

Marion 100 – March 2026

Forum feedback Report

MARION



Executive summary

The session provided the opportunity to discuss and provide feedback on the following key topics.

Service requests

Overall, participants reported positive experiences when lodging service requests through Council channels, with satisfaction around communication. However, there was consistent feedback that notifications regarding the closure of requests were sometimes unclear. Email was the preferred channel and most used method of submitting a request, followed by phone and then the mobile app and website (portal). No requests were submitted in person.

Waste collection

Waste collection emerged as a significant concern, with more than two-thirds of participants experiencing at least one missed bin collection in the past year, and over half of those reporting repeated occurrences. Participants Key impacts of missed bin collections were unsavoury odours, overflowing bins, and for larger families the issue of not being able to dispose of waste.

Irrigation

Strong concern was expressed about how the increasing housing density is impacting on available green space, with participants emphasising the importance of maintaining and improving accessible reserves for community wellbeing and urban cooling.

There was clear support for prioritising irrigation in high-use areas, alongside more sustainable approaches such as native plantings and lower-water landscapes. Investment in alternative water sources, including stormwater capture and reuse (e.g. Oaklands Wetlands water), was also strongly supported, with perceived long-term benefits outweighing costs. Overall, there was strong support for the proposed irrigation project rollout.

Community grants

Feedback on Council grants highlighted a need for greater transparency and clarity in the assessment process. Participants also questioned the distribution of funding, particularly regarding repeat applicants and whether certain groups, such as sporting clubs, should access alternative funding sources. Notable differences in funding preferences were identified in the ranking exercise undertaken at the session.

Civic participation

There was strong interest in civic engagement, with most participants indicating they would attend candidate forums. Flexible delivery formats were supported to maximise accessibility. Preferences included ward-based or combined ward forums, regular “town hall” style meetings, and ensuring mayoral candidates are present across sessions.

Executive summary

What members think of Marion 100

Positive Feedback

Feedback was overwhelmingly positive, with participants describing the sessions as enjoyable, informative and well run. The opportunity to connect with other community members, councillors and staff was a consistent theme and widely regarded as important. Participants valued having a voice in discussions on current topics and felt their contributions were heard. The sessions also improved understanding of council processes and local issues, with the inclusive environment and diversity of perspectives identified as key strengths.

Areas to Consider

Participants suggested allowing more time for open, less structured discussion to support deeper conversation. There is an opportunity to strengthen communication, including clearer and simpler language, and better follow-up on how feedback is used. Increased councillor presence and broader participation particularly from younger people were also identified. Minor improvements such as catering quality and food labelling were noted.

Name Change

Council identified the need to change the group's name to better reflect its purpose and identity. Three possible names were developed that aligned with this intent, and participants were invited to vote by placing a ping pong ball in the jar for their preferred option.

The options presented were:

- Marion Connect
- Marion Focus
- Marion Forum

Marion Connect has been selected as the most popular name for the group.



Session overview

Marion 100 Community Forum – 2 March 2026

The Marion 100 Community forum for 2026 was held on Monday 2 March from 6 pm – 8 pm at Mitchell Park Sports and Community Club.

Approximately 40 Marion 100 forum members participated in the session. A mix of table discussions and interactive engagement activities were undertaken at the session.

Mayor Kris Hanna hosted the forum that covered 5 key topics and then opened up to general questions. We also asked what we could do to make the sessions better, and what preferences were for a new name for the group.

Agenda topics:

1. Community Service Requests
2. Waste bin collection
3. Community Grants
4. Irrigating Reserves
5. Local Government Elections (Candidate Meetings)

