

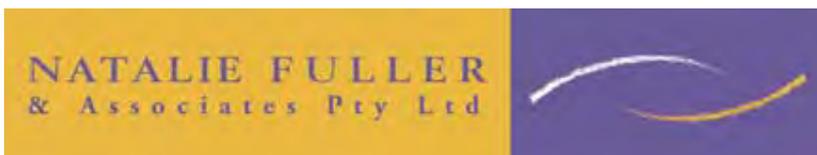
## **APPENDIX 37**

### Executive Summary of Community Findings Part B Report

# **Consultation findings on the Brown Hill Keswick Creek Stormwater Project: Part B Report**

**Prepared for the Brown Hill Keswick Creek Stormwater Project by:  
Natalie Fuller and Associates Pty Ltd in partnership with URPS**

**AUGUST 2015**



# List of Acronyms

AMLRNRMB	Adelaide Mount Lofty Ranges Natural Resources Management Board
BCA	Brownhill Creek Association Incorporated
BHCC	Brown Hill Keswick Creek
FOCUS	Friends of City of Unley Society
KNCHA	Kaurna Nation Cultural Heritage Association
RESS	Residents for Effective Stormwater Solutions Incorporated
SMA	Stormwater Management Authority
SOCKET	Save Our Creek Environs Trees
SOSCAG	Save Our Streets Community Action Group
WUPOT	West Unley Protection of Trees

# Executive Summary

A consultation process was undertaken between 13 May 2015 and 23 June 2015 regarding the proposed works associated with the Brown Hill Keswick Creek (BHKC) Stormwater Management Plan Part B Report (the Part B Report) prepared by the BHKC Stormwater Project.

The consultation process was undertaken by an independent consultant team comprised of Natalie Fuller & Associates Pty Ltd and URPS engaged by the BHKC Stormwater Project on behalf of the five catchment councils of the Cities of Adelaide, Burnside, Mitcham, Unley and West Torrens.

This report summarises the feedback collected via the consultation process. The purpose of the consultation process was to:

- Inform key stakeholders and the broader community about:
  - > the outcomes of investigations on the eight potential options for Part B works
  - > the identification of, and reasons for, the identification of a preferred option – Option D
  - > how they could provide feedback on options for Part B works
- Seek feedback from key stakeholders and interested members of the public regarding:
  - > how important they consider it is to undertake flood mitigation works in the Brown Hill Creek catchment
  - > their level of support for Option D in comparison with other options
- Seek additional feedback from owners of properties traversed by upper Brown Hill Creek regarding their specific concerns and opportunities relating to proposed rehabilitation and creek capacity upgrade works (under Options D, B1 or B2)
- Report on the outcomes of the engagement to assist Councils in making a final decision regarding Part B works.

The consultation process comprised three key aspects, namely:

- Preparation and distribution of information materials and feedback forms
- Conduct of four open days
- Receipt, collation and analysis of feedback forms and written submissions.

## Distribution of information materials and feedback forms

A suite of information materials was prepared including:

- A summary brochure, “Managing Stormwater flows in upper Brown Hill Creek”, providing an overview of the Part B Report, the eight flood mitigation options, and the consultation process

- Fact sheets addressing key components of the Part B Report, namely: “Creek Capacity Upgrade Works”, “Creek Rehabilitation Works” and “Legal Arrangements with Property Owners”
- Letters and feedback forms tailored to:
  - > Owners of properties traversed by upper Brown Hill Creek where creek capacity upgrade and creek rehabilitation works are proposed
  - > Owners of properties traversed by upper Brown Hill Creek where creek rehabilitation works are proposed
  - > Owners of properties traversed by upper Brown Hill Creek where no creek capacity upgrade or creek rehabilitation works are proposed
  - > Non-owner occupiers of properties traversed by upper Brown Hill Creek
  - > Interested members of the public.

The information materials and the feedback form were made available via a direct mail out to 216 property owners and 53 non-owner occupiers of properties traversed by upper Brown Hill Creek.

Other members of the public could receive the information materials and a feedback form by calling a dedicated free call phone number, emailing the project or submitting a feedback form request via the Project website.

The consultation period was advertised through advertisements and public notices in the Eastern Courier, Mitcham & Hills, Guardian, City and Weekly Times Messenger newspaper on 13 and 20 May, and 10 June 2015 .

