

Community Plan Review 2020
Stage One Community Engagement Report
6 May 2020

CM 20/122947

Contacts:

Aly McGregor, Corporate Program Manager
8408 1825, amcgregor@charlessturt.sa.gov.au

Georgina House, Community Engagement Coordinator
8408 1364, ghouse@charlessturt.sa.gov.au

Community Plan Review 2020 – Stage One Community Engagement Report

Executive Summary

Our *Community Plan 2016-2027 - Charles Sturt – A Leading, Liveable City* is the lead document in Council's strategic planning framework, and it set our vision and guides our plans, strategies and actions. Launched in 2016 with the shared vision: "Charles Sturt - A Leading Liveable City", our Plan has five themes, they are:

- Our Community - a strong and connected community
- Our Liveability - a liveable city of great places
- Our Environment - an environmentally responsible and sustainable city
- Our Economy - an economically thriving city
- Our Leadership - a leading and transformational local government organisation.

In accordance with Section 122 of the Local Government Act 1999, Council is required to undertake a comprehensive review of its Community Plan within 2 years after each general election of the Council.

The project program envisages a two-stage community engagement process. This report provides a summary of Stage One engagement undertaken in March 2020. The purpose of Stage One was to engage our community at the beginning of the review process in order to:

- Check-in with our community.
- Confirm if our current Community Plan still resonates.
- Confirm our understanding of key challenges and opportunities.
- Identify any changes in focus.
- Identify what our community values and what makes a great place.

The findings of Stage One engagement will inform the review of our updated Draft *Community Plan 2020-2027*. Stage Two engagement on our updated Draft *Community Plan 2020-2027* is scheduled to occur later in 2020, prior to finalisation of our Plan.

During Stage One engagement a variety of communication and engagement techniques were employed reaching across our diverse community in terms of geographic location, residents and business sectors, as well as hard to reach members in our community. Despite engagement being impacted by the COVID-19 environment, we are confident that significant feedback has been received during the period and this feedback will inform the update of our Community Plan.

Overall, community feedback shows that the existing Community Plan still resonates with our community however there is room for improvement to reflect our diverse community, current environment and our aspirational outcomes.

1. Community Engagement Purpose and Objectives

The purpose of this engagement is to consult with our community as we develop, adopt and review our *Community Plan 2016-2027 - Charles Sturt – A Leading, Liveable City*. In accordance with Section 122 of the Local Government Act 1999, Council is required to undertake a comprehensive review of its Community Plan within 2 years after each general election of the Council.



Community Plan Process

Our community engagement objectives are to ensure:

- Our Charles Sturt community has easy access to the appropriate information associated with the review of our Community Plan.
- Our Charles Sturt community is given opportunities to provide comment and feedback on the review of our Community Plan in ways that promote community participation, and in ways that are inclusive and interesting.
- The process builds positive relationships between Council and our community, and positions Charles Sturt as an organisation that provides sound management decisions.

This report documents Stage One engagement of a two-stage community engagement process.

The purpose of Stage One is to engage with our community at the beginning of the review process in order to:

- Check-in with our community.
- Confirm if our current Community Plan still resonates.
- Confirm our understanding of key challenges and opportunities.
- Identify any changes in focus.
- Identify what our community values and what makes a great place.

The findings for Stage One engagement will inform the review of our updated Draft *Community Plan 2020-2027*.

Stage Two engagement on our updated Draft *Community Plan 2020-2027* will occur later in 2020, prior to the finalisation of our Plan.

This report sets out a brief background of our Community Plan, community engagement process, community participation statistics, engagement findings and common themes that will inform the review and drafting of our updated Community Plan.

2. Community Plan Background

In 2016 we launched our existing *Community Plan 2016-2027* with the shared vision: "**Charles Sturt – A leading liveable City**". Our Community Plan is the lead document in Council's strategic planning framework - it guides our plans, strategies and actions.

We created five themes to guide us, they are:

- Our Community - a strong and connected community.
- Our Liveability - a liveable city of great places.
- Our Environment - an environmentally responsible and sustainable city.
- Our Economy - an economically thriving city.
- Our Leadership - a leading and transformational local government organisation.



We have achieved a lot over the last four years, since the last review, including these highlights:

- Revitalising St Clair Recreation Precinct.
- Rebuilding the central section of the West Beach rock wall.
- Reducing flooding - Port Road drainage project.
- Reinventing our reserves such as Point Malcolm Reserve and MJ McInerney Reserve.

The City of Charles Sturt *Corporate Plan 2016-2020* is the operational plan that details strategies and actions that will deliver on the Community Plan objectives and identifies the key performance indicators that will be used to measure the organisation's achievements. It is not specifically declared as a strategic management plan, however, it requires review internally to ensure that it aligns with the revised Community Plan.

3. Community Engagement Process and Promotion

The Stage One engagement process provided a wide range of opportunities to raise awareness and engage our community, including face to face, online and written feedback. The consultation period commenced on Monday 2 March 2020 and concluded on Tuesday 31 March 2020.

The following communication and engagement techniques and promotions were used.

Communication Techniques and Promotions

- CCS Website promotion.
- City of Charles Sturt social media platform promotion.
- Display Ad in the local Messenger Newspaper.
- Port Road banner promotion.
- Display of Posters, Fact Sheets and existing Community Plan in our Libraries, Community Centres and Civic Centre Internal Street.
- Letters/Emails and Fact Sheet sent to key stakeholders (approximately 200 local groups) likely to have an interest including:
 - Adjoining Councils.
 - Collaboration Councils.
 - Local resident and business groups.
 - Local sporting, recreational and cultural groups.
 - Multicultural communities.
 - Multifaith communities.
- Newsletter to Western Business Leaders (WBL).
- Awareness raising through Staff Forums and Council's intranet site "the Mine".

Community Engagement Techniques and Promotions

- Project Page on Your Say Charles Sturt (Council's online interactive engagement website) inviting community engagement via:
 - Online Forum – asking Two Big Questions.
 - Community Survey.
 - Youth Activity.
- Writing Walls at our Libraries and Community Centres.
- Community Development Officers held targeted discussions with a range of our community groups.
- E Panel Survey.
- Community Ideas Café at St Clair Recreation Centre on Saturday 14 March 2020, 10am till 1.00pm.
- CCS Staff Surveys.