How we will use your feedback

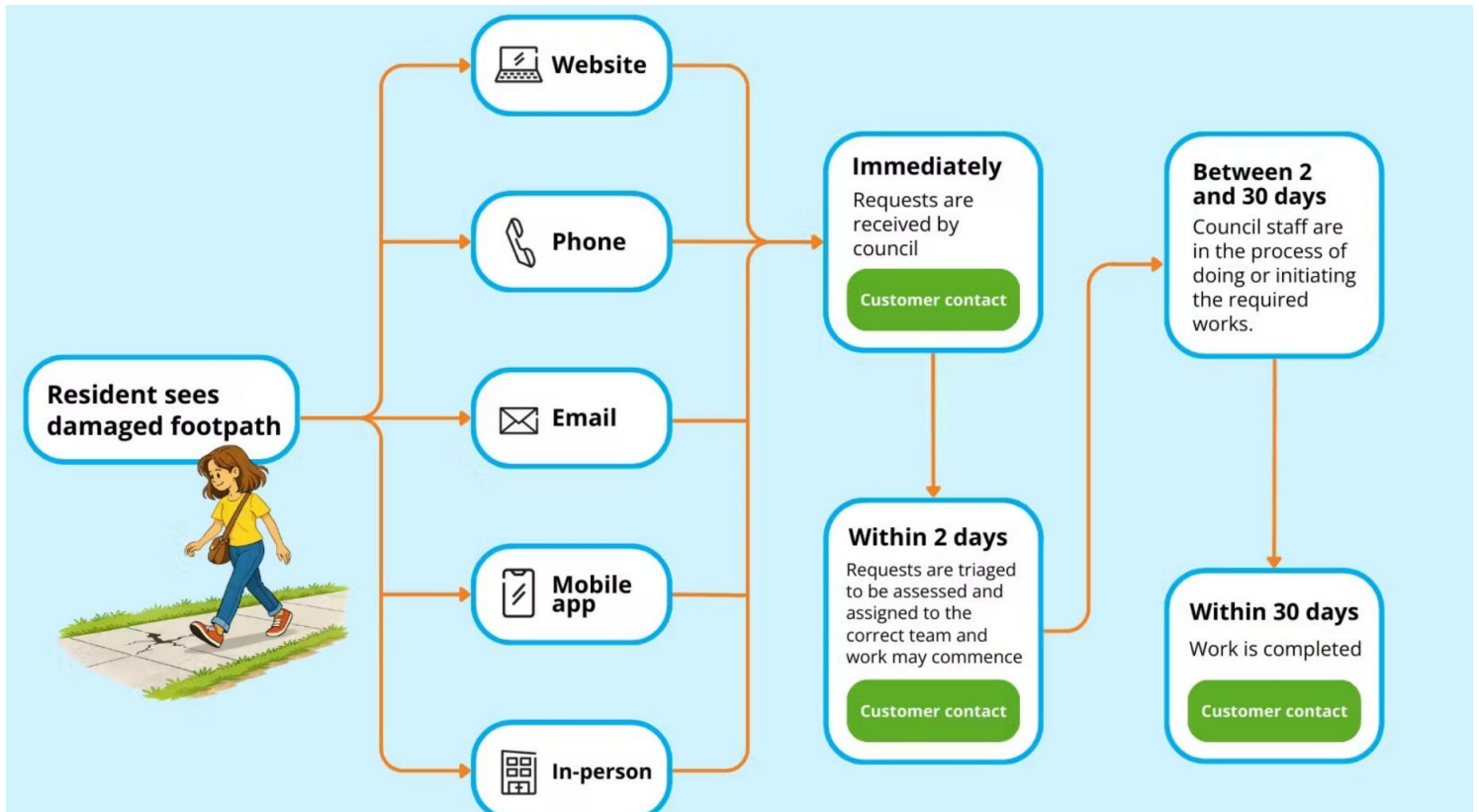
Feedback received on this year's topics will be used in the following ways:

- **Service requests** - Feedback received will enable us to review how we communicate with the community throughout the process, from receipt of the request to completion.
- **Waste bin collection** – Feedback will be shared with the contractor and administration team to improve service delivery and communication and will assist when renegotiating the contract.
- **Irrigating reserves** – Insights will inform the GC meeting report and support planning and decision-making for irrigation priorities.
- **Local Government Elections (candidate meetings)** – Feedback will help shape the structure and delivery of candidate meetings, including format, accessibility, and the engagement approach.
- **Community Grants** – Feedback will support ongoing refinement of the grants process to ensure fair, transparent, and effective allocation of funding.

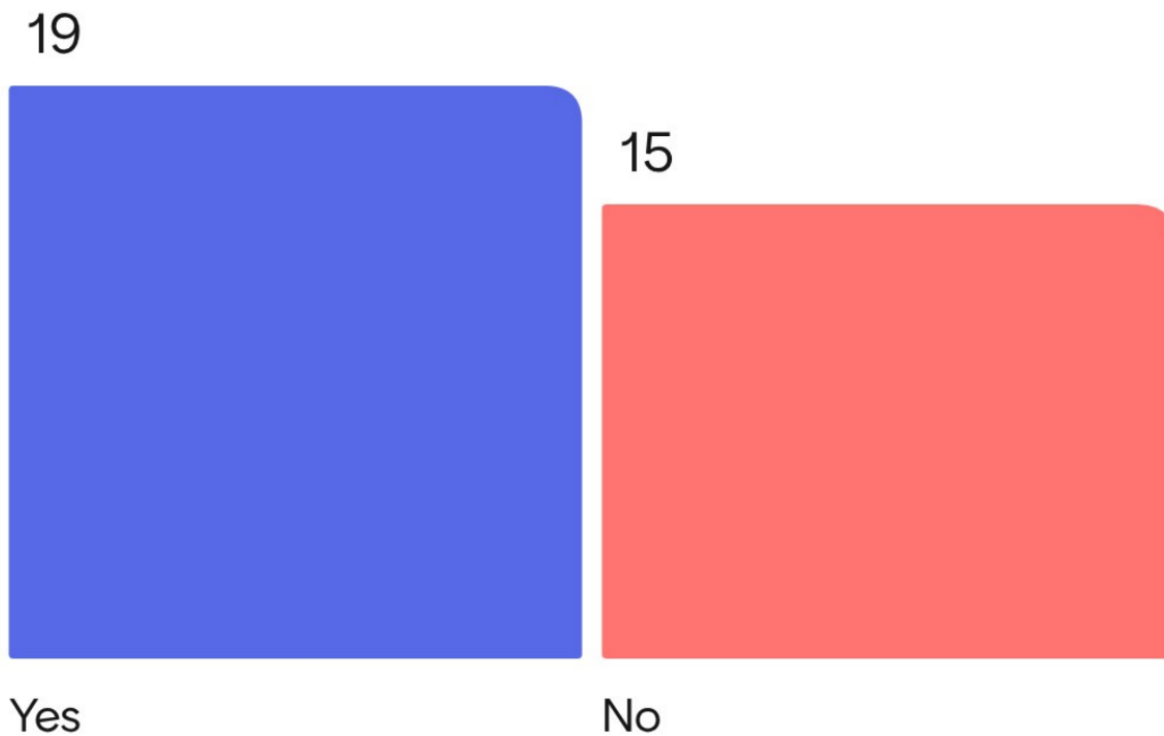
Community Service Requests

Community Service Requests

After discussion on the methods available to submit service requests (overview below), we asked you the following questions on what you do and think about the process.

