

13 Sustainability Reports

13.1 Review of Public CCTV, WiFi and PA Services

Reporting Officer: IT & T Coordinator, Darren Arbon

Report Authoriser: Chief Executive Officer, Ben Scales

Attachments:

1. Locations & direction of Mannum CCTV network Cameras [↓](#)
2. Wi-Fi Summary of Costs and Estimated Future Costs [↓](#)
3. Engagement Plan [↓](#)

REPORT OBJECTIVE

For Council to consider the future service provision of Closed Circuit Television, Wireless Networking Technology (Wi-Fi) and Public Address systems (PA) that operate in the various public areas of the Council region.

EXECUTIVE SUMMARY

Closed Circuit Television (CCTV)

Council has several CCTV sites throughout the region, providing passive security as they are not monitored 24/7.

The technologies used are a mix of on-premise recording and secure wireless networks, along with Cloud services including centrally managed access and cloud storage.

The locations of Council's CCTV sites are as follows:

- Mannum Main Street / Mary-Ann Reserve / Arnold Park;
- PS Canally Dock;
- Tungkillo Memorial; and
- Tourism Information locations (CCTV, Tourism Information Screens & Limited Wi-Fi).

The annual average cost to run CCTV and associated hardware is \$39,000, with two sites requiring substantial capital renewal expenditure within the next 12 months, being Mannum \$70,000 and Tungkillo \$9,000.

Wireless Networking Technology (Wi-Fi)

Council currently has active Public Wi-Fi at the following locations:

- Swan Reach (lower main street precinct and across the river at the camping ground);
- Morgan tourism precinct;
- Bowhill BBQ area/playground picnic area; and
- Nildottie (previously the General Store).

The Wi-Fi is a free service to the public and can be accessed for one (1) hour per day from an individual device. The annual average cost to run the Wi-Fi and associated hardware is \$14,198, with the Nildottie and Bowhill sites not having recorded any public usage over the past six-month period.

Public Address Systems (PA)

The Mannum main street PA system has not been operational for at least the last two and a half years since the 2022/23 River Murray flood, and during this time there has not been any requests or enquiries regarding why the main street PA system has not been operational. The components of this existing PA system would be at least 25 years old and would be at near end of life, especially cabling and the speakers.

The PA System at Mary Ann Reserve is currently operational with the renewal of new speaker cabling and speakers installed in early 2025, with the controls housed in the Mannum Rowing Club. The PA system is currently utilised by the Mannum Rowing Club and the Truck and Ute show.

Council has no expertise in the area of sound/audio engineering and this service has not been provided to any other localities in the Council area.

As part of Council's sustainability review, Council is focused on constraining cost growth to reduce the pressure on rate levels including consideration of the community's desired services and service levels, taking into consideration the associated costs.

It is therefore recommended that Council consult with the community to enable Council to determine whether these are core services, the perceived benefits, the expectation and reliance of the community and residents on the services, and the extent that these services be continued to be provided by Council, if at all.

RECOMMENDATION

That:

1. **The Review of Public CCTV, WiFi and PA Services Report on the Council Agenda of 16 September 2025 be received.**
2. **Council undertakes consultation with the community on the public CCTV, Wi-Fi and PA services in accordance with Council's *Public Consultation Policy* and the *Engagement Plan* (Attachment 3, Item 13.1, Council meeting 16 September 2025), seeking feedback on the expectations of this service provision.**

STRATEGIC ALIGNMENT, FINANCIALS & IMPLICATIONS	
Mid Murray Council <i>Strategic Plan 2024 – 2028</i>	Theme 2. Our Liveability Strategic Goal 2.3. Deliver efficient and viable services that meet our community's needs Key Activity 2.3.2. Deliver core services and infrastructure sustainably
	2025 - 2026 Budget allocation \$53,000 plus Public Address system.

2025 - 2026 Budget variation/impact (if applicable)	Not a result of this report			
Proposed Future Budget Impact (LTFP)	Not a result of this report			
Risk Assessment	Low	Medium	High	Extreme
Essential Services Commission of SA (ESCOSA) Report Reference	9. Focus on constraining cost growth to reduce the pressure on all rate levels (as per Finding 2), including consideration of the community's desired service levels, proposed capital expenditure and associated costs.			
Legislative Reference	Not applicable.			
Policy	<u>Closed Circuit Television (CCTV) Policy</u>			
Consultation	Public consultation to be undertaken on the provision of CCTV Wi-Fi and PA services in accordance with Council's <i>Public Consultation Policy</i> and the Engagement Plan developed.			
Communication of decision	Subject to Council's decision, public consultation will be undertaken as outlined above and a further report will be provided to Council for its consideration.			

