

9.1 Long Term Financial Plan Community Engagement

Report contact

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Approving officer

Chris White, Director Corporate

Meeting

Council

Date

17 November 2020

1. Purpose

This report seeks approval on the draft Community Engagement Plan for the Long Term Financial Plan (LTFP).

2. Recommendations

That Council:

- 1. Approves the draft Long Term Financial Plan Community Engagement Plan as per attachment 1 to the agenda report.**
- 2. a. Approves the draft Long Term Financial Plan community survey questions as per attachment 2 to the agenda report**
or
b. Approves the Approves the draft Long Term Financial Plan community survey questions as per attachment 2 to the agenda report, subject to the following changes:....
- 3. Notes that the outcomes of the Community Engagement and draft Long Term Financial Plan will be presented to Elected Members at a workshop on 21 January 2021.**
- 4. Notes that if Council does not approve this report the Long Term Financial Plan engagement process will be conducted as in previous years.**

3. Executive summary

The LTFP is an essential part of our financial planning process as it helps ensure that our long term financial sustainability can be maintained while meeting the needs and expectations of our existing and future communities and delivering Council’s objectives as specified in the Community Plan 2030 and related strategies.

The LTFP is influenced by numerous internal and external factors including the current environmental, economic, social and political environments, current and future pressures and opportunities, and organisational objectives and priorities.

2020 has been a challenging year for our community and it’s important we understand how COVID-19 has affected them and the economic impact on our city.

To assist Council in the development of the LTFP we will undertake a unique approach to engaging the community through specific standalone survey questions.

This engagement approach will meet our legislative requirements for public consultation on the LTFP as per section 122 of the *Local Government Act 1999* (the Act).

4. Background

| | |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Community Plan 2030 | <p>prosperity: economically strong, environmentally thriving</p> <ul style="list-style-type: none"> -Our economy benefits everyone. <p>performance: accountable, efficient, inclusive, sustainable</p> <ul style="list-style-type: none"> -Our communities trust us to deliver. -Our rate payers receive strong returns for their rates. |
| Policy and/or relevant legislation | Public Consultation Procedure fulfilling the council’s statutory obligations under section 122 of the <i>Local Government Act 1999</i> (the Act). |
| Who did we talk to/who will we be talking to | This is outlined in the engagement plan as attached to the agenda report. |

5. Discussion

Under section 122 of the Act, council is required to undertake a comprehensive review of the LTFP within two years of a general election of the council. Due to COVID-19, the deadline for this review and approval of the LTFP was extended to February 2021.

The LTFP underpins both the Community Plan and Strategic Asset Management Plan and sets out the financial projections for a period of at least 10 years to assist with decision making whilst ensuring financial sustainability.

As part of this process, under Section 122(6), Council must;

(6) ...adopt a process or processes to ensure that members of the public are given a reasonable opportunity to be involved in the development and review of its strategic management plans (but nothing in this subsection is to be taken to limit subsection (5)).

To address previous community feedback that early engagement is required for issues of high strategic importance, we have developed an Engagement Plan centred on a community survey. The survey will seek community opinion on the key elements of the Long Term Financial Plan – rates, debt, council services and capital expenditure.

Legal advice suggests this approach will also meet the requirements of Section 122(6), so long as:

the feedback that is sought, whether by way of specific questions posed to the public or some other mechanism, ought to be relevant to the LTFP but also not expressed in overly narrow or restrictive terms. For example questions ought to be framed in an open way rather than leading or suggesting a particular response.”

The draft survey questions have been developed based on feedback and ideas received from elected members via the following touchpoints:

| 13 Oct | 20 Oct | 22 Oct | 3 Nov | 4 Nov | 10 Nov |
|------------|--------------|--------------------|------------|--------------|------------|
| EM session | Email to EMs | LTFP working group | SDC report | Email to EMs | EM session |

At the 13 October Elected Member Session, elected members discussed ways that community engagement on the LTFP could be approached, and what sort of questions would help guide elected members in their decision-making about the LTFP.

The LTFP Community Engagement Plan was presented at the 3 November Strategic Directions Committee meeting where elected members requested a further session to refine the questions.

At the 10 November session elected members provided further feedback on the questions. The benefits of engaging with the community upfront (rather than once a draft plan had been developed) was also discussed, with elected members recognising that the community input could assist their decision making on key components of the LTFP. At this workshop Mint Research also attended to provide advice on the design of the survey questions.

The feedback from the elected member session has been considered in the refining of the survey questions, which are now presented for approval at attachment 2.

Key changes to the survey questions include:

- Simplifying the language and providing context where possible.
- Grouping the questions into smaller sub-sections, based on LFTP components (rates, debts, council services, and capital expenditure).
- Adding additional questions to gauge knowledge of and attitudes to the above LFTP components.
- Ensuring community members are informed on how the survey responses will be used to help inform decision making in the LFTP process.

The LTFP community engagement will be promoted under the REALLY campaign which was implemented successfully in 2019 as part of the Annual Business Plan Community Engagement.

The survey will commence on 19 November and remain open for community input for the required 21 days. Once the data is collected and analysed it will be presented to elected members at a workshop, along with the draft LTFP on 21 January 2021.

The LTFP Engagement Evaluation Report and final draft LTFP will be presented to elected members for endorsement at the 2 February 2021 Strategic Directions Committee meeting. The LTFP will then be presented to elected members for adoption at the 16 February Council meeting.

6. Financial implications

Financial summary

| Item | \$ | Comment |
|---------------------------------|--------|--------------------------------------------------|
| Current budget | | |
| Current budget allocation | \$8645 | Marketing \$3750 and Mint Research survey \$4895 |
| Funding required | - | |
| External funding | - | |
| Budget impact | - | Existing budget available |
| FTE | - | N/A |
| Next year's budget | | |
| Funding required | - | Not required for 2021-22 |
| Funding source | - | |
| Operating position | - | |
| Rate rise impact | - | |
| FTE | - | |
| Long Term Financial Plan | | |
| Debt | - | Existing budget available |
| Interest | - | |
| Reserve | - | |

Scope of impact

The costs for the promotion and analysis of survey outcomes are covered by existing budget allocations, with no additional funding required.