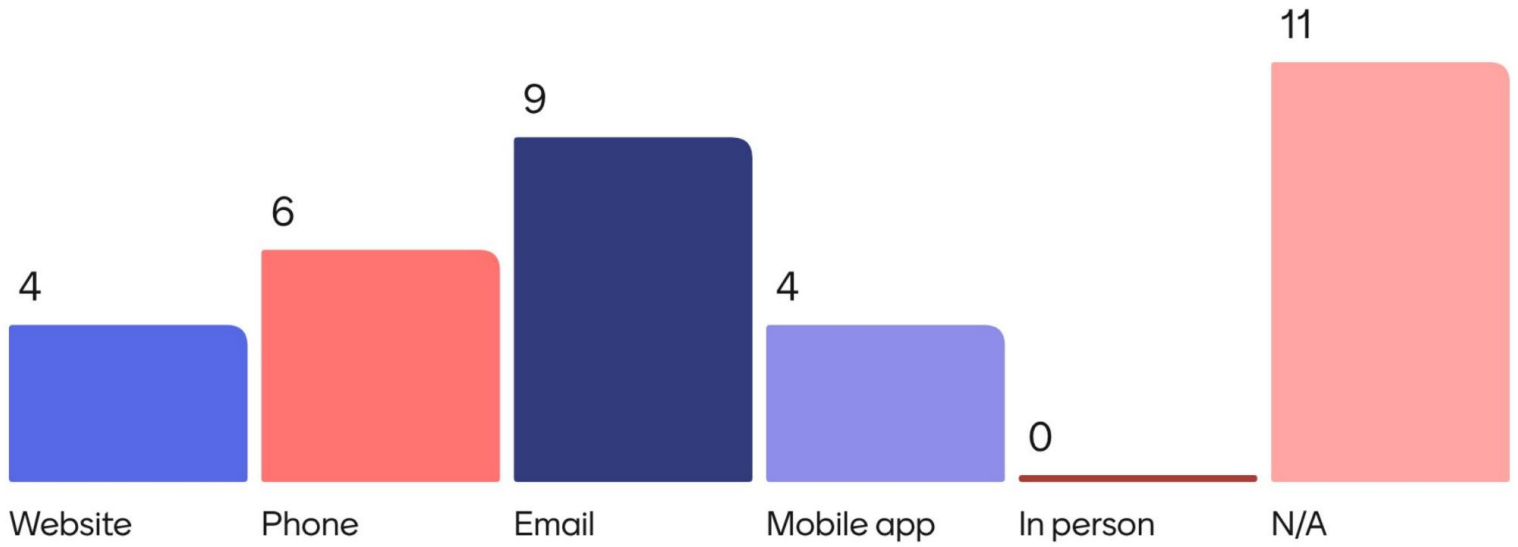


Have you logged a service request in the last 12 months?

