

2025/26 Business Plans

Annual Business Plan Long Term Financial Plan Strategic Asset Management Plan

Community Engagement What We Heard Report



What We Heard Report

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What We Heard Report

Purpose of report

This report outlines the findings from community engagement on the 2025/26 Draft Business Plans. It provides a summary of community sentiment and feedback to support Council in finalising these documents.

Engaging with the Playford community ensures that Council decisions are transparent, informed by local input, and aligned with the community's needs and aspirations.

What We Heard Report

Executive summary

The City of Playford invited community feedback on its 2025/26 Draft Annual Business Plan and Budget, Long Term Financial Plan, Strategic Asset Management Plan, and Rating and Rate Rebate Policies. The purpose of this consultation was to ensure that Council's plans reflect community needs, comply with legislative requirements, and are developed transparently and collaboratively.

Community engagement ran from 30 April to 27 May 2025 and reached a wide audience through digital platforms, local media, Council facilities, and a public hearing. A total of 27 submissions were received from across the city, with participants sharing views online, via email, and in person.

Key findings include:

- 54% of survey respondents had read some or all of the draft plans.
- Community sentiment was positive or neutral:
 - o 50% of survey respondents expressing support
 - o 50% of survey respondents indicating a neutral stance
 - No survey respondents indicated opposition to the draft plans.
- Themes in written feedback included stronger environmental management, enhanced greening and tree planting, concerns about urban development and infrastructure, and calls for improved waste and maintenance services.

Council will consider this input when finalising the 2025/26 plans. A summary of the feedback and Council's responses will be made publicly available on Council's Engagement Hub website.

What We Heard Report

1. Engagement background and objectives

The purpose of this report is to present the findings from the community consultation undertaken as part of the development of the 2025/26 Draft Business Plans and Budget. Feedback from the Playford community is a valuable source of information and 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 processes that ensure members of the public are given a reasonable opportunity to be involved in the development and review of its Strategic Management Plans. This also applies to Council's 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 minimum of 21 days.

In accordance with the City of Playford Community Engagement Procedure, which states that consultation required under legislation should be open for 28 days, the 2025/26 Draft Business Plan and Budget, Long Term Financial Plan, Strategic Asset Management Plan, and Rating and Rate Rebate Policy and Procedure were released for public consultation from Wednesday 30 April 2025 – Tuesday 27 May 2025.

Community engagement objectives

- Inform and educate the community about Council's business planning process and build awareness about the 2025/26 Draft Business Plans and what they aim to deliver.
- Consult the community by providing the opportunity to share their views and level of support on Council's 2025/26 Draft Business Plans

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.

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For this project, the engagement level is 'consult', due to Council seeking community feedback on specific options or ideas.

2. What we asked

The community was asked to provide feedback on the 2025/26 Draft Plans and documents open for consultation. The documents included:

- 2025/26 Draft Annual Business Plan describes the services and projects that Council will progress or deliver to the community during the 2025/26 financial year.
- 2025/26 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.
- 2025/26 Draft 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.
- 2025/26 Draft 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.

Council asked the community the following:

- 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

3. How we asked it

To promote awareness and encourage broad community participation, a Community Engagement Plan was developed. A summary of the approach is provided in the below table and the community were informed of the consultation the following ways:

- Public Notice in *The Advertiser*
- Media release to The Bunyip
- City of Playford Engagement Hub project site
- · City of Playford website notice
- City of Playford social media post
- Information made available at Council sites and Customer Contact locations -Playford Civic Centre and Stretton Centre

What We Heard Report

- 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.
- Via the public report to Council containing the 2025/26 Draft Business Plan and Budget 22 April 2025.

The community were able to provide feedback through the following:

Feedback Options	Description
Engagement Hub	Dedicated online engagement listing provided a central location for all engagement documents, outlined timeframes and submission form. It is updated at the end of the engagement process with the outcome to close the loop with our community.
	Community members could complete an online submission or access a printable hard copy submission form.
Direct Email	Community members were able to make a submission via email to Council.
Phone	Council staff were available to receive phone calls and answer questions associated with the engagement.
Letters/Hard Copy	Council staff were available to receive submission via hard copy
Public Hearing	Formal hearing at the Ordinary Council Meeting on Tuesday 27 May 2025, where community members were invited to attend, to speak to Council via deputation and share their views on Draft Business Plans and documents.

