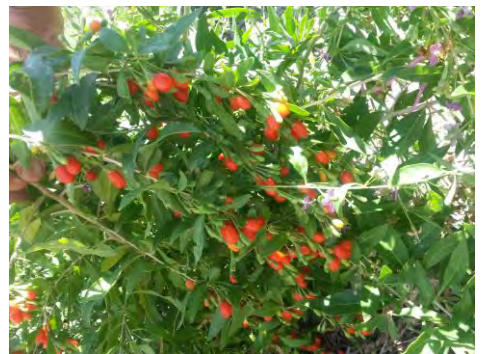




COMMUNITY GARDENS GUIDELINES



HOW TO CONTACT COUNCIL

If you would like to seek information and/or support from the City of Holdfast Bay, we encourage you to read these guidelines and then contact us to arrange an early discussion.

Council contact:

Active Communities Team

Ph: 8229 9999

Email: mail@holdfast.sa.gov.au

Acknowledgements

Images throughout the guidelines are courtesy of Green Gecko Studios

The City of Holdfast Bay gratefully acknowledges that this guidelines document draws heavily on the excellent City of Sydney *Community Gardens Policy, 2009* and the excellent work of members of the Australian City Farms & Community Gardens Network (ACFCGN).

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1. INTRODUCTION

The City of Holdfast Bay supports and encourages local groups involved with Community Gardening:

Providing opportunities for people to come together to grow fresh food and other plants, to learn, relax and make new friends.

Community Gardening is a valuable activity, contributing to the sustainability and well-being of the wider community and providing an extensive range of environmental, social, economic, recreational, health and educational benefits.

In 2016 there are more than 50 Community Gardens in South Australia with just over 45 of them located across the Adelaide metropolitan area. Each one is unique with its own special history, purpose and funding structure.

This document has been compiled to provide a brief introduction to Community Gardens and explains how the City of Holdfast Bay will support requests from local groups who are seeking to establish a Community Garden on Council owned or controlled land.

It is not intended to prescribe what your Community Garden should be, and neither does this Council intend to manage or own Community Gardens. Council instead supports and encourages community groups to develop their own gardens within the City. Please note that it is important for all groups setting up a Community Garden, to meet their obligations under relevant legislation, which can be used as a reference point when starting or operating a community garden. Relevant legislation is outlined under subheading 6. Council Expectations.

Want to know more about Community Gardens and how to seek Council support to establish one on Council land in the Holdfast Bay area?

Read on to find out:

- What Community Gardens can be
- What contributes to successful Community Gardens
- What to consider when developing a Community Garden
- Council's role and how it can support Community Garden groups
- How you can make it happen
- What Council expects from Community Garden groups seeking support
- How to contact Council.

2. WHAT IS A COMMUNITY GARDEN?

A Community Garden is a unique use of public open space, managed by the community primarily for producing food and contributing to the development of a sustainable urban environment. It is a place for learning and sharing about sustainable living practices whilst actively building community through shared activities, and contributing to improved health and well-being.

There are several different models of Community Gardens. The most common in Australia are:

- **Mixed gardens** are comprised of garden beds which are either shared or allocated to individual members. Gardens can be a mix of both shared beds and allocated beds.
- **Communal gardens** are gardens which are managed collectively. Some examples of communal gardens include veggie gardens and food forests which incorporate mixed layers of plants such as edible groundcovers, shrubs and trees.
- **Verge gardens** or nature strips can be developed into garden beds. These are considered a type of Community Garden when they are managed collectively by a group of local residents who jointly make decisions. If residents wish to develop their verge they must submit a Verge Development Application Form (link below) and receive approval from council before the verge is altered in any way. Please read the Verge Management Policy in the link below to find out if developing your verge is appropriate for you.

[Verge Management Policy](#)

[Verge Development Application](#)

- **School kitchen garden projects** that are defined as a Community Garden when local residents outside the school community can join in and manage the garden in partnership with the school. In this model, the garden may include individual plots for residents and communal garden beds that the school manages and uses for lessons on cooking, nutrition and the environment, or provides produce for the school canteen. Please note that school kitchen gardens are not always set up as public Community Gardens.

What can happen in Community Gardens?