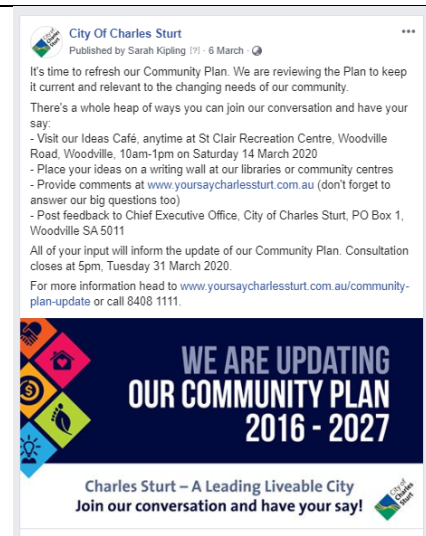
A sample of promotional materials are displayed on the next page and within **Appendix A** of this report.



Community Ideas Cafe

Sample of Promotions during Stage One Engagement

CCS Website, Your Say Charles Sturt and Facebook Promotion



Messenger Newspaper Promotion



Community Ideas Café at St Clair Recreation Centre



4. Community Participation Statistics

During Stage One engagement a variety of communication and engagement techniques were employed reaching across our diverse community in terms of geographic location, residents and business sectors, as well as hard to reach members in our community.

More than 320 people in our community participated in Stage One engagement, and their feedback has been sorted into themes and collectively forms over 670 ideas and comments associated with the update of our Community Plan.

Most comments gathered relate directly to the update of our Community Plan. Some comments however are quite specific and not relevant to the Community Plan, in these cases we have interpreted the underlying sentiment relevant to the Community Plan where possible. All raw data will be shared with relevant Managers for consideration in current and future projects and programs.

Table 1 below illustrates the community reach of Stage One engagement, as well as the participation of community members, and the number of ideas and comments generated.

Table 1: Community Reach and Contribution during Stage One Engagement, March 2020

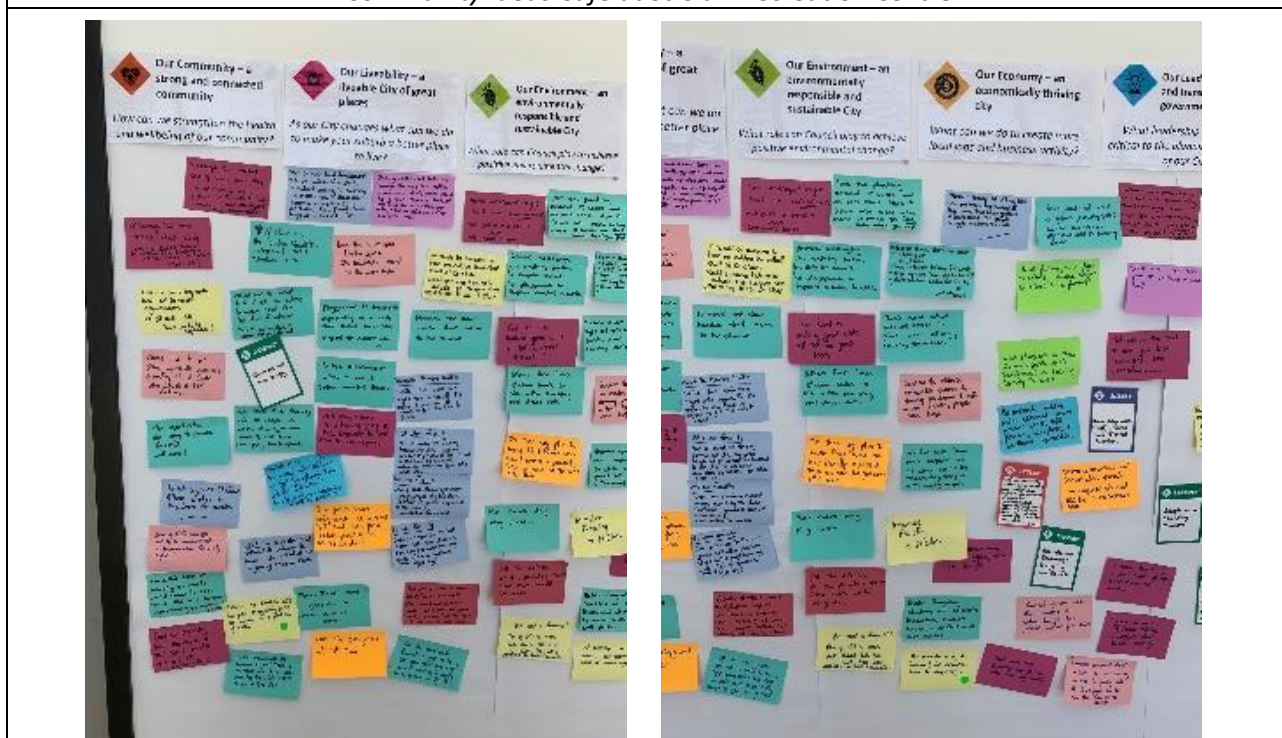
Source	Communication and Engagement Statistics		
	Community Reach	Community Participation (No. of participants)	Community Ideas and Comments (No. of ideas)
CCS Website	Broad community 104 views	-	-
Social Media - Facebook	Broad community 3 posts, 4773 cumulative reach 138 cumulative engagement	-	-
Social Media - Twitter	Broad community 1 post, 1296 impressions 2 engagements		
Social Media – Linked In	Broad community 666 impressions and 8 reactions		
WBL Newsletter	Over 6,000 local businesses informed 35% open rate 40 clicked through to Your Say Charles Sturt	-	-
Messenger Newspapers	Broad community 28 February 2020	-	-
Port Road Banners	Broad community	-	-
Your Say Charles Sturt	Over 3,000 community members, 420 views, 188 visitors, 8 followers	28	35
Community Ideas Café	Broad community	15	110
Written Submissions	Over 200 stakeholder groups informed	4	32
Writing Walls in Libraries	5 CCS Libraries	37	65
Writing Walls in Community Centres	8 CCS Community Centres including 12 young people at The Brocas	67	73
E-Panel	800 community members	120	198
CCS Staff	Civic Centre and Field Services	54	160
Total		325	673

Community engagement occurred in March 2020 and by mid-March COVID-19 had become a significant issue for Council and our community. On Friday 13 March a number of local sports were cancelled including basketball at St Clair Recreation Centre and this unfortunately affected community involvement in our Community Ideas Café on Saturday 14 March. We still held the event although it was significantly scaled back. Feedback gathered at our libraries and community centres were also impacted by COVID-19 as we were required to close community centres on Thursday 19 March 2020 and libraries on Thursday 26 March 2020.