4. What we heard

4.1 Overview of community consultation and performance

To ensure the community engagement objectives were met, and performance was measured, Council tracked the number of aware, informed and engaged community members. These are defined in the following table with the associated performance measure.

A total of 27 formal responses were received during the consultation—comprising 24 survey submissions, 2 email responses and 1 public hearing attendee. While this represents a small sample of a city with over 100,000 residents and is not statistically representative, broader engagement figures reflect strong community interest and awareness. The 2025/26 Draft Business Plans Engagement Hub page attracted 1,668 views and 1,011 document downloads, with the consultation reaching a further 2,598 people via social media and recording 1,663 email opens through the 'Connected Community' notification.

What We Heard Report

These engagement metrics suggest meaningful exposure to the 2025/26 Draft Business Plans during the consultation period.

Category	Channels	Performance
Aware visitors Number of those who have visited the Engagement Hub page, saw the social	Engagement Hub page views Engagement Hub unique views Social media post views Social media post reach Social media post interactions	1668 750 4613 2598
media post and/or opened Connected Community email	Social media post interdetions Social media post link clicks Connected Community emails sent Opened email	28 3462 1663
Informed visitors Number of those who have downloaded documents	Engagement Hub document downloads Unique Engagement Hub document downloads*	1011 524
Engaged visitors Number of those who provided feedback	Survey responses Hard Copy submissions Email Public hearing attendee	24 0 2 1

^{*}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.

4.2 Overview of respondents

Number of respondents: 27

Respondents by suburb:

Feedback was received from residents across the city, with the breakdown below:

Suburb	Number of responses
Munno Para	4
Virginia	4
Elizabeth Downs	3
Craigmore	3
Elizabeth Vale	2
Davoren Park	2
Blakeview	2
Andrews Farm	2

What We Heard Report

Smithfield Plains	1
Munno Para West	1
I live outside of Playford	1
Unknown*	2
Total	27

^{*&#}x27;Unknown' includes those who provided email feedback and did not state their suburb.

4.3 Overview of feedback

Feedback on the 2025/26 Draft Annual Business Plan reflects a generally neutral to positive sentiment. Just over half of survey respondents had engaged with the Draft Plan, indicating a moderate level of community awareness. While 50% expressed a neutral stance, the remaining respondents were in support of the Draft Plan. Importantly, no one expressed disagreement to the Draft Plan.

Of the feedback in support of the documents, there was recognition of planned infrastructure improvements and environmental initiatives. However, respondents also highlighted areas for improvement, including flood mitigation, housing density, and waste management. Additional submissions, via email (2 respondents) and a public hearing (1 respondent), raised further place-based concerns, particularly in Virginia. Overall, the feedback suggests general alignment with Council's direction, while underscoring the need for improved communication and responsiveness to local priorities.

4.3.1 Survey feedback

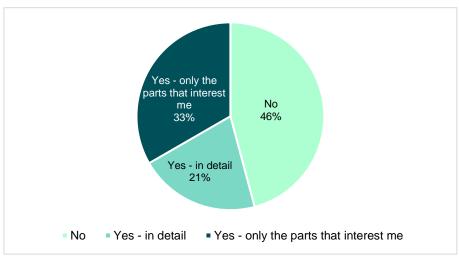
Level of knowledge

Q: I have read the Draft Annual Business Plans 25/26?

Asking if respondents had read the Draft Annual Business Plans ensures that feedback is grounded in an informed understanding of the documents. It also provides valuable insight into how engaged the community is and how effectively the draft Plans have been communicated helping to inform and improve future consultation approaches.

Of those who responded, 33% had read the sections that interested them, 21% had read the plans in full, and 46% had not read the Draft Plans. These results suggest an opportunity to enhance the accessibility and promotion of key information to support more meaningful community participation.

