



2024/25 Business Plans

Annual Business Plan
Long Term Financial Plan
Strategic Asset Management Plan

Community Engagement What We Heard Report

2024/25 Business Plans

What We Heard Report

Contents

Contents.....	2
1. What we asked	3
2. How we asked it (community consultation approach)	4
3. What we heard.....	6
3.1 Overview of community consultation activity and performance	6
3.2 Survey feedback.....	7
3.3 Public hearing.....	11
3.4 Social media summary	12
4. What we will do / Our response	12
5. Next steps.....	18
6. Appendices	19
6.1 Public notice(s).....	20
6.2 Engagement Hub project page.....	21
6.3 Survey questionnaire.....	23
6.4 Web article.....	25
6.5 Email to Connected Community	25
6.6 Council E-Newsletter article	26
6.7 Social media posts.....	28

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.

2024/25 Business Plans

What We Heard Report

Purpose of Report

The purpose of this report is to present the findings from the community consultation that has been undertaken as part of the development of the 2024/25 Draft Business Plan and Budget. The feedback of the Playford community is a valuable source of information that is considered to support Council decision-making.

The *Local Government Act 1999* requires Council to develop a series of Strategic Management Plans including the Annual Business Plan and Budget (ABP), the Long Term Financial Plan (LTFP) and the Strategic Asset Management Plan (SAMP).

Under Sections 122 and 123 of the Local Government Act 1999, Council must adopt a process or processes to ensure that members of the public are given a reasonable opportunity to be involved in the development and review of its Strategic Management Plans. This also extends to Councils Rating and Rate Rebate Policy and Procedure. Specifically, the Act requires Council to make its Annual Business Plan and Budget available for public consultation for a period of not less than 21 days.

The City of Playford Community Engagement Procedure states that any consultation required under legislation should be open for 28 days. The draft 2024/25 Annual Business Plan and Budget, Long Term Financial Plan, Strategic Asset Management Plan, Rating and Rate Rebate Policy and Procedure were released for a public consultation period from Wednesday 1 May to Tuesday 28 May 2024.

1. What we asked

The community was asked to provide feedback on the Draft Plans and documents open for consultation. The documents included:

- 2024/25 Draft Annual Business Plan - describes the services and projects that Council will progress or deliver to the community during the 2024/25 financial year.
- 2024/25 Draft Long Term Financial Plan - sets the high-level financial parameters that guide the development of service levels, revenue levels and budgets in line with long term strategies and objectives in a financially sustainable manner.
- Draft 2024/25 Strategic Asset Management Plan - provides an overview of our assets, including what assets we are responsible for and their replacement value, the current condition of our assets and how they are performing, the service levels we provide, our asset goals and objectives, and summarises the finances required to fund the plan.
- Draft 2024/25 Rating and Rate Rebate policies and procedures - set out the process for setting and collecting rates from the community. Rate revenue is the primary funding pathway for the delivery of Council services.

Over a consultation period of 28 days (1 May – 28 May 2024), Council provided information and access to the draft documents and asked the community the following questions:

- Level of knowledge – if participants had read the draft plans and documents
- Level of support on the draft plans and documents
- Additional feedback Council may need to consider

2024/25 Business Plans

What We Heard Report

Community engagement level:

Council recognises the role of community engagement to support decision making, leading to stronger outcomes for our community. Based on International Association for Public Participation (IAP2) best practice principles, Council's Community Engagement Policy and Procedure outlines Council's requirements to determine the level of engagement on any project/decision. The level of engagement (inform, consult, involve or collaborate) depends on the scope, complexity, impact and competing values or interests in decisions being made. The level of this engagement determined to be the most appropriate for the Draft Annual Business Plan and Budget was Consult. Council has consulted with the community to seek their feedback on specific options or ideas.

Community consultation objectives:

- Inform and educate the community about Council's Business Planning process and build awareness about the 2024/25 Draft Business Plans and what they aim to deliver.
- Consult the community by providing the opportunity to share their views and level of support for Council's 2024/25 Draft Business Plans.

2. How we asked it (community consultation approach)

To ensure the community was aware of the consultation, and offered a variety of opportunities to provide feedback, a Community Engagement Plan was developed. An overview is provided below, with activities delivered between Wednesday 1 May – Tuesday 28 May 2024 (28 days).

The community were informed of the consultation in the following ways:

- Public Notice in the Advertiser and Bunyip
- Media Release provided to the Advertiser and Bunyip
- Playford Council website notice
- Playford Council social media posts
- Playford Council Engagement Hub posts
- Information made available at Council sites and Customer Contact locations such as at Playford Civic Centre and Stretton Centre
- Playford Connected Community emails. The Connected Community database is a list of community members who have selected to be kept in the loop with upcoming community engagement projects.

