

9.7. Strath Neighbourhood Centre Incorporated - Lease proposal

C158/05/25

Moved Cr Craig Maidment seconded Cr Sue Miller

That Council:

1. Receive and note the contents of the report.
2. Receive and note the proposal from Strath Neighbourhood Centre for a new 10-year lease commencing 31 July 2025.
3. Grant consent to proceed to community engagement in accordance with the Community Engagement Plan (attachment 2) on a proposal for a 10-year building lease with Strath Neighbourhood Centre Inc. for ongoing use of the Premises located at 6 and Lot 5 Parker Avenue, Strathalbyn, Certificate of Title Volume 5892 Folio 301 and Certificate of Title Volume 5892 Folio 302 in accordance with the below essential terms of the lease:
 - 10-year lease term (5 + 5).
 - Renewal after an initial 5-year term.
 - Commencement date of 31 July 2025.
 - Lease area as identified in red as contained within this report.
 - Lessee is responsible for maintenance.
 - Council responsible for replacement of infrastructure at end of useful life.
 - Lessee is responsible for public liability and contents insurance.
 - Council responsible for building insurance.
 - Lessee responsible for all applicable outgoings (rates, taxes and services).
4. Select the rental category in accordance with Council's Annual Fees and Charges as 'Community' and therefore apply a peppercorn rental (\$1.00 payable on demand) as the proposed rental fee in recognition of the significant social inclusion, community interaction and welfare support services that the Centre provides.

5. Receive a further report on the outcomes of the community engagement process.

CARRIED UNANIMOUSLY

9.7. Strath Neighbourhood Centre Incorporated - Lease proposal

Decision Report

Responsible Officer: Tash Hunt (General Manager Corporate)

Report Author: Lisa Hoyle (Manager Property and Procurement)

Previous Decisions: July 20 – ACM20664, February 18 - AM16125, May 19 - AM16863, June 19 - AM16928.

Report Purpose

The purpose of this report is to seek Council consent to proceed to community engagement on a proposal from the Strath Neighbourhood Centre Incorporated for a 10-year lease to remain in occupancy at 6 and Lot 5 Parker Avenue, Strathalbyn, for ongoing delivery of wellbeing support services to Strathalbyn residents and the wider community.

