



# Proposed Enforcement Policy & Procedure

## Community Engagement What We Heard Report

May 2023

# Proposed Enforcement Policy & Enforcement

## What We Heard Report

May 2023

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### Kaurna Acknowledgement

We acknowledge and pay our respects to the Kaurna people, the traditional custodians whose ancestral lands we gather on.

We acknowledge the deep feelings of attachment and relationship of the Kaurna people to country. We respect and value their past, present and ongoing connection to the land and cultural beliefs.

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### 1. What we asked

Council is committed to providing a safe, accessible and liveable city for the community to enjoy.

To do this, Council manages things like public health, development matters, animal management, parking, environmental protection and addresses matters of non-compliance within the community every day.

This is a legal responsibility and Council's Enforcement Policy and accompanying procedures guide the way we carry out this type of work.

The Enforcement Policy and Procedure covers Council's legislative requirement under Section 259 of the Local Government Act for Council to establish a policy regarding the making and issuing of Orders.

A review of the Enforcement Policy and Procedure was conducted recently with some minor changes recommended.

The community were then invited to provide feedback to assist Council finalising the Policy and Procedure in April – May 2023.

The community engagement objectives were to:

- **Inform and educate** the community on the Enforcement Policy and procedure
- **Consult** the community by providing the opportunity to share their views and level of support on the Enforcement Policy and Procedure
- **Close the loop** with the community about the outcome of the consultation.

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### 2. How we asked it (engagement approach)

An overview of the Community Engagement Plan is provided below. These activities were delivered between Wednesday 19 April to Wednesday 17 May 2023 (28 days).

Activity	Details
Survey (online and hard copy)	Online survey on Engagement Hub with downloadable/ printable versions on project page. Hard copies of the survey were also made available at Council Sites.
*Online engagement	Dedicated online engagement listing on Engagement Hub which provides a central location for all engagement documents, background information and survey links.
Social media	One social media post on Council's social media channel/s communicating commencement of community consultation and sharing details of community engagement activities and feedback options.
*Advertisement – Day 1 of engagement	Notices placed in The Advertiser and The Bunyip providing details of consultation process.
*Printed copies at Council sites	All relevant documents displayed at Customer Contact locations at Playford Civic Centre and Stretton Centre.
Direct email to Connected Community	Direct email to Connected Community database to promote consultation and how they can provide feedback.
What We Heard Report	Report containing background information on engagement, what we asked, what we heard and what we will do / next steps.

\*Legislative requirements

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### 3. What we heard

Description	Channels	Performance
<b>Aware visitors</b> Number of those who visited the Engagement Hub page and saw the social media posts.	Engagement Hub Views	120
	Engagement Hub Unique Views	73
	Social Media Reach	2,225
<b>Informed visitors</b> Number document downloads	Engagement Hub Document Downloads	81
<b>Engaged visitors</b> Number of those who provided feedback in some way – either on Engagement Hub, post/share on social media, emailed or called	Survey Responses	3
	Social Media Engagement (reactions, comments, shares) This post was shared with the consultation for the Code of Practice for Public Access to Meetings and Meeting Documents.	7 likes 2 comments 2 shares

#### Survey Participants

During the engagement period a total of **three surveys** were received across City of Playford. They are represented by the following suburbs as shown in the table below.

#### Responses by suburb

Elizabeth North	1
Eyre	1
Munno Para West	1

#### Level of knowledge

Q: I have read the proposed Enforcement Policy and Procedure?



Yes - in detail	2
Yes – only the parts that interest me	1
No	

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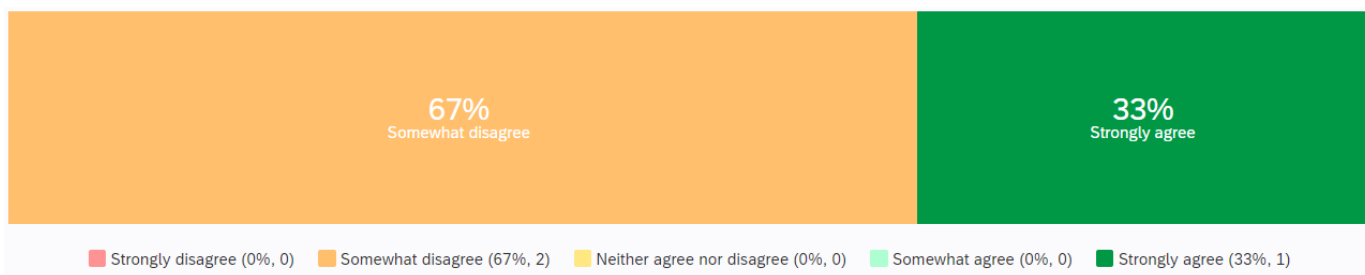
## What We Heard Report