2024/25 Business Plans

What We Heard Report

The community were able to provide feedback through the following consultation activities:

Feedback Options	Description
Engagement Hub	<p>Dedicated online engagement listing provided a central location for all engagement documents, outlined timeframes, FAQs and survey forms. It is updated at the end of the engagement process with the outcome to close the loop with our community.</p> <p>Community members could complete an online survey or make a submission and provide feedback through this page.</p>
Public Hearing	<p>Formal hearing at the Ordinary Council Meeting on Tuesday 28 May, where community members were invited to attend, to speak to Council via deputation and share their views on Draft Business Plans and documents.</p>
Social Media	<p>A minimum of two social media posts on Council's social media channel/s communicating commencement of community consultation and sharing details of community engagement activities and feedback options. Along with social media interactions (such as liking or sharing a post) community members were able to make direct or private message submissions through these forums</p>
Direct Email	<p>Community members were able to make a submission via email to Council. Council staff were available to receive emails and answer questions associated with the 2024/25 Draft Business Plan and Budget.</p>
Phone	<p>Council staff were available to receive phone calls and answer questions associated with the 2024/25 Draft Business Plan and Budget.</p>
Letters/Hard Copy	<p>Council staff were available to receive letters or hard copy correspondence and answer questions associated with the 2024/25 Draft Business Plan and Budget.</p>

2024/25 Business Plans

What We Heard Report

3. What we heard

3.1 Overview of community consultation activity and performance

To ensure Council met its objectives, the following information measured Council's community engagement performance over the consultation period. Council tracked the number of aware, informed and engaged community members. These are defined in the following table with the associated performance measure.

Category	Channels	Performance
Aware visitors Number of those who have visited the Engagement Hub page, website article, viewed social media posts and opened E-Newsletters containing consultation information	Engagement Hub Page Views	811
	Social Media Reach	12,339
	Council website article click throughs	133
	Connected Community Emails Opens	1,485 (of 2,859 sent)
Informed visitors Number of those who have downloaded ABP documents or engaged with social media posts	Engagement Hub Document Downloads	396
	Unique Engagement Hub Document Downloads*	204
	Social Media – Engaged Visitors <i>(i.e. clicked on a link to learn more, posted a comment or shared information)</i>	758
Engaged visitors Number of those who provided feedback	Survey Responses	97
	Public Hearing Verbal Submissions	1
	Email	3

**Unique Engagement Hub Document Downloads* is based on the number of different users who have downloaded documents. *Engagement Hub Document Downloads* is the number of total downloads.

Please note: As per Council's community engagement framework, we do our best to ensure we provide opportunity for our community to engage with us. It is also important to note final survey response numbers are not statistically representative of City of Playford.

2024/25 Business Plans

What We Heard Report

3.2 Survey feedback

Number of survey responses: 97

An online and hard copy survey was created as a mechanism for community members to provide feedback. The survey was available from Council's Engagement Hub page, which acted as the 'main source' of truth for all consultation activity. Hard copies were available for download on the website and made available at Council sites. The following sections provide a summary of feedback Council received.

Response by suburb

Feedback was received from community members across the following suburbs:

Suburb	Number of responses	Percentage of responses
Munno Para	14	14%
Craigmore	12	12%
Andrews Farm	10	10%
Angle Vale	10	10%
Elizabeth Downs	7	7%
Hillbank	6	6%
Davoren Park	4	4%
Elizabeth East	4	4%
Blakeview	3	3%
Elizabeth Grove	3	3%
Elizabeth Park	3	3%
Munno Para West	3	3%
Other, I live outside of Playford	3	3%
Virginia	3	3%
Waterloo Corner	2	2%
Elizabeth North	1	1%
Elizabeth South	1	1%
Elizabeth Vale	1	1%
Elizabeth West	1	1%
Evanston Park	1	1%
Eyre	1	1%
Gould Creek	1	1%
Macdonald Park	1	1%
One Tree Hill	1	1%
Smithfield	1	1%
TOTAL	97	100%

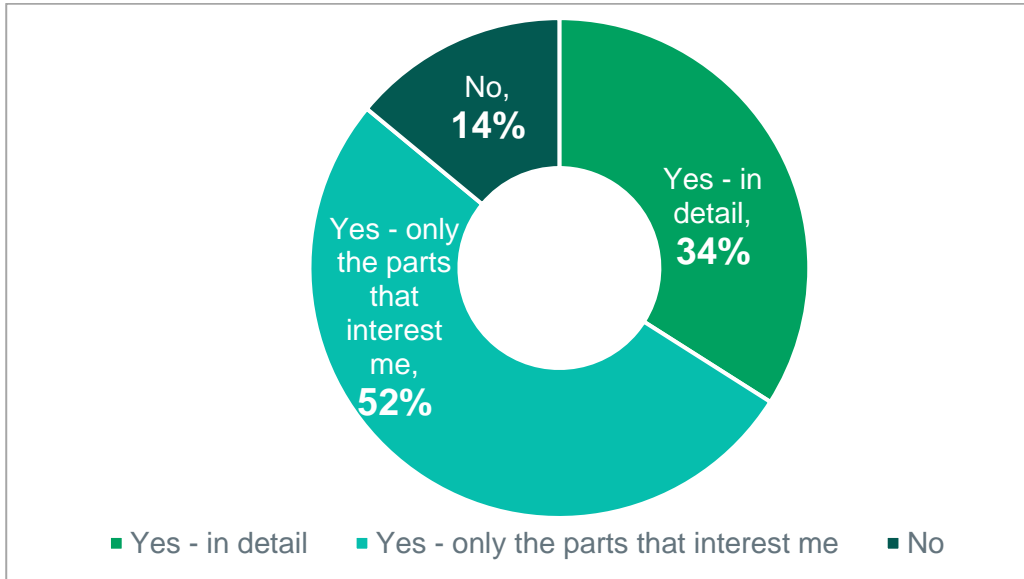
Rounding of individual percentages shown may affect total percentage.

