



Community engagement outcomes report

Draft Strategic Plan 2030

Consultation dates: 1-26 July 2024

Report prepared by:
Community Engagement Team

August 2024

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Background

The Strategic Plan is the lead document in our strategic planning framework and is supported by specific strategies and plans that guide our decision making, annual business planning and budgeting as well as the day-to-day management of our City.

Our Strategic Plan 2030 sets a vision for the City of Tea Tree Gully that is focused on creating a thriving community with a quality lifestyle that values its people and natural environment.

The Plan serves as a guiding document that outlines the Council's priorities, objectives, and strategies for achieving our shared vision. It provides a framework for decision-making and resource allocation, ensuring that our actions are aligned with the needs and aspirations of our residents.

This Plan is the culmination of extensive research into community wellbeing, conducted through surveys, in depth interviews and consultations with stakeholders from diverse backgrounds. At the heart of this Plan is the wellbeing of everyone who lives and works here and visits our city. The concept of wellbeing underpins the development of our Strategic Plan where we strive for a healthy, safe, prosperous, connected, vibrant and liveable city and community.

The Strategic Plan 2030 is grouped into five key themes, with aspirations and key actions to address identified strategic challenges, ensuring that we continue to support our community effectively and responsibly, namely:

- Our Community
- Our Economy
- Our Environment
- Our Places
- Our Leadership

The key objectives and purpose of the community engagement process were to:

- Provide an overview of outcomes of preliminary community engagement stage and how feedback has been used to inform development of the draft plan
- Present Council's Draft Strategic Plan 2030 for review
- Gain community feedback on whether they support the plan including feedback on the strategic objectives, aspirations and proposed key actions

Legislative requirements

At its meeting on 25 June 2024 Council endorsed community engagement to be undertaken on the draft Strategic Plan 2030 in accordance with Section 122 (6) of the *Local Government Act 1999* and the community engagement strategy presented to Council at this meeting. This strategy was developed in line with the City of Tea Tree Gully's [Community Engagement Public Consultation Policy](#).

Overview of preliminary community engagement stage

In preparation for updating the Strategic Plan 2030, we conducted preliminary engagement with the community and targeted interest groups, seeking to understand the key issues and priorities our community would like Council to focus on. This feedback has informed the development of our Strategic Plan and to set the vision and direction of Council for the next 5+ years.

Council engaged newfocus research, a national research company, to help us gather feedback about our community's views and perceptions of Council via a survey, as well as any emergent issues that were thought should feed into Council's Strategic Plan 2030. The survey was open from 2 December 2023 to 14 January 2024. A total of 541 responses were received.

Qualitative in-depth interviews were also conducted with four nominated key representatives to better understand their views on key areas of focus for Council to help inform the Strategic Plan 2030, as well as any challenges and opportunities for their organisation and plans for the future.

Organisations interviewed were:

- Urban Development Institute of Australia (UDIA)
- Northern Adelaide Local Health Network (NALHN)
- Council on the Ageing (COTA)
- Multicultural Communities Council of South Australia (MCCSA)

Key findings from community survey

Vision

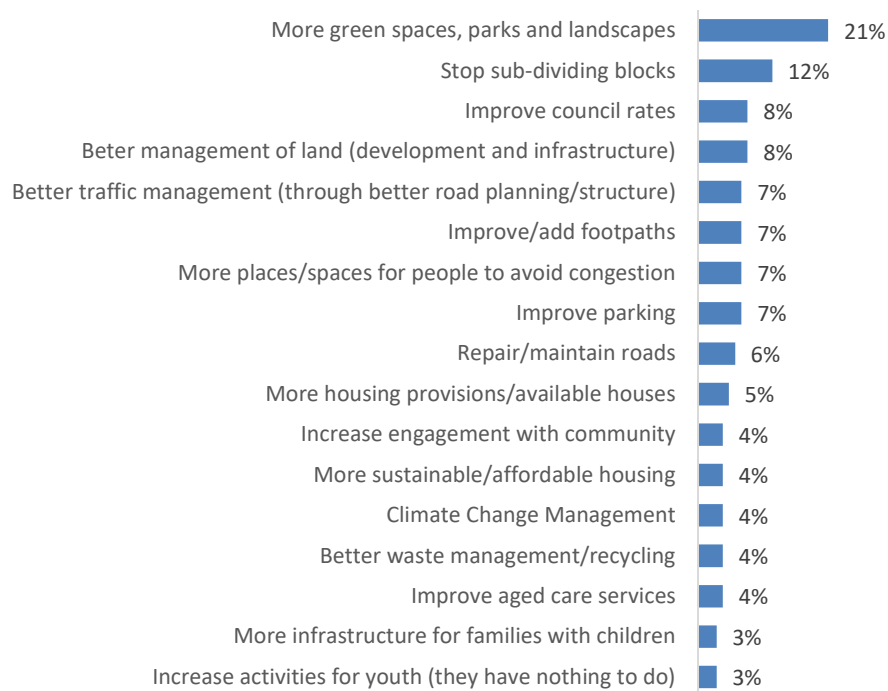
Forty five percent (45%) of the community surveyed believed that the current Strategic Plan 2025 Vision for the City of Tea Tree Gully “a thriving community with a quality lifestyle that values its people and natural environment” was either extremely or very accurate. A further 45% responded that it was somewhat accurate.

Strategic challenges

When prompted with a list of priority options, the top ten challenges highlighted by the community include:

- Managing our waste (48%)
- Design of places, spaces and neighbourhoods (45%)
- Ageing population (42%)
- Housing affordability and diversity of housing choice (38%)
- Engaging the community in Council decisions (36%)
- Public transport (34%)
- Connecting people to places, spaces and neighbourhoods (33%)
- Ensuring ongoing water sustainability and security (30%)
- Walkability and cycling (29%)
- Reducing our carbon footprint (23%)

When offered the opportunity to identify the single most important issues that needs addressing by the Council in the next 5 years, the results were as follows (unprompted):



(n=527)

Overview of community engagement activities

From 1-26 July 2024 the community was invited to provide feedback on the Draft Strategic Plan 2030.

Various marketing and communications methods were undertaken to advise the community of the opportunity to provide feedback including:

- Advertisement rotated on the digital screens in the Civic Centre, Library, Recreation Centres, Community Centres and Waterworld (digital roadside corner sign)
- Article included in Council's 'Gully Life' e-newsletter (sent to approx. 33,000 subscribers)
- Article included in the Council's Business e-newsletter (sent to approx. 13,000 subscribers)
- Email sent to members of our online community 'Have Your Say Tea Tree Gully' (sent to approx. 3,300 subscribers) advising of the opportunity to provide feedback on the draft plan
- Social media posts via Council's Facebook account
- Promotion on the homepage of Council's website (carousel/slider)
- Copies of the Draft Strategic Plan 2030 were available to collect from the Civic Centre Reception & Tea Tree Gully Library
- Statutory notice to the public in the *The Advertiser* on 1 July 2024
- Emails sent to key stakeholders, including:
 - Adjoining councils
 - Sporting and community groups
 - Council's volunteers
 - Local Members of Parliament (State and Federal)
 - Key organisations/representative agencies in ageing, health, planning and multiculturalism
- Attendance at a meeting of Council's Youth Leadership Program to talk to participants about the Strategic Plan 2030 and encourage feedback
- Roadside banners installed at Civic Park and Lower North East Road, Dernancourt
- Meeting with Council's DAIP Community Reference Group on 4 July 2024

All communications referred people to Council's 'Have Your Say' website where further information could be accessed. This included:

- A copy of the Draft Strategic Plan 2030
- An online feedback form (see feedback form questions in Appendix X)
- A 'Q&A' form where people could ask questions about the proposal. Once answered, these questions and Council's response are publicly available.

Paper hard copy forms were available on request and from Council's Civic Centre and the Tea Tree Gully Library.

Youth consultation

Local young people's views on key issues and challenges were to be sought via a separate Youth Consultation process being conducted in partnership with the Youth Affairs Council of SA (YACSA). This consultation process is occurring at the time this outcomes report was compiled. Relevant feedback will be considered alongside other community and stakeholder feedback when finalising the Strategic Plan 20230 and key findings will be included in the relevant Council report.

Community engagement outcomes

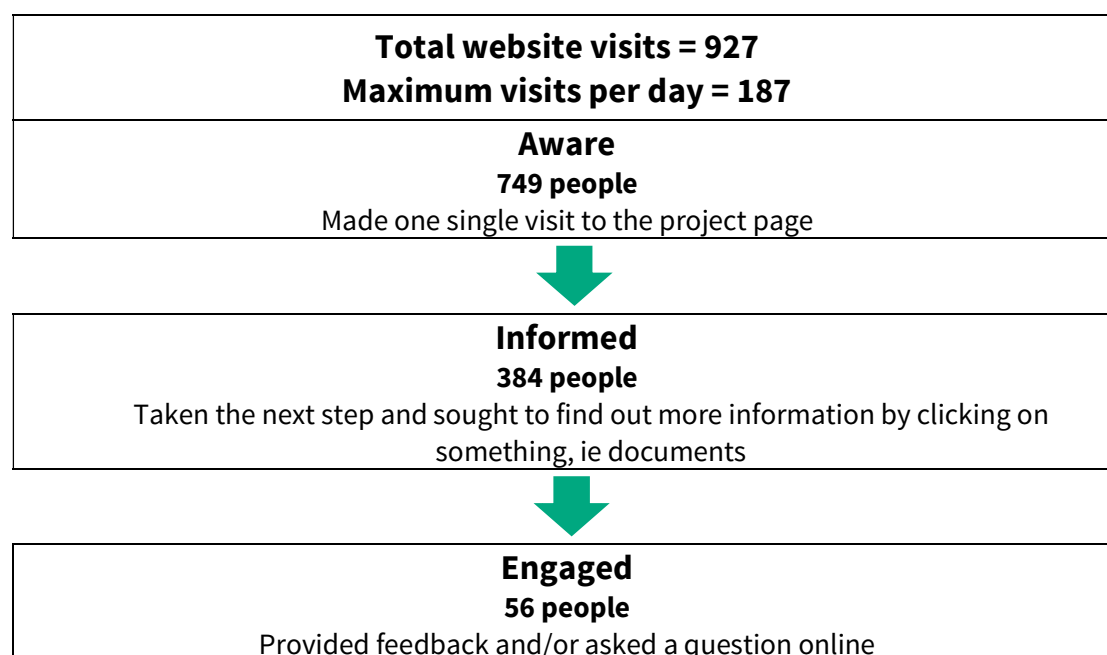
Feedback forms/submissions

A total of 57 feedback forms/submissions were received during the community engagement period. The following table shows a breakdown of submission types

Type of submission	Number
Online feedback form	56
Letter (from COTA)	1
Verbal (DAIP Community Reference Group)	10
Total	67

Community engagement statistics

Our online community engagement website collects statistics on how people engaged with the consultation. The following table shows the number of people who were 'aware', 'informed' and 'engaged' online.



Note: The three categories of visits are subsets of each other. That means 'engaged' visitors are also informed and aware; 'informed' visitors are all aware but not all went on to become 'engaged'. 'Aware' visitors are always just aware, not 'informed' or 'engaged'.

Of the 384 'informed' visitors, 293 downloaded the Draft Strategic Plan 2030 document.

Feedback form results and verbatim comments

The feedback form contained a series of questions in relation to the Draft Strategic Plan 2030. Respondents were asked about the vision and how it aligns to their own visions for the City of Tea Tree Gully. They were also asked to consider the aspirations under all five themes and rate to what extent they felt the aspirations will help achieve each strategic objective. Commentary was also invited on where it was felt anything was missing from the aspirations provided, as well as the proposed key actions.

The following presents the feedback received in a series of graphs and tables, as well as the individual verbatim comments and reasons for providing a particular response.

Where n= is noted, this refers to the number of respondents or responses.

A summary of the feedback from the DAIP Community Reference Group can be found on page 43.

The email/letter submission from COTA can be found starting at page 43.

In the interests of transparency, comments have been provided verbatim with minimal editing. Therefore some spelling and/or grammatical errors may exist.

Connection to the City of Tea Tree Gully

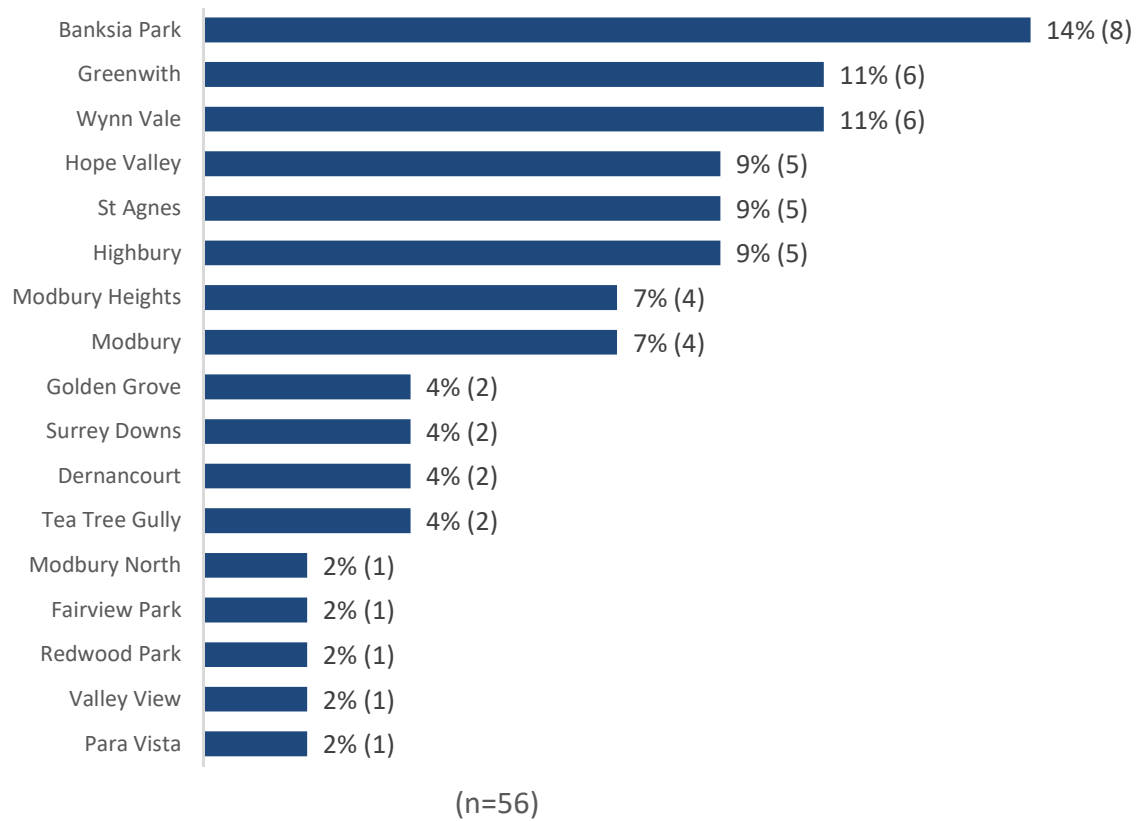
Respondents were asked which best describes you from the following options. They could select more than one option.