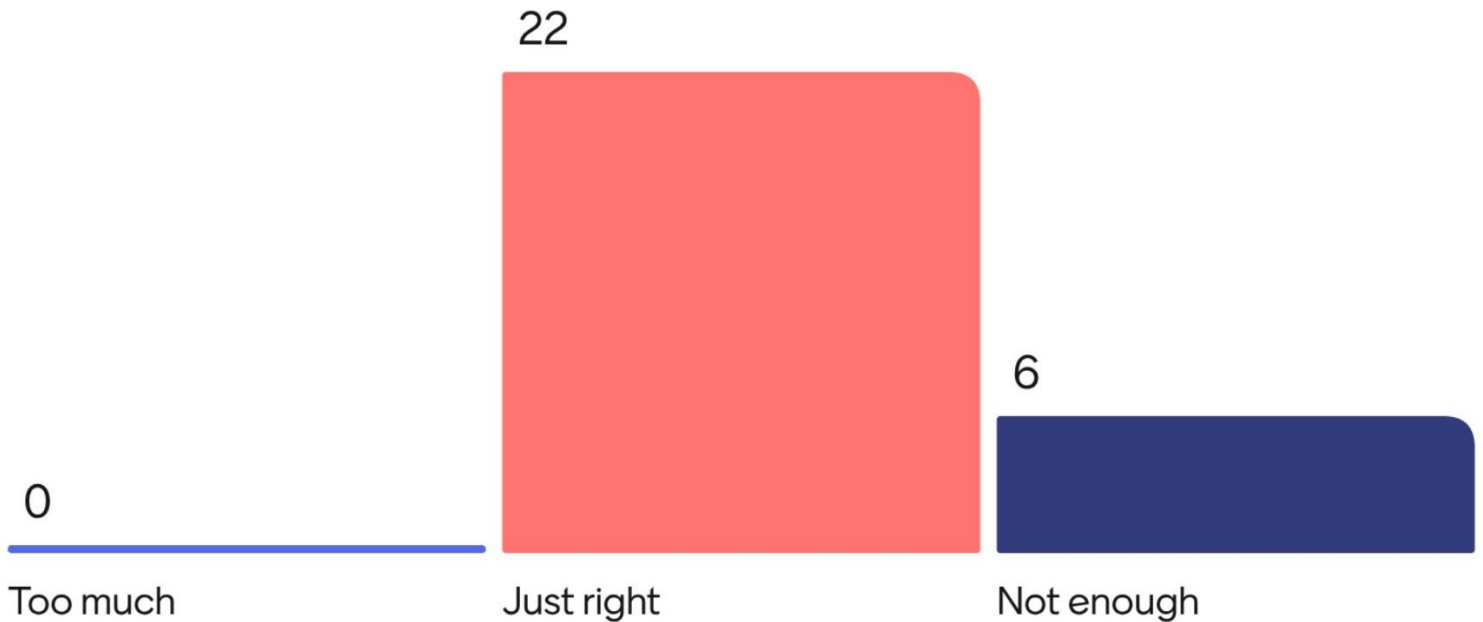


Community Service Requests

How did you submit your request?