2024/25 Business Plans

What We Heard Report

Level of knowledge

Q: 'I have read the Draft 2024/25 Annual Business Plan & Budget, Long Term Financial Plan and Strategic Asset Management Plan documents'

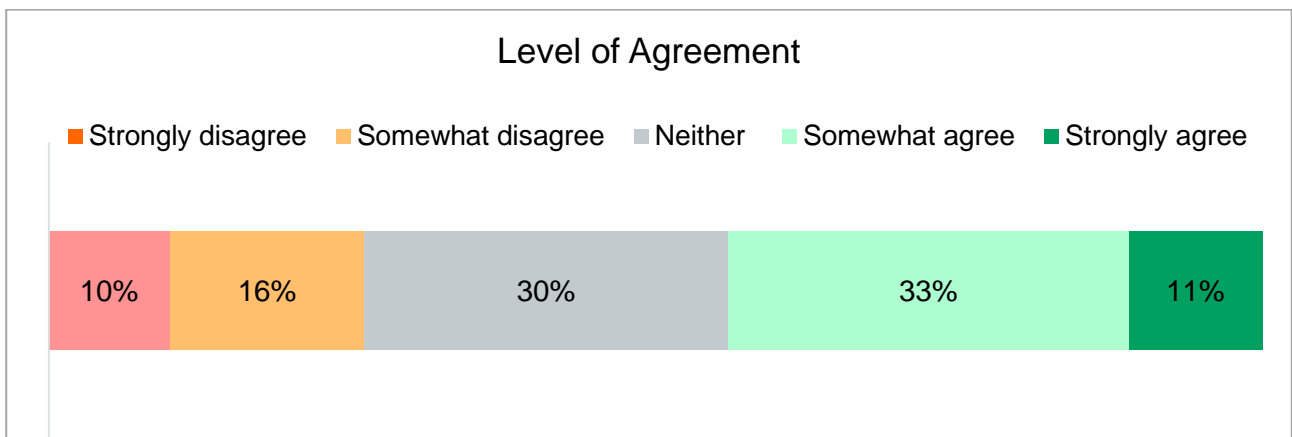


(n=97 responses)

Level of support

Q: 'I am supportive of Council's Draft 2024/25 Annual Business Plan & Budget and the proposed new projects/services'

26% are not in support of the plans, 30% are neither supportive or unsupportive, and 44% support the plans.



(n=97 responses)

2024/25 Business Plans

What We Heard Report

Overall themes in written feedback

Q: 'Do you have additional feedback on the Draft 2024/25 Annual Business Plan & Budget, Long Term Financial Plan or Strategic Asset Management Plan?'

Analysis has identified the following common themes across feedback relative to the level of support. (51 people included comments, summarised below.)

Scale	No.	Related comments
Strongly Disagree	8	Community members opposing the plan, note the rate rise as a key concern. The continued cost of living pressures, perceived misalignment with CPI and income levels increasing, and lack of clarity about the \$7m surplus aim are specifically noted.
Somewhat Disagree	10	Infrastructure issues (roads and stormwater specifically and uncertainty of a clear plan for Curtis Road and lack footpaths in Angle Vale and Virginia are specific examples. Also of note is the perceived lack of value in Evanston Park and Waterloo Corner not seeing equitable value in rates or mention in the plan.
Neither Agree nor Disagree	11	Of similar sentiment with this group are the infrastructure issues around Curtis Road and footpaths in various areas such as Uley Road and Angle Vale where there is significant growth. Other comments varied, with, support for elderly residents, Ridley Reserve upgrades and general comments around the Business Plans not including enough detail for projects.
Somewhat Agree	16	Some in support of the Plans believed the Plans had the appropriate level of explanation, were proactive and were written in the best interest of the community. Some sought more detail around specific projects and asset renewal (park upgrades, footpath planning); while others commented on Curtis Road, footpaths and affordability of the rate rise.
Strongly Agree	6	

2024/25 Business Plans

What We Heard Report

More specific comments are detailed below. Positive comments were also shared and included general sentiment appreciating Council budget, in particular maintaining a structural surplus and trusting the plan was in the community's best interest.

Common Themes	Mentions*
A need for better infrastructure particularly to support population growth including road upgrades, footpaths, drainage, improved traffic management	17
Disagreement with proposed rate rise due to cost-of-living pressures and uncertainty about where rates are being spent	15
Support for Annual Business Plan & Budget	8
Curtis Road congestion and safety is an ongoing issue with no visible plan to improve	7
A need for more general maintenance of areas fixing existing footpaths, overgrown trees, nature strips	3
Improving city appearance –investing in streetscapes, reducing illegal dumping and cleaning up of dog waste	4
Equity across suburbs - Waterloo Corner and Evanston Park not included in plans	2
Investing in recreation opportunities outside of formal sport including active transport	2
Other items	7

* A 'mention' is the number of times it was mentioned across all survey feedback

'Other items' included one-off topics such as environmental management, access to services, accessibility, improvements to sporting facilities, community safety, hotel, financial reporting, and planning.

2024/25 Business Plans

What We Heard Report

3.3 Public hearing

Number of verbal submissions: 1

A public hearing was held on Tuesday 28 May 2024 as part of an Ordinary Council Meeting at the Playford Civic Centre Council Chambers. Community members were invited to make a verbal submission. Their feedback is summarised below.