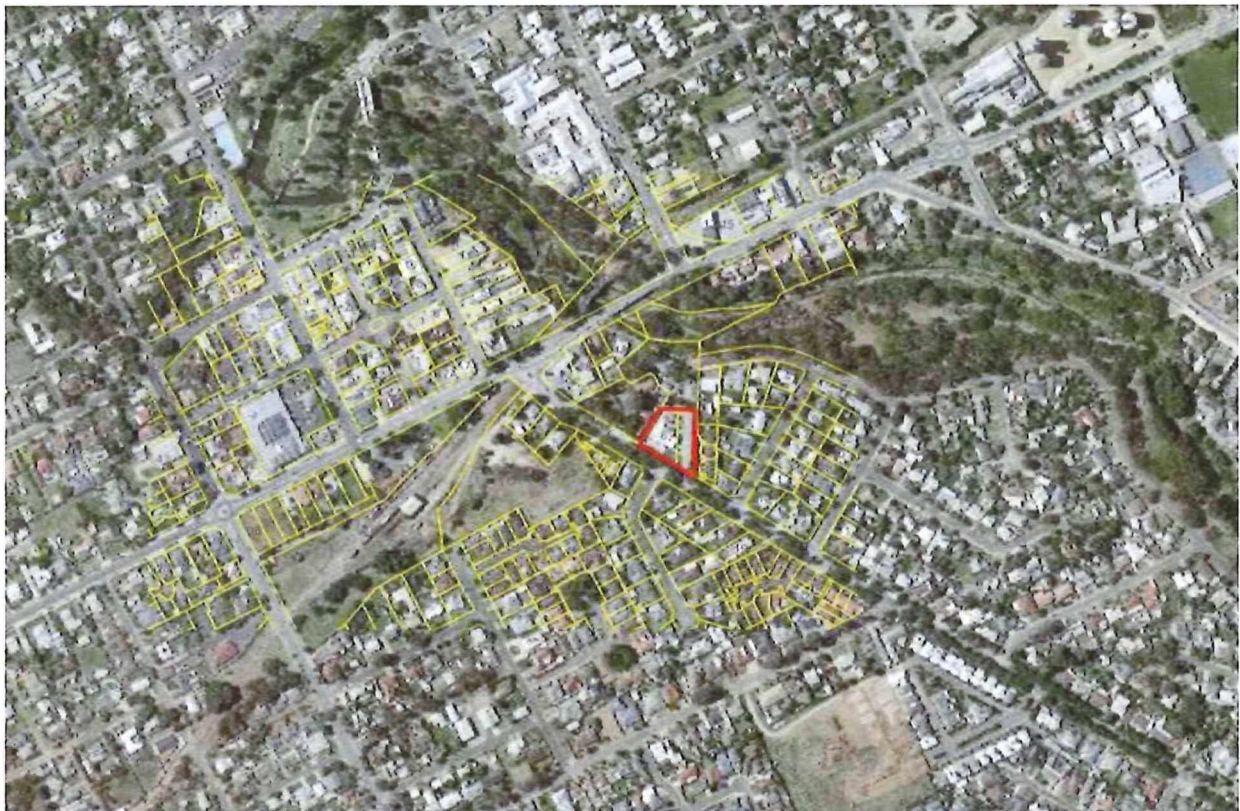
Recommendation

That Council:

1. Receive and note the contents of the report.
2. Receive and note the proposal from Strath Neighbourhood Centre for a new 10-year lease commencing 31 July 2025.
3. Grant consent to proceed to community engagement in accordance with the Community Engagement Plan (attachment 2) on a proposal for a 10-year building lease with Strath Neighbourhood Centre Inc. for ongoing use of the Premises located at 6 and Lot 5 Parker Avenue, Strathalbyn, Certificate of Title Volume 5892 Folio 301 and Certificate of Title Volume 5892 Folio 302 in accordance with the below essential terms of the lease:
 - 10-year lease term (5 + 5).
 - Renewal after an initial 5-year term.
 - Commencement date of 31 July 2025.
 - Lease area as identified in red as contained within this report.
 - Lessee is responsible for maintenance.
 - Council responsible for replacement of infrastructure at end of useful life.
 - Lessee is responsible for public liability and contents insurance.
 - Council responsible for building insurance.
 - Lessee responsible for all applicable outgoings (rates, taxes and services).
4. Select the rental category in accordance with Council's Annual Fees and Charges as 'Community' and therefore apply a peppercorn rental (\$1.00 payable on demand) as the proposed rental fee in recognition of the significant social inclusion, community interaction and welfare support services that the Centre provides.
5. Receive a further report on the outcomes of the community engagement process.

Background

For context, the Strath Neighbourhood Centre is located at Lot 5 and 6 Parker Avenue, Strathalbyn, as outlined in red below.



The Strath Neighbourhood Centre Inc. (Centre) is a not-for-profit community organisation which opened its doors in 2015. The Centre provides community services including information, social support programs, outreach and emergency relief assistance within the Strathalbyn community.

Previously operating from commercial premises in Strathalbyn, the Centre relocated to 6 Parker Avenue in 2020. At the 20 July 2020 Council Meeting, the Strath Neighbourhood Centre Inc. was successful in obtaining a 5-year lease from Council commencing 1 August 2020 and expiring 31 July 2025 (ACM20664).

Discussion

Noting the pending expiry of the current lease, a proposal has been received from the Centre to continue on-site for a further 10 years under a 5+5-year lease term. The proposal, outlining the reasons for the new lease request is provided at attachment 1 of this Report.

The lease is proposed across two (2) Council owned land parcels which make up the lease premises. This is the same lease footprint as provided in the current five (5) year lease.

The land parcel on which the Centre is built (6 Parker Avenue) was exempted from the classification of community land in 2002 however, the land parcel that houses the car park and which forms part of the current and proposed lease area (Lot 5 Parker Avenue) is community land, as shown below:



As community engagement is required for any lease term over 5 years on community land and, as the request is for a lease term of 10 years, community engagement is required. The current lease did not require community engagement at the time, as the term did not exceed 5 years.