DISCUSSION & ANALYSIS

Closed Circuit Television (CCTV)

Council has several Closed Circuit Television (CCTV) sites throughout the region, providing passive security, rather than being monitored 24/7.

The technologies used are a mix of on-premise recording and secure wireless networks, along with Cloud services including centrally managed access and cloud storage. The locations of Council's CCTV sites are as follows:

- Mannum Main Street / Mary-Ann Reserve / Arnold Park;
- PS Canally Dock;
- Tungkillo Memorial; and
- Tourism Information locations (CCTV, Tourism Information Screens & Limited Wi-Fi).

Mannum Main Street / Mary-Ann Reserve / Arnold Park

The Mannum Main Street CCTV system is housed at the Mannum Dock Museum. A wireless radio network links various nodes along Randell Street (extending from the Mannum War Memorial to Arnold Park) and cameras overlooking the surrounding parks of the Mary-Ann Reserve toilet block and carpark/boat ramp areas. In 2017 a \$64,460 expansion allowed seven (7) additional cameras

and extra data storage that was 50% grant funded from the Attorney General's Department. A total of thirteen (13) cameras cover the Randell Street and Mary-Ann Reserve precinct (**Attachment 1**).

Due to the topography of the Randell Street location (sheltered by the cliffs) and the technology available, the closed system radio network is the only technology that provides a viable solution. This still has its challenges, as it limits expansion or relocation of the camera network.

The security server system records footage locally, on a large storage server, and has a retention period of approximately 30 days. The recorded footage can be viewed remotely or on site. Council staff and Mannum South Australian Police (SAPOL) staff have login access to this server. At times Council staff are requested to assist SAPOL in their enquiries or provide assistance in obtaining footage from the CCTV server. The CCTV network has provided footage and evidence in many police investigations since its inception in 2014/15.

This maintenance of the CCTV system is incorporated into a bi-annual service agreement with Council's security provider, Access Datacom. This same contractor also maintains the security systems (alarms/fire/door access) to the majority of Council's offices and depot sites. Access Datacom provides onsite six (6) monthly maintenance on the entire security network and includes the Mannum CCTV network as part of this schedule. The CCTV component of this support is approximately \$7,000 ex gst, annually. Council's CCTV radio network is supported by MIMP Connecting Solutions, in addition there is a separate annual contract for the radio network component of the system, \$4,000.00 ex gst, annually.

The current hardware of the Mannum CCTV is coming to end of life. Most of the cameras are now 10 years old and the installed radio component of the network is no longer supported, and will become problematic if hardware fails. Replacement parts are no longer available, and due to the age of the network, using a mix of new and old hardware is not an option.

- The cost to replace the radio network is approx. \$35,000.00 ex gst;
- The cost to replace the camera hardware is approx. \$35,000.00 ex gst;
- The storage server was upgraded in Dec 2021. It has a remaining expected useful life of 3-6 years. The cost to replace the storage will be approx. \$20,000.00 ex gst; and
- The battery backup unit (UPS) was upgraded in Sept 2022. It has a remaining expected useful life of 3-6 years. The cost to replace the UPS will be approx. \$8,500.00 ex gst.

Public consultation would need to include Mannum SAPOL due to their heavy reliance on the current CCTV camera network to recover recorded footage.

Financial Summary

Component	Replacement Cost	Useful Life (Yrs)	Annual Cost/Depreciation
CCTV Maintenance	N/A	N/A	\$7,000
Radio Maintenance	N/A	N/A	\$4,000
Radio Network	\$35,000	10	\$3,500
Camera Hardware	\$35,000	10	\$3,500
Storage Server	\$20,000	7	\$2,857
Battery Backup	\$8,500	7	\$1,214
		Annual Cost	\$22,071

PS Canally Dock

Council has a localised camera at the PS Canally Dock location. A local computer/storage server was installed at the location, and provides remote access via a secure network, and accessed via mobile data, for staff and nominated PS Canally volunteers to remotely access the camera. The PS Canally can be viewed remotely and checked daily without attending site.

