

The State Government response to the recommendations of South Australia's first Citizens' Jury



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(as provided to the State Government October 2013)



Foreword from the Premier

The greatest resource we have in South Australia is the common sense judgment of everyday people.

As we go about our daily lives we are constantly confronted with choices that force us to consider our priorities, make trade-offs, think creatively and accommodate others in a way that doesn't just create winners and losers.

It's this type of thinking that government must tap into more if we are to continue to grow and prosper as a city and as a State.

That's why I was keen to pursue the opportunity to establish South Australia's first Citizens' Jury in partnership with the newDemocracy Foundation.

In light of growing community concern about the risks posed by alcohol-related violence, the question we asked a randomly selected group of citizens to deliberate on was how to make Adelaide's nightlife both safe and vibrant.

A key finding of our jurors was that Adelaide is already safe and vibrant.

But the passion with which they pursued the various options about how to make Adelaide even more safe and more vibrant was compelling.

Our jurors have added a further element to South Australia's rich history of democratic innovation. Their report is a crucial contribution to the conversation about the type of city we want to live, work and do business in.

The Government's response that follows sets out our initial attempt to respect the time and commitment displayed by our citizen jurors on behalf of their fellow South Australians.

This was our State's first Citizens' Jury – I am sure it won't be our last.

Jay Weatherill
Premier of South Australia



Background on the Citizens' Jury

What is a Citizens' Jury?

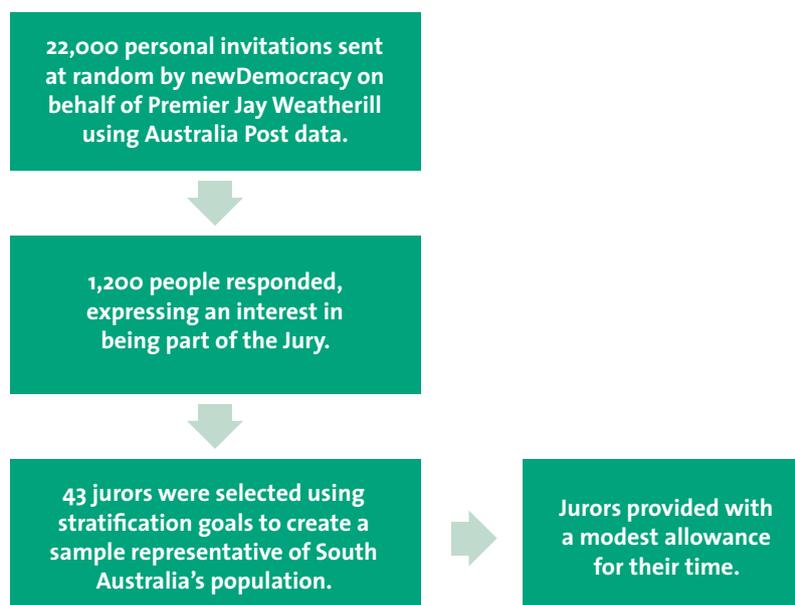
While most community engagement by government involves those with an active interest, this process involved 43 randomly-selected citizens and gave them time and access to information to seek agreement (similar to a traditional criminal jury).

The purpose is to bring the considered judgment of everyday people to bear on complex issues where debates can become polarised and to improve trust in public decision-making.

The South Australian Government established the Citizens' Jury with the support of the newDemocracy Foundation, an independent, not for profit, non-partisan research organisation that aims to identify improvements to our democratic process.

How were jurors selected?

Jurors were chosen randomly from the broader community to bring together a group of people representative of South Australia's population. A sample of 43 was reached using the following approach:





What was the Jury's deliberation process?

The Citizens' Jury met over five all-day meetings on Saturdays between July and October 2013.

Jurors were supported through the process by independent facilitators, overseen by the newDemocracy Foundation. They received submissions from interested stakeholders and members of the public (anyone could put forward a submission) and were able to call expert witnesses of their own choosing to provide useful insights and depth to their discussions.

At the end of the process, the Jury reached consensus around seven headline recommendations and 22 sub-recommendations. These recommendations are detailed in the Jury's report which is attached to this document.

The policy dilemma

The Jury was presented with the following charge:

How can we ensure we have a vibrant and safe Adelaide nightlife?

This topic was chosen for the Jury's deliberation because it is a topic that goes to the heart of two key priorities of the South Australian Government – *Creating a vibrant city* and *Safe communities, healthy neighbourhoods*.

The topic is also one which can elicit polarised responses. Balancing economic opportunity, energy and fun, with the need to provide for public safety, especially in relation to alcohol fuelled violence, can be challenging.

'Crack downs' can be an effective way to reduce anti-social behaviour but can also inhibit vibrancy. At the same time, vibrancy and attracting people to the city cannot be achieved without providing for people's safety.

How to resolve this dilemma formed the core of the Jury's deliberations and is what led to their recommendations.

Government response to the Citizens' Jury recommendations

The information below outlines key areas of government response and current activity in relation to the Citizens' Jury recommendations. It is not a comprehensive listing of all government measures that support the outcomes sought by the Jury.

Where the government response outlines that further investigation will be undertaken, the conduct of this work will be monitored by the Capital City Committee. The Committee is a State Government-Adelaide City Council partnership that identifies and promotes the strategic requirements for economic, social, physical and environmental development and growth of the city.

Adelaide City Council

The State Government acknowledges the support of the Adelaide City Council throughout the Citizens' Jury process. The Council is a key partner of the State Government in creating a vibrant and liveable city and believes that vibrancy and safety work hand in hand to achieve a city which attracts people, feels welcoming and is safe at night. The Council's *Strategic Plan 2012 – 2016* articulates a range of policy positions, strategies and initiatives that complement and support a vibrant and safe city. More information can be found www.adelaidecitycouncil.com/council/strategic-management.