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### Level of support

**Q:** How strongly do you agree with the following statement: *I am supportive of Council's draft Enforcement Policy and Procedure?*

Two respondents *somewhat disagreed* with this statement and 1 respondent strongly agreed with the statement and however no additional feedback was received around their rating.



Scale	Number
Strongly disagree	
Somewhat disagree	2
Neither agree nor disagree	
Somewhat agree	
Strongly agree	1

### Additional feedback

**Q:** Do you have any additional feedback on the proposed Enforcement Policy and Procedure

No comments were received.

## 4. Next steps

Council to review community feedback at an Ordinary Council meeting on 27 June 2023 prior to endorsement. Following the Council meeting, we will provide information will be provided on Playford Engagement Hub about what Council decided and the next steps.



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### 5. APPENDIX

#### A. Engagement Hub Page

##### Proposed Enforcement Policy 2023

###### Project Overview



Council invites you to share your views on its proposed Enforcement Policy and accompanying procedures.

The Enforcement Policy is in place to act as the overarching policy outlining Council's position on enforcement matters around the City.

###### Background

##### Proposed Enforcement Policy - share your views

Consultation open 19 April - 16 May 2023

Council is committed to providing a safe, accessible and liveable city for the community to enjoy.

To do this, Council manages things like public health, development matters, animal management, parking and environmental protection and addresses matters of non-compliance within the community.

This is a legal responsibility and Council's Enforcement Policy and accompanying procedures guide the way we carry out this type of work.

We have recently made some minor changes to the Policy, which are now available for community feedback.

###### What is included in the Policy?

The proposed Policy outlines eight core principles Council staff are required to carry out in enforcement activity:

- consistency
- education
- transparency
- accountability
- proportionality
- responsiveness
- targeted, and
- cross-functional efforts.

In addition to this, the Policy:

- outlines Council's legislative responsibilities to protect the community
- recognises the responsibility of individuals and other bodies to comply with the law
- aims to ensure there is the right balance of education, encouragement and enforcement is achieved.

###### How to provide feedback

Our community is now invited to provide feedback to assist Council in finalising the Policy. You can view the proposed document to the right of this project page in the Document Library. To provide your feedback, click the 'take the survey' button or download a hard copy survey and return to Council.

Community consultation is open until 16 May 2023 and we look forward to hearing from you.

###### Have questions or need more information?

You can email us at [connected@playford.sa.gov.au](mailto:connected@playford.sa.gov.au) or call us on 8256 0333. We will ensure you get in contact with the relevant team member to answer any questions you may have.

*This Policy covers Council's legislative requirement under Section 259 of the Local Government Act for Council to establish a policy regarding the making and issuing of Orders.*

###### Your Language

To translate this page into another language, use the 'Select Language' dropdown below. Please note, automatic translations are provided as a guide only and may not be accurate.

Select Language ▼

###### Document Library

Proposed Enforcement Policy ▼

Proposed Enforcement Procedure ▼

Printable Feedback Form ▼

###### Provide your feedback

Share your views via our 2 - 3 minute survey.

Take the survey

###### Timeline



###### Community Consultation

Feedback on the proposed Policy and procedure is invited and commences from Wednesday 19 April to 16 May 2023.



###### Ordinary Council Meeting

Feedback from the consultation will be presented to Council at an upcoming Ordinary Council Meeting.

###### Who's Listening



###### Darren Hurst

Regulatory Services  
City of Playford  
8256 0333



###### Roxanne Withers

Community Engagement  
City of Playford  
8256 0333

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## What We Heard Report

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### B. Public Notice

Apr 19, 2023 | The Advertiser

## Notices

### Public Notices



Council is conducting public consultation on the following documents and we invite your feedback by 5pm, Tuesday 16 May 2023.