As provided in the *Lease and Licence Policy* (Policy), Council remains committed to provide ongoing tenure to existing community organisations that have operated successfully under an initial 5-year lease, have met the terms and conditions of the Lease and continue to contribute to the wellbeing of the community. The Policy provides an option for a community group to apply for a further term of 10 years, if they have successfully met the terms and conditions of the initial 5-year term, which has occurred in this instance. This policy principle is the basis on which the proposal from the Centre for a new 10-year lease has been lodged.

Financial Implications

In accordance with the Alexandrina Council's Adopted Budget / Long Term Financial Plan, the financial implications of adopting this recommendation are considered low. The lease is proposed as a peppercorn community lease in accordance with Council's *Lease and Licence Policy*, consistent with their current lease agreement. In accordance with the *Lease and Licence Policy*, Council could categorise the Centre as a Minor Commercial / Community Use and therefore apply an annual charge of \$500 (minimum) as they draw income from room / hall hire.

The Strath Neighbourhood Centre Inc. will be able to apply for a 75% rate rebate which is assessed in accordance with Council's *Discretionary Rate Rebate Policy*. The current annual rates are approximately \$1,650 per annum, noting that the carpark is not rated. If a rebate was granted, the Centre remains liable for the annual CWMS charge which was \$725 for the 2024/25 financial year. The Strath Neighbourhood Centre Inc. remains responsible for general maintenance of the facility, with Council responsible for capital works and major repair at end of useful life, consistent with most building leases with community groups.

Risk Implications

In accordance with Alexandrina Council's Risk Assessment Matrix, the risk of adopting this recommendation is considered low as the Centre has proven to be a popular wellbeing resource for the community.

Community engagement on the proposal will ensure Council has met its consultation and legal obligations under the *Local Government Act 1999* before determining whether to consent to a lease or otherwise.

Attachments

Attachment 1 – Strath Neighbourhood Centre – Lease Proposal

Attachment 2 – Strath Neighbourhood Centre – Community Engagement Plan

Attachment 1 - Strath Neighbourhood Centre - Lease Proposal

Strath Neighbourhood Centre Alexandrina Council Lease Proposal



The Councillors,
Alexandrina Council,
Goolwa SA.

Dear Councillors,

I respectfully present the following lease proposal for the property located at 6 Parker Avenue, Strathalbyn SA. The property is currently recognised as the Strath Neighbourhood Centre Inc.

Strath Neighbourhood Centre Inc (SNC) submits this proposal for a ten-year lease (5+5). The proposed lease will provide security of tenure for the SNC and provide improved opportunity to secure federal and state grant funds to support our current, and future activities and programs.

The awarding of a ten-year lease will also provide security in developing the property, to maximise community support initiatives. The proposed lease will also enable SNC to attract longer term sponsorships and support from local and regional business and community service partners.

SNC is a vital community hub in Strathalbyn SA, providing support services, fostering social connection, and reducing isolation. Current activities target the reduction of social isolation and loneliness, through programs and activities that encourage fellowship, and create opportunities for social engagement. SNC is also targeting, wellness and wellbeing. Through our activities SNC aims to reduce the impact of loneliness and the associated mental ill health.

SNC is preparing to introduce a social supermarket, like The Food Centre, located at Gepps Cross, and based on the Flinders University (Centre for social Impact model), web addresses attached.

The centre's management, board, and volunteers aim to support our community through providing a complete service. The services already provided by SNC are like the Flinders Social Supermarket model, but on a smaller scale, SNC aims to enhance the current services with the addition of a small supermarket, and accessible wellbeing services.

SNC will develop our services to be a social support hub, with reduced cost food, ready to eat meals and regular low-cost lunches. The food relief is targeting community members who are experiencing distress due to economic or other issues.

Food is the means to draw visitors to the centre, the centre will provide discreet support for our guests requiring additional emotional, or wellbeing support. The centre will provide social work support through our partnership with Flinders Uni/CCSA program, and with planned engagement of a qualified social worker on a regular basis (grant funded).

SNC recognises the value of partnerships and collaboration and is building solid associations with several organisations. The following organisations are included in our growing network, CLA Mount Barker, Southern Volunteering, Junction Housing, Volunteering SANT, Community Centres SA, Estia health Strathalbyn, Strathalbyn Hospital and aged Care Facility, Strathalbyn Woodshed, Strathalbyn women's Auxiliary Group, Goolwa Community Centre, MOSHCC, The Pantry Club Strathalbyn, Community radio Alex FM, Fleurieu FM, Rotary, Lions, Eastern Fleurieu School (all campuses) DHS, The Food Centre, Foodbank, and Alexandrina council.