Name	Summary of Deputation	Council Response
Lillya Fedcheshen	<p>Highlighted lack of footpaths in Angle Vale, specifically along Chivell Road (Higgins Road and Short Road also mentioned) and accessibility of bus stop.</p> <p>Pedestrians walk on the road with oncoming traffic to access bus services. The ground at roadside is uneven and has potential for trips and falls (Ms Fedcheshen described instances where she has experienced this personally). Specific concerns raised for people with disability using the uneven surface.</p> <p>Ms Fedcheshen shared her concerns about a lack of lighting, excessive speeding, limited speed and road signs and a need for improved road line marking.</p> <p>Ms Fedcheshen shared that she believes the traffic is increasing in the area.</p> <p>Ms Fedcheshen also shared her concerns for potential injuries that she believes could be avoided with a footpath and reduced speed limits.</p>	<p>Chivell Road is identified for footpath and drainage upgrades as part of the Angle Vale Growth Area Road Infrastructure Deeds. Detailed Design is scheduled to occur across 2024/25 with a construction timeframe still to be determined.</p> <p>Critical to the connection of any such infrastructure is the work of the Department of Infrastructure and Transport who are yet to complete the detailed design for Angle Vale Road – between Heaslip Road and Chivell Road. This detailed design is scheduled under the Road Infrastructure Deed for completion in 2023/24 and includes the intersection of Chivell Road, Short Road and Angle Vale Road inclusive of approaches.</p> <p>Staff will investigate a temporary solution for the uneven surfaces along Chivell Road and also investigate the speed limits.</p>

2024/25 Business Plans

What We Heard Report

3.4 Social media summary

Leading up to and over the course of the consultation period, Council shared three social media posts promoting different aspects of the Draft 2024/25 Business Plans and documents. Each post was designed as a call to action to encourage community members to visit Council's Engagement Hub page to learn more, view documents and provide feedback.

There was limited commentary across all social media posts with no specific feedback relating to overall support or otherwise of the Draft Business Plans and documents.

In the instances there were comments, they were associated with specific requests for improvements to infrastructure around the city.

To view all council social media activity around the business plans, and a breakdown of performance on each post, see Section 6.7.

4. What we will do / Our response

Trending suggestions and concerns across all feedback platforms are outlined below with Council's response to each theme.

Each theme includes the number of times it was mentioned across all feedback.

No.	Suggestion / Concern	Council Response
1.	A need for better infrastructure particularly to support population growth including road upgrades, footpaths, drainage and improved traffic management 17 mentions	We understand that our community is experiencing the pain that comes with rapid growth. Upgrades to roads, footpaths and other infrastructure doesn't always keep pace with private development and this will continue to place significant pressure on the local transport network. Council is working to manage the gap between private development and road upgrades in a number of ways, including: <ul style="list-style-type: none">• Continuing to advocate with State Government to bring forward upgrades to State-controlled roads and intersections.• Delivering over 600 metres of New Footpaths as part of the 2024/25 Annual Business Plan.• Developing a long-term City-wide Integrated Transport Strategy to guide Council's transport investment and policy direction for the next 5-10 years.• The State Government has recently conducted a wider study into traffic in the north as part of the Northern Adelaide Transport Study.

2024/25 Business Plans

What We Heard Report

2	<p>2a. Disagreement with the proposed rate rise due to cost-of-living pressures</p> <p>2b. Uncertainty about where rates are being spent, a need for Council to be more transparent about this</p> <p>15 mentions</p>	<p>2a. Like all households and businesses, Council is facing rising costs because of high inflation. It means it will cost more to provide the same services in the year ahead.</p> <p>We have worked diligently to reduce the impact of these cost increases by only factoring in inflationary pressures where absolutely necessary. This helps minimise the impact for our ratepayers.</p> <p>We have been able to partially offset cost increases by identifying \$412,000 of Continuous Improvement savings.</p> <p>The 6.5% increase in rate revenue for 2024/25 will enable Council to:</p> <p>Deliver \$111M in ongoing services. These are the things we do for the community every day and that you have told us are important to you. It includes things like:</p> <ul style="list-style-type: none">• Maintenance of streets, verges, ovals and playgrounds• Upgrades of roads and footpaths to make getting around easier• Waste collection• Community centres and libraries <p>Introduce new services and projects to support the needs of our growing and diverse community, such as:</p> <ul style="list-style-type: none">• Commence construction of Stage 2B of the Broadacres Drive Outfall Drain• Commence construction of changerooms and car park at Dwight Reserve• Commence construction of Munno Para Sportsground Stage 1• Installation of playground communication boards at newly constructed, refurbished or currently under construction play spaces <p>Financial sustainability, in line with Council's Finance Strategy and a targeted ratio on Structural Surplus, has been a focus in the development of this plan. This ensures Council has the means to fund the services and projects it provides to the community now and into the future.</p> <p>We know that some people can find it hard to make rates payments. Council's Hardship Policy gives support to ratepayers experiencing financial difficulty and there are a number of support options available. We encourage you to contact our Rates team for a confidential</p>
---	---	---

2024/25 Business Plans

What We Heard Report

		<p>discussion if you are finding it hard to make your payments. More information is also available on Council's 'Rates Relief' webpage here.</p> <p>2b. Council's annual business plans outline the services, programs and projects that we deliver each year for the community.</p> <p>The Annual Business Plan breaks down the budget by categories to help our community understand where and how rates are being spent. These categories include:</p> <ul style="list-style-type: none">• Existing services• Strategic projects• Existing assets• Infrastructure projects continuing from prior years• New projects/services• Rising costs <p>At the beginning of each financial year, Council produces a summary of the Annual Business Plan and Budget which is sent to all ratepayers and explains the key areas of the budget and the focus areas for the year ahead.</p> <p>Throughout the year, Council provides updates to the community on services, programs and projects through its quarterly publication, Playford News Magazine, via social media, traditional media, our website and via an electronic newsletter.</p> <p>Council's Annual Report, available in approximately November each year, provides an overview of the projects and services that Council has delivered against the Annual Business Plan for that year. Progress is outlined against the Community Themes identified in our Strategic Plan 2020-24 Community and City Foundations.</p>
3	<p>Curtis Road congestion and safety is an ongoing issue with no visible plan to improve</p> <p>7 mentions</p>	<p>We understand that congestion on Curtis Road at peak times is a concern for Council and our community.</p> <p>This once local road is now functioning as an arterial road, carrying traffic through to the Northern Expressway from Main North Road.</p> <p>To bring it up to arterial standard, Curtis Road needs to be duplicated between Main North Road and the Northern Expressway. The scale and cost of the duplication of Curtis Road is beyond Council's financial</p>