- **Growing food, flowers and other plants** – Vegetables, herbs and fruits are the most common plants grown in productive gardens, however many other useful plants can also be grown. These can include native and flowering plants which help pollination by attracting birds and bees. Other types of useful plants include bamboo which can be grown and used for building material, and citronella which can be used to repel insects. In most cases organic methods which avoid the use of pesticides and man-made fertilizers are preferred.
- **Keeping animals** – Animals such as chickens and bees can be kept in gardens to help pollination, control pests, recycle organic waste, educate gardeners and provide fertilizer, eggs or honey. Keeping chickens does not require registration, however bee hives are required to be registered with the Department of Primary Industries and Regions of South Australia (link available below). Registering less than 5 bee hives is free of charge. Please talk to your neighbours about the most appropriate spot in your garden to put a bee hive. If a bee hive poses a risk to surrounding neighbours you may be forced to remove it from your

property. All animals must be cared for according to guidelines which are available on the City of Holdfast Bay website.

[PIRSA Bee Hive Registration Form](#)

- **Cooking and eating** - Community gardeners often share or donate their produce to other gardeners and groups for eating and cooking. This is a great way to make new friends and learn about different ways of growing and cooking food. If food is shared or donated please make sure it is thoroughly washed and that the food is free of fertilizers and pesticides. Fresh or prepared food which comes from community gardens that is to be sold must comply with the South Australian Food Act 2001.
- **Art, Celebrations and Socialising** – Community gardens are a great way to meet new people, form relationships and exchange knowledge and skills. Community gardens are often places where individuals or community groups such as schools can display local art and perform music, hold celebration events, farmers markets or garage sales.
- **Solitude and peace** – Gardens can include a secluded ‘quiet corner’ where gardeners and visitors can relax, read, meditate or just be by themselves in a peaceful, natural environment. Community gardens in urban areas often provide a calm, natural place away from the hustle and bustle of urban life.
- **Community education and inclusion**—Community gardens are places where people can learn about gardening and growing food. Gardens may offer educational courses and workshops to individuals, groups and schools which teach people skills such as cooking, gardening, conserving water, keeping animals, recycling and making compost. Shared gardens are also places where people of all ethnic backgrounds and abilities can come together in a safe, welcoming environment, helping people to become a valuable part of the community.



3. DEVELOPING A COMMUNITY GARDEN

It is a big commitment for a community group to set up a successful Community Garden but it is well worth the effort, with benefits for the individuals involved and for the wider community. Good preparation and planning, matched with energy, enthusiasm and commitment provide a solid foundation.

What do successful Community Gardens have in common?

- Common vision, agreed methodologies, simple rules, management plan
- Gardener commitment
- Willingness to work together, teach and learn from each other
- Gardening knowledge, training available for new gardeners
- Focus on social aspects
- Good communication (internal and external)
- Engaged with local businesses and community groups
- Shared responsibilities, participation in decision-making, democratic approach
- Strong community leadership, good management / governance processes (including grievance procedures)
- Funds available, reliable income stream through selling produce and holding workshops
- Secure and safe water and electricity supply
- Realistic financial planning
- Mix of age, culture, ability and skill levels (being inclusive)
- Suitable location
- Security of tenure, lease / licence
- Good garden design, good garden aesthetics
- Shelter, secure storage, meeting place under cover
- Positive relationships with neighbours.
- The ability to propagate plants from seeds and cuttings
- The ability to sell, swap, add value and distribute produce

There are many useful information sources available for people wanting to find out more about Community Gardening, including a selection of fact sheets offered by the [Australian City Farms & Community Gardens Network](#). Here you can find information such as

- A list of existing community gardens you can visit
- Suggestions for starting new community gardens
- Ideas for existing gardens
- Instructions for composting and worm farms
- Ideas for different types of garden beds
- Pest management, permaculture and crop rotation
- Ideas for creating sustainable homes

The *Reference* section of this document also includes several suggested resources.

4. COUNCIL'S ROLE AND SUPPORT

The City of Holdfast Bay supports a community development approach to Community Gardens. Gardening groups are expected and encouraged to manage the gardens themselves, with support from Council and other partnering organisations. Ideally gardens will be accessible and open to the public.

If you are considering asking Council for help to establish a garden on council land, we encourage you to contact us early, to establish good communications and to enable us to better understand and appreciate your group's requirements and how they might fit with what we can offer.

How can Council help?