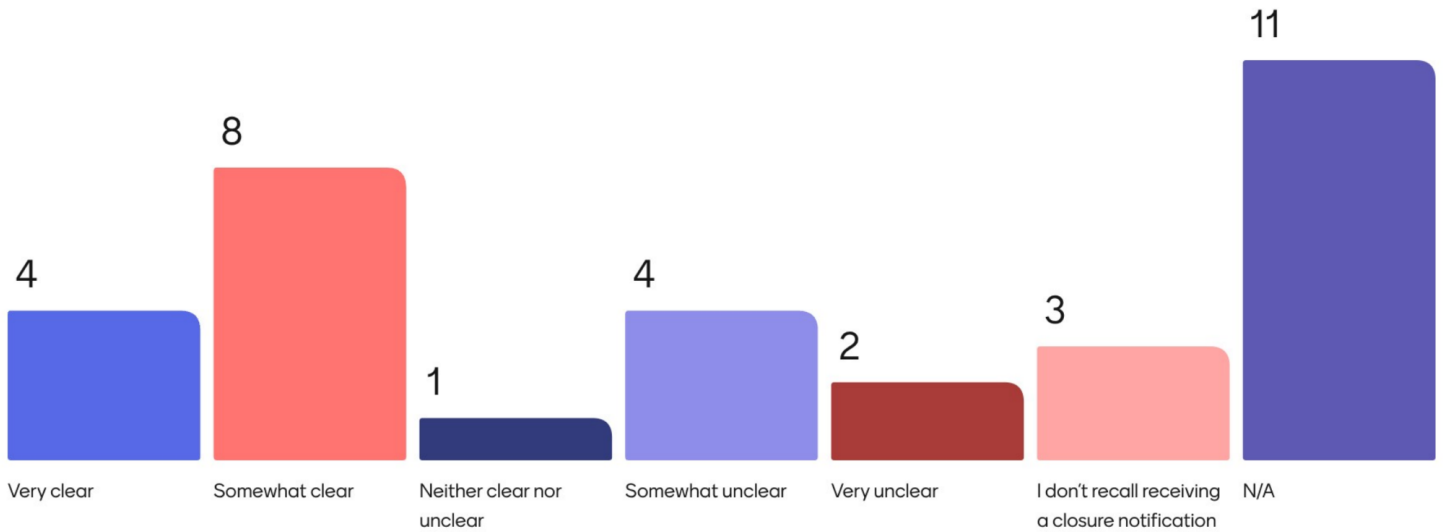


How did you find the level of communication

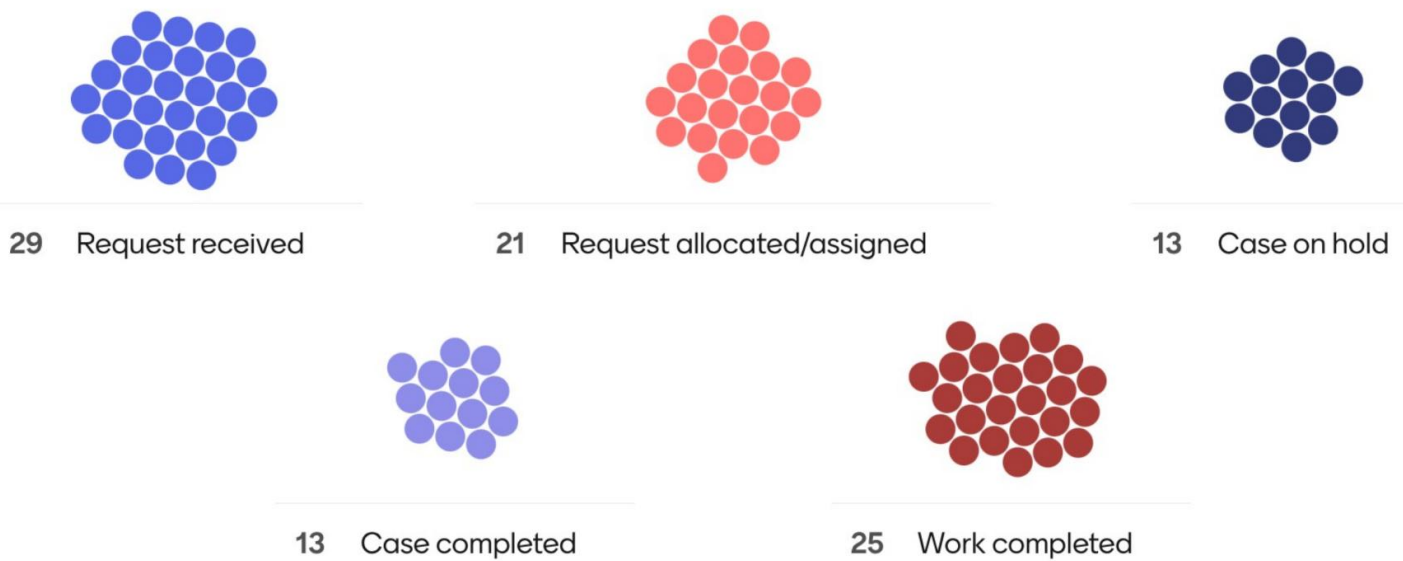


Community Service Requests

When you received the notification that the case was closed, how clear was the outcome? (what was decided or done)

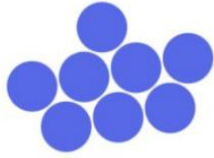


When receiving notifications, which status updates matter to you? (select all that apply)

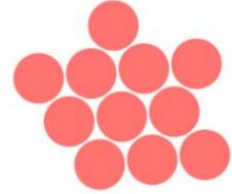


Community Service Requests

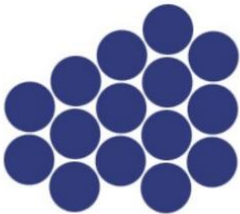
How do you prefer council contact you if needed outside of the automated notifications?



8 Phone Call



11 SMS



15 Email



2 Other

Analysis

Most service requests were provided by email (9), followed by phone (6) and then the website portal (4) and mobile app (4).

The amount of communication was generally seen as appropriate (22), though some felt it was insufficient (6).

Results regarding communication clarity were mixed, with most respondents finding it somewhat clear (8), but some reporting unclear experiences and a notable number indicating they did not receive or recall closure notifications.

Respondents most valued receiving updates when requests were received (29), followed by allocation/assignment (21) and work completion (25). Updates on cases being on hold (13) and final case completion (13) were also considered important, though to a lesser extent.

Outside of the automated notifications, email was the preferred contact method, followed by SMS and then a phone call.

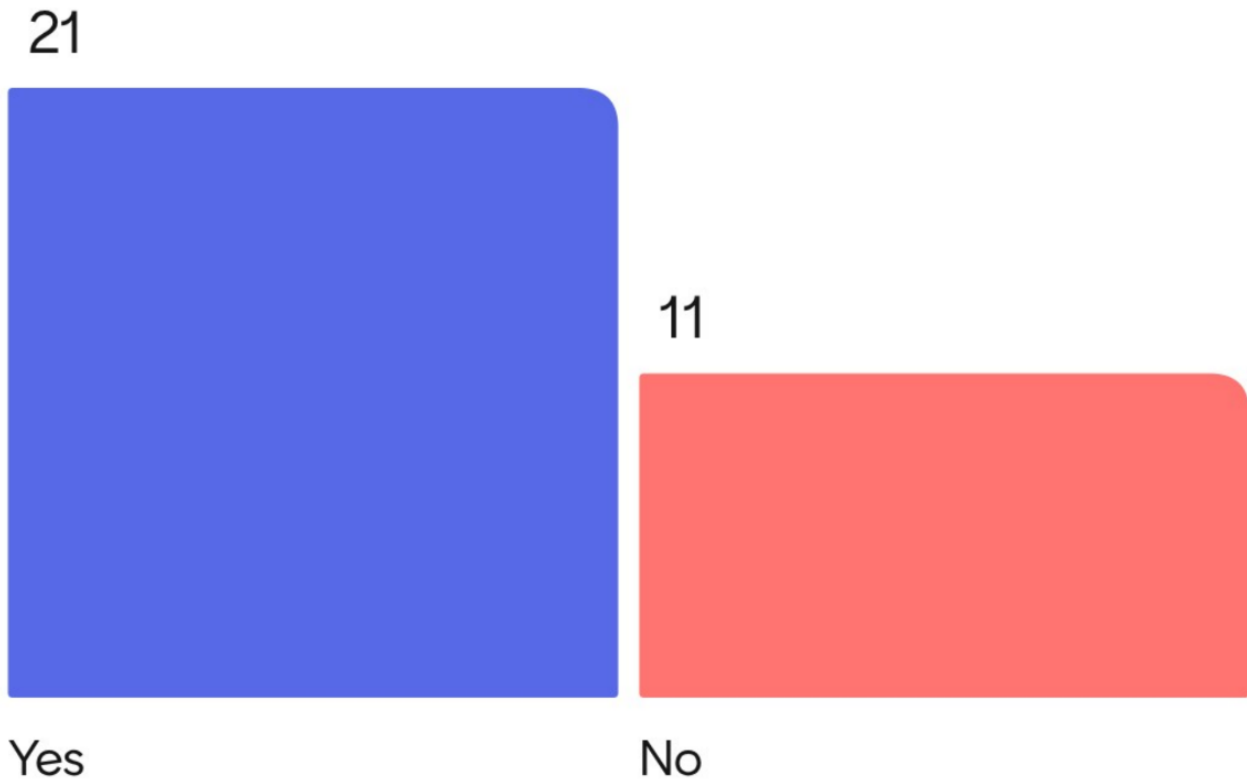
Waste collection



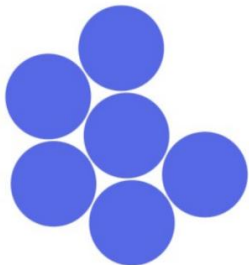
Waste collection

After providing you with an overview on Council's waste bin collections we asked you the following questions, to help us understand you experience.