2024/25 Business Plans

What We Heard Report

		<p>capacity and we have been actively working with the State Government to find a solution.</p> <p>The State Government has recently conducted a traffic study into Curtis Road as well as a wider study into traffic in the north as part of the Northern Adelaide Transport Study. This is important to determine the way forward for future upgrades to Curtis Road.</p> <p>The State Government has also announced the extension of Newton Boulevard through to Stebonheath Road at Munno Para West. The extension will provide a secondary east-west connection for residents moving across the suburb with construction set to commence in the coming months.</p>
4	<p>Need for more general maintenance of areas fixing existing footpaths, overgrown trees, nature strips</p> <p>4 mentions</p>	<p>Council's City Operations Team constantly strives to improve service delivery to provide safe and accessible public spaces, along with lifting city appearance. Our programs and activities are at times impacted by climatic conditions, and during these periods it's difficult to meet the expectations of the community.</p> <p>Our proactive maintenance programs are scheduled in a way to identify and resolve issues before our community need to contact Council, however we encourage residents to get in touch with us with any specific areas of concern via our Online Services request system here, or by calling our main number on 8256 0333.</p> <p>Council also spends a large proportion of its budget replacing our existing assets that have either reached the end of their useful life or are no longer able to provide a service to the community at the required standard. Our renewal program includes transport, stormwater, streetscapes, and parks and sportsfields all of which contribute to uplifting the look and feel of our city.</p>
5	<p>Improving city appearance – increasing the investment in updating streetscapes, reducing illegal dumping and cleaning up of dog waste</p> <p>4 mentions</p>	<p>Council continues to have a focus on lifting city appearance and understanding what is important to each of our unique suburbs to help lift city presentation.</p> <p>Our \$111M budget for ongoing services includes supports this with things such as:</p> <ul style="list-style-type: none">• Maintenance of parks, reserves and sportsfields• Maintenance of urban and rural streetscapes• Kerbside waste collection and illegal dumping• Planting and maintaining of trees on community land• Regulatory services including animal management

2024/25 Business Plans

What We Heard Report

		<ul style="list-style-type: none">• Environmental health services• Graffiti removal <p>New projects such as park and open space upgrades also contribute to help keep our city looking nice.</p> <p>Our proactive maintenance programs are scheduled in a way to identify and resolve issues before our community need to contact Council, however we encourage residents to get in touch with us with any specific areas of concern via our Online Services request system here, or by calling our main number on 8256 0333.</p>
6	<p>Equity across suburbs - Waterloo Corner and Evanston Park not included in council plans</p> <p>2 mentions</p>	<p>Council's asset renewal program for 2024/25 includes the following road renewals in Waterloo Corner:</p> <ul style="list-style-type: none">• Calvengrove Road• Coleman Road*• Ryan Road*• Supple Road <p>*Potential multi-year projects</p> <p>Signs will also be renewed at Heaslip Road, Waterloo Corner.</p> <p>Most of the suburb of Evanston Park falls within the City of Gawler jurisdiction. Council schedules the renewal of infrastructure based on condition which is assessed on a 4 yearly inspection routine. There are currently no projects or renewal works planned for the portion of Evanston Park that sits within the City of Playford boundary.</p>
7	<p>Investing in recreation opportunities outside of formal sport including active transport (bike lanes, walking, greenways)</p> <p>2 mentions</p>	<p>Council's masterplans for sporting facilities incorporate recreation and community playspaces as well as formal sporting activities, recognising the importance of informal as well as formal use.</p> <p>The masterplan for Munno Para Regional Sportsground includes recreational spaces such as a playground, walking path, and kick about spaces. Whilst Stage 1 (identified for construction in the 24/25 ABP) primarily focuses on the sport infrastructure, the next stage has a strong recreation focus.</p> <p>The Kalara Reserve Masterplan also took recreational opportunities into account and this investment will be prioritised through the Open Space Strategy.</p>