	Number of respondents	Percentage
I'm a resident (I live here)	53	95%
I'm a ratepayer (I own property here)	37	66%
I regularly visit the Council area	6	11%
I work in the Council area	4	7%
I represent a community group or organisation	2	4%
I own or manage a business in the Council area	1	2%
Other (Council volunteer)	1	2%

Suburb representation

The opportunity to review and comment on the Draft Strategic Plan 2030 was communicated widely across the Council area. Respondents represented a range of different suburbs.

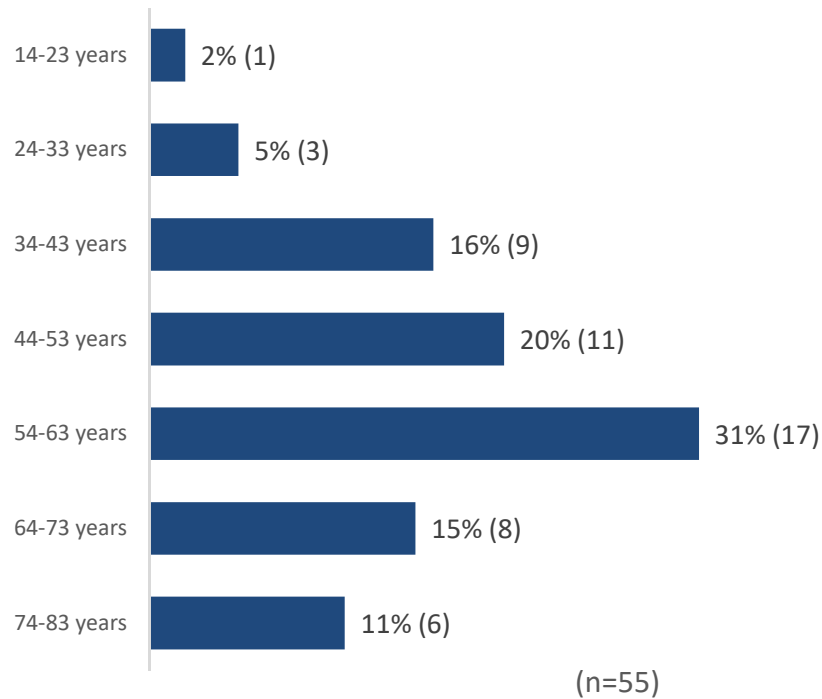
Note: Number in brackets represents number of respondents



Age representation

Feedback was received from people across a range of age groups.

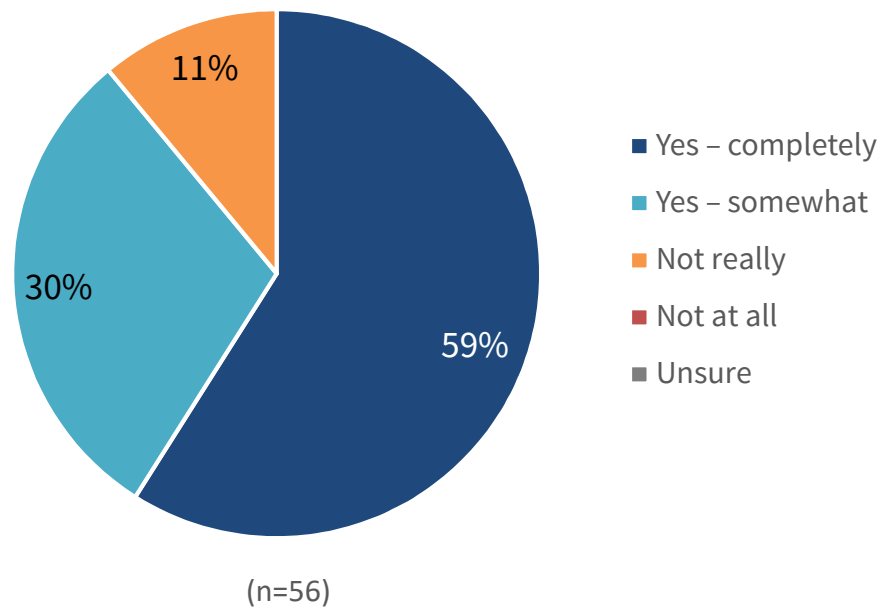
Note: Number in brackets represents number of respondents



Strategic Vision

“A thriving community with a quality lifestyle that values its people and natural environment”

Is the above ‘vision’ consistent with your own vision for the City of Tea Tree Gully?



Numerical and percentage response

Response	No. of responses	Percentage
Yes – completely	33	59%
Yes – somewhat	17	30%
Not really	6	11%
Not at all	-	-
Unsure	-	-
Total	56	100%

Why do you say this?

Those who responded 'Yes – completely' (n=33) (multiple response)

	n	%
Environment/nature focus	10	30
<i>Blank/no response</i>	10	30
Community/people/wellbeing focus	8	24
Consistent/aligns with lifestyle enjoyed here/own values/want to maintain it	5	15
Makes sense/common sense	2	6
Describes ideal community/aspirational	2	6
Creative/innovative/fits modern world	1	3
Used to feel like this/not anymore	1	3
But priorities from previous survey feedback seem to not align	1	3

Those who responded 'Yes – somewhat' (n=17) (multiple response)

	n	%
<i>Blank/no response</i>	4	24
Want more information about specific projects/examples of how to achieve outcomes	2	12
More emphasis on climate issues/resilience/reducing carbon footprint	2	12
Consistent/aligns with lifestyle enjoyed here/own values/want to maintain it	1	6
Prefer 'innovative and dynamic' over 'thriving'/want more from Council than step up from 'surviving'	1	6
Not enough detail	1	6
Emphasis on growth not sustainable	1	6
Has never been done/Council doesn't listen on development	1	6
Could be better - should be more inclusive with people with disability/wheelchair users	1	6
A strategic challenge should be maintaining biodiversity/caring for country	1	6
Additional service request - more frequent green waste pick up	1	6
Issues experienced - traffic congestion/dog park use/cyclists	1	6

Those who responded 'No not really' (n=6) (*multiple response*)

	n	%
Not enough detail	1	17
More emphasis on climate issues/resilience/reducing carbon footprint	1	17
Don't need increase in population	1	17
Lack of improvements/infrastructure in Modbury Heights	1	17
Disagree CTTG has quality lifestyle/people are struggling	1	17
CTTG residents not a community/are diverse group of individuals	1	17

In the interests of transparency, verbatim comments can be found in Appendix 1.

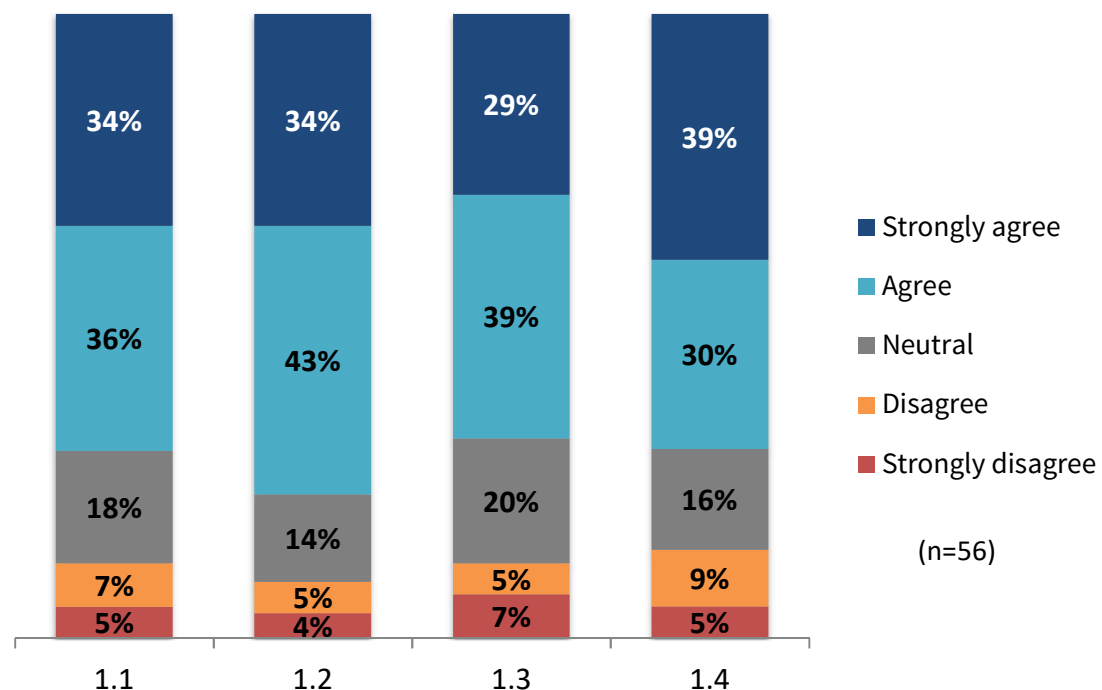
1. Our Community

Strategic Objective:

We create opportunities for people to connect with one another and to their local community

To what extent do you agree that the below aspirations will help achieve the above objective?

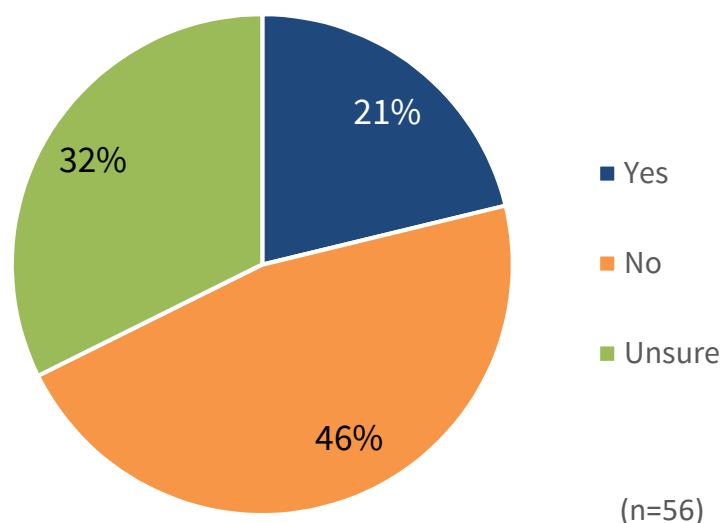
- 1.1** Our programs, events and services are accessible, inclusive and adaptable to meet community needs
- 1.2** Diversity is welcomed and celebrated
- 1.3** People feel a sense of belonging, inclusion and connection
- 1.4** The safety and wellbeing of our community is a priority



Numerical and percentage response (n=56)

	1.1		1.2		1.3		1.4	
	n	%	n	%	n	%	n	%
Strongly agree	19	34%	19	34%	16	29%	22	39%
Agree	20	36%	24	43%	22	39%	17	30%
Neither/Nor (Neutral)	10	18%	8	14%	11	20%	9	16%
Disagree	4	7%	3	5%	3	5%	5	9%
Strongly disagree	3	5%	2	4%	4	7%	3	5%

Do you think there is anything missing from the above ‘Our Community’ aspirations?



Numerical and percentage response

	No. of responses	Percentage
Yes	12	21%
No	26	46%
Unsure	18	32%
Total	56	100%

If answered ‘yes’, why do you say this? What’s missing?

- Community should have opportunity to influence decision making processes that affect the local environment and safeguard it. New housing project developments where all the trees are chopped down and local flora and fauna destroyed is not aspirational. The community would generally aspire to a greener, cooler city where house blocks can afford the space for a tree and a garden. A community voice would have a vested interest in the environment compared to a developer who would consider monetary gain the most important objective. The new development to go ahead at Golden Grove/Greenwith area is worrying
- Arts and Culture. I am well aware you have a separate plan but if you were serious about promoting the arts it would be reflected in the Strategic Plan. Living in TTG is living in dullsville, there is a complete lack of commitment to the Arts of any type
- More community-based events and programs to include people from different backgrounds into the area. Offering a range of sports and activities
- Safety in certain public spaces
- That our council considers the need to maintain green space for biodiversity including considerations around public and private property development
- The strategic objectives are rated by reference to six wellbeing pillars. These pillars do not include climate/climate resilience, and so this aspect is given little prominence or consideration in the document overall. Council should ensure the city responds to risks (and opportunities) arising from climate. This seems to me to be a significant

oversight as climate resilience should be front and centre for the short, medium and long term, and certainly for the period covered by the plan

- Our aspirations as a community needs to clearly aim for a community which is doing our part in combating and adapting to climate change. We need to spell out an aspiration: "Our community is doing its share to reduce the impacts of climate change through adaptation and mitigation"
- Under 1.2: 'Diversity is welcomed and celebrated' would it be considered to also add "Safe" as a selected item? If we have diversity that has these aims, then it would hopefully be "Safe" for all

Other comments

- Residents of social/public housing feel they can whatever they want. Public housing causing issues with residents as owners don't respect others. Council shall have some powers to enforce anti-social behaviour, and reduce the amount of those houses in our community. At least do proper screening
- Societal cohesion through established societal morals and behaviour being more important than incongruent cultures
- Over building small houses to cram more people into a small area which will raise crime and take away the family atmosphere
- All of the above questions, council only is concerned with money not people
- Follow through. Dalaston Reserve has had its basketball court removed and a grass area that needs to be watered in its place this is not inclusive and makes it a juvenile park aimed at toddlers
- Where are the local councillors never see or hear of them. Could have booths at the local supermarkets for residents to discuss any issue as people are working to stay afloat, and the supermarkets are where people go to They are doing aspiration for themselves

Proposed Key Actions

Our proposed Key Actions for 'Our Community' are as follows:

- 1a.** Explore opportunities to co-locate community facilities and activities to facilitate fair distribution and accessibility to our community
- 1b.** Design our community programs, events and services where possible to provide inclusive and equitable access for vulnerable community members
- 1c.** Support the integration of diverse groups in our community through partnerships with agencies, advocacy organisations and community groups
- 1d.** Activate our public places to support community connection and celebration of culture
- 1e.** Create opportunities for our community to experience and participate in arts and culture
- 1f.** Promote and create meaningful volunteering opportunities within our City
- 1g.** Design and deliver programs, events and services that promote social, physical and emotional wellbeing

Do you have any comments about these proposed key actions for 'Our Community'?