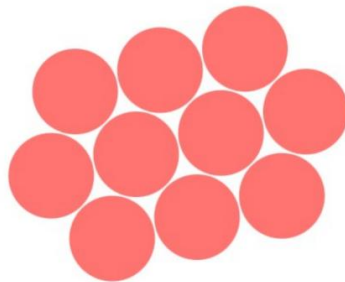
Have you had a missed bin collection in 2026?



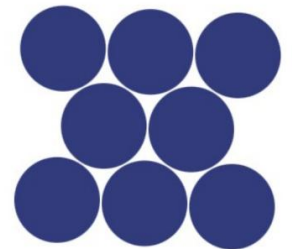
How long did it take for your bin to be picked up?



6 the next day



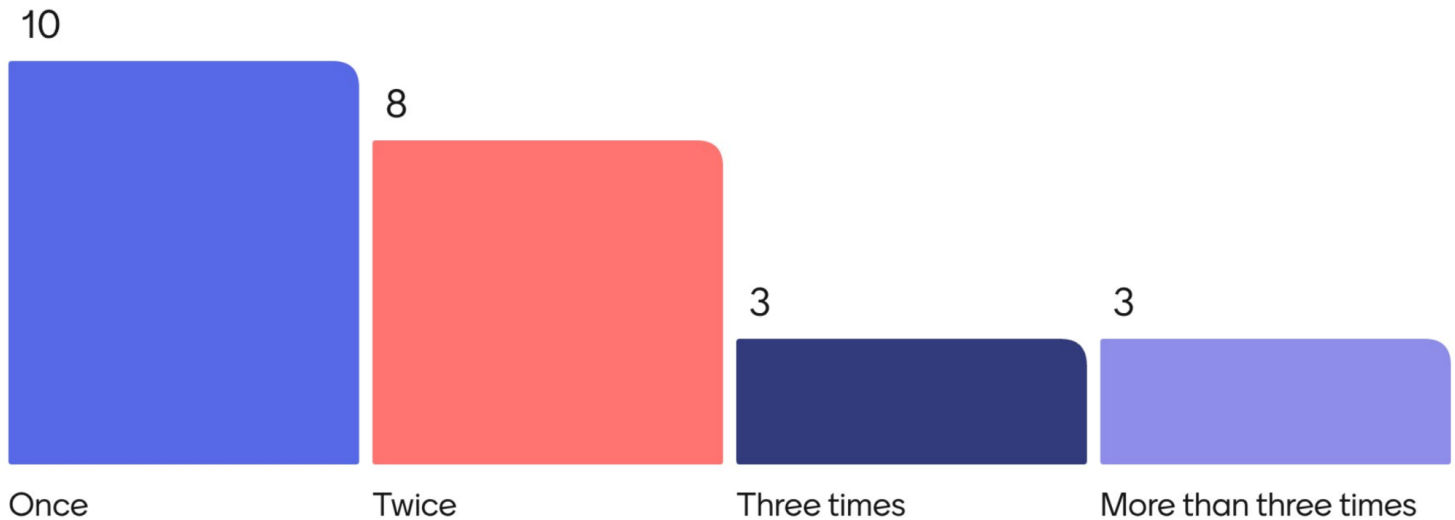
10 2-3 days



8 more than 3 days

Waste collection

How many times has your bin been missed in 2026?



Analysis

Missed bin collections were relatively common, with the majority of respondents (21) reporting at least one missed collection in 2026. Among those affected, most experienced the issue infrequently typically once (10) or twice (8), although a smaller group reported repeated occurrences (3 reporting three times and 3 more than three times).

In terms of resolution, timeframes varied. While some bins were collected the next day (6), most respondents waited longer, with 10 reporting delays of 2 - 3 days and 8 experiencing delays of more than three days.

Overall, while missed collections are generally occasional rather than frequent, resolution times are often longer than next-day service, which may contribute to the impacts and dissatisfaction noted in qualitative feedback.

How did a missed bin affect you? (feedback summary)

Missed bin collections were generally viewed as a nuisance, with common impacts including odours, overflowing bins, and difficulty disposing of waste particularly for larger households. Residents also reported reduced street amenity, scattered rubbish, and access issues such as blocked footpaths and driveways.

Some adapted by using neighbour's bins or following up with council, while a minority experienced little impact when collections were quickly resolved.

Overall, while often minor, delays can lead to broader amenity, hygiene, and accessibility issues if not addressed promptly.

For a full list of feedback provided refer to appendix 1 (page 25).

Community Grants

Ranking applications

Community grants

Ranking exercise

We asked you to review 18 grant applications received by Council from in order of your individual preference. We then compared your group preferences with Council staff recommendations and the final decision on who to fund made by Council.