Some specific Council policies that support vibrancy and safety in the city include *Smart Moves*, Council's 10 year transport and movement strategy, *Economically Prosperous City Strategy*, *Placemaking Strategy* and *Good Evening, Adelaide* – the latter, a partnership with State Government to grow and diversify the city's evening experience.

Key initiatives that address the recommendations of the Jury are included in the response below, however more information can be obtained from the Council: www.adelaidecitycouncil.com.



Jury's headline Recommendation 1: Events and activities - the Jury feels that the vibrancy of Adelaide could be greatly enhanced by the creation of one central source of event and activity information. Adelaide has a lot of events and activities to offer, but the information regarding them is scattered.

The government's response:

A 'What's on in Adelaide?' website called *SocialActive* will be launched in late 2013. It has been developed by young Adelaide entrepreneurs with the support of the State Government, Deloitte Digital and intellectual property company Chiliad Consulting. *SocialActive* was the recipient of the Premier's Award in *Unleashed 2013*, an open data competition run by the State Government in May and June 2013. *SocialActive* will enable individuals, organisations and government to add activities happening in Adelaide to a central source that will be freely accessible. *SocialActive* differs from other, organisation-based websites in that it will 'crowd-source' information from multiple sources, making sure relevant, up-to-date information is available.

The State Government will implement an 'Experience Riverbank' campaign to build awareness of activities in the CBD associated with new developments in this area. It will also consider the potential to extend an awareness campaign more broadly. A new television campaign will also be delivered by the South Australian Tourism Commission that will emphasise the many virtues of travelling to Adelaide. This campaign will follow on the Lonely Planet ranking, which included Adelaide in the top 10 cities in the world to visit.



Sub-recommendations

<p>1.1 - An awareness campaign is needed to generate pride and build community spirit, focusing on the diversity of events and activities available, including multicultural activities.</p>	<p>The State Government will implement an ‘Experience Riverbank’ campaign to build awareness of activities in the CBD associated with new developments in this area. It will also consider the potential to extend an awareness campaign more broadly.</p>
<p>1.2 - Simplify the process for pop-up events, activities and eateries to be established to enhance vibrancy and constant change.</p>	<p>The Adelaide City Council is responsible for the rules and regulations around pop-up events, activities and eateries.</p> <p>The State Government understands the Council is currently reviewing its processes for pop-ups to support and encourage pop-up businesses operating in the city, including in major developments such as the Rundle Mall and Victoria Square upgrades.</p> <p>The State Government will also investigate ways in which its events can promote and support pop-up activities.</p>
<p>1.3 - Parking – for certain events the cost of the event ticket could include a parking spot or reduced-cost parking in order to encourage people to attend.</p>	<p>The Adelaide City Council owns a number of UPark facilities around the CBD and partners with some event operators to use these UParks to improve accessibility and encourage attendance at city events. Examples include: the Royal Adelaide Show, Adelaide Fringe Festival, Adelaide Town Hall and Parklands events. The State Government understands that the Council is currently developing a UPark Business Plan which will explore a range of new opportunities and technologies to improve the promotion and accessibility of city parking. This may include increased collaboration with major events and venues.</p> <p>The State Government will work with the Council where possible to support the innovative use of UParks for major events.</p>

What is already happening?

There is already a lot of information available about events and activities happening in Adelaide’s CBD. A good example of this is Adelaide City Council’s ‘What’s on?’ website (www.cityofadelaide.com.au/whats_on/) which provides a visually appealing, easy-to-navigate compilation of events and activities in the Council area.



2

Jury's headline Recommendation 2: Commerce - Encourage a diversity of businesses to trade in the night-time economy to augment the current licensed business sector.

The government's response:

The State Government supports the Jury's position that a vibrant nightlife is best achieved with a diverse range of successful businesses, which are able to survive and thrive in a bustling evening economy.

The government is committed to maintaining its team of business support officers who currently work with enterprises to provide personalised start-up advice and support. This support has a particular focus on the city's West End where emerging business opportunities can lead to significant improvements in safety and vibrancy.

Under the auspices of the Capital City Committee (a State Government and Adelaide City Council partnership) the Council is leading a strategy to develop Adelaide's evening economy. Known as *Good Evening, Adelaide*, the strategy aims to grow and diversify Adelaide's Early Evening (5.00 pm – 8.00 pm), Night (8.00 pm – 1.00 am), Late Night (1.00 am – 3.00 am) and Early Morning (3.00 am – 6.00 am) experience. *Good Evening, Adelaide* will pilot a range of projects in late 2013 and early 2014 to encourage business success in the evening economy.

Sub-recommendations

2.1 - The State Government should partner with business to develop and implement the recommendations in the Citizens' Jury report.

The Capital City Committee, a joint group, from the State Government and Adelaide City Council, is driving *Good Evening, Adelaide*, an economic development agenda which is working hand-in-hand with CBD-based businesses, to grow Adelaide's evening economy. The many issues canvassed in the strategy include: late night transport options, the value of the city's established night-time precincts, transitioning from day to evening economies and city walkability.

The State Government is working with a range of CBD precinct associations and networks to understand their needs and provide support where appropriate. This includes the Adelaide West End Association, West End Retailers' Group and the Rundle Mall Authority.

What is already happening?

The State Government's business support officers (referred to above) are already working with businesses to help them succeed, likewise Adelaide City Council has a range of business support services, including Enterprise Adelaide, the Council's one-stop-shop for businesses that are starting up, growing or relocating to the CBD.



3

Jury’s headline recommendation 3: Alcohol legislation - Review the SA Liquor Licensing Act 1997 to ensure that licenses are granted and enforced to enhance vibrancy, continuity and equity in Adelaide.