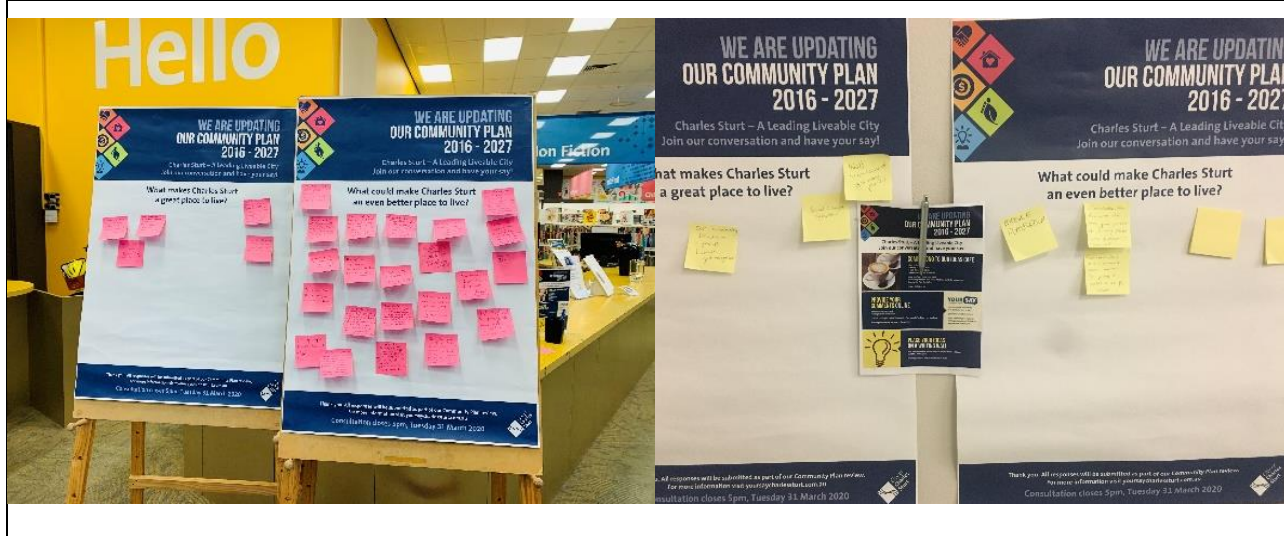
Despite engagement being impacted by the COVID-19 environment, we are confident that significant feedback has been received during the period which will inform the update of our Community Plan. Stage Two engagement will occur later in 2020 providing further opportunity for our community to have their say.

Sample of Ideas and Comments gathered during Stage One Engagement

Community Ideas Café at St Clair Recreation Centre



Writing Walls at our Libraries and Community Centres



5. Community Engagement Findings and Common Themes

In 2016 we launched our existing Community Plan with the shared vision: "Charles Sturt - A Leading Liveable City". We also created five themes to guide us, they are:

- Our Community - a strong and connected community
- Our Liveability - a liveable city of great places
- Our Environment - an environmentally responsible and sustainable city
- Our Economy - an economically thriving city
- Our Leadership - a leading and transformational local government organisation.

In March 2020 we invited our community to comment on our five themes and tell us what the focus for the next eight years should be. As mentioned in Section 4 above, we some great feedback (over 670 ideas and comments) gathered from more than 320 people in our community. We have sorted community feedback, relevant to our Community Plan, into our five themes and sub-themes. In addition, feedback received in relation to the overall presentation of our Community Plan has been grouped under the heading "Community Plan Presentation".

Overall, community feedback shows that the content of our existing Community Plan is still quite pertinent and that our five themes remain relevant and appropriate. There are some changes in emphasis of sub-theme matters and some new considerations as summarised in Table 2 below.

Table 2: Summary of Stage One Community Engagement Outcomes

Themes	Continue With	More Emphasis On	New Considerations
Community	Community Respect Ageing Population Community Centres Libraries Community connectedness	Health and Wellbeing Inclusion and Disability Young People Connecting Community Diversity	Traditional Owners Aboriginal Community Need
Liveability	Open Space Recreation	Sustainable Transport Place Making Activation	Planning for our City
Environment	Greening Biodiversity	Environmental Sustainability Climate Change Adaption Urban Heat Waste and Recycling Community Education Community Participation Environmental Leadership	Climate Emergency Trees Materials Recycling Facility Circular Economy
Economy	Promotion Collaboration Economic Development	Support Small Business Local Employment Opportunities	Buy Local Local Economic Development
Leadership	Accountability Transparency Decision Making	Collaboration Strategy Financial Progressive leadership	Customer Experience
Community Plan Presentation	Leading Liveable City Five Themes Simple Objectives	Key Messages Vision	New Imagery Kaurna Acknowledgement Indicators and Targets

Community comments and ideas are summarised below by theme and sub-theme.

Our Community - a strong and connected community

Our Community theme attracted 122 community comments. Comments received confirm the importance of community connection and inclusion, and benefits of supporting the health and wellbeing of our community. Comments gathered through community consultation are summarised below by sub-theme.

Health and Wellbeing

Several community comments reflect the importance of supporting community health and wellbeing. Comments can be broadly summarised as follows:

- Our community being active, healthy and safe.
- More emphasis on health of the community.
- Help create a safe and healthy environment because our community are struggling at present in this uncertain and confusing world.
- Safety in our community (i.e. roads and neighbourhood).
- Focus on Universal Design, crime and safety are a big issue and becoming more of a concern especially for the elderly and singles, continue to be a leading council in Domestic and Family Violence (DFV).
- More emphasis on public health including mental health.

“Create positive affirmation signs to build better mental health.” (Community Ideas Café)

Community Respect

A number of comments encourage Council to continue to build respect and strong values with our community. Comments can be broadly summarised as follows:

- Respect and value our community.
- Communicate and engage well, find ways for community have a voice, and listen well.
- To have as much as possible their needs met and if not an honest answer why.
- Be a community!
- Keep in touch with community.
- A great community to live and work. The people are awesome.