Kind Regards
Malcolm Sutcliffe
Centre Manager
On behalf of the
Committee of Management
15/04/2025

Vision

To contribute to building of a healthy engaged resilient community

VALUES

Partnership We are stronger when we work alongside groups, organisations and our community.

Responsive We listen and respond positively to the changing needs of our community.

Integrity We value human rights and social justice.

Dedicated We are dedicated to the wellbeing of the Community.

Equality We respect the differences in our diverse community

OBJECTIVES OF THE ASSOCIATION

Strath Neighbourhood Centre Incorporated is a public institution which has the charitable purpose of advancing social and public welfare by

1. Advancing mental health and general wellbeing and preventing social isolation
2. Providing a physical location where it supports individuals to undertake activities, or work on projects, and engage in learning in the company of others
3. Providing accessible innovative and inclusive services and programs that support all aspects of our community and address issues of disadvantage within the community including but not limited to poverty, health, isolation, and unemployment

Current Committee

Chairperson	Mrs Jackie Chapman
Vice Chairperson	MR Colin Townley
Treasurer	Mrs Julia Currie
Secretary	Mrs Jo Lewis
Committee.	Mrs Jane Crouch
	Mrs Helen Scarborough
	Mr. Colin Forbes
	Mr. Gary Stalenberg
Ex officio	Mr Malcolm Sutcliffe (non voting).

BACKGROUND INFORMATION

In October 2012 a community meeting was held to address the need for a Community Centre in Strathalbyn. An initial approach had been made to Milang and District Community Association (MDCA), requesting that the organisation set up a similar Centre to MOSHCC in Strathalbyn however MDCA felt it would be more successful if it was driven by the local Strathalbyn community.

A brain-storming session at the meeting created an initial document tabling numerous issues identified by those present followed by an extensive SWOT analysis.

The outcome of the meeting was for the Strathalbyn community to form a steering group to continue working through the process and to convene a further meeting in a local venue.

Two representatives from Community Centres SA attended one of the early meetings to provide some guidance and advice on where to start and the process to follow. A manual on setting up new community centres was provided which outlined some simple steps to go through which formed the foundations of what we wanted to achieve.

The Strath Neighbourhood Centre opened its doors in 2015, in the small, rented cottage at 1 High Street Strathalbyn. Despite the limitations presented by the single meeting room and an office, we were able to establish an identity and have a positive impact on the community. As the need for larger premises became apparent the suggestion was put forward that the Senior Citizens Hall at 6 Parker Avenue could be extended and repurposed to accommodate both organisations.

The significant sum of \$150,000 from the Fund my Neighbourhood Grant was received and the plan, though delayed, was eventually realised with the Alexandrina Council managing the redevelopment.

The home of Strath Neighbourhood Centre is a versatile complex with potential. A welcoming garden has been developed on the grounds, further grounds and facility development is in the planning stage.

PRODUCTS PROGRAMS AND SERVICES

Objects and Purposes of the Strath Neighbourhood Centre

The Centre is a not-for-profit charitable organisation with the aim of improving health and wellbeing and improving the wellbeing of our community by providing

- Diverse, meaningful and inclusive activities and services in consultation with the community where community members can participate to counteract social isolation.
- A welcoming environment for people of all ages, cultural and socio-economic backgrounds and abilities.
- Safe environments that support and stimulate friendships, social networking, physical and mental health, along with the development of new skills and the enhancement of existing skills.
- A place where participants' skills are identified, valued and developed, and in companionship with others benefit of the broader community.