The City of Holdfast Bay may provide **information and/or advice** to local Community Garden groups about:

- How to apply to use Council land for Community Gardens
- Community engagement processes that may be required as part of establishing a Community Garden on Council land
- How to apply for small amounts of Council grant funds - The City of Holdfast Bay may consider minor applications for funding from local Community Garden groups through Council's *Community Donations Scheme* and/or Council's *Green Living Grants* program
- Suggested locations for new gardens eg, history of the previous uses of the land, soil testing information
- Legislative and policy requirements eg, Local Government Act 1999, Community Land Management Plans, Food Act 2001 and associated Regulations, Development Plan etc
- Assistance with preparing external funding applications
- Water connection assistance
- Power connection assistance
- Site excavation information
- Establishing recycling, worm farms and composting facilities
- Mulch, soil and plants
- Recycled park benches
- Public signage
- Fencing
- Workshops and training run by relevant organisations
- Possible provision of online resources through the City of Holdfast Bay website
- Connections with other Community Gardens and gardeners to help build relationships and encourage sharing information and experiences
- Joining relevant local, state and national networks
- Promotion of Community Gardens through the City of Holdfast Bay website, publications and events.

Where Community Gardens are established on land owned or controlled by Council, they are strongly encouraged to be developed as examples of water efficiency and other sustainable practices. Ideally they are places where Council officers can arrange promotional and educational activities in collaboration with the Community Garden group.

The City of Holdfast Bay will consider applications from individuals wishing to use small portions of Council land (such as roadside verges) for Community Gardens. Each application will be considered on its merits on a case by case basis, and must comply with all relevant legislation and safety standards.

5. HOW YOU CAN MAKE IT HAPPEN

For community groups wishing to apply to use council land for a Community Garden we have designed the following process to help work through what can at times seem like a maze of paperwork and regulations.

1) Contact Council early.

Let us know your intentions, establish good communications and find out how Council may be able to assist. Council may also be able to put you into contact with other residents who have expressed a similar interest in developing a community garden in your area.

2) Establish a group, gauge community support and become incorporated

Establishing a group of committed, like-minded people is often the first step in creating a successful community garden. By holding regular meetings, forming a committee and setting goals, groups can increase their chances of establishing a new community garden. Doing letter-box drops, conducting surveys and talking to community members who live near potential sites for a new garden is also a good way to build your group and gauge community support for your project. Community garden groups will be required to become incorporated, or be prepared to become incorporated for insurance purposes, to be eligible for grants, and to be able to enter into a lease /licence agreement with Council.

Alternatively, groups can arrange for an already incorporated body, such as a non-government organisation, to auspice the garden group and ensure that it meets all legal, financial and insurance requirements eg, public liability and volunteer cover.

How to become incorporated?

Becoming incorporated gives community garden groups a clear and identifiable legal structure. Garden groups can apply to the South Australian Office of Consumer and Business Services via the link below to become an incorporated association. Becoming incorporated gives the group the ability to manage funds by enabling them to open a bank account, obtain public liability insurance cover and apply for government grants. To become incorporated your group will need to elect a public officer and establish a management committee who meet on a regular basis. This can be beneficial for the project as it maintains a structure that can address management issues. Having a committee also helps share the tasks of garden management and avoids excessive responsibility being placed on a few people.

For information on becoming incorporated please visit the [Consumer and Business Services Website](#).

3) Prepare a written proposal, including funding arrangements and a budget.

Attachment 1, *Checklist - Ideas to consider before starting a Community Garden*, is recommended as a guide/tool for clarifying the group's ideas and preparing a written proposal.

Your proposal might contain the following elements that can also form the basis of future submissions, eg if you proceed with a formal application for Council assistance and/or apply to other grant / funding bodies:

- Description of your group
- Skills and competencies of your members and their commitment to the project
- Aims and objectives of your group
- Your group’s actual or proposed legal structure (eg. incorporated association)
- Your project plan, including what your group wants on site, activities that will happen there, design sketches if you have a site in mind, how the garden will be managed, how community members will be engaged
- Evidence of community need and desire for a community garden
- Perceived benefits of your proposed community garden
- Characteristics and size of the land needed and any sites you have in mind
- Case studies and photos of other community gardens
- Budget estimate and potential sources of funding
- Your group’s links with other community organisations
- Your group’s identification and assessment of risks, and how you will manage them
- Links to Council and/or other potential supporters’ policies or programs
- Clear statement of what you are seeking from Council and/or other supporters (depending on your group – this could include: access to land, funding to cover start-up costs, technical advice/ support)
- Any pre-existing policies and management plans which are already being used by other community gardens which might be suitable for your prospective new garden