1a) Explore opportunities to co-locate community facilities and activities to facilitate fair distribution and accessibility to our community

- I strongly support the exploration of co-locating community facilities and activities. This approach ensures that all community members, including those living with disability and from diverse backgrounds, have fair access to resources and opportunities. Strategically placed facilities can greatly enhance the inclusivity and accessibility of our community
- Feel it's very important to co-locate community facilities so it is fair to everyone
- The local Community Centre near me (Wynn Vale) is focused on babies and young mothers to the exclusion of all others. It has a few token groups but could be a vibrant centre for the local community. The same with Gallery 1855, there is absolutely no engagement with community residents in Wynn Vale
- Item 1a 'Co-location of facilities and activities' implies that there will be a reduction in the number of facilities/activities locations. The justification that this 'facilitates fair distribution and accessibility' is contradictory
- 'Our Community' is a collective of people who live in the same geographical location but we all have different cultures, interests, objectives, values, morals, abilities, etc. People come together, and connect, usually through sharing the same beliefs/customs, interests, values, morals, etc. Activities and facilities that bring people together, rather than "ticking boxes" for a political agenda, is what would be best to serve 'Our Community'

1b) Design our community programs, events, and services where possible to provide inclusive and equitable access for vulnerable community members

- It is essential that our community programs, events, and services are designed with inclusivity and equitable access at their core. Prioritising the needs of vulnerable community members, such as people living with disability, ensures that everyone can participate fully and benefit equally from community offerings
- Having a partner who has a disability it is important that all areas are accessible and services provided that meet the needs of vulnerable members of our community
- What about community residents who are not disabled? or vulnerable?
- Inclusive Communication Strategies: Ensure all communications about community programs and events are accessible to everyone, including those with disabilities and non-English speakers

1c) Support the integration of diverse groups in our community through partnerships with agencies, advocacy organisations, and community groups

- Supporting the integration of diverse groups through partnerships is vital for fostering a truly inclusive community. Collaborating with agencies, advocacy organisations, and community groups can bring valuable insights and resources, helping to create a more supportive and welcoming environment for all
- What about activities for active retirees, see the Jack Young Centre in Salisbury
- Would like to see more collaborations with TADSA (Technology for Ageing and Disability South Australia) for community events like 'Freedom Wheels Inclusion Classic' last year. This event if supported and promoted by the council had the potential to be a wonderful community event, bringing together our vulnerable community and showing support for inclusion
- Encouragement of cultures that do not align with Australian values and social respect, cohesion and manners

1d) Activate our public places to support community connection and celebration of culture

- Activating public places to support community connection and cultural celebration is a wonderful initiative. These spaces should be accessible to everyone, including people living with disability, to ensure that all community members can come together to share and celebrate their diverse cultures and experiences

1e) Create opportunities for our community to experience and participate in arts and culture

- Creating opportunities for everyone in the community to experience and participate in arts and culture is crucial. This should include accessible venues and programs that cater to people of all abilities, ensuring that the enriching benefits of arts and culture are available to all
- 1e and 1f. I am a registered volunteer but everything I have applied for in TTG is 'full'. And the Creative Writing group at the Library has been 'full' for years. So I drive to Salisbury and volunteer there, and I attend a creative writing group in the Jack Young Centre at Salisbury. Salisbury also has an art society which meets weekly in the Salisbury East Community Centre. I belong to the Adelaide Art Society so I drive to North Adelaide every week to spend time with likeminded people. And I go to a Gym 3 times a week in Salisbury because there is not a gym near me. So after nearly 10 years of living in TTG I have never had a single positive experience with Council provided services. I am single, an active retiree and not disabled, where am I in your plan?? What do you do to promote my social, physical and emotional wellbeing?? I have emailed my local member, in the past but this was ignored
- Community events tend to be during working hours. I'd be interested in evening and weekend groups (knitting, painting, learning DIY, dancing etc)
- Make clear that arts and culture must be representative of the diversity that exists in the community
- More workshops & participants spaces would be good
- Over population is not conclusive to an area that has volunteering and family inclusive activities. Especially as the amount of family or arts type events has dwindled since 2015 to nothing. The council does not provide any of the things that were available 2015 2016 that encouraged community

1f) Promote and create meaningful volunteering opportunities within our City

- Promoting and creating meaningful volunteering opportunities is a great way to foster a sense of community and inclusion. It is important to ensure these opportunities are accessible to everyone, including people living with disability, so that all community members can contribute and feel valued

1g) Design and deliver programs, events, and services that promote social, physical, and emotional wellbeing

- Designing and delivering programs, events, and services that promote overall wellbeing is fundamental. These should be inclusive and accessible, taking into consideration the diverse needs of our community to promote social, physical, and emotional health for everyone
- It would be good to provide an area for with adult exercise equipment and picnic area along the creek pathway to Tea Tree Plaza
- For activities and wellbeing sessions it would be good if they weren't always during working hours, very frustrating to always miss out

- We have used a number of programs at various TTG facilities since living here. The services are very good. We just went to a science day at the Golden Grove rec centre, it is great to have these provided and supported by Council
- Would love to see the consideration of activating the old flour mill historic building on Historic Drive Highbury as a potential place for a small business like a cafe or similar to lease. That is one of the key things our area is missing in Highbury - very little options to walk to for a coffee/cafe and support small business. Instead we walk to Campbelltown Council's Athelstone/Newton cafes. Would prefer to stay in TTG
- Mental Health Support: Strengthen the focus on mental health by offering counselling services, support groups, and workshops on coping strategies and stress management

General positive comments

- This covers what I believe are the important issues we need to focus on
- The key actions for the community appear to be in line with the statement
- Agree
- I endorse the proposed key actions
- I think they are all very well rounded and thought out
- They all sound good

Other ideas/considerations

- Should also ensure we protect our community with support to adapt to climate change, respond to significant climate events such as bushfires, storms and extreme heat. For example, how is Council responding to assisting senior citizens with limited income respond to extreme heat events when their finances might be such they can't afford air conditioning? Advising people to check on their neighbours or visit a shopping centre are clearly insufficient here. Council should actually put the community front and centre on these areas
- Sustainability Initiatives: Incorporate sustainability practices in all community programs and facilities. This could include promoting recycling, using eco-friendly materials, and educating the community about environmental conservation
- Regular Feedback Mechanisms: Implement regular surveys or feedback sessions with community members to ensure that the facilities, programs, and events meet their needs and expectations. This will help in continually improving and adapting to the community's evolving needs
- Intergenerational Activities: Create programs that encourage interactions between different age groups, such as joint projects or storytelling sessions. This helps in building mutual understanding and respect across generations
- Youth Engagement Programs: Develop specific programs aimed at engaging young people, including leadership training, sports, and recreational activities. This helps in fostering a sense of belonging and responsibility among the youth
- I agree with the proposed key actions but note that public transport does not always deliver people to the program venues with ease. ie The TTG library has interesting events from time to time but it's a long uphill walk from the bus stop to the Civic Centre. As a bicycle rider I'm frustrated by the lack of suitable places to secure a bike at many venues
- Additionally, council financial decisions involving the private sector should be neutral. For example, the Council should have a policy that where leases or easements are provided over Council property for facilities such as telecommunications facilities, that they are provided on the basis that equal access to the site and facilities is given to competitors. This avoids Council providing competitive advantage to particular private sector entities, whether actual or perceived, and results in the best outcome for the community as more competition results in more choice, better services and

lower prices. Council has the ability to stand for the community benefit, rather than commercial benefit to particular private sector entities or a short term (and usually minor) cash flow or other benefit for Council

Other comments

- These things are not the role of Local Government. Refocus on what residents' have already said. Don't join the competition to become the trendiest LGA in SA
- Need more of the HOW to comment with knowledge
- None of the above is relevant to council it's just words

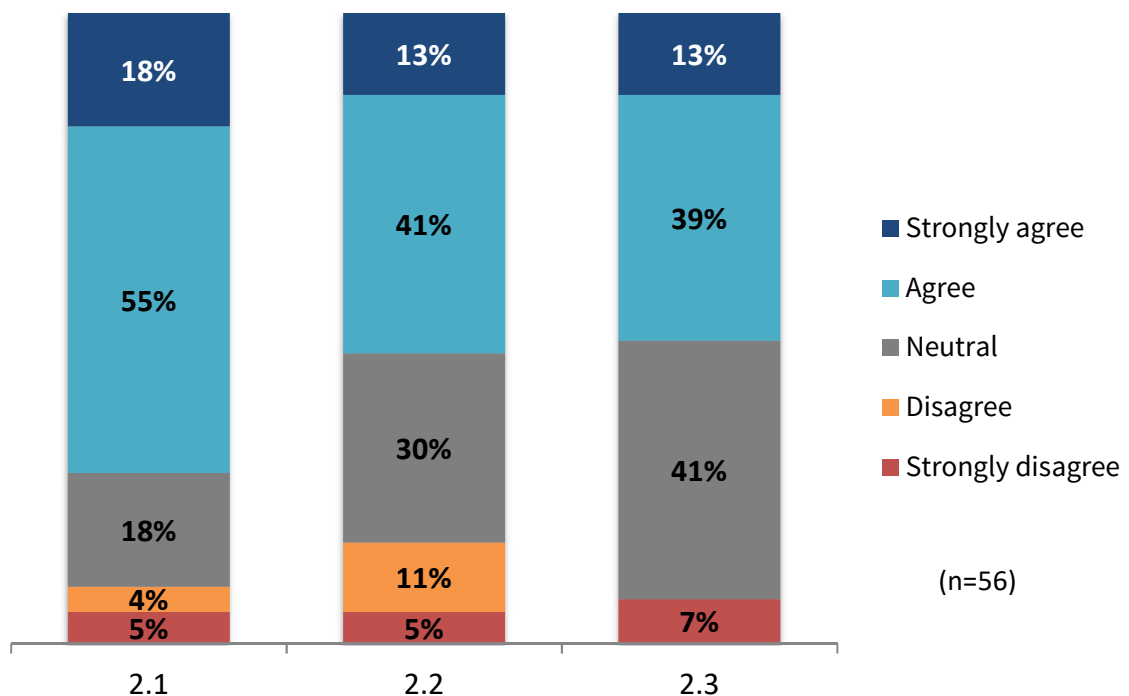
2. Our Economy

Strategic Objective:

Our City is the place to invest, work and do business

To what extent do you agree that the below aspirations will help achieve the above objective?

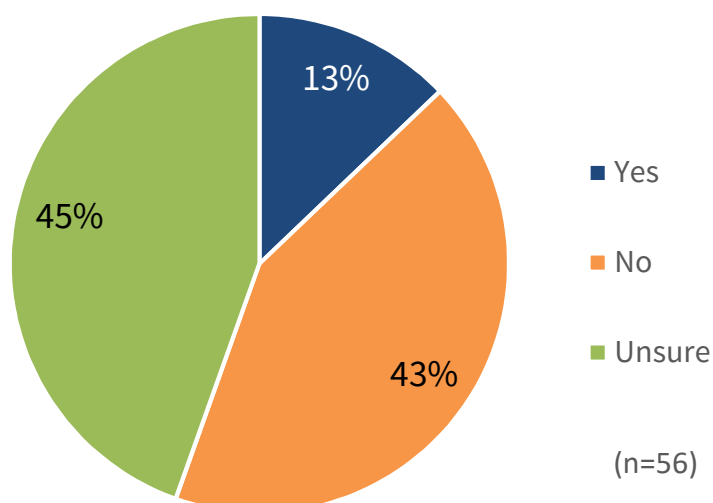
- 2.1** Our centres are vibrant with Modbury Precinct as the region's key activity centre
- 2.2** Our economy is innovative, prosperous and diverse and is underpinned by sustainable population growth
- 2.3** Our community has leadership and employment capabilities



Numerical and percentage response (n=56)

	2.1		2.2		2.3	
	n	%	n	%	n	%
Strongly agree	10	18%	7	13%	7	13%
Agree	31	55%	23	41%	22	39%
Neither/Nor (Neutral)	10	18%	17	30%	23	41%
Disagree	2	4%	6	11%	-	-
Strongly disagree	3	5%	3	5%	4	7%

Do you think there is anything missing from the above ‘Our Economy’ objectives?



Numerical and percentage response

	No. of responses	Percentage
Yes	7	13%
No	24	43%
Unsure	25	45%
Total	56	100%

If answered ‘yes’, why do you say this? What’s missing?

- I would encourage more engagement from residents & business owners to proliferate the prosperity of TTG council in general. Advertising the participation rate of Council Engagement surveys may encourage more participation
- There should be a focus on climate and technology

Other comments

- There is too much property development, with not enough infrastructure to support it
- Reality. Over population leads to higher crime higher rates leads to less business being able to afford to house their businesses. The council has become more business taking money for bad decisions and passing nothing back to the community I.e Australia day celebrations 2015-16 and nothing now
- I applied for a job at the council depot back a few years and nothing eventuated
- As I said in the previous comments, I am a single person, I am a self-funded retiree and so what do any of these items have to do with me? And these seem very basic and not very thoughtful or innovative in any way. I would suggest this is a bare minimum and very basic for a strategic plan

Proposed Key Actions

Our proposed Key Actions for 'Our Economy' are as follows:

- 2a)** Develop and implement an Economic Development Plan
- 2b)** Advocate for and facilitate expansion of key anchor institutions and centres
- 2c)** Attract innovative and emerging industries and business ventures
- 2d)** Develop a vision for 'Modbury Central' which continues to transform Modbury Precinct into a contemporary, vibrant and pedestrian
- 2e)** Develop our City Masterplan to identify locations for population growth that will support the sustainable renewal and activation of community and employment hubs
- 2f)** Support local businesses through the delivery of services such as small business advisory service, education and upskilling opportunities
- 2g)** Explore partnership opportunities with schools, tertiary institutions and private education providers to build leadership confidence or our young people

Do you have any comments about these proposed key actions for 'Our Economy'?

2a) Develop and implement an Economic Development Plan

- Council needs to think more broadly in this area. The existing processes are not working. Provide incentives that align with a better vision for our City, e.g. provide rent holidays for entities providing social housing in residences that are green and maximise use of space, height limits and liveability outcomes for residents. Extend similar concepts to other development to encourage a more diverse and dense community that will attract businesses, services and residents. Work with NBN to extend FTTP availability in more areas through area switches or subsidised upgrade programmes in areas beyond the existing NBN fibre upgrade areas. Investigate recycled water extensions to residents in conjunction with nearby Councils. Consider not-for-profit community battery programs to lower electricity costs for consumers and business. Structure zonings and building requirements (where possible within State and Federal laws) to provide best practice green buildings. The ideas are endless and Council needs to think big
- What does the Economic Development Plan contain? What are the key anchor institutions and centres council is advocating for? What businesses does council want to attract to this area? What is the actual vision for 'Modbury Central'? Where can TTG residents access this information?

2c) Attract innovative and emerging industries and business ventures

- Considering increased working from home, mixed use (residential/retail/commercial) or more local services within walking distance from homes could provide greater economic opportunity. e.g. temporary utilisation of parks by food trucks
- Create affordable rental for small or new businesses
- I think a bigger focus on drawing restaurants and places to dine should be considered. Not a lot of options for families and most tend to head to other areas for dining experiences like Norwood/Prospect
- I'd be interested in how 2c is going to be achieved - I think it's a bit too broad to cover meaningful action, or should be made clearer about what council thinks it can truly achieve

2d) Develop a vision for 'Modbury Central' which continues to transform Modbury Precinct into a contemporary, vibrant and pedestrian

- No food supermarket at the Modbury triangle just a ghost town, Tea Tree Plus was once vibrant and now a former itself
- I have nothing constructive to say. I think the Modbury precinct is in an excellent position for development, but find it to be pedestrian unfriendly
- Item 2d is necessary above others. Modbury Triangle is a sea of carparks with fast traffic moving through and TTP is an inward facing mall which again is an island in a carpark ocean with scant provision for pedestrians outside
- Please do not expand the Modbury precinct. It is a hideous place at the best of times. The car parking is awful and local public transport options not insufficient
- Why just Modbury?

