



## Gloaming Reserve Hillbank Upgrade

Community Engagement What We Heard Report

June 2024

## 1. Engagement background and objectives

We know parks and quality open space is important to our community, encouraging people to be active, healthy and connect with others.

Gloaming Reserve located in Hillbank is 0.86 hectares (8600 square meters), a large reserve located approximately 360 metres (5min walk) from Jo Gapper Regional Reserve. As such, it is classified as a local reserve in the *Open Space Strategy (2018)*, given its proximity to a regional park. The aim of the upgrade is to focus on being an extension to Jo Gapper and provide different play elements to that already provided in the regional reserve.

There has been considerable community interest in upgrading Gloaming Reserve to make it a more functional and welcoming space.

The purpose of this report is to present findings from the community engagement activity.



Gloaming Reserve proximity to Jo Gapper Regional Reserve

## 1.1 Community engagement level

Council recognises the role of community engagement to support decision making, leading to stronger outcomes for our community. Council bases its community engagement on the International Association for Public Participation (IAP2) best practice principles with Council's Community Engagement Policy & Procedure outlining requirements to determine the level of engagement on any project or decision. Each level (inform, consult, involve or collaborate) depends on the scope, complexity, impact and competing values or interests in decisions being made.

		IAP2 S	pectrum of Publi	c Participation
	Inform	Consult	Involve	Collaborate
Goal	Inform the community of a decision that has been made.	Consult the community and seek their feedback on specific options or ideas.	Involve the community so they can help balance views and help shape ideas.	Collaborate with the community so we can develop joint solutions to a problem.
			Community influe	nce

The level determined for this engagement was:

Consult – Consult the community and seek their feedback on specific options or ideas.

### 1.2 Community engagement objectives

The objectives of the community engagement for Gloaming Reserve were to:

- **Inform** and raise community awareness about the upgrade.
- **Consult** the local community to determine preferences for the reserve to inform the concept plan.

#### 2. What we asked

Council's <u>Open Space Guidelines 2018</u> inform the development, design, and management of open spaces within the City of Playford.

The Guidelines categorise open space (e.g., park, sportsground, wetlands) and place them in a hierarchy (regional, district, neighbourhood, local) which refers to the catchment area or the distance a user may travel to visit the site. The category and hierarchy will influence the size, quality and range of facilities provided.

Gloaming Reserve is categorised as a 'Local Park and Reserve' which are typically used for short periods of time and service a community within 300m catchment. These spaces usually have a landscape or recreation focus that contributes to high quality open space. Features of a local park may include seating, bins, shelter, trees for shade, irrigated grass area and play spaces.

We know community education about open space categories is important when thinking about what features can and cannot be included to help manage community expectation and ensure Council remain within an allocated budget.

The community were presented with four options suitable for a local park to determine their preference on the use and main features of the space and to understand what they would like Council to focus on in the reserve upgrade, within the allocated budget. The proposed options include variations of play equipment as well as the possibility of no equipment with additional greening efforts.

The site given its slope and space presented an ideal location for a flying fox and an opportunity to provide something different to that already provided at Jo Gapper for an older age group.

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

An overview of the Community Engagement Plan is provided below. These activities were delivered between Monday 13 May to Tuesday 11 June 2024.

Engagement Activity	Details
Online Engagement	A dedicated online engagement listing on Council's Engagement Hub website which provided a central location for all engagement documents and feedback form (Appendix A).
Flyer/ Mail out	Properties within the catchment area received a flyer and could complete a feedback form with reply paid envelope (Appendix B).
Face to Face	The team door knocked adjacent residents to Gloaming Reserve to inform them of the reserve upgrade and encourage their feedback on preferred options.
Social Media	One dedicated social media post on Council's social media channels promoted the engagement to the wider community (Appendix C).
On-Site Corflute Signage	Signage advising of the upgrade was installed at the reserve with information about how to provide feedback, including hard copy surveys in letterboxes, contact details to call City of Playford or visit the engagement hub online. The sign included a QR code linking to the engagement hub to enable people to provide feedback on the spot through the online form (Appendix D).

### 4. What we heard

## 4.1 Overview of community engagement and performance

To measure community engagement performance over the engagement period, Council tracked the number of aware, informed and engaged community members. These are defined in the table below with their performance measures.