The government’s response:

There have been a number of significant reviews of licensing arrangements in South Australia in recent years. The government believes that the responses outlined in 3.1 and 3.2 tackle the areas which are in need of critical reform to improve Adelaide’s vibrancy and will concentrate on these in the first instance.

Sub-recommendations

<p>3.1 - Remove restrictions on Entertainment Licenses by amending clause 35(1)(b) to remove the reference to the 9.00 pm start time. Entertainment should be encouraged in the early evening/after work economy to appeal to a broader demographic.</p>	<p>The State Government supports the development of diversified entertainment options in the early evening. To support this, the government has introduced a new small venue license which allows entertainment between the hours of 11.00 am and midnight without the need for a separate entertainment consent.</p> <p>Bearing in mind the Jury’s recommendations, the Government will continue to examine further possible changes to liquor licensing laws or regulations to promote live entertainment and vibrancy.</p> <p>Adelaide City Council and the State Government, through the Capital City Committee, have been working closely with the community to develop a draft <i>Good Evening, Adelaide</i> Strategy for experiencing the city after 5.00 pm to bridge the gap between daytime and night time use of the city.</p>
<p>3.2 - Develop a customised licensing regime, which applies license conditions appropriate to specific circumstances of the proposed business operation rather than defining several types of licenses from which an applicant may choose to apply.</p>	<p>The government has recently introduced a new category of flexible liquor license, the small venue license, and a range of red-tape reducing measures in the <i>Liquor Licensing (Miscellaneous) Amendment Act 2013</i>.</p> <p>As in 3.1 above, the Government will examine possible further changes to liquor licensing laws or regulations to promote live entertainment and vibrancy.</p>



<p>3.3 - Licensing Commissioner to have the power and resources to actively monitor and enforce its own conditions (being more proactive in pursuing breaches of license conditions including the removal of licenses altogether).</p>	<p>Changes to the <i>Liquor Licensing Act 1997</i>, enacted in November 2013, better equip the Commissioner, Commissioner's staff and police to address problem drinking and alcohol related violence. The Commissioner now has greater powers to take action against licensees for inappropriate management of premises, or on public health or welfare grounds.</p> <p>The government will actively monitor licensed premises to ensure compliance with the Late Night Code of Practice.</p>
<p>3.4 - Continuously monitor and evaluate the late night code and the 3.00 am lockout to determine if there is a demonstrable improvement in safety. The Jury is of the view that the casino should not be excluded from the late night code of conduct and the 3.00 am lock out.</p>	<p>The Government will monitor and evaluate the impact of the Late Night Code, including the 3.00 am lockout.</p> <p>The Casino is a tourist attraction which draws people into the heart of Adelaide where many participate in other activities and contribute to the city's vibrancy. A large part of the reason the Casino is excluded from the lock out is that its primary business is not alcohol, thus including it would have hurt it's core business. In the same way, the Government has excluded any establishment operating under a restaurant license. All other Australian capital cities have casinos with 24-hour trading and changes to this would put Adelaide at a competitive disadvantage. The Adelaide Casino is subject to higher standards of regulation and if safety concerns arise there are a number of measures which can be activated to keep patrons safe.</p>

What is already happening?

There have been significant changes to liquor licensing in Adelaide in recent years. The small venue license has recently been introduced to kick-start a culture of small bars in the CBD, and there have been ongoing efforts to reduce red-tape within the licensing process.

4

Jury's headline recommendation 4: Transport - The State Government needs to remove barriers to vibrancy to encourage people to enter Adelaide's CBD using an integrated transport system that recognises all modes of transport.

The government's response:

In October 2013, the government released South Australia's *Integrated Transport and Land Use Plan* for public consultation. This strategy details a long-term vision for the state's transport and infrastructure development. Key features of the Plan include an upgraded and extended rail network with electric trains, as well as an extension of the tram network to include a CBD loop and new links that include Prospect, Port Adelaide, Henley Beach, Unley and The Parade.

The government will also undertake a range of initiatives that include:

- increasing the availability of real time public transport service information from the 3,500 bus and tram stops already covered to over 8,000 bus, train and tram stops
- after midnight bus services (trial commenced October 2013)
- joint ticketing for public transport/major events.

The Adelaide City Council is working closely with the State Government on transport initiatives as part of Council's *Smart Move* transport and movement strategy.

Sub-recommendations:

<p>4.1 - Extend accurate and extensive 'real time' information (including real time information about disabled access transport) to public transport users regarding services across the entire public transport network as a priority.</p>	<p>As at November 2013, the State Government had connected 3,500 public transport stops to Adelaide Metro's Real-Time Passenger Information System. Passengers using buses in the North Eastern, Inner Northern and Southern suburbs or any tram service can now access real time passenger information.</p> <p>The information shows not only how far away a specific bus or tram is to a passenger's stop, but also if the approaching bus is wheelchair accessible.</p> <p>This system will be progressively rolled out across over 8,000 bus, tram and train stops across metropolitan Adelaide.</p> <p>The new MetroCard also has GPS capability and can provide the data necessary to develop 'apps' to track public transport vehicle movements to predict real-time arrivals.</p> <p>The government will soon undertake work to develop real time data apps which will be able to accurately inform public transport users of upcoming arrivals.</p>
<p>4.2 - Extend public transport timetables for Friday and Saturday nights to match service needs.</p>	<p>The State Government agrees with the Jury that additional bus services could increase passenger safety and encourage more people to come into the city to enjoy the night time economy.</p> <p>In October 2013, the government began a trial of 20 additional services across 13 of the 'After Midnight' bus routes to provide at least one extra service departing the city between 2.50 am – 3.50 am on Sunday mornings. These additional services provide a half hourly frequency during this period and offer extra options for passengers needing to get home after the 3.00 am lock-out.</p> <p>The effectiveness of these additional services will be reviewed at the conclusion of the trial as part of determining whether they should continue.</p>