The information materials were also made available:

- At each of the five catchment councils’ offices along with the Part B Report
- On a dedicated Project website linked to the home pages of the five catchment councils
- At the open days.

In addition, a number of community groups with an interest in the project were kept informed in the lead up to the consultation process to ensure that they were aware of the process and understood the ways in which their members could participate. Similarly, the Project advised relevant Federal and State Members of Parliament and government departments about the consultation process.

## Conduct of open days

Members of the wider community could obtain further information about the Part B Report by attending any or all of four open days which were held during the consultation period at the Unley Community Centre and the Mitcham Civic Centre. The open days provided an opportunity to learn more about the eight flood mitigation options and ask questions of members of the project team.

In total, approximately 80 people attended the four open days.

## Summary of Consultation Activities

April 2015	Letter directly mailed to creek owners identifying that consultation process on Part B report to commence shortly
13 May 2015	Consultation on Part B Report commences
13 May -23 June	<p>Feedback form and information package directly mailed to creek property owners</p> <p>Information made available on Project Website, Councils website and at Council Offices for access by broader community</p> <p>Advertisement and Public Notices in Messenger newspapers and signage in public parks informing community about consultation process and how to participate</p> <p>Feedback form and information package for wider community available upon request via phone, email or project website</p> <p>Four open days held to view information, ask questions and seek clarification about Part B Report</p>
Early June 2015	<p>Follow up letter to creek property owners reminding them to return feedback form</p> <p>Reminder advertisement in Messenger newspapers about consultation process and end date</p>
Late June 2015	Follow up phone calls to creek property owners reminding them to return feedback form
23 June 2015	Consultation on Part B Report ends

## Additional efforts to maximise response rate

In order to maximise the response rate, the project:

- Placed an additional advertisement in the Eastern Courier, Mitcham & Hills, Guardian, City and Weekly Times Messenger Newspapers on 10 June 2015 encouraging members of the public to request feedback forms well before the close of consultation to allow for processing and delivery time
- Sent a follow-up reminder letter to creek property owners and occupiers on 5 June 2015 to encourage property owners and occupiers to return feedback forms before the close of consultation period on the 23 June 2015
- At the end of the consultation period, where phone numbers were available, courtesy calls were made to owners of properties where creek capacity upgrade works are proposed who had not returned a feedback form. These owners were offered an additional couple days to submit a response.

## Responses received

In summary, a total of 818 feedback forms were received:

- 88 out of a distributed 216 from owners of properties traversed by upper Brown Hill Creek
  - > 39 out of 126 (31%) from owners of properties located in the City of Unley
  - > 49 out of 90 (54%) from owners of properties located in the City of Mitcham
- 2 out of a distributed 53 from non-owner occupiers of properties traversed by upper Brown Hill Creek (1 from each of the Cities of Unley and Mitcham)
- 728 out of 1,074 sent in response to requests from members of the public. The majority of these (519) came from individuals in the City of Mitcham, followed by the City of Unley (118).

76 written submissions were received from individuals, groups or organisations, businesses and Government.