Description	Channels	Performance
	Engagement Hub Views	171
Aware visitors Number of those who visited the	Engagement Hub Unique Views	76
Engagement Hub page and saw the social media posts.	*Social Media	6697 6431 1059
Informed visitors Number of document downloads, number of residents	Engagement Hub Document Downloads	26
Engaged Visitors Number of those who provided feedback in some way – either via Engagement Hub, called, emailed, face to face through doorknocking	Survey responses Face to face	178 14

## 4.2 Survey Results

Number of survey responses: 178

The following sections provide a summary of feedback Council received.

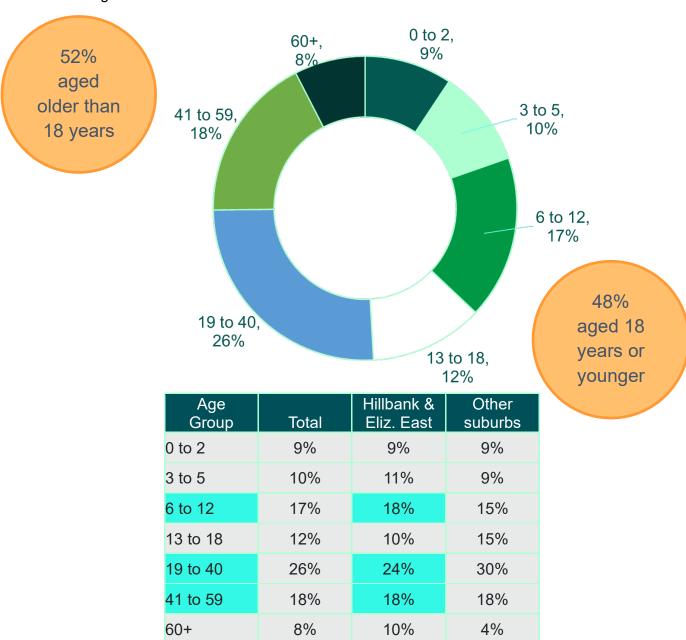
## Response by suburb

Feedback was received from community members across the following suburbs:

Suburb	Number of responses	Percentage of responses	
Hillbank	99	56 67	7% from
Elizabeth East	20		tchment
Angle Vale	5	3	area
Elizabeth Downs	5	3	
Munno Para	5	3	
Blakeview	4	2	
Craigmore	4	2	
Davoren Park	4	2	
Smithfield Plains	4	2	
Munno Para West	4	2	
Smithfield	3	1	
Andrews Farm	3	1	
Elizabeth South	2	1	
Eyre	1	1	
Gould Creek	1	1	
Elizabeth	1	1	
Edinburgh/Elizabeth West	1	1	
Elizabeth North	1	1	
Elizabeth Park	1	1	
Elizabeth Vale	1	1	
Other	4	1	
One Tree Hill	1	1	
Uleybury	1	1	
Virginia	1	1	
TOTAL	178	100%	

### 4.2.1 Ages of everyone in the household that would use the reserve.

While ages are generally similar, there is a slightly higher percentage of people aged 13-18 and 19-40 in suburbs outside of the catchment, that would use the park and a slightly higher percentage of those aged 60+ in Hillbank & Elizabeth East.



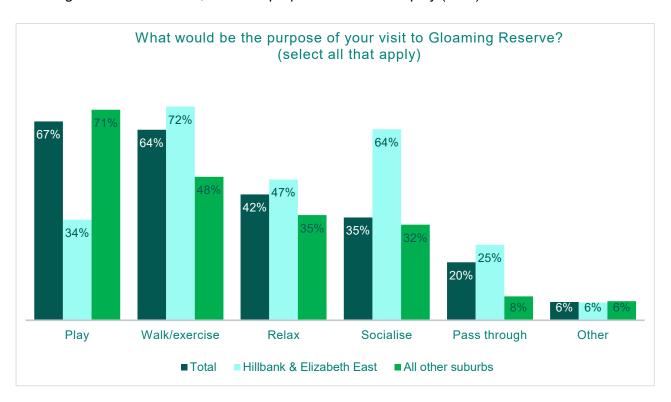
The Hillbank and Elizabeth East areas have the highest percentage of users in the age groups:

- 6 to 12 (18%)
- 19 to 40 (24%)
- 41 to 59 (18%)

## 4.2.2 Purpose of visit to Gloaming Reserve

Residents in the catchment area of Hillbank and Elizabeth East have a higher likelihood to use the reserve for walking/exercising (72%) or socialising (64%), compared to those outside the area.