“Go out into local neighbourhoods (e.g. caravan or pop-up events).” (Henley Beach Library)

Social Equity and Inclusion

Many community comments relate to a need to better recognise the diversity of our community in terms of age, gender, culture, ethnicity and non-English speaking, as well as people who maybe economically disadvantaged, disabled or socially isolated. Volunteering is also linked to this sub-theme. Comments can be broadly summarised as follows:

- Mention young people in the Community Plan and become a child/age friendly city.
- Provide a greater focus on diversity and inclusion (e.g. inclusive playgrounds, disabled car parks).
- Encourage greater community involvement in caring and helping those in need.
- Address social isolation and disconnection in our neighbourhoods.
- Facilitate more multicultural cooking days - Thai, Mexican, African, Persian.
- Encourage community participation across all demographics.
- Communicate key Council messages in languages other than only English.

“Accessibility - 1 in 5 people in Australia has a disability (if you include carers and family of those with disability you have a figure closer to 2 in 5 who are effected by disability). This is why access and inclusion principles should be a clear driver of success in our Plan.” (Staff)

Traditional Owners and Aboriginal Community Need

Several comments requested the Community Plan acknowledge the land we occupy today is the traditional lands for the Kurna people and that we respect their spiritual relationship with their country, and the needs of Aboriginal people in our community. Comments can be broadly summarised as follows:

- Acknowledge the Kaurna people as the custodians of the greater Adelaide region and that their cultural and heritage beliefs are still as important to the living Kaurna people today.
- Important to engage with the traditional owners of our land and look at opportunities associated with the themes in our Community Plan.
- Actively work with the traditional owners to implement their ideas to improve our environment and cultural life.
- Actively work with Aboriginal residents of Charles Sturt Council to understand and address needs.

Young People

Several comments highlighted opportunities to engage and support our children and young people.

Comments can be broadly summarised as follows:

- Look at themed areas of connection for younger people in the council area.
- Provide connections for children.
- Support activities for children and families.
- Invite local schools to nominate a student representative and form a student/council committee to meet quarterly, provide feedback, build alliances amongst local kids.
- Help young people lead productive healthy lives.

“Foster our youth and educate them to participate and suggest what they would like to see of the City.” (E-Panel)

Ageing Population

Our ageing population is a key focus for Council. Comments can be broadly summarised as follows:

- Support active ageing in place.
- Expectations from the ageing community are changing and no longer are just looking for groups or spaces that they can meet. They're now looking for experiences, learning opportunities, teaching opportunities.
- Opportunities to bring our ageing and younger residents together through mentoring programs, library/community programs to capture an environment of intergenerational connection. No longer are children, youth, working people, baby boomers and older people separated, either by digital literacy, mobility and needs. Community Plan needs to reflect this through space activation, opportunities for engagement and business/study/teaching/economic planning to bring a wealth of knowledge together.

Connected Community

Many comments emphasised the important of community connection, as one of the comments states – perhaps COVID-19 has made our community more in-tune with the importance of social interaction and connection. Comments received can be broadly summarised as follows:

- Connecting community is important for our wellbeing and social cohesion.
- Focus more on a strong, connected community and quality, safe, accessible transport infrastructure and systems.
- Encourage community participation that benefits society.
- Join the Welcoming Cities network.
- Connect with local not-for-profit organisations.
- Support local clubs.
- Sporting clubs to be encouraged as a great way of keeping youth engaged.
- Perhaps COVID-19 has made our community more in-tune with the importance of social interaction and connection.

“Give people incentives to be part of where they live and participate more in their community.” (E-Panel)

Community Centres and Libraries – Community Pride and Belonging

Many comments support our library and community centres and the programs and services provided. Comments received can be broadly summarised as follows:

- Great service through libraries and community centres.
- Community centres are friendly, great meals, great service.
- Great community hub library services with leisure facilities.
- Nice people and community.
- Important to offer many different levels of engagement at centres to different types of people.
- Self-direction and determination in community activities is key to community participation. Once people start to engage in activities that are intrinsic in nature (helping nature and others) their overall behaviour and beliefs tend to alter their primary actions to ones that benefit society.
- Learning is important, but so is social interaction.
- Support groups for carers, affordable coffee available.
- Maintain and increase relevant programmes at community centres.
- Community groups outings, exercise classes, art classes, community gardens.
- Childcare during English class.
- More activity groups, more English classes.
- More places for the homeless to go to connect with services.
- More small groups for mothers of young children and babies.
- More support for pensioners to get involved - less cost for activities.
- Library should also be a toy library.
- Home assist program could be improved.
- Mobile playgroup.
- Would be nice if the library extended its opening hours.

“All the great activities at the Community Centres at very little cost.” (Cheltenham Community Centre)

“Great place to volunteer, lots of things to do in all centres please visit.” (Findon Community Centre)

Our Liveability – a liveable City of great places

Our Liveability theme attracted the highest number of comments (188 comments). Comments received confirm that our community value the role Council plays in the strategic planning for our City, quality of life, placemaking and activation, open space and recreation, as well as safe and sustainable transport. Comments gathered through community consultation are summarised below by sub-theme.

Planning for our City

One area that has attracted significant interest is the future planning for our City in terms of neighbourhood design and housing design (infill and brownfield developments). Comments received can be broadly summarised as follows:

- Should we talk about our changing housing structures as a result of planning reform, increasing density, urban heat etc? Consider meeting the needs of every generation, as we are an ageing population. Specifically mention main streets?
- Focus on what is liveability and what is sustainable.
- Look after suburbs that are not close to the beach. Some areas are being seriously neglected.
- With more and more dense housing going up, it's so important to find room for green spaces.
- Love the planting around St Clair and on Port Road. Hope it filters into West Lakes more. It makes you feel calm when you drive past.
- Our Open Spaces actively supporting our housing/living needs.
- Increase the amount of open space(doesn't need to be developed parks), increased tree canopy, long term plan for infill and increased building heights.
- Start modelling landscape plantings in the manor West Torrens Council develop streetscapes and public parks.
- Division of building blocks should be sustainable with room for outdoor gardens, trees etc.
- Encourage "all in one" neighbourhoods that are walkable both at development stage and setting up (corner store, businesses, café, etc).
- Long term plan for infill and increased building heights.
- Increase the minimum block sizes. Stop the push for medium density housing in every single street and suburb.
- Ensure that our area is not overcome with multi storied buildings with no land and increasing vehicle traffic.
- A blend of old and new to keep character.
- Council must finance maintenance of historic buildings within the City, thus maintaining the social fabric of the City.
- Greater emphasis on local built heritage.
- I experience a feeling around history, older buildings and streets. I think time creates many layers of interest, fences that don't match, different architectural features from different decades and so on. I like the contrast and feel of the space. I don't feel this way around new building developments. So cherishing what we have is important.
- New housing developments do not have front yards that people use and when people are outside they are not communicating.
- Encourage building styles that bring the outdoors inside.
- Sustainable housing with adequate carparks and grounds for children to play within their own backyard.
- Stop high density housing.
- Stop the subdivisions of single blocks into two or three.
- The area I live in which has single story houses with a bit of land, is gradually being replaced by higher density multi story houses and apartments. This leaves very few houses for families to enjoy their backyard. Also, where maybe 2 vehicles were housed per house, the building of two houses on the same block gives at least 4 vehicles. Leading to more traffic in narrow streets and greater numbers of vehicles accessing and exiting the area.

- The Community Plan needs to have the greater Community to speak about plans and not bow down to developers who after all could not care less once the buildings are completed, council is only concerned with revenue making from these multi apartment boxes.
- On-street parking is becoming an issue with high-density living and infill.

“Take the time to engineer and plan properly first.” (E-Panel)

“Ensure that our area is not overcome with multi storied buildings with no land and increasing vehicle traffic.” (E-Panel)

“Save our green space, Cheltenham, St Clair, Football Park all now full of concrete.” (West Lakes Library)

Place Making and Activation

Several comments were provided in relation to place making and the activation of spaces.

- Active, vibrant and engaging environments that encourage and facilitate community building.
- Develop plazas and parks that make you feel welcome and encourage you to participate.
- Place making grants.
- Valuing used items and history, tell the stories behind objects.
- Arts based opportunities and place making activities, like the Woodville Town Hall, dynamic partnerships with creative industries.
- No great city exists in the absence of culture and artistic expression particularly in regards history at a local scale.
- Albert Park Train Station looks so nice with planting and street art.
- More street lighting.
- Add kilometre markers along the coast path (e.g. Between the jetties and around the West Lakes)
- Positive messaging on walking paths or playgrounds to improve mental health (e.g. Holdfast Bay Council have done this at Brighton).
- Make Woodville a destination again – reason to stop between City and beach.
- Woodville Road requires ‘Density’ and a ‘Sense of Place’ – a purpose to stop and meet.
- Bring back cinema and music to Woodville Town Hall.
- What is in place to make intersections attractive, and a place community can be proud of?
- What long term plans are in place for urban food gardens?

*“Love the revamped Henley Square – it’s beautiful at night and love the water feature.”
(Community Ideas Café)*

Open Space and Recreation

Many comments were received in relation to parks, playgrounds, and sport and recreation facilities.

Comments received can be broadly summarised as follows:

- Beautiful parks and gardens.
- Great play areas/open spaces and indoor facilities.
- I think the attention CCS has given to upgrading parks and reserves is a good use of rates.
- Port Road is looking great with all the new grass and trees.
- Is there any plan to make Port Road more user friendly?
- Love St Clair Recreation Centre and all the fabulous facilities – playground, ovals, stadium and café.
- Continuing to support local sporting clubs and opportunities for children to be engaged in a variety of outdoor pursuits - walking trails(completion of coastal path), different sports, etc.
- It would be awesome to have an outdoor basketball court at St Clair – would encourage kids to be outside and not everyone can afford to pay to use St Clair Recreation Centre.
- Provide more seating, drinking fountains and shade cover at playgrounds.
- Dog parks where greyhounds are allowed off-lead- even for a certain period of time on certain days.
- More nature-play play spaces.

- More parks and parklands.
- Parks and playgrounds being accessible and fun.
- Exercise equipment in public parks for adults.

“Thank you for all the great parks and playgrounds.” (Community Ideas Café)

*“What plans are in place for more parks (even pocket size) as housing density increases?”
(Community Ideas Café)*

Transport

Several community comments related to transport planning including sustainable transport and shared use paths. Comments received can be broadly summarised as follows:

- Living Streets - not just main streets.
- Greater emphasis on sustainable forms of transport - walking, cycling and public transport.
- To have a safe and clean community with well-maintained footpaths, walkways, bus stops, parks and community spaces.
- Safer walking areas - shared paths – cycling.
- Increase the amount of active transport within CCS by providing a cycling/walking network linked to public transport. Reduce need for cars.
- Extend the bike path network.
- More dedicated bicycle routes.
- More parking at beaches and QEH.
- Seeing investment into the Grange Railway Line rather than talk of closure would be great. There is plenty of potential for new patronage with new developments at Woodville West.
- More ‘Park and Ride’ facilities (e.g. at Woodville Railway Station and Grange Railway Station).
- Strategically located end of trip facilities to encourage active travel (i.e. Woodville Railway Station) – maybe with membership and bike storage?
- More local bus services to connect shops.
- Review community bus service to meet needs of residents who have been impacted by State Government’s closure of bus stops.
- Awesome walks on the linear park and on the beach.
- Complete the shared coastal path between Semaphore and Grange to enable continuity from North Haven to the south.
- I've seen no update from council on the coastal path for quite some time. Is there a time frame?
- With regard to outdoor activities, I would like to see the completion of the coastal path from Grange to Semaphore.

“Decision needs to be made around the lake if bikes are going to be allowed or not and if so will the footpath be widened?” (Community Ideas Café)

“Get the coast path finished – it needs to be DDA compliant and tough! You don't want to be digging things up again in 5 years-time.” (Community Ideas Café)

Our Environment - an environmentally responsible and sustainable City

Our Environment theme attracted a high number of community comments (120 comments). Many in our community agree with our areas of environmental focus but see a need for increased emphasis in the areas of climate change, urban heat, trees, and waste and recycling. The feedback gathered is consistent with the increased community awareness and appreciation of environment matters in recent years.