What We Heard Report

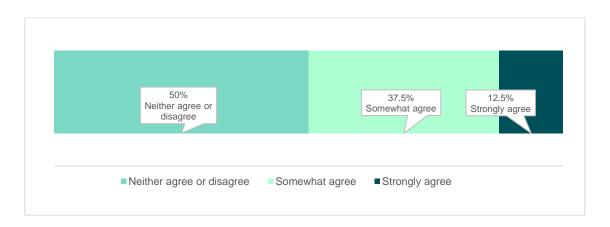


(n=24 responses)

Level of support

Q: How strongly do you agree with the following statement: I am supportive of Council's draft 2025/26 Annual Business Plan & Budget and the proposed new projects/services.

Of the 24 respondents who answered this question, 50% selected 'neither agree nor disagree', 37.5% 'somewhat agree', and 12.5% 'strongly agree'. No respondents selected a disagreement option (i.e. 'strongly disagree' or 'disagree'). This indicates a broadly neutral to positive sentiment toward the Draft Plans, with half of the respondents undecided and just over one in three expressing moderate support.



Overall themes in written feedback categorised by level of support

Q: Do you have any additional feedback on the 2025/26 Draft Annual Business Plan & Budget, Long Term Financial Plan or Strategic Asset Management Plan?

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Scale	No of	Summary of comments (when provided)
Strongly	respondents 3	Number of comments provided: 1
agree		A long-term resident who strongly agrees with the draft plans expressed clear support for the city's direction and appreciation for planned local road resurfacing works. They value the continued improvement of services and infrastructure and acknowledged recent face-to-face engagement with Elected Members and council staff.
Somewhat	9	Number of comments provided: 5
agree		Respondents who selected <i>somewhat agree</i> with the draft plans acknowledged positive investment in renewing roads and footpaths. Some respondents expressed a mix of support and concern, including calls to address Gawler River flooding in Virginia, improve environmental management and local security, and preserve agricultural land in the face of rapid housing development.
		Some respondents have suggested more greening initiatives—such as increased tree planting, use of recycled water, and enhancement of dryland areas—as well as more proactive strategies to reduce illegal dumping, including discounted or free dump days.
		One respondent expressed general satisfaction with the direction of the plans but questioned the City's long-term sustainability strategy, suggesting that traditional suburban housing estates may not support sufficient population density to remain financially viable. They recommended placing greater emphasis on higher-density housing in future planning.
Neither	11	Number of comments provided: 4
agree nor disagree		Neutral respondents highlighted several key concerns, including frustration over the absence of the previously promised Curtis Road/Andrews Road intersection upgrade, the need for improved and modernised street lighting, dissatisfaction with the condition of parks—particularly in Smithfield Plains—and a strong interest in greening the city through more native and drought-tolerant tree planting.
Somewhat disagree	0	No respondents

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Strongly	0	No respondents
Disagree		

4.3.2 Email

Number of email submissions: 2

Community members were able to email their submissions however did not indicate whether they supported the Annual Business Plan. Instead, they provided general feedback. One respondent raised concern about the lack of affordable housing for low-income and homeless community members, while the other requested the removal of a stop sign near the Curtis Road and McDonald's intersection.

4.3.3 Public hearing

Number of verbal submissions: 1

A public hearing was held on Tuesday 27 May 2025 as part of an Ordinary Council Meeting at the Playford Civic Centre Council Chambers. Community members were invited to make a verbal submission. One community member provided a verbal submission focused on several Virginia-specific concerns. These included flood management related to the Gawler River, the need for new footpaths along Old Port Wakefield Road both north and south of Virginia, infrastructure to support the growth of local sporting clubs, and issues with odour from the nearby composting facility. The community member also raised concerns about limited parking near the Virginia post office, noting that this had been impacted by the recent Virginia Main Street Upgrade.

5. What we will do

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

Each suggestion/concern includes the number of times it was mentioned across all feedback.