If visiting from other suburbs, the main purpose would be for play (71%).



'Other' category included kick a ball, stop and enjoy nature, teach children about nature and family gatherings.

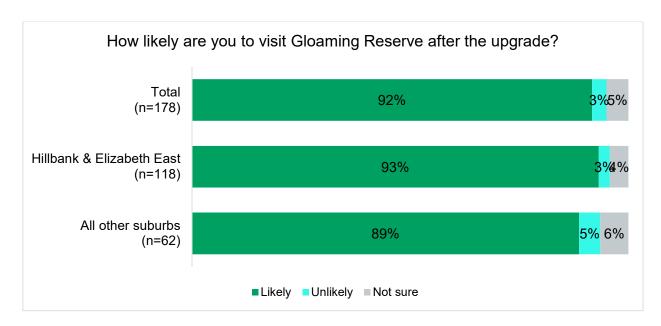
In addition to the play in the comments, respondents talked about wanting accessible walking paths through the reserve, that cater to a range of ages, which would be used by dog owners, recreational walking, use as a bike track for young children and connection to public transport. They saw the upgrade as an area to socialise and relax, having picnics and spending time with family.

"I would love to be able to sit with a picnic rug on green grass and relax with my children".

"It would be great to have paths and grass so people could walk with prams and dogs (no prickles and grass seed weeds)".

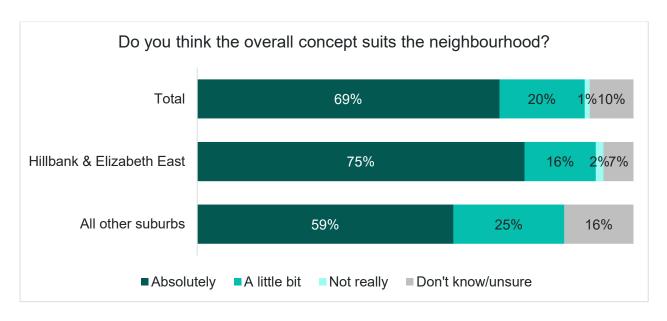
### 4.2.3 Future visitation

Over 90% of respondents are likely to use the reserve after the upgrade, with little difference across suburbs.



## 4.2.4 Neighbourhood suitability

Overall, 69% of respondents were very supportive of the concept plan with a slightly higher proportion of Hillbank & Elizabeth East residents (75%).



#### 4.2.5 Preferences

Respondents were asked to rank their preferred option from 1 (favourite) to 4 (least favourite)



Option 1
Large Flying Fox



Option 2
Basket Swing & Slide



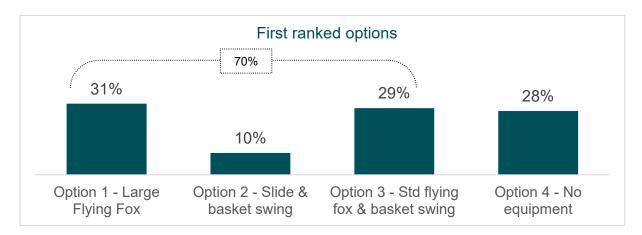
Option 3
Standard flying fox & basket swing



Option 4
No play equipment, enhanced greening

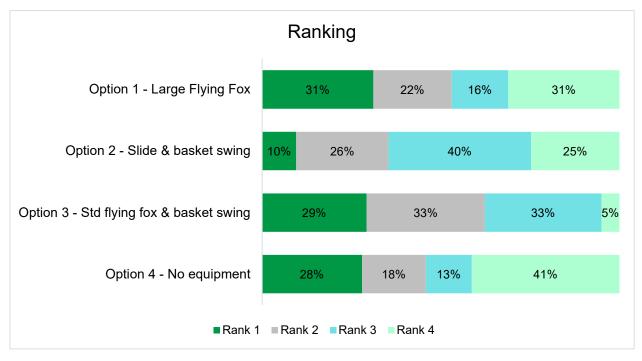
#### Results

At an overall level, **70% of respondents favoured play equipment** (notably a flying fox), compared to 28% who preferred no equipment and more focus on enhanced greening.



Please note percentages may not sum to 100 due to rounding.

First ranked preferences were very similar across option 1, 3 and 4 and therefore it was important to consider second ranked options in the calculations.



