

2022

Adelaide Hills Council

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Draft Asset Management Plan Community Wastewater Management Systems



Community Engagement Outcomes Report

December 2022

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1 INTRODUCTION

This report presents the qualitative and quantitative feedback from the engagement with the community conducted from 15 November – 6 December 2022 regarding the draft Asset Management Plan – Community Wastewater Management Systems.

This report will be presented to Council and made available to those who participated in the consultation.

The consultation comprised an opportunity for the Community to provide feedback via a quick poll, online and hardcopy feedback response as well as providing submissions by email, letter or phone contact. A copy of information provided on Councils Have Your Say Engagement Platform and feedback form is available in Appendix A.

There were a total of 12 Participants providing feedback in this consultation 10 via quick poll feedback, 1 via online feedback form and 1 telephone call. However, 91 participants were aware of the consultation and 43 of those were well informed as 30 downloaded information from the online project site and 25 visited multiple project pages.

2 KEY FINDINGS

The key findings from the consultation are:

- A total of 12 Participants provided feedback on the Draft Asset Management Plan – Community Wastewater Management Systems.
- All Participants were supportive of the Asset Management Plan Community Wastewater Management Systems and no changes were highlighted for the plan and no concerns were raised in regard to the plan at this time.
- 80% (n=8) of Participants who provided their feedback online via the quick poll had reviewed the Asset Management Plan Community Wastewater Management Systems and were happy with it.
- 20% (n=2) of Participants who provided their feedback online via the quick poll had a quick look at the Asset Management Plan Community Wastewater Management Systems and said they trusted Council had a sufficient plan in place.
- There were no Participants who stated that they had not looked at the plan nor were unhappy with it.
- The only concern raised via the online feedback form was the need to inform Council Elected Members and Community that additions and additional maintenance are not catered for in the Plan and Council Elected Members should be informed of that.

3 SUMMARY OF ENGAGEMENT

3.1 BACKGROUND

The engagement was undertaken to assess the community's feedback, review of and level of support for the asset management plan Community Wastewater Management Systems and the way in which Council plans to manage them over the next ten years.

3.2 COMMUNITY ENGAGEMENT STRATEGY

A community engagement strategy was developed and consultation was undertaken with the Community over 22 days from 15 November to 6 December 2022.

Consultation was undertaken in accordance with Council's Public Consultation Policy.

3.3 ENGAGEMENT APPROACH

Council's engagement approach aimed to inform the community about how Council planned to manage the Community Wastewater Management Systems in the AHC area over the next 10 years and obtain feedback as to whether the community had reviewed the asset management plan and opportunity to share their sentiment of it. The community had the opportunity to provide any specific comments of feedback if they chose.

Council provided a quick poll with 4 choices for Participants to select from and a more detailed feedback form which contained 4 questions, including both closed and open style questions. Questions were designed to capture whether Participants were informed of the asset management plan and determine an idea of acknowledgement and support for the Asset Management Plan as well as capture any specific queries.

Anyone could participate in the survey which was made available online and in hardcopy format at Council Libraries and service centres at Gumeracha, Stirling and Woodside.

A copy of the survey questions is included in Appendix 1

3.4 DISTRIBUTION AND PROMOTION

The opportunity to provide feedback was promoted through a number of channels including:

- Advertisement in the Courier, Hills Herald and Grapevine from Wednesday 16 November 2022
- Posters and information packs available at Council's Service Centres and Libraries
- Notices posted on Council's website, via social media, Hills Voice e-newsletter Nov edition
- Posters on Community noticeboards in relevant suburbs / townships where available

- Email to EHQ registrants living in relevant suburbs / townships and those interested in Council planning (536)
- Email notices to key community groups and businesses in the relevant suburbs / townships (110)
- CWMS Customers who have provided an email address (755)

Promotional statistics are presented below:

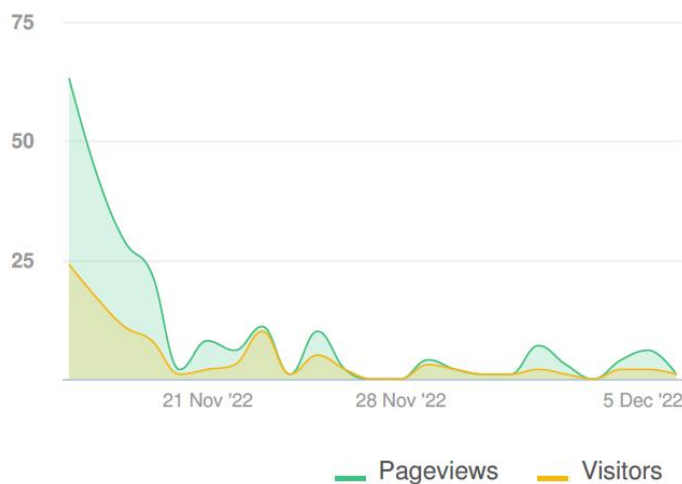
15 November 2022 EHQ email to registrants living in Birdwood, Charleston, Kersbrook, Mount Torrens, Stirling, Verdun and Woodside – “Opportunity to review and share your thoughts on the Draft Asset Management Plan - Community Wastewater Management Systems” 717 newsletters sent 459 Newsletters opened 20 click throughs	15 November 2022 Campaign Monitor email to CWMS Customers – “Opportunity to provide feedback on Council’s Draft Asset Management Plan - Community Wastewater Management Systems” 668 emails sent 376 Newsletters opened 31 click throughs
15 November 2022 Campaign Monitor email to community groups and businesses in Birdwood, Charleston, Kersbrook, Mount Torrens, Stirling, Verdun and Woodside – “Opportunity to provide feedback on Council’s Draft Asset Management Plan - Community Wastewater Management Systems” 9 sent 6 Newsletters opened 0 click throughs	18 November 2022 Facebook Post Insights Unavailable 3 - Likes 0 - Comments 1 - Shares
18 November 2022 Twitter 70 - Impressions 4 - Engagements 1 - Likes 1 - Retweet 0 - Comments	22 November 2022 Facebook 1,784 - Post Impressions 1,684 - Post Reach 331 - Post Engagement 3 - Likes 0 - Comments 6 – Shares
22 November 2022 Twitter 63 - Impressions 5 - Engagements 0 - Likes 0 - Retweet 0 – Comments	

4 PARTICIPANTS

This section provides details about participation during the engagement period.

Participants are considered to be those who were not only aware of and informed about the consultation process but who also chose to provide their feedback. The number of aware and informed people who chose not to provide feedback is presented within the table below:

Visitors Summary



Highlights

TOTAL VISITS	MAX VISITORS PER DAY	
107	24	
NEW REGISTRATIONS		
0		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
11	43	91

4.1 PARTICIPATION RATE

The following table displays the level of engaged participation.

PARTICIPANT SUMMARY

ENGAGED	11 ENGAGED PARTICIPANTS				(%)	
		Registered	Unverified	Anonymous		
INFORMED	Contributed on Forums	0	0	0	Draft Asset Management PL...	11 (12.1%)
	Participated in Surveys	0	0	1		
	Contributed to Newsfeeds	0	0	0		
	Participated in Quick Polls	0	0	10		
AWARE	Posted on Guestbooks	0	0	0		
	Contributed to Stories	0	0	0		
	Asked Questions	0	0	0		
	Placed Pins on Places	0	0	0		
	Contributed to Ideas	0	0	0		
* A single engaged participant can perform multiple actions				* Calculated as a percentage of total visits to the Project		

ENGAGED	43 INFORMED PARTICIPANTS				(%)	
		Participants				
INFORMED	Viewed a video	0			Draft Asset Management PL...	43 (47.3%)
	Viewed a photo	0				
	Downloaded a document	30				
	Visited the Key Dates page	0				
AWARE	Visited an FAQ list Page	4				
	Visited Instagram Page	0				
	Visited Multiple Project Pages	25				
	Contributed to a tool (engaged)	11				
* A single informed participant can perform multiple actions				* Calculated as a percentage of total visits to the Project		

ENGAGED	91 AWARE PARTICIPANTS					
		Participants				
INFORMED	Visited at least one Page	91			Draft Asset Management PL...	91
AWARE						
* Aware user could have also performed an Informed or Engaged Action				* Total list of unique visitors to the project		