<p>4.3 - Reintroduce conductors on trains and trams to improve safety and decrease occurrences of fare evasion.</p>	<p>The role once played by conductors is now carried out by Passenger Service Attendants. These attendants operate across the train and tram network providing customer assistance and also detecting fare evasion.</p> <p>Contracted security guards also travel on all train services after 6.00 pm (commencing from first train after 6.00 pm departing Adelaide Railway Station).</p> <p>Last year the State Government added 28 sworn officers to the Transit Services Branch team, bringing the total number of Transit Police to 102.</p> <p>All trains, trams and buses have high quality CCTV coverage and there are more than 900 cameras in place at stations and interchanges.</p>
<p>4.4 - Introduce a 'smart ticket' system that allows the integration of payment options between public transport and parking fees (both on street and off street).</p>	<p>The potential for a 'smart ticket' system that accommodates payment of parking fees and public transport tickets is being explored, particularly for circumstances where car parks are government-owned.</p>
<p>4.5 - Incorporate public transport fares into ticket prices for all major events based on the current football and Clipsal 500 models.</p>	<p>The State Government supports a number of events with extra services, which are either included in existing contracts or funded through joint ticketing arrangements or contributions from event organisers.</p> <p>Joint ticketing arrangements are part of a long-term strategy for managing and funding special event services across Adelaide and the government will continue to work with major event organisers to look at ways in which ticketing options for major events can be delivered.</p>
<p>4.6 - Implement road closures to encourage ease of movement and promote pedestrian safety when major events take place.</p>	<p>The State Government is supportive of temporary road closures when this is able to contribute to the success of major events in the city.</p> <p>When a major event occurs the government will continue its practice of working closely with Adelaide City Council and event organisers to develop transport management plans to ensure safe and efficient movement of pedestrians, public transport and private vehicles. Road closures have been supported in the past in areas such as the closure of Waymouth Street on three consecutive Fridays in February to facilitate a street party environment.</p>



<p>4.7 - Explore the introduction of one-way streets to facilitate better traffic management.</p>	<p>The State Government will continue to work with Adelaide City Council to implement one-way streets where appropriate.</p> <p>Adelaide City Council currently operates several local roads under one-way conditions. The State Government understands that, as part of its traffic management responsibilities, the Council will continue to consider the implementation of one-way streets on its local access networks on a case-by-case basis to improve safety for pedestrians and cyclists.</p>
<p>4.8 - Conduct a review of car parking fees – both on and off-street – across Adelaide and report on these findings publicly.</p>	<p>A report prepared by <i>Property and Advisory Pty Ltd</i> for the State Government has cited research that states “other than Canberra, Adelaide has far and away the cheapest CBD parking in Australia”.</p> <p>The daily CBD parking costs for each capital city outlined in the report are:</p> <p>Canberra..... \$10</p> <p>Adelaide..... \$23</p> <p>Perth..... \$31</p> <p>Brisbane..... \$39</p> <p>Sydney..... \$64</p> <p>Melbourne..... \$66</p> <p>The report also finds that: “Adelaide (25,500 spaces) ranks third in Australia, behind Sydney (28,500 spaces) and Melbourne (39,900 spaces), in the provision of non-residential CBD parking spaces, and this position is being maintained over time”. On a per capita basis, Adelaide has more car parks than any other Australian capital city.</p> <p>A copy of the report by <i>Property and Advisory Pty Ltd</i> can be obtained by contacting Revenue SA via telephone on 8204 9880.</p> <p>In addition, the State Government understands that the Adelaide City Council’s 10-year transport and movement strategy, <i>Smart Move</i>, will explore off-street parking options in the evening and at night. This will include the cost impact of extending Early Bird parking exit times and providing a reduced rate for evening parking at various locations in the city. It will also explore opportunities to introduce more convenient payment options.</p>

<p>4.9 - Withdraw measures, including cost barriers, that may discourage people from driving into Adelaide CBD and therefore contributing to vibrancy.</p>	<p>The State Government notes the Jury’s headline recommendation that it should “encourage people to enter Adelaide’s CBD using an integrated transport system that recognises all modes of transport.”</p> <p>The State Government has released the <i>Integrated Transport and Land Use Plan</i> for public consultation (refer response to jury headline recommendation 4) that will support better integration of all modes of transport.</p> <p>In addition, the State Government has recently released draft legislation for consultation that will establish a Transport Development Levy. All monies collected from the levy will be paid into the State Transport Fund. The Fund will be dedicated to transport improvement projects and measures that encourage increased use of public transport and which assist in reducing congestion within the CBD.</p>
<p>4.10 - Improve bicycle access and infrastructure in Adelaide by ensuring that bicycle lanes are well-planned and integrated with other transport modes without slowing public and private transport.</p>	<p>The government is committed to expanding Adelaide’s cycling network.</p> <p>The <i>Greenways and Cycle Paths Strategy</i> committed a \$3 million annual budget over four years (2010-2014) to develop Greenways (shared cycling and walking routes) following the major rail corridors within the metropolitan area. Greenways are safe, direct, continuous and attractive cycling and walking routes along rail corridors. Several new major cycling routes will be available for people to ride on in the coming year through the Greenways Program, including the Marino Rocks Greenway, the Outer Harbor Greenway and a new Port Adelaide Loop Path which will provide useful cycling access for everyday people to shops, schools and public transport.</p> <p>The State Government’s <i>Integrated Transport and Land Use Plan</i> also proposes the expansion of existing cycling routes and creation of new ones, especially to suburban centres and public transport hubs, increased bike parking facilities, and separation of bike lanes from motor traffic on arterial roads where possible.</p> <p>The State Government will also work with Adelaide City Council and other local councils to progressively upgrade infrastructure on busy cycling corridors.</p> <p>As part of its <i>Smart Move</i> strategy, Adelaide City Council is creating an integrated cycle network to connect with neighbouring Councils. In 2013/14 Adelaide City Council will start construction on the key north/south Frome Street bikeway, as well as the completion of the east/west Pirie/Waymouth Street bikeway.</p>



What is already happening?