Funding is critical for the long-term success of any Community Garden project. Community Gardens should be planned with the goal of achieving long term financial sustainability so that they are not dependent on uncertain sources of funding such as grants or sponsorship from partnering organisations. **Your written proposal should include a preliminary financial plan identifying anticipated start-up costs, income and on-going expenditure.**

Community Gardens can start operating with as little as \$500 or as much as \$150,000. It really does depend on the combination of factors that make up your garden project: site, style, buildings, donations (design advice, tools, plants) etc. The following lists provide a useful starting point to create a budget for your garden. You can then work out:

- What does your garden really need?
- How much does it cost?
- Do you need to pay for each item?
- What resources and services can be obtained for free, recycled or second hand?

<p>DESIGN AND CONSTRUCTION COSTS</p> <ul style="list-style-type: none"> • Accessible paths • Secure animal enclosures 	<ul style="list-style-type: none"> • Soil testing • Toilet facilities • Waste management systems e.g.
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<ul style="list-style-type: none"> • Animals e.g. chickens, bees, ducks • Connecting to services such as electricity, mains water • Construction labour • Energy generation infrastructure e.g. solar panels, windmill • Fencing, security • Food preparation area / BBQ • Fruit trees • Garden artwork, sensory garden elements • Garden beds, including raised beds for accessibility • Garden signage e.g. entry sign, educational signs within garden • Garden tools • Lockable shed for storing tools, etc. • Notice board • Nursery for plant propagation • Play area for children e.g. sandpit, climbing frames • Professional expertise e.g. garden design, community consultation • Rainwater tank / bore water connection • Reticulation / irrigation system • Seating / tables • Seeds, seedlings • Shelter / covered areas • Sink for washing produce and hand washing • Site works • Soil / soil conditioners • Weighing scales and record keeping facilities 	<p>composting areas, worm farms</p> <p>OTHER SET-UP COSTS</p> <ul style="list-style-type: none"> • Advertising / promotion • Fees to become an incorporated entity • Insurance • Logo design • Web site design and hosting • Office stationary supplies <p>MAINTENANCE COSTS</p> <ul style="list-style-type: none"> • Administration e.g. postage, PO box rental • Animal feed and associated costs e.g. vet bills • Communication and promotion e.g. web site hosting • Electricity use • Financial administration e.g. financial management software, independent auditing • Garden equipment and supplies e.g. wheelbarrows, stakes, propagating equipment, plant ties. • Infrastructure maintenance e.g. paths, reticulation, plots, sheds • Insurance e.g. public liability, volunteers • Rent / lease fees • Replacement of plants, equipment , or infrastructure damaged e.g. by vandals or storms • Seeds and seedlings • Soil conditioners and mulch • Water use
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4) Make an appointment with Council to clarify any issues

At this stage it is important to discuss your preliminary proposal with Council officers to clarify issues, consolidate your proposal, and decide whether your Community Garden group is ready to progress to requesting a specific piece of Council land. If so, then Council officers will assist your group to assess potential location/s using the following criteria.

5) Assess potential locations using the following site selection criteria:

**Site Selection Criteria for New Community Gardens on
Council Owned / Controlled Land**

- 1) **Location:** Sites classified as Community Land under the South Australian Local Government Act 1999 may be appropriate. These sites are usually established for community use such as park lands, open spaces and community centres that have outside areas. Priority will be given to sites located near community centres or community organisations that might be able to support or partner the project.
- 2) **Multiple uses:** Sites should be located where a Community Garden can be integrated without conflicting adversely with other land uses and where the Community Garden can still be used by non-gardeners for passive recreation and educational workshops.
- 3) **Safety:** Sites should have no major safety or health concerns and have good passive surveillance (eg, can be easily seen from nearby houses or shopping areas). Vegetation may not be planted where it may grow to a height which reduces driver visibility (eg, on corners, near intersections etc)
- 4) **Accessibility:** Sites should be accessible for a range of user groups. Consider closeness to public transport, access for people with disabilities, vehicle access (eg, for delivery of mulch and soil) and visitors.
- 5) **Solar access:** Sites need to be suitable for growing vegetables and receive full sunlight - ideally for at least 5 -6 hours per day, preferably more.
- 6) **Size:** Sites need to be large enough to accommodate your requirements such as garden beds, composting systems, rainwater tanks, seating areas, shelter for gardeners and for community workshops and demonstrations.
- 7) **Water:** Sites must have easy access to water or buildings nearby from which rainwater can be collected.
- 8) **Other services:** sites should have accessible toilets close by and access to a power supply.
- 9) **Soil contamination:** Sites may need to be checked for soil contamination. If high levels are present then advice will need to be sought from experts on whether it is suitable for growing food.
- 10) **Community support:** Where possible, preference will be given to sites when a community group is able to provide evidence that their proposal for a Community Garden is supported by the local community.