Please note percentages may not sum to 100 due to rounding.

Option 3 – the standard flying fox and basket swing was the highest ranked option (by 9%) when combining first and second ranking points.

This was followed by option 1 then option 4. Given one third of people favoured no equipment, it is important to consider this in the overall design of the reserve.

A comparison between the catchment area of Hillbank/Elizabeth East and outside of the area was undertaken to understand any concerns specific to the local area that need to be considered in the final concept design.



## Overall Results: Ranking order by points

Option 3 Small flying fox and basket swing

Option 1 Large flying fox

Option 4 No playground enhanced greening

Option 2 Basket swing & slide

In considering the local community's preferences (Hillbank and Elizabeth East) and accompanying feedback, the **Standard Flying Fox and Basket Swing will form a key part of the concept design.** This option will also be less likely to attract a broader audience than the large flying fox which was a concern for nearby residents.

### 4.2.6 Summary of respondent's comments (Tell us more about your favourite choice)



**Option 1** – Large Flying Fox

**Universal appeal** – family friendly activity that offers something fun and engaging for a broad range of ages, from young children to teenagers and adults.

**Sensory and adventure play –** beneficial for children who seek more dynamic and stimulating play experiences in comparison to standard playground equipment.

**Unique** – flying foxes are popular and there isn't anything known to be similar in the northern areas therefore stands out as a unique attraction, making the park more distinctive.

**Engaging young people** to divert them from misbehaviour/ however this was also seen as a negative by attracting them to the park, particularly at night.

"I love the idea of the flying fox and some open grassed area. Would love to see some natural playground designs too if possible. Something for children/tweens that presents more of a challenge for their physical abilities".

Hillbank (ages of household 6–12, 19 – 40)



Option 2 - Basket Swing & Slide

**All ages and abilities**: The basket swing and slide are seen as suitable for a wide range of ages, from toddlers to older children, and can be enjoyed by children with different abilities. This makes them more inclusive compared to the flying fox, which might be too advanced or intimidating for younger kids.

Multiple uses: accommodate multiple children at once where flying fox can only be used by one person at a time. Swing and

slide perceived as safer and easier to supervise.

**Quieter play option** being able to relax in natural surroundings providing a more family friendly experience entertaining children for longer periods.

"More than one piece of equipment for different ages would suit families with more than one child and different ages and capabilities".

Hillbank (ages of household 6-12, 19 – 40)

Option 3 – Small flying fox and basket swing



**Versatile play options**: The combination of a small flying fox and basket swing provides a range of activities, ensuring that there is something suitable for everyone. Small children can enjoy the basket swing, while older kids can have fun on the flying fox. This makes the park more appealing to families with children of different ages.

**Safety:** Smaller flying foxes are perceived as safer for younger children, addressing concerns about the potential risks associated with larger, more intense equipment. This makes the park more accessible and enjoyable for families with toddlers.

"A good option for big and small children alike. A flying fox will be challenging up until a good age, a basket swing will suit younger children not quite ready for the big fox."

Elizabeth East (ages of children 3- 5, 6 –12)

**Option 4** – No playground enhanced greening



**Environmental benefits and sustainability** many respondents spoke about the benefits of native vegetation to improve the local biodiversity, combat the hard dry conditions, reducing dust and run off while cooling the neighbourhood through natural shade.

Lower maintenance costs, less prone to vandalism.

Inclusion of **nature walking paths** providing a peaceful environment for walking, jogging and biking that is inclusive to all.

Improve the **overall aesthetic** of the neighbourhood and open grassy areas can be used for a variety of activities such as relaxation, socialising and family gatherings.

Equipment already available at nearby **Jo Gapper** therefore more value in diversifying the types of recreational spaces.

"This reserve was an established green reserve initially, so it needs to be upgraded to suit the growing needs of citizens in Hillbank to wander through and let nature bring back the harmony to this reserve. Birds, butterflies, will soon return once more, bringing joy to all."

Hillbank (ages of household 19 – 40, 60+)

## 4.2.7 Do you have any other feedback about the proposed concept plans?

There was a general positive sentiment towards the initiative, with many expressing gratitude for the planned upgrades and anticipation for the improved facilities.

The main themes that emerged from the feedback related to the playground design catering for a diversity of ages, additional facilities and amenities, environmental and green space considerations, safety and accessibility, maintenance, traffic and parking and suggestions that the flying fox would be better situated at the nearby Jo Gapper.