There is an opportunity for Council to be a leader in the environmental space as we promote best practice through sustainable buildings, greening our suburbs, reducing heat, educating our community and operating our Materials Recycling Facility. Comments gathered through community consultation are summarised below by sub-theme.

Environmental Sustainability

Several comments encourage Council to strengthen our focus on environmental sustainability and lead community by demonstrating this with Council land and buildings. Comments can be broadly summarised as follows:

- Increase the existing focus on environmental sustainability.
- Address issues surrounding climate change, animal extinction, urban heat and reduction in greening in the local area.
- Build a more sustainable future for Charles Sturt and engage community in sustainable living.
- Advocate emissions reduction and renewable energy (e.g. solar panels on Charles Sturt Council buildings).
- Demonstrate through more light-coloured roads and plastic recycled roadways.
- Encourage light-coloured roof tops on new housing builds.
- Greater investment in bicycle planning and infrastructure.
- Continue the coastal path through the dunes between Tennyson Dunes and Grange.

“Less reliance on cars. More access for bikes to major centres such as West Lakes Mall, Henley Square and playing fields around the city. Link all shared paths together to provide a proper network.” (Your Say Charles Sturt)

Climate Emergency and Urban Heat

Consistent with Council declaring a state of climate emergency, several community comments ask Council to take action to mitigate and adapt to climate change and, where relevant, its policies, planning and decisions should consider the impacts of climate change, consistent with the AdaptWest Regional Climate Change Adaptation Plan. Comments can be broadly summarised as follows:

- Reduce urban heat by include compulsory vegetation in building plans, parks and streetscapes in all residential and industrial developments.
- Integrate 'Smart City' planning.
- Increase resources directed to environmental sustainability and measures to mitigate climate change.
- Aim for a net zero carbon dioxide target for all council buildings by a set date, and a set target of increasing trees in the council by a set date.
- Address climate change, animal extinction and heat in our suburbs.
- Set stretch targets and really make an impact for our future generations. Let's be carbon neutral/zero emissions and set the example for everyone.
- Continue to work together to make our City greener and cooler with increased tree canopy and green infrastructure.
- Consider emergency responses (e.g. fire, flood, extreme heat, evacuation centres).

“Eliminate waste and become carbon neutral in community and council.” (Your Say Charles Sturt)

Trees

Many community comments related to planting more trees and increasing tree cover across the city. Comments can be broadly summarised as follows:

- Recognise and value our green spaces.
- Happy with planting trees but look more carefully at the type of trees.
- More street trees, greater restrictions on removing street trees, and increased vegetation in our public open spaces.
- More trees and more tree-lined streets.
- Increase our tree canopy.
- More trees and verge plantings.
- Prioritise environmental sustainability and plant more trees.
- Recognise and value our green spaces and big trees.
- More shade trees planted along the beaches.
- In the northern side of the Council area, street trees would be nice.
- Think about what type of trees to plant, limit allergy causing varieties.
- What planning is in place to actively increase the number of street trees planted?
- It would be great to see strong tree preservation and an increase of canopy policy that would see planting trees and shrubs in cases where infill development occurred (loss of backyard and/or trees removed as part of the development).

“Providing a dollar value to trees and nature would be great. The tree tags seen used by other councils explaining the value of big trees, how much carbon they clean up per year would be a good promotion in the City of Charles Sturt.” (Written Submission)

“Please plant more trees and verges should be planted with fruit trees and homeowners compensating (i.e. \$20 off their rates if they look after it).” (E-Panel)

Greening and Biodiversity

Feedback shows that our community appreciate all types of green spaces (including parks, gardens, wetlands, raingardens and verge gardens) for the biodiversity, recreational, aesthetic and/or community wellbeing value these spaces offer. Comments can be broadly summarised as follows:

- Green our City.
- Create garden spaces with understoreys not just grass and trees.
- Provide more biodiversity habitat and green corridors for birds and animals.
- Encourage green canopy in the suburbs and shaded seating in public places.
- Encourage people to participate in greening projects.
- More greening in the form of verges that community look after.
- Encourage verge planting rather than verge mowing.
- Implement rain gardens and Tree-net technology.
- Promote permeable paving where possible to allow water run-off into the soil underneath.
- Reuse water in our parks.
- Port Road is fantastic! More of CCS’s main roads should look like that!

“Having areas for gardens for wellbeing for people would be great. If I go to the Botanic Gardens I just sink into the beauty of the environment.” (Written Submission)

“I want to see more shady places, cool places to sit especially in the Henley Square area.” (E-Panel comment)

“The revitalisation of the Port Road medium strip is amazing and is the best thing to happen to Charles Sturt Council in 50 years. If the environment, you live in is maintained and looked after then people respect it more.” (E-Panel)

Waste and Recycling

Many comments related to waste and recycling with a focus on encouraging recycling and reuse and reducing or eliminating land fill. Comments can be broadly summarised as follows:

- Strengthen waste management and recycling objectives now that council has decided to build a Materials Recycling Facility.
- Explain what happens to recycling.
- Encourage more recycling using the three-bin system.
- Provide incentives for individuals and businesses to reduce the amount of waste they produce.
- Increase access to recycling.
- Provide better recycling stations at Council-owned facilities to reduce landfill and soft plastics (e.g. St Clair Recreation Centre).
- Rejuvenate waste management – more green waste, soft plastics, hard plastics and cardboard separation.

“Rubbish collection should focus on recycling rather than landfill.” (Community Ideas Café)

“I'd like more transparency about what happens to recycling and more options for separating types of recycling.” (E-Panel)

Circular Economy

Related to waste and recycling, there were several comments about creating a circular economy. Comments can be broadly summarised as follows:

- Divert waste from landfill and create a circular economy and new business opportunities.
- Using plastic items made from recycled plastic items would be a great thing for the council to do.

Community Education and Participation

A high number of community comments related to requests for increased community education and community participation. Comments can be broadly summarised as follows:

- Lead community education (i.e. schools, council employees, local businesses) in recycling, greening and reducing heat in our suburbs.
- Promote recycling and living green strategies through Council's own practices (i.e. reusable cups among employees, "Green Living" marquee at council events), be a leader in this space.
- Educate ratepayers in ways they can contribute and participate.
- Give more defined information on recycling especially what items can be put into green and yellow bins, and particularly get our community using the green bin more and blue bin less.
- Educate our community in ways to be more sustainable.
- More events like the annual planet ark planting days with school kids.
- I would like to see greater participation in events like "Clean up Australia" day. So that it is not only driven by one or two community groups/centres but our whole community.
- The area of Charles Sturt has the variety of environment that require care (dunes, parks, rivers). It is sad to see litter in such places. I would like us to have more involvement in taking care of the environment.