2024/25 Business Plans

What We Heard Report

	<p>In addition, the Argana Park works that are scheduled to commence later this year includes a full pedestrian network which has lighting as well as a drinking fountain that is located near the playground.</p> <p>The Open Space Minor Projects for 24/25 include minor improvements to Council's existing reserves to complement existing facilities. Projects identified for 2024/25 are:</p> <ul style="list-style-type: none">• Breamore Street Reserve, Elizabeth North – 1 x BBQ, 2 x pram ramps and tree planting• Burgate Street Reserve, Elizabeth Grove – 3 x solar lights• Ridley Reserve, Elizabeth – 1 x doggie bowl to existing drink fountain• West Parkway Reserve, Andrews Farm – 1 x BBQ• Riesling Crescent/Coonawarra Avenue Reserve – 2 x solar lights• Walkway between Orange Parade and Curtis Road – 1 x public light• Fremont Park, Elizabeth Park – 1 x drinking fountain• Blakes Oval, Blakeview – partial fencing along Main Terrace, near to basketball key• Various locations – 10 x playground communication boards <p>The 2024/25 ABP also includes a shared use path widening project to widen existing footpaths that are due for renewal from their current width to shared use path width. This supports the creation of physically connected communities through walking and cycling routes identified in Council's Cycling and Walking Strategy.</p> <p>Sections of the following paths have been identified for widening in 2024/25:</p> <ul style="list-style-type: none">• Greenfields Drive/Hughes Street, Andrews Farm• Adams Road, Craigmore• Blair Park Drive, Craigmore• Midway Road, Elizabeth Downs• Main North Road, Hillbank
Other items 7 mentions	<p>Other items our community shared in feedback included specific comments and suggestions about looking after the environment, access to main line gas in Elizabeth Grove, further work to Ridley Reserve, request for hotel, planning issues, community safety and financial reporting.</p>

2024/25 Business Plans

What We Heard Report

		These, along with all other comments received by participants can be found in an accompanying document to this report.
--	--	--

We would like to thank all community members who took the time to read and respond to Council's Draft Plans and documents.

5. Next steps

The 2024/25 Business Plans will be considered by Council at the 11 June 2024 Strategy and Services Committee prior to final adoption of the Plans and documents at the 25 June 2024 Ordinary Council Meeting.

2024/25 Business Plans

What We Heard Report

6. Appendices

- 6.1 Public notice(s)
- 6.2 Engagement Hub project page
- 6.3 Survey questionnaire
- 6.4 Web article
- 6.5 Email to Connected Community
- 6.6 Council E-Newsletter article
- 6.7 Social media summary

2024/25 Business Plans

What We Heard Report

6.1 Public notice(s)

2024/25 Business Plans

What We Heard Report

6.2 Engagement Hub project page

2024-25 Draft Business Plans

Project Overview



Our Draft Annual Business Plans outline how we'll support our diverse and growing community including delivering 25 services made up of over 200 different activities and investing in new projects and services you have asked us for.

Consultation is now open for you to share your views on these draft plans.

Background

Draft Annual Business Plans & Budget 2024/25 - Share your views

Consultation is open from Wednesday 1 May to midnight Tuesday 28 May 2024.

Our Draft Annual Business Plans outline how we'll support our diverse and growing community including delivering 25 services made up of over 200 different activities and investing in new projects and services you have asked us for.

Council now wants to hear from you. Your views and feedback will help Council finalise the Plans.

Draft Plans and documents open for consultation are:

- Draft Annual Business Plan (ABP) 2024/25
- Draft Long Term Financial Plan (LTFP) 2024/25
- Draft Strategic Asset Management Plan (SAMP) 2024/25
- Draft Rating Policy and Procedure
- Draft Rate Rebate Policy and Procedure

You can view the Draft Plans on this page and provide your feedback by taking the [Survey](#) or downloading a hard copy of the survey to return back to Council.

Feedback can also be made via a verbal submission, in person, at a Public Hearing to be held in the Playford Civic Centre Council Chambers at 7pm on Tuesday 28 May 2023. To register your interest, please register here [Public Hearing Registration](#) or call **8256 0333**.

You can also tick 'yes' when asked if you would like to make a verbal submission when you submit your feedback through our online survey.

About each plan/document

Draft Annual Business Plan 2024/25

This plan marks the final year of delivery on our [Strategic Plan 2020-2024](#), Community and City Foundations. The Annual Business Plan and Budget for 2024/25 has been developed in line with the community themes outlined in our Strategic Plan. We will continue to deliver the things that make a difference to our resident's everyday lives and the services and programs they know and value.

We are one of South Australia's fastest growing council areas, and we can now expect on average 10 additional people a day to call Playford home until 2046. That's ten more people each day who are out on our roads, using our parks and accessing our services.

We have a responsibility to balance the needs of existing residents while laying the foundations for future

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

City of Playford Annual Business Plan and Budget 2024/25

Flipbook by **issuu** [Publish for free](#)

[View](#)

Document Library

- [Draft Business Plans & Documents 2024/25](#)
- [FAQs](#)
- [Printable Survey Form](#)

Provide your feedback here

We encourage our community to read the 2024/25 Draft Business Plans and Budget before taking the short survey below. Consultation is open until midnight Tuesday 28 May 2024.

Alternatively you can download a copy of the survey from the document library and drop into council or post.

[Submit Feedback](#)

Consultation Timeline

2024/25 Business Plans

What We Heard Report

people's day to day life and home environment that can make people's day to day life easier, using our parks and accessing our services.

We have a responsibility to balance the needs of existing residents while laying the foundations for future generations, by providing the parks, sporting facilities, stormwater infrastructure, footpaths, and services our growing community will need.

This year's Annual Business Plan outlines that Council will continue to invest over \$111M in supporting the delivery of existing services.

Council will also invest almost \$29M in renewing or replacing existing assets such as kerbs, footpaths, roads, playspaces and sporting facilities.

We will invest over \$33M for a range of new infrastructure including construction of Stage 2B of the Broadacres Drive Outfall Drain, construction of Munno Para Sportsground Stage 1, changerooms and car park at Dwight Reserve. Stormwater, Open Space, Sport and Recreation and Traffic Management minor projects will be delivered as well as over 600m of new footpaths.

The Annual Business Plan proposes a 6.5% increase in rate revenue for 2024/25. This increase funds new projects and services that the community has asked for, while covering rising costs due to inflation and meeting budget goals that support long-term financial sustainability.