- Value the contribution of volunteers and offering opportunities for training
- Services and activities that are financially accessible and inclusive
- Establishing partnerships with other groups, organisations and businesses in the community whose objects are like those of the Centre
- Managing the facilities for use by the Centre or other local community organisations and individuals
- Developing and managing social enterprises that develop skills and social connections for participants and meet the needs of the community
- Strath Neighbourhood Centre focuses on three main streams of community need*

1 Social inclusion

2 Community interaction

3 Welfare support

SOURCES OF INCOME

Income will be drawn from

- Room/hall hire - significant return from current venue hire, with remodeling of the hall, further expansion of potential hire and activities will increase revenue
- Donations – limited opportunity for cash donations, however, in-kind services and donation of goods provides for financial relief (limited impact)
- Grant funding – Grant funding will be sourced and used to support programs specific areas, and aid in centre service and physical development
- Activities – self-supporting, currently all the centre's activities are maintaining self-sufficiency
- Targeted fundraising – limited opportunity, due to current venue usage, however, potential items include produce/artisans market, one off special events
- Membership – limited financial benefit
- Self-funded programs _ small grant funding for community identified programs

Other Income opportunities.

- Sponsorships – local business sponsorships, currently being explored
- Higher level grant funding – significant funding opportunity through SA Govt for Food Security support (current preparation)
- Bequests – intermittent donations from estates
- Social enterprise – Social supermarket will provide reasonable revenue to further develop and maintain the centre's food security commitment, which will also provide revenue to support wellbeing services

Community impact

SNC currently provides regular services for community members and groups in excess of 1,000 participants attending various activities and groups, resulting in more than 21,000 footprints through the centre annually. The centre has provided more than 3000 two-course community lunches since 2022. This is complemented by emergency food relief at no cost to participants.

The centre's community has stated that for 24% of participants the centre is their only source of social connection (SNC CNA 2023), and loss of this connection will have a significant impact for those people.

The programs conducted by the centre are based on cost recovery principles, and are managed to be financially self-supporting, and remain low cost to participants.

Short term: If the centre does not receive grant funding through either federal or state sources, the centre has the capacity to continue current services and activities while other revenue sources are found.

Long term: The centre has shown continued growth in venue hire and activities. With the continued support of Alexandrina Council through the annual grant funding, SNC will be able to continue with current services, with slower growth potential.

The centre's current venue hires revenue shows growth of 22% for the current year to date. The previous growth from 2022-23, 23-24 is 36%. Future growth will be limited by the venue's current footprint and reduces SNC's ability to respond to community needs and offer increased and targeted programs and activities.

Financial viability.

The centre has built a service that provides regular accessible venue hire options for our clients, and has sound working relationships with our clients, and activity participants. For the immediate future, the centre can continue operations with adjustment as required to maintain financial sustainability.

Future financial sustainability will come from an improved venue footprint, with increased activity options available, and additional services aimed at building the centre's financial stability and potential revenue sources. Forward projections are difficult to predict beyond the next 12 – 24 months due to proposed initiatives, however, SNC expect to experience a slowdown in venue hire growth to around 10%, as the venue is nearing capacity.

Property Development

Building

- Stage 1 building Internal refit to increase activity capacity and capability
- Stage 2 building external modification to existing veranda to enclosed sunroom
- Stage 3 Room divider into the new main hall area, permit multiple activities
- Stage 4 replace existing electrical solar system with current technology, providing higher level generation

Grounds

- Stage 1 continue Garden development – security fencing, garden beds, shade shrubs
- Stage 2 Increase car parking with designated disability and senior's spaces, asphalt current turfed are (Parker Street frontage)
- Remark current car park

Signage

- Complete existing signage re-installation (approved)
- Signage for Parker Avenue frontage
- Sponsors/supporters board

Volunteer input

SNC volunteers have contributed in the past financial year contributed more than 5706 hours, with an approximate total dollar value of \$282,620 (VSANT - \$49 53 per hour)

The volunteers have participated in numerous activities focusing on reducing loneliness and social isolation within our community. The following activities and projects demonstrate the commitment of our volunteers to our community

- Preparing the centre for weekly activities
- Emergency food relief
- Free food distribution
- Social support to community members
- Services connect
- Administrative support to individuals and community groups
- Supporting special presentations
- Preparing and serving Tuesday Community Lunch
- Disability support/ engagement (carer supported activity, targeting socialization)
- Eastern Fleurieu School collaboration (senior student support activities)
- Conducting Tuesday Social Quiz and Bingo activities
- Repair shed (free repair service to community- informal men's support group))
- Garden Grubs (Free Garden service to approved community members)
- Thursday Social gathering, table tennis, board games, jigsaw, fellowship
- Eastern Fleurieu junior School (student support activities)
- Friday Rug craft and Line dance