The State Government's *Integrated Transport and Land Use Plan* proposes a clear vision for future transport and land use planning for the state. The Plan identifies new ways of connecting people to the places they want to be. This Plan is undergoing public consultation. For more information see www.dpti.sa.gov.au.

The introduction of the MetroCard is also enabling a large amount of information about how people use public transport and this enables more responsive transport planning, better service delivery and tailored ticketing options.

As part of its *Smart Move* strategy, Adelaide City Council has a parking pricing strategy which provide cheaper short term options encouraging turnover and therefore vibrancy and accessibility in the city.

5

Jury's headline recommendation 5: Education - The Jury values and encourages the government to preserve the use of education programs in schools and community groups to promote safety.

The government's response:

The State Government will fund a continuation of Encounter Youth's volunteer-driven Green Team who support safe-partying. The Green Team has traditionally been associated with the Schoolies Festival, but recently expanded its work to support vulnerable party-goers on Hindley Street. The State Government will provide \$100,000 to enable a one year extension of their work beyond the conclusion of Federal Government funding in April 2014. During this time the State Government will work with Encounter Youth to explore the potential for an expanded service and funding beyond the one year extension.

The State Government agrees that education about what safe partying looks like, including safe alcohol consumption and what is responsible conduct, is vital. In 2013, the government pledged \$1 million to support the Sammy D Foundation's *Great Night Out* education program.



Sub-recommendations

<p>5.1 - Schools, community groups, students and families should have equal access to education programs, with government funding provided to schools to offer these programs.</p>	<p>The Sammy D Foundation's <i>Great Night Out</i> campaign was launched 1 October 2013. This program is designed to support young people to understand the importance of and precautions needed to enjoy a night out. This includes a travelling van which takes safety messages to events. More information can be found: www.greatnightout.net.au.</p> <p>The government will convene a roundtable of the multiple stakeholders who have an interest in this area. This includes the Department for Education and Child Development, SA Police, Department of Planning, Transport and Infrastructure, councils, Non-Government Organisations and Non-Government Schools. The roundtable will allow the sharing of information, seek to reduce duplication and allow a strategic response to raising awareness of night-time safety.</p>
<p>5.2 - Compile a central list of agencies/ individuals who provide the programs in 5.1 above and promote this to schools and community groups.</p>	<p>In convening the stakeholder roundtable (5.1 above), a central list of bodies which provide safety programs will be compiled.</p>

What is already happening?

Strong working relationships are already in place with the Sammy D Foundation and Encounter Youth (Green Team). The Green Team offers an education and outreach program as part of its activity in the city on Saturday nights.



6

Jury’s headline recommendation 6: Infrastructure - Establish an independent advisory body to oversee the strategic planning of infrastructure projects with consideration for safety and vibrancy.

The government’s response:

The Expert Panel on Planning Reform was appointed by the State Government in 2013 to review the State’s planning system and advise the State Government and Parliament on potential reforms by December 2014. Adelaide City Council is actively involved in the state-led planning reform process, and is working collaboratively with the Panel. The Expert Panel on Planning Reform will explore governance arrangements as part of its work to modernise South Australia’s planning system.

Sub-recommendations

<p>6.1 - Establish a central point for real-time information that enables citizens to embrace infrastructure projects.</p>	<p>The State Government acknowledges the Jury’s intent that a central source of information could assist both residents and business operators to make more informed lifestyle and investment decisions relating to the CBD.</p> <p>The Big Build website (www.thebigbuild.sa.gov.au) provides a compilation of all of South Australia’s major infrastructure projects.</p> <p>The potential to expand The Big Build website to provide real-time project updates will be considered.</p>
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What is already happening?

The Big Build website (www.thebigbuild.sa.gov.au) was launched in mid-2013 to provide South Australians with a single website to give an overview of all major infrastructure projects.

The Adelaide City Council provides up-to-date information on developments in the city through its website (www.adelaidecitycouncil.com), including Rundle Mall and Victoria Square.

7

Jury's headline recommendation 7: Medical - Establish an Injury and Outcome Reporting System, this system will support the development and evaluation of activities that improve safety and wellbeing.

The government's response:

The State Government agrees there is value in researching injury data relating to incidents and assaults that occur in Adelaide's nightlife. The government will consider the range of options available to collect and analyse injury data in a way that does not inhibit the effective and timely treatment of patients. This will be done with reference to models suggested by the Jury (such as the Victorian State Trauma Registry).

7.1 - Adapt environments and systems to promote greater safety and wellbeing.

The State Government has undertaken a number of initiatives to ensure the physical environment for Adelaide's nightlife is as safe as possible. These include:

- the new Late Night Code of Practice under South Australia's *Liquor Licensing Act 1997* took effect on 1 October 2013. The Code aims to encourage a culture of responsible service and consumption of alcohol, to minimise the social and economic harm caused by excessive alcohol consumption, and to reduce the level of alcohol related violence that occurs in, or in the vicinity of, licensed premises. Included in the Code is a range of new provisions and management practices. Venues will not be able to accept new patrons after 3am, or allow re-entry of patrons who leave. New measures also include:
 - the use of metal detectors
 - high definition CCTV
 - drink marshals
 - an early morning ban on glassware
 - an early morning ban on drink promotions in the form of free drinks, shooters and doubles.
- the State Government and the Adelaide City Council working together to improve and expand the city's CCTV network.