Draft Long Term Financial Plan 2024/25

The draft LTFP ensures Council can deliver services, maintain assets and achieve its strategic objectives in a financially sustainable manner over the medium to longer term. It is underpinned by a "business as usual" assumption which means Council will continue to provide the existing services at the same service standard. The draft LTFP incorporates the draft 2023/24 Budget and key assumptions about growth, inflation rates, interest rates and the revenue index which is used to estimate rates revenue.

Draft Strategic Asset Management Plan 2024/25

The draft Strategic Asset Management Plan provides an overview of Council's assets, including what assets we are responsible for and their replacement value, and how our asset management activities fit into Council's broader strategic planning framework.

Draft Rating Policy and Procedure / Draft Rate Rebate Policy and Procedure




The Draft Rating Policy and Procedure outlines Council's process for setting and collecting rates from its community. The Draft Rate Rebate Policy and Procedure ensures that all applications for rate rebates are considered in an equal and fair manner in line with the provisions set out under the Local Government Act.

Have questions or need more information?

Refer to the Plans in the document library on this page - or you can email us at 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.

Consultation Timeline

- Consultation Open - 1 May 2024**
The 28-day public consultation period runs from Wednesday 1 May to Tuesday 28 May 2024.
- Public Hearing - 28 May 2024**
Your chance to share your views on the Draft Business Plans in the Playford Civic Centre Council Chambers on Tuesday 28 May 2024. To register your... 
- Consultation Closes - 28 May 2024**
The consultation period closes midnight on Tuesday 28 May 2024.
- Consultation Feedback Assessed from 29 May 2024**
All feedback received will be collated and considered by Council at an Ordinary Council Meeting following the close of the public consultation... 
- Adoption of the Plans - June 2024**
Following the close of consultation period, Council will consider feedback received before making a final decision at the Ordinary Council Meeting... 

Who's Listening



Sarah Young

Project Manager
City of Playford


Phone 8256 0333

Email: connected@playford.sa.gov.au

2024/25 Business Plans

What We Heard Report

6.3 Survey questionnaire



Share your views Draft 2024/25 Annual Business Plan & Budget

The Draft Annual Business Plan and Budget (ABP), Long Term Financial Plan (LTFP) and Strategic Asset Management Plan (SAMP) outline important information about the year's proposed services and projects and how we are going to fund them.

Draft Plans and documents open for consultation include the ABP, LTFP, SAMP, Rating Policy and Procedure and Rate Rebate Policy and Procedure.

Consultation is now open until midnight on Tuesday 28 May 2024. Your views and feedback will help Council finalise these documents.

1. Your suburb _____

2. I have read the Draft 2024/25 Annual Business Plan & Budget, Long Term Financial Plan and Strategic Asset Management Plan documents.

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

3. How strongly you agree with the following statement:

I am supportive of Council's draft 2024/25 Annual Business Plan & Budget and the proposed new projects/services.

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

4. Do you have any additional feedback on the Draft 2024/25 Annual Business Plan & Budget, Long Term Financial Plan or Strategic Asset Management Plan?

1

2024/25 Business Plans

What We Heard Report



Share your views Draft 2024/25 Annual Business Plan & Budget

5. Would you like to make a verbal submission of your feedback at a Public Hearing to be held in the Playford Civic Centre Council Chambers at 7pm on Tuesday 28 May 2023? Your submission may go up to a maximum of 5 minutes.

- Yes – please leave your details directly below
 No

Name:

Phone:

Email:

6. Would you like your written feedback to remain anonymous?

- Yes
 No

Thank you for taking the time to participate.

Following consultation, your feedback will be provided to Council for consideration prior to finalisation of the Annual Business Plan & Budget.

How to submit this form:

- Drop off: Playford Civic Centre or Stretton Centre customer contact desks
- Post: Attn: Community Engagement Officer, 12 Bishopstone Road, Davoren Park SA 5113
- Email: 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

2024/25 Business Plans

What We Heard Report

6.4 Web article

Draft Annual Business Plans & Budget 2024/25

Our Draft Annual Business Plans outline how we'll support our diverse and growing community. Council now wants to hear from you. Your views and feedback will help Council finalise the Plans.

[JOIN THE CONVERSATION](#)

Share your views
on our 2024/25
Draft Annual Business
Plans & Budget



6.5 Email to Connected Community



Draft Annual Business Plan and Budget 24/25



Engagement on Council's draft Annual Business Plan and Budget 2024/25 and draft Long Term Financial Plan 2024/25 is currently open and runs until midnight Tuesday 28 May.

Council now wants to hear from you. Your views and feedback will help Council finalise the Plans.

Our Draft Annual Business Plans outline how we'll support our diverse and growing community including delivering 25 services made up of over 200 different activities and investing in new projects and services you have asked us for.

This plan marks the final year of delivery on our [Strategic Plan 2020-2024](#), Community and City Foundations. The Annual Business Plan and Budget for 2024/25 has been developed in line with the community themes outlined in our Strategic Plan. We will continue to deliver the things that make a difference to our resident's everyday lives and the services and programs they know and value.

The [Playford Engagement Hub](#) page has all the information you need including copies of the draft plans and frequently asked questions.

We encourage you to complete a short survey online and share your views on our proposed plans for the year ahead!

[Take the Survey](#)

City of Playford
12 Bishopstone Road, Davoren Park, SA, 5113
(08) 8256 0333 | www.playford.sa.gov.au

[Subscribe to our fortnightly e-newsletter](#)
[Opt out of feedback emails](#)

*The Connected Community are a group of community members who have indicated they would like to be contacted on future community engagement and research initiatives.