Management/Employee Input
Formal Projects

- Flinders University/Community Centres SA Social work Student Field placement
- Dementia Community of Practice (ongoing- targeting dementia awareness and support)
- Food Security Community of Practice (targeting accessible food for community)
- Social supermarket development
- Volunteer development and youth engagement
- Governance support

Committee of Management (CoM)/ key personnel succession and continuity

The centre's management is actively engaging in discussions with potential CoM members, with focus on development and skills that will be required to continue the growth and viability of the centre

SNC is an enterprise governed by a management committee, with day-to-day functions conducted by a volunteer administrative team, with a salaried manager providing support and operational direction, and a volunteer coordinator supporting and developing the centre's volunteers

Contingency needs to be in place to maintain or at least mitigate the loss of a key person (s)

As Board members are key personnel, it is important that they are supported by sub committees, this will provide continuity of service and will support the transitioning period

Succession of Board members includes

Chairperson – in event of incapacity to continue role, the Deputy Chair will preside in the chair's stead

Deputy Chair – CoM nominate a current board member to undertake the role of deputy chair

Treasurer – CoM to appoint a qualified member of the Finance subcommittee

Secretary – a person of the committees' choice may be nominated and appointed as secretary, the secretary does not need to be a member of the elected board

Elected members – the CoM may appoint a qualified person to act in the members stead for an agreed period (until the next AGM, or special meeting)

The organisation has recently modified the organisations constitution to accommodate maintenance of knowledge and experience within the governance of the centre

The election of committee members now allows for a staggered system providing partial retention of committee members, at each election

SNC is building on our human resources, to prepare for the retirement and/or resignation of board members, and key centre personnel SNC is developing our CoM to be an effective board, able to maintain continuity of the governance and oversight of the operational demands of the centre

In the event of retirement, incapacity or resignation of the centre's manager, the volunteer coordinator will initially step into the manager's role The CoM will then recruit from suitable

sources for a replacement, in accordance with the centre's policies. The manager's handbook will provide the required details for a controlled transition, and maintenance of operational services.

Risk management:

SNC monitors risk from all aspects of the centre's operation. The organisation has risk management controls in place to manage potential harm from financial, physical and property events.

Financial management is monitored by the centre's manager and is overseen by the CoM through the treasurer and finance subcommittee. Event and activity risk is managed by the centre's operational management.

The centre has an ongoing process that monitors predicted expenditure to current reserves, and is able to determine how long the centre can operate in a neutral revenue environment.

Major Project:

The proposed project "Social Supermarket" is aimed at improving food security within the district, offering enhanced volunteer engagement, with the view of engaging NDIS participants, youth and seniors in meaningful opportunities to build new skills, or use experience in mentoring others. Community support activities will be enhanced, with the attraction of reduced cost food items, drawing residents with social and wellness needs to the centre, enabling our trained staff of volunteers and employees to engage and offer supportive services.

The supermarket is expected to become a hub for both food security and social connection opportunities. With SNC's research we have identified that at least 24 % of SNC's guests use the centre as their only social activity.

SNC's community kitchen will provide access to ready to nutritious meals which has been proven to impact general wellbeing and may engage and empower our community members to seek additional support.

The supermarket will provide low or no cost basic food items, with the opportunity to receive a low-cost nutritious meal (proposed for Mon – Fri lunches), and ready to eat packaged meals. Training opportunities for youth to gain experience in the workforce and learn the basics of working together and goal setting and achieving.

The need for this service is demonstrated by ongoing food security concerns, discussions with our centre's participants and the acknowledged 30% (reported on mainstream media) of Australia's population living in food distress.

The service will provide a connection for in-need community members, to access discreet support, and increase opportunities to make friends, and gain fellowship. We will also provide extended food relief, and social support.

SNC is partnering with DHS, Foodbank The Food Centre and others to bring this initiative to Strathalbyn.

