



# City of Charles Sturt.

## 2019 Community Survey Report.







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# Executive Summary.



# The 2019 Community Survey.

The City of Charles Sturt conducts an annual survey of residents to understand community attitudes, perceptions and satisfaction with various Council facilities and services. The survey is conducted through a combination of Computer Assisted Telephone Interviewing (CATI) and an online survey distributed to members of the City of Charles Sturt E-Panel. In 2019, the survey was conducted in March and collected information from 600 people via CATI and 210 via the E-Panel.

In 2019, overall satisfaction with Council's performance remained high at 66% (down 2% since 2018), with high levels of satisfaction found for council halls and town halls (96%), libraries (94%), Public and open spaces (84%) and parks reserves and playing fields (83%).

The greatest improvements seen in 2019 were for satisfaction in Council's shared use walking and cycling paths increasing by 8% (to 71%), and both sporting clubs and council or town halls, both of which increased by 6% (to 88% and 96% respectively) .

Overall, 90% of people believe that the City of Charles Sturt is a great place to live (a 6% increase), and they enjoy living in the area because it is generally a good area to live, its close to facilities, open spaces and the beach.

The results in 2019 provide Council with an understanding of where improvements have been made since 2017 and 2018, and identify opportunities to focus on in the future. This report presents the detailed results of the 2019 Community Survey.



# Introduction.



# Background.

The City of Charles Sturt is a vibrant and thriving Local Government Authority that celebrates culture, diversity and ideas. Stretching from the City to the sea, the City strives towards being an innovative and future focussed Council.

Committed to responding to and providing for the needs of a changing community, Council developed their Community and Corporate Plan documents in 2016, to set the strategic direction for the next 4 years. These plans are centred around the following five themes:

Our Community – A strong and connected community

Our Liveability – A liveable City of great places

Our Environment – An environmentally responsible and sustainable City

Our Economy – An economically thriving City

Our Leadership – A leading and transformational Local Government organisation

Under each theme sit a range of indicators to measure Council's progress against each. Many of these indicators are measured and tracked through Council's standard operating processes. Others however rely on the thoughts, perceptions and satisfaction levels of the community.





# Objectives.

To add this perspective to the existing indicators, a Community Survey was developed and conducted in 2017 and repeated in 2018 and again in 2019. This report details the findings from the 2019 while making comparisons back to previous data.

The survey has been designed to track perceptions, satisfaction and other metrics over time. The key lines of enquiry include:

- Usage of, satisfaction with and importance of various Council facilities and services;
- Extent to which the community feels connected and supported;
- Usage of, satisfaction with and importance of Council assets and public spaces;
- Perceptions of Council's performance in environmental factors and sustainability; and
- Satisfaction with Councils overall performance and rates.





# Methodology.





# Methodology.

To meet the objectives of the research and gain a clear and representative picture of community satisfaction, a 10 minute telephone survey was conducted in March 2019 with 600 residents of the City of Charles Sturt.

We designed the sampling frame so that it was representative of the City of Charles Sturt Community in terms of age, gender and ward.

Telephone interviewing was conducted by ISO20252 accredited telephone research interviewers and residents were reassured that the research was in compliance with the Privacy Act. A contact at Colmar Brunton, and a contact at Council was provided should residents have any concerns regarding the validity of the research.

In addition to the telephone survey, we provided the City of Charles Sturt with a link to an online version of the survey that was distributed to the City of Charles Sturt E-Panel.

The total sample sizes were as follows:

- Telephone sample n=600
- E-Panel sample n=210

This report presents the findings from this research.





Detailed  
results.



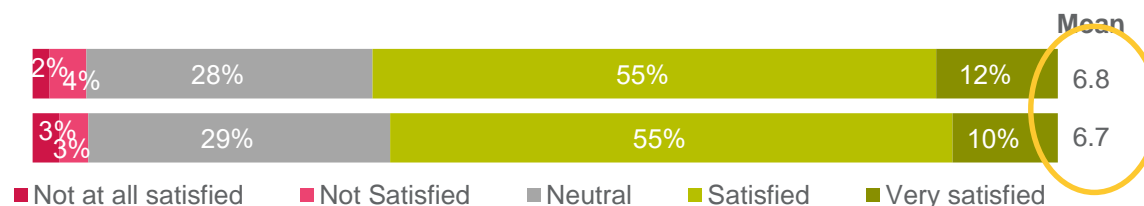
Interpreting  
this report.



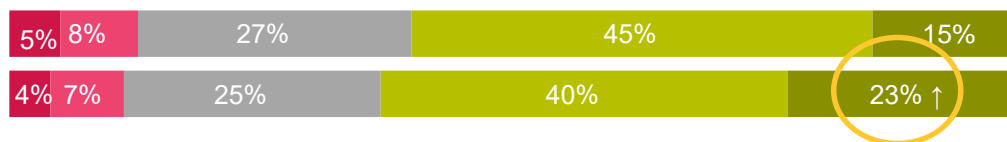
# Understanding terminology and chart features.

Throughout this report, the survey results are presented at an overall level for the computer assisted Telephone Interview (CATI) respondents and Council's E-panel respondents. This is followed by a CATI comparison to historical data where possible. Sub-group analyses, namely, ward, gender and age have been shown in a table on the following page.

For questions involving scales, mean scores have been used to compare between sub-groups (an example of a mean score is shown below). A mean score is the average rating that any particular group gave for that measure. All scales throughout the report use an 11 point scale, from 0 up to 10 and scores are grouped into categories, e.g. 0-1 Not at all satisfied, 2-3 Not satisfied, 4-6 Neutral, 7-8 Satisfied and 9-10 Very satisfied.



Significance testing has been conducted for the year on year comparison as well as between sub-groups of interest. Tests have been undertaken at a 95% confidence level. If there is a statistically significant difference, we can be confident that this difference has not occurred by chance, rather that it reflects a genuine difference among that group compared with the wider population. Significance testing does not inform the reader as to the degree of a difference. We take an exception rule to reporting on significant differences – that means we only show a difference where it is significant and where a difference is not indicated, it doesn't exist. Where a significant difference has been found, it has been indicated by an arrow. Arrows for year on year comparisons represent a significant difference to the previous year.



As CATI respondents were sampled according to strict age, gender and location quotas, this data is representative and is not encumbered with the self-selection bias. For this reason, we have presented the E-Panel data separately, so as not to skew the representative data.

# Understanding terminology and chart features (continued).

## National Benchmarks:

A national benchmark has been provided for key measures in this report. This has been drawn from averaging data publically available from the websites from other Councils across Australia. It is only available for some questions as each Council may ask similar questions in a different way, or different questions altogether. Approximately 10 Councils are included in these National Benchmarks, therefore it does not represent all Councils.

## Charts and rounding:

When looking at the charts throughout this report, for single response questions, percentages (%) may add up to between 99% and 101%. This is due to rounding. An example of this can be seen below, where the top row equals 100%, and the bottom row equals 99%. This is due to rounding.



## Sample size for each question:

The starting sample size for the CATI sample was 600 and for the E-Panel it was 210. In some charts, the sample size will be lower than this. This will be for one of two reasons. Firstly, it could be because this question is only asked of people who responded in a particular way at the previous question. Secondly, it could be because people responded with “don’t know”, and have been excluded from the data at that particular question.



Community  
facilities.



# Community facilities.

*We asked...*  
*How important are our facilities?*  
*Do you use them?*  
*How satisfied are you with them?*

Council's community facilities remain important to the City of Charles Sturt community. Libraries were seen as the most important, rated as either important or very important by 80% of the community.

Usage of facilities remained consistent with 2018 findings. Usage was highest for libraries with 40% of community members using one in the previous month. Satisfaction amongst those using these facilities remains high with small (non significant) increases from 2018. All four facility types tested achieved above satisfaction scores of above 85% satisfaction.

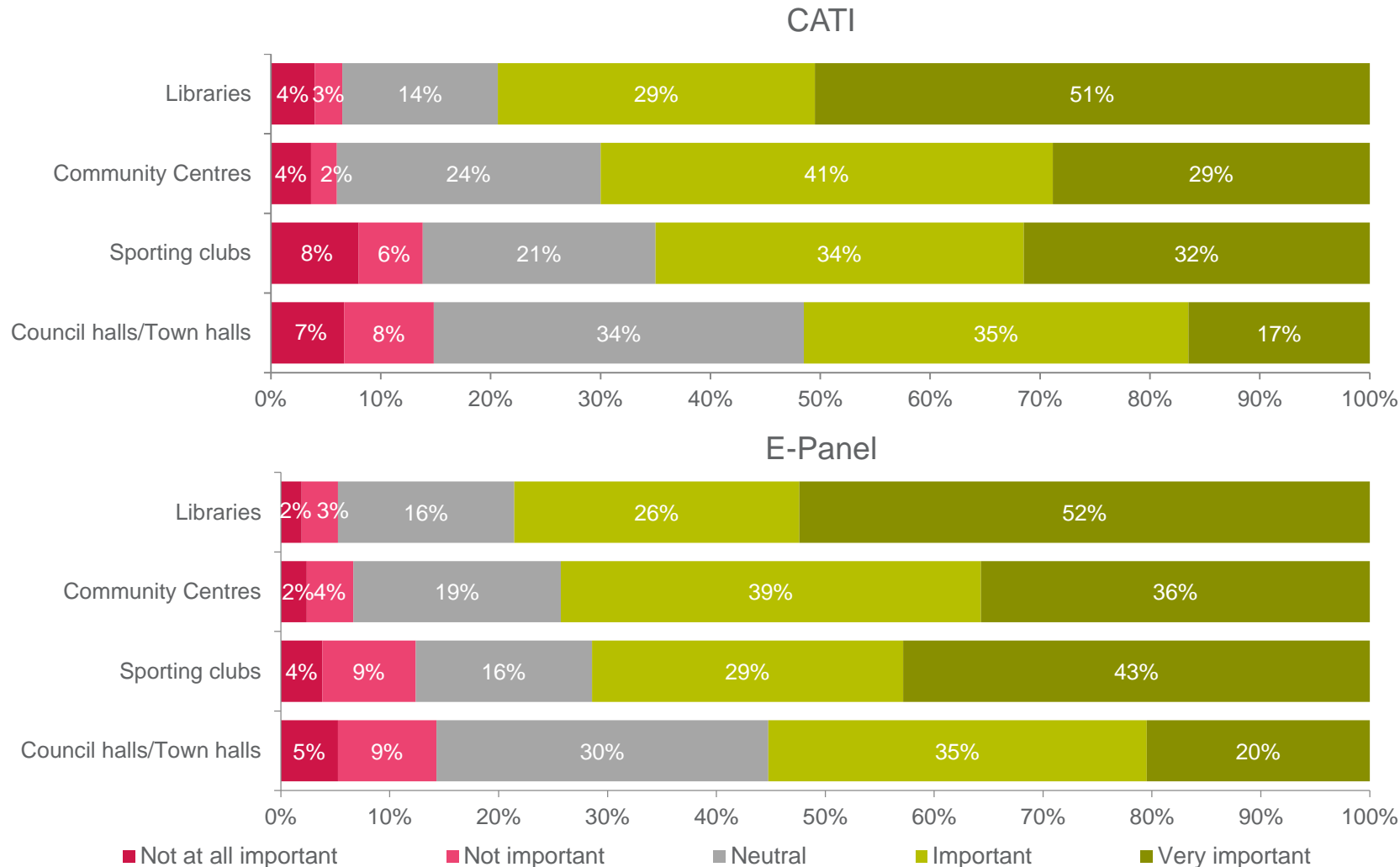
	Importance	Usage	Satisfaction (2019)	Change in satisfaction (since 2018)
<b>Libraries</b>	80%	40%	94%	1% increase
<b>Community Centres</b>	70%	12%	86%	1% increase
<b>Sporting clubs</b>	66%	20%	88%	6% increase
<b>Council/ Town halls</b>	52%	5%	96%	6% increase





# Importance of facilities.

On a scale of 0 to 10, how important to you is the provision of?



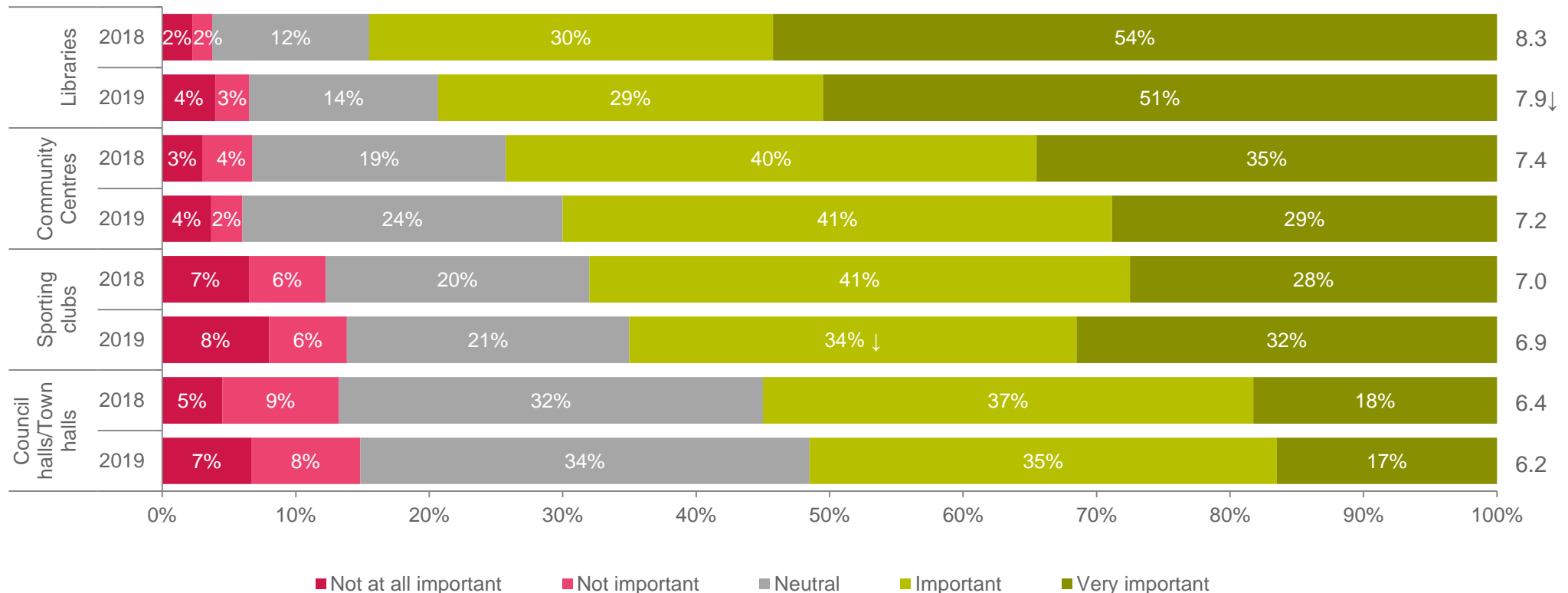
Among both the representative CATI sample, and the sample of E-Panel respondents, Community facilities were found to be important. 80% of CATI respondents rated Libraries important, and high levels of importance were also found for Community Centres (70%), Sporting Clubs (66%) and Council halls/Town halls was slightly lower in terms of importance at 52%.



# Importance of facilities.

On a scale of 0 to 10, how important to you is the provision of?

A year on year comparison shows the importance ratings of libraries has decreased since 2018 (from an average of 8.3 to 7.9). Aside from this there have been no other significant differences, however importance ratings for all other facilities have decreased slightly.







By sub-  
groups

# Importance of facilities.

On a scale of 0 to 10, how important to you is the provision of?

Average	Ward									Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	600	77	71	70	73	82	64	75	88	287	313	180	238	182
Libraries	7.9	8.0	7.8	8.1	8.3	7.8	7.3	8.2	7.9	7.6	8.2	7.8	8.1	7.9
Community Centres	7.2	7.2	7.6	7.3	7.3	7.0	6.6	7.5	7.3	7.0	7.4	7.1	7.4	7.1
Sporting clubs	6.9	6.8	6.3	6.6	7.5	6.7	6.7	7.2	7.0	7.2	6.5	6.7	7.2	6.6
Council halls/Town halls	6.2	6.1	6.3	6.0	6.4	5.8	5.8	6.7	6.3	6.1	6.2	5.9	6.5	6.1

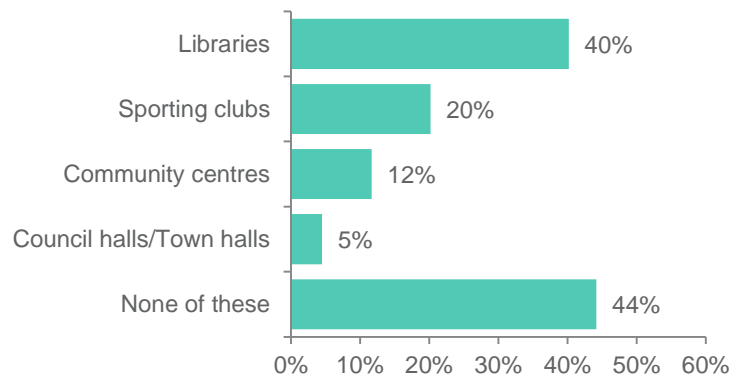
When looking at the importance of community facilities across the different demographics of people who live in the City of Charles Sturt, there are no differences by ward, gender or age.



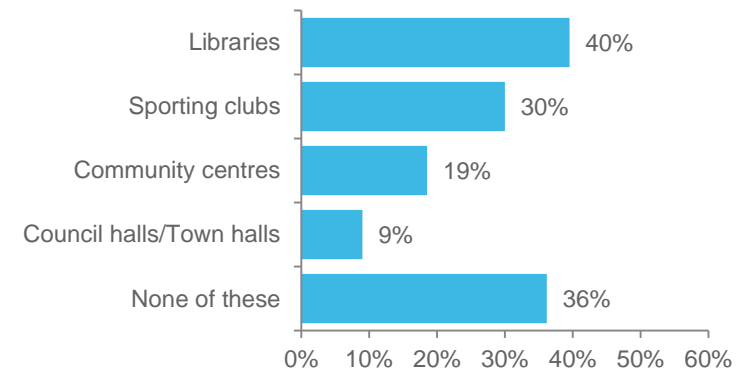
# Facility use.

In the last month, have you used any of Council's community facilities, such as....

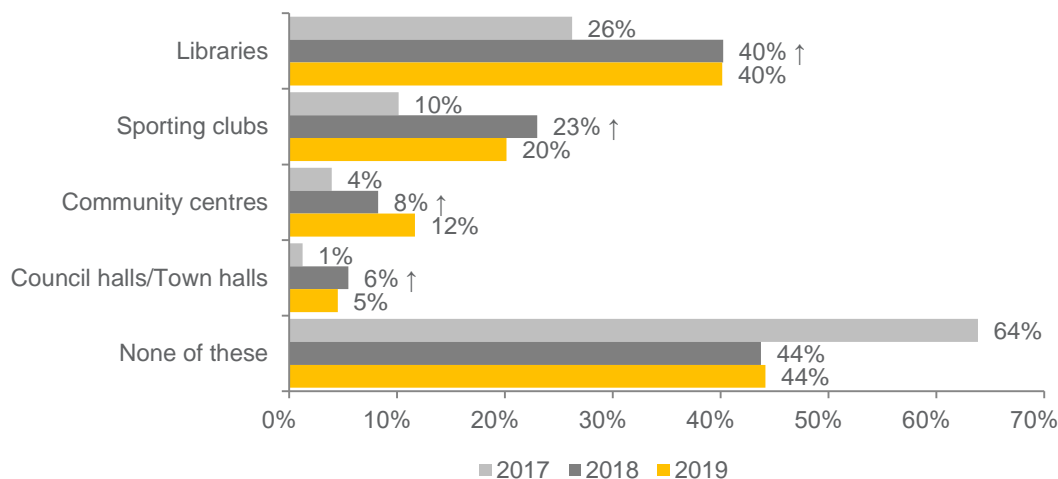
CATI



E-Panel



By Year



A total of 44% of the CATI community mentioned not accessing any of the facilities tested in the previous month. 40% mentioned using Libraries, 20% used sporting clubs, 12% used community centres and just 5% used Council halls/Town halls. The E-Panel results were quite similar with a slightly higher usage across the facilities.

Compared to 2018, facility usage has remained consistent.



By sub-  
groups

# Facility use.

In the last month, have you used any of Council's community facilities, such as....

Column %	Ward									Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	600	77	71	70	73	82	64	75	88	287	313	180	238	182
Libraries	40%	36%	48%	36%	36%	45%	34%	48%	38%	34% ↓	46% ↑	38%	42%	40%
Sporting clubs	20%	16%	10%	9%	26%	18%	31%	27%	25%	23%	17%	24%	26% ↑	8% ↓
Community centres	12%	5%	8%	11%	7%	12%	11%	16%	20%	9%	14%	13%	12%	10%
Council halls/Town halls	5%	1%	6%	1%	5%	2%	3%	11%	6%	5%	4%	4%	6%	3%
None of these	44%	55%	45%	54%	41%	44%	47%	32%	38%	49%	40%	42%	41%	50%

While no significant differences emerged by ward, library usage is highest amongst Findon and West Woodville wards (48% for both) and sporting club usage is highest for those from Semaphore Park ward (31%).

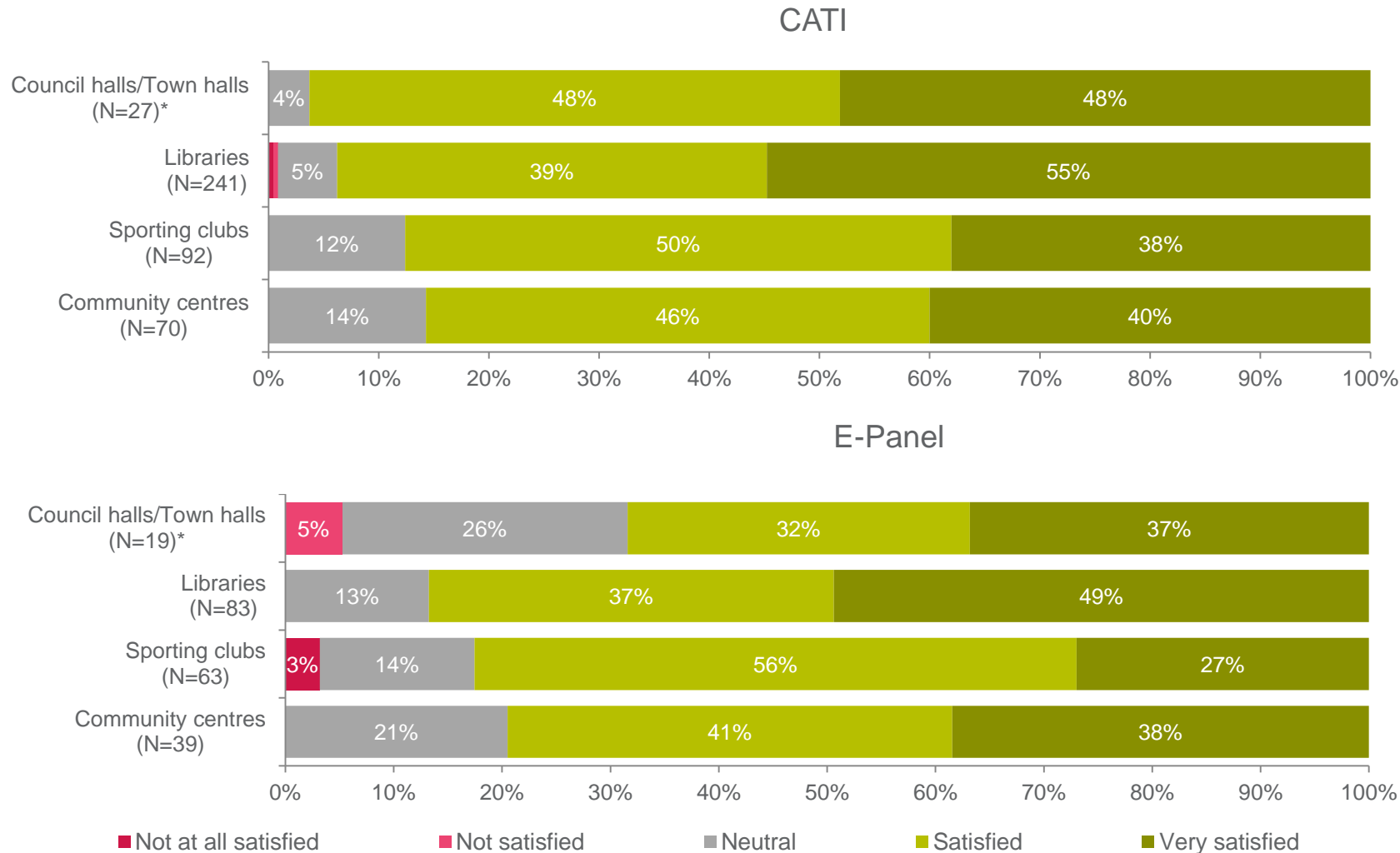
Females were more likely to use libraries (46%), compared to males (34%) and those aged 60+ were less likely to use sporting clubs (8%).





# User satisfaction.

How satisfied are you with Council's community facilities?



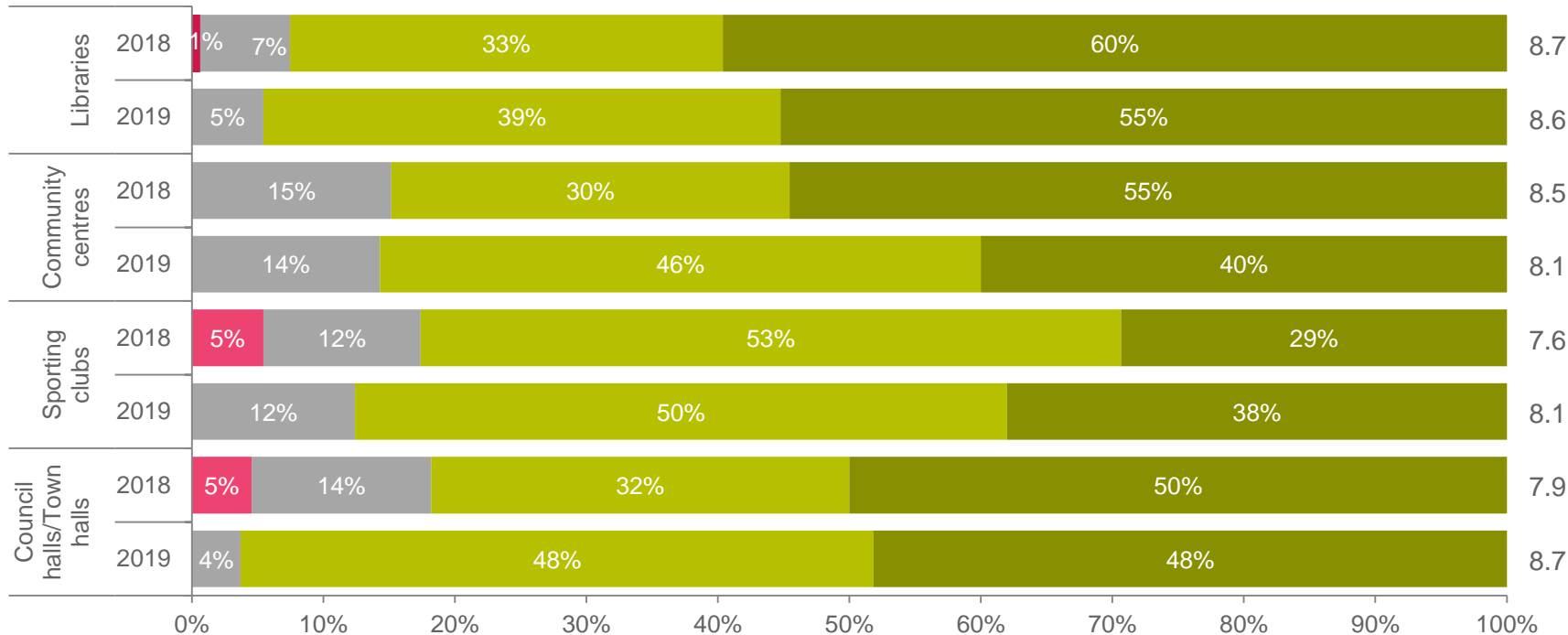
Satisfaction with community facilities was high among both the CATI and E-Panel sample, with council halls/town halls the highest amongst the CATI community (96%) and libraries highest amongst the E-Panel (86%). However, it is important to note the small sample size for the council halls/town halls measures due to low usage.

The other facility types also had high levels of satisfaction amongst the CATI community with libraries at 94%, sporting clubs at 88% and community centres at 86%.



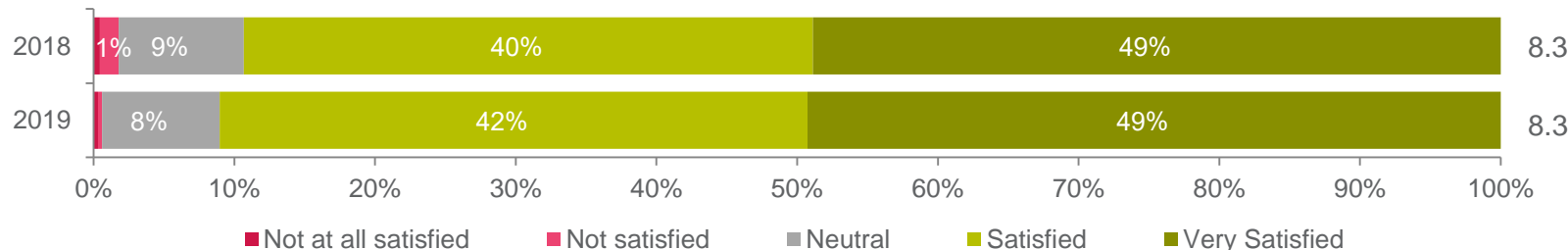
# User satisfaction.

How satisfied are you with Council's community facilities?



While Satisfaction with Council's community facilities has remained statistically consistent with 2018 findings, there have been slight improvements for all facilities leading to a non significant increase in overall satisfaction with Council's community facilities of 2% (from 89% in 2018 to 91% in 2019).

Overall satisfaction with Council's community facilities\*



■ Not at all satisfied ■ Not satisfied ■ Neutral ■ Satisfied ■ Very Satisfied



By sub-  
groups

# User satisfaction.

How satisfied are you with Council's community facilities?

Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	241	28	34	25	26	37	22	36	33	97	144	69	100	72
Libraries	8.6	8.6	8.8	8.5	9.0	8.2	8.5	8.3	8.8	8.6	8.6	8.1	8.6	8.9 ↑
N=	70	4	6	8	5	10	7	12	18	27	43	24	28	18
Community centres	8.1	7.3	7.7	8.1	7.6	8.1	8.6	8.8	8.1	7.5	8.6	7.5	8.3	8.7
N=	121	12	7	6	19	15	20	20	22	67	54	44	63	14
Sporting clubs	8.1	8.2	7.1	8.3	7.9	8.3	7.8	8.5	8.3	8.1	8.1	8.0	8.1	8.6
N=	27	1	4	1	4	2	2	8	5	14	13	8	14	5
Council Halls	8.7	8.0	7.8	9.0	9.3	9.0	9.0	8.5	9.2	8.5	8.9	8.3	8.9	9.0
N=	335	35	39	32	43	46	34	51	55	147	188	104	140	91
Overall satisfaction with Council's community facilities	8.3	8.4	8.4	8.5	8.4	8.2	8.1	8.2	8.5	8.2	8.4	8.0	8.2	8.8 ↑

Satisfaction with libraries is higher amongst those aged 60 or older (an average of 8.9). Similarly, those over 60 were more likely have a higher level of overall satisfaction with community facilities (8.8).

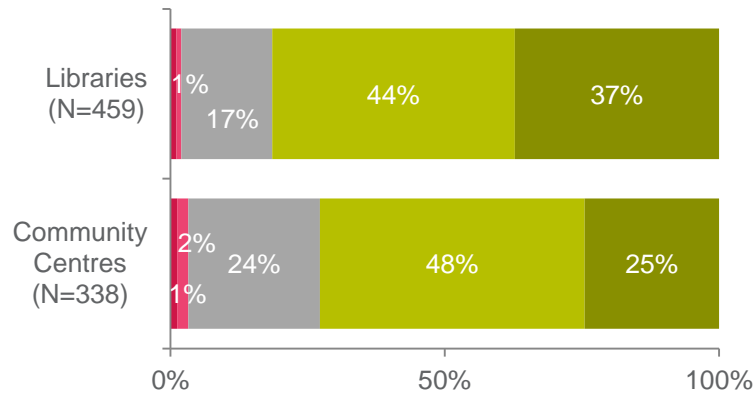
Care should be taken when interpreting these results as some sample sizes are very low.



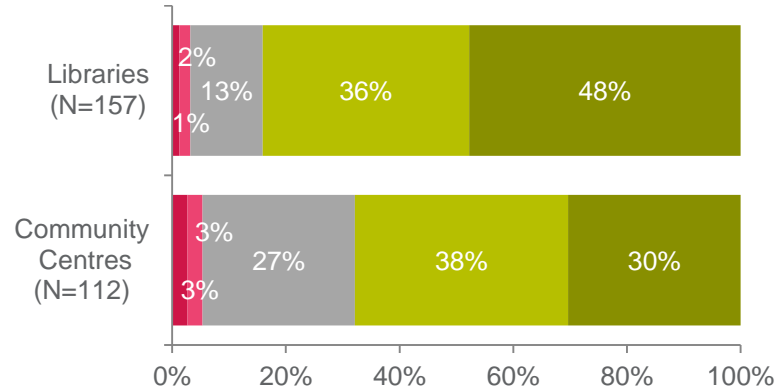
# Programs and services.

Thinking about the services and/or programs provided, how satisfied are you with...?

CATI



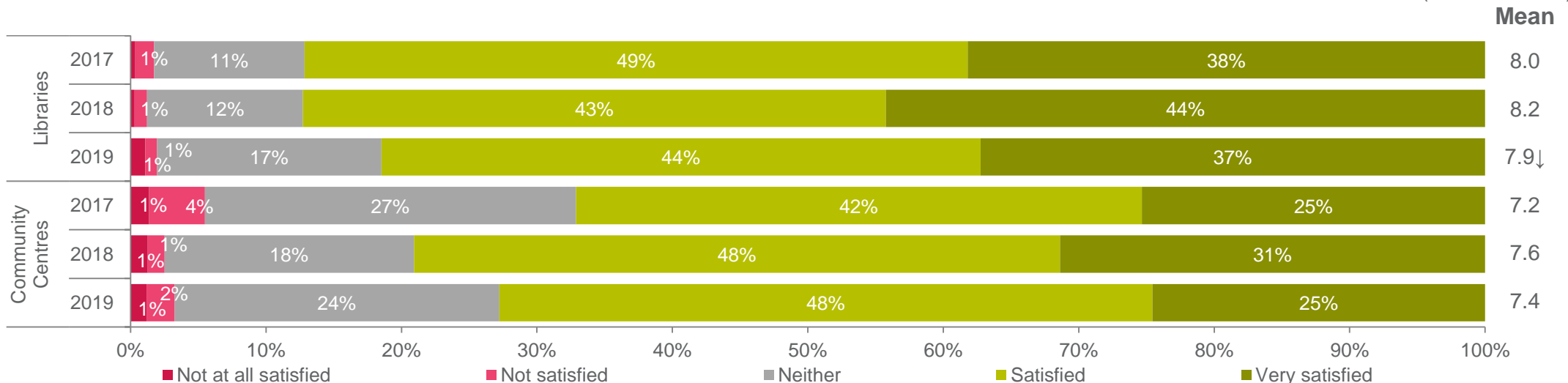
E-Panel



When asked of all community members (including non-users) Satisfaction with the programs and services delivered out of libraries scored highly amongst both the CATI sample (81%) and the E-Panel sample (84%).

The same was found for satisfaction with programs and services run from community centres, with satisfaction at 73% amongst the CATI sample and 68% amongst the E-Panel sample.

The Year on year comparison shows that the satisfaction for libraries amongst all community members has decreased from 2018 (from 7.6 to 7.4).







By sub-  
groups

# Programs and services.

Thinking about the services and/or programs provided, how satisfied are you with...?

Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	459	59	55	54	53	61	45	63	69	215	244	132	188	139
Libraries	7.9	8.0	8.1	7.6	8.4 ↑	7.8	7.6	7.7	7.8	7.6 ↓	8.1 ↑	7.7	7.8	8.2
N=	338	43	44	36	39	39	34	45	58	164	174	100	131	107
Community Centres	7.4	7.0	7.6	7.1	7.9 ↑	7.7	7.0	7.3	7.3	7.0 ↓	7.8 ↑	7.1	7.4	7.5

Both libraries and community centres received higher levels of satisfaction in Henley Ward. Similarly, Females were more likely to be satisfied than males with both libraries and community centres.



Infrastructure.



# Infrastructure.

*We asked...*  
*How important is our infrastructure?*  
*How satisfied are you with our infrastructure?*

Infrastructure matters to the City of Charles Sturt community, and despite satisfaction being lower than some of Council's facilities, satisfaction with infrastructure has seen some considerable increases in 2019. Off road shared use paths received the highest level of satisfaction with 71%, a significant increase upon the 2018 measure (63%)

	Importance	Satisfaction (2019)	Change in satisfaction (since 2018)
Local roads	93%	59%	3% decrease
Footpaths	93%	50%	1% decrease
Off road shared use walking and cycling paths	89%	71%	8% increase

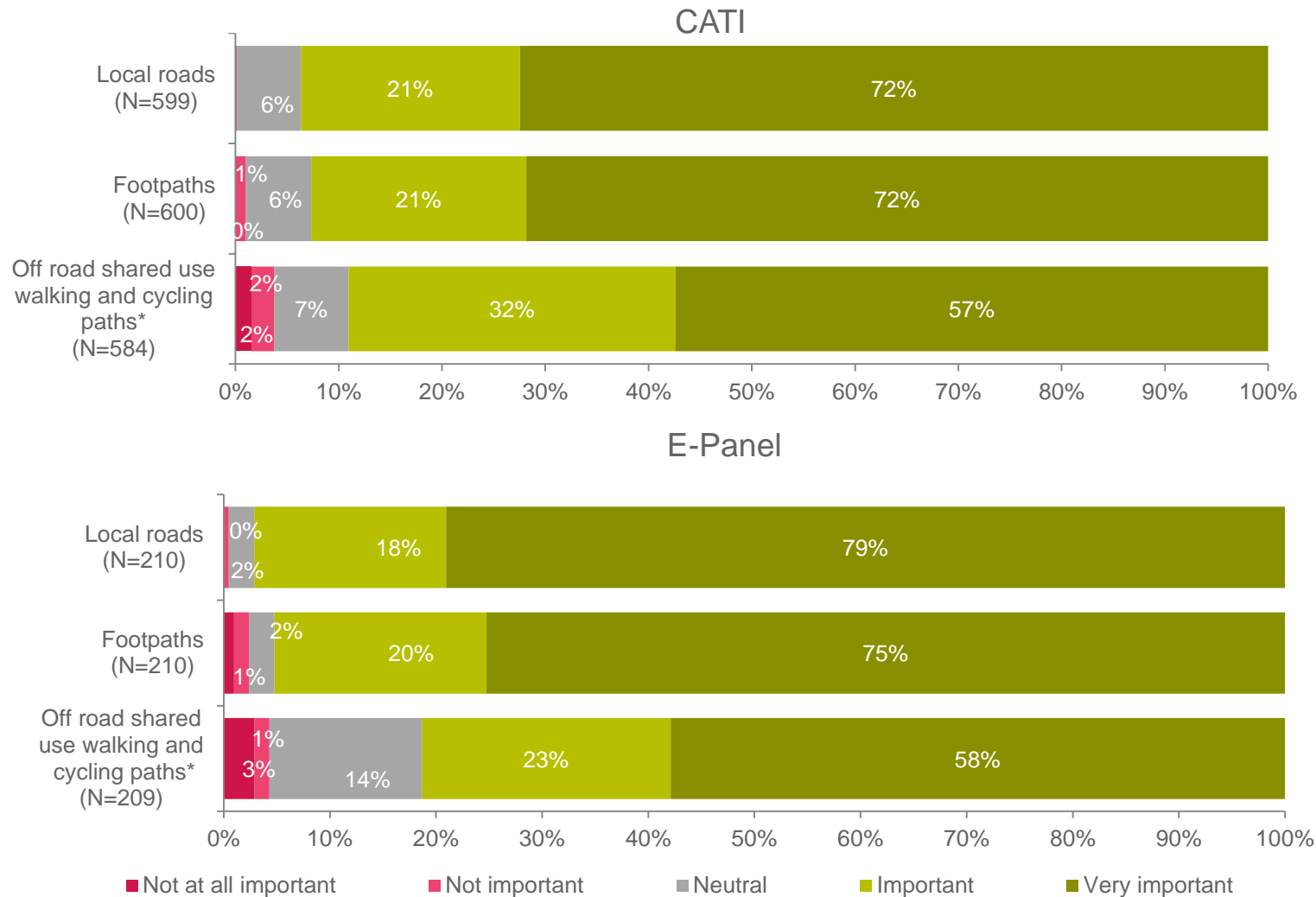
Local roads achieved a small, 3% decrease in satisfaction and footpaths a 1% decrease.





# Provision of infrastructure.

Thinking now about infrastructure in the area, to what extent is the provision of the following important to you?



Regarding the provision of infrastructure in the area, both local roads and footpaths received high levels of importance, with 93% for both amongst the CATI community.

While remaining high, the importance of off road shared use walking and cycling paths received the lowest level of importance, with 89%.

Results were similar amongst the E-Panel with 97% believing the provision of local roads were important, 95% for Footpaths and 81% for off road shared use walking and cycling paths.

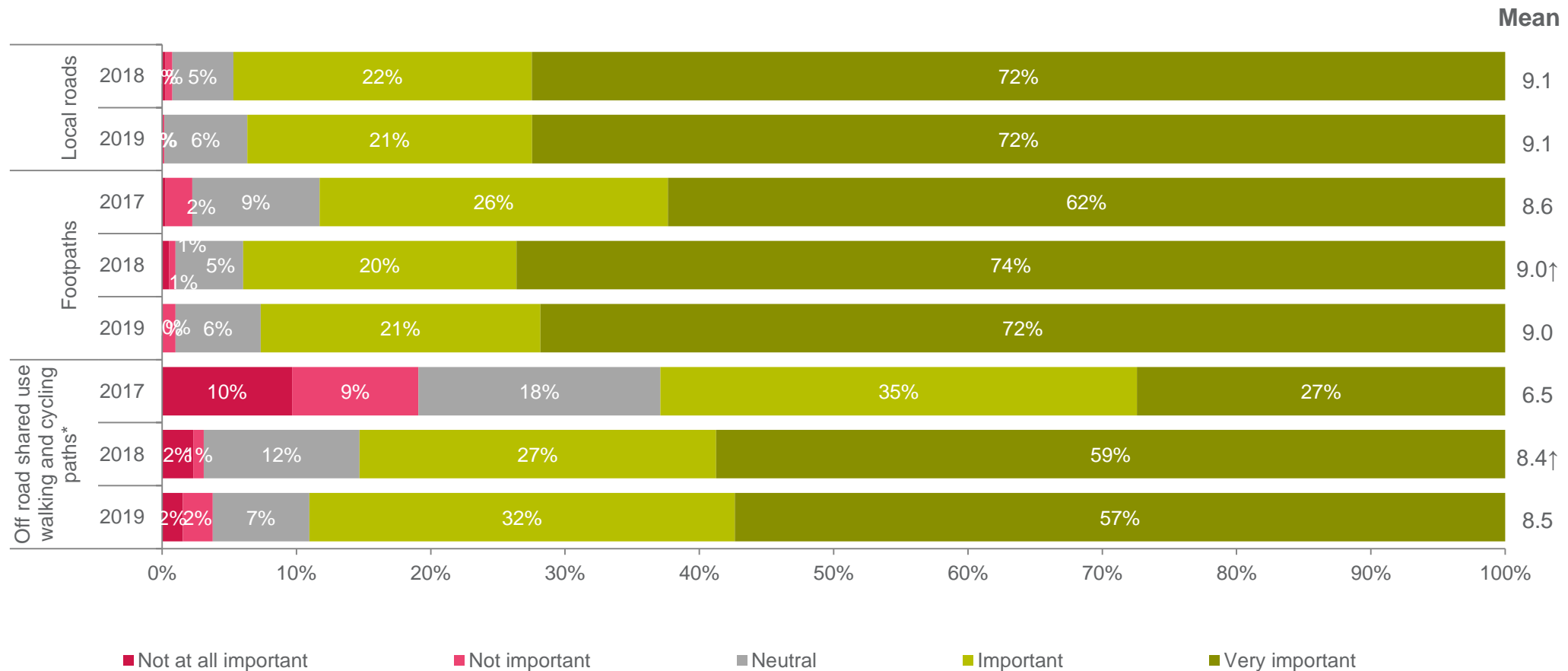




# Provision of infrastructure.

Thinking now about infrastructure in the area, to what extent is the provision of the following important to you?

The importance of the provision of infrastructure has remained unchanged since 2018.





By sub-  
groups

# Provision of infrastructure.

Thinking now about infrastructure in the area, to what extent is the provision of the following important to you?

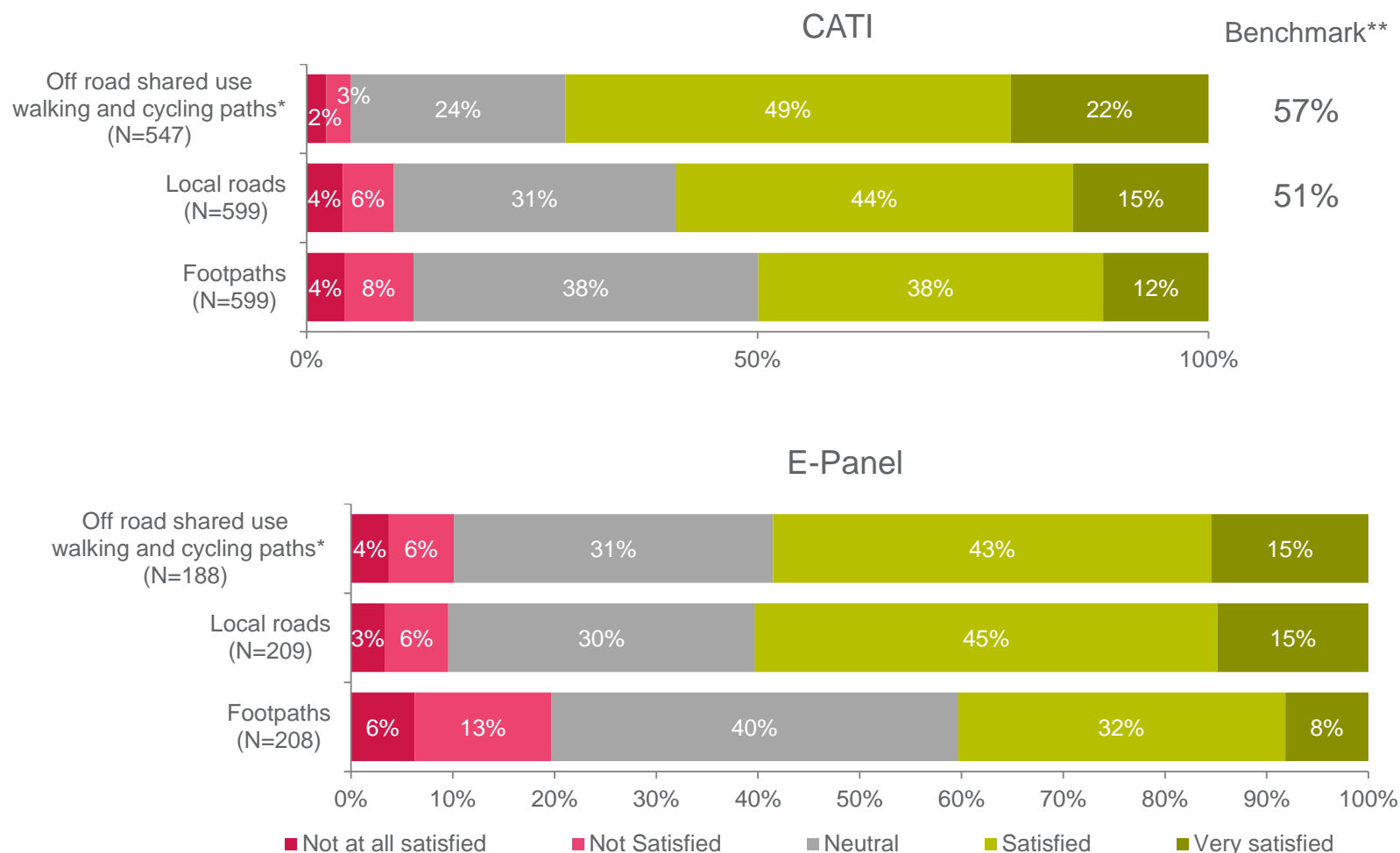
Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	599	76	71	70	73	82	64	75	88	287	312	180	238	181
Local roads	9.1	9.1	9.1	9.0	9.1	9.1	9.1	9.1	9.1	8.9 ↓	9.2 ↑	9.1	9.2	8.9
N=	600	77	71	70	73	82	64	75	88	287	313	180	238	182
Footpaths	9.0	9.0	8.9	8.8	9.1	9.2	9.0	8.9	9.2	8.8 ↓	9.2 ↑	9.0	9.2 ↑	8.8
N=	584	76	68	68	73	79	61	75	84	281	303	179	237	168
Off road shared use walking and cycling paths*	8.5	8.6	8.7	8.5	8.5	8.4	8.9	8.3	8.0	8.4	8.6	8.6	8.6	8.2

Across demographics, The provision of local roads and footpaths is more important to female community members (an average of 9.2 for both), compared to males (an average of 8.9 and 8.8 respectively)



# Satisfaction with infrastructure.

And to what extent are you satisfied with the provision and maintenance of...?



Satisfaction with the provision and maintenance of off road shared use walking and cycling paths was highest amongst the CATI community with 71% satisfied. Satisfaction surrounding local roads was lower at 59%, followed by footpaths at 50%.

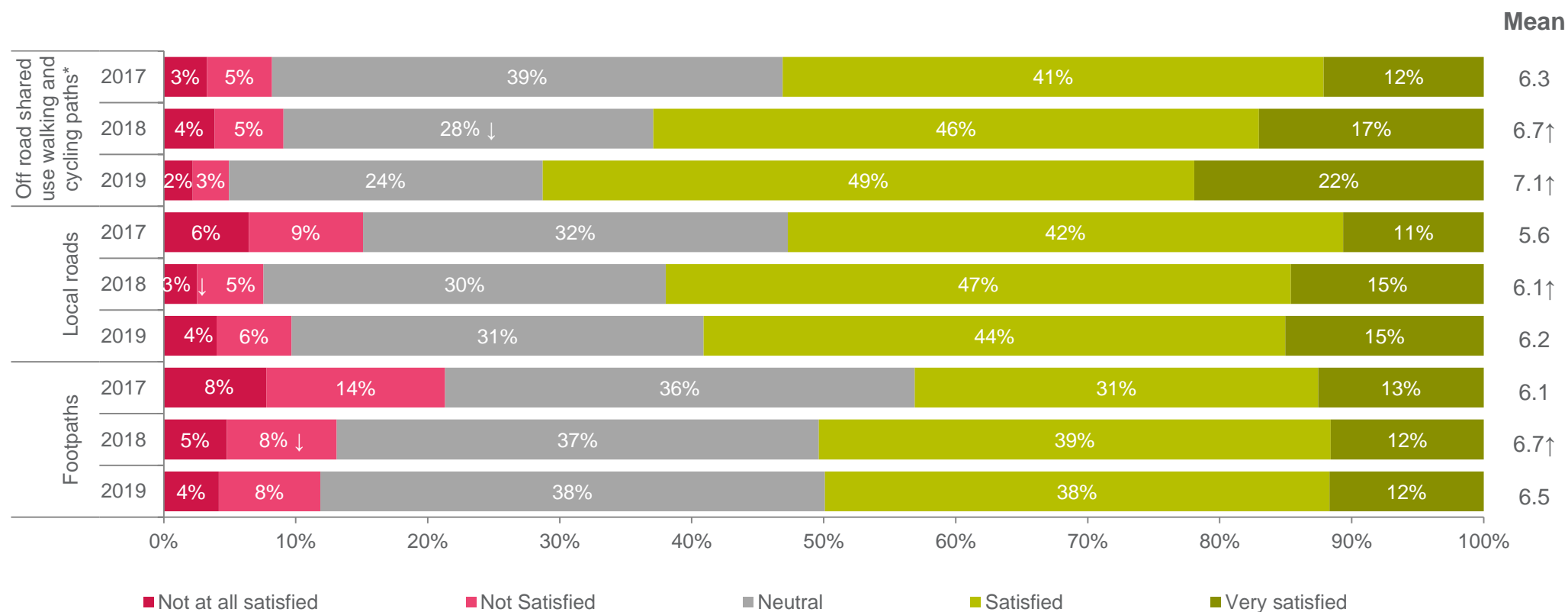
While E-Panel results were similar for roads (60%), shared use paths and Footpaths were lower amongst this group (58% and 40% respectively).



# Satisfaction with infrastructure.

And to what extent are you satisfied with the provision and maintenance of...?

Compared to 2018, satisfaction with shared use paths has increased from an average of 6.7, to 7.1. Satisfaction with local roads and footpaths has remained consistent with 2018.







By sub-  
groups

# Satisfaction with infrastructure.

And to what extent are you satisfied with the provision and maintenance of...?

Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	547	73	60	63	67	77	58	71	78	269	278	170	227	150
Off road shared use walking and cycling paths*	7.1	7.2	7.2	7.2	7.3	7.4	6.9	6.9	6.8	7.1	7.2	7.2	6.8	7.4
N=	599	76	71	70	73	82	64	75	88	287	312	180	238	181
Local roads	6.5	6.8	6.4	6.6	6.8	6.3	6.4	6.5	6.5	6.5	6.5	6.6	6.3	6.8
N=	599	76	71	70	73	82	64	75	88	287	312	180	238	181
Footpaths	6.2	6.2	6.0	6.0	6.1	6.3	6.3	6.4	6.3	6.1	6.2	6.5	5.9	6.2

When looking at satisfaction with local roads, footpaths and shared use paths, there were no statistically significant differences across age, gender or ward. While there were no significant differences, residents of Hindmarsh and Henley wards were slightly more satisfied with shared use paths than residents of other wards.



# Parks and open space.



# Parks and open space.

*We asked...*

*How important are our parks, playgrounds and open space?  
How satisfied are you with them?*

Like infrastructure, parks and open spaces are incredibly important to the community of the City of Charles Sturt. Satisfaction remains consistently high with results achieved in 2018, with small increases in each of the measures.

	Importance	Satisfaction (2019)	Change in satisfaction (since 2018)
Public and open spaces	90%	84%	4% increase
Parks, reserves or playing fields	90%	83%	2% increase
Playgrounds	88%	81%	1% increase

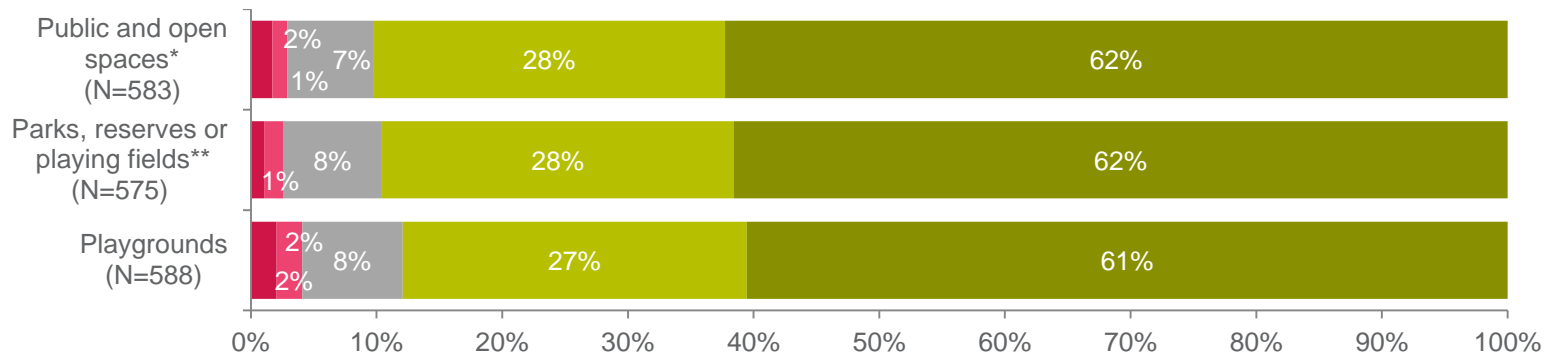




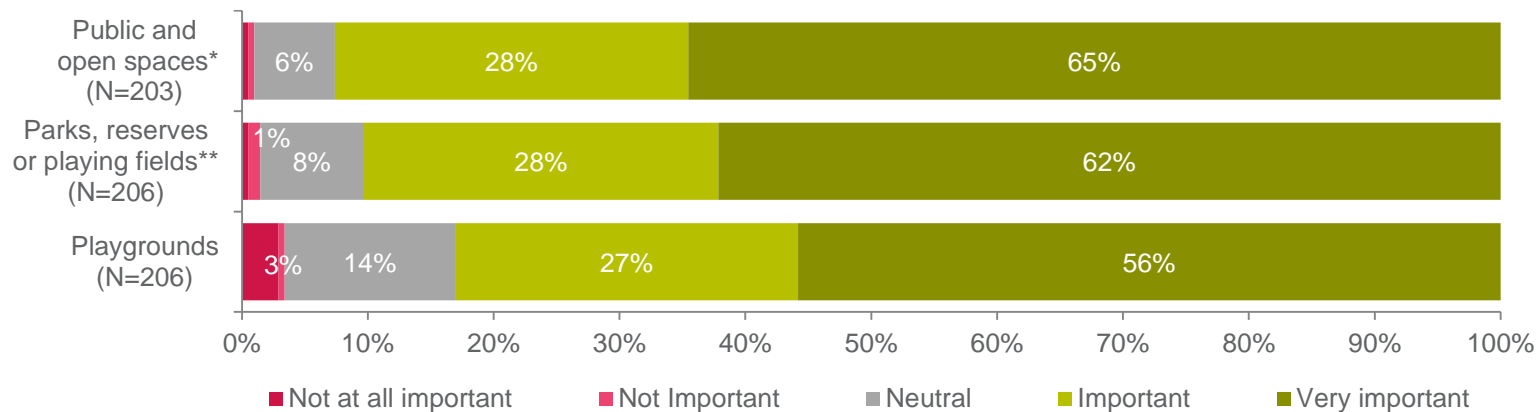
# Importance of parks and open spaces.

Thinking about Council's parks and open spaces, how important to you is the provision of well developed...

CATI



E-Panel



The provision of open spaces, parks and playgrounds is very important to residents in the City of Charles Sturt.

90% feel that both open space is important and that parks, reserves and playing fields are important. 88% feel playgrounds are important.



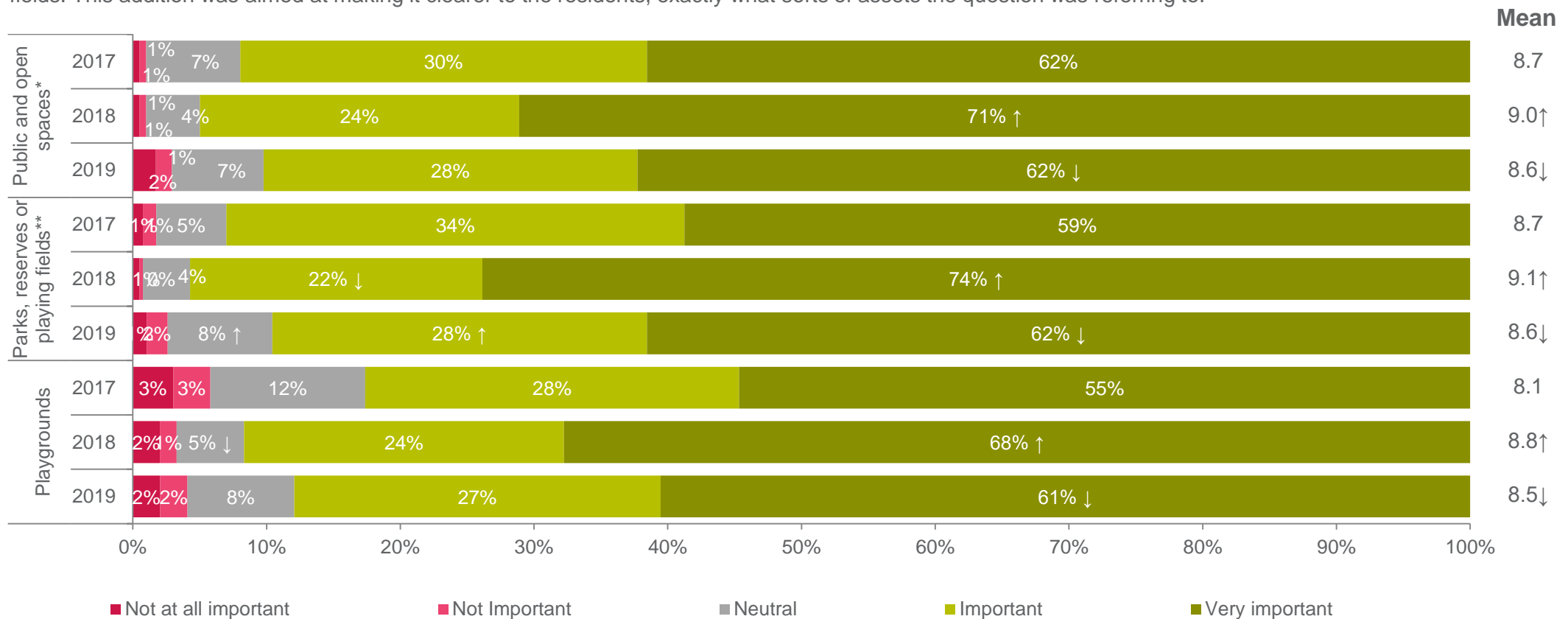


# Importance of parks and open spaces.

Thinking about Council's parks and open spaces, how important to you is the provision of well developed...

Compared to 2018, the importance of the provision of well developed public and open spaces, parks reserves and playing fields and playgrounds has decreased in 2019.

It's important to note that in 2019, respondents were prompted with examples of public and open spaces as well and examples of parks, reserves and playing fields. This addition was aimed at making it clearer to the residents, exactly what sorts of assets the question was referring to.





By sub-  
groups

# Importance of parks and open spaces.

Thinking about Council's parks and open spaces, how important to you is the provision of well developed...

Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	583	74	70	68	73	79	63	73	83	284	299	180	233	170
Public and open spaces*	8.6	8.4	8.6	8.3	8.8	9.0	8.6	8.7	8.4	8.5	8.7	8.8	8.7	8.3
N=	575	73	68	68	72	78	62	73	81	283	292	176	231	168
Parks, reserves or playing fields**	8.6	8.5	8.7	8.5	8.8	8.5	8.8	8.6	8.5	8.5	8.7	8.8	8.6	8.3
N=	588	76	68	69	72	81	63	74	85	284	304	180	235	173
Playgrounds	8.5	8.2	8.4	8.2	8.6	8.9	8.6	8.4	8.4	8.3	8.6	8.6	8.5	8.4

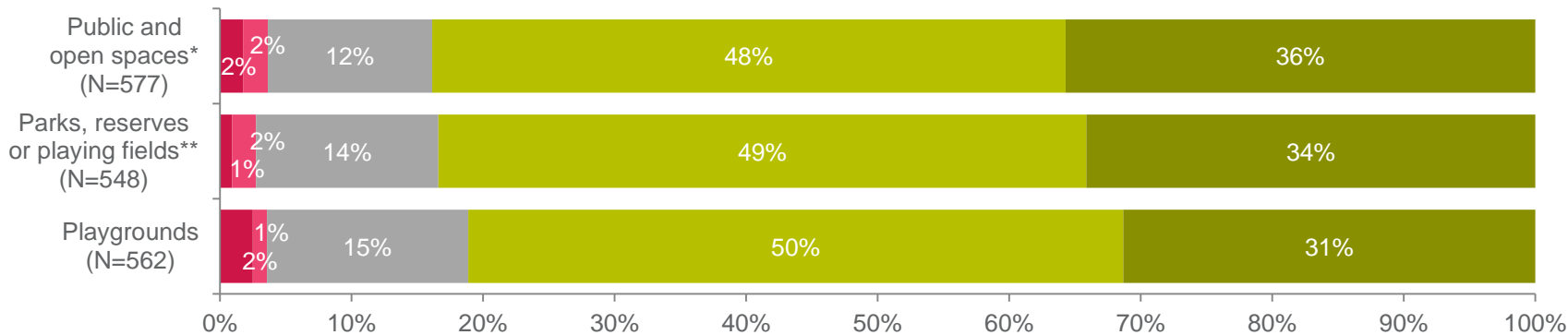
Parks, reserves , playgrounds and open space are important to the vast majority of people across all wards, ages and genders. There were no significant differences by subgroup.



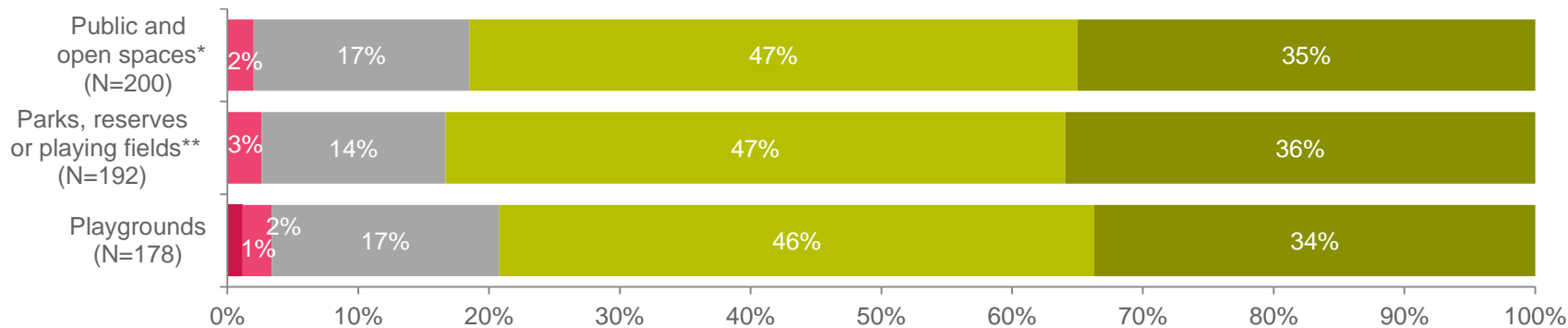
# Satisfaction with parks and open spaces.

To what extent are you satisfied with the City of Charles Sturt's...

CATI



E-Panel



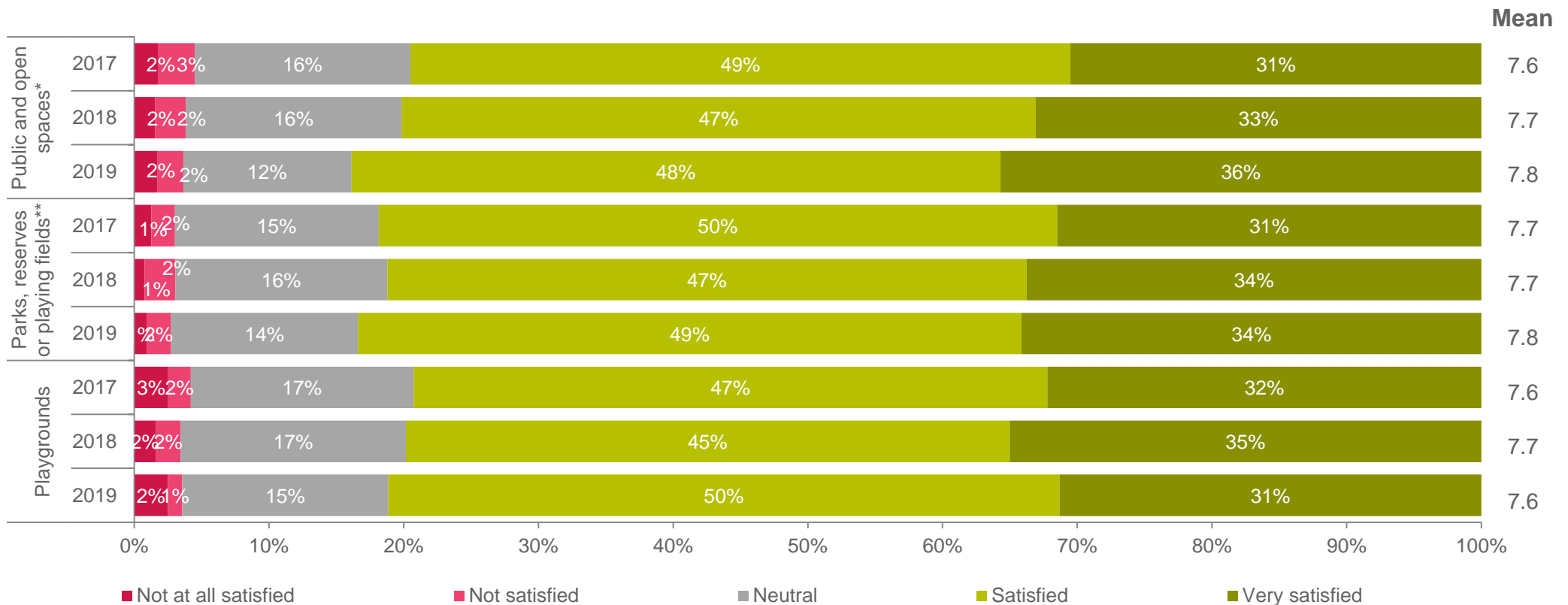
Satisfaction is high overall across both samples. Amongst the CATI sample, public and open spaces received the highest level of satisfaction (84%), followed closely by Parks reserves or playing fields (83%) and Playgrounds (81%).



# Satisfaction with parks and open spaces.

To what extent are you satisfied with the City of Charles Sturt's...

While the importance of parks and open spaces has decreased, the importance of these council assets has remained statistically consistent with 2018 findings, with small (non-significant) increases in satisfaction.





By sub-  
groups

# Satisfaction with parks and open spaces.

To what extent are you satisfied with the City of Charles Sturt's...

Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	577	73	70	69	72	81	61	69	82	278	299	179	231	167
Public and open spaces*	7.8	7.7	7.8	7.8	8.2	7.9	8.0	7.7	7.7	7.8	7.9	8.0	7.8	7.8
N=	548	70	64	68	63	75	60	69	79	276	272	171	218	159
Parks, reserves or playing fields**	7.8	7.5	7.9	7.7	8.3 ↑	7.7	7.9	7.7	7.6	7.7	7.8	7.7	7.8	7.8
N=	562	71	65	66	69	76	62	72	81	275	287	169	230	163
Playgrounds	7.6	7.5	7.8	7.2	8.1	7.7	7.8	7.2	7.7	7.5	7.7	7.4	7.5	7.9

Satisfaction with parks reserves and playing fields was higher amongst those from Henley Ward. Satisfaction levels amongst other subgroups were consistent with one and other.





Community  
connectedness.



# Community connectedness.

*We asked...*

*Do you feel part of the broader community?*

*If you needed help, is there someone you could call?*

*Do you feel as though you get to have a say on local issues?*

*Do you, or a member of your household, volunteer in your community?*

*Do you, or any member of your household, belong to an organised group?*

Feeling part of the community is important to community wellbeing. Half (50%) of residents in the City of Charles Sturt feel as though they are part of the broader community, which is a slight decrease. The sense of involvement, measured by understanding what degree residents feel as though they have a say in important decisions has reduced slightly from 2018. Volunteering rates have also decreased slightly with a third (33%) of residents live in a household where someone volunteers.

While most measures of community connectedness decreased slightly, Group membership increased significantly to 44%.

The vast majority (97%) of residents felt as though if they needed help in an emergency they would be able to ask for help from friends, neighbours or family.

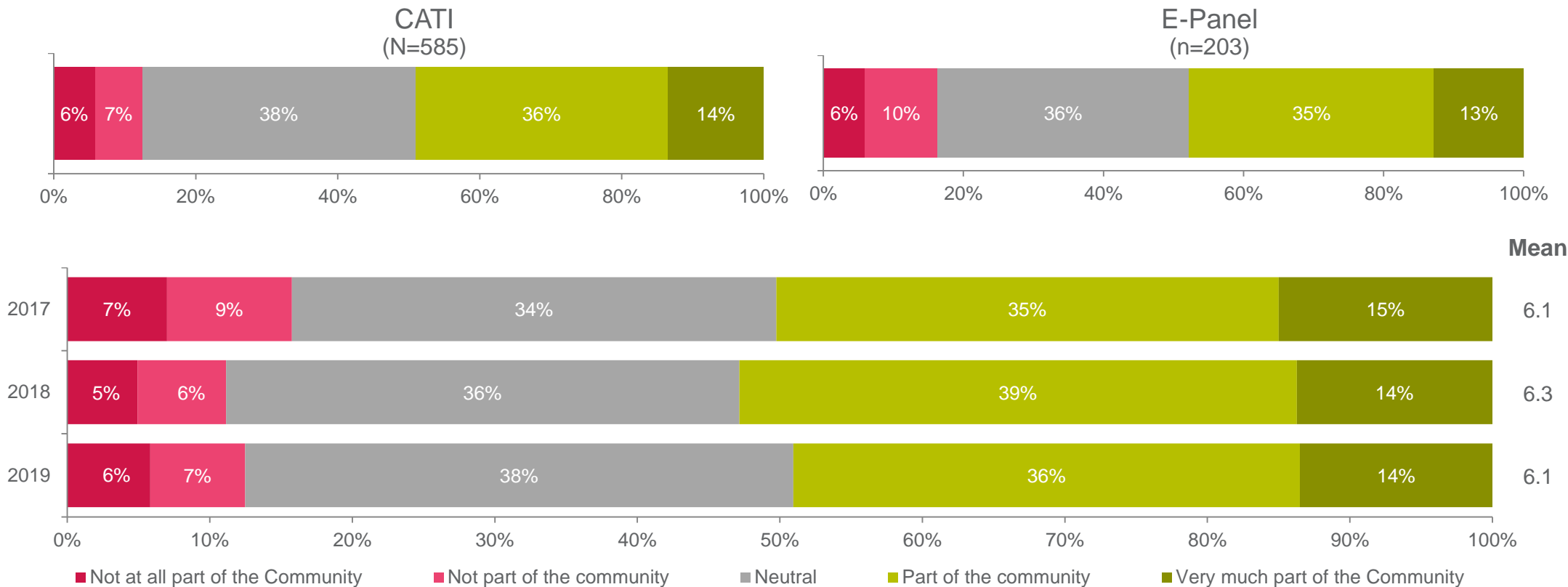
	Measure (2019)	Change in Measure (since 2018)
<b>Sense of community</b>	50%	3% decrease
<b>Volunteering</b>	33%	2% decrease
<b>Group membership</b>	44%	11% increase
<b>Sense of involvement</b>	41%	2% decrease





# Sense of community.

To what extent do you feel that you and your household are part of the broader City of Charles Sturt community?



Feeling part of the community increases a person's sense of belonging and therefore their personal wellbeing. 50% of residents who responded to the survey via CATI felt part of the community, which is statistically consistent with 2018 (3% decrease). This result was 48% among those who responded via the E-Panel.





By sub-  
groups

# Sense of community.

To what extent do you feel that you and your household are part of the broader City of Charles Sturt community?

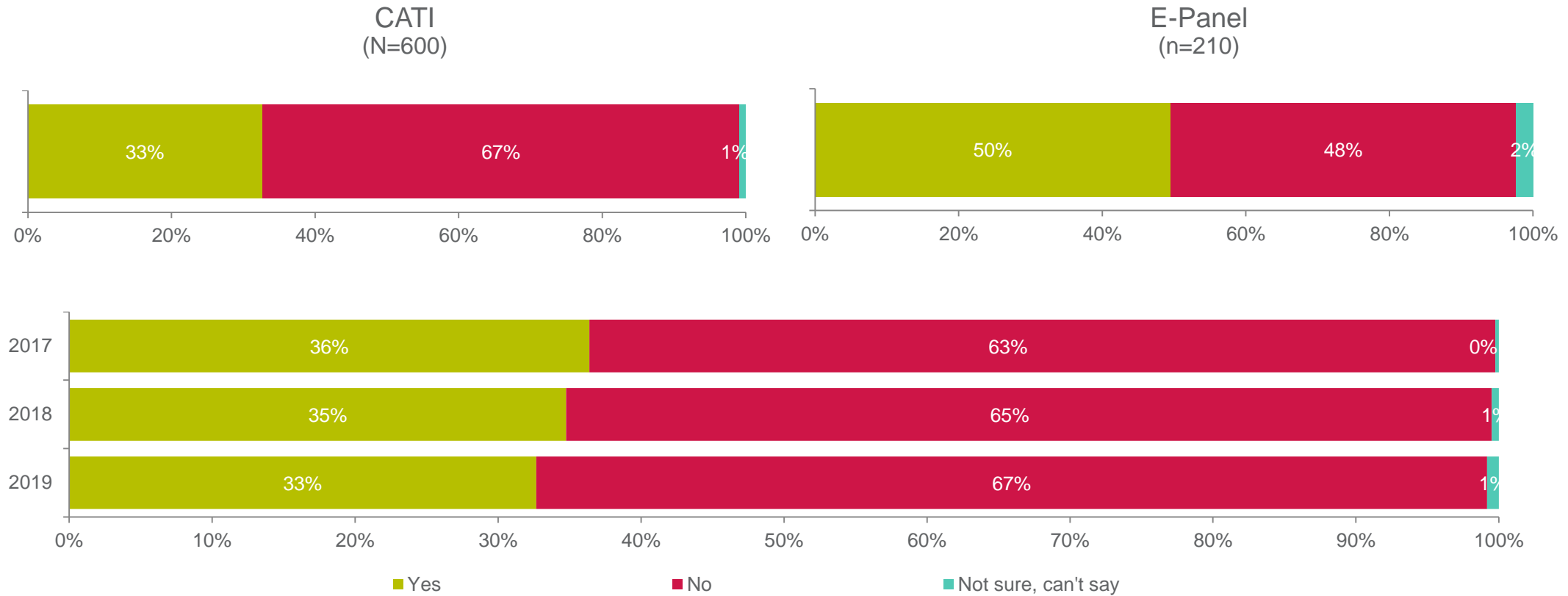
Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	585	76	68	68	71	80	63	74	85	284	301	176	235	174
Sense of community	6.1	6.5	6.0	6.0	6.3	6.2	6.4	6.3	5.4	6.1	6.1	5.8	6.2	6.3

Feeling part of the community was consistent across ward, age and gender.



# Volunteering.

Do you, or a member of your household, volunteer in your community?



For 33% of CATI and 50% of E-Panel respondents, either personally, or someone in their household volunteers in the community. The rate of volunteering was consistent with the 2018 findings.





By sub-groups

# Volunteering.

Do you, or a member of your household, volunteer in your community?

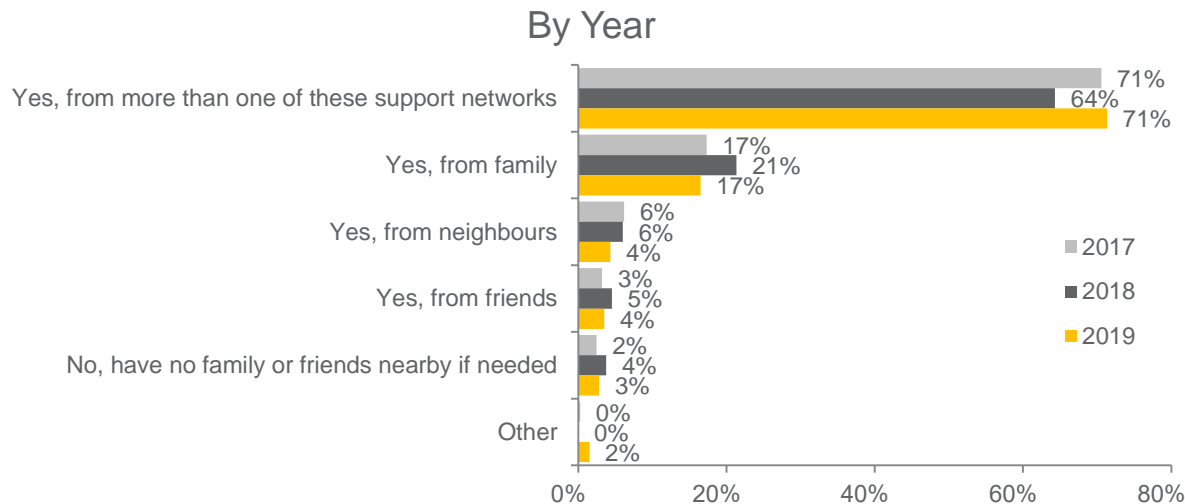
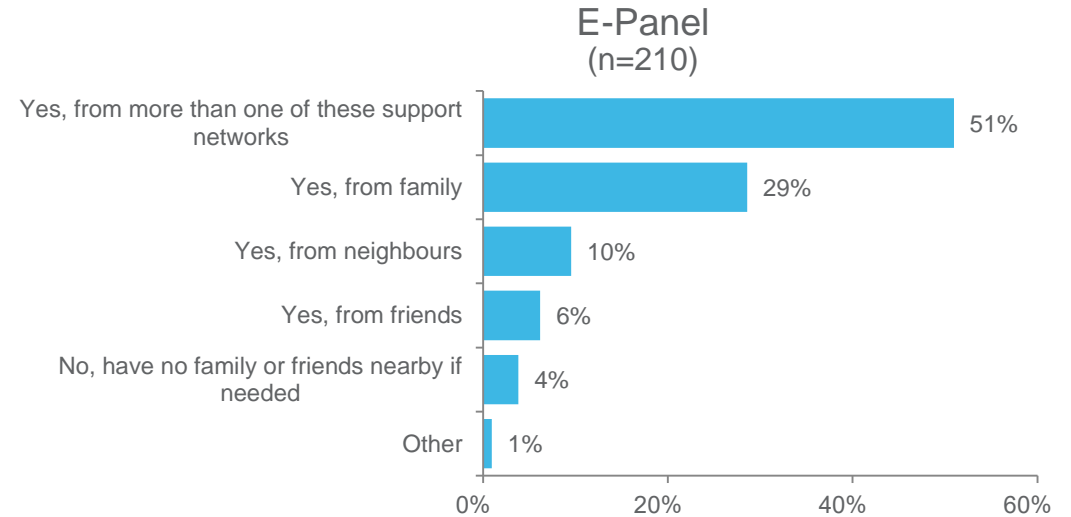
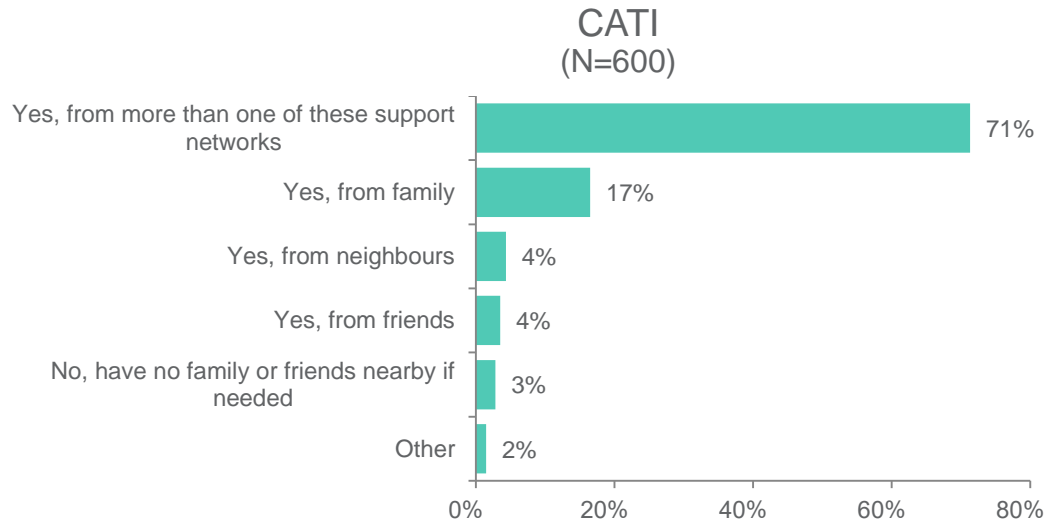
	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	600	77	71	70	73	82	64	75	88	287	313	180	238	182
Yes	33%	38%	30%	24%	44%	32%	38%	33%	25%	38%	28%	27%	37%	33%
No	67%	62%	69%	76%	55%	67%	61%	67%	74%	62%	71%	71%	63%	67%
Not sure, can't say	1%	0%	1%	0%	1%	1%	2%	0%	1%	0%	1%	2%	0%	0%

Rates of volunteering were consistent across sub-groups with no significant differences.



# Emergency help.

If you needed help, such in an emergency, are you able to ask for and receive help from family, friends or neighbours?



Having someone to call in an emergency is also important to a person's wellbeing. Just 3% of people (4% for E-Panel) felt that they had no one nearby they could call for help or support.

Over time, there have been no significant changes.



By sub-  
groups

# Emergency help.

If you needed help, such in an emergency, are you able to ask for and receive help from family, friends or neighbours?

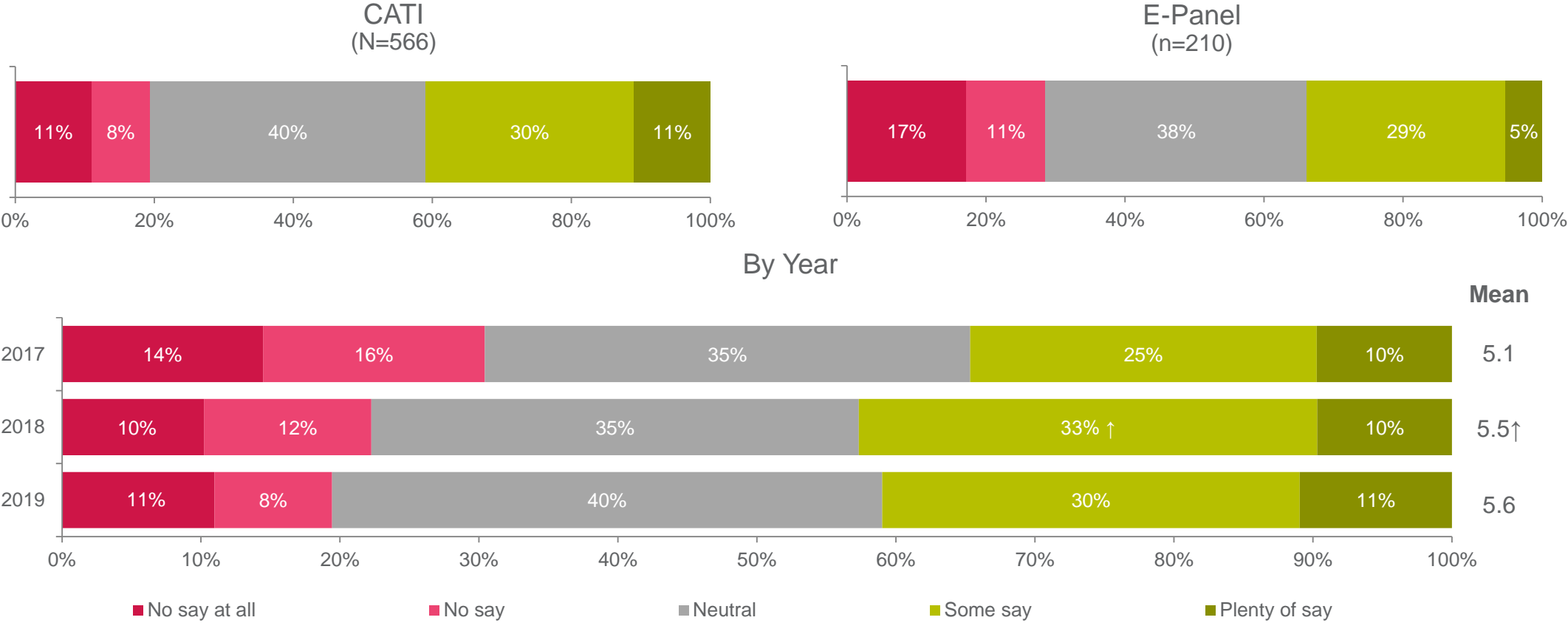
Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	600	77	71	70	73	82	64	75	88	287	313	180	238	182
Yes, from family	17%	23%	15%	16%	14%	17%	14%	20%	13%	15%	18%	14%	19%	15%
Yes, from friends	4%	1%	1%	1%	5%	6%	2%	3%	7%	4%	3%	2%	3%	5%
Yes, from neighbours	4%	4%	3%	10%	3%	1%	6%	4%	5%	4%	5%	5%	3%	5%
Yes, from more than one of these support networks	71%	66%	75%	70%	75%	71%	75%	71%	69%	73%	70%	76%	70%	69%
No, have no family or friends nearby if needed	3%	3%	4%	0%	3%	2%	3%	1%	6%	3%	3%	2%	2%	4%
Other	2%	3%	1%	3%	0%	2%	0%	1%	1%	1%	2%	1%	2%	2%

There is a slightly higher proportion of people (though not significant) from Woodville Ward who feel as though they don't have anyone nearby they could call in an emergency. Similarly, there was a higher proportion of people aged 60 and over who felt the same.



# Sense of involvement.

To what extent do you feel that you have a say on important issues in your area?



41% of residents who responded via the CATI survey and 34% of people who responded through the E-Panel feel as though they have a say on important issues in their area. In the representative CATI survey, this is consistent with the 2018 finding.





By sub-  
groups

# Sense of involvement.

To what extent do you feel that you have a say on important issues in your area?

Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	566	73	68	64	70	76	59	73	83	275	291	166	227	173
Sense of involvement	5.6	5.5	6.2	5.2	5.9	5.7	5.3	5.2	5.4	5.3	5.8	5.5	5.5	5.7

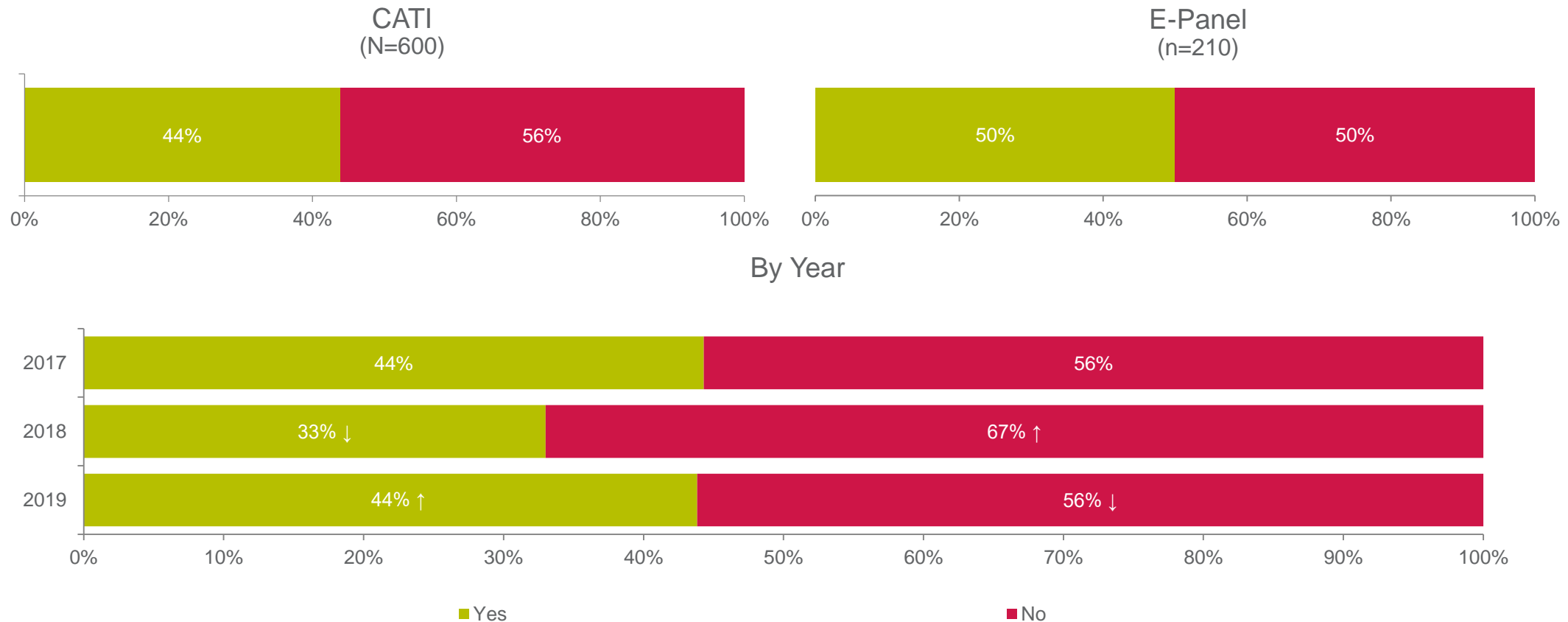
Across sub-groups, there were no statistically significant differences in the sense of involvement. While this was the case, females rated their sense of involvement higher than males





# Group Membership.

Do you , or any member of your household, belong to an organised group, such as a sporting, community or religious group, here in the City of Charles Sturt?



A total of 44% of residents either personally, or live with someone who belongs to an organised group in the City of Charles Sturt. This is a significant increase from 2018 when 33% responded positively.



By sub-  
groups

# Group Membership.

Do you , or any member of your household, belong to an organised group, such as a sporting, community or religious group, here in the City of Charles Sturt?

Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	600	77	71	70	73	82	64	75	88	287	313	180	238	182
Group membership	44%	43%	52%	29% ↓	59% ↑	38%	50%	45%	38%	46%	42%	35% ↓	52% ↑	42%

Group membership was higher for those in Henley ward (59%) while being lower amongst the Grange Ward (29%). As for Age differences, those aged 18-34 were less likely to be part of a group, while those aged 35-59 were more likely.



Community  
safety.

# Safety.

*We asked...*

*Do you feel safe in your community through the day?*

*What about at night?*

*For those who don't feel safe, how come?*

Over two thirds of people (69%) feel comfortable in their area through both the day and night. This is a small increase (3% from 2018). Just over a quarter (26%) feel safe through the day but not at night, and sadly there is 4% of people who do not feel safe in their neighbourhood at all.

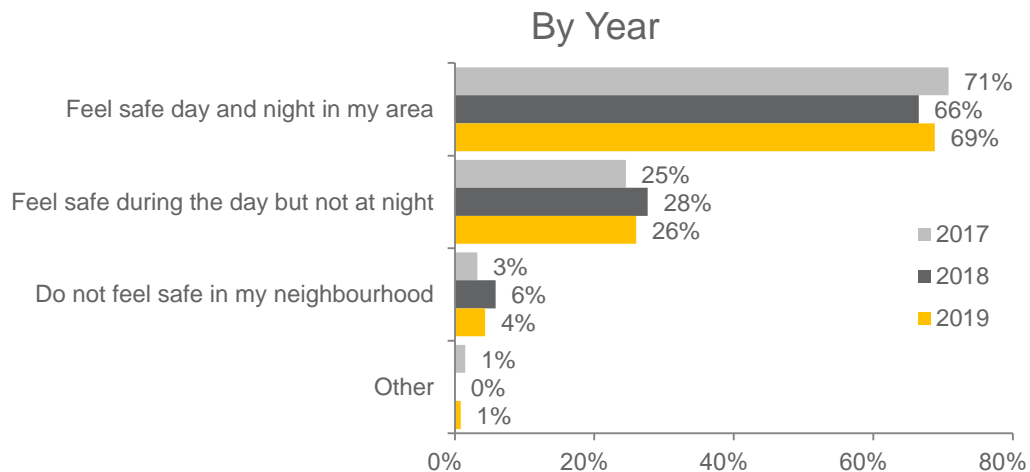
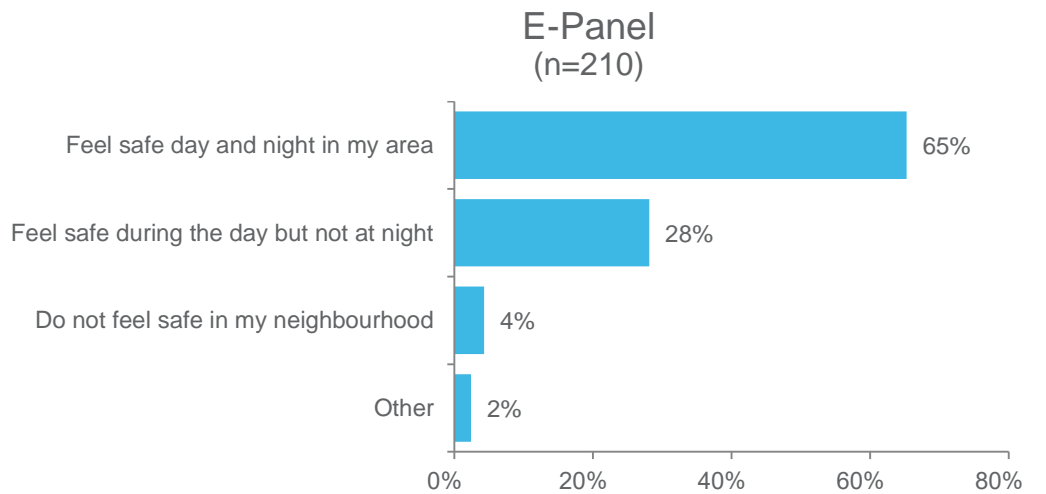
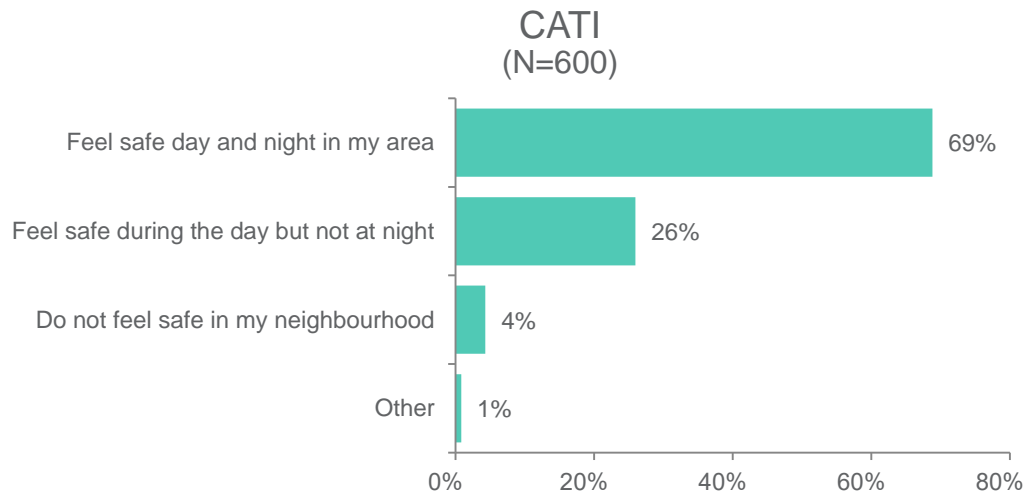
The main reasons for feeling unsafe included 'crime rates in the local area' (31%) and loitering / unsociable behaviour (22%). Poor lighting in local streets is another factor (16%).

	Measure (2019)	Change in Measure (since 2018)
Feel safe day and night	69%	3% increase



# Sense of safety.

Thinking about safety in your neighbourhood, which of the following comes closest to your feelings of safety?



Overall, 69% of people feel safe day and night in their area. A further 26% feel safe during the day but not at night and just 4% don't feel safe in their neighbourhood at all.

Since 2018, the proportion of people who feel safe in their neighbourhood day and night has increased by 3%.





By sub-  
groups

# Sense of safety.

Thinking about safety in your neighbourhood, which of the following comes closest to your feelings of safety?

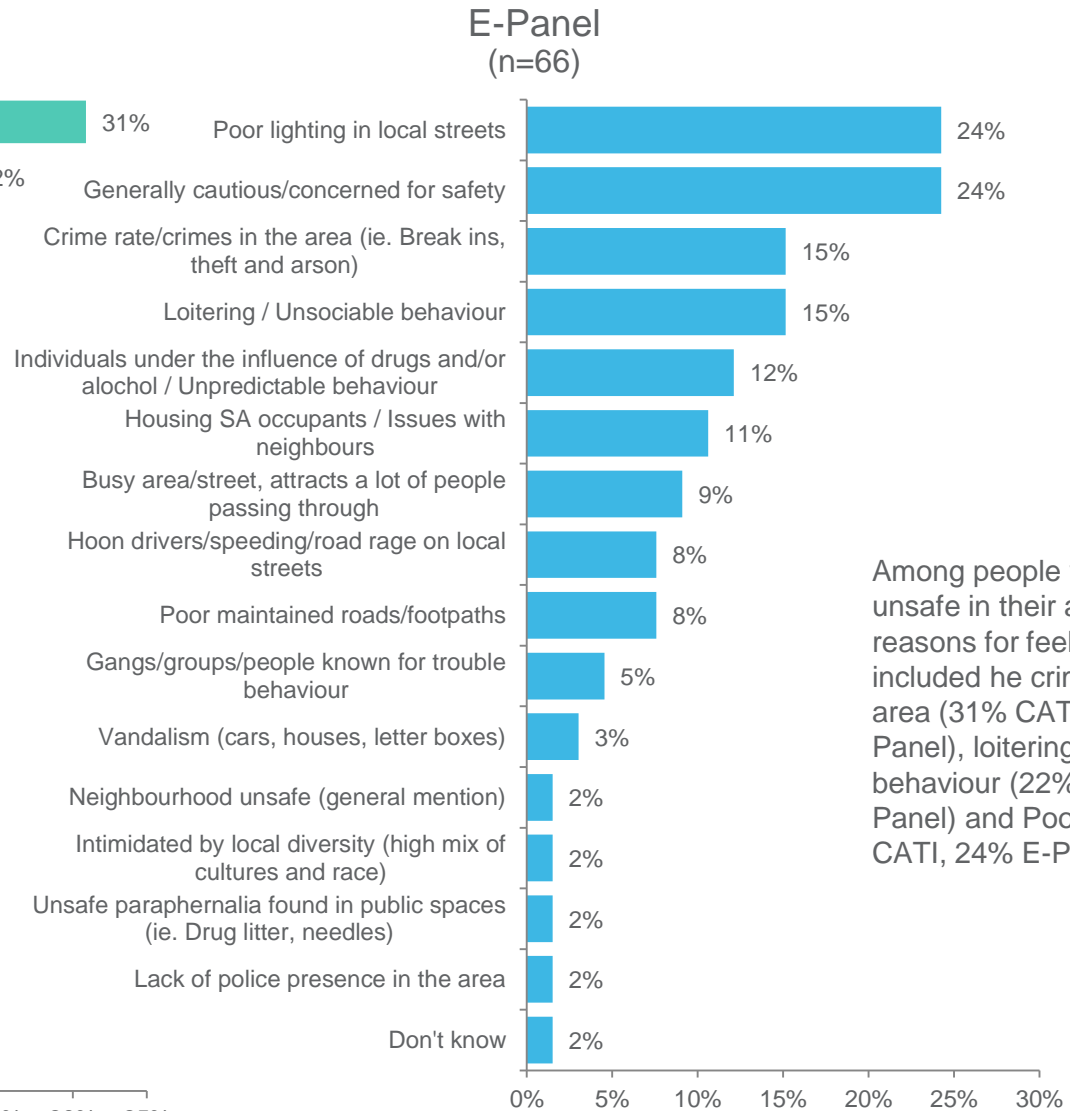
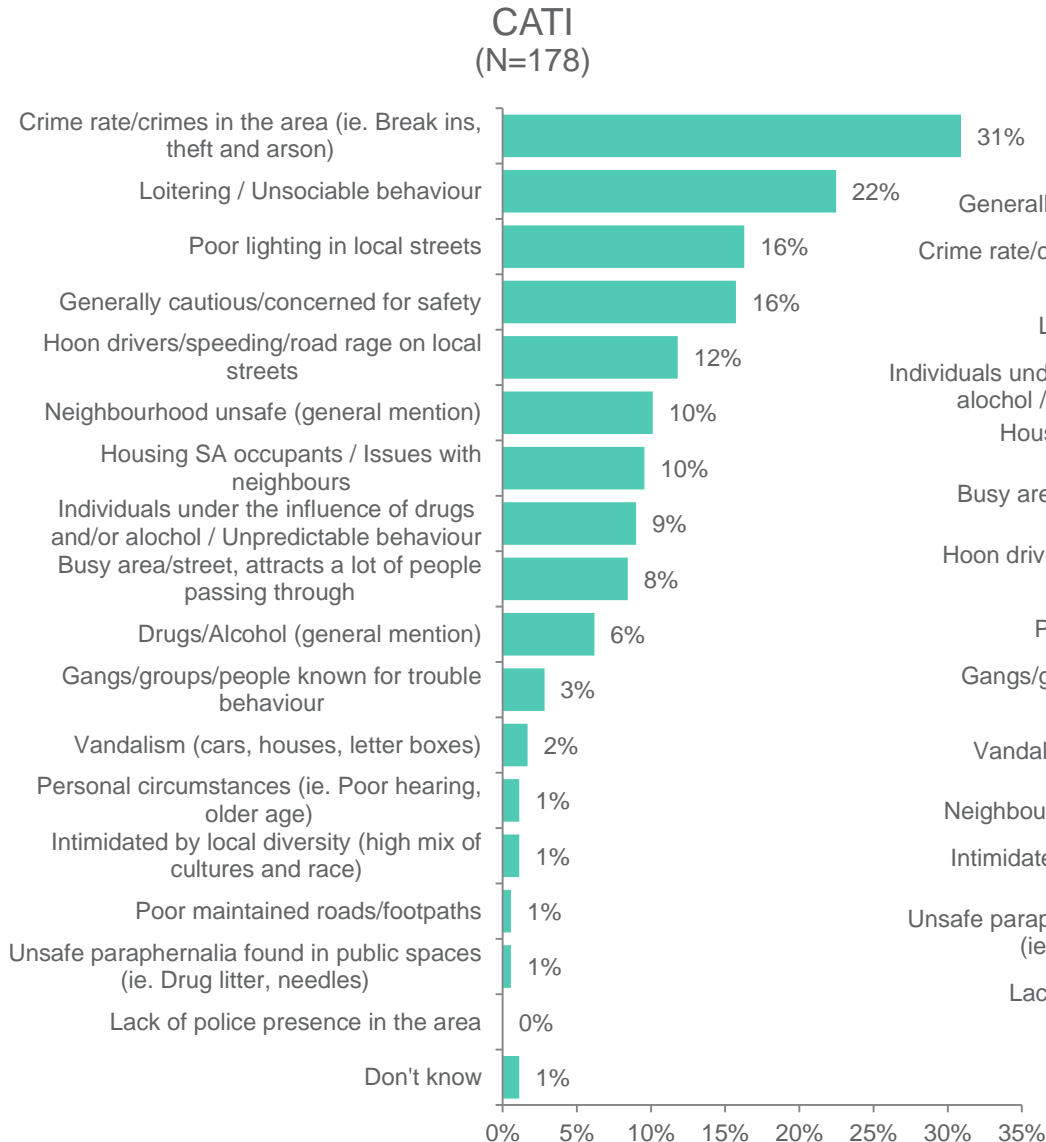
Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	600	77	71	70	73	82	64	75	88	287	313	180	238	182
Feel safe day and night in my area	69%	74%	75%	69%	89% ↑	56% ↓	67%	73%	52% ↓	75% ↑	63% ↓	61% ↓	68%	77% ↑
Feel safe during the day but not at night	26%	25%	21%	24%	11% ↓	37%	25%	20%	41% ↑	21% ↓	31% ↑	33% ↑	25%	20%
Do not feel safe in my neighbourhood	4%	1%	4%	4%	0%	7%	5%	5%	7%	4%	5%	4%	6%	2%
Other	1%	0%	0%	3%	0%	0%	3%	1%	0%	0%	2%	2%	0%	1%

When comparing feelings of safety by ward, Henley ward residents feel the safest with 89% feeling safe day and night. Conversely, Hindmarsh and Woodville Ward residents were the least likely to feel safe day and night (56% and 52% respectively).

Males were more likely to feel safe day and night (75%) when compared to females (63%). Younger residents aged 18-34 were less likely to feel safe day and night, while those aged 60 or over were more likely to feel safe.



# What makes you feel unsafe?



Among people who felt unsafe in their areas, the top reasons for feeling unsafe included the crime rate in the area (31% CATI, 15% E-Panel), loitering / unsociable behaviour (22% CATI, 15% E-Panel) and Poor lighting (16% CATI, 24% E-Panel).



# Living in the City of Charles Sturt.



# Living in the City of Charles Sturt.

*We asked...*

*Is the City of Charles Sturt a good place to live?*

*Why is that?*

*What is affordability like for renting? Owning? Investing?*

	Measure (2019)	Change in Measure (since 2018)
<b>Agreement that the City of Charles Sturt is a great place to live</b>	90%	6% increase

Most people agree that the City of Charles Sturt is a great place to live (90%) which increased by 6% from 2018.

For those who agree that it is a great place to live, their main reasons include that it is generally a good area (32%), it's close to a variety of facilities (30%), and that its close to open spaces such as the beach (17%).

The main reasons people were neutral that the City of Charles Sturt is a great place to live was that the area requires maintenance (20%).

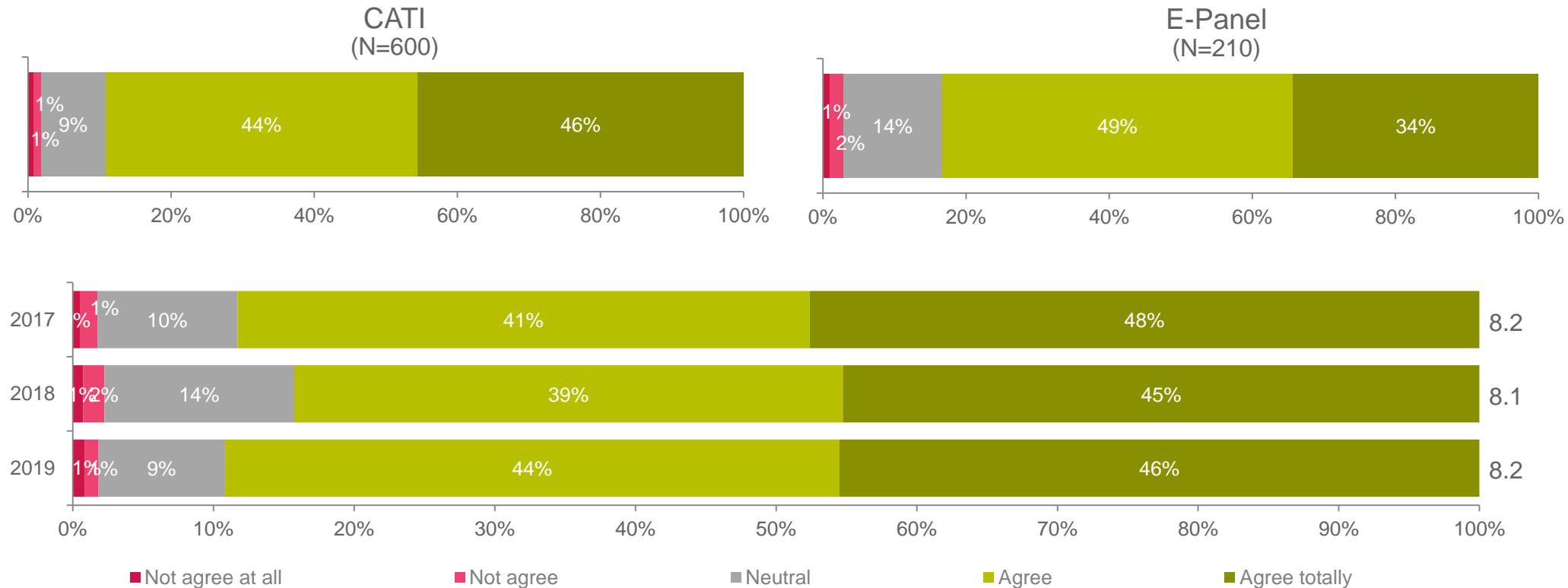
Investing in housing in the City of Charles Sturt is seen to be the most affordable, with 42% of people answering this way.





# Living in the City of Charles Sturt.

To what extent do you agree that Charles Sturt is a great place to live?



There was a strong sense of agreement that the City of Charles Sturt is a great place to live (90% CATI and 83% E-Panel).



# Why people like living in the City of Charles Sturt. (CATI)

The adjacent table shows the responses from residents who agreed or agreed totally that the City of Charles Sturt is a great place to live. These are coded responses from an open ended question.

Neutral or negatively coded responses exist because residents often rationalise why they didn't give a perfect rating. For instance someone who provided a positive rating said "There are always areas to be improved. Maintenance of pathways/lawns in council areas, particularly around schools, could be better"

People like living in the area because it's generally a good area / no complaints (32%), they feel that they are close to facilities (30%) and because they are close to open space such as the beach and parks (14%).

Why did you give this rating? (Agree, n=535)	
Positive - Good area / No complaints (General comment)	32%
Positive - Close to a variety of facilities (i.e.. Shopping centres, hospitals, airport, transport, library, post office)	30%
Positive - Close to open spaces (i.e. Beach, parks, playgrounds)	17%
Positive - Peaceful and quiet / Friendly locals / Community feel	14%
Neutral - Only lived in this area / Lived here for a significant time period	14%
Positive - Feeling of safety in the area	11%
Positive - Reliable Council services and communication (i.e. Rubbish collection, resolving of maintenance problems, Council enquiry line)	9%
Positive - Well maintained area (ie. Parks, roads, footpaths, playgrounds, sporting facilities, cycling paths)	8%
Positive - Easy access to the city	8%
Positive - Accessibility	7%
Positive - Location (general mention)	6%
Negative - Area requires some maintenance (footpaths, roads, verges, street lighting, parks, ovals)	5%
Neutral - There is always room for improvement	4%
Negative - Local Council not proactive (i.e. In relation to addressing parking complaints, rubbish collection) / Council area too large to efficiently represent local opinions	3%
Positive - Infrastructure / Development	3%
Positive - Positive neighbourhood appeal/nice homes/spacious/green area	2%
Negative - Safety concerns	2%
Negative - Lack of facilities (i.e. Free exercise equipment in local areas, library diversity, sport centres, community centres, swimming pools)	1%
Positive - Proximity to good local schools	1%
Negative - Not enough public open spaces (ie. Parks)	1%
Negative - Unhappy with development (high levels of subdivision)/construction/road works in the area	1%
Neutral - Could be worse	1%
Positive - Multicultural	1%
Negative - High level of traffic on street/s	1%
Negative - Council regulations (ie. Building restrictions, lack of consultation with locals on new development)	1%
Negative - Hoon drivers/speeding on local streets	1%
Positive - Low levels of hoon driving behavior/speeding on local streets	1%
Negative - Parking issues (i.e. Lack of parking availability, poor parking behavior)	1%
Negative - Concerns with new people moving in to the area / Neighbours / Increasing population density	1%
Don't know	2%





# Why people are neutral about living in the City of Charles Sturt. (CATI)

The adjacent table shows the responses from residents who were neutral towards the City of Charles Sturt being a great place to live. These are coded responses from an open ended question.

Why did you give this rating? (Neutral, n=54)	
Negative - Area requires some maintenance (footpaths, roads, verges, street lighting, parks, ovals)	20%
Negative - Local Council not proactive (i.e. In relation to addressing parking complaints, rubbish collection) / Council area too large to efficiently represent local opinions	20%
Negative - Unhappy with development (high levels of subdivision)/construction/road works in the area	17%
Positive - Close to open spaces (ie. Beach, parks, playgrounds)	11%
Positive - Good area / No complaints (General comment)	9%
Negative - Safety concerns	9%
Positive - Close to a variety of facilities (i.e. Shopping centres, hospitals, airport, transport, library, post office)	7%
Neutral - There is always room for improvement	7%
Positive - Easy access to the city	6%
Positive - Location (general mention)	6%
Negative - High level of traffic on street/s	6%
Negative - Concerns with new people moving in to the area / Neighbours / Increasing population density	6%
Positive - Accessibility	4%
Neutral - Could be worse	4%
Neutral - Good as any area	4%
Negative - Lack of facilities (ie. Free exercise equipment in local areas, library diversity, sport centres, community centres, swimming pools)	4%
Negative - Council regulations (ie. Building restrictions, lack of consultation with locals on new development)	4%
Negative - High Council rates	4%
Positive - Well maintained area (ie. Parks, roads, footpaths, playgrounds, sporting facilities, cycling paths)	2%
Positive - Peaceful and quiet / Friendly locals / Community feel	2%
Positive - Reliable Council services and communication (ie. Rubbish collection, resolving of maintenance problems, Council enquiry line)	2%
Positive - Infrastructure / Development	2%
Positive - Proximity to good local schools	2%
Neutral - All I could afford	2%
Negative - Not enough public open spaces (ie. Parks)	2%
Negative - Concerns with street appeal/attractiveness of suburbs (ie. Run down houses)	2%
Negative - Not enough support for families or elderly in the local area	2%
Negative - Hoon drivers/speeding on local streets	2%
Don't know	6%



# Why people don't like living in the City of Charles Sturt. (CATI)

The 11 residents who did not agree or did not agree at all that the City of Charles Sturt is a great place to live provided these comments.

## Why did you give this rating? (Negative, n=11)

"I like living here, however, I have a problem with the quality of developments being built"

"Lacking input from previous flooding experiences 2 years ago"

"If you live by the beach, it is okay. I think they waste money. The car park is too narrow and the design is not good. There is a poor car park where I live, I can not go out of on the road. I can not get out of my car door. The car park entry needs to be fixed. more shelter and shading needs to be provided."

"Few break ins recently, 21 units feels safer however don't"

"The Funding by Charles Sturt Council is mainly used for sporting facilities, they should be looking at maintaining the public schools, also playgrounds in the Findon area for the young householders children. Parents are taking children elsewhere to other schools because of Findon Park Primary needs major funding for computers, flooring etc. NOT SPORTS."

"Slow with the maintenance, if submit something to council they are slow. They bother you on stupid things, e.g. I closed off a section of my home to keep louts throwing things over the fence and I had to take it down. They sent me about 20 letters. I paid \$120 to submit the application to close of 5 meters of the side of my verandah, it was a waste of time I lost the money."

"I have been here 15 years and the street lights don't work and when they did road works on Barkly terrace they haven't done street lights and I need a tree removed but everyone passes the buck as to who is responsible to remove it."

"no particular reason"

"lacking quality of maintenance, services, infrastructure within city of Charles Sturt"

"The goods train has devalued the price of property."

"Because of the issues I mentioned. The kids can't play outside. Not even in the yard. They have even tried to catch a boy and push him into the car and this was during the day. I used to live in Elizabeth and the children were able to play outside".



By sub-  
groups

# Living in the City of Charles Sturt.

To what extent do you agree that Charles Sturt is a great place to live?

Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	600	77	71	70	73	82	64	75	88	287	313	180	238	182
To what extent do you agree that Charles Sturt is a great place to live?	8.2	8.1	8.3	8.1	8.5	8.0	8.5	8.2	8.0	8.1	8.3	8.3	8.0	8.5

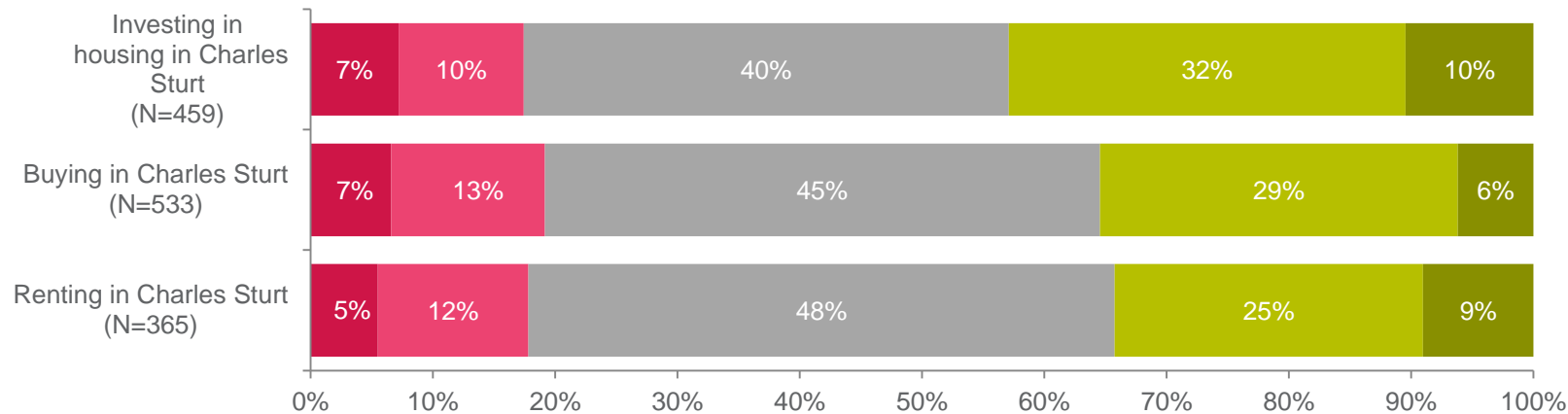
There were no significant differences when analysed by ward, gender and age.



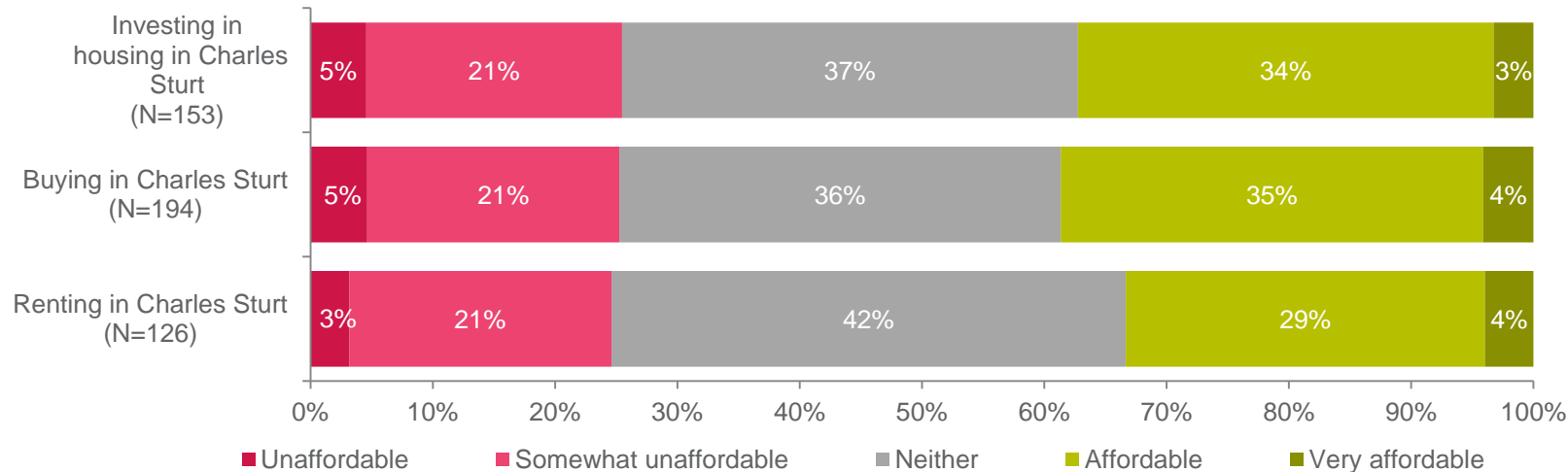
# Living in the City of Charles Sturt.

If housing affordability was rated on a scale of 0 to 10, how would you rate...

CATI



E-Panel



Investing in Charles Sturt is seen to be most affordable (42%), followed by buying (35%) and then Renting (34%). It's important to note that a large proportion of respondents did not know whether renting is affordable indicated by the smaller sample size.

Q16: If housing affordability was rated on a scale of 0 to 10, where 0 is unaffordable and 10 is very affordable, how would you rate...?

Sample: All respondents, excluding those who 'don't know'

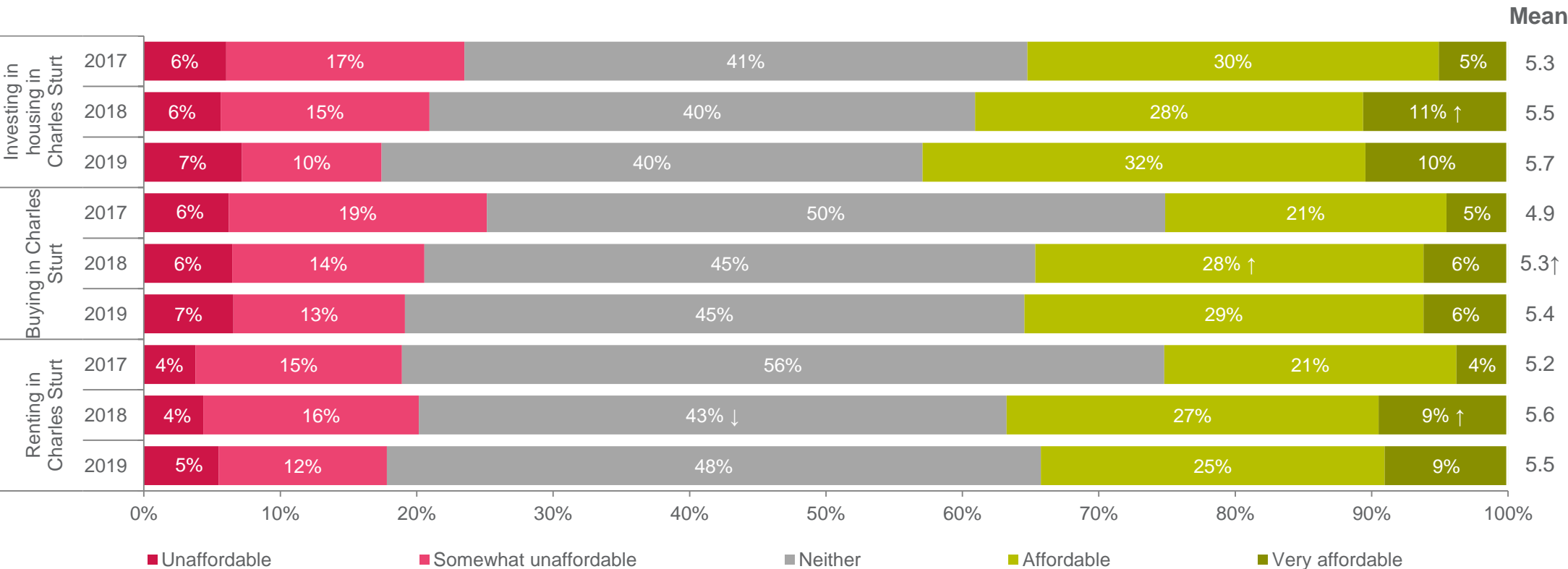




# Living in the City of Charles Sturt.

If housing affordability was rated on a scale of 0 to 10, how would you rate...

Housing affordability has remained consistent with 2018 findings.





By sub-  
groups

# Living in the City of Charles Sturt.

If housing affordability was rated on a scale of 0 to 10, how would you rate...

Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	365	42	40	40	49	48	38	49	59	189	176	121	140	104
Renting in Charles Sturt	5.5	5.7	5.2	5.5	5.2	5.9	5.0	5.5	5.9	5.4	5.6	5.4	5.5	5.7
N=	533	70	62	57	70	75	55	70	74	263	270	153	224	156
Buying in Charles Sturt	5.4	5.6	5.5	5.5	4.7	5.5	4.9	5.7	5.8	5.3	5.5	5.0	5.3	5.9 ↑
N=	459	60	54	52	55	66	46	60	66	234	225	133	198	128
Investing in housing in Charles Sturt	5.7	6.2	6.1	5.4	5.2	5.4	5.0	6.1	6.0	5.7	5.7	5.2 ↓	5.6	6.4 ↑

People aged 60 or older were more likely to agree that the area is affordable for both buying and investing. Those aged 18-34 were less likely to agree that Charles Sturt is an affordable place to invest.





# Environmental and stormwater performance.



# Environmental and Stormwater performance.

*We asked...*

*How satisfied are you with Council's environmental sustainability?*

*How satisfied are you with Council's stormwater provisions?*

A total of 59% of people are satisfied with Council's efforts regarding environmental sustainability. This is a 6% decrease from 2018 which is not statistically significant.

Two thirds of people (66%) are satisfied with Council's stormwater provisions which is a small increase (3%) upon the 2018 measure.

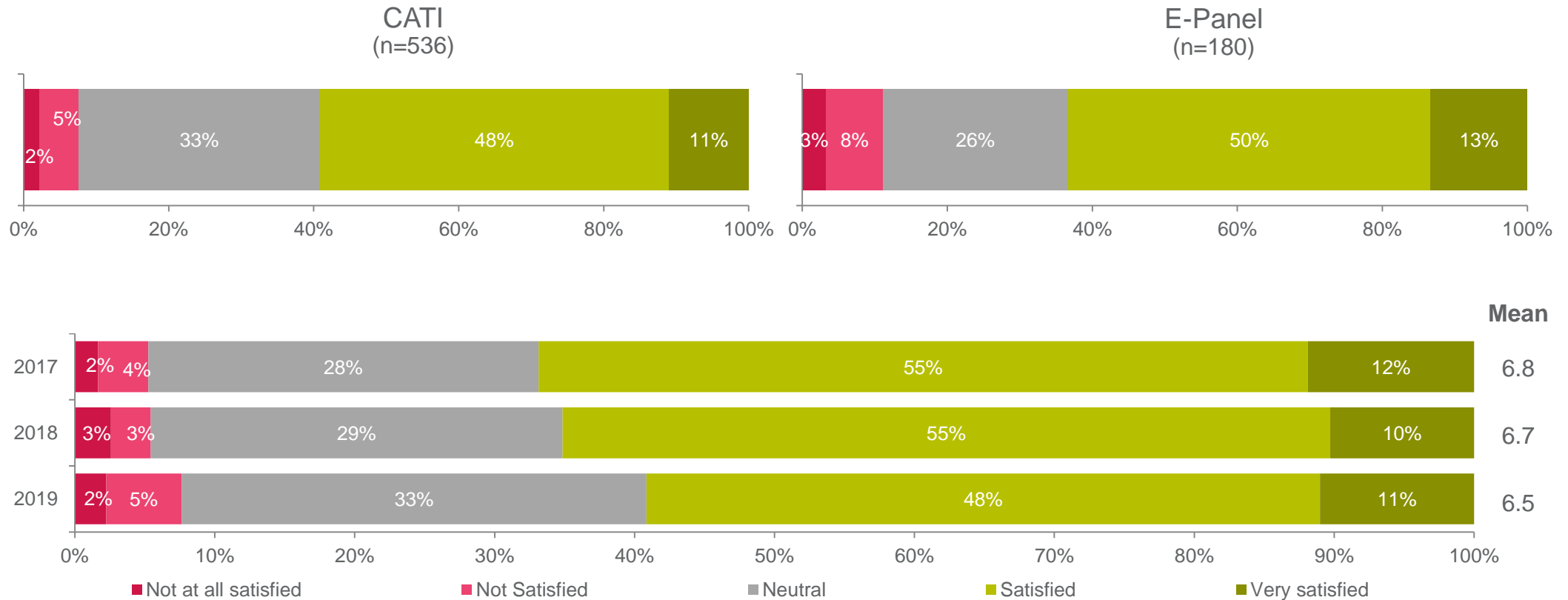
	Satisfaction (2019)	Change in satisfaction (since 2018)
Environmental issues e.g. biodiversity	59%	6% decrease
Stormwater	66%	3% increase





# Environmental performance.

Thinking about environmental issues how would you rate Council's overall performance?



59% of CATI and 63% of E-Panel respondents were satisfied with Council's environmental performance. This is consistent with last year's results.



By sub-  
groups

# Environmental performance.

Thinking about environmental issues how would you rate Council's overall performance?

Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	536	73	61	63	66	68	56	70	79	263	273	154	211	171
Environmental performance	6.5	6.3	6.5	6.6	6.3	6.5	6.4	6.9	6.7	6.5	6.6	6.5	6.6	6.5

The results for Council's environmental performance were quite consistent across age, gender and ward.

Q22:

Thinking about environmental issues in the Council area, such as biodiversity, the impacts of climate change, water use and capture, waste sent to landfill and protection of coast, to name some examples, how would you rate Council's overall performance?

Sample:

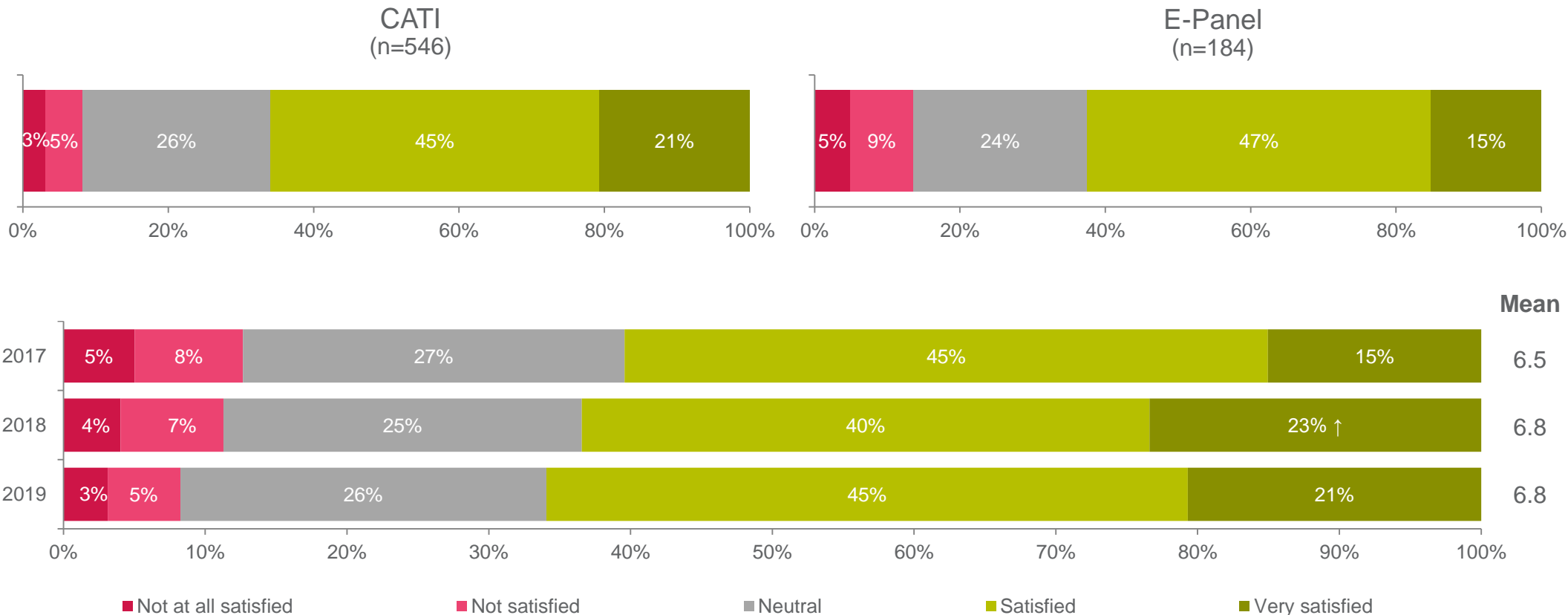
All CATI respondents, excluding those who 'don't know'





# Stormwater performance

Thinking in particular about the stormwater system, how satisfied are you with the way this infrastructure performs?



Satisfaction with stormwater performance was at 66% amongst CATI respondents and 62% from those who responded via the E-Panel. There has been a non-significant increase of 3% since 2018.



By sub-  
groups

# Stormwater performance

Thinking in particular about the stormwater system, how satisfied are you with the way this infrastructure performs?

Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	546	74	67	61	67	72	58	67	80	272	274	155	223	168
Stormwater performance	6.8	6.8	6.7	6.7	6.8	6.7	6.5	7.1	7.1	6.8	6.8	6.9	6.5	7.2

There were no significant differences by ward, gender or age





Overall  
performance  
and value for  
money.

# Performance and Value for Money.

*We asked...*  
*How satisfied are you with Council's performance?*  
*Do you feel you receive value for money?*  
*If not, how come?*

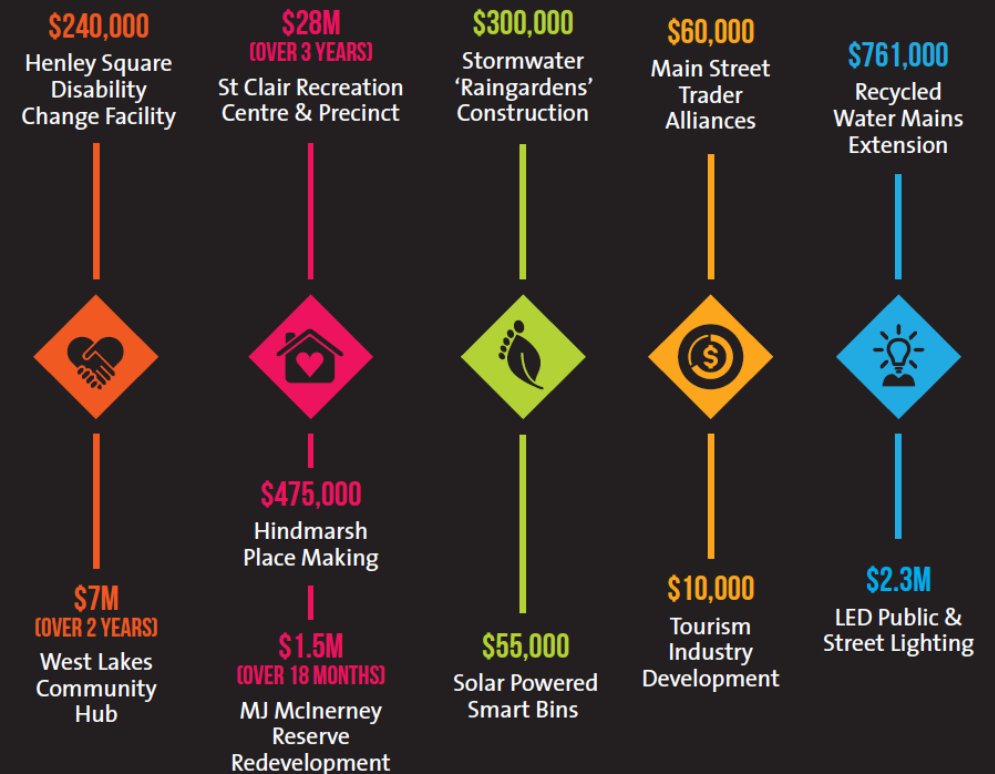
Overall, 66% of people are satisfied with Council's performance. This is consistent with the result from 2018 (68%).

48% of residents are satisfied that they receive value for money in exchange for the rates they pay each year.

Reasons for dissatisfaction regarding value for money include:

- High rates / not value for money (63%)
- Areas require maintenance (18%)

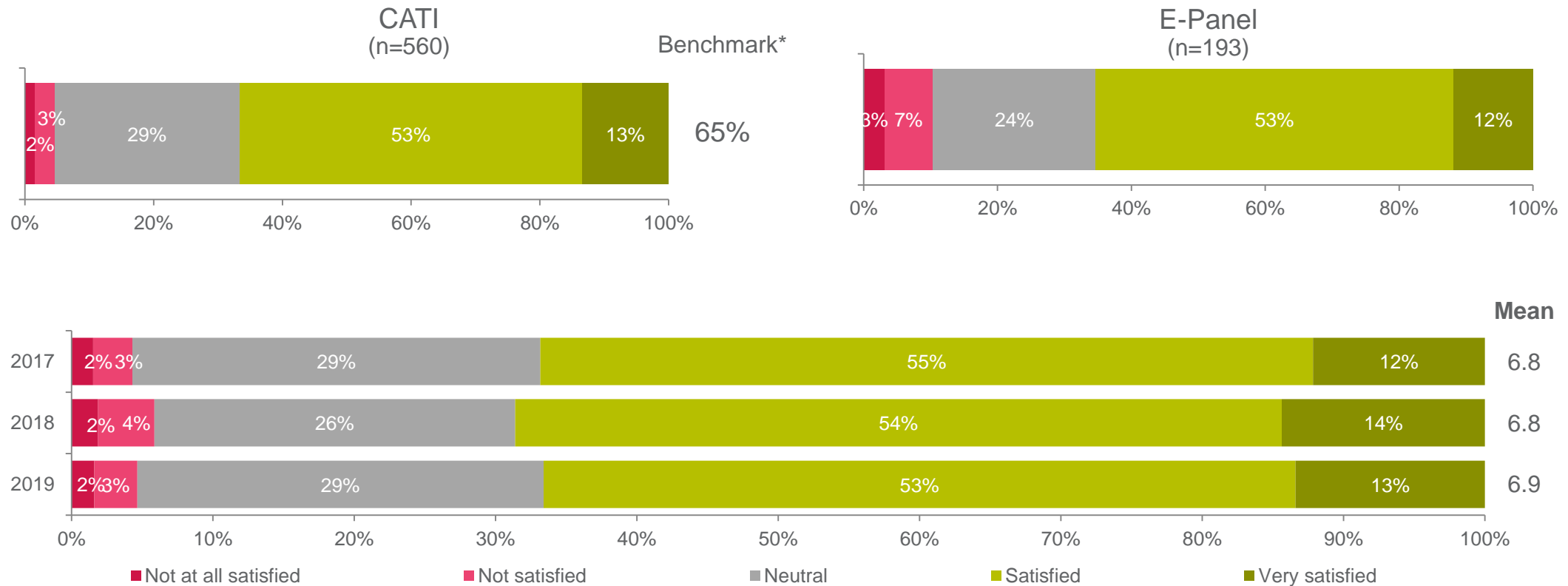
	Measure (2019)	Change in Measure (since 2018)
Overall performance	66%	2% decrease
Value for money	48%	1% increase





# Overall strategic performance

Taking all aspects of Council's strategic direction into consideration, how satisfied are you with Council's performance?



Overall satisfaction with Council's performance among CATI respondents was 66%, and among E-Panel respondents it was 65%. While this is a small (non-significant) decrease from 2018, the mean has risen slightly to 6.9.

The National Benchmark for overall satisfaction with Council is 65%, meaning the City of Charles Sturt has exceeded this amongst the representative CATI sample by 1%\*.

Q24: Overall, taking all aspects of Council's strategic direction into consideration, how satisfied are you with Council's performance?

Sample: All respondents, excluding those who 'don't know'

\* This benchmark is based on the average result across 20 Councils across Australia. It relies on information publicly available and does not represent all Councils.





By sub-  
groups

# Overall strategic performance

Taking all aspects of Council's strategic direction into consideration, how satisfied are you with Council's performance?