This camera is included under the same support agreement with Access Datacom as the Mannum CCTV network.

This camera also proved to be a great remote tool during the recent floods, as the water levels could be monitored remotely at this site.

If the camera hardware needs to be replaced in the future, it would cost approx. \$7,000 ex gst. Annual ongoing costs - mobile data / maintenance contract / power - \$1,500 ex gst.

Financial Summary

Component	Replacement Cost	Useful Life (Yrs)	Annual Cost/Depreciation
CCTV Maintenance	N/A	N/A	\$1,500
Camera Hardware	\$7,000	10	\$700
		Annual Cost	\$2,200

Tungkillo Memorial

The Council has a localised camera at the Tungkillo Memorial, overlooking and providing passive security to the Tungkillo monument location. Unfortunately, connectivity at this location has always been troublesome and only local access to the camera is possible. Originally designed to be a webcam with remote viewing - the poor and unreliable mobile signal in the area has not made this possible with recording only being stored locally.

Please note, it was also unfortunate timing that hardware had failed during the time that the monument bell was stolen. There was no recorded footage of the incident. The hardware had failed sometime between scheduled maintenance visit, and wasn't discovered until after the incident.

The camera was installed approx. 2016, at a cost of \$8,150 ex gst. The camera hardware is coming to end of life, and due for a refresh.

To improve the access and capability of the camera, additional internet services would need to be installed at the Post Office shed at Tungkillo and beamed to the camera.

To replace/upgrade the camera, would be approx. \$9,000 ex gst. Annual ongoing costs would include internet service and preventative maintenance (Access Datacom agreement) and power to the site, approximately \$1,000.00 ex gst (annually.)

Financial Summary

Component	Replacement Cost	Useful Life (Yrs)	Annual Cost/Depreciation
CCTV Maintenance	N/A	N/A	\$1,800
Camera Hardware	\$9,000	10	\$900
		Annual Cost	\$2,700

Tourism Information locations (Truro, Swan Reach, Palmer, Blanchetown, Morgan Visitor Centre, Bowhill BBQ, Mannum Dock)

At each of these sites, there is a CCTV camera which was installed for additional security at each of the locations as a deterrent to vandalism of the public facing tourism information screens.

Initially installed as part of the Smart Cities project that was 100% grant funded - this hardware was a value add. Each of these sites required internet for running the tourism screens, and the camera hardware integrated seamlessly with the internet hardware that was being installed.

Each camera is connected via internet to a central secure cloud storage, and can be accessed remotely, for both live and recorded footage.

Annual ongoing costs – monthly NBN connection (required for screen also) - \$870 ex gst annual licensing/storage fee - \$145 ex gst. Total annual cost per camera is approx. \$1,015 ex gst

Purchased in 2018, each camera was valued at \$1,700.00 ex gst. To replace with current models, are approx. \$1,900 ex gst. These cameras have an estimated 3-5 year life remaining.

Financial Summary

Component	Replacement Cost	Useful Life (Yrs)	Annual Cost/Depreciation
Annual NBN	N/A	N/A	\$5,220
Licencing/Storage Fee	N/A	N/A	\$870
Camera Hardware	\$11,400	10	\$1,140
Smart screens	\$24,000	5	\$4,800
		Annual Cost	\$12,030

Wireless Networking Technology (Wi-Fi)

Council currently provides active Public Wi-Fi at the following locations :

- Swan Reach (lower main street precinct and across the river at the camping ground);
- Morgan tourism precinct;
- Bowhill BBQ area/playground picnic area; and
- Nildottie (Previously the General Store).

The Wi-Fi is a free service to the public and can be accessed for one (1) hour per day from an individual device.

Swan Reach

There is currently Public Wi-Fi based at the Swan Reach bowling club, which provides a wide coverage in the surrounding area, including the Swan Reach Hall. A Wi-Fi hub extender is also installed at Tenbury Hunter Reserve.

Morgan River Precinct

There is active Public Wi-Fi based at the Morgan Craft shop and provides the same 1hr/day service as the Swan Reach service. The Wi-Fi service provides coverage in the river precinct area.

Bowhill BBQ area/playground

There is active Public Wi-Fi based at the General Store (shed) and provides the same 1hr/day service as the Swan Reach service. The Wi-Fi service provides coverage in the BBQ/Playground area.