References:

<https://www.csi.edu.au/research/part-discount-grocer-part-social-connection-defining-elements-of-social-supermarkets/>

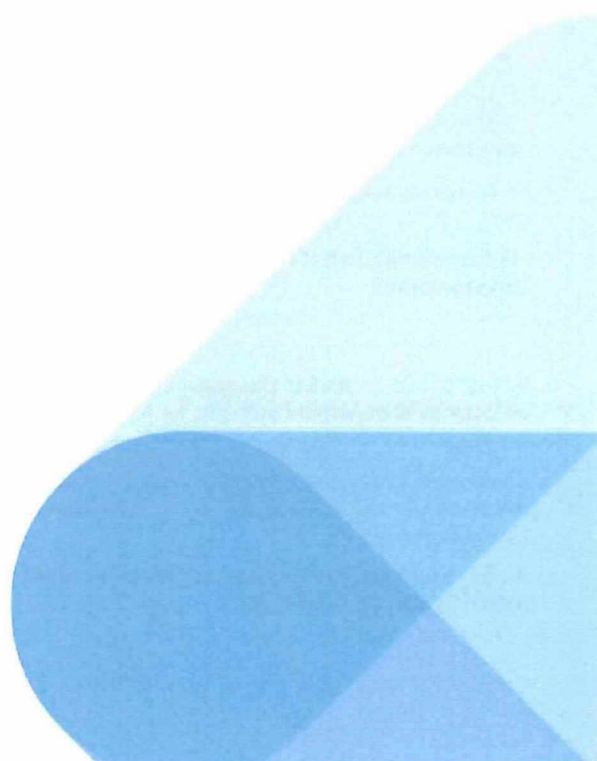
<https://thefoodcentre.com.au/>



Community Engagement Plan

Strath Neighbourhood Centre Incorporated

10-year Lease proposal





Do we need to connect with the Community? And if so, why? (Internal Staff Survey)

Name of Project: Strath Neighbourhood Centre Incorporated, 10-year Lease proposal

The following checklist will help establish if you need to engage the community:

Is the community engagement/consultation required by legislations in your project? If "yes", we are required to plan and implement the community engagement activities for this project If "no", then please continue.	☒ YES ☐ NO
Is there already an expectation, within Council or the community, that the project will involve community engagement?	☐ YES ☒ NO
Can the community influence the outcome of your project?	☒ YES ☐ NO
Is there staff time and budget already allocated or available to support the engagement activities?	☒ YES ☐ NO
Is there a risk to not undertaking Community engagement?	☒ YES ☐ NO

If "yes" to two or more of the above questions, it is recommended that you plan and implement community engagement activities for this project.

If "no" to two or more of the above questions, then careful consideration is given to whether it is appropriate to engage with the community on this project. There will be times when a well-executed communications plan is more appropriate tool for our project and a more efficient use of Council's resources.

A communication plan determines key messages and the strategies to ensure the messages reach the intended audience.



Calculator: Determining how we are going to connect with the community on each decision we make

Questions (tick appropriate box)	Really Low	Low	Moderate	High	Super High
What is the level of difficulty for staff/council in making the decision or addressing the problem?		x			
What is the potential for controversy in relation to the project?		x			
How important are the potential impacts of the project to the public?				x	
How much do the key stakeholders care about the decision to be made?					x
How much engagement does the community appear to want?		x			
Sub-Total		3		1	1
Multiply number by the weight	x1	x2	x3	x4	x5
Total column score		6		4	5
Add all five column scores	15				
Divide total score by the number of questions	÷ 5 =				
Average score	3				

1-2 Very Low

Informing the community about the decision may be sufficient, unless there are legislative requirements, in which case, consult.

2-3 Low to Moderate

You should at least consult with the community

3-4 Moderate to High

You should at least consult but may consider opportunities for the community to actively participate

4-5 High to Very High

You should provide opportunities for the community to active participate



Engagement Plan

1 What?

The purpose of the public consultation is to provide opportunity for public feedback on a proposal to enter into a 10-year lease with the Strath Neighbourhood Centre Incorporated so they can remain in occupancy at 6 and Lot 5 Parker Avenue Strathalbyn in order to continue to deliver well-being support services to Strathalbyn and the wider community.

As the land is classified as community land and the term of the lease is greater than 5 years, community engagement is required to ensure the community is provided with the essential terms of the proposal and an opportunity to comment on the proposal should they choose to do so.