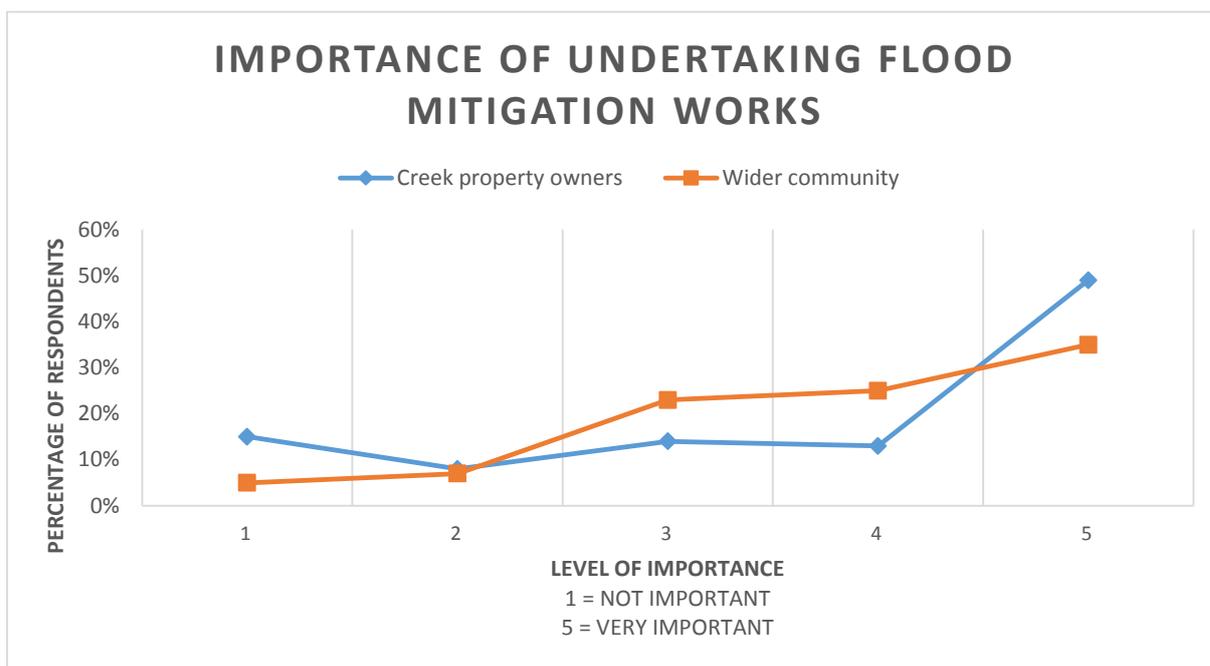
## Summary of feedback received

### Importance of Flood Mitigation

Respondents were asked to rate on a five point scale, from '1: not important' to '5: very important', how important it was to them that flood mitigation works are undertaken to reduce the impact of major flooding in the Brown Hill Keswick Creek catchment.

Responses from creek property owners as well as owners/occupiers in the catchment councils indicate a moderate level of importance (62% for a combined rating of 4 and 5), with a slightly lower level of importance for members of the wider community (60% for a combined rating of 4 and 5).

Figure 1: Overview of importance of undertaking flood mitigation works



### Level of Support for Option D

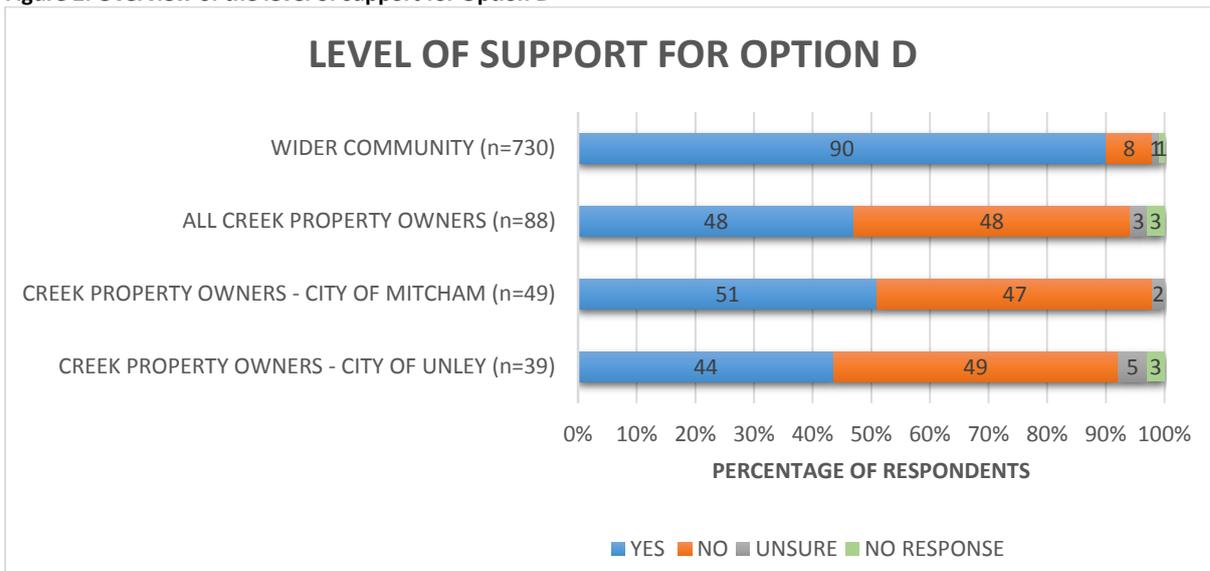
The Part B Report outlines eight flood mitigation options for upper Brown Hill Creek, of which Option D: Creek Capacity Upgrade is identified as the preferred option. Option D involves upgrading the capacity of the upper Brown Hill Creek at critical sections (including an estimated 66 private properties) as well as creek rehabilitation works along the full length of the creek.

Respondents were asked to indicate if they supported the preferred Option D: Creek Capacity Upgrade, by selecting from the following responses: 'yes', 'no' or 'unsure'.

As indicated graphically in Figure 2, the level of support for Option D varied markedly between creek property owners and members of the wider community with:

- Mixed views expressed by creek property owners with 42 of the 88 respondents supporting Option D, 42 opposing Option D and 3 unsure (1 did not respond)
  - > Owners of properties where only creek rehabilitation works are proposed indicated higher levels of support for Option D compared with owners of properties where creek capacity upgrade works (including creek rehabilitation works) are proposed (68% compared with 31%).
  - > Creek property owners in the City of Mitcham indicated higher levels of support for Option D compared with creek property owners in the City of Unley (51% compared with 44%).
- Overwhelming support (90%) for Option D by members of the wider community with 654 of the 730 respondents supporting Option D, 59 opposing Option D and 9 unsure (8 did not respond).

Figure 2: Overview of the level of support for Option D



As shown in Figures 3 and 4, the level of support / opposition for Option D needs to be seen in the broader context of the overall level of response, particularly by creek property owners.

Figure 3: Support / opposition for Option D by City of Unley creek property owners

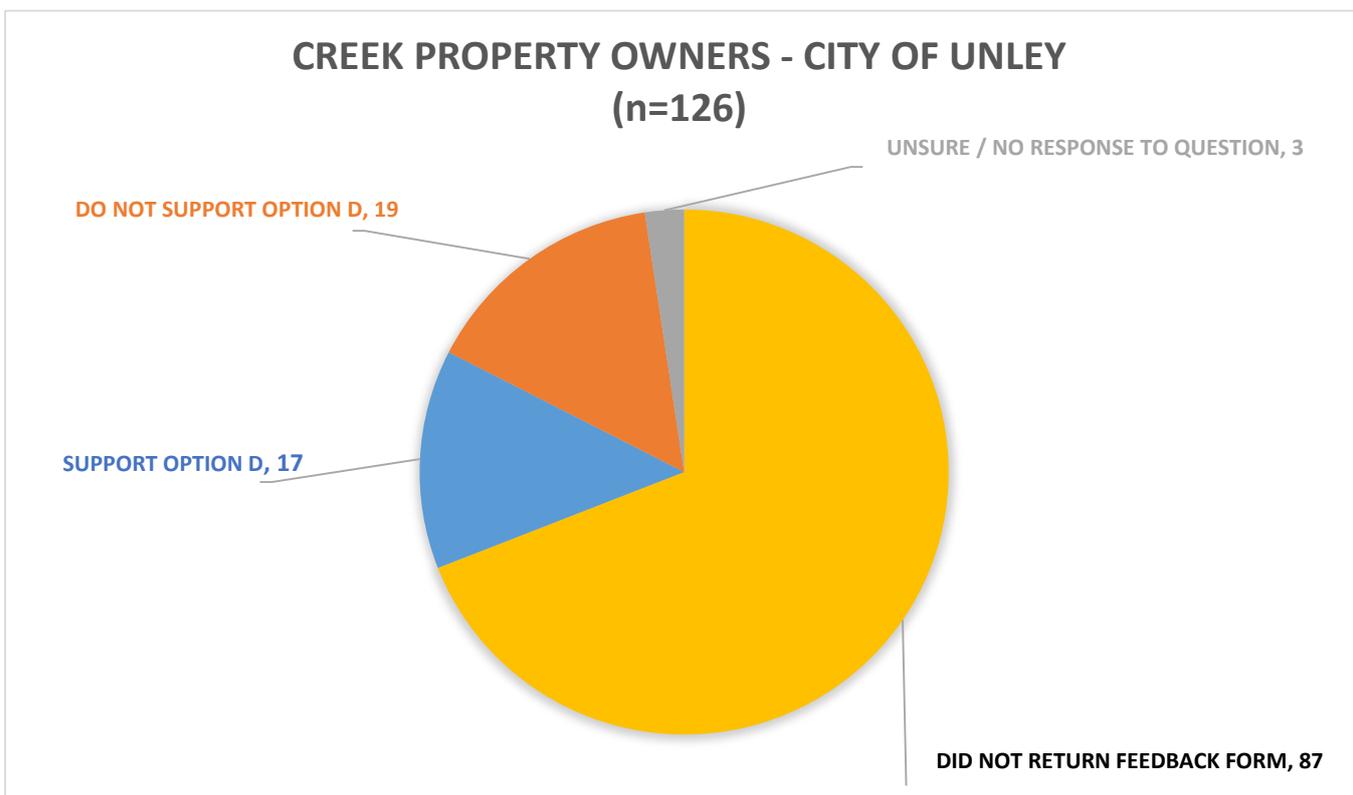
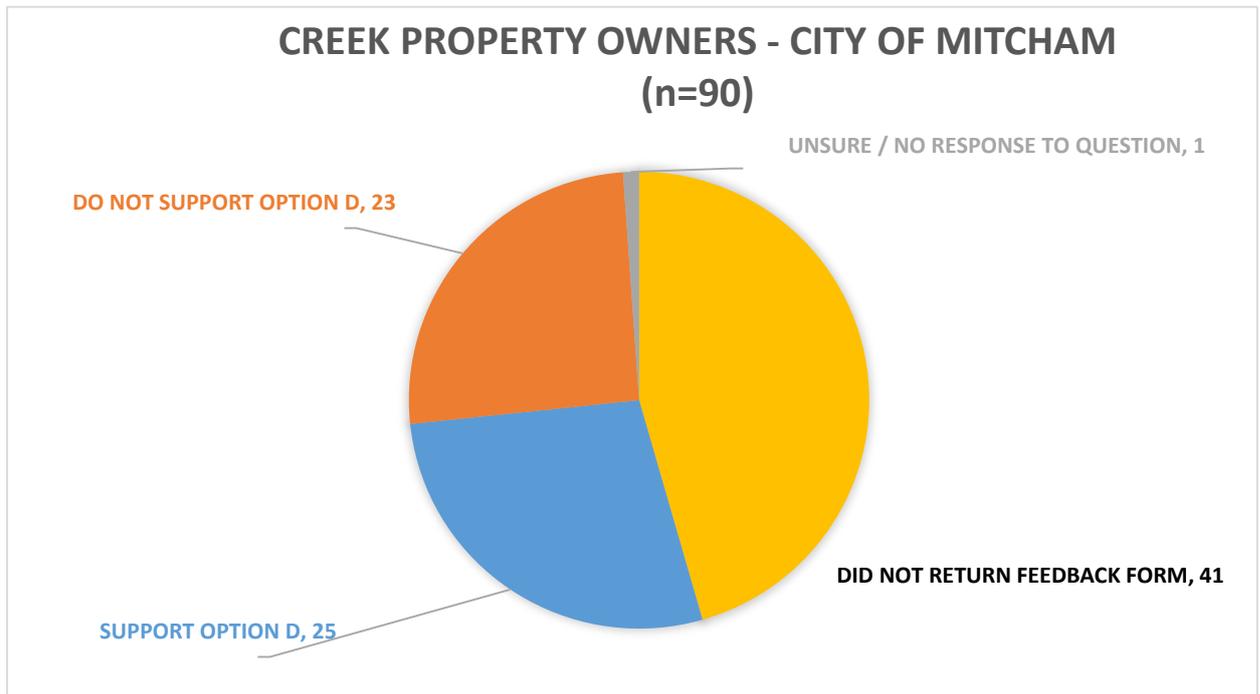


Figure 4: Support / opposition for Option D by City of Mitcham creek property owners



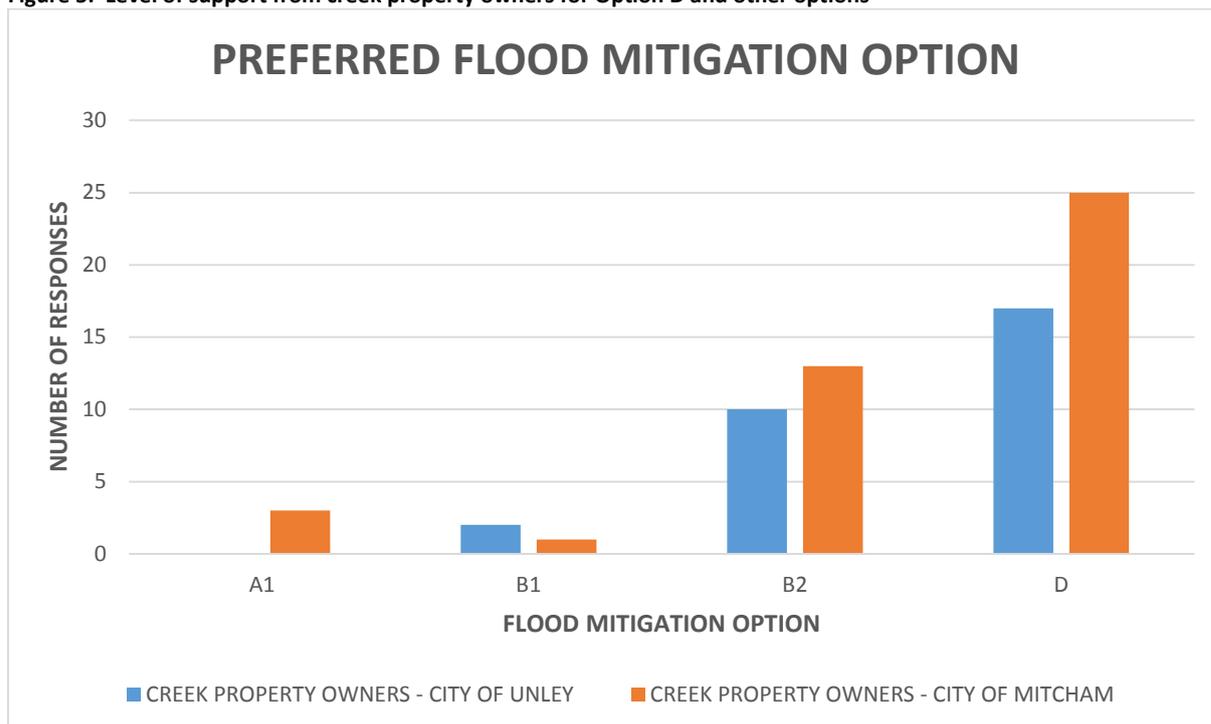
#### Level of support for other options

Those who do not support Option D were asked to identify if they had a preference for one of the other seven flood mitigation options, none of the options, or if they were unsure.

Of the 42 creek property owners opposing Option D:

- 23 support Option B2
- 3 support B1
- 3 support A2
- 5 were unsure
- 4 supported none of the other options
- 4 respondents did not select one response as requested and ticked multiple options. To avoid double counting, these responses are noted in the body of the report but were not included in the analysis.

Figure 5: Level of support from creek property owners for Option D and other options



Of the 59 respondents from the wider community opposing Option D:

- 43 indicated support for Option for B2
- 6 indicated support for Option B1
- 1 indicated support for Option A1
- 1 indicated support for Option A2
- 1 indicated support for Option C1
- 7 indicated they were either unsure (1), none of the above (4) or did not provide a response (2).

#### Impact of works on properties – creek capacity upgrades

Owners of properties where creek capacity upgrade works, combined with creek rehabilitation works, are proposed were asked to identify the positive and negative impacts of possible works on their property.

The positive impacts identified included:

- Positive impact on creek environment, especially water flows and appearance
- Improved flood protection
- Improved bank stability and reduced erosion
- Positive impact on properties and property values.

The negative impacts identified included:

- Negative impact on space, appearance, landscaping and use of private properties

- Negative impact on property values
- Impacts of construction works
- Negative impact on the creek environment, including loss of trees and shade
- Concerns about security, safety and privacy
- Concerns about ongoing responsibility, maintenance and legal agreements.

### **Impact of works on properties – creek rehabilitation works**

Owners of properties where only creek rehabilitation works are proposed were asked to identify the positive and negative impacts of possible works on their property.

The positive impacts identified included:

- Positive impact on creek condition, water flows and appearance
- Stabilisation of banks and reduced erosion
- Improved flood protection and mitigation
- Improvement to the creek in general.

The negative impacts identified included:

- Negative impact on residential amenity, including shade and creek ambience
- Negative impacts on the creek environment, including loss of biodiversity
- Increased risk of erosion and bank instability
- Impacts of undertaking the creek rehabilitation works
- Concerns about security, safety and privacy.

### **Legal agreements**

The feedback form sent to owners of properties requiring creek capacity upgrade works included an additional question regarding possible legal arrangements should infrastructure be installed on their property.

They were asked to indicate which of the following three options (or none of them) they would prefer:

- Option 1: The property owner agrees to take responsibility for ongoing maintenance of creek capacity upgrade works (at their cost)
- Option 2: The Project takes responsibility for ongoing maintenance of creek capacity upgrade works (at its cost) – this option legally requires the Project to acquire an easement
- Option 3: The property owner decides on ongoing maintenance arrangements after the construction works are completed.

Of these 76 owners who were sent feedback forms with the additional question regarding legal arrangements, responses were received from 49 creek property owners. Of these responses:

- 14 support Option 3
- 10 support Option 2
- 1 support Option 1
- 18 support none of the options
- 6 did not respond.

### Written Submissions

76 written submissions were received during the consultation period.

#### Summary of written submissions received

GROUP	OVERT OR IMPLIED		SUPPORT OR OPPOSITION NOT STATED
	SUPPORT OPTION D	OPPOSE OPTION D	
<b>COMMUNITY AND SPECIAL INTEREST GROUPS (13)</b>			
Brown Hill Save Our Creeks Environs Trees (SOCKET)		✓	
Brownhill Creek Association Incorporated (BCA)	✓		
Creek Class Action Advocacy		✓	
FOCUS	✓		
ForTrees		✓	
Friends of Brownhill Creek	✓		
Goodwood Residents Action Group		✓	
Kurna Nation Cultural Heritage Association	✓		
Mitcham Creek Preservation		✓	
Mitcham Historical Society	✓		
No Dam in BHC Community Action Group	✓		
Residents for Effective Stormwater Solutions Incorporated (RESS)		✓	
West Unley Protection of Trees (WUPOT)		✓	
<b>BUSINESSES (2)</b>			
Brown Hill Creek Tourist Park	✓		
The Mitcham Rehabilitation Clinic	✓		
<b>GOVERNMENT (1)</b>			
Martin Hamilton-Smith MP, State Member for Waite.	✓		

GROUP	OVERT OR IMPLIED		SUPPORT OR OPPOSITION NOT STATED
	SUPPORT OPTION D	OPPOSE OPTION D	
<b>INDIVIDUALS (60)</b>			
Residing in the City of Unley (13)	7	5	1
Residing in the City of Mitcham (26)	24		2
Residing in other council areas (21)	21		

- Ellisons Gully is an appropriate location for a detention dam

“A dam in Ellisons Gully will not destroy the historic sites of the old Mitcham Waterworks, way up in the valley nor the historic mines (as they are both above the water pool level (if ever it fills) and will not stop any cultural walks in the valley by local aborigines.”

“The detention dam in Ellisons Gully is not in a recreation park area. The area is not generally accessible by the public. If it is ever used, it will be rare, as the project indicated that this is a 1:100 year possibility and the retention is for a very short period.”

Those who identified **Option B1** as their preferred flood mitigation option offered the following reasons:

- Better for the creek environment

“The catchment could be in the form of wetlands which provides habitat for creek wildlife as well as recreational and education resource for the broader community. Destruction of creek environment and loss of trees as per Option D is intolerable.”

“I believe a dam at Brownhill Creek Reserve could actually be attractive rather than an environmental blight!”

- Impacts fewer properties

“The creek provides an important amenity for the community but particularly those who live on it... an option that provides less changes along the creek is therefore important.”

“Option D affects more Unley residents than any other option.”

- Provides better flood mitigation

“Catchment of flood water and then slow release down the creek is [the] most sensible and obvious solution.”

- Tolerable difference in cost of works

“The cost differential between B1 and D is tolerable.”

A number of respondents who did not support Option D were either unsure if they preferred any of the other options, or did not support any of the options. In their comments, however, a number identified **alternative proposals**, including:

“Divert the creek along Mitchell Street onto Goodwood Road to connect with the creek on the west side of Goodwood Road.”

“Commission a new report without any pre-determined parameters by a suitably qualified independent engineering firm.”

“After 35 years of living on the creek it is my preference for a series of small catchments (retention dams) that are part of community use areas.”

Others commented that either they do not support Option D, or that they lack information to make a decision.

# Brown Hill Keswick Creek

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THE CITIES OF ADELAIDE, BURNSIDE, MITCHAM, UNLEY AND WEST TORRENS