Nildottie General Store

As with the other three (3) sites, Nildottie (previously the General store) is a host node for Public Wi-Fi for the parking/picnic area. This service is currently under review, as the General Store is no longer open to the public. It has become a private business, and public attendance numbers have decreased significantly. The service is currently not being accessed.

Other Locations

Previously, there has also been public Wi-Fi available in Mannum at Mary-Ann Reserve and Randell Street, however due to lack of usage, this service is currently on hold. This service was reviewed in 2022, and internet supply was put on hold. The controlling hardware for Wi-Fi in Mannum was located at the Mannum Information Centre.

During the flood evacuation at the Mannum Visitor Centre in 2022, the hardware controlling the Wi-Fi was removed, and has not been reinstated. As there was minimal usage of the service, it was decided to put the service on hold. Noting that the hardware is still available to be reinstalled at the Mannum Information Centre, and the service can be started if required.

Summary

Historically, Public access Wi-Fi was a convenience when technology and connectivity were still developing as a service. Personal Data on mobile devices was either not available or very expensive. With improvements in technology and connectivity, this is now not the case. Most device users currently have their own data and are continually connected to the internet.

Public access to Free Wi-Fi has declined, users do not use the service, as they are already connected on their devices. This, along with potential security risks with public Wi-Fi being a constant threat, users are now reluctant to use public connectivity. As a reputational risk there has been a number of scams/identity thefts that have been connected to people using public Wi-Fi and their devices being compromised. In these situations it could be viewed that the Council is responsible and liable.

The Mannum main street Wi-Fi has not been reinstated since the flood event, with Council not receiving any complaints that the service has not been available. Nildottie and Bowhill Wi-Fi has not had any usage over the last six-month period. The total annual costs across all locations is estimated to be approximately \$14,198 annually, with a breakdown of each Wi-Fi location and costs included in **Attachment 2**.

Public Address (PA) System

The Mannum Public Address (PA) system was installed in approximately 1999/2000. The system was designed to operate through the majority of the business sector of the Mannum Main Street and also throughout Mary Ann Reserves. With PA controls located in a purpose-built room next to the laundromat in the Shearer carpark and also in the Mannum Rowing Club.

Previously the system was able to be operated as a single system with duplicated transmitters and amplifiers from the two previous mentioned locations. Historically the system was used to advise the public when the cruises on the PS Marion would be departing from Mary Ann Reserve. The PS Marion now mainly operates from Mannum Dock, previously using the Albatross Ferry and then later with the construction of the Bowring Wharf (deep water wharf). On special occasion days such as Anzac Day, Australia Day and Easter, the PS Marion will still arrive/depart from the Mary Ann Reserve (Darling Wharf) but in recent years the PA system has not been utilised by any Council staff.

During the 2022/23 River Murray flood, Council was requested to perform an emergency removal of the PA controls in the Mannum Rowing Club due to the rising flood waters. Post the flood the Mannum Rowing Club contacted Council asking for the reestablishment of the PA system at Mary Ann Reserve, in preparation of the annual March 2025 Mannum Regatta.

During the relaying of electrical cables for the Mary Ann reserve lighting, new PA speaker cables were laid in the same trench and in early April 2025 Council also engaged a local electrician to install four new PA speakers (old speakers being 25 years old) at Mary Ann Reserve at a cost of \$2,480.

On the 25 May 2025 the Mannam Rowing Club advised that the club, along with help from the Mannum Progress Association, had fully reinstated the Mary Ann Reserve PA system. The PA system was then available to be used for the 2025 Mannum Truck & Ute Show.

Summary

At present Council is unaware of the operational status of the Mannum main street PA system and possibly could have been damaged during the 2022/23 River Murray flood event. In recent times there has not been any requests or enquiries regarding the main street PA system. The components of this existing PA system would be at least 25 years old and would be at near end of life, especially the cabling and the speakers. No costing have been obtained for the renewal the Mannum main street PA System at this stage

The PA System at Mary Ann Reserve is currently operational with the renewal of new speaker cabling and four (4) speakers installed in early 2025, with the controls housed in the Mannum Rowing Club. The PA system is currently utilised by the Mannum Rowing Club and the Truck and Ute show.