What We Heard Report

No.	Suggestion / concern	Council response
1.	Environmental Management (5 comments) Environmental concerns were a recurring theme across the feedback, with five respondents specifically highlighting the need for stronger environmental planning and investment. This included calls to address the flooding of the Gawler River in the Virginia area, as well as concerns about the loss of agricultural land to residential development, particularly land previously used for food production. There was also a clear desire for a greater focus on greening the city, with suggestions such as planting more trees, using recycled water to support vegetation in dryland scrub areas, and prioritising drought-tolerant native tree species to enhance resilience and sustainability	The Gawler River Floodplain Management Authority's (GRFMA) primary purpose is to coordinate the planning, construction, operation, and maintenance of flood mitigation infrastructure for the Gawler River. The GRFMA are in the final stages of finalising the Stormwater Management Plan (SMP) for the Gawler River, with the plan currently out for consultation. The SMP identifies potential flood mitigation measures including raising the height of the Bruce Eastwick Dam and the necessity to improve levee banks. The State government commenced the development of a business case to provide the appropriate mitigation for the Gawler River and have identified the need for hydrology investigations and a structural analysis of the dam. The GRFMA is seeking grant funding to conduct these investigations. Council's Urban Tree Strategy – Greening Playford was endorsed in 2022 to increase tree canopy and lift the appearance of streetscapes. The strategy sets a target of achieving 20% urban canopy cover by 2045, which will be supported by the planting of 60,000 trees across the city. For more information visit the Vision and Strategy section on the City of Playford website. Vision and Strategy · City of Playford Council takes into account a range of criteria when selecting tree species. This includes the suitability for future climate conditions. Further details can be found in Council's Urban Design Guidelines.

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2. **City appearance** (2 comments)

One respondent highlighted concern about the poor condition of parks and gardens in Smithfield Plains and another called for a stronger approach to illegal dumping, including ideas like free or discounted dump days to encourage responsible waste disposal.

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.

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.

Our illegal dumping service manages the collection and disposal of illegally dumped rubbish throughout the city as well as penalising illegal dumping offences. Council provides important waste education services to reduce the instance of illegal dumping.

Free hard-waste collections are also provided. Residents can use two free at-call hard-waste pick-ups, or hard-waste vouchers, per financial year to dispose their hard-waste items that they cannot place in kerbside bins.

What We Heard Report

3. Roads and infrastructure (4 comments)

Four respondents provided feedback on road and infrastructure priorities. One welcomed increased spending on asset renewal, particularly roads and footpaths, while one respondent called for more investment in lighting upgrades, another raised concerns about the lack of progress on the Curtis Road/Andrews Road intersection, which they had been advised previously was flagged for improvement. While one respondent had concerns about a stop sign at the intersection on Curtis Road near McDonalds.

A number of the projects proposed within this ABP including the upgrade of Sheedy Road the Stebonheath / Dalkeith intersection include lighting upgrades. Internally, staff have established a working group to ensure the coordination of lighting upgrades and develop the principles in the prioritisation of lighting upgrades going forward.

The 2023/24 ABP included the allocation of funding towards detailed design for the upgrade of the Curtis Road/Andrews Road intersection, to include the installation of a 4-way signalised (realigned) intersection and construction of a section of median adjacent to the current Andrews Road to limit vehicle movements to left in/left out only. This project forms part of the Playford North Extension Road Infrastructure Deed, noting though an expansion of scope to consider dual lanes along Curtis Road through this intersection.

The Department for Infrastructure and Transport (DIT) have engaged an adjoining developer to progress this detailed design work which has commenced and is expected to be completed in 2025. Following completion of detailed design, the Minister's 4-year Rolling Schedule has identified the need to then progress to construction subject to available funding. Accurate costs will not be known until completion of detailed design.

The existing Stop sign and line marking at the intersection on Curtis Road near McDonalds has been installed in the median section in order to improve traffic safety. When the driver is in Market Street and approaches Give

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		Way sign, he/she does not have clear visibility for westbound traffic on Curtis Road. The current treatment is considered appropriate in ensuring appropriate traffic safety. The 2025/26 ABP includes a Growth in Focus section (see page 17) which provides more information on how the longer-term strategies developed by Council, State and Federal Governments are designed to support population growth, deliver infrastructure and create a strong local economy.
4.	Other items (3 comments) Other community feedback included suggestions specific to Virginia, such as the need for new footpaths, additional infrastructure to accommodate the growth of the local sporting clubs, odour concerns from a composting facility, and reduced parking near the post office following recent upgrades. One respondent advocated for a stronger focus on higher-density housing to support long-term sustainability, while another raised ongoing safety concerns in their area and called for more direct, on-site engagement with decision-makers	We value this individualised feedback and while it sits outside the immediate scope of the Draft Business Plans, it has been shared with the relevant teams within Council to help guide future planning and service delivery.