#### 4.2.8 Face to face

Staff door knocked the area adjacent to Gloaming Reserve on 29 June 2024, speaking to 14 households. Four households had advised that they had also provided their feedback via the survey option.

There was overall support for improvements to the reserve, particularly those that would enhance the aesthetics to the reserve and provide play options for children and families. Staff spoke about how activation of the park would bring more visitors resulting in additional parking, traffic and noise, which most residents understood. Staff also explained to the residents that a car park would not be constructed as part of the works as it is a local park. Three residents expressed concerns about potential increases in crime and noise due to new facilities attracting older children and visitors to the reserve.

Specific preferences mentioned were:

**Flying fox:** Mixed reactions with some identifying the large flying fox to positively engage older kids while others concerned it might attract undesirable activities and increase in crime particularly at night.

**Playground Equipment**: Preference for small play equipment suitable for young children and inclusive designs (e.g., accessible paths for wheelchairs).

**Garden and Landscaping**: Strong support for well-maintained gardens, native species planting, and irrigated turf. Specific requests against additional Gum Tree planting. Specific requests for planting understory plants (tall shrubs) to gum trees fronting Homestead Drive to manage gum tree debris.

**Amenities and Facilities**: Support for features like basket swings, formalised paths for dog walking, and solar lighting, though some residents are cautious about lighting potentially causing safety issues.

## 5. What we will do/our response

Key concerns, suggestions and themes from the consultation are outlined below with a response to each item. A 'mention' is the number of times it was mentioned across all survey feedback.

No.	Concern / Suggestion	Council Response
1.	No one strong preference for single use, respondents prefer a multi-use space that caters for a diversity of ages.  40 mentions	Community feedback was that the combination of a small flying fox and basket swing would provide more play options that cater for a range of ages. The irrigated lawn will also provide opportunities for additional activities.
2.	Concerns about safety, misuse, and vandalism particularly with the large flying fox attracting young people at night, with suggestions that any installation should be accompanied by security cameras and solar lighting of paths, as well as increased costs of maintenance.  21 mentions	CCTV is not proposed at this level of park/reserve according to Council's Open Space Guidelines 2018. SA Police (SAPOL) should be contacted in the first instance if anti-social behaviour is witnessed.  Lighting is not deemed necessary as Council do not want to attract use of the park at night.
3.	Request for additional facilities including: bins, park benches, drinking fountain, BBQ, shelter, toilet and dog poo bags.  16 mentions	The upgrade intends to provide a bin with dog poo bags, shelter and seating options (formal and informal), which are consistent with a local park.  A drinking fountain, BBQ and toilet facilities are not provided within local parks in accordance with <a href="Council's Open SpaceGuidelines 2018">Council's Open SpaceGuidelines 2018</a> . These facilities are located at the nearby Jo Gapper Regional Park.

4	Support for accessible walking paths through the reserve, catering for a wide range of age groups for pet owners, walkers, bike track for young kids, connection to public transport and shops.  13 mentions	A portion of the site would be accessible for people with a disability in accordance with Disability Discrimination Act (DDA) compliance standards. The upgrade intends to provide a DDA compliant path from Homestead Drive, connecting to the basket swing and shelter area. However, another portion of the site may not be entirely DDA accessible, due to the need to protect the structural root zones of existing trees on the site, the considerable slope off Christine Avenue, and budget constraints to enable DDA compliant access along this section.
5	Irrigated lawn popular for kickabout area and social gatherings.  14 mentions	Irrigated lawn has been identified as part of the design and will provide many options to support play and social gatherings.
6	Focus on nature play Including logs/stumps, shallow creek with hand pump, natural climbing structures, small timber bridge over dry creek bed (e.g. Stockade Botanical Park)  8 mentions	The design will consider inclusion of nature play elements (rocks and logs for stepping, balancing and informal seating), which are consistent with a local park and subject to budget.
7	Proximity to Jo Gapper  Playground facilities are already available at Jo Gapper, several comments that the flying fox would be better situated next to the playground.  8 mentions	Council is working within a tight budget over a large study area to develop this reserve. The design solution is seeking to make use of both sides of the reserve, rather than leaving one aspect of the park developed and the other a dry landscape. The playspace separate to the flying fox provides a quieter play area overlooking the kick about space.
8	General comments related to the importance of maintenance once it is established.  7 mentions	Council will have a maintenance budget for the reserve in accordance with its hierarchy of a local park.
	1 IIIOIIIIOIII	