Public Consultation

As part of Council's sustainability review, Council is focused on constraining cost growth to reduce the pressure on rate levels including consideration of the community's desired services and service levels, taking into consideration the associated costs.

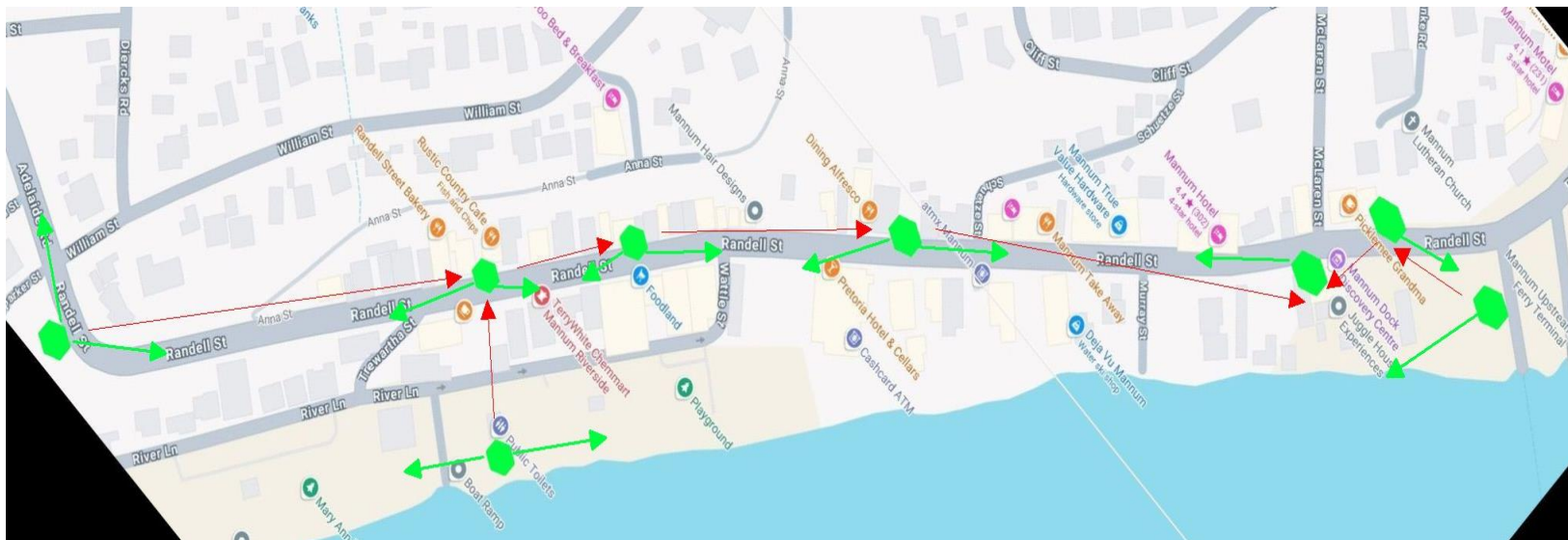
It is therefore recommended that Council consult with the community in accordance with Council's *Public Consultation Policy* and the Engagement Plan (**Attachment 3**) developed to enable Council to determine whether these are core services, the perceived benefits, the expectation and reliance of the community and residents on the services, and the extent that these services be continued to be provided by Council, if at all.

CONCLUSION

As part of Council's commitment to long-term financial sustainability, Council is undertaking a review of its service provisions and considering the future of CCTV, Wi-Fi & PA services in public places. As part of this process, it is recommended that Council consult with the community to enable Council to determine whether these are core services, the perceived benefits, the expectation and reliance of the community and residents on the services, the extent that these services be continued to be provided by Council, if at all.

Subject to Council's decision, a report on the outcomes of the community consultation will be provided to Council after it has been completed.