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

6. Next steps

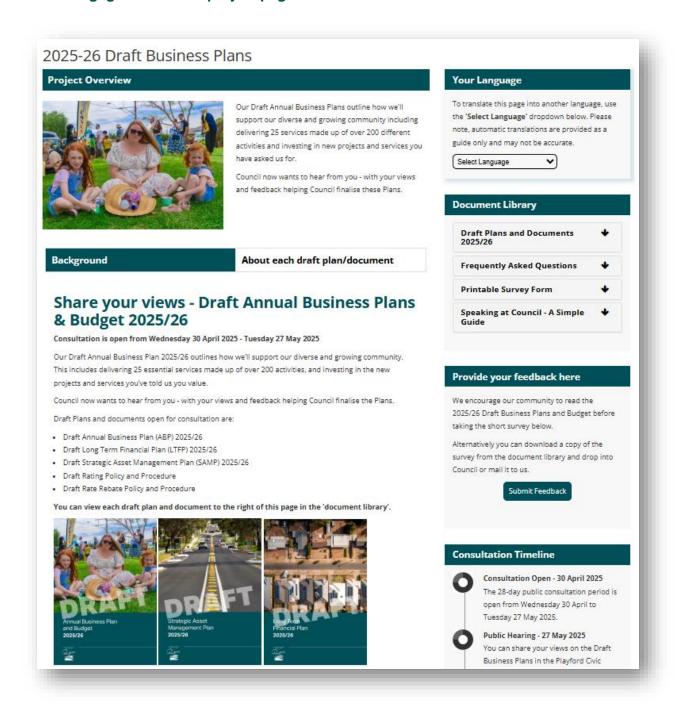
This What We Heard Report will be reviewed by Council at an Ordinary Council Meeting.

Following Council's review of community feedback, we will make every effort to follow up with participants and share an update on the outcome. Updates will also be provided on Council's Engagement Hub page.

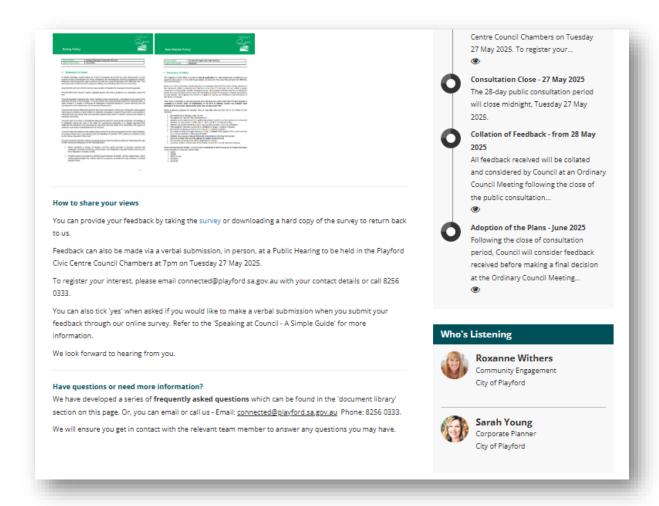
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7. Appendices

7.1 Engagement Hub – project page



What We Heard Report



What We Heard Report

7.2 **Public notice**

Date: 30 April 2025



Share your views - Draft Business Plans 2025/26

The City of Playford has released the following 2025/26 Draft Business Plans for public consultation:

- Draft Annual Business Plan and Budget 2025/26
- Draft Long Term Financial Plan 2025/26
- Draft Strategic Asset Management Plan 2025/26
 Draft Rating Policy and Procedure
- Draft Rate Rebate Policy and Procedure

Submissions are open from Wednesday 30 April to midnight, Tuesday 27 May 2025.