- **Code of Practice for Public Access to Meetings and Meeting Documents**  
The Code identifies how and where members of the public can access meetings and meeting documents, and specifies the provisions where, on limited occasions public access is restricted due to confidentiality requirements.
- **Enforcement Policy and Procedure**  
This Policy outlines Council's approach to enforcement matters and accompanying procedures guiding the way we carry out this type of work.

**You can view the documents and provide your feedback the following ways:**

- Visit [playford.engagementhub.com.au](https://playford.engagementhub.com.au)
- View information and collect a hard copy survey in person at Council's Customer Contact locations:  
Playford Civic Centre, 10 Playford Boulevard, Elizabeth  
Stretton Centre, 307 Peachey Road, Munno Para
- Email us at: [connected@playford.sa.gov.au](mailto:connected@playford.sa.gov.au)
- Send a letter to:  
Community Engagement,  
City of Playford  
Playford Operations Centre  
12 Bishopstone Road, Davoren Park, SA 5113

Consultation is open between Wednesday 19 April 2023 - Tuesday 16 May 2023. Feedback on both consultations needs to be received by Council by 5pm Tuesday 16 May 2023.

For more information, please contact our friendly Customer Contact Team on 8256 0333.



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### C. Social Media

**City of Playford's Post** ✕

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 **City of Playford**  
April 19 at 10:38 AM · 🌐

Community consultation now open! 🎉

We're after your feedback on these proposed documents:


- ◆ Code of Practice for Public Access to Meetings and Meeting Documents
- ◆ Enforcement Policy and Procedure

The proposed Code of Practice identifies how and where members of the public can access meetings and meeting documents, and when items are restricted due to confidentiality requirements.

The proposed Enforcement Policy outlines Council's approach to enforcement matters, guiding the way we carry out this type of work.

👉 You can view both documents and provide your feedback at  
<https://playford.engagementhub.com.au/>

Consultation is open until 5pm, Tuesday 16 May 2023 and we look forward to hearing from you.



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### D. Survey



## Share your views on the draft Enforcement Policy & Procedure

### Share your views Consultation is open until 16 May 2023

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This is a legal responsibility and Council's Enforcement Policy and accompanying procedures guide the way we carry out this type of work.

We have recently made some minor changes to the policy, which are now available for community feedback.

The draft Policy outlines eight core principles Council staff are required to carry out in enforcement activity - consistency, education, transparency, accountability, proportionality, responsiveness, targeted and cross-functional efforts.

In addition to this, the Policy:

- outlines Council's legislative responsibilities to protect the community
- recognises the responsibility of individuals and other bodies to comply with the law
- aims to ensure there is the right balance of education, encouragement and enforcement is achieved.

Our community is now invited to provide feedback to assist Council in finalising the Policy.

This Policy covers Council's legislative requirement under **Section 259 of the Local Government Act** for Council to establish a policy regarding the making and issuing of Orders.

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## Share your views on the draft Enforcement Policy & Procedure

### What we are seeking feedback on

We are seeking your level of support on the draft Enforcement Policy & Procedure and any additional feedback you may like to share for us to consider.

1. Your suburb \_\_\_\_\_

2. I have read the draft Enforcement Policy and Procedure. Please tick.

- Yes - in detail
- Yes - only the parts that interest me
- No

3. Please indicate how strongly you agree with the following statement:

*I am supportive of Council's draft Enforcement Policy and Procedure*

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

4. Do you have any additional feedback on the draft Enforcement Policy and Procedure

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Thank you for taking the time to participate.

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## Share your views on the draft Enforcement Policy & Procedure

Following consultation, your feedback will be provided to Council for consideration prior to finalisation of the policy and procedure.

### How to submit this form:

- Drop off: Playford Civic Centre or Stretton Centre customer service desks
- Post: Attn: Community Engagement Officer, 12 Bishopstone Road, Davoren Park SA 5113
- Email: [connected@playford.sa.gov.au](mailto:connected@playford.sa.gov.au)

Want to be kept up to date on this project? Leave your details below.

Name:

Phone:

Email:

I would like to be kept up to date on other engagements

- Yes
- No