2024/25 Business Plans

What We Heard Report

6.6 Council E-Newsletter article

Focus on supporting a growing city in the year ahead

Published 1 May 2024

Continuing to support the growth of the city remains a key focus for the City of Playford's draft 2024/25 Annual Business Plan and Budget (ABP), which is available for community input from Wednesday 1 May.

[Read full article](#)



The draft ABP outlines Council's 12-month commitment to deliver services, facilities, programs and projects that will support the community to live well, both now and into the future.

Mayor Glenn Docherty explained Council's focus throughout the budget planning process was on making decisions that lead to sustainable, long-term benefits for the community.

"Playford has been at the forefront of growth in South Australia over the last decade," said Mayor Docherty. "This is set to continue, with 10 people a day forecast to move to the city over the next 20 years.

"It places us in a unique position where we are responding to and managing exceptional growth, while simultaneously providing the broad range of everyday services our community knows and expects from us."

Council relies on its strategic framework, including its long-term financial plan, the community's vision for the city, strategic asset management plans and finance strategy to inform its decisions around the budget.

"There are a number of inputs that contribute to the development of our annual budget," the Mayor said. "Using these inputs as our guideposts, and maintaining a commitment to financial sustainability, we have been able to budget a structural surplus position for 2024/25."

The structural surplus ensures Council can meet its current and long-term commitments. "We are mindful that the decisions we make today will shape our city and community over the next five, ten and twenty-years, and the structural surplus for 2024/25 is within the endorsed target ratios that support long-term sustainability," the Mayor said.

The draft ABP builds on the work Council has delivered under its current strategic focus of community and city foundations.

"Our 2020-2024 Strategic Plan has seen us focus on community and city foundations – delivering the things that make a difference to our residents' everyday life," the Mayor said.

"We will deliver against this focus again in the next 12 months. As such, essential services that maintain and enhance the city account for the biggest proportion of the total budget."

Council provides over 25 core services, which are made up of over 200 different activities, which includes things like maintenance of streets, verges, ovals and playgrounds, waste collection and providing libraries and community centres.

"This year, we also plan to continue park and reserve upgrades in our established suburbs to provide more opportunities for our community to get outside and connect," the Mayor said.

2024/25 Business Plans

What We Heard Report

"We will invest in footpath and road upgrades to provide local level connections and there will be improvements to stormwater infrastructure to accommodate the rapid expansion of residential areas."

The draft budget also recognises the impact of rising costs and inflationary pressures such as depreciation, insurance premiums and energy bills.

"Council, like most households, has faced higher prices for goods and services across the board, which ultimately means it costs us more to deliver our services," the Mayor said. "We have worked hard to position the budget to cover rising costs, but also meet budget goals to allow for long term financial sustainability."

The budget proposes to increase total rates collected by 6.5%, which equates to a \$2.28 per week increase on the average rates bill in Playford. The proposed increase is consistent with CPI.

"The proposed budget positions Council to keep providing those services which we know our community members value so much while allowing us to respond to growth and keep our community thriving," the Mayor said.

The draft plan is available from Wednesday 1 May until midnight on Tuesday 28 May for the community to provide input.

"We are the only level of government that offers its community the chance to help shape plans for the year ahead, so I encourage people to share their views."

Engagement opportunities – 2024/25 Draft Annual Business Plan and Budget – 01 May to 28 May, 2024.

Copies of the draft plan will be available on the City of Playford website, Engagement Hub and in hard copy from Customer Care locations at:

Playford Civic Centre Stretton Centre

10 Playford Boulevard 307 Peachey Road

Elizabeth Munno Para

You can share your views on the draft ABP by:

- Visiting City of Playford online Engagement Hub playford.engagementhub.com.au
- Completing a hard copy feedback form available from Customer Care locations
- Emailing connected@playford.sa.gov.au
- Registering to attend the public hearing will also be held on Tuesday 28 May as part of the May Ordinary Council Meeting from 7pm at the Council Chambers, Playford Boulevard, Elizabeth.

For more information on the engagement process for the draft ABP, please visit [Playford.engagementhub.com.au](https://playford.engagementhub.com.au) or phone 8256 0333

2024/25 Business Plans

What We Heard Report

6.7 Social media posts

Total number of 'aware visitors' (social media reach) – 12,339

Total number of 'informed visitors' (social media engagement) – 758

Reach: the number of users who saw the post/content

Engagement: number of interactions on a post

Facebook Post 1. 1 to 8 May 2024



Message focus: Launch of consultation

Engagement (Engaged Visitors)	265
Reactions	16
Comments	3
Link clicks	41
Shares	4
Reach (Aware Visitors)	3,566

Summary of comments

Request for lighting and specific link to draft documents

2024/25 Business Plans

What We Heard Report

Facebook Post 2. 8 May to 21 May 2024



Message focus: New services

Engagement (Engaged Visitors)	158
Reactions	12
Comments	8
Link clicks	11
Shares	0
Reach (Aware Visitors)	2,707

Summary of comments

Specific requests for improvements to sporting clubs across the city and upgrading of roads.

2024/25 Business Plans

What We Heard Report

Facebook Post 3. 21 May to 28 May 2024



Message focus

Reminder to get involved – nearing end of consultation.

Engagement (Engaged Visitors)	335
Reactions	23
Comments	0
Link clicks	37
Shares	7
Reach (Aware Visitors)	5966

Summary of comments

N/A