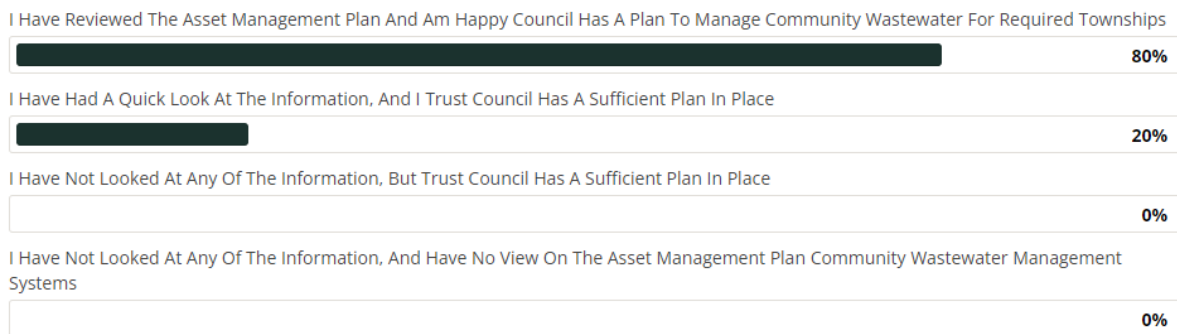
5 SURVEY FEEDBACK

There were a total of 12 Participants providing feedback in this consultation. Ten via quick poll feedback, one via online feedback form and one email. A summary of all feedback is outlined below.

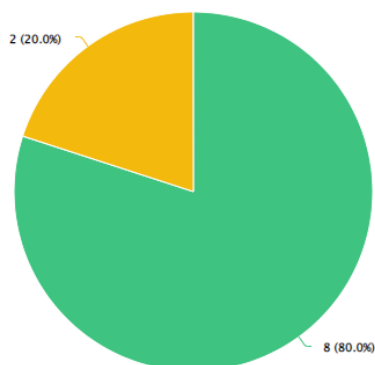
5.1 QUICK POLL:

Participants could select from four statements in the quick poll as presented below. As presented below 80% (n=8) of Participants had reviewed the Asset Management Plan and were happy with it and 20% (n=2) had a quick look and said they trusted Council had a sufficient plan in place. There were no Participants who stated that they had not looked at the plan.

Asset Management Plan Community Wastewater Management Systems



Total Votes : 10



Question options (Click items to hide)

- I have reviewed the Asset Management Plan and am happy Council has a plan to manage Community Wastewater for required townships
- I have had a quick look at the information, and I trust Council has a sufficient plan in place

5.2 ONLINE FEEDBACK FORM

There was one Participant from Birdwood who provided feedback via the online feedback form as provided below:

Q4 Please provide any specific feedback or comments about the CWMS Asset Management Plan here:

Anonymous

12/06/2022 04:14 PM

Have read CWMS Asset Management Plan and am supportive of the plan. Note Council does not have enough dollars to manage additional operational and maintenance(1.6.5). In adopting the plan Council needs to be aware of this into the future , and therefore any additions or additional maintenance , will need to be funded on top of the plan. This I feel needs to be explained to users in the network.

5.3 EMAIL

One Participant provided response via a telephone call as provided below:



Fri 18/11/2022 9:45 AM

David Collins

RE: The AMP CWMS Consultation is off to a good start

To  Vanessa Geerts;  Kim Pearson

Cc  Sarah Hill;  Jennifer Blake

Hi Vanessa,

I had a call from a resident at Birdwood that had read the whole plan! He did say he had plenty of time on his hands and is interested in these systems. Positive about the way we manage the system and appreciates the service.

Regards

David Collins
Manager Strategic Assets
Infrastructure and Operations
Adelaide Hills Council

6 CONCLUSION

Although there was a small Participation rate in this consultation it is important to note that 91 participants were aware of the consultation and 43 of those were well informed as 30 downloaded information from the online project site and 25 visited multiple project pages.

All Participants were supportive of the Asset Management Plan Community Wastewater Management Systems and no changes were highlighted for the plan and no concerns were raised in regard to the plan at this time.