2 When?

Milestones	Dates
Decision to proceed to community engagement	Council meeting – 19 May 2025
Community engagement dates	Opens – 29 May 2025 Closes – 20 June 2025
Onsite Popup	N/A
Consultation analysis	23 - 27 June 2025
Council Member Forum	N/A
Council Meeting with feedback	21 July 2025

3 Who?

Residents & Ratepayers (tick those that apply)
☒ General Residents & Ratepayers
☐ Adjoining Property Owners / Business Owners
☐ Other: _____
Community groups, networks & organisations (tick those that apply)
☐ Department for Environment and Water
☐ Ngarrindjeri Regional Authority
☐ Ngarrindjeri Aboriginal Corporation
☐ Other: Cemetery Advisory Committee
Business (tick those that apply)
☐ N/A



Progress, Resident & Ratepayer Associations

- ☐ Port Elliot Town and Foreshore Association
- ☐ Ratalang Basham Beach and Horseshoe Bay Advisory Committee
- ☐ Middleton Town and Foreshore Association
- ☐ Clayton Bay Community Association
- ☐ Mount Compass Community Association
- ☐ Milang and District Community Association Incorporated
- ☐ Other: _____
- ☒ N/A

4 How?

4.4 Listening Tools

Listening Tools	Description	Examples of what we'll be asking
My Say Alexandrina	The My Say Alexandrina website will form the central 'hub' for the process. The main features of the hub will be – • Key dates • Survey tool	We will utilise the survey tool to seek feedback and report back to Council
Written submissions	To provide opportunity for people who prefer a more traditional method of communicating with Council, we will welcome written submissions. These can be submitted by post, email or handed in to the Council Office.	We will encourage written submissions for people who prefer this method.

4.5 Communication Tools

Audience	Method	Responsibility	Action	Timeframe
Residents & Ratepayers	Website	Team Leader Communications	Dedicated My Say website page, survey	29 May 2025



			& key documents. Latest news article on home page of corporate website	
	Social media	Team Leader Communications	Advising start of consultation and reminder before closing.	29 May 2025
	Local Displays – Council Office, library, community noticeboards	Team Leader Communications	Notice to be placed on Council display boards including promotion of ways to get involved.	29 May 2025
	Adjoining Property and Business Owners	Manager Property & Procurement Services	Letters / emails sent directly to affected properties / businesses	N/A
	Local Papers	Team Leader Communications	Public Notice in the relevant papers	29 May 2025
	My Say Subscribers	Team Leader Communications	Email a My Say Newsletter with information and a link to submission page	29 May 2025



Progress, Resident & Ratepayer Associations, Community groups, networks & organisations, Community groups, networks & organisations	Email	Manager Property & Procurement Services	Email information and link to My Say Alexandrina	N/A
Internal Staff	Connect Intranet Announcement	Manager Property & Procurement Services	Provide information to relevant staff with key information on consultation	29 May 2025
Council Members	Briefings / Meetings	CEO	Provide briefing to CMs/ Forums	N/A

5 My Say Page

The My Say Alexandrina website will form the central 'hub' for the process.

The main features of the hub will be:

- Key dates
- Survey tool
- Contact details for the Property team.

Have your say below.

Survey questions will include:

- Set fields to provide background on the participant submitting feedback.
- Set fields to answer yes or no of support or otherwise to the draft lease.
- Open free field for comments to support the yes or no submission.
- All submission are included to Council in the follow up Council Report.

Useful Documents attached:

- The Essential terms of the lease
- Site map of lease area



- Council Report and Minutes from 19 May 2025 Council Meeting
- Proposal from Strath Neighbourhood Centre

6. Reporting

The My Say Alexandrina software provides a Report on close of the consultation, with all submissions received through the My Say site. In addition, written submissions are recorded and allocated to the Property Team to collate.

A detailed Community Engagement Report will be published on the My Say project page.

The Reports to Council will be public documents, available on Council's website after release. Ensuring a "feedback loop" to people who participate in the process is important.

7 Risk Mitigation

What could go wrong?	How can we reduce the likelihood of this happening?
Reputation /community expectation	• Clear communications of ways to be involved and provide feedback.
Nobody gets involved	• Offer a variety of ways to join the conversation – quick responses versus opportunity for deeper conversation; offline and online. • Communications plan will be followed.
The process gets overtaken by a single-issue campaign	• Make a concerted effort to reach a broad representation of people who live, work and play in the district.
Legal Advice	• Legal advice is sought as required
Consultation run over Holiday Period	• The consultation is not being held over a holiday period.