Marion 100 Results

Ranking	Organisation
1	Sammy D Foundation
2	SA Native Animal Rescue Inc.
3	Cove Community Garden
4	Still Aware
5	The Big Al Foundation
6	Riding For the Disabled South Australia Inc
7	Dolly Parton Imagination Library
8	Walking Football Adelaide Association Incorporated
9	Trott Park Community Garden

Ranking	Organisation
FUNDS EXHAUSTED	
10	The Cove Football Club
11	The Scouts South Australian Branch Inc.
12	Marino Community Garden Inc.
13	Corner Uniting Church
14	South Adelaide Basketball Club
15	Hallett Cove Netball Club
16	Squash SA
17	Pan Laconian Society of SA "O Leonidas" Inc.
18	Portlife Church Inc

Staff Recommendations

	Organisation	Amount requested	Part-funded option
1	Still Aware Ltd	\$4300	-
2	United Way	\$10000	\$6150
3	Trott Park Community Garden	\$4964	\$4800
4	Sammy D Foundation	\$3500	-
5	The Big Al Foundation	\$5000	\$3000
6	The Corner Uniting Church	\$2810	\$1434
7	South Adelaide Basketball Club	\$5000	-
8	Riding For the Disabled South Australia Inc	\$4000	\$1750
9	Cove Community Garden	\$1506	\$1000

	Organisation	Funds requested	Part-funded option
10	Walking Football Adelaide Association Incorporated	\$4350	\$2800
11	Hallett Cove Netball Club	\$870	\$580
12	The Cove Football Club	\$4590	\$3413
13	The Scouts South Australian Branch Inc.	\$5000	\$3500
14	Marino Community Garden Inc.	\$2000	\$1000
15	Squash SA	\$4211	-
16	SA Native Animal Rescue Inc.	\$5000	\$2500
17	Portlife Church Inc.	\$7373	\$5000
18	Pan Laconian Society of SA "O Leonidas" Inc.	\$3850	\$2000
Total funds requested		\$88,333	\$33,047

Community grants

Ranking exercise

Council funded

	Organisation	Funds requested	Council funded
1	Still Aware Ltd	\$4300	\$4300
2	United Way	\$10000	\$6150
3	Trott Park Community Garden	\$4964	\$4964
4	Sammy D Foundation	\$3500	\$0
5	The Big AI Foundation	\$5000	\$0
6	The Corner Uniting Church	\$2810	\$0
7	South Adelaide Basketball Club	\$5000	\$5000
8	Riding For the Disabled South Australia Inc	\$4000	\$4000
9	Cove Community Garden	\$1506	\$0

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Total funds requested		\$88,333	\$33,047

Analysis

Staff recommendations resulted in part-funding being allocated across a larger number of applicants. Council then applied a more targeted, budget focused approach, funding fewer organisations but often at full amounts. This resulted in some differences between staff recommendations and final outcomes.

The Marion 100 group showed a preference for funding a smaller number of high-impact organisations, with strong support for some groups that were not funded.

It is important to note that Marion 100 participants weren't given the option of part-funding applications, which may have influenced their choices. The differences in outcomes may also reflect the level of information available to participants compared to staff and Council.

Irrigating Reserves



Irrigating reserves

Irrigation and natural Landscaping project

Information was provided on our Irrigation Guidelines (prioritisation tool) and 10-year plan that details where we are planning to upgrade reserves and open space with irrigation infrastructure. A general discussion was held on whether green spaces were valued and whether they should be a focus for Council to invest in.

Summary of feedback

Community feedback highlights strong concern about the impact of increasing urban density on the availability and quality of green space, with many participants noting that new development is not being matched by the creation of additional open areas.

There is clear support for maintaining accessible, walkable reserves and enhancing even small green spaces due to their benefits for urban cooling and community wellbeing. In relation to irrigation, feedback does not support a blanket increase across all areas, but rather a targeted and strategic approach prioritising well-used parks and larger reserves where community benefit is greatest, while balancing this with native plantings and lower-water-use landscapes.

Participants also expressed strong support for more sustainable water solutions, including stormwater harvesting, reuse, and better utilisation of existing resources such as Oaklands, alongside increased investment in catchment infrastructure.

While cost was acknowledged as a factor, many viewed investment in green space and irrigation as justified by long-term environmental and liveability benefits.

Candidate Meetings

Candidate Meetings

Group Activity

The group discussed the upcoming election and recent legislative changes. In South Australia, council elections are held every four years, with the next scheduled for 11 November 2026. Recent changes require councils to host public candidate forums during the election period to support fairness and informed voting. However, councils may opt out through their caretaker policy if reasons are provided.

Participants were asked if they would attend a candidate forum if held and what the preferred format should look like.

Summary of feedback

Almost all participants indicated they would attend a candidate forum. There was discussion around meeting formats, with support for in-person, online, and hybrid options, noting that online participation can improve accessibility. For hybrid sessions, alternatives such as written or hard-copy questions were suggested.

Participants expressed a preference for ward-based forums, with some suggesting combining neighbouring wards and including mayoral candidates at each session. There were also differing views on whether meetings should be held locally within wards or at a central venue, highlighting the importance of spreading sessions across the area to maximise accessibility. Additionally, there was interest in holding regular public “town hall” style meetings.



Tell us what you think about Marion 100!

Forum feedback

Feedback on Marion 100

We asked you to provide feedback on Marion 100, including telling us about your experience, what you've enjoyed most and what could be improved. Feedback you provided is listed below, and appendix 2 contains photos of the post-it feedback from participants.