Activating the area will require indented Gloaming is rated a 'local park/reserve' for parking/traffic calming required households within a 300m radius and particularly around Gloaming Close as primarily for the local community within there isn't currently enough space. walking distance. There are currently no parking restrictions around the reserve. 3 mentions Once the park upgrade is operational, Council will assess if any parking controls are necessary. The installation of the small flying fox and basket swing is not anticipated to attract as many visitors. 10 One off ideas The current budget has already been Perimeter grass running loop allocated based on the existing design, and with its proximity to Jo Gapper, there is no Permanent Obstacle Course capacity to include a running loop or any Less mulch as it invites termites additional play equipment at this time. Native Plants and Butterfly Gardens The design will not involve excessive Bird and bee friendly amounts of mulch, only in strategic Other small size equipment locations where it is required to support the such as a trampoline new trees and garden bed areas. The design will consider use of native

#### What Next?

The project is currently at the 'Definition Stage' which includes things like feasibility studies, concept planning, community engagement and seeking Council approval to proceed with delivery of the project. The definition stage is forecast for completion in August 2024.

plants mixed with non-native plants.

## Thank You

We would like to take this opportunity to thank all participants who shared their time, thoughts, and feedback with Council on this engagement.

If you would like to stay in the loop on upcoming community engagements, join Council's Connected Community. You will receive email updates inviting you to participate on projects that matter to you.

playford.engagementhub.com.au/register

### **APPENDIX**

## A. Playford Engagement Hub

## Gloaming Reserve Hillbank Upgrade

#### **Project Overview**



We're planning an upgrade to this reserve and we want our Hillbank Community to help design it.

We look forward to receiving your feedback by 5pm, 11 June 2024.

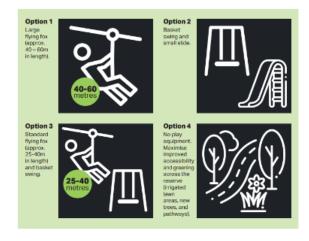
#### **Background**

### Gloaming Reserve, Hillbank is getting an upgrade!

Your feedback will guide us in creating a welcoming space for the community to enjoy which complements the nearby Jo Gapper Regional Reserve. We will also be enhancing our city's greenery and contributing to our goal of increasing tree canopy across the Council area.

When upgrading our local parks, we need to consider items that are suitable for the space that will appeal to different ages and abilities all within a set budget.

We are considering some different options for Gloaming Reserve and want you to choose from the four options to help inform the final design.



## **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**

Printable Flyer



#### Provide your feedback

You can make your choices here, it only takes a minute or two!

Provide your feedback here





## Gabriella Vikor

Open Space Planner City of Playford

Ph: 8256 0333

Email: connected@playford.sa.gov.au



Proposed concept plans show examples of option 1 large flying fox, option 2 basket swing and small slide, optic 3 standard flying fox and basket swing. Please note option 4 is no play equipment with additional greening across the reserve.

#### How to provide your feedback

You can provide your feedback in a number of ways

- · Complete the online survey here
- Download a hard copy of the flyer from the document library
- Email us connected@playford.sa.gov.au
- Call us 8256 0333

The staff will also be doorknocking residents adjacent to the reserve.



## Roxanne Withers

Community Engagement City of Playford

Phone: 8256 0333 Email: connected@playford.sa.gov.au

### **Project Lifecycle**

The lifecycle of our projects includes everything from feasibility studies, planning and design, to community engagement, procurement, and construction. Many things need to happen, some behind the scenes, before a project is brought to life and the community starts to see things happen on the ground.

The stages of a project lifecycle are explained below, including what we as Council will be working on and what the community can expect at each stage.



#### Definition (We are here)

This stage: Includes things like feasibility studies, concept planning, community engagement and seeking Council approval to proceed with delivery...





#### Planning

This stage: Includes activities such as engaging a designer, undertaking site investigations, and producing detailed design drawings.

#### Community...





#### **Construction Starts**

**This stage:** This is when construction work will start on site.

**Community experience:** During the construction stage access may be limited and...





#### Construction Complete

This stage: This is the end of the construction phase, and the project is complete.

**Community experience**: This could be a new amenity that can...



## B. Information Flyer





### C. Social Media



## D. Onsite Corflute Signage