2e) Develop our City Masterplan to identify locations for population growth that will support the sustainable renewal and activation of community and employment hubs

- I want to see the minimum block size in Greenwith Hills neighbourhood zone reviewed in light of the need for more housing in areas that already have needed infrastructure. The current TNV's are preventing further economic development in the area
- The pulling down family houses and making lego houses mchouses crushing people into areas that can't sustain parking or sewerage water mains just for more money. The business rent is ridiculous and Westfield holds the monopoly on places to house businesses. The amount of variety has dropped and they are all the same
- Would love to see investment outside of Modbury Central in the Highbury area. The shops/pub area on Lower North East Road is very dated and therefore tenants are limited. There's little infrastructure for someone like a cafe or coffee shop to open up in that area, which would result in economic benefits for the small business and local community (employment etc). Perhaps a hospitality venue can be planned for as part of the Elliston Reserve revival

2f) Support local businesses through the delivery of services such as small business advisory service, education and upskilling opportunities

- Support local business, invite more stores or brands to come to TTG

Other comments

- All look great to me
- Seems to be going ok
- Just words and an illusion to try and stop people asking questions about Council
- Let the market place direct the economy. Again this is not a key role for L.G. Simply stand aside and be a facilitator/supporter
- These key actions are vital to the ongoing sustainability of small business. I wholeheartedly endorse this endeavour
- There is no responsible leadership direction from council. The proposed vision is lacking details and the proposed key action will most likely attract higher rates rather than introduce better productivity and management of the local economy

3. Our Environment

Strategic Objective:

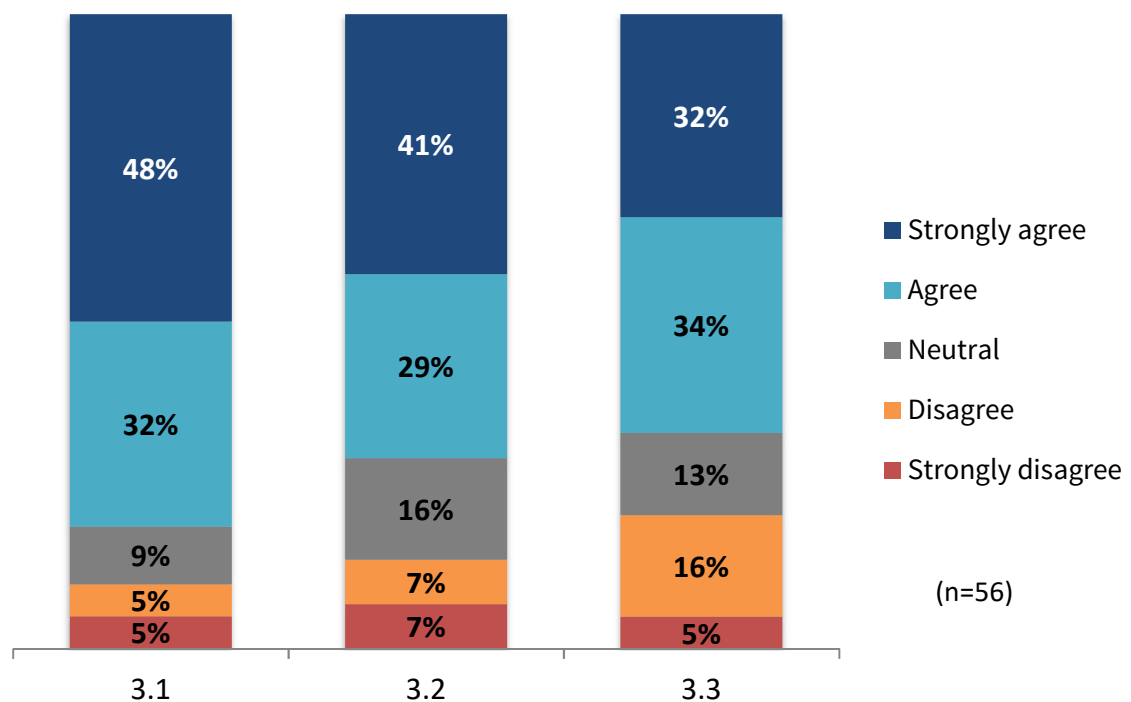
We are leaders in how we manage and care for our environment and resources

To what extent do you agree that the below aspirations will help achieve the above objective?

3.1 Biodiversity, green spaces and tree canopy are valued, enhanced and protected

3.2 We practice the responsible and sustainable use of resources

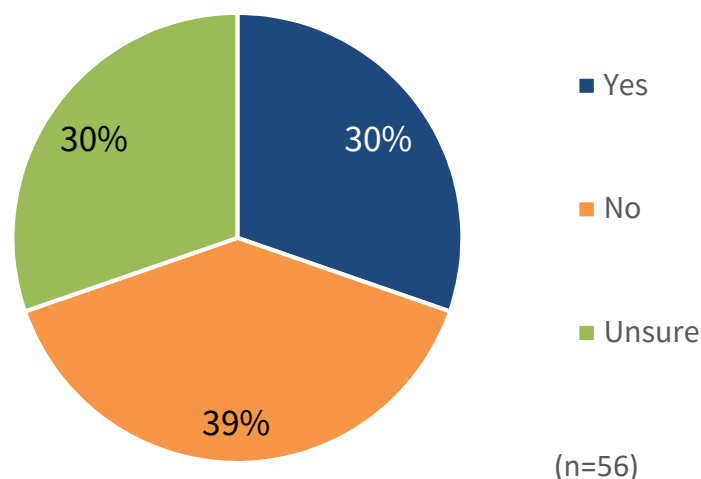
3.3 We are resilient to extreme weather events, bushfires and environmental risks



Numerical and percentage response

	3.1		3.2		3.3	
	n	%	n	%	n	%
Strongly agree	27	48%	23	41%	18	32%
Agree	18	32%	16	29%	19	34%
Neither/Nor (Neutral)	5	9%	9	16%	7	13%
Disagree	3	5%	4	7%	9	16%
Strongly disagree	3	5%	4	7%	3	5%

Do you think there is anything missing from the above ‘Our Environment’ objectives?



Numerical and percentage response

	No. of responses	Percentage
Yes	17	30%
No	22	39%
Unsure	17	30%
Total	56	100%

If answered ‘yes’, why do you say this? What’s missing?

- Climate change should be met and we should be actively doing our best to limit our negative impact and boost our positive impacts
- Council should commit to reporting under the Australian Sustainability Reporting Standards being developed by the Australian Accounting Standards Board. This will provide residents, businesses both current and potential, with how serious Council is about climate-related outcomes and explain the risks and opportunity of climate to our City. To not do so places Council at risks of accusations of greenwashing
- The challenges and aspirations do not highlight the necessity of reducing our carbon footprint across the whole community. I believe the Council needs to have a plan for decreasing its own footprint and find ways to encourage individual households to do the same. This is an issue that should underpin all new development
- Initiatives towards carbon neutrality, stronger action to demonstrate tree protection
- 3.2) either as part of this statement or as an additional statement it is imperative that the council includes a statement about the reduction of emissions (which does come hand in hand with sustainable use of resources). The state government has declared a climate emergency and as so, all levels of government must do their bit to reduce emissions and support their community to do the same. Any environmental aspirations must include reduction of emissions. Many other councils have this in their strategic plans but for some reason the CTTG council does not

- A bigger focus on updating streetscapes and street trees. Suburbs like Hope Valley and St Agnes have been neglected for over 10 years and majority of upgrades and landscaping has gone to newer areas such as Golden Grove and Wynn Vale. Tea Tree Tully council needs to invest heavily into the older areas that are closer to the city. Whom majority are paying larger rates than suburbs further out
- We support, protect, maintain and create spaces for native animals and flora to flourish
- Our draft strategic objectives belong to the last century. We need to develop strategies and plans for both the council and the community to be environmentally sustainable through clearly spelling out how we are moving to a circular economy and sustainable use of resources. This includes plans and targets to use renewable energy and to play our role in reducing our damage to the environment in a similar way to our neighbouring councils
- Under 3.1 Strategic objectives - page 20 - would also suggest "Liveable" be selected

Other comments

- Balance between nature and being progressive. I love the trees, but sometimes protection of trees blocks progress and necessity
- I believe TTG does make an effort to plant trees following destruction of trees to widen roads etc. But I am concerned with urban sprawl and new housing development that is to go ahead. I am aware of the housing crises but the impact on the environment will lead to loss of natural habitats, increased greenhouse gas emissions and reduced air and water quality. The council must aspire to protect our environment with blocks of land big enough for 2 trees for everyone that has been destroyed. Each one will take many years to reach maturity and sadly our climate is getting hotter and so will be our city
- For the council to allow for subdivision to occur proves that the mighty dollar is more important than the environment. And selling of parts of the reserves in the past proves it
- Building on flood plains because living memory in the community is fallible is stupid. Money is being made but whose pockets is it going into. Dalston Reserve isn't teen or young adult friendly but the surrounding area is being overpopulated
- Laws protecting century old red gums and original vegetation and not adequate or not being followed
- Keeping the environment clean, the statement is too broad
- The Golden Raintrees are an allergy issue & need replaced. Streets need swept more often. Other areas need attention other than Golden Grove & Wynn Vale streetscapes
- All of the above, council doesn't bother with any of the above. They cut down trees without consultation of residents not responsible for resource use, just go ahead and destroy it. No environment protection, destroys the environment, no consultation with ratepayer
- Under "Our Indicators" - hoping I understood that the pictures represented since 2015 Landfill was down 5%, Organics was up 49% (did this mean more people are recycling Organic material? Recycling down 15% - did this mean less people are recycling? And there was 31%, more hard waste collected? Perhaps I just needed confirmation that some of these items had worsened or had I incorrectly interpreted the data?

Proposed Key Actions

Our proposed Key Actions for 'Our Environment' are as follows:

- 3a)** Prepare a Greening Strategy that improves biodiversity outcomes and green cover across the city
- 3b)** Develop and implement policies, programs and incentives that promote circular economy practices
- 3c)** Implement a framework for environmental management and sustainable use of resources
- 3d)** Manage impacts of urban growth to minimise risks to the environments and risks from natural hazards (e.g. bushfires, heatwaves, floods etc.)
- 3e)** Prepare a Water Security Strategy
- 3f)** Implement stormwater management plans for our creek networks to mitigate and manage impacts of stormwater events, and maximise amenity and water reuse

Do you have any comments about these proposed key actions for 'Our Environment'?

3a) Prepare a Greening Strategy that improves biodiversity outcomes and green cover across the city

- The recent greening and beautification of the areas along Ladywood Road and North East Roads are to be commended
- Yes a greening strategy is worthwhile but why does the council continue to sell a heavily forested green space to industry for 'development' (presumably carparking) such as on Grand Junction Road this year?
- A greening strategy and minimizing urban sprawl from risks of bushfires are top priorities. Trees and plants help to cool our city
- Any improvement to green cover and biodiversity is great so support the proposed key actions which also include managing impacts and minimising risks to the environment
- Biodiversity and replanting of native plants around reserves and wetlands should be a big focus. The Hope Valley reservoir and areas where recent trees have been felled needs to be addressed
- Tree canopy is important and we lost a lot as a result of Giant Pine Scale - both Elliston Reserve and Boundy Rd in the Aqueduct. I'd like to see tree canopy and biodiversity prioritised as part of the regeneration of these spaces
- It has been good to see some improvements to green spaces. This is especially important where there have been housing developments, providing places to play
- North East Road needs trees planted outside the Modbury hub area
- We need to have a greening strategy for every part of this council not just some parts. I say this because the area I live in hasn't had any upgrades it seems for a very long time, and could do with some upgrades
- You need to allocate more budget money on greening areas within the TTG council area not just by the chambers and Golden Grove

3b) Develop and implement policies, programs and incentives that promote circular economy practices

- A climate change adaptation and mitigation strategy with clear and measurable targets in necessary. Actions 3b, 3c and 3d need to be translated into targets and clear actions and measurable indicators that go well beyond water and waste. We need the following proposed action: Develop and implement plans and targets to reduce

greenhouse gas emissions associated with the council activities starting with activities that will result in monetary savings as well as reduced emissions

3c) Implement a framework for environmental management and sustainable use of resources

- New houses continue to be built cheek by jowl with almost no outdoor space attached. Approvals continue to be given for extremely broad concrete driveways that push water into the stormwater systems. Most have no room for a water tank anyway. Please do not continue this toy town approach to building approvals, it will create a ghetto. Please mandate water tanks and solar systems on all new builds and do not allow new concrete driveways
- I'd also like to see Council implement an innovative battery/solar scheme as per Mitcham Council - that could really assist with being leaders and increasing the community's use of green energy
- I'd like to also see more focus on use of recycled material within procurement initiatives.
- Would like to see the council support the reduction in soft plastic usage and support a recycling program for soft plastics in our community

3d) Manage impacts of urban growth to minimise risks to the environments and risks from natural hazards (e.g. bushfires, heatwaves, floods etc.)

- Building houses on old flood plains is not sustainable. Removing basketball courts with grass that needs to be watered in a desert seems stupid
- For natural hazards, what actions will be placed - how to notify the residents, for example registering phone number and send the messages to residents when it is emergency

3f) Implement stormwater management plans for our creek networks to mitigate and manage impacts of stormwater events, and maximise amenity and water reuse

- Stormwater management is admirable but Grand Junction Road sale included an active stormwater detention also. How much will be spent elsewhere to recreate? How are creeks able to be turned into effective stormwater channels by aggressive development right up to boundaries with retaining walls?
- The Wynn Vale Dam catchment area could be cleaned out on a regular basis to prevent pollution and rubbish from washing downstream
- Stormwater management plans are useful for an emergency/planning purposes but not for protecting the natural environment going forwards and I'd like to see this removed as a key action under this banner
- The creek along Kingfisher Drive needs flushing, especially when rain isn't abundant, it stinks, attracts mice and is not a pleasant odour when attempting to walk along the path
- These key actions could include attention to stormwater management regarding blocked street drains, street sweeping

Other ideas/considerations

- It would be great if green waste bins were collected weekly. This supports TTG residents in maintain their land and also help in fire prevention. Residents with large blocks need to frequently clear tree branches
- A key action needs to be added stating 'Reduce council emissions' or similar. The council can improve a lot in this space by installing solar panels on more council buildings, work with companies to provide community batteries, purchasing certified

green energy and switching council vehicles to electric which result in significantly lower emissions thanks to South Australia's very high renewable electricity grid. Other councils in SA have made strong commitments in this space and it is disappointing that TTG council is behind in this very important aspect

- Support the residents with maintaining the garden, for example, offering help to vulnerable people
- Stop clearing of trees and shrubs for development. Used to have trees and birds now have cement and chainsaws
- The natural environment of TTG has already been impacted beyond repair by human activity. There isn't anything Council can do to restore it (apologies for being so negative)
- There need to be key actions aimed at reducing the carbon footprint of the Council and its community
- Community Education and Engagement: Launch educational programs to raise awareness about environmental issues and encourage community participation in sustainability initiatives
- Urban Agriculture and Community Gardens: Encourage urban agriculture and the development of community gardens to promote local food production and strengthen community ties
- Habitat Restoration Projects: Initiate habitat restoration projects to restore and protect local ecosystems and wildlife habitats
- Increased use of volunteers with a focus on bush/environmental management - this will take council resources to oversee but people would be keen to help plant and maintain local areas

Other comments

- Maintaining the verge-like the actions that verge is cut more often the summer. However, I just checked the verge maintenance calendar on the website, it's not updated, so I'm a bit lost when will be next time they will come- so trying keeping the information up to date online will help us
- Why does Environment get into the strategic plan but arts and culture get left out? That says a lot about the priority in TTG
- I really like Council's work under this theme and think many other councils could look towards TTG as a great example
- This should already be in place
- All just hearsay as Council has no real intention of doing any of these actions

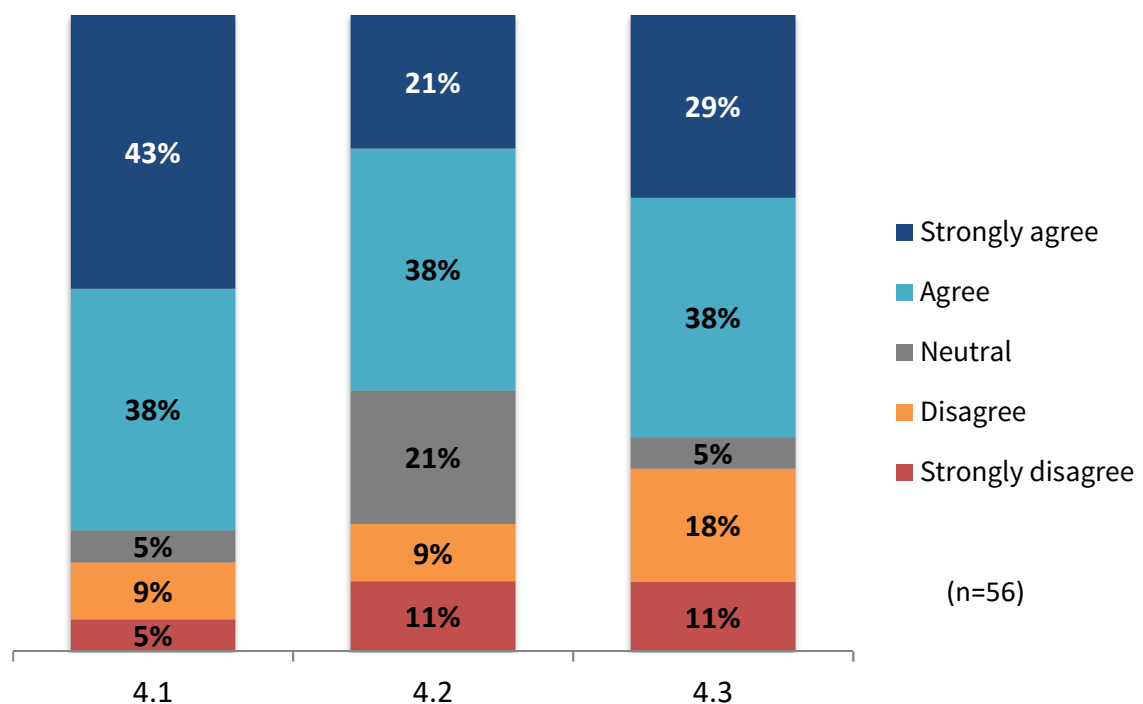
4. Our Places

Strategic Objective:

Our City is a desirable place to live, stay and play

To what extent do you agree that the below aspirations will help achieve the above objective?

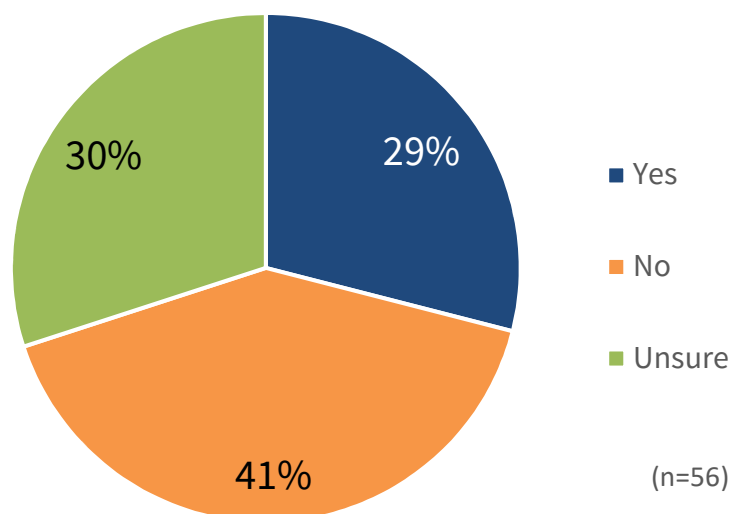
- 4.1** Our public places are attractive, adaptable and fit for purpose
- 4.2** Our City has a diversity of housing
- 4.3** Our neighbourhoods are well planned, safe, connected and accessible with a focus on active methods of travel



Numerical and percentage response (n=56)

	4.1		4.2		4.3	
	n	%	n	%	n	%
Strongly agree	24	43%	12	21%	16	29%
Agree	21	38%	21	38%	21	38%
Neither/Nor (Neutral)	3	5%	12	21%	3	5%
Disagree	5	9%	5	9%	10	18%
Strongly disagree	3	5%	6	11%	6	11%

Do you think there is anything missing from the above 'Our Places' objectives?



Numerical and percentage response

	No. of responses	Percentage
Yes	16	29%
No	23	41%
Unsure	17	30%
Total	56	100%

If answered 'yes', why do you say this? What's missing?

- What is missing is some excitement, innovation, dynamic, something new and interesting. What about a plan to build an indoor pool similar to Campbelltown, with a gym and aquarobics, now that is something I would use and I would be very happy to see my rates go to something new, besides tree planting
- Climate resilience needs to be front and centre here
- We should aim to be the cleanest council in Australia

Other comments

Housing and development

- Our community has rising crime and vandalism since the beginning of the over population
- I strongly disagree because urban sprawl is extensive, leading to poorly planned neighbourhoods. Many homes are built with inadequate parking, causing cars to clutter the streets and blocking access for emergency vehicles. Additionally, the public transportation system is below average, making it difficult for residents to rely on active methods of travel
- Subdivision under the banner of 'housing diversity' is an abhorrent destruction of the liveability, character, mental wellbeing of residents and wildlife of Tea Tree Gully

- 4.2 Our housing is changing to smaller houses/units and less land
- All of the above. Council approves small road access in developments, no footpaths and allows multi story house which turn into ghettos fast

Inclusion and accessibility

- That all new development has consideration for independent aids (electric wheelchairs, assistance animals) and gender safety considerations and that all planning submissions must address these aspects for social equality
- TTP new eatery area is NOT ACCESSIBLE the cobblestones are truly awful for wheelchair users and people with mobility issues. Prams, wheelchairs and anyone who struggle on uneven surfaces are at a huge disadvantage walking through the area. Whoever designed this area did not consider the walking surface as needing to be inclusive of the people who struggle with this issue. Add a smooth path throughout please it's been poorly thought out

Maintenance

- There is a marked difference between the general upkeep of things like nature strips and grassed areas in this area than those areas closer to the city (i.e. Rostrevor, Watty Park, Kensington). Granted these places have a higher net worth in property value, however this is all the more reason to keep things neat and tidy to improve the street appeal of the area. Driving along Lower North East Road, and seeing 3-foot-high grass is a clear example of this
- Streetscapes and footpaths need to be updated around St Agnes, Hope Valley on major roads. All are outdated and with more people coming into the area around schools it's unsafe on narrow pathways. More focus on landscaping around St Agnes and Hope Valley would benefit the community where the council has neglected it in the past

Other infrastructure

- Not sure where to put it as it fits everywhere really, but having safe and sufficient places for dogs and their owners, who make up a significant proportion of the residents, to exercise and meet up, helps with physical health, social connection, mental health
- More electric vehicle charging stations. I am not sure what the council uses but should set an example to the community by switching to EVs. In London buses are electric and so were many trucks. What about electric waste trucks in the future?

Proposed Key Actions

Our proposed Key Actions for 'Our Places' are as follows:

- 4a)** Enhance the amenity and safety of our public spaces and transport corridors through strategic upgrades
- 4b)** Upgrade our facilities, spaces and places so they are adaptable and agile to meet changing community needs
- 4c)** Develop a plan to guide the development of our play spaces and open space
- 4d)** Develop a City Design Manual that provides comprehensive guidelines and standards for developing and beautifying the public realm
- 4e)** Identify through the City Masterplan locations for diverse housing to accommodate the changing needs of our community
- 4f)** Advocate for policies that aim to improve the quality and liveability of our neighbourhoods
- 4g)** Lead and advocate for the delivery of infrastructure investment identified in the City Masterplan
- 4h)** Advocate for more cross-suburban public transport connections and mass rapid transport options for our community
- 4i)** Design our transport network to be more pedestrian and cycle friendly

Do you have any comments about these proposed key actions for 'Our Places'?

4a) Enhance the amenity and safety of our public spaces and transport corridors through strategic upgrades

- Infers road upgrades for vehicles. Would prefer active transport to be top of this list, not the bottom
- Safety is the priority. Lighting may be improved, it's a little bit dark with current lighting- can place more lighting, or change the lighting into LED/solar powered etc
- Safe transportation at TTP interchange- for example, CCTV cameras installed, security staff regular check
- Where we live, we have access to buses, it is fantastic for travel to and from the city
- Smart City Initiatives: Incorporate smart city technologies to enhance the efficiency and sustainability of public spaces, transport systems, and urban infrastructure

4b) Upgrade our facilities, spaces and places so they are adaptable and agile to meet changing community needs

- Facilities such as Turrumurra recreation complex is at the point of a full knockdown re-do. Very dated and the facilities there are sub par compared to other recreation centres in other council areas. Majority of people go to Athelstone for recreation as their isn't proper, gym/pool/multi stadium facilities in the TTG council
- Similar to previous answers, would love to see spaces further activated in Highbury to encourage investment from a small business to have a decent cafe or coffee shop
- Inclusive Design Principles: Ensure all public spaces and facilities are designed to be inclusive and accessible to people of all ages and abilities
- We need a few more areas to take our dogs to play. Somewhere on Smart Rd would be amazing

4c) Develop a plan to guide the development of our play spaces and open space

- Hopefully doesn't infer development of open space just because it is open. '...and maintenance of open space' perhaps?
- Open space in its natural state is of vital mental and biological significance rather than 'developing' manufactured spaces at unnecessary cost
- You need to consider your disabled community members when designing new spaces and include someone in a wheelchair in the design process

4d) Develop a City Design Manual that provides comprehensive guidelines and standards for developing and beautifying the public realm

- Wary of 'Beautification' as often means expensive unnecessary development/landscaping with high maintenance. Roses, lawns...?

4e) Identify through the City Masterplan locations for diverse housing to accommodate the changing needs of our community

- Support higher density residences that has good access to public transport
- Council are blocking development in the Greenwith Hills Neighbourhood Zone
- I'm not a fan of infill housing in our community as this just adds congestion, takes away from the open space, natural environment feel of our area and isn't a good thing for our wild life/bird life
- Where can TTG residents access the City Masterplan details?
- Mixed-Use Developments: Promote mixed-use developments that combine residential, commercial, and recreational spaces, reducing the need for long commutes and enhancing neighbourhood vibrancy

4f) Advocate for policies that aim to improve the quality and liveability of our neighbourhoods

- Pay attention to ensuring that new housing comply with the 7 energy star standards
- Sub dividing traditional house blocks into 2, sometimes 3 sub-houses or townhouses increases the population density, the amount of cars requiring parking to a point where the streets are not safe, and detracts from the liveability of the area. It really is poor planning and creating a bad area to live. I have lived here for 16 years and it is going downhill fast
- Planning new development, whether business or private, needs to ensure that 'quality' includes energy efficiency in buildings and transport

4h) Advocate for more cross-suburban public transport connections and mass rapid transport options for our community

- Yes and higher frequency radial also
- 4h) & 4i) While public transport to the city of Adelaide is the best, to places within the Modbury area it's tricky and time consuming. I find the area is not as pedestrian friendly as I'd like and as stated earlier, while the bike paths are good, securing the bike at a destination is a challenge
- Free or very cheap public transport will encourage more people to use these services and the council should support this, more safe cycling corridors will help also (with bike storage options at highly used bus stops). And although not here yet within the decade we will likely start seeing driverless taxis/rideshare. thinking about drop of points at bus interchanges for instance would be good to future proof areas
- Advocate by all means but leave strategic connections and public transport to State Government
- The bus stop near our house rarely has a bus to The Grove. I think it is about once every hour which is pointless

4i) Design our transport network to be more pedestrian and cycle friendly

- A lot of work to do here. There is virtually no bike infrastructure in TTG apart from the odd part time painted lane. Hard to find even a bike rack at a shop. Why is this not regulated?
- Key action 4i) should prioritize side streets that are still without ANY pedestrian footpaths

General comments

- All just words council has never listened to people about amenities and finds excuses not to provide them. The rest is something the PR office thought up and will never eventuate.
- Necessary actions and great to see
- They all seem good, but not consistent with what has been happening recently

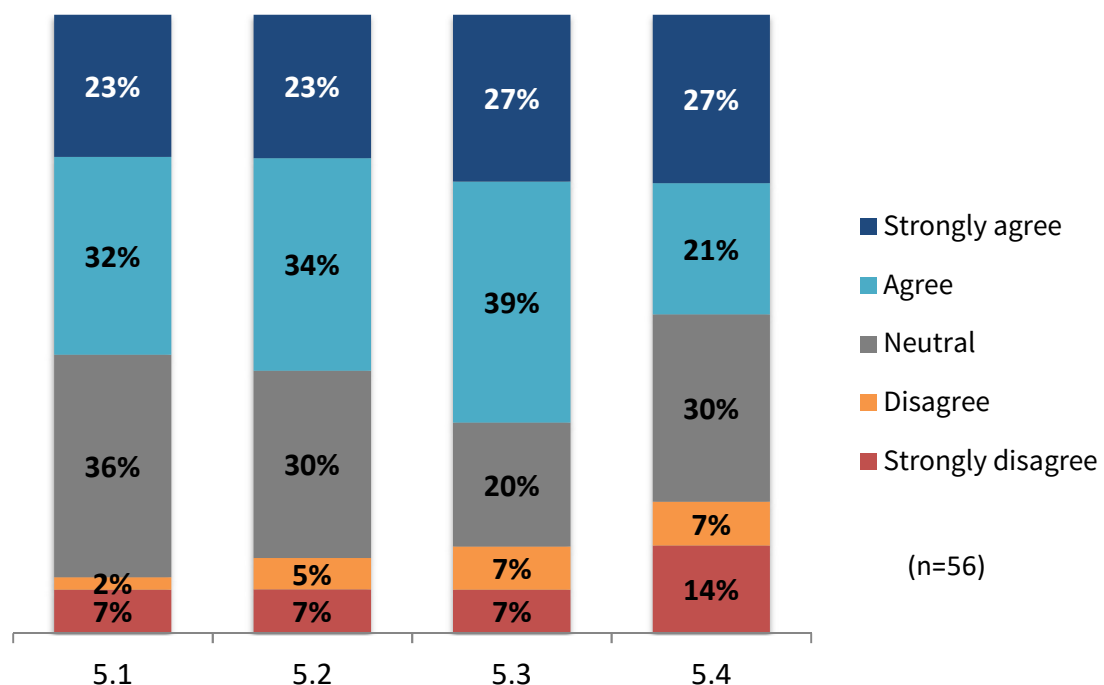
5. Our Leadership

Strategic Objective:

We are trusted to make good decisions that are in the best interest of our community

To what extent do you agree that the below aspirations will help achieve the above objective?

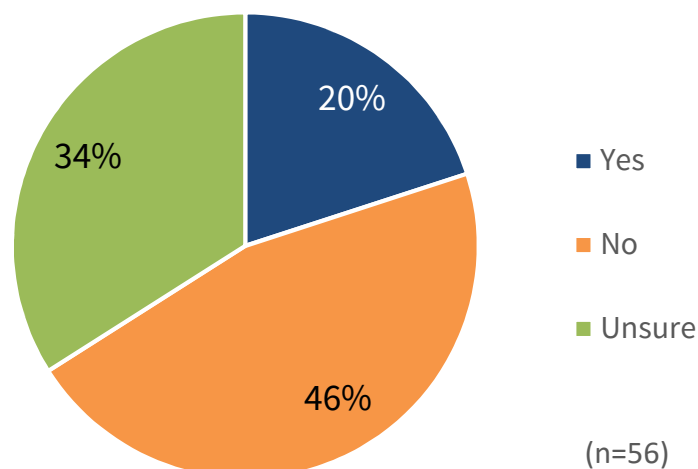
- 5.1** Our service provision is sustainable and adaptable
- 5.2** We have an innovative approach to customer service that provides a positive customer experience and adapts to changing needs
- 5.3** Our engagement is meaningful and we keep our community informed about Council initiatives
- 5.4** Our planning and decision making is evidence based, consistent and focused on outcomes for the future



Numerical and percentage response (n=XX)

	5.1		5.2		5.3		5.4	
	n	%	n	%	n	%	n	%
Strongly agree	13	23%	13	23%	15	27%	15	27%
Agree	18	32%	19	34%	22	39%	12	21%
Neither/Nor (Neutral)	20	36%	17	30%	11	20%	17	30%
Disagree	1	2%	3	5%	4	7%	4	7%
Strongly disagree	4	7%	4	7%	4	7%	8	14%

Do you think there is anything missing from the above ‘Our Leadership’ objectives?



Numerical and percentage response

	No. of responses	Percentage
Yes	11	20%
No	26	46%
Unsure	19	34%
Total	56	100%

If answered ‘yes’, why do you say this? What’s missing?

- We need to show leadership in responding to climate change

Comments related to each aspiration

5.1: Our service provision is sustainable and adaptable

- I strongly agree that sustainability and adaptability in service provision are crucial for achieving accessibility and inclusion. Ensuring that services can evolve and remain robust over time guarantees that all community members, including people with disability, can rely on consistent and accessible support

5.2: We have an innovative approach to customer service that provides a positive customer experience and adapts to changing needs

- I strongly support an innovative approach to customer service. It's vital to create a system that is not only responsive but also anticipates and adapts to the diverse needs of the community. This approach should prioritise accessible communication methods, ensuring that everyone, regardless of ability, can access services easily and receive a positive experience
- While there might be some initiatives in place, the overall sustainability and adaptability of services may not be consistent across all areas, leading to a neutral stance. Disagree: We have an innovative approach to customer service that provides a positive customer experience and adapts to changing needs. The current approach lacks innovation and flexibility, resulting in an average or below-average customer

experience. The focus should shift from merely providing customer service to enhancing the overall customer experience (CX). Service is just one part of the broader customer experience. Additionally, service staff often act as if they are doing a favour by engaging with us, which negatively impacts the customer experience. Your customer journey map should be publicly available, showcasing a commitment to transparency and improvement. The approach to customer experience should extend beyond traditional "digital transformation" efforts. It should integrate people, processes, and technology to create a seamless and positive experience for customers. By aligning these elements effectively, the city can better meet the evolving needs of its community

5.3: Our engagement is meaningful and we keep our community informed about Council initiatives

- Meaningful engagement and transparent communication are essential. I strongly agree that keeping the community well-informed about Council initiatives fosters trust and inclusion. This involves using accessible communication formats such as plain language, sign language interpretation, and alternative text for images to ensure all community members can stay informed
- The truth nothing like this exists and never will, council keeps everything secret and people find out about things after it happens. All of this is rubbish PR
- Honesty when it comes in spending ratepayers rate money

5.4: Our planning and decision making is evidence based, consistent and focused on outcomes for the future

- Council doesn't seem to accept public comments. No responsible economic management and no appetite to enhance productivity. For example, I've recently noticed council tree pruning. There were two trucks, about 7 workers and 45 minutes spent to prune 3 small tree branches. It was upsetting to see our rates being wasted on such types of activities when this is a one-person job for 20 minutes. Also, council rushing to increase rates during cost of living crisis instead of managing existing budgets responsibly
- I strongly agree that planning and decision-making should be evidence-based, consistent, and future-focused. It is important to use data and feedback, particularly from underrepresented and disabled communities, to guide decisions. This ensures that initiatives are inclusive and designed to meet the needs of all community members now and in the future
- It seems a lot of the funding and projects go to areas like Wynn Vale and Golden Grove. A lack of investment in older areas such as St Agnes, Hope Valley and Highbury needs addressing. Public parks, footpaths, beautification of street scapes and public facilities are all dated

Other comments

- Initiatives such as social diversity and subdivision is not based on the expectations and desires of the vast majority of residents
- Again, this is very 'wordy' with very basic suggestions. This sounds more like a job description than a plan for the future. Where are the measurable items?
- Looking to the future what happens when all the houses are little townhouses and the trees and plants removed?

Proposed Key Actions

Our proposed Key Actions for 'Our Leadership' are as follows:

- 5a)** Make evidence-based decisions that consider environmental, social, governance and financial implications that are in the best interest of our community and align with Strategic Management Plans
- 5b)** Develop and implement a Corporate Plan that seeks to continually improve our organisations culture and performance
- 5c)** Leverage technology to improve customer experience and internal processes
- 5d)** Continue to review our services through regular service reviews and continuous improvement initiatives
- 5e)** Review and refine the way we engage with our community
- 5f)** Develop respectful working relationships with all tiers of government, including their representatives and agencies
- 5g)** Explore external partnerships to assist with the delivery of facilities, services, programs and infrastructure

Do you have any comments about these proposed key actions for 'Our Leadership'?

5a) Make evidence-based decisions that consider environmental, social, governance and financial implications that are in the best interest of our community and align with Strategic Management Plans

- 5a, 5e lot more informant discussion with the community, probably having people vote not just the councillors deciding on matters that effect the community as a whole. As councillors may have hidden agendas or aspiration
- Recent experience is that financial implications is the main driver (Grand Junction Rd forest) and all other aspects are secondary if not cursory. Suggest that when parkland is sold off for profit, the environmental and social costs be actively costed by assessing what actual replacement cost would be. This could include land acquisition, demolition and landscaping to replicate what is being sold
- This is a strong foundational action. Ensure that the evidence used is comprehensive and includes input from diverse community groups to truly reflect the best interest of the community
- Transparency and Accountability (5a and 5d): Enhance transparency in decision-making processes and hold regular town hall meetings or forums where community members can ask questions and provide input
- Focus on core priorities. Reduce rate costs by reducing staff numbers and exorbitant executive salaries
- Leadership is doing what is best for the community and increasing the population density is making this community a worse place to live. Being culturally diverse is positive, it creates a vibrant, colourful place, but too many traditional blocks are being subdivided, which is a bad thing as a whole

5c) Leverage technology to improve customer experience and internal processes

- As mentioned earlier, focus on overall customer experience (CX) rather than just service. Make the customer journey map publicly available and ensure it includes innovative approaches beyond digital transformation, integrating people, processes, and technology. Innovation in Public Services (5c): Promote a culture of innovation within public services by encouraging staff to propose and implement new ideas. Provide training and resources to support these initiatives
- I like the proposed key actions. Harnessing tech for CX it's important - but so are the traditional methods to ensure those without digital literacy can still have positive experiences/outcomes

5d) Continue to review our services through regular service reviews and continuous improvement initiatives

- Reduce waste should be a priority and constantly look for better, quicker and cheaper ways to do things

5e) Review and refine the way we engage with our community

- Ask residents what they need, what their priority, public survey etc, in order to use the money efficiently and wisely
- I think Council could advertise their meetings more on their own Facebook Page. You have over 23k followers yet you don't post about your Council meetings or minutes. I know it is on your website but who is going to look for that? If you post it on your Facebook page, it will go to 23k people
- Response to requests is poor

5g) Explore external partnerships to assist with the delivery of facilities, services, programs and infrastructure

- We need to work collaboratively with neighbouring councils in developing and implementing climate change, renewable energy transition and environmental sustainability strategies

Other comments

- Again, this is very 'wordy' with very basic suggestions. This sounds more like a job description than a plan for the future. Where are the measurable items?
- All key actions are necessary and trust there will be leaders within the council who will drive these to occur
- More PR none of this will ever happen just an organisation cloaked in secrecy not transparent to ratepayers
- They all sound good, but as resident I have no experience of seeing these things in action
- Gardens and orchards are being removed bugs and animals are being eradicated in building the town houses

Other comments regarding the Draft Strategic Plan 2030

Infrastructure and development

- As already stated a key goal of the coming years should be to add footpaths to side streets that have none, this will allow the streets to be walkable for everyone. Without the risk of being hit by a car while walking on the road
- Please do a PAR for the Greenwith Hills Neighbourhood Zone. I want to create 2 x 650sqm blocks to build rental houses on but can't with the current TNV. This has not been properly reviewed for 20 years and are out of date
- Stop pulling down houses and removing gardens and fruit trees. Stop putting too many people in small areas that can't sustain the road traffic and parking
- Stop subdividing houses, it is making this area less desirable to be a resident
- Yes. We have long wondered about the lack of development of the Awoonga Road Reserve. When we moved to Highbury 2 years ago, we were really surprised and taken aback at the lack of development of this site. Other reserves such as Thorndon Park Reserve for example have excellently developed areas for walking, cycling, eating etc. Our reserve has poorly limited walking/cycling tracks that involve crossing roads in high traffic areas that simply discourage people from using them. A developed, fully enclosed reserve could offer a similar level of attraction for the community that Thorndon Park does and would greatly enhance the appeal of the area. On face value, there is substantial land availability on site for residential and retail development that would clearly facilitate the funding of the upgrade of the reserve. Imagine boutique townhouses and retail areas with ample parking that overlooked a developed walking/cycling track around the water reserve....Why not indeed???

Access and Inclusion

- As a parent of a 5-year-old child with a mild physical disability, we have found most playgrounds are not accessible for children with mild motor abilities. We currently do not have a playground in walking distance from our home that our child can play safely on. It's simple things like having access points with steps and rails/grab bars rather than ladders and ropes being the only option to access the slides and having swings with back support or nest swings are good
- Inclusivity and Diversity: Ensure that all actions consider the needs of diverse community groups, including vulnerable populations. Promote inclusivity in all aspects of the plan

Environmental

- Sustainability Focus: Strengthen the focus on sustainability across all areas. This includes environmental sustainability, economic resilience, and social well-being.
- I am happy to work with the council to help develop a sustainability and climate change strategy
- I would like to see a change in the waste collection of bins. It would be much better for the Green waste bins to be collected weekly (especially in the summer months)
- Why not aim to become the highest-ranking council area in terms of tree canopy and provide our environment with a plan to only increase our tree canopy and protect us from the intensifying extreme heat effects that are predicted. I think Tea Tree Gully does consider the environment and environmental damage but why not become a leader and make Tea Tree Gully an area of the lushest greenery and tree canopy protecting and enhancing our beautiful area

Engagement

- Community Engagement: Emphasize continuous community engagement throughout the implementation of the plan. Regularly update the community on progress and seek their input on ongoing and future initiatives
- Involve community in decision making and let residents the opportunity to vote online on significant issues such as this strategic plan rather than asking for feedback

Other comments

- The 'number of initiatives ' is often used as an indicator of success. It is not the number but the quality of the initiative and the outcome achieved that should be used as the indicator of success. As an example, measuring the proportion of the community who are from a diverse background accessing a service compared to the proportion of that group in the community would give a better indication how successfully the aspiration of welcoming diversity and inclusion is being met and the extent to which people feel a sense of belonging and inclusion. You can have a lot of initiatives and have very little impact
- I like the wording of the Acknowledgment of Country - using "and the more recent contributions from all who live here" which recognises not only the traditional owners but also the contributions of all of the European Settlers and those of us who have followed. I've not noticed this wording from the Council before (may have been there) and I'm very pleased with this handling of the divisive issue
- The statistics included are very interesting and visually drawing, however, many of them are rather dated e.g. 2018 on Page 13
- Where can TTG residents access the specifics of the 2030 Strategic Plan?

Overall comments

- Comprehensive Vision: The plan presents a comprehensive vision that addresses key areas such as community, economy, environment, places, and leadership. This holistic approach is commendable. Clarity and Specificity: While the strategic objectives and key actions are well-defined, ensure that each objective has clear, measurable targets. This will help in tracking progress and ensuring accountability
- I think it's a strong draft and council staff should be proud about what they have provided. Thank you for the opportunity for me to have my say! :)
- No I find it a good strategic Plan for all residents
- It all sounds really inspirational and also achievable if we can all work together to make this all happen over time
- Thank you for the opportunity
- Extremely well done
- I am again very disappointed with a plan full of rhetoric, more of the same from the Council, nothing new, innovative, interesting. I will continue to access services in surrounding areas, which is very annoying when I pay rates here
- I hope that it is not just lip service
- Just all rubbish PR and nothing enclosed will never happen in TTTG at all

Summary of outcomes of workshop with DAIP Community Reference Group

Our Community

- Suggest additional wellbeing pillar of Access and Inclusion. Demonstrate how each aspiration contributes to this pillar
- Include progress against DAIP as an indicator of Aspiration 1.1
- Include greater reference to universal design

Our Economy

- Acknowledge growth in NDIS sector and its impact on economic growth for the City
- Create community grants for events or businesses
- 2F – See DAIP Actions regarding employment for people with disabilities
- Inclusivity to be a pillar in future Economic Development Plan
- References to compassionate economy encouraged

Our Environment

- 3.3 – include reference to increase communication to vulnerable groups when extreme weather events occur
- Need diverse range of clear messaging for emergency management plans which is accessible and inclusive

Our Places

- Greater focus on “independent methods of travel” rather than “active methods of travel”
- Greater focus on universal design (4D)
- 4.1 – emphasise need for end of trip facilities

Our Leadership

- Focus on empowerment to community in terms of leadership opportunities

Written submission from COTA

SUBMISSION TO THE

Community Consultation – City of Tea Tree Gully Strategic Plan 2030

16 July 2024

Submission authorised by:

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Chief Executive

Submission prepared by:

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COTA SA welcomes the opportunity to provide a submission to the *City of Tea Tree Gully Strategic Plan 2030* consultation.

COTA SA is an older people's movement run by, for and with older people. We represent the rights, interests and futures of 700,000 older South Australians aged 50+. We engage widely with older South Australians across the state, in person, via phone and email. The lived experiences of the diverse community of older South Australians shape our policy and advocacy work.

COTA SA cares deeply about ageing well and is committed to ensuring older South Australians have the opportunity, capacity and ability to navigate the changes of ageing in their place of choice.

In the many models of ageing well, the most common elements that support and empower navigating change are health (including physical and mental wellbeing), security (including housing and financial security), purpose (including volunteering, working, and learning) and connection (including having a sense of belonging and social connection). Many of these elements are considered in the *City of Tea Tree Gully Strategic Plan 2030*, and the focus on the concept of 'wellbeing' and a thriving community is positive.

South Australia is the oldest state by demographic on mainland Australia. South Australian councils, therefore, are uniquely placed to lead the way in helping older people to live well, be engaged, and remain in their communities. Through their plans, councils can build

environments and services that support an ageing population and support older people to age well in their place of choice. Such an environment includes public and community transport and active travel, housing (affordable, adaptable, close to amenities), digital accessibility, climate adaptation, green spaces, accessible and safe communities that allow older people to stay active, cool and warm refuges to cope with extreme weather events, health and aged care services and community connection.

Planning for Ageing Well

People aged 50 years and over comprise approximately 39% of South Australia's population.¹ This is predicted to increase to 47% by 2041. There is rich and wonderful diversity amongst older people, of culture, experience, identity, relationships, gender, interests and beliefs. As your *draft Plan* notes, the City of Tea Tree Gully faces the challenge of an ageing population, with the 65-79 and 80+ age brackets experiencing the greatest increase. This impacts your council area – positively and negatively – participation in the workforce decreases, the community and economy, and volunteering; as well as need for accessible health services, accessible infrastructure, walkable neighbourhoods and a diversity of housing types to support downsizing and being able to stay in their communities.

Despite the significant investment we have made to achieve longer and healthier lives, older South Australians continue to face very real and significant challenges. They include access to quality health and aged care, being overlooked for opportunities in employment, social isolation and loneliness, inappropriate housing options and feeling invisible. These challenges are compounded by factors such as gender, identity, cultural background, socio-economic status and ability.

City of Tea Tree Gully Strategic Plan 2030

COTA SA strongly advocates for local council Strategic Plans that lay the foundations for communities that are age-friendly, cohesive, inclusive, resilient, adaptable and accessible. Strategic planning that allows people to age in their home and in their community, leads to positive health and wellbeing, and minimises cost and disruption to the individual, their community and ultimately, the public health system. In response to the *City of Tea Tree Gully Strategic Plan 2030* consultation, we note and recommend the following.

Community

As stated in the draft *City of Tea Tree Gully Strategic Plan 2030*, the population of the area is forecast to grow, accommodating many new residents of diverse backgrounds, abilities and needs. COTA SA is encouraged to see that the *draft Plan* includes a range of key actions that will help people age and thrive in your community, including exploring opportunities to co-locate community facilities and activities for fairer distribution and accessibility; designing community programs, events and services that provide inclusive and equitable access for vulnerable community members; and designing and delivering programs, events and services that promote social, physical and emotional wellbeing.

¹ https://plan.sa.gov.au/state_snapshot/population

COTA SA would like to see more detail in the *draft Plan* on how the indicators will be meaningful and genuinely informative. For example, simply increasing the number of programs does not indicate whether people attend the programs and actively engage with them, and whether they do so on an ongoing basis, to improve their wellbeing over the longer term.

Economy

Many older people continue working beyond the traditional 'retirement age'. This may be because they choose to, or because they have to. Sadly, ageism is experienced in everyday interactions in the community, with businesses and services, and it is entrenched in settings such as employment. We therefore encourage the Council to include mature age workers as a key area of action, when developing its Economic Development Plan, and programs for business support.

The proposal to transform the Modbury Precinct into a contemporary, vibrant and pedestrian oriented urban centre 'Modbury Central' is a good one, as long as it is not at the expense of other smaller urban centres within the council area. Not everyone will be able to – or want to – venture to a large centre to carry out all their shopping, socialising, health and other activities.

Environment

COTA SA takes the threat of climate change seriously and our passionate Policy Council Climate Change Sub-Group is focused on the actions that can be taken at a policy, organisational and personal level that tackle climate change. COTA SA's surveys show that the many older South Australians have a real desire to contribute to the prevention of, and adaptation to, climate change.

The adverse effect of climate change on the health of the community is evident in the rising cost of energy, heat and cold-related ill health and extreme weather events. The impacts of climate change are disproportionately felt by those on low and fixed incomes and vulnerable community members, including a substantial proportion of older people, as they will have the least capacity to mitigate climate change and adapt to extreme weather conditions. The importance of high energy ratings and thermal comfort design when planning and approving housing and housing developments must be considered, and pursued with architects, developers and builders.

We are pleased to see the action to develop a Greening Strategy, and the objectives of improving tree canopy and the integration of vegetation within the urban environment. Increased tree canopy benefits all members of the community, including older people. Effective and in appropriate volume tree canopy can provide increased shade and protection from the harmful effects of ultraviolet radiation; make public spaces more hospitable for meeting and exercising; increase the use of footpaths and outdoor spaces for physical exercise; reduce the levels of stress hormones, heart rates and blood pressure due to increased levels of physical exercise; improve mental health and psychological wellbeing; reduce the effects of environmental stress such as reduced noise in suburbs; and improve air quality from absorbing carbon dioxide and releasing oxygen. .²

² 'Urban Tree Canopy Management', [SA Auditor General's Department](#), 2024

We recommend that the City of Tea Tree Gully considers the implementation of Cool and Heat refuges, during times of extreme heat and cold respectively, such as those operated by the City of Campbelltown. During their [Cool Refuges](#) trial, the council opened community centres and library facilities, and provided appropriate staff support, refreshments and also transport to and from the facilities.

Places

Our society has worked hard to achieve longer and healthier lives — both a medical and a social triumph. Despite this, older South Australians continue to face very real and significant challenges, including inadequate services and infrastructure to grow older in regional South Australia, cost of living pressures, social and digital exclusion, unaffordable and inaccessible healthcare, and housing stress and homelessness.

Objective 4.2 ‘Our City has a diversity of housing’ is a critical objective. We acknowledge that not all planning for housing is at the discretion of local councils, however we believe you must include strategic planning of communities that allows people to age in their home and in their community. Strategic planning is required for a range of housing options that meet the diverse needs of your growing population, now and into the future. This should not preclude an older person from being able to choose where or the type of dwelling they live in – noted in your own Housing Strategy³ is the fact that there is a lack of diversity of housing options currently in Mount Barker, with approximately 95% of housing in the district being detached.

COTA SA strongly advocates for, in broad terms, planning and infrastructure systems that lay the foundations for communities that are age-friendly, cohesive, inclusive, resilient, adaptable and accessible. As such, we have also made submissions to the and has also made submissions to the [South Australia’s 20-Year State Infrastructure Strategy discussion paper](#), and the [Greater Adelaide Regional Plan discussion paper](#). We are therefore glad to see Objective 4.3 ‘Our neighbourhoods are well planned, safe, connected and accessible with a focus on active methods of travel’.

COTA SA would like to see older people specifically discussed and planned for in your City Masterplan and City Design Manual. Moreover, the strategic planning that is undertaken should also consider the benefits of planning for and encouraging multigenerational communities now and in the future as there is value in families of different generations moving close to one another or share housing.

Transport is also an important issue for older people, especially if they have to relinquish their driver’s licence as they age. Action 4H ‘Advocate for more cross-suburban public transport connections and mass rapid transport options for our community’ is positive, and links to our comment that not everyone will want to only visit the (well-serviced) major centres. Access to adequate public and community transport to and from both major centres and smaller urban centres is fundamental to ageing well. It enables older people to be active in their communities and to maintain purposeful and independent lives that are connected to family, friends, employment, services and interests.

³ [Mount Barker District Housing Strategy, 2020](#)

Quality, accessible and reliable public transport results in more older South Australians being able to participate in volunteering roles, to commute to their place of employment, to undertake caring roles and to partake in social, economic and recreational activities. These connections are fundamental to ageing well and planning for public transport infrastructure is important. Equally important is planning for active travel, as noted in Objective 4.3 'Our neighbourhoods are well planned, safe, connected and accessible with a focus on active methods of travel', and action 4H 'Advocate for more cross-suburban public transport connections and mass rapid transport options for our community'. Incorporating bike paths and storage, footpaths and walking paths into the design of neighbourhoods that enables people to be physically active, safely.

Leadership

COTA SA strongly endorses the importance of working through partnerships, and we are therefore encouraged to see Objectives 5F and 5G which explicitly mention developing partnerships with other levels of government and external bodies. Partnerships complement the Council's actions to address shared challenges and achieve common goals for the betterment of the community.

COTA SA's The Plug-in is a specialist market insights operation that gives older people an influential voice to help industry, innovators and researchers better meet the future needs of the growing 50+ market. With the ability to undertake quantitative and qualitative research, The Plug-in has partnered with several councils and universities to support research and generate commentary and data. We welcome the opportunity to be engaged by the City of Tea Tree Gully.

Making evidence based decisions (5A) and developing a Corporate Plan (5B) are interlinked, and will enhance decision making for Council. Performance measurement – including measuring against the indicators in this *draft Strategic Plan* – will enable Council to keep track of trends, as well as monitor upcoming trends. There is no mention in the *draft Strategic Plan* of a regular general community survey (not the Community Wellbeing Survey), but this should also be part of enhancing decision making for Council.

COTA SA has a strong track record of success connecting with and delivering programs with and for older South Australians. We can bring value as a for-purpose partner to achieve the best outcomes for older people and can play an active role to ensure our strategies meet ageing well outcomes. We welcome the opportunity to collaborate with the government to shape the infrastructure strategy and subsequent plans.

For further information

COTA SA looks forward to hearing the outcome of the Inquiry. For further information, please contact Miranda Starke in the first instance.

Acknowledgement of Country

COTA SA acknowledges and respects Aboriginal people as the traditional custodians of the land of South Australia. We honour Aboriginal peoples' continuing connection to Country and recognise that their sovereignty was never ceded. We pay our respects to First Nations Elders past, present and emerging and extend that respect to all Aboriginal people.

Evaluation of community engagement strategy objectives

The key objectives/purpose of the community engagement, as tabled below, were developed as part of the community engagement strategy:

Objectives	Comment
• Provide an overview of outcomes of preliminary community engagement stage and how feedback has been used to inform development of the draft plan • Present Draft Strategic Plan 2030 for review • Gain community feedback on whether they support the plan including feedback on the strategic objectives, aspirations and proposed key actions	Various marketing and communications methods were undertaken to advise the community of the opportunity to provide feedback including: • Advertisement rotated on the digital screens in the Civic Centre, Library, Recreation Centres, Community Centres and Waterworld (digital roadside corner sign) • Article included in Council's 'Gully Life' e-newsletter (sent to approx. 33,000 subscribers) • Article included in the Council's Business e-newsletter (sent to approx. 13,000 subscribers) • Email sent to members of our online community 'Have Your Say Tea Tree Gully' (sent to approx. 3,300 subscribers) advising of the opportunity to provide feedback on the draft plan • Social media posts via Council's Facebook account • Promotion on the homepage of Council's website (carousel/slider) • Copies of the Draft Strategic Plan 2030, information sheet and a hard copy feedback form were available from the Civic Centre Reception & Tea Tree Gully Library • Statutory notice to the public in the <i>The Advertiser</i> on 1 July 2024 • Emails sent to key stakeholders inviting feedback • Attendance at a meeting of Council's Youth Leadership Program to talk to participants about the Strategic Plan 2030 and encourage feedback • Roadside banners installed at Civic Park and Lower North East Road, Dernancourt • Meeting with Council's DAIP Community Reference Group on 4 July 2024 In total 67 people provided feedback on the draft Strategic Plan 2023 across various feedback methods. The follows the preliminary engagement activity where over 540 people provided feedback on their priorities and focus areas for Council, which was used to inform the development of the draft plan.

Next steps

All feedback will be presented at a meeting of Council for Elected Members' consideration before making any further decisions about the Strategic Plan 2030.

Following this Council meeting, we will write to all those who provided feedback to advise what Council has decided and what the next steps will be.

Appendix 1: Verbatim comments

*In the interests of transparency, responses have been transcribed verbatim with minimal editing. Therefore some spelling and/or grammatical errors **may exist**.*

Strategic Vision

**Is the above vision consistent with your own vision for the City of Tea Tree Gully?
Why do you say this?**

Those who said ‘Yes – completely’

- Aiming for a quality lifestyle is common sense. Unfortunately everyone has a different view of what a quality lifestyle is
- Because I agree with the strategic plan
- I love the natural environment we have
- These ideas are good for a healthy community
- I believe in this vision because it highlights what makes a community great: people living well, supporting each other, and taking care of the environment. When we focus on quality of life and respect for everyone, we create a place where everyone can thrive now and in the future
- Our area needs to keep as much natural growth as possible, whilst also keeping people safe
- I loved the atmosphere when I first moved to tea tree gully this is how it was. It isn't anymore
- It's creative, innovative and adapts well to a modern world
- It accurately depicts what an ideal community is
- I feel that having lived in the Tea Tree Gully and Modbury areas for over 13 years, that we enjoy this lifestyle and the environment it preserves therefore the vision to maintain this is welcomed
- I want to raise my children in a safe neighbourhood with a quality lifestyle being able to enjoy getting out in our natural environment where accessibility and inclusion is a high priority
- I like that the environment is called out and the quality lifestyle
- I think this is particularly well done. The strategic objectives and aspirations focus on some of the key areas that we need to focus on to have a community that works together for enhanced wellbeing and life
- A connected community is beneficial for the health and wellbeing of all its residents, everyone needs a sense of belonging and to be valued
- I deeply care about the environment and I believe we are all connected to everyone and everything around us so we should care about the state of the community around
- Yes, these words sound great. From feedback and surveys already provided, the priorities in getting there seem to not align. That is responses that priorities vehicular movement, parking, council rates, opposition to housing density etc
- A thriving community and quality lifestyle goes hand in hand with one that values people and also values the natural environment. Not only do our natural areas clean our air, purify our water, reduce chemical and noise pollution, cool our streets and contribute to our physical and mental wellbeing which is so important for a quality lifestyle
- I love Tea Tree Gully's natural environment and I've always had the sense that Council prioritises this over the last 18 years I've lived here
- It covers, very broadly, people and nature, and mentions a good and prosperous lifestyle
- Common sense

- I want Council to support the community in achieving a quality lifestyle through its strategic plan
- I like that it captures people and the environment in particular
- TTG has lovely green spaces and is a good place to live and raise a family

Those who said 'Yes – somewhat'

- I'm interested to understand specifics. Eg. Are you completing the septic program to extend to Highbury. What is happening to the area where the pines have been removed and the reservoir?
- Comprehensive plan isn't outlined. Just top level ideas and targets
- There is an emphasis on growth and built infrastructure which is not sustainable in terms of the planet
- Excellent outline of plans but would love to see examples of how to achieve outcomes or specific projects scheduled
- I would like the above statement to reflect an innovative, dynamic community, much more than thriving. Thriving is a step up from surviving and I want a lot more than that from this Council. You may 'value' me as one of your people but I want a lot more than to be valued
- There are some gaps that relate to the importance of reducing the carbon footprint of both the Council and households generally
- Council has never done the above it breaks all rules and doesn't listen or consult with people on any development or decision made by Council
- This could be better. TTG council need to be more inclusive with its disabled residents particularly wheelchair users
- I live here and have done for a long time and value what I have
- I feel like one of the strategic challenges should be maintaining biodiversity. Even going as far to have a focus on reconciliation through caring for country, fauna and flora
- I think resilience, particular to climate, needs to be considered. We face a rapidly changing climate due to climate change and this statement does not encapsulate that ideal
- We lived in Salisbury years ago and the green waste bin was collected weekly. That would be great here in TTG as we have large blocks that need to be maintained on a regular basis, not only for neatness but also, as stated in your 2030 plan, we need to keep trees trimmed for fire safety. So green bins should be collected weekly. Not everyone has a trailer to take rubbish to a dump point. We lived in Wynn Vale, and the verges there were frequently mowed, trimmed and kept neat. We've lived in Banksia Park for over 15 years and we rarely see anyone council workers working on our verges
- Our area suffer with traffic congestion from Kildare College pupils poor parking choices & unneighbourly use off road space at peak travel times... ongoing issue which needs more done about it... Bentley Dog park goes through fazes off uncaring dog ownership... some local dog training workshops may assist in making the park more user friendly. Linear Park walking on footpaths is hazardous sadly more cyclists are using the path as a road travelling at speed often. Not giving way not being courteous to pedestrians - something positive & practical needs done to make this space user friendly for pedestrians it's unsafe Frequently. Dog off leash areas are diminishing Dog Parks aren't a safe answer my dog has been traumatised several times in Bentley Reserve with dogs plural on top of her... A safe off lead walking area would be appreciated where we aren't at risk from cyclists or uncaring dog owners

Those who said ‘No, not really’

- Population increase and diversity is the last thing Tea Tree Gully needs
- You DONT say what is thriving or quality or what the values are! DO better
- There some aspects ie improvements made in the last year , Modbury Heights seems to be the forgotten Suburb, the revegetation work that has happened in other TTG council areas is very good , if you look along Ladywood Road from the council end a lot of work and mass planting has happened, same as all through the Golden Grove development, the closer you get to Milne road intersection it's sparse and unkempt, it would be nice if the same beautification continues, the roundabout, Milne and Ladywood has no vegetation at all , it would be nice if the dry reserve on the corner of Minerva and Ladywood was irrigated and a playground constructed, we have grandchildren and have to cross main roads to get to a playground
- Our thriving community in TTG must live in the real world by responding to climate change through mitigation and adaptation strategy to maintain our lifestyle and natural/built environment
- Don't think a quality lifestyle here, the ratepayers are seen as a cash cow. I am for one is struggling in these times, just existing
- Residents within the TTG Council area are NOT a community. They are a diverse group of individuals or, at best are individuals attached to much smaller like-minded communities. Therefore the premise underlying this objective is unreal

Appendix 2: Community engagement advertising

Public Notice published 1 July 2024 in *The Advertiser*



**CITY OF
TEA TREE GULLY**
Naturally Better

HAVE YOUR SAY

Council invites feedback on its Draft Strategic Plan 2030.

To have your say:

- Complete the feedback form at haveyoursay.cttg.sa.gov.au
- Email feedback to cttg@cttg.sa.gov.au
- Post submissions to Reply Paid 571, Modbury SA 5092

For more information and a copy of the Draft Strategic Plan 2030 visit haveyoursay.cttg.sa.gov.au, the Civic Centre at 571 Montague Road Modbury or call 8397 7444.

Consultation closes **5pm, 26 July 2024.**

Roadside banner – Civic Park & Dernancourt



HAVE YOUR SAY

Have your say on the future of your City

The draft Strategic Plan 2030 consultation is now open

haveyoursay.cttg.sa.gov.au

Digital signage



HAVE YOUR SAY

Have your say on the future of our City

The draft Strategic Plan 2030 consultation is now open. Copies are available at the Civic Centre reception and Library.

haveyoursay.cttg.sa.gov.au



Gully Life July 2024



Have your say on the future of the City

The draft Strategic Plan 2030 consultation is now open. This plan sets a vision focused on creating a thriving community with a quality lifestyle that values its people and environment.

Have your say here

Social Media – Facebook posts - 2 & 20 July 2024



Appendix 3: Feedback form questions

Draft Strategic Plan 2030

Have Your Say Tea Tree Gully

Feedback Form - Draft Strategic Plan 2030

The Draft Strategic Plan 2030 outlines a vision for the future of the City of Tea Tree Gully and details objectives and aspirations to help achieve that vision.

Before we finalise the Draft Strategic Plan we wish to hear from our community and stakeholders about their thoughts regarding the Plan's vision, objectives and aspirations.

Complete this feedback form and go into the draw to win a \$100 local gift card.

[See prize draw terms and conditions](#)

About you

Please note: For your feedback to be included, your name and contact details must be provided as part of the registration process and completing this form. Your personal details will not be made public or published in any Council reports. By providing your email address you are agreeing to future communication from us by email in relation to this feedback (email is our preferred method of contact). Please ensure you check your 'junk mail' folder.

Street address (number and street name): (optional)

Which best describes your connection to the City of Tea Tree Gully? (select all that apply)

(Choose all that apply) (Required)

- ☐ I'm a resident (I live here)
- ☐ I'm a ratepayer (I own property here)
- ☐ I work in the Council area
- ☐ I own or manage a business in the Council area
- ☐ I regularly visit the Council area
- ☐ I'm a Council staff member (City of Tea Tree Gully)
- ☐ I represent a community group or organisation
- ☐ I represent a sporting group or club
- ☐ Other (please specify)

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Strategic Vision

A thriving community with a quality lifestyle that values its people and natural environment.

Is the above vision consistent with your own vision for the City of Tea Tree Gully?

(Choose any one option) (Required)

- ☐ Yes – completely
- ☐ Yes – somewhat
- ☐ Not really
- ☐ Not at all
- ☐ Unsure

Why do you say this?

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Have Your Say Tea Tree Gully

1. Our Community

Strategic Objective:

We create opportunities for people to connect with one another and to their local community

To what extent do you agree that the below **aspirations** will help achieve the above objective?

(Required)

Questions	Strongly agree	Agree	Neither/nor (neutural)	Disagree	Strongly disagree
1.1 Our programs, events and services are accessible, inclusive and adaptable to meet community needs					
1.2 Diversity is welcomed and celebrated					
1.3 People feel a sense of belonging, inclusion and connection					
1.4 The safety and wellbeing of our community is a priority					

Do you think there is anything missing from the above 'Our Community' aspirations?

(Choose any one option) (Required)

- ☐ Yes
- ☐ No
- ☐ Unsure

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Answer this question only if you have chosen Yes for Do you think there is anything missing from the above 'Our Community' aspirations?

If yes, why do you say this? What's missing?

(please use the above number reference if relevant)

Proposed Key Actions

Our proposed Key Actions for 'Our Community' are as follows:

- 1a) Explore opportunities to co-locate community facilities and activities to facilitate fair distribution and accessibility to our community
- 1b) Design our community programs, events and services where possible to provide inclusive and equitable access for vulnerable community members
- 1c) Support the integration of diverse groups in our community through partnerships with agencies, advocacy organisations and community groups
- 1d) Activate our public places to support community connection and celebration of culture
- 1e) Create opportunities for our community to experience and participate in arts and culture
- 1f) Promote and create meaningful volunteering opportunities within our City
- 1g) Design and deliver programs, events and services that promote social, physical and emotional wellbeing

Do you have any comments about these proposed key actions for Our Community? Please use the relevant reference for an action where appropriate.

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2. Our Economy

Strategic Objective:

Our City is the place to invest, work and do business

To what extent do you agree that the below **aspirations** will help achieve the above objective?

(Required)

Questions	Strongly agree	Agree	Neither/nor (neutral)	Disagree	Strongly disagree
2.1 Our centres are vibrant with Modbury Precinct as the region's key activity centre					
2.2 Our economy is innovative, prosperous and diverse and is underpinned by sustainable population growth					
2.3 Our community has leadership and employment capabilities					

Do you think there is anything missing from the above 'Our Economy' aspirations?

(Choose any one option) (Required)

- ☐ Yes
- ☐ No
- ☐ Unsure

Answer this question only if you have chosen Yes for Do you think there is anything missing from the above 'Our Economy' aspirations?

If yes, why do you say this? What's missing?

(please use the above number reference if relevant)

Proposed Key Actions

Our proposed Key Actions for 'Our Economy' are as follows:

- 2a) Develop and implement an Economic Development Plan
- 2b) Advocate for and facilitate expansion of key anchor institutions and centres
- 2c) Attract innovative and emerging industries and business ventures
- 2d) Develop a vision for 'Modbury Central' which continues to transform Modbury Precinct into a contemporary, vibrant and pedestrian

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oriented urban centre by leading the delivery of catalyst initiatives

2e) Develop our City Masterplan to identify locations for population growth that will support the sustainable renewal and activation of community and employment hubs

2f) Support local businesses through the delivery of services such as small business advisory service, education and upskilling opportunities

2g) Explore partnership opportunities with schools, tertiary institutions and private education providers to build leadership confidence or our young people

Do you have any comments about these proposed key actions for Our Economy? Please use the relevant reference for an action where appropriate.

3. Our Environment

Strategic Objective:

We are leaders in how we manage and care for our environment and resources

To what extent do you agree that the below **aspirations** will help achieve the above objective?

(Required)

Questions	Strongly agree	Agree	Neither/nor (neutral)	Disagree	Strongly disagree
3.1 Biodiversity, green spaces and tree canopy are valued, enhanced and protected					
3.2 We practice the responsible and sustainable use of resources					
3.3 We are resilient to extreme weather events, bushfires and environmental risks					

Do you think there is anything missing from the above 'Our Environment' aspirations?

(Choose any one option) (Required)

- ☐ Yes
- ☐ No
- ☐ Unsure

Answer this question only if you have chosen Yes for Do you think there is anything missing from the above 'Our Environment' aspirations?

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If yes, why do you say this? What's missing?

(please use the above number reference if relevant)

Proposed Key Actions

Our proposed Key Actions for 'Our Environment' are as follows:

- 3a) Prepare a Greening Strategy that improves biodiversity outcomes and green cover across the city
- 3b) Develop and implement policies, programs and incentives that promote circular economy practices
- 3c) Implement a framework for environmental management and sustainable use of resources
- 3d) Manage impacts of urban growth to minimise risks to the environments and risks from natural hazards (e.g. bushfires, heatwaves, floods etc.)
- 3e) Prepare a Water Security Strategy
- 3f) Implement stormwater management plans for our creek networks to mitigate and manage impacts of stormwater events, and maximise amenity and water reuse

Do you have any comments about these proposed key actions for Our Environment? Please use the relevant reference for an action where appropriate.

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4. Our Places

Strategic Objective:

Our City is a desirable place to live, stay and play

To what extent do you agree that the below **aspirations** will help achieve the above objective?

(Required)

Questions	Strongly agree	Agree	Neither/nor (neutral)	Disagree	Strongly disagree
4.1 Our public places are attractive, adaptable and fit for purpose					
4.2 Our City has a diversity of housing					
4.3 Our neighbourhoods are well planned, safe, connected and accessible with a focus on active methods of travel					

Do you think there is anything missing from the above 'Our Places' aspirations?

(Choose any one option) (Required)

- ☐ Yes
- ☐ No
- ☐ Unsure

Answer this question only if you have chosen Yes for Do you think there is anything missing from the above 'Our Places' aspirations?

If yes, why do you say this? What's missing?

(please use the above number reference if relevant)

Proposed Key Actions

Our proposed Key Actions for 'Our Places' are as follows:

- 4a) Enhance the amenity and safety of our public spaces and transport corridors through strategic upgrades
- 4b) Upgrade our facilities, spaces and places so they are adaptable and agile to meet changing community needs
- 4c) Develop a plan to guide the development of our play spaces and open space
- 4d) Develop a City Design Manual that provides comprehensive guidelines and standards for developing and beautifying the public realm

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- 4e) Identify through the City Masterplan locations for diverse housing to accommodate the changing needs of our community
- 4f) Advocate for policies that aim to improve the quality and liveability of our neighbourhoods
- 4g) Lead and advocate for the delivery of infrastructure investment identified in the City Masterplan
- 4h) Advocate for more cross-suburban public transport connections and mass rapid transport options for our community
- 4i) Design our transport network to be more pedestrian and cycle friendly

Do you have any comments about these proposed key actions for Our Places? Please refer to the relevant letter for an action where appropriate.

5. Our Leadership

Strategic Objective:

We are trusted to make good decisions that are in the best interest of our community

To what extent do you agree that the below **aspirations** will help achieve the above objective?

(Required)

Questions	Strongly agree	Agree	Neither/nor (neutral)	Disagree	Strongly disagree
5.1 Our service provision is sustainable and adaptable					
5.2 We have an innovative approach to customer service that provides a positive customer experience and adapts to changing needs					
5.3 Our engagement is meaningful and we keep our community informed about Council initiatives					
5.4 Our planning and decision making is evidence based, consistent and focused on outcomes for the future					

Do you think there is anything missing from the above Leadership aspirations?

(Choose any one option) (Required)

- ☐ Yes
- ☐ No
- ☐ Unsure

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Answer this question only if you have chosen Yes for Do you think there is anything missing from the above Leadership aspirations?

If yes, why do you say this? What's missing?

(please use the above number reference if relevant)

Proposed Key Actions

Our proposed Key Actions for 'Our Leadership' are as follows:

- 5a) Make evidence-based decisions that consider environmental, social, governance and financial implications that are in the best interest of our community and align with Strategic Management Plans
- 5b) Develop and implement a Corporate Plan that seeks to continually improve our organisations culture and performance
- 5c) Leverage technology to improve customer experience and internal processes
- 5d) Continue to review our services through regular service reviews and continuous improvement initiatives
- 5e) Review and refine the way we engage with our community
- 5f) Develop respectful working relationships with all tiers of government, including their representatives and agencies
- 5g) Explore external partnerships to assist with the delivery of facilities, services, programs and infrastructure

Do you have any comments about these proposed key actions for Our Leadership? Please use the relevant reference for an action where appropriate.

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Do you have any other comments about the Draft Strategic Plan 2030?

Would you like to enter the prize draw for a \$100 local gift card?

[\(see terms and conditions\)](#)

(Choose any one option) (Required)

☐ Yes

☐ No