- a commitment to continue working with non-government service providers such as the Sammy D Foundation and Encounter Youth who have on-the-ground expertise in the creation of safe environments. The State Government has provided \$1 million to the Sammy D Foundation for the Great Night Out education campaign
- the Liquor Licensing Commissioner has been given greater powers to enforce compliance of problem venues.

As referenced in the response to Recommendation 5, the State Government will fund Encounter Youth's Green Team to continue its role in helping to keep people safe. In addition, while the State Government believes treatment decisions in individual cases should remain the responsibility of health professionals, it will continue to seek opportunities to improve service delivery for all emergency department patients in public hospitals. It should be noted that South Australia's public hospital emergency departments currently have the shortest waiting times in the nation.

The State Government understands that Adelaide City Council is currently rolling out LED lighting across the city and continues to implement priority lighting projects and maintain and upgrade existing lighting infrastructure.

What is already happening?

Adelaide City Council undertakes regular street audits to identify and address trip hazards to reduce the number of complaints and injuries before they occur. Priority is given to high pedestrian movement streets.

Adelaide City Council currently operates six managed taxi ranks, in collaboration with the Taxi Council of SA and State Government, to provide safe waiting areas. These areas contain CCTV, excellent lighting, clear signage and are staffed at peak times. Council has also established a series of alternative safe waiting areas for parents/friends to collect city users, located in close proximity to the managed taxi ranks.

Citizens' Jury Report

as provided to the State Government October 2013

Citizens' Jury

**How can we ensure we have a vibrant and
safe Adelaide nightlife?**

**Report to the Premier
13 October 2013**

Introduction

The Citizens' Jury considered numerous submissions, heard from many local and interstate experts, and shared their own knowledge, experience and research in analysing and recommending how to ensure Adelaide's nightlife is vibrant and safe. Over five full Saturdays at three-weekly intervals the jurors were assisted with the process of deliberating by skilful facilitators from the New Democracy Foundation.

The general consensus that the Citizens' Jury reached is that Adelaide nightlife is *already* vibrant and safe when compared with similar cities interstate and overseas. Therefore the recommendations are mostly concerned with how to make Adelaide nightlife more vibrant and safer than the current situation.

The research arising from the experts consulted and the submissions provided led us to realise that the question of the vibrancy and safety of Adelaide's nightlife has been addressed by several local and State Government planning and advisory bodies over recent years. The jurors benefited greatly from this work and have worked to pull together the outcomes of these various reports into an integrated plan of action.

The Citizens' Jury acknowledges that there are a variety of vibrant and safe events happening in Adelaide, but decreasing the barriers to involvement in them could increase citizen participation.

The fact that so much planning work has been done is a compliment to the Adelaide City Council, South Australian government agencies and many civic and cultural organisations. In particular, the South Australian Government is to be congratulated on the brave experiment to conduct a Citizens' Jury. The Jury considers it to have been worthwhile and hopes that future governments might consider it worthwhile for other issues.

Recent developments, such as the Adelaide Oval stadium and footbridge, the redevelopment of the south bank precinct of the River Torrens and changes to the Liquor Licensing laws for small, "pop-up" venues, all suggest that the recommendations of previous reports are implemented over time. The Jury's hope is that the following recommendations are feasible enough to be implemented in the near future.

The Citizens' Jury learned a great deal about what makes Adelaide nightlife vibrant and safe and about many plans and proposals to make it more vibrant and safer. The plans and proposals to make Adelaide nightlife safer are centrally coordinated by the public safety authorities and implemented by SA Police, who are generally doing a good job in difficult circumstances. The plans and proposals to make Adelaide nightlife more vibrant, however, have no central coordinating authority.

Executive Summary

The Jury addressed their charge by looking at the focus areas of Commerce, Infrastructure, Alcohol Licensing, Transport, Medical, Education, and Events and Activities.

Recommendations

1. The Jury feels that the vibrancy of Adelaide could be greatly enhanced by the creation of one central source of event and activity information. Adelaide has a lot of events and activities to offer, but the information regarding them is scattered.
2. Encourage a diversity of businesses to trade in the night-time economy to augment the current licensed business sector.
3. Review the SA Liquor Licensing Act (1997) to ensure that licences are granted and enforced to enhance vibrancy, continuity and equity in Adelaide.
4. The State Government needs to remove barriers to vibrancy to encourage people to enter Adelaide's CBD using an integrated transport system that recognises all modes of transport.
5. The Jury values and encourages the government to preserve the use of education programs in schools and community groups to promote safety.
6. Establish an independent advisory body to oversee the strategic planning of infrastructure projects with consideration for safety and vibrancy.
7. Establish an 'Injury and Outcome Reporting System'.

Events and Activities

Recommendations

Central source of information

- The Jury feels that the vibrancy of Adelaide could be greatly enhanced by the creation of one central source of event and activity information. Adelaide has a lot of events and activities to offer, but the information regarding them is scattered.
- This central source needs to accommodate all events and recreational activities, both major and minor, and be the connector for organizations such as Events SA, Adelaide City Council, Multicultural SA, Community Arts SA, etc. This source needs to provide information through various methods including:
 - Website
 - Social media
 - Mobile apps
 - Hard print
 - Signage and screens
 - Subscriptions, etc.

An awareness campaign

- An awareness campaign is needed to generate pride and build community spirit, focusing on the diversity of events and activities available, including multicultural activities.
- This campaign can be linked with Adelaide's rapidly evolving infrastructure, such as the Adelaide Oval redevelopment, footbridge, RAH, Victoria Square and Rundle Mall.
- An advertising campaign will be beneficial to the revitalisation of our city and encourage the community to be a part of it.

Encourage pop up events, activities and eateries

- To simplify the process for popup events, activities and eateries to be established to enhance vibrancy and constant change.
 - More importantly popup events would offer alternatives to alcohol consumption particularly in key locations such as Hindley Street.
 - Such events could include markets, skating, sports, art workshops, building decoration and flash mobs.

