and best land use for each of the two (2) precincts.

The items that are proposed to be undertaken as part of Phase 2, should they be required, are:

- a cost benefit analysis of a range of options including retaining employment zones for light industry, creating food and beverage precincts, allowing market driven changes or rezoning to accommodate residential uplift;
- determine the value of the arterial road fronting land versus non-arterial road fronting land for small scale food and beverage manufacturing and more generally light industrial uses;
- evaluate existing infrastructure (at a high level) and identify the upgrades that are required to accommodate the potential land uses and the heavy vehicles that will support the efficient functioning of these precincts. Identify if there are any bottlenecks or limitations that could hinder growth; and
- examine employment generation should the food and beverage sector expand and what the potential loss of employment in other sectors might be if the Council focuses on the food and beverage manufacturing sectors - as well as the implications of losing employment land for the purposes of residential development and what that means in terms of providing jobs close to where people live.

Acil Allen has completed most of its initial investigations and is in the process of finalising the Stage 1 - Comparative Analysis Report for the Committee's consideration. To help inform the document, Acil Allen will conduct a workshop with the Committee Members during the meeting scheduled for Tuesday 28 May 2024. The results of the workshop will be used to finalise the document. The final document will be presented to the BEDAC at its meeting scheduled for 13 August 2024.

OPTIONS

Not Applicable.

CONCLUSION

Acil Allen will conduct a workshop with the Committee on the draft findings of the analysis to assist in finalising the *Glynde and Stepney Economic, Market & Strategic Options Analysis – Stage 1: Comparative Analysis*.

COMMENTS

Nil.

RECOMMENDATION

That the Committee notes the contents of this report.

Mr Ben Pudney moved:

That the Business & Economic Development Advisory Committee recommends to the Council that:

1. *the Committee notes the contents of this report; and*
2. *the Council invites all Glynde and Stepney food and beverage manufacturers to a "Round Table" event, to discuss and gather their comments regarding the issues impacting the Glynde & Stepney precincts to be considered as part of the Glynde and Stepney Economic Market & Strategic Options Analysis Project.*

Seconded by Ms Amanda Grocock and carried unanimously.

5. OTHER BUSINESS

Nil

6. NEXT MEETING

Tuesday 13 August 2024

7. CLOSURE

There being no further business the Presiding Member declared the meeting closed at 8.12pm.

Mayor Robert Bria
PRESIDING MEMBER

Minutes Confirmed on _____
(date)

13. **OTHER BUSINESS**
(Of an urgent nature only)

14. **CONFIDENTIAL REPORTS**
Nil

15. **CLOSURE**