7. Risk and opportunity management

| Risk | |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Identify | Mitigation |
| Reputation/community expectation | Outline of the outcomes from the community engagement and how they have been used or considered in the LTFP. |
| Political | Elected members will consider the engagement feedback and the draft LTFP at the workshop meeting on 21 January 2021, with an outline of these outcomes and how they have been used in the LTFP. |
| Financial/business sustainability | The LTFP considers how council can ensure its ongoing financial sustainability whilst delivering on the Community Plan objectives. Engaging with the community provides feedback on how to achieve this sustainably. |

| | |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compliance/legal | <p>Failure to adopt the LTFP in a timely manner results in breaches of the Act and exposure to reputational and financial risk.</p> <p>The approved engagement and planning timetable meet the timing obligations specified in the Act (adjusted for COVID) with regard to the LTFP and has been designed to ensure adoption of this in a timely manner.</p> |
| Service delivery | <p>The LTFP considers how council can ensure its financial sustainability whilst delivering on the Community Plan objectives, including service delivery. Engaging with the community provides feedback on how to achieve this sustainably.</p> |

| Opportunity | |
|----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Identify | Maximising the opportunity |
| Provide a robust marketing campaign to engage the community in thinking about the LTFP | The REALLY campaign used in November 2019 will be updated to engage our community, involving a marketing and communications campaign. |
| To inform and seek sentiment from the public on components of the LTFP | <p>Our communities are informed of the engagement process via a number of methods including council's website, Your Say Onkaparinga, roadside banners, hard copies of the survey available at council facilities, My Local Gov app, media, radio, mayor video, direct email and paid social media advertising.</p> <p>Explore opportunities to present at existing local forums.</p> |

8. Timelines and deadlines

- 19 November – 10 December 2020 – community engagement
- 21 January 2021 – Elected member workshop – draft LTFP and community engagement outcomes
- 2 February 2021 – SDC - Engagement Evaluation report and final draft LTFP for endorsement
- 16 February 2021 – final LTFP for adoption

9. Next steps

Implementation of the community engagement plan.

10. Attachments

Attachment 1 – Community Engagement Plan Long Term Financial Plan (14 pages)

Attachment 2 – Community survey 2020 Long term financial plan questions (14 pages)

- END OF REPORT -



Community Engagement Plan

Project Name: Long Term Financial Plan

Background information

This Long Term Financial Plan (LTFP) is an essential part of our financial planning process as it helps ensure that our long term financial sustainability can be maintained while meeting the needs and expectations of our communities and delivering Council's objectives as specified in the Community Plan 2030 and related strategies.

Under section 122 of the South Australian Local Government Act, council is required to undertake a comprehensive review of the LTFP within two years of a general election of the council. Due to COVID-19, the deadline for this review and approval of the LTFP was extended to February 2021.

Community engagement will be undertaken during the development of the LTFP where we will seek to inform our community and learn their sentiment about our LTFP process, and understand their perspective on service provision, debt and rates through a campaign via our Your Say page as part of the REALLY campaign.

The survey will commence 19 November and remain open for community input for the required 21 days. Once the data is collected and analysed it will be presented to elected members at a workshop, along with the draft LTFP on 21 January 2021.

The LTFP Engagement Evaluation Report and final draft LTFP will be presented to elected members for endorsement at the 2 February 2021 SDC meeting. The LTFP will then be presented to elected members for adoption at the 16 February Council meeting.

Purpose of engagement

The purpose of engagement is to **increase awareness** about council's LTFP and to **provide opportunities** for our communities to provide feedback on aspects of the LTFP, **while meeting our legislative requirements**.

Engagement objectives

- To inform and educate the community about Council's LTFP
- To understand the community's sentiment about financial components of the LTFP to help guide elected member decision making
- To provide genuine opportunities for the community to provide feedback towards components of Council's LTFP
- To ensure we meet the public consultation legislative requirements under Section 123 of the *Local Government Act 1999*.

Scope of influence

The community's feedback may influence longer term settings on the following:

- rates
- debt levels
- capital expenditure
- where we can spend our money, and
- other long-term financial components
- the levels of major project expenditure

Related and/or neighbouring projects

Links with the following strategies will be considered during the engagement and development phases of this plan:

- Community Plan 2030
- Strategic Asset Management Plan

Risk and community expectations assessment

The following table will assist you to assess the level of complexity, sensitivity and potential impact, and help to determine the best engagement approach.

| Area | low | medium | high | explanation |
|--------------------------------------------------------|--------------------------|--------------------------|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| degree of complexity of project | <input type="checkbox"/> | <input type="checkbox"/> | X | Our LTFP is complex, containing a number of interrelated components including rate setting and other revenue, debt, operational and capital expenditure, and external factors such as economic conditions. It can take months for elected members to go through the LTFP process to enable them to develop a draft plan. It is unrealistic to expect our communities to easily understand our LTFP or LTFP development process. |
| degree of potential community impact of project | X | <input type="checkbox"/> | <input type="checkbox"/> | Community interest in our LTFP and budget process has traditionally been low, with a wide range of responses on financial matters such as rates and debt and with most responses around localised issues. Elected members should consider the feedback received through the process, and recognise that it is not possible that all feedback received will be able to incorporated into the LTFP, particularly if there is conflicting feedback from the community. The impacts within the LTFP are likely to be experienced over the 10-year period of the LTFP. That is, outcomes may not be immediate or apparent over the short term. |
| degree of political sensitivity of project | <input type="checkbox"/> | <input type="checkbox"/> | X | Community interest in our LTFP and budget process has traditionally been low, and our elected members wish to explore growing community participation in the LTFP process. |
| Total | 1 | 0 | 2 | Suggested engagement method is consult |

Stakeholders

Please note we have done our best to endeavour to capture all stakeholders provided by elected members noting we are still finalising the complete stakeholder register.