Note: It may not always be possible to find a site that meets all of the above criteria. Council will prioritise sites that can meet as many of the requirements as possible.

6) Make another appointment with Council

Following site assessment/s, make another appointment with Council officers to discuss your proposal and identify any possible issues. Before proceeding further your group needs to ensure compliance with all relevant council and legislative requirements (eg, matters arising from: the Local Government Act 1999, Community Land Management Plans, Native Title and/or Aboriginal Heritage matters, the Development Plan, Council policies and guidelines and other related plans and studies).

Note: this may include discussing requirements for community consultation.

7) Complete a written application to the City of Holdfast Bay

Once you have addressed the issues discussed with Council officers above, please complete and submit the City of Holdfast Bay's Community Gardens' application form.

8) If requested, meet with Council officers again

You may need further contact with Council officers to discuss and resolve matters arising from your Application to use Council land.

9) Receive written confirmation of the outcomes of your application

Once Council's designated assessment team has made a decision, your group will receive written confirmation of the outcomes. If you have been unsuccessful, your written confirmation will explain the reasons why, and the next steps that you may wish to consider.

10) If successful, proceed with the next stages as outlined below.

If successful, any changes to your proposal for using the Council land will need to be agreed in writing between your group and Council as you proceed through the next stages.

11) Participate in community consultation

If community consultation is required, Council officers will facilitate the process.

12) Obtain all necessary approvals

If your proposal includes any items that require approval by a designated authority, then your group is responsible to ensure that they meet those requirements.

13) Ensure that all appropriate insurances and Occupational Health Safety and Welfare and other relevant procedures are in place

Council will only enter into a formal lease /licence agreement to use Council land for a Community Garden, with a community group that can provide evidence that all appropriate insurances and safety procedures are in place. Many of these procedures are already available through the policies and management plans of existing community gardens.

14) Determine current capacity

At this point it is timely to check whether your group has current capacity to:

- Finalise design sketches
- Project manage the actual development of the garden
- Obtain materials and equipment
- Prepare the site
- Construct initial garden beds and paths
- Manage and maintain the garden

15) Identify and obtain any additional support and resources

Your group needs to ensure that it has what it needs to progress, possibly including agreements with other supporting organisations. Engaging with local businesses such as landscapers, builders and nurseries is a great way to obtain second hand and recycled building and propagation materials. Contacting local cafes, restaurants and canteens is a good way to obtain organic material which can be used for composting. Local hospitality businesses may also indicate interest in purchasing your produce once your garden is up and running. Engaging with local schools, retirement homes and community groups is also a great way to find people who may want to help in the initial building stages of your garden. Networking with local schools, businesses and community groups can also help build your membership base and secure financial backing and support for your garden.

16) Negotiate and sign lease/licence agreement

Once your group is ready to proceed, it will be time to negotiate the formal lease / licence agreement for the use of Council land.

17) Ensure funding arrangements

Ensure funding arrangements are in place including:

- **Income secured** e.g., membership fees, donations, grants, sponsorships
- **Detailed budget prepared** (income and expenditure).

18) If necessary, apply for more funds or find more support and resources prior to commencement.

19) Commence.



COUNCIL EXPECTATIONS

Community Gardens on Council owned or controlled land are to be managed and implemented by the community, and garden groups should ensure that the needs of all stakeholders are taken into account.