“Foster a Community Gardens system (as in Brompton) and teach community how to grow to eat.” (E-Panel)

Our Economy - an economically thriving City

Our Economy theme attracted the lowest number of community comments (around 23 comments), however comments received confirm that our community value the role Council plays in the economic prosperity of western Adelaide. Our community see a need for Council to support and enable local business, especially through COVID-19 recovery. Other focus areas include assisting locals find jobs and collaboration. Comments gathered through community consultation are summarised below by sub-theme.

Support Small Business and Buy Local

Comments encourage Council to support local business and campaign for Buy Local.

- Support our local businesses during the current COVID-19 environment and recovery stages.
- More resources and emphasis on economic development to support the growth of small business and entrepreneurs.
- Encourage local businesses by giving them incentives.
- Recent events (COVID-19) will impact business, especially SME's. Consider how rates are portioned until the economy recovers.
- Encourage the development of more micro-local services in mainly residential areas e.g. Henley Beach South (where we have no cafés or social centres).
- Local sustainability and supporting local are two important aspects that we are lacking.
- Support local through local markets or better understand local businesses and what they offer.
- Support buy local to address pressures from globalisation.

“Get out on the road and meet local businesses – form connections.” (Community Ideas Café)

Local Employment Opportunities

Community comment supported finding strategies to help locals gain employment.

- My family being able to get jobs and keep them.
- Programs to help people gain employment, grow businesses and expand skills to support themselves in the community.
- What plan is there for employment opportunities in recycling?
- Employ people from the local area first, they know what makes a community.

“Everyone to be employed and happy again.” (E-Panel)

Promotion and Collaboration

Community see a role for Council in the promotion of businesses and events.

- Need to organize more events.
- Tell more people about local grants that might help their local business.
- Promote the precinct their business is within.
- Consider promoting local businesses on Council's social media.

Economic Development

There is support for Council to promote and grow local economies.

- Promote new economies.
- Expand focus to include Greater Adelaide not focussing narrowly on the west.
- Focus more on local jobs in the health sector rather than China.
- Economic development should include the social economy so that the growing needs of CCS's people can be met other than by the Council.
- Push the economy and socialising of community.

Our Leadership - a leading and transformational local government organisation

Our Leadership theme attracted around 70 community comments. Comments received confirm that our community values strong leadership, accountability, transparency, strategic planning, and sound decision making. Comments gathered through community consultation are summarised below by sub-theme.

Accountability and Transparency

- Accountability for project delivery.
- Transparent and accountable governance.

Collaboration

- Continue to work with other Councils to realise benefits to a greater number of residents.
- Greater emphasis on collaboration and continuous improvement.

“Being at the forefront of local government management and collaborate where possible with other like-minded Councils.” (E-Panel)

Decision Making

- Biggest challenge is satisfying all ratepayers ideas.
- Non-elected members should not be allowed to make big, financial decisions.
- Stop pandering to squeaky wheel and make decisions for the benefit of “Community”.
- Consider everyone not just the politically correct, flavours of the month.
- Comprehensive discussion with citizens.
- Ensure enough opportunity for community consultation and feedback.
- More meaningful consultation.

*“Take more ownership in making strategic decisions, not just listening to the NIMBY’s.”
(Community Ideas Café)*

“More opportunities like today to provide feedback.” (Community Ideas Café)

Leadership

- Good leadership is essential in local government now and into the future.
- Be forward thinking, courageous and progressive.
- Be more representative, celebrated and measured.
- Be bold and innovative.
- More 'smart city' stuff.
- Critical to steer our direction and make it happen.
- Council are a role model for community.
- Consider our response to changing global forces, such as CoVID-19.
- Need more climate change urgency in environment.
- Don’t get too involved in top end world issues, stick to local issues.
- Reduce the number of Elected Members and reconfigure Ward boundaries accordingly.
- Knowledgeable staff, leaders and Elected Members.

“I think the council does a great job of leadership. You have to deal with so many diverse people with different ideas.” (Written Submission)

Customer Experience

- Focus on customer experience.
- Be proactive at community events, let people know what's going on in the area.
- Greater focus on online and technology with community interactions.

Financial

- Start with R, R and R then expand if anything left.
- Meet community expectations whilst keeping rates low.
- Minimise rate rises whilst maintaining parks, reserves, roads and footpaths, the lake and coastline to high standard.
- Get back to the basics providing services such as streets swept, roads fixed, and reserves presented in a good condition.
- Lower rates for long term residents. E.g. I have lived in Henley for 75 years and my rates are crippling
- A percentage of land rates should go into a fund for the local indigenous group in the City of Charles Sturt. Ensure expenditure is commensurate with the need/problem, rather than expending money to simply achieve a notional outcome.
- Do not waste money duplicating things that other providers offer.
- Facilitate and support our strategies and use of our existing facilities, rather than new facilities.
- Lower rates, more services, more free access.

*“Reconsider Council’s role in providing aged care and rate subsidised residential facilities.”
(Community Ideas Café)*

Community Plan Presentation and Content

In addition to community comment associated with the five Community Plan themes, some feedback was also received in relation to the presentation of the document and aspects such as the setting out of objectives, indicators to measure success, and targets. Comments gathered through community consultation are summarised below by sub-theme.