| |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Council (Mayor and elected members/ward councillors) All elected members</p> |
| <p>Staff Directors Group, Finance team, Engagement team, Strategic Services team and Marketing and Communications team, Media and Social Media, Community Relations (call centre)</p> |
| <p>Cultural groups/Specific interest groups/NGOs/individuals Cultural groups/Specific interest groups/NGOs/individuals 40 Army Cadet Unit - Noarlunga 50s Plus Activity Club 605 Squadron Australian Air Force Cadets Aberfoyle Men's Breakfast Group Aberfoyle Park High School Council Aboriginal Health Services - Noarlunga and Clovelly Park ACH Group ACH Group - Social Links ACH group Inc. - Health and Community Services Southern Active Ageing Centres/community centres and halls/neighbourhood centres/libraries Adelaide and Mount Lofty Ranges Natural Resources Management Board Adelaide Biplanes Advisory Group - Elizabeth House Advisory group - Wakefield House Aldinga Bay Coast Care Aldinga Bay Residents Association Aldinga Bay Surf Life Saving Club Aldinga Community Child Care Centre Management Committee Aldinga Men's Group Aldinga Sellicks Alliance Aldinga Washpool and Silver sands heritage group (AWASH) Anti-poverty Network SA Anti-poverty Network SA - Kym Mercer ANZAC Vigil APRA Active Over 50s - Blackwood Group Artworks Inc Asperlutely Autsome Andy Farmer Baptist Care SA - Adventure Services Baptist Care SA - Southern Adelaide Beach Vale Sub Section of the Naval Association</p> |

Beta Sigma Phi - Christies Beach
 Bethsalem Care
 Better Together Christie Downs
 Blewitt Springs Community Hall and Progress Association
 Blues Busters South
 Brixton Street Social Tennis Club
 Business and Tourism Aldinga
 Business and tourism associations
 Carer Support Morphett Vale Centre
 CD work network
 Centacare Catholic Family Services
 Cherry Gardens Community Association
 Cherry Gardens Memorial Hall
 Children and Families Roundtable
 Children's Centres - O'Sullivan Beach
 Children's Centre - Aldinga Beach
 Children's Centre - Hackham West
 Children's Centre - Woodcroft
 Christie Downs Community House
 Christie Downs Residents Association
 Christies Beach Business and Tourism Association
 Christies Beach Community Group
 Christies Beach Sports and Social Club
 Christies Beach Surf Life Saving Club
 Churches
 City of Onkaparinga Pipe Band
 City of Onkaparinga Prostate Support Group
 City of Onkaparinga volunteers
 Clarendon Community Association
 Clarendon Historic Hall Committee
 Communities for Children
 Community Bridging Services Inc - Old Reynella and Noarlunga
 Community Centre Management Boards
 Community Living Australia
 Conservation societies
 Coromandel Valley and Districts Branch National Trust SA
 Cultural Diversity Working Group
 Disabled Surfers Association
 District Reference Groups
 Domestic Violence groups
 Downtown Aldinga Inc
 ECH Southern Day Program
 Emergency Services

Environmental groups

- Every Generation Onkaparinga Reference Group
- Flagstaff Hill School Governing Council
- Fleurieu Cancer Network
- Fleurieu Food Group Inc
- Fleurieu Peninsula Family History Group Inc.
- Friends of Aldinga Scrub
- Friends of Glenthorne
- Friends of Moana Sands
- Friends of Onkaparinga Park
- Friends of Port Willunga Inc
- Friends of Scott Creek Conservation park
- Friends of Sellicks Inc
- Friends of Sturt Gorge Recreation Park
- Friends of Sullies
- Friends of the Little Corella
- Friends of Willunga Basin
- Gamble Cottage National Trust of Coro
- Hackham West Neighbourhood Watch
- Happy Valley Sports Park Inc Management Committee
- Hayden Patterson
- Headspace
- Healthy Cities Onkaparinga Inc Management Committee
- Hoarding and Squalor Network
- Homelessness agencies
- Horse Owners of the Southern Mt Lofty Ranges Inc
- Housing co-ops
- Housing groups
- Joining Hands and Minds Task Group
- Kangarilla Community Association
- Kangarilla Landcare Group
- Kangarilla Progress Association
- Kangarilla Recreation Ground Management Committee
- Kangarilla Temperance Hall
- Kurna National Cultural Heritage Association (KNCHA)
- Kurna Yerta Aboriginal Corporation (KYAC)
- Kyeema CFS Group
- Ladies Probus Club of the Fleurieu
- Leadership Onkaparinga Alumni
- Lions Club - Aberfoyle and Districts Inc.
- Lets Talk Onkaparinga
- Lions Club - McLaren Districts
- Lions Club - Noarlunga/Morphett Vale
- Lions Club - Willunga and Districts

- Lonsdale Business Association
- Low Income Action Group
- Main South Road Action Group
- Maslin Beach Community Association
- Maslin Beach Over 40s Club
- Matchworks - Morphett Vale
- Matchworks - Noarlunga
- Mawson CFS Group
- McLaren Flat Recreation Ground Incorporated
- McLaren Vale and Districts War Memorial Hospital Board
- McLaren Vale Business and Tourism Association
- McLaren Vale Grape, Wine and Tourism Association
- McLaren Vale Institute Hall Management Committee
- McLaren Vale Italian Heritage Committee
- McLaren Vale Sporting Complex
- Men's sheds
- Michelle McLaren
- Mid Coast Surf Life Saving Club
- Mike Rosser - Volunteer Australian Red Cross
- Moana and Seaford Community Association
- Moana Surf Life Saving Club
- Morphett Vale Memorial Sports Complex Group
- Murray Darling Association
- National Trust and heritage groups
- National Trust of SA - Coromandel Valley Branch
- National Trust of SA - Willunga Branch
- Neporendi Aboriginal Forum Inc
- Onkaparinga Active Communities Network (OACNET)
- O'Sullivan Beach Sport and Community Club Inc
- Old Noarlunga Community Inc
- Old Noarlunga Community Residents Association (ONCRA)
- Onkaparinga City Concert Band
- Onkaparinga Collaborative Approach
- Onkaparinga Food Security Collaborative
- Onkaparinga Neighbourhood Centre's Network
- Onkaparinga Northern Community Forum
- Onkaparinga Residents Association Council Watch (also known as Onkaparinga Watch)
- Onkaparinga Southern Community Forum
- Onkaparinga Youth Committee
- O'Sullivan Beach Neighbourhood Watch
- Operation Flinders Foundation Inc
- O'Sullivan Beach Sports and Community Association
- Our Coast Our Mission
- Parents Helping Parents