You can view the Draft Business Plans and provide your feedback in the following ways:

- Online: Visit playford.engagementhub.com.au
- In person: View information and collect a hard copy feedback form at Council's Customer Contact locations: o Playford Civic Centre, 10 Playford Boulevard, Elizabeth
- o Stretton Centre. 307 Peachey Road, Munno Para
- Email: Send your feedback to connected@playford.sa.gov.au
- Post: Send a letter to:

Reply Paid Community Engagement

City of Playford

Playford Operations Centre

12 Bishopstone Road, Davoren Park, SA, 5113

• Verbal submission can be made at the Ordinary Council meeting 7pm, Tuesday, 27 May 2025. To register your interest in making a verbal submission, please contact us at connected@playford.sa.gov.au or call 8256 0333. You can also tick 'yes' when asked on the online feedback form.

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

Written feedback must be submitted by midnight Tuesday 27 May and may be made publicly available, unless specifically requested otherwise.

7.3 Social media post

What We Heard Report

Date: 5 May 2025



What We Heard Report

7.4 Website article

Date: 2 May 2025

INVESTMENT FOCUS STRONG IN DRAFT ANNUAL BUSINESS PLAN AND BUDGET



Published 2 May 2025

Council is seeking your feedback! Consultation is open from 30 April 2025 to 27 May 2025.





Balancing the needs of a growing community while continuing to lay the foundations for future generations is front and centre for the City of Playford's Draft 2025/26 Annual Business Plan and Budget (ABP).

Open for community consultation from Wednesday 30 April, the Draft ABP outlines Council's commitment to delivering services, renewing infrastructure and facilities, and projects that support the Playford community to thrive and access opportunities.

This year's Draft ABP outlines that Council will continue to invest over \$125M in supporting the delivery of existing services and Mayor Glenn Docherty explained that by making responsible decisions that lead to sustainable, long-term benefits for Playford, the everyday lives of our residents will flourish.

"Council is dedicated to delivering the things that make a difference to our community. This includes services that contribute to a happy and healthy community and programs that help keep our city looking nice and operating safely," Mayor Docherty said.

"We are also committed to finishing what we have started. This involves making sure projects which bring parks and sporting facilities to life are completed, as well as committing to improving stormwater infrastructure and footpath

Financial sustainability has been a focus in the development of this year's draft plan, ensuring Council has the means to fund the services and projects it provides to the community now and into the future

The draft plan includes a 4.54 per cent increase in rate revenue for 2025/26 to fund 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

"We will continue to deliver on the everyday needs of our community, mindful that the decisions we make today will shape our city and community over the next five, ten and twenty years," Mayor Docherty said.

Council will also invest \$38.4M in renewing or replacing existing assets such as kerbs, footpaths, roads, playspaces and

New projects for 2025/26 include the construction of Riverlea District Sportsground (North) Stage 1, kerb and footpath infrastructure along Stebonheath Road at Eyre, unsealed road capping, city uplift projects for two roundabouts, 3 kilometres of new footpaths, open space improvements and traffic management.

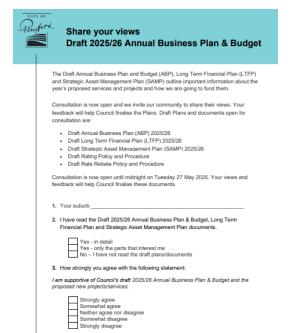
As part of the joint delivery of Council's growth area infrastructure obligations, we will also commence planning and design for the intersection of Curtis Road and Frisby Road at Angle Vale.

Council is seeking feedback on its Draft Annual Business Plan 2025/26, Draft Long Term Financial Plan 2025/26, Draft Strategic Asset Management Plan 2025/26, Draft Rating Policy & Procedure and Draft Rate Rebate Policy & Procedure

Consultation is open from 30 April 2025 to 27 May 2025 and to find out more, visit https://playford.engagementhub.com.au/2025-26-draft-business-plans.

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7.5 Feedback form



	1	
Flat	Share your views Draft 2025/26 Annual Business Plan & Budget	t
	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 Past: Alm: Community Engagement Officer, 12 Bishopstone Road, Davoren Park SA 513 Emit: 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	

Playt	Share your views Draft 2025/26 Annual Business Plan & Budget
	Do you have any additional feedback on the Draft 2025/26 Annual Business Plan & Budget, Long Term Financial Plan or Strategic Asset Management Plan?
	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 27 May 2025? 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

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