Parking

- For certain events the cost of the event ticket could include a parking spot or reduced-cost parking in order to encourage people to attend.

Commerce

We acknowledge the work of many different government agencies, community groups and businesses that work tirelessly to make Adelaide a vibrant and safe city.

We feel that Adelaide's nightlife has an adequate representation of licensed premises. The introduction of retail and service businesses into the night-time trading periods could ensure the vibrancy and safety of Adelaide's current and future generations.

Recommendations

Encourage a diversity of businesses to trade in the night-time economy to augment the current licensed business sector

- Such initiatives could include:
 - Flexible use of space eg shop share
 - Mentoring
 - Introduce flexibility of current trading hours
 - Connect business with events and vice versa
- The Jury discussed the complexity around penalty rates in considering trading hours but have elected to make no recommendation on this.

State Government to partner with business to develop and implement recommendations in this report.

- Some of the recommendations in other sections of this report could be achieved through these strategic partnerships. For example, medical (safe spaces), transport (extension of bus running times), and events (central source of information).

The above recommendations were developed with particular reference to the following source:

- Professor Steve Allsop, National Drug Research Institute, Video conference with Adelaide Citizens' Jury 2013
- Professor Steve Allsop, National Drug Research Institute, multiple submissions to Citizens' Jury 2013

Alcohol Legislation

The Jury believes the Liquor Licensing Act (1997) should be reviewed to ensure the license is tailored to enhance vibrancy and safety in Adelaide. It should encourage a continuity of entertainment options from the early evening economy through to late night. All people, regardless of age or background, should feel comfortable participating in Adelaide's nightlife.

The small venue license is a good step towards providing diversity of venue options, however licensees are restricted in types of entertainment they can offer and are effectively restricted to being bars.

The negative social consequences of irresponsible alcohol consumption have led to the creation of an onerous licensing regime. However, these high barriers to entry (licensing and planning) have created an unfortunate outcome: venues providing culturally enriching but financially marginal entertainment are discouraged in favour of business models that maximise the volume of liquor sold.

As a guiding principle, the Jury would like this changed by making licenses easier to acquire, but also easier to lose if the venue contributes negatively to Adelaide's nightlife.

When designing license conditions, the Licensing Commissioner should be mindful of creating unintended impediments to providing entertainment. For example, clause 35(2)(a) of the Act specifies that the holder of an Entertainment License must "primarily and predominately" provide live entertainment. This may encourage applicants who would like to provide only *occasional* live entertainment to seek another sort of license and therefore be excluded from providing live entertainment.

Recommendations

Remove restrictions on Entertainment Licenses

- Amend clause 35(1)(b) to remove the reference to a 9pm start time. Entertainment should be encouraged in the early evening/after work economy to appeal to a broader demographic.

Customised licensing regime

- The Act currently defines several types of licenses from which an applicant may choose to apply. Each contains restrictions that limit the sort of business the successful applicant may operate.
- The Citizens' Jury felt that vibrancy would be enhanced under a tailored regime. Applicants should explain the nature of business they wish to operate and the Commissioner would apply license conditions they deemed appropriate given the particular circumstances.

- In the first instance, restrictions should be light, but with regular opportunity to review and tighten as licensees establish a trading record.

Licensing Commissioner to have the power and resources to actively monitor and enforce its own conditions

- The Commissioner should be more proactive in pursuing breaches of license conditions including the removal of licenses altogether.

To continuously monitor and evaluate the 3am lockout to determine if there is a demonstrable improvement in safety

- The jurors felt that this was a not unreasonable restriction which balances the considerations of vibrancy and safety.
- The lockout should be reviewed for its effectiveness as well as any unintended consequences.
- The Jury felt the Casino should not be excluded from the late night code of conduct and the lockout

Transport

Underpinning the Jury's broader recommendations is the belief that CBD vibrancy must be encouraged, not discouraged. This extends to the role both public and private transport plays in fostering a safe and vibrant environment.

The key components to a safe and vibrant Adelaide, as it relates to transport, are to make it as easy to get into the CBD as it is to get out of the CBD. These components include cost barriers, accessibility, availability, flexibility and reliability.

The State Government needs to improve the reliability and availability of public transport to encourage people to safely enter and exit Adelaide's CBD.

The State Government needs to remove barriers to vibrancy to encourage people to enter Adelaide's CBD using an integrated transport system that recognises all modes of transport.

The Jury has identified that private modes of transport are equally important as public transport is not suitable for all people at all times.

Recommendations

- Extend accurate and extensive "real time" information to public transport users regarding services across the entire public transport network as a priority.
 - Improve real time disability access information to enable disabled people to know when disability friendly services are available.
- Extend public transport timetables for Friday and Saturday nights to match service needs.
- Reintroduce conductors on trains and trams to improve safety and decrease occurrences of fare evasion.
- Introduce a "smart ticket" system that allows the integration of payment options between public transport and parking fees (both on street and off street).
- Incorporate public transport fares into ticket prices for all major events based on the current football and Clipsal 500 models.
- Implement road closures to encourage ease of movement and promote pedestrian safety when major events take place.
- Explore the introduction of one-way streets to facilitate better traffic management.

- Conduct a review of car parking fees – both on- and off-street – across Adelaide and report on these findings publicly.
- Withdraw measures, including cost barriers, that may discourage people from driving into the Adelaide CBD and therefore contributing to vibrancy.
- Improve bicycle access and infrastructure in Adelaide by ensuring that bicycle lanes are well planned and integrated with other transport modes without slowing public and private transport.