There were no Participants who stated that they had not looked at the plan nor were unhappy with it.

The only concern raised via the online feedback form which would be important for Council to relay to Elected Members was the need to inform Council Elected Members and Community that additions and additional maintenance are not catered for in the Plan and Council Elected Members and the Community should be informed of that.

This report was presented back to Council and will be shared with the wider community and anyone who participated in the consultation via Councils Have Your Say Engagement Platform.

APPENDIX A – Information Provided and Feedback Form



Adelaide Hills Council operates Community Wastewater Management Systems (CWMS), which support wastewater management for approximately 1,850 customers in the townships of Birdwood, Charleston, Kersbrook, Mount Torrens, Stirling (Golf Links Road area only), Verdun and Woodside.

A CWMS is:

- designed to collect, treat, re-use and/or dispose of primary treated effluent originating from septic tanks on individual properties.
- the collection system comprised of a network of pipes and pumping stations, which transport the effluent from the septic tanks to the treatment site.
- a highly technical and regulated system and Council has complied on an ongoing basis with an array of standards to be able to provide this continuous service to its communities who then pay for the service.

What's in the Draft Asset Management Plan CWMS?

The Draft Asset Management Plan CWMS provides information about CWMS supporting the townships as mentioned above. The Plan also provides details on actions required to provide an agreed level of service in the most cost-effective manner while outlining associated risks. The plan defines:

- the services to be provided
- how the services are provided, and
- what funds are required to provide these services over the 10 year planning period.

The Plan will link to Council's Long-Term Financial Plan, which typically considers a 10-year planning period.

We have identified there is no need for an increase in service over the next 10-year period and customers reliant on the CWMS can expect to receive the same service as they are now. The Asset Management Plan CWMS will ensure Council continues to meet these requirements for the next 10-years, in the most cost-effective manner.

Please note that this consultation does not capture individually owned septic systems on private properties and for those who may need to report an issue with a septic system on a private property, please feel welcome to report it via our customer service number 8408 0400 or report an issue online <https://www.ahc.sa.gov.au/council/contact-us>

Further information is available at engage.ahc.sa.gov.au

You can share your thoughts and feedback:

- Preferably using the online quick poll and/or feedback form at engage.ahc.sa.gov.au
- Sending an email to engage@ahc.sa.gov.au
- Writing a letter to Community Engagement Coordinator PO Box 44, Woodside SA 5244
- Completing the attached hardcopy feedback form and return to any Council Service Centre or Library at Stirling, Gumeracha or Woodside or via any of the ways mentioned above.

If you would prefer to discuss your CWMS service and the draft Asset Management Plan CWMS please feel free to arrange a time for our project team to be in touch with you by emailing David Collins dacollins@ahc.sa.gov.au

Consultation closes 4pm, Tuesday 6 December 2022.

Adelaide Hills Council
Communications, Engagement and Events Team

Feedback Form

Draft Asset Management Plan

Community Wastewater Management Systems

Please provide your details below:

Name _____

Suburb _____

Email Address _____

Quick Poll (please select one option below):

- ☐ I have reviewed the Asset Management Plan and am happy Council has a plan to manage Community Wastewater for required townships
- ☐ I have had a quick look at the information, and I trust Council has a sufficient plan in place
- ☐ I have not looked at any of the information, but trust Council has a sufficient plan in place
- ☐ I have not looked at any of the information, and have no view on the Asset Management Plan Community Wastewater Management Systems

More detailed feedback (please select one option below):

1. Which suburb(s) / township(s) reliant upon a CWMS do you live in and/or own property in? (Required)

- ☐ Birdwood
- ☐ Charleston
- ☐ Kersbrook
- ☐ Mount Torrens
- ☐ Stirling (Golf Links Road area)
- ☐ Verdun
- ☐ Woodside
- ☐ None of the above
- ☐ Not sure
- ☐ Other (please specify) _____

2. Please provide any specific feedback or comments about the draft Asset Management Plan CWMS below and over the page:

3. If you would like to be kept in the loop with the outcomes of this consultation please provide your email address below.

Thank you for taking the time to provide your feedback ☺