Responsibilities of Community Gardeners

Community Gardeners are responsible for maintaining the garden so that the health and safety of themselves, any visitors and the surrounding community, are not adversely impacted. In particular, gardeners are responsible for ensuring that:

- They follow the group's safe work practices and procedures.
- They cooperate and manage effective relationships with the surrounding neighbourhood, partnering organisations and other gardeners.
- They do not discriminate against one another on the grounds of disability, race, culture or sexuality.
- They regularly communicate with the City and/or other landowners and stakeholders.
- Decision making is democratic, transparent and inclusive.
- Any water leaving the garden is not contaminated by chemicals, sediment, fertiliser, manure or excessive organic matter that might pollute waterways.
- Noise levels within the garden are maintained at a level that is not disturbing to neighbours.
- Compost, worm farming systems, animals (eg chickens) and fertilisers are maintained so as not to attract vermin or produce unpleasant odours.
- Rainwater harvesting systems are maintained to ensure water is of a high quality.
- Lawn areas are regularly mowed and garden beds kept tidy.
- Avoid planting weedy species and try not to let self-seeding plants escape the garden and end up in waterways or in natural areas.
- Provide a safe environment free of tripping hazards or other dangers for all gardeners and visitors.
- Any materials delivered to or stored at the garden are maintained so as not to create an unpleasant environment for other residents in the community.
- Visitors of all abilities are welcomed to the garden, and members of the public can access the community garden during daylight hours.

In order to ensure that they meet their legal obligations relating to health and safety matters, Community Gardeners must acquaint themselves with relevant acts and regulations. The following is offered as a guide only:

- Occupational Health Safety & Welfare (OHSW) Act 1986
- OHSW Regulations 2010
- Codes of practice (including, Manual handling)
- Australian Standards (including, Risk management)
- Food Act 2001 and associated Regulations
- Environment Protection Act 1993
- Environment Protection Regulations 2009
- Dangerous goods and hazardous substances legislation

E.g. If Community Gardeners are planning to offer their produce for other people's consumption, they must comply with requirements under the Food Act 2001 and information is available from Council's Environmental Health Officers.

Community Gardeners are responsible for ensuring that they have sufficient funds to meet all of their financial obligations, including ongoing costs such as: water, power, insurance premiums and general maintenance of the site.

When a community group enters into a legal agreement with council, such as a lease or licence agreement, it is obliged to meet the conditions specified within that agreement.

Rights of Community Gardeners

Community Gardeners have the right to:

- Develop their own internal policies, organisational procedures and plan of management providing these do not contravene any agreement entered into with council
- Be consulted with regard to any decision that may affect the project and to be advised by the Council in a timely manner of any policy changes that impact them
- Be treated with respect by other gardeners, local residents and partnering organisations and
- Negotiate a secure and reasonable agreement with the Council.

Conflict Resolution and Complaints Procedure

Community Gardens should aim to promote an environment that is tolerant and caring. However, it is inevitable that conflicts sometimes arise, either within the garden group or with external stakeholders such as local residents or the City. The City recommends that Community Gardeners develop a management plan which includes a gardener's agreement that all members agree to follow. An agreement should provide information on the expectations of behaviour on site, the management of shared garden areas and plots, and a conflict resolution process. Pre-existing conflict resolution procedures are available through the publications of existing community gardens and can be altered and tailored to suit your garden and its members.

Insurance and Risk Management

It is essential that garden groups be aware of the risks associated with undertaking a publicly accessible community garden project. Each garden group has a duty of care to the community who access the garden areas.

To ensure adequate coverage, a minimum of \$20,000,000 of public liability insurance policy is required to be taken out. The City recognises that public liability insurance has an associated cost, and may not be easily accessible to small community groups.

Options for obtaining insurance cover include the following:

- The group can become an incorporated association under the *South Australian Associations Incorporations Act 1985* and manage their own insurance
- The group may be auspiced by another organisation or agency, such as a neighbourhood centre, and arrange to be a project of that organisation and be covered by their insurance
- A group of Community Gardens with similar objectives might obtain insurance together
- The group could consider seeking insurance information from [Local Community Insurance Services](#), or [Natural Resource Management](#).

6. REFERENCES

- [Australian City Farms & Community Gardens Network](#) (ACF&CGN)
- City of Burnside, *Community Gardens Policy Directions*, 2016
- City of Sydney, *Community Gardens Policy*, 2015
- Claire Nettle (2010) *Growing Community: Starting and nurturing community gardens*, Adelaide: Health SA, Government of South Australia and Community and Neighbourhood Houses and Centres Association Inc.
- Goodall, A. (2010). *Funding Your Community Garden*. Perth: Growing Communities WA.
- Thomas, F (2008) *Getting Started in community gardening*, City of Sydney, Sydney
- Community Centres SA- [Community Gardens](#)
- [Grant Guru Community](#)
- Botanic Gardens of SA- [Kitchen Gardens](#)
- [The South Australian Office of Consumer and Business Services](#)