Presentation

- Photos of projects we are proud of and showing people enjoying these places and spaces.
- Photos associated with the Economy themes should relate to local businesses, 'open for business', perhaps related to one of more of our industry sectors - health, tourism, etc
- Relevant Photos - what we've delivered, vibrant, aspirational, what we have done/wish to do
- Photos with lack of diversity, include Kaurua and LGBTQI.
- Photos need to be more diverse, yet inclusive and dynamic.
- User friendly document and like the readable format online. Lots of colour and photos which is great.
- Could we have links to online videos to show how we are delivering on the community plan, i.e. when you click on an action in the current plan, a video pops up
- Keep the next generation simple and easy to read like the current version
- The look of the plan, make it less corporate
- Keep it recognisable as the same Community Plan but updated
- Make it more CCS unique, link more to our brand and focus on sustainable liveable places

Introduction and Context

- Add acknowledgement and Kaurua welcome on opening page
- Tighten up the table of contents up to one page and use the other page to clearly state our vision and the purpose of our Community Plan
- The Mayors and CEO comments are long winded and aligned. maybe should tell different, shorter stories.
- The Plan needs a brief introduction i.e. what's in it, a sequential description before the rather drawn out mayor/CEO messages (make them shorter, punchier)
- Could provide info about the demographic make-up of the City, i.e. age, gender, culture, income, households, history of the area etc.
- Some fast facts to give context to what we have done/wish to do
- Review Pillars on page 18 and should be lateral arrows as well.
- Include City Plan Framework as a Strategic Document

Vision and Themes

- "Is Leading, Liveable City" - does it still resonate? - Yes, it does
- Majority like the 5 key focus areas
- The Community Plan themes work well.
- The simple objectives work
- I like the simplicity of the overarching concepts
- It's still a good relevant document on the whole i.e. pillars, objectives and indicators
- Existing parts of community plan work well and represent areas of CCS focus moving forward.
- Could also provide an explanation of the strategic themes/pillars (i.e. 'Our Community', 'Our Liveability' etc) as the plan jumps straight in without explaining how they fit together.

Objectives, Indicators and Targets

- Clear link between objectives and projects.
- Content Good - next level work on (Corporate Plan)
- Ensure that the Community Plan measures/ KPIs are meaningful and linked to Councils actions or areas of influence.
- Focus on core services
- Indicators need work
- It would be good if the actions reflect the work the community is asking us to do
- Less Safe - More Bold - to achieve long term goals - not tied to particular timeframe
- Let's not set 'safe' targets, let's be bold in our thinking
- Explain linkage between Community and Corporate Plan
- Need more SMART goals.
- Perhaps consider highlighting annual priorities and focus areas as it tends to be pretty generic and not saying too much about CCS.
- Community Plan is full of vague aims which mean little... give it some proper aims we can understand...(i.e. plant 5% more street trees each year, pursue and build 5% more parks each year).
- Include how proposals achieve the Community Plan when you consult on them, so that people understand the benefits (how this plan is actually used!).

The community feedback received is a key input that will inform the preparation and refinement of our Community Plan. Feedback will also assist the preparation of our Corporate Plan.

6. Next Steps

All consultation results and findings have been provided to the Community Plan and Corporate Plan Working Group to inform the update of the Community Plan 2020 – 2027.

Following a report on the Community Plan Review being presented to Council, a summary of the outcomes of Stage One Engagement and next steps will be displayed on Your Say Charles Sturt and shared with our community.

Following Council endorsement of the updated Draft Community Plan 2020 - 2027, stakeholders and community will be invited to view and comment on the updated Community Plan during the Stage Two engagement later in 2020.

Appendix A

Fact Sheet and

Community Ideas Café Poster



WE ARE UPDATING OUR COMMUNITY PLAN 2016 - 2027

Charles Sturt – A Leading Liveable City Join our conversation and have your say!

It's time to refresh our Community Plan

It is time to update our Community Plan to keep it current and relevant to the changing needs of our community.

Our Community Plan leads everything we do - it guides our plans, strategies and actions.

In 2016 we launched our existing Community Plan with the shared vision: **Charles Sturt - A Leading Liveable City.**

We created five themes to guide us, they are:

- **Our Community** - a strong and connected community
- **Our Liveability** - a liveable city of great places
- **Our Environment** - an environmentally responsible and sustainable city
- **Our Economy** - an economically thriving city
- **Our Leadership** - a leading and transformational local government organisation.

We have achieved a lot over the last four years including these highlights:

- Revitalising St Clair Recreation Precinct
- Rebuilding the West Beach rock wall
- Reinventing our reserves
- Reducing flooding - Port Road drainage project
- Reimagining the future of our libraries
- Reinventing our reserves such as Point Malcolm Reserve and MJ McInerney Reserve

To view our existing Community Plan 2016 – 2027 and find out more information about the refresh of the Community Plan go to:

yoursaycharlessturt.com.au/community-plan-update

We invite you to tell us what you think the focus for the next eight years should be.

Your input will inform the update of our Community Plan.

What do you think the focus for the next eight years should be?

Get involved and tell us what you think!

- **Come along** to our **Ideas Café** anytime between 10am and 1pm, Saturday 14 March 2020, St Clair Recreation Centre, Woodville Road, Woodville.
- Provide your comments online at **yoursaycharlessturt.com.au**
- **Visit** one of our **local libraries and community centres** and place your ideas on our Writing Walls.
- **Post your feedback** to Chief Executive Officer, City of Charles Sturt, PO Box 1, Woodville SA 5011.

Consultation closes 5pm, Tuesday 31 March 2020.

For more information, and to view our existing Community Plan, go to **yoursaycharlessturt.com.au** or contact the City of Charles Sturt on **8408 1111**.





WE ARE UPDATING OUR COMMUNITY PLAN 2016 - 2027

Charles Sturt – A Leading Liveable City
Join our conversation and have your say!



COME ALONG TO OUR IDEAS CAFE

10am to 1pm
Saturday 14 March 2020
St Clair Recreation Centre
109 Woodville Road, Woodville

Share a coffee - Share your ideas
Drop in anytime and chat about what you think the focus of our
Community Plan should be.

Enjoy a coffee on us!

PROVIDE YOUR COMMENTS ONLINE

Join our online community
yoursaycharlessturt.com.au

Look for the project called "Community Plan Update" and add your feedback
Provide your ideas by Tuesday 31 March 2020



Join our online community,
it is quick and easy to do.

yoursaycharlessturt.com.au

Once you have joined you can
easily participate and follow any
projects that interest you.



PLACE YOUR IDEAS ON A WRITING WALL

Visit one of our libraries and community centres and add your
ideas to a writing wall

Provide your ideas by Tuesday 31 March 2020



WE ARE UPDATING OUR COMMUNITY PLAN 2016 - 2027



WELCOME TO OUR **IDEAS CAFÉ**



10am - 1pm today

Stop and have
a chat with us

Share a coffee
Share your ideas