1. Tell us about your experience

- Great to have a say!
- Quick, useful session & opportunity to provide feedback to the council
- Enjoying, encouraging, interesting
- I felt there was one more discussion on topics, more focus, less debate (*approx.*)
- Share info – love it
- Opportunity to have my say
- Part of community
- Connect with others (*approx.*)
- Difficult with terminology
- Feel part of community and contributing to decision making (*approx.*)
- Food labels please
- Good to connect with others and get better understanding of how council works
- It's nice to see that our thoughts are heard
- Enjoy connecting with others
- Positive, look forward to seeing outcomes
- Great opportunity to be involved & meet others
- Learn what's happening in council area
- I like the community feel and interacting with others (*approx.*)
- Informed about community issues (*approx.*)
- Being part of decisions and planning of the community for each year
- These sessions are good, helps everyone know what the council does (*approx.*)
- I think this is very useful, I have met some wonderful people, good chance to connect with councillors (*approx.*)
- Good but challenging at times (*approx.*)
- Great
- Love it
- Informative
- Educational

Forum feedback

What have you enjoyed most?

- The food
- The councillors and staff
- Enjoyable, informative
- Meeting new people
- Connection with council
- Meeting people and chatting with others from the area
- Being part of the community and the project and hopefully seeing impact/change
- Good location
- Two-way communication
- Opportunity to provide expertise
- Easy to make choices, feedback and explanations
- Informative
- Getting out on a weeknight
- A chance to connect with community
- Having input that will be looked at
- Community participation
- Connecting with you all
- The collective of different viewpoints
- Being with others in the area, meeting councillors and community
- Participating
- Coordinated information collection and immediate feedback
- A chance to voice views and be heard
- People who live without conflict present (*low confidence wording*)
- Interesting perspectives (*interpreted from vertical note*)
- Learning more about council and how decisions are made (*moderate confidence*)
- Community-specific food/information/feedback (*partial/low confidence*)
- Good mix of people and ideas (*approximate wording*)
- Great experience

Forum feedback

What is one thing that could be improved?

- I like to notice rather than approach people
- Keep going with these events
- More time for less structured conversation (x2)
- More time and space to talk
- Allow people to speak / listen
- Opportunities to hear opinions (ditto x2)
- Allow the populous to speak (ditto x2)
- Programs more varied (*low confidence*)
- Activities to look less formal, more meaningful (ditto x2)
- Possibly have more time for discussion (*approx.*)
- Ask a question / who wants to be involved in decisions (e.g. subcommittees)
- Get more young people to come, more voice to our choices
- Have a councillor at each table to speak & answer questions
- More councillors meet people to help engage more people (*approx.*)
- Explain in the invitation what to expect
- Communications
- Follow up questions / responses – opportunity to provide feedback on previous sessions (*approx.*)
- Make use of suggestions to put on agenda from previous sessions (*approx.*)
- Doing an informal summary so everyone can see
- To see more councillors attending the Marion 100 forum
- If the food was better than the first meeting I would be cheerful
- Labelling of food is important
- Please improve catering / food
- Bring back council rubbish collection (weekly/fortnightly)
- People talking about their area (*low confidence*)
- A chance to meet others (*approx.*)
- Options (*unclear context*)

Appendices

Appendix 1: How did the missed bin collection affect you?

- 1 It smelled bad
- 2 Nuisance
- 3 Not much
- 4 Used my neighbour's bin
- 5 Not affected
- 6 Little to no impact.
- 7 Coming from a large household, this meant our bin was overflowing and made it difficult to dispose of rubbish.
- 8 Annoyance about untidy street
- 9 Numerous calls to follow up. Meat food had to go into red bin instead of green
- 10 I probably shouldn't admit to this but I noticed part way through the day and they do the other side of the road in the afternoon so I just put my bin on that side meaning I still had it picked up
- 11 Not affected as never been missed this year
- 12 Makes the. Street look less appealing
- 13 Irate neighbours
- 14 Over summer the increase smell is bad.
Bins on the footpath make accessibility difficult.
- 15 Terrible smell for pedestrians, stranger adding more rubbish
- 16 Disturbances to walking on foot path
- 17 Organic bin had meat scraps in it - it smelt out the bin as it sat in the sun for a week.
- 18 Is stressful specially when is full.
- 19 Small inconvenience as collected next day
- 20 Frustrated
- 21 It didn't affect me they collected next day. Depending on cost savings you mention with company. I'd tolerate it.
- 22 Recycle bin was full. Had to wait until next fortnight for collection.
- 23 In their haste to pick up the late bin, they often leave half of it on the road and footpath
- 24 Neighbours overflowing bin items scattered on path road and blows into our yard
- 25 We have the problem of rubbish fossickers who will throw your rubbish on the street if not collected, also it's annoying for access to the driveway
- 26 Didn't really affect us
- 27 Missed green bin. Had piles of garden waste against my house for 3 days waiting for missed bin to be emptied.
- 28 As a family of five, we generate LOTS of waste, so just generally a big nuisance if not collected, bin fills up pretty quick after that
- 29 Does not really effect us..they come quite quickly. Only 1 in 5 years did I have to call council. We live in plympton pk
- 30 The trees were happy
- 31 People walking past putting cans in our garden bin
- 32 When they do come and they leave the bins across the road like it's an obstacle course - there are no words for that

Appendix 2: Member feedback on the sessions