Locations and direction of Mannum CCTV network Cameras (green dots/arrows)



Summary of costs and estimated future costs for each Wi-Fi access location

	Mannum	Morgan	Nildottie	Bowhill	Swan Reach	Tourism	Total
No. WiFi transmitters	2	1	1	1	2	6	13
Replacement Cost	\$6,000	\$3,000	\$3,000	\$3,000	\$6,000	\$12,000	\$33,000
Total Use Life (Yrs)	2014 / 10 yrs	2014 / 10 yrs	2017 / 10 yrs	2018 / 10 yrs	2015 / 10 yrs	2019 / 10yrs	
Est. remaining life	Under Review	1-2 yrs	Under Review	2-3 yrs	1-2 yrs	3-5 yrs	
Annual Cost (inc maintenance)	N/A	\$950	\$950	\$950	\$950	\$6,170	\$9,970
Annual internal rescouces	N/A	\$153	\$153	\$153	\$153	\$917	\$1,528
Total Annual Costs (Including Estimated Depreciation)	N/A	\$1,403	\$1,403	\$1,403	\$1,703	\$8,287	\$14,198
Comments	Currently not installed/not working	Working and used by the public	no usage by public - Last 6 months	no usage by public - Last 6 months	Working and used by the public	Working	
Access	Currently not in operation	Public for usage / MMC Staff & external contractor for management	Public for usage / MMC Staff & external contractor for management	Public for usage / MMC Staff & external contractor for management	Public for usage / MMC Staff & external contractor for management	Public for usage / MMC staff for management	

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Sustainability CCTV, WiFi & PA Systems

ENGAGEMENT PLAN

September 2025

1. PROJECT TITLE

Sustainability CCTV, WiFi & PA Systems

Project Manager: Clive Hempel

Project Sponsor:

2. PROJECT SCOPE

The Sustainability CCTV, WiFi & PA Systems Report to the Council meeting of the 16 September 2025 outlines the present scope of services provided, and where possible the engagement of the services and the future costs, with an engagement process to be undertaken to determine the community's position on these services.

3. ENGAGEMENT AND COMMUNICATION CHECKLIST

Does the engagement form part of a statutory process.

☐ Yes ☒ No

If Yes, please specify:

Is there a proposed change in service level that will impact the community?

☒ Yes ☐ No

Can the community influence the outcome? (See section 3.1)

☒ Yes ☐ No

Is there a risk in not undertaking community engagement? (See section 3.2)

☒ Yes ☐ No

If yes to any of the above, an Engagement Plan is to be prepared.

If No, is a Communication Plan required.

☒ Yes ☐ No

3.1. Negotiables/Non-Negotiables

Non-Negotiable	Negotiable
What has already been decided and cannot be influenced or changed.	What aspects are able to be influenced or changed.
Increasing current services	Retaining, reducing or removing the present services

3.2. Risk Assessment

What are the potential risks associated with the engagement.

RISK	PROBABILITY	MITIGATION
What might go wrong?	How likely is this to happen?	How could you prevent this happening?
Other locations requesting that these services be available in their local area.	Possible	Communication clearly advising that the engagement is on either retaining, reducing or removing the present services.

3.3. Decision Making Process

Project Stage	Level of Engagement
Project Initiation (Sustainability Review)	Inform
Research/Data Collection	Consult – written and verbal submissions
Service Delivery Options (Discussion Paper)	Inform/Consult
Outcome	Inform
Evaluate impact (Monitor)	Inform

Engagement Plan**1. ENGAGEMENT OBJECTIVE**

To determine

- To inform Community of the plan and seek feedback on the services provided.

2. KEY MESSAGING

The following key messages that underpin this engagement plan are:

- Council is seeking to ensure that services are financially sustainable in the long term by considering what are the core services of Council.
- Consult on the future service provision of Closed Circuit Television, Wireless Networking Technology (Wi-Fi) and Public Address systems that operate in the various public areas of the Council region.
- Obtain the perceived benefits, the expectation and reliance of the community and residents on the services, the extent that these services be continued to be provided by Council, if at all.

3. PRINCIPLES OF COMMUNITY ENGAGEMENT

Council aims to uphold the principles of effective community engagement.

Engagement is:

- genuine.
- inclusive and respectful.
- fit for purpose.
- informed and transparent.
- reviewed and improved.

Engagement Plan

4. STAKEHOLDER MAPPING

4.1. Catchment Size/Location

Regional	District	Township Only		
☐ Council wide	☐ Morgan - Cadell and district ☐ Blanchetown - Swan Reach - Nildottie & district ☐ Palmer - Tungkillo and district ☐ Sedan - Cambrai and district ☐ Mannum and district ☐ Truro - Keyneton	☒ Mannum ☒ Blanchetown ☒ Palmer ☒ Cambrai ☒ Bowhill	☒ Morgan ☒ Swan Reach ☒ Tungkillo ☒ Truro	☐ Cadell ☐ Nildottie ☐ Sedan ☐ Keyneton

4.2. Community Profile

	Mid Murray Council District
Population	9,355 (2021 Census)
Service Age Group	Applicable to all age groups

5. STAKEHOLDER ENGAGEMENT

5.1. Engagement Period

Engagement will be conducted from Wednesday 24 September 2025 to 12noon Tuesday 14 October 2025.

