Draft Community Engagement Policy

- We are seeking your feedback on the draft Community Engagement Policy.

  The Policy has been revised to align with the South Australian Government's new Community Engagement Charter (State Charter) and changes made to the *Local Government Act 1999* (SA).

Consultation closes 11.59pm, Thursday 2 July 2026

Our Adelaide

CITY OF ADELAIDE

Customer Centre
25 Pirie Street, Adelaide
(08) 8203 7203
ouradelaide.sa.gov.au

Draft Community Engagement Policy

Project Information

We are updating our Community Engagement Policy to align with the South Australian Government's new Community Engagement Charter (State Charter) and changes made to the *Local Government Act 1999* (SA).

The updated draft Community Engagement Policy includes the addition of State Charter levels of engagement and outlines the requirements for each to ensure the engagement approach matches the size, impact and significance of a project or decision.

The different levels included in the State Charter are:

- **Significant—annual business plan and rating policy:** decisions related to a council's adoption of its annual business plan or proposed changes to the basis of its council rates.
- **Significant:** decisions that a council makes that have a significant impact on most or all ratepayers and residents, or the wider community or area.
- **Standard:** decisions that a council makes that benefit from community input across the council area.
- **Local:** decisions that impact an identifiable smaller group of residents/ratepayers or a local area.
- **Inform:** matters where councils provide information to a community impacted by a decision.

Your feedback will help shape the final version of the Community Engagement Policy.

Background

The City of Adelaide's Community Engagement Policy was last reviewed in 2018. As the policy was due for review, Council undertook a review of the policy in 2025.

On 26 August 2025, Council approved the draft Community Engagement Charter and draft Community Engagement Policy for public consultation. We sought community feedback on the draft documents from 1 September 2025 to 6 October 2025.

After considering the feedback received and incorporating changes to the draft Policy, Council adopted the Community Engagement Charter and Community Engagement Policy on 26 November 2025.

On 11 December 2025, the Minister for Local Government's Community Engagement Charter (State Charter) and related amendments to the *Local Government Act 1999* (SA) were published in the South Australian Government Gazette and came into effect.

As a result, the City of Adelaide is required to review and update the existing Community Engagement Policy to ensure it aligns with the requirements of the State Charter and the amended *Local Government Act 1999* (SA).

Timeline

Date	Activity
26 May 2026	Council endorsed the draft Community Engagement Policy for consultation.
3 June 2026	Consultation Opens
Community Drop-in Sessions	
Tuesday 9 June	**Minor Works Building Community Centre**
12.30pm – 2.30pm	22 Stamford Ct, Adelaide SA 5000
Thursday 11 June	**Corner King William Street and Rundle Mall**
4pm – 6pm	Beehive Corner, 2 Rundle Mall, Adelaide SA 5000
Saturday 13 June	**Yarn Bombing Day - Box Factory Community Centre**
11am – 2pm	59 Regent Street South, Adelaide
Friday 19 June	**North Adelaide Library**
1pm – 3pm	176 Tynte St, North Adelaide SA 5000
2 July 2026	Consultation Closes
August 2026	A summary of community feedback and the updated draft Policy Community Engagement Policy will then be provided to Council for consideration so they can make an informed decision.

Draft Community Engagement Policy

Frequently Asked Questions

How does the City of Adelaide Community Engagement Charter align with the State Charter?

The South Australian Government's Community Engagement Charter (State Charter) includes principles to help ensure the community has meaningful opportunities to provide feedback to inform Council decision-making.

The State Charter Principles:

(a) members of the community should have reasonable, timely, meaningful and ongoing opportunities to gain access to information about proposed decisions, activities and processes of councils and to participate in relevant processes;

(b) information about issues should be in plain language, readily accessible and in a form that facilitates community participation;

(c) participation methods should seek to foster and encourage constructive dialogue, discussion and debate in relation to proposed decisions, activities and processes of councils;

(d) participation methods should be appropriate having regard to the significance and likely impact of proposed decisions, activities and processes;

(e) insofar as is reasonable, communities should be provided with information about how community views have been taken into account and reasons for decisions or actions of councils.

The guiding principles in the City of Adelaide Community Engagement Charter of 'community-centric', 'accessible and inclusive' and 'transparency and trust' aligns with the principles outlined in the State Charter.

The City of Adelaide Community Engagement Charter can be viewed at https://ouradelaide.sa.gov.au/draft-community-engagement-charter-and-policy and at the City of Adelaide Community Centres, Libraries and Customer Centre.

What changes have been made to the updated draft Policy?

The City of Adelaide draft Community Engagement Policy has been updated to align with the South Australian Government's new Community Engagement Charter (State Charter).