The above recommendations were developed with particular reference to the following sources:

- Wen-Tai Lai, Ching-Fu Chen, 2011, *Behavioral intentions of public transit passengers—The roles of service quality, perceived value, satisfaction and involvement*, *Transport Policy*, 18, 318-325
- Luigi dell’Olio, Angel Ibeas, Patricia Cecin, 2011, *The quality of service desired by public transport users*, *Transport Policy*, 18, 217-227
- Rosemary Bromley, Colin Thomas and Andrew Millie, 2000, *Exploring Safety Concerns in the Night-Time City: Revitalising the Evening Economy*, *The Town Planning Review*, Vol. 71, No. 1 (Jan., 2000), pp. 71-96
- Cosgrove, D.C. (2011). Long-term patterns of Australian public transport use. Conference paper delivered at the 34th Australasian Transport Research Forum (ATRF) Proceedings held on 28 - 30 September 2011 in Adelaide, Australia.
- Meng, L., Holyoak, N., & Taylor, M. (2011), *Increasing the Patronage of Adelaide’s Northern Rail Corridor*, Conference paper delivered at the 34th Australasian Transport Research Forum (ATRF) Proceedings held on 28 - 30 September 2011 in Adelaide, Australia.

Education

The Citizens' Jury is of the understanding that there is a positive level of education and support available to schools and the wider community. However the jurors believe connecting agencies could assist further in educating people to promote and encourage a safe and vibrant Adelaide nightlife. The Jury encourages the government to value and preserve the use of education programs in schools and communities.

Recommendations

The use of education programs in schools and community groups is valued

- Schools and community groups to have equal access to programs on alcohol/drugs/safe partying.
- Schools and community groups to have equal access to programs based on resilience and self-esteem/confidence.
- These programs should be available for both students and families.
- Schools to be strongly encouraged to offer these programs and provided access to sufficient funding.
- Schools to communicate with families during the running of these programs and provide resources to reinforce the messages at home.
- Government funding available to schools for these programs.

Facilitating agency communication

- Compile a central list of agencies/individuals who provide these programs.
- This central list to be promoted to schools and community groups.
- Agencies to be supported to communicate with each other.

The above recommendations were developed with particular reference to the following sources:

- Cooper, T., 2010, *Countering youth violence in South Australia*, Parliamentary Internship, The University of Adelaide
- Encounter Youth, 2013, Submission to the Citizens' Jury
- Cahill, H., *Taking an evidence based approach to classroom drug educations*, The University of Melbourne
- Professor Steve Allsop, National Drug Research Institute, Video conference with Adelaide Citizens' Jury 2013

Infrastructure

Strategic planning for infrastructure should have positive long-term implications for both vibrancy and safety in Adelaide.

As there are numerous plans in place, a centralised point of real-time information is needed.

Recommendations

- Establish an independent advisory body to oversee the strategic planning of infrastructure projects with consideration for safety and vibrancy.
- Establish a central point for real-time information that enables citizens to embrace infrastructure projects.

Medical

We acknowledge the hard work of health professionals, workers and volunteers who service South Australians and thank them for their efforts.

We would like the following measures to be implemented to support the safety and wellbeing of individuals who enjoy Adelaide's nightlife.

Recommendations

Establish an 'Injury and Outcome Reporting System'

- We would like the South Australian Government and its partners from universities and community organisations to establish an 'Injury and Outcome Reporting System'. This system will support the development and evaluation of activities that improve safety and wellbeing.
- An 'Injury and Reporting System' would help the government and researchers explore links between injuries and assaults that occur in Adelaide's nightlife, with medical treatment and outcomes.
 - At the moment, there aren't any centralised databases that support this kind of research.
- Models for this system could include the Victorian State Trauma Registry (VSTORM) and Victorian Orthopaedic Trauma Outcomes Registry (VOTOR).
- Like the Victorian models, a South Australian reporting system would organise information related to patient injuries and outcomes. Routinely-collected health information could be drawn from health facilities and hospitals, other health agencies (for example, Medicare), and organisations that work at the street-level (for example, SA Police, St John's).

Adapt environments and systems to promote greater safety and wellbeing

- We would like to see Adelaide's environment and health system adapted in different ways, to make Adelaide's nightlife safer and more supportive of people's wellbeing.
- Adapting Environments
 - The Liquor Licensing Commissioner could suggest what sort of drinking utensils should be used in licensed venues, as part of their customised licensing conditions. This may reduce glass-

related injuries in licensed venues where alcohol-related violence is an issue.

- Footpaths and street curbs around areas of nightlife activities should be adapted to lessen the number and impact of trip-and-fall injuries.
- An appropriate number of venue staff should be trained in first aid to support individuals whose safety and wellbeing has been compromised.
- Adapting the Health System
 - 'Safe spaces' should be established in the city, where individuals could rest and receive food, water, first aid and health service referrals.
 - Those experiencing drug- and alcohol-related injuries should be streamlined in emergency departments. This would stop low-priority, alcohol-related issues from delaying the treatment of other patients. An effective system has been established in St. Vincent's Hospital in Darlinghurst, where drug- and alcohol-related injuries are common.
 - Health treatment should include patient follow-up, as this would support the collection of data for the 'Injury Outcome and Reporting System'.
 - We would like health professionals to provide referrals for psychological treatment, since the Victim Support Service indicated that alcohol-aggravated assaults can have long-term psychological impacts.

The above recommendations were developed with particular reference to the following sources:

- Victorian State Trauma Registry (VSTORM) and Victorian Orthopaedic Trauma Outcomes Registry (VOTOR)
- The Ottawa Health Charter (1986), which is backed by the World Health Organisation. This Charter states that 'political, economic, social, cultural, environmental, behavioural and biological factors can all favour health or be harmful to it' (World Health Organisation 2013)



For more information...

Citizens' Jury website: saplan.org.au/yoursay/our-citizens-jury

newDemocracy Foundation: www.newdemocracy.com.au

Further enquiries can be directed to:

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