Engagement Plan

5.2. Engagement Activities

The Council recognises that the level of consultation will vary depending on the community interest in the topic, the number of persons potentially affected by the topic and the requirements for consultation set out in the Act for specific topics.

The following activities will be implemented.

Inform			
☐ Public Notice	☐ Fact Sheet/FAQs	☒ Website	☒ Email to subscriber group
☐ Media Release	☒ Social media	☐ Signage/Street Banner	☐ Media (Radio/TV)
☒ Community Newsletter	☐ Discussion Paper		
☐ Other (please specify)			
Consult			
☐ Online survey	☐ Interview survey	☐ Phone and email enquiries	☐ Door Knocking
☒ Written Submissions	☐ Online mapping	☐ Library Member	☐ Community Drop In
☐ Community Pop Ups	☐ Community forum/meeting	☐ Focus groups	
☐ Other (please specify)			
Participatory (Involve/Collaborate)			
☐ Polling	☐ Meetings by request	☐ Meetings face to face	☐ Facilitated Workshops
☐ Project Reference Group	☐ Advisory Committee	☐ Consensus Building	☐ Co-Design workshop
☐ Other (please specify)			

Engagement Plan

5.3. Stakeholder Analysis

Stakeholder	Level of Interest/ Concern	Area of Interest/Concern	Engagement Approach
Residents and Ratepayers	☐ Low ☒ Medium ☐ High	Concerns in regards to reduced or removal of CCTV, WiFi & PA Services	☒ Inform ☒ Consult ☐ Involve ☐ Collaborate
Appropriate Progress Associations	☐ Low ☒ Medium ☐ High	Concerns in regards to reduced or removal of CCTV, WiFi & PA Services	☒ Inform ☒ Consult ☐ Involve ☐ Collaborate
Council	☐ Low ☒ Medium ☐ High	Allocate resources to meet Council objectives in providing services while managing risks	☒ Inform ☒ Consult ☐ Involve ☐ Collaborate
Mannum Police	☐ Low ☐ Medium ☒ High	The possible future inability to obtain CCTV footage to aid police investigations.	☒ Inform ☒ Consult ☐ Involve ☐ Collaborate

Engagement Plan

6. BUDGET

Project Budget: \$ N/A

Engagement Budget: \$ 100.00

Costs Breakdown

Items	Cost
Advertising	\$ 100.00
TOTAL	\$ 100.00

Engagement Plan

7. REPORTING AND EVALUATION**7.1. Reporting**

Analysis of feedback will consider both quantitative (numbers, %, etc) and qualitative (comments) data.

A **What We Heard** report is to be prepared at the conclusion of the engagement. The report will summarise the following key points.

- Introduction and Background
- How the engagement was communicated.
- Engagement undertaken.
- Response rate.
- What we heard - Findings and Results.
- Conclusion.

The report will be presented to Council as part of the input to the decision-making process around the next stage or finalisation of the project.

7.2. Closing the Loop

Following consideration of the feedback and the initial intent of the project, Council will inform engagement participants of the outcome of the decision-making process.

The decision will be made available via:

- ☒ Report/Minutes of the Council meeting.
- ☒ 'What We Heard' report made available on Council's website (Project Page and News Item).
- ☐ Letter or email sent to all impacted community members and participants.
- ☐ Media Release.
- ☐ Other (Please specify):

Engagement Plan**7.3. Evaluation**

At the conclusion of the community engagement, Council will assess the effectiveness of the engagement through an Evaluation Survey. The survey will be sent to affected communities and participants in the engagement strategy that have provided their contact details.

Feedback received will be reported to Council and used to assess the effectiveness and determine improvement in the community engagement process.

The evaluation should seek to assess the Appropriateness/Implementation of the process, and whether the engagement process reached the intended audience and how effective this was.

Date: 11 September 2025