The proposed changes provide for:

- Inclusion of the five levels of engagement outlined in the State Charter, and the minimum consultation requirements for each level.

- Clarification on how the State Charter, the City of Adelaide Community Engagement Charter and the Community Engagement Policy work together.

- Addition of a 'Delegations' section to clarify who can make decisions about community engagement under the legislation and Policy.

The draft Community Engagement Policy can be viewed at https://ouradelaide.sa.gov.au/draft-community-engagement-charter-and-policy and at the City of Adelaide Community Centres, Libraries and Customer Centre.

How does the City of Adelaide work with the community to make informed decisions?

The City of Adelaide works with the community at different stages of projects, through both online and in-person opportunities. We then collect the information and feedback received and provide it to Council, so they can make informed decisions.

We are committed to continuous improvement, reflecting on past projects to strengthen how we design and deliver future engagement activities.

Where can I view the State Government Charter?

You can view the State Charter here:

https://dit.sa.gov.au/__data/assets/pdf_file/0010/1567018/Community-Engagement-Charter-11-December-2025.pdf

How do I provide my feedback?

There are a number of ways in which you can provide feedback:

In person:

	Date	Time
Minor Works Building Community Centre 22 Stamford Ct, Adelaide SA 5000	**Tuesday 9 June**	12.30pm – 2.30pm
Corner King William Street and Rundle Mall Beehive Corner, 2 Rundle Mall, Adelaide SA 5000	**Thursday 11 June**	4pm – 6pm
Yarn Bombing Day - Box Factory Community Centre 59 Regent Street South, Adelaide	**Saturday 13 June**	11am – 2pm
North Adelaide Library 176 Tynte St, North Adelaide SA 5000	**Friday 19 June**	1pm – 3pm

Online
Contribute your feedback via the **Online Survey** at ouradelaide.sa.gov.au

Written Submissions
All written submissions must be received by 5.00pm on 2 July 2026 and should be addressed to:

Community Consultation
Community Engagement – Policy and Charter
GPO Box 2252, Adelaide SA 5001

Email your comments to ouradelaide@cityofadelaide.com.au.

Want to speak with a staff member?

Please contact:

Simone Lavelle

Community Engagement Coordinator

T: +61 (8) 8203 7238

E: S.Lavelle@cityofadelaide.com.au

How will my feedback be used?

All feedback will be reviewed and considered. Where needed, changes will be made to the draft Policy Community Engagement Policy.

A summary of community feedback and the updated draft Policy Community Engagement Policy will then be provided to Council for consideration so they can make an informed decision.

Draft Community Engagement Policy

Feedback Form

Feedback closes **11:59pm, Thursday 2 July, 2026**

This form can also be completed online at ouradelaide.sa.gov.au.

Q1. Do you have any feedback on the draft Community Engagement Policy?

Q2. I feel I have a voice in the decision-making in my community

☐ Strongly disagree

☐ Disagree

☐ Neither agree or disagree

☐ Agree

☐ Strongly agree

Q3 Please help us understand your response by leaving a comment

Q4. Any other feedback?

Q5. If you would like us to contact you about your feedback, please write your name and email address or phone number.

First Name:

Last Name:

Email Address:

Phone Number:

Please complete the about you section on the following page.

Draft Community Engagement Policy

About you

Providing contact details in a feedback form is optional. However, we ask for this information because we want to know a little more about who you are and how you use the city to ensure we get a higher quality of data to go along with your feedback. The data will help us analyse feedback from specific groups (e.g. age, gender, City users), which in-turn will provide a richer and more valuable response to help Council make decisions.

Optional:

First Name:		**Last Name:**	
Email Address:			
Address:			
Business/Organisation Name (if applicable)**:**			

Required:

Gender:	☐ Male ☐ Female ☐ Other Identity	**Year of Birth:**	
Are you a City of Adelaide Ratepayer?		☐ Yes ☐ No	
Please tell us how you participate in city life (tick all that apply):			
☐ Work	☐ Live	☐ Shop	☐ Business Owner/Operator
☐ Study	☐ Tourist	☐ Play *(e.g. leisure, recreation, entertainment, dining)*	
Please indicate your main areas of interest (tick all that apply):			
☐ Our Community	☐ Our Economy	☐ Our Environment	☐ Our Places
Please indicate the locations that are of interest to you (tick all that apply):			
☐ East End	☐ North Adelaide	☐ South East	
☐ South West		☐ West End	

OurAdelaide.sa.gov.au is Council's online consultation website. It is your chance to be kept up-to-date and provide feedback on areas of the city that interest you. Would you like to sign up to Our Adelaide to receive the monthly newsletter and be notified of new projects that match your interests?

☐ Yes ☐ No **Please provide your email address above*