People Matters – Hackham West
 Phoenix Variety and Music Group Inc
 Port Noarlunga Business and Tourism Association
 Port Noarlunga Conservation Society
 Port Noarlunga Football Club
 Port Noarlunga Surf Life Saving Club
 Pride of the South
 Ramsay Placemaking Working Group
 Red Gum Gully Our Patch Group
 Reef Watch
 Regional Disability Network
 Reynell Business and Tourism Association
 Reynella East College Council
 Riding for the Disabled Association SA Inc
 Rosita Hanley
 Rotary Club of Coromandel Valley
 Rotary Club of Flagstaff Hill
 Rotary Club of McLaren Vale Inc.
 Rotary Club of Noarlunga
 Rotary Club of Noarlunga East
 Rotary Club of Seaford
 Rotary International District 9520
 RSL Morphett Vale and Districts Sub-Branch
 RSL Port Noarlunga/Christies Beach
 RSL Willunga and Districts
 SACOSS (South Australian Council of Social Services)
 Sauerbier House Reference Group
 School for Dogs Aldinga Bay Inc
 Schools/kindergartens
 SCOSA - Hackham Hub
 Seaford 6-12 School Council
 Seaford District Residents Association
 Seaford Network/ C- Community Connections team
 Seaford Sports and Social Club Inc
 Sellicks Area Residents Association (SARA)
 Service provider networks (multicultural, aged care, disability, children and youth)
 SHINE SA Inc - Noarlunga
 Shopping centre owners/managers
 Silver Citz Over 50s
 Sir Samuel Way Masonic Lodge
 Small and Medium around the Reservoir Traders (SMART)
 Social housing organisations
 South Adelaide Football Club

South Australian Country Women's Association - Happy Valley
 South Australian Country Women's Association - Morphett Vale
 South Australian Country Women's Association - Reynella (evening)
 South Coast Community Police Team
 South Coast Motocross Club
 South Port Noarlunga Coastcare Group
 South Port Surf Life Saving Club Inc.
 Southern Adelaide Domestic Violence Service
 Southern ASD Network
 Southern Community Coalition
 Southern District Cricket Club
 Southern Districts Baseball Club Inc
 Southern Districts Computer User Group
 Southern Domestic Violence Action Group Inc.
 Southern Financial Counsellors
 Southern Housing Roundtable Operational Group
 Southern Multicultural Service Providers Forum
 Southern Outer Homelessness Service
 Southern Parkour Project
 Southern Regional Alliance
 Southern Services Reform Group
 Southern Table Tennis Inc
 Southern Tennis Association Inc c/- Southern Districts Tennis Association
 Southern Traditional Owners Meyunna Patparta (STOMP)
 Southern Urgency Relief Fund
 Southern Vales View Club
 Southern Volunteering
 Southern Youth Network Collective
 Southern Youth Round Table
 Sporting and recreational clubs
 Sully's Social
 Taikurrendi (Children and Family Centre)
 Talk South
 The Anti-poverty Network
 The Benevolent Society
 The Get Together Club
 The Shed (Southern Community Project Group Inc.)
 The Stables Christian Centre
 The Vines Evening VIEW Club
 Trees for Life - Noarlunga
 Trees for Life - Willunga
 Unemployed Workers Union
 Uniting SA Community Mental health Services, South (Christies Beach)

| |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>VIEW Club of Onkaparinga Volunteering SA Washpool Working Group Western Fleurieu Anglican Mission Partnership Willunga and Districts RSL Willunga Basin Trail Willunga Business and Tourism Association Willunga District Community Transport Board Inc Willunga Environment Centre Willunga Farmers' Market Willunga Golf Club Willunga High School Council Willunga Recreation Park Inc Winn's Bakehouse Museum Zonta Club of Adelaide Hills Inc Zonta Club of Noarlunga/Southern Vales</p> |
| <p>General Public Onkaparinga city-wide (ratepayers, residents, visitors)</p> |
| <p>Government agencies/MPs Child Protection Department Department for Education - Noarlunga Office SA Housing Authority The Hon. Vickie Chapman MP, Deputy Premier, Attorney-General and Minister for Planning and Local Government Local state and federal members of parliament</p> |

Engagement parameters

| <p>Geographic boundaries Citywide</p> | |
|-----------------------------------------------------------------------------------|--------------------------------|
| <p>Timelines Key engagements milestones are listed below:</p> | |
| Tasks | When |
| Community engagement | 19 November – 11 December 2020 |
| Elected Member workshop #6 (draft LTFP and community engagement outcomes) | 21 January 2021 |
| SDC meeting – Engagement Evaluation report and final draft LTFP for endorsement | 2 February 2021 |
| Approval of the final LTFP | 16 February 2021 |

Engagement action plan

| Phase | Method | Stakeholders | Techniques | Who's responsible | Desired outcome | Estimated timeline |
|-----------------|---------|--------------------------------------|-----------------------|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Planning | Consult | Elected members | EM Workshop | Engagement Finance Strategic Services | Seek input from elected members on questions for engagement and engagement options. | 13 October 2020 |
| Planning | Consult | Elected members | Email | Finance Strategic Services | Seek elected members input on proposed questions. Advise elected members about the upcoming engagement with the community. | 20 October 2020 |
| Planning | Consult | Finance Working Group | Workshop | Engagement Finance Strategic Services | Workshop question and seek approval to proceed to Strategic Directions Committee (SDC) for final approval. | 22 October 2020 |
| Planning | Consult | Engagement Project Team Social Media | Emails Phone Calls | Project Team Engagement Social Media | All promotion material is drafted/approved in preparation for engagement: <ul style="list-style-type: none"> - Your Say page is drafted and approved - Social Media Post - Roadside Banners arranged - Email invitation - Email signature - Onkanet banner - Onkaparinga News - Media | 30 October 2020 |

| | | | | | | |
|-----------------------|----------------|--------------------------------------------------------------|----------------------------------------------------------------------------|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| Reporting | Inform | DG Elected members Finance | SDC – LTFP draft Community Engagement Plan Report | Engagement Finance Strategic Services | <ul style="list-style-type: none"> - Posters in council facilities - On Hold message - My Local Gov app - Radio - Mayor video <p>Hard copy information and feedback forms for those who do not have internet access or want to go online.</p> <p>Elected members endorse the engagement plan and questions.</p> | 3 November 2020 |
| Planning | Consult | Elected members | EM Workshop | Engagement Finance Strategic Services | Seek input from elected members on questions for engagement. | 10 November 2020 |
| Reporting | Inform | DG Elected members Finance | Council – LTFP draft Community Engagement Plan Report | Engagement Finance Strategic Services | Elected members endorse the engagement plan and questions. | 17 November 2020 |
| Implementation | Inform | Customer Relations | Email | Engagement | Customer relations staff are aware of the project and know where to direct enquiries. | 17 November 2020 |
| Implementation | Inform/consult | Community Community groups/ special interest groups | Your Say page Explore opportunities to present at existing local forums | Engagement Strategic Services Finance Media/Comms | Increased community awareness of council's LTFP process. | 19 November-11 December |

| | | | | | | |
|----------------------------------|--------|------------------|-----------------------|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| Closing the feedback loop | Inform | All stakeholders | Your Say update Email | Engagement Project Team | A Your Say update provides the outcomes of the engagement, how feedback was used to inform the final plan and the final plan is shared. An email to those initially engaged via email are advised that outcomes are available and point them to Your Say for the details. | Within 1 month of engagement close date. |
|----------------------------------|--------|------------------|-----------------------|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|

Long Term Financial Plan – survey questions

Draft survey questions are provided as a separate attachment to the SDC report 'Long Term Financial Plan Engagement Plan'.

Evaluation

Evaluation will be measured against the LTFP engagement objectives:

- High numbers of views/engagements on the Your Say page
- We meet the public consultation legislative requirements under Section 123 of the *Local Government Act 1999*.

In line with best practice engagement the evaluation will also include:

- The number of people who are aware of Council's LTFP
- The number of people who are informed about Council's LTFP
- The number of people who are engaged (participate in) Council's LTFP process.

Sign-off

Officer who prepared the document

Name: Bobbie-Jean Stevens

Position Title: Manager Communication and Engagement

Reviewed by Community Engagement Advisor

Name: Paula Bugden

Date: Community Engagement Advisor

Approved by

Name: Bobbie-Jean Stevens

Position Title: Manager Communication and Engagement

Signature _____ Date 11 November 2020

**City of Onkaparinga
LTFP Survey 2020**

PLEASE NOTE: Blue text and Red text is programming instructions to build the survey – this text will NOT show to people filling in the responses

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5. SECTION E: DEBT
6. SECTION F: OVERALL COMMUNITY SENTIMENT & ATTITUDES
7. SECTION G: COVID-19
8. SECTION H: WRAPPING UP

SECTION A INTRODUCTION AND SCREENER SECTION

[SHOW TEXT]

Help shape the future of your City of Onkaparinga.

Council's role is to plan for the long-term financial future of our City. Our Long-Term Financial Plan is a key document that helps us do this.

We are currently reviewing the Long-Term Financial Plan, and we want to understand your thoughts on how we should fund the services and infrastructure that help make our City a great place to live, work, visit and invest in.

This survey will give us valuable insights into what's important to residents and rate payers such as yourself, which we can use to help inform key decision about the Long Term Financial Plan.

What is the Long-Term Financial Plan?

The long-term financial plan helps council make sure it has enough money to provide services, build infrastructure and maintain what it already has into the future.

The long-term financial plan helps make sure we are financially sustainable based on certain factors such as:

- which services we'll provide to what level
- how we look after community assets under our care and control
- the size, type and number of projects we deliver
- rate revenue levels, and
- how much we borrow (debt)

This survey will take you approximately 10 minutes to complete and closes on **XXX**. All responses will remain confidential and results will be used without any personally identifying information. Council's privacy statement can be accessed [here](#).

For more information about this survey, please contact XXXXX

When proceeding through the survey, please do not use the back button on your browser or you will encounter an error.

[SINGLE CHOICE BUTTON]

1. RESIDE IN ONKAPARINGA

Base: Total

Q1. Do you currently live in, and/or pay rates in the City of Onkaparinga? If you are unsure, here is a [map](#). *Select any that apply*

- a. Yes, I live here and pay rates here **[TAG AS RESIDENTS]**
- b. Yes, I live here, but I don't pay rates here **[TAG AS RESIDENTS]**
- c. Yes, I pay rates here, but live elsewhere **[TAG AS NON-RESIDENT RATE PAYERS]**
- d. **[ANCHOR]** No → **TERMINATE**

TERMINATE MESSAGE: Thank you for your interest, but we are only surveying residents and rate payers of the City of Onkaparinga at this time.

SECTION B

TELL US ABOUT YOURSELF

[SHOW TEXT]

We would like to start off finding out a bit about you. **Remember:** Everything you tell us will be kept confidential and with no way of tracking responses back to you personally.

[SINGLE CHOICE BUTTON]

2. GENDER

Base: All respondents

What is your gender?

- a. Female
- b. Male
- c. Other
- d. I'd prefer not to say

[DROP DOWN]

3. YEAR OF BIRTH

Base: All respondents

In what year were you born?

[YYYY] [List of years from 1900-2006](#)

- I'd prefer not to say

TERMINATE IF 2005 OR LESS: Thank you for your time, but for this survey we need to speak with people aged 14 and over.

[DROP DOWN]

4. YEARS OF RESIDENCE

Base: Residents only

How many years have you lived in the City of Onkaparinga?

- a. Less than 1 year
- b. 1 – 5 years
- c. 6 – 10 years
- d. 11 – 15 years
- e. 16 – 20 years
- f. More than 20 years
- g. I'd prefer not to say

[DROP DOWN]

5. YEARS OF RATE PAYING

Base: Non-resident rate payers only

How many years have you payed rates in the City of Onkaparinga (while living elsewhere)?

- a. Less than 1 year
- b. 1 – 5 years
- c. 6 – 10 years
- d. 11 – 15 years
- e. 16 – 20 years
- f. More than 20 years
- g. I'd prefer not to say

SECTION C

COMMUNITY PERSPECTIVES – PRESENT & FUTURE

[SHOW TEXT]

The City of Onkaparinga is the biggest council area in South Australia. Council looks after many things our communities need to live well – including:

- 1,549kms KMs of roads
- 35Kms of coastline
- 48 bin pickups per minute
- 1,491 hectares of parks and reserves, and
- 150 hectares of sports grounds.

It is important for us to understand your experience of the services on offer in our City.

[OPEN END]

1. COUNCIL SERVICE ACCESS

Base: All respondents

Over the last 12 months, which council services have you accessed? *Feel free to list as many as come to mind.*

- I haven't accessed any council services

[MULTI CHOICE BUTTON]

2. COUNCIL SATISFACTION

Base: All respondents

How **satisfied** are you with each of the following in the City of Onkaparinga?

[RANDOMISE]

- a. Roads and managing traffic
- b. Open space, parks and natural resources
- c. Buildings (e.g. community & neighbourhood centres, youth centres etc)
- d. Footpaths
- e. Bridges, bus stops, car parks, lighting and other assets
- f. Waste and recycling
- g. Water and wastewater management
- h. Community services, programs and grants (e.g. arts, youth, support programs, community grants, events, elderly, disadvantaged groups etc)
- i. Library services
- j. Sport and active recreation facilities
- k. Environment and coastal management
- l. Public health and safety, and animal management
- m. Planning & development, compliance, and property management
- n. Economic growth, investment attraction, tourism and events (including tourist parks)
- o. Major projects & new infrastructure (these generally cost more than \$2million, and can include things like streetscape upgrades, new library buildings, regional play-spaces and skateparks)
- p. Multiuse trails and bike paths

[MULTI CHOICE BUTTON]

3. COUNCIL FOCI

Base: All respondents

We appreciate things are continually changing around us. Thinking about the **longer term**, in your opinion, which areas are likely to require a strong **focus** from council into the future? *Select as many as you see fit.*

[RANDOMISE]

- a. Roads and managing traffic
- b. Open space, parks and natural resources
- c. Buildings (e.g. community & neighbourhood centres, youth centres etc)
- d. Footpaths
- e. Bridges, bus stops, car parks, lighting and other assets
- f. Waste and recycling
- g. Water and wastewater management
- h. Community services, programs and grants (e.g. arts, youth, support programs, community grants, events, elderly, disadvantaged groups etc)
- i. Library services
- j. Sport and active recreation facilities
- k. Environment and coastal management
- l. Public health and safety, and animal management
- m. Planning & development, compliance, and property management
- n. Economic growth, investment attraction, tourism and events (including tourist parks)
- o. Major projects & new infrastructure (these generally cost more than \$2million, and can include things like streetscape upgrades, new library buildings, regional play-spaces and skateparks)
- p. Multiuse trails and bike paths
- q. Something else, please tell us: _____

[OPEN END]

4. COUNCIL FUNDING

Base: All respondents

Is there an issue that you are **concerned** about in our city, which you believe doesn't receive enough council funding?

- Yes, please tell us: _____
- No thanks, I'm all good

SECTION D RATES

[SHOW TEXT]

Council provides a wide range of services for around 173,000 residents. The money to provide council services primarily comes from **rates** that residents pay.

[SINGLE CHOICE BUTTON]

5. RATES FAMILIARITY

Base: All respondents

How much do you feel you **know about Council rates**, how they are used and how they are calculated? *Think about if you were to explain it to another person.*

| | | |
|------------------------------------|--|--------------------------|
| 0 | | 10 |
| I don't know very much about rates | | I know a lot about rates |

- I don't really care

[NUMERIC SLIDER]

6. RATES PERSPECTIVES

Base: All respondents

Acknowledging that Council rates pay for the services and infrastructure we talked about at the start, how much do you **agree or disagree** with the following statements?

ROWS [RANDOMISE]

- a. Rates are necessary because they pay for public goods and services
- b. Council's community services (e.g. youth programs, community centre activities, support for seniors, support for the disadvantaged) should stay as they are
- c. It is more important to keep rates low than to keep providing community services at the same level
- d. It is reasonable for Council to increase rates enough to cover the cost of maintaining roads, parks, reserves, bridges and other infrastructure
- e. As the cost of living increases, local government rates also need to increase to pay for the cost of council services and infrastructure
- f. I would expect that challenges we face over the next 10 years (e.g. economic pressures, environmental challenges) would necessitate higher rates for rate payers

SLIDER SCALE

| | | |
|-------------------|--|----------------|
| 0 | | 10 |
| Strongly disagree | | Strongly agree |

- Unsure

SECTION E DEBT

[SHOW TEXT]

In addition to rates, Council also **borrow money (debt)** to build new infrastructure that can be enjoyed by the community now and into the future.

- *Increasing borrowings* (which increases our debt) allows councils to fund major projects *now*, e.g. building infrastructure.
- Whereas, *paying off debt* means that less money is available for projects, which could result in delayed delivery

[SINGLE CHOICE BUTTON]

7. DEBT FAMILIARITY

Base: All respondents

How much do you feel you know about **Council’s debt**, what it is and how it is used? *Think about if you were to explain it to another person.*

| | | |
|-------------------------------------------|--|---------------------------------|
| 0 | | 10 |
| I don’t know very much about Council debt | | I know a lot about Council debt |
| - I don’t really care | | |

[NUMERIC SLIDER]

8. DEBT STANCE 1

Base: All respondents

Using the slider below, please indicate what **approach** you think council should take in relation to **debt**?

| | | |
|--------------------------------------------------|-----------------------------------------------------------------------------|-----------------------------------------------------------------|
| 0 | 5 | 10 |
| Decrease debt (delay infrastructure projects) | Maintain current debt (continue with infrastructure projects as planned) | Increase debt (deliver infrastructure projects more quickly) |
| - Unsure | | |

[SHOW TEXT]

While **increasing the amount we borrow** (i.e. debt) allows councils to fund infrastructure projects, a primary way debt is **repaid is by using rate payer funds**.

- *Increasing debt* can also mean an *increase in rates*.

[NUMERIC SLIDER]

9. DEBT STANCE 2

Base: All respondents

With the above information in mind, now how do you feel about how Council should **approach debt**?

| | | |
|-----------------------------------------|--------------------------------------------------------------------|--------------------------------------------------------|
| 0 | 5 | 10 |
| Decrease debt (delay major projects) | Maintain current debt (continue with major projects as planned) | Increase debt (deliver major projects more quickly) |
| - Unsure | | |

[NUMERIC SLIDER]

10. DEBT STANCE 3

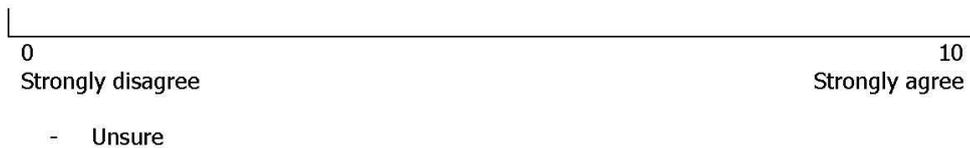
Base: All respondents

Interest rates are at a record low as the economy tries to recover from the impact of COVID-19. Given this, how much do you **agree or disagree** with the following statements?

ROWS

- a. Now is the time to borrow money to build new things that benefit the community (e.g. new community buildings, parks, trails and other infrastructure) as interest rates are low
- b. Investing in building infrastructure will help our city recover from the economic impact of COVID-19

SLIDER SCALE



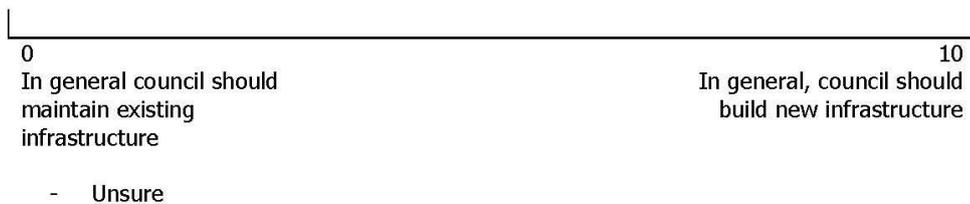
[NUMERIC SLIDER]

11. BUDGET CHOICE

Base: All respondents

Council can build new infrastructure and/or maintain existing infrastructure (e.g. buildings, pathways, roads, etc), across the City. This is typically funded by rates, borrowing money (debt) and sometimes grant funding from other levels of government. Please indicate below if you think council should focus more on building new infrastructure, or maintaining/renewing the existing infrastructure?

SLIDER SCALE



Is there anything else you'd like to tell us about debt management, rate setting, providing services, and building or maintaining infrastructure?

SECTION F

OVERALL COMMUNITY SENTIMENT & ATTITUDES

[SHOW TEXT]

So far we've discussed **rates**, **council services**, and **debt**. We have a few more questions for you to consider, bringing together all of these topics

[RANK ORDER SORT]

12. PRIORITIES

Base: All respondents

We'd now like to understand how you would **prioritise** the following areas.

Please drag and drop options into the right hand box in order of priority, with the most important at the top. You can re-order them in the right hand box by dragging the options.

[RANDOMISE]

- a. Having services that meet community needs
- b. Maintaining our City's existing facilities, open spaces and the built environment, including footpaths, lighting and roads
- c. Making sure our City has the right infrastructure as our population grows (for example, storm water, roads etc)
- d. Delivery of major projects (for example Major projects & new infrastructure (these generally cost more than \$2million, and can include things like streetscape upgrades, new library buildings, regional play-spaces and skateparks)
- e. Upgrading and renewing facilities as they age or are no longer fit for purpose (for example, sporting clubs, community centres)
- f. Keeping your rates as low as possible
- g. Council paying off its loans to decrease debt

[RANK ORDER SORT]

13. PRIORITY SORT 1MILLION

Base: All respondents

Imagine council received \$1million it could spend on anything. How do you think it should be used?

Drag and drop options into the right hand box in order of priority, with the first in the list the most important to you, through to the last being the least important to you. You can re-order them in the right hand box by dragging the options up and down.

- a. Paying off loans to reduce our debt
- b. Build more community infrastructure, such as our open space areas, sports facilities and building more recreational trails and footpaths
- c. Make rates lower
- d. Increase our community services (e.g. offer more programs for young people and the elderly)
- e. Increase our maintenance of the City (e.g. improving the quality of our open spaces)
- f. Something else, please tell us: _____

[OPEN END]

14. ADDITIONAL COMMENTS LTFP

Base: All respondents

Is there anything else you would like to add?

- No thanks, let's keep going [EXCLUSIVE]

SECTION G

IMPACTS OF COVID-19

[SHOW TEXT]

2020 has been a challenging year for our community. We'd like to understand how COVID-19 has affected you personally, and the economic impact on our City.

[MULTI CHOICE VISUAL GRID]

15. PERSONAL IMPACT OF COVID

Base: All respondents

Thinking back over 2020, how (if at all) have the following areas of your life been impacted by COVID-19? *If you've experienced different types of impacts over time, you can select more than one response for each item.*

ROWS [RANDOMISE]

- a. Physical health
- b. Personal/household finance
- c. Employment
- d. Personal/family relationships
- e. Catching up with friends/neighbours
- f. Mental health
- g. Exercise/play sport/go to the gym
- h. Access to support services
- i. Joining in community or sports clubs
- j. Volunteering
- k. Access to food / ability to get food
- l. Access to community centres / programs

COLUMNS

Strong negative impact
 Negative impact
 No impact
 Positive impact
 Strong positive impact
 Not applicable

[SINGLE CHOICE VISUAL GRID]

16. LONG-TERM IMPACT OF COVID

Base: Those who selected any negative impact above

We are sorry to hear you have been negatively impacted. Do you expect any of these to be impacted over the longer term?

ROWS [RANDOMISE]

[LIST OF ALL WITH NEGATIVE IMPACTS IN PREVIOUS QUESTION]

...
 ...

COLUMNS

Yes
 No
 Unsure

[OPEN END]

17. ECONOMIC IMPACT OF COVID

Base: All respondents

Do you have views that you would like to share with us regarding the impact COVID-19 has had on the City's economy?

No

Yes, I have something positive to share – please tell us: _____

Yes, I have something negative to share – please tell us: _____

[SCALE SLIDER GRID]

18. NEGATIVE ECONOMIC IMPACT

Base: Those who selected 'Yes, I have something negative to share' in the previous question

How long do you think these negative impacts on our City will last?

- a. Short term (up to 12 months from now)
- b. Medium term (1 -3 years from now)
- c. Long term (3+ years from now)
- d. Don't know

[OPEN END]

19. FINAL COMMENTS

Base: All respondents

Do you have any last comments you'd like to make?

- No thanks, let's keep going **[EXCLUSIVE]**

SECTION H

WRAPPING UP

[SHOW TEXT]

Lastly, we have a handful of final questions about you that won't take long. Remember, we won't be able to identify you from these responses, and all data is kept confidential.

[DROP DOWN]

20. SUBURB OF RESIDENCE

Base: Residents only

Which suburb do you live in?

[LIST OF SUBURBS]

[Drop-down list] Aberfoyle Park, Aldinga, Aldinga Beach, Blewitt Springs, Chandlers Hill, Cherry Gardens, Christie Downs, Christies Beach, Clarendon, Coromandel East, Coromandel Valley (part), Darlington), Dorset Vale (part), Flagstaff Hill, Hackham, Hackham West, Happy Valley, Huntfield Heights, Ironbank, Kangarilla, Kuitpo, Lonsdale, Maslin Beach, McLaren Flat, McLaren Vale, Moana, Morphett Vale, Noarlunga Centre, Noarlunga Downs, O'Halloran Hill, O'Sullivan Beach, Old Noarlunga, Old Reynella, Onkaparinga Hills, Port Noarlunga, Port Noarlunga South, Port Willunga, Reynella, Reynella East, Seaford, Seaford Heights, Seaford Meadows, Seaford Rise, Sellicks Beach, Sellicks Hill, Tatchilla, The Range Whites Valley, Willunga, Willunga South and Woodcroft

- Other – please specify: _____
- I'd prefer not to say

[DROP DOWN]

21. SUBURB OF INVESTMENT

Base: Non-resident rate payers only

Which suburb is your investment property in?

[LIST OF SUBURBS]

[Drop-down list] Aberfoyle Park, Aldinga, Aldinga Beach, Blewitt Springs, Chandlers Hill, Cherry Gardens, Christie Downs, Christies Beach, Clarendon, Coromandel East, Coromandel Valley (part), Darlington), Dorset Vale (part), Flagstaff Hill, Hackham, Hackham West, Happy Valley, Huntfield Heights, Ironbank, Kangarilla, Kuitpo, Lonsdale, Maslin Beach, McLaren Flat, McLaren Vale, Moana, Morphett Vale, Noarlunga Centre, Noarlunga Downs, O'Halloran Hill, O'Sullivan Beach, Old Noarlunga, Old Reynella, Onkaparinga Hills, Port Noarlunga, Port Noarlunga South, Port Willunga, Reynella, Reynella East, Seaford, Seaford Heights, Seaford Meadows, Seaford Rise, Sellicks Beach, Sellicks Hill, Tatchilla, The Range Whites Valley, Willunga, Willunga South and Woodcroft

- Other – please specify: _____
- I'd prefer not to say

[SINGLE CHOICE BUTTON]

22. BACKGROUND

Base: All respondents

Are you of Aboriginal or Torres Strait Islander origin?

- a. Yes, Aboriginal/Torres Strait Islander
- b. No
- c. I'd prefer not to say

[SINGLE CHOICE BUTTON]

23. LANGUAGE SPOKEN AT HOME*Base: All respondents*

Do you speak a language other than English at home?

- a. Yes, please tell us what language/s: _____
- b. No

I'd prefer not to say

[MULTI CHOICE BUTTON]**24. EMPLOYMENT STATUS***Base: All respondents*

What is your current employment status?

- a. Employed full time
- b. Employed part time
- c. Employed casual (Casual employee)
- d. Self-employed
- e. Carer
- f. Student
- g. Retiree (self funded)
- h. Retiree (pension)
- i. Home duties
- j. Unemployed
- k. Unable to work
- l. Other, please tell us: _____
- m. I'd prefer not to say

[SINGLE CHOICE BUTTON]**25. HOUSING SITUATION***Base: Residents only*

What is your current housing situation?

- a. I own my home outright
- b. I own my home with a mortgage
- c. I live in a private rental
- d. I live in community housing
- e. I live in a Housing Trust/Housing SA home
- f. I have no fixed address
- g. Something else, please specify: _____
- h. I'd prefer not to say

[SINGLE CHOICE BUTTON]**26. GROSS HOUSEHOLD INCOME***Base: All respondents*

Acknowledging this survey is completely confidential (and your responses will be separated from these demographic details), what is your total gross household income **before tax** per year?

- a. \$1 – \$15,599 per year
- b. \$15,600 - \$33,799 per year
- c. \$33,800 - \$51,999 per year
- d. \$52,000 - \$70,199 per year
- e. \$70,200 – \$88,399 per year
- f. \$88,400 - \$109,199 per year
- g. \$109,200 - \$129,999 per year
- h. \$130,000 – \$155,999 per year

- i. \$156,000 or more per year
- j. I'd prefer not to say

[SINGLE CHOICE BUTTON]

27. CONCESSIONS

Base: All respondents

Do you have or receive any of the following?

ROWS

- a. Healthcare card
- b. Pensioner concession card
- c. Disability support pension

COLUMNS

Yes

No

I'd prefer not to say

28. STAYING IN TOUCH

Would you like to stay informed about our Long Term Financial Plan review?

- a. Yes – please provide your email address below. Your email will not be attached to your survey responses (so your responses will remain anonymous) and will only be used for updates on the Long Term Financial Plan review.

<field to add email address>

- b. No

FINAL SURVEY PAGE

We sincerely appreciate the time you've taken to complete this survey.

Findings will help us shape services to best suit our residents and rate payers.

If you would like to stay up to date on our community engagements, [click here](#) to register on Your Say to receive updates on the topics that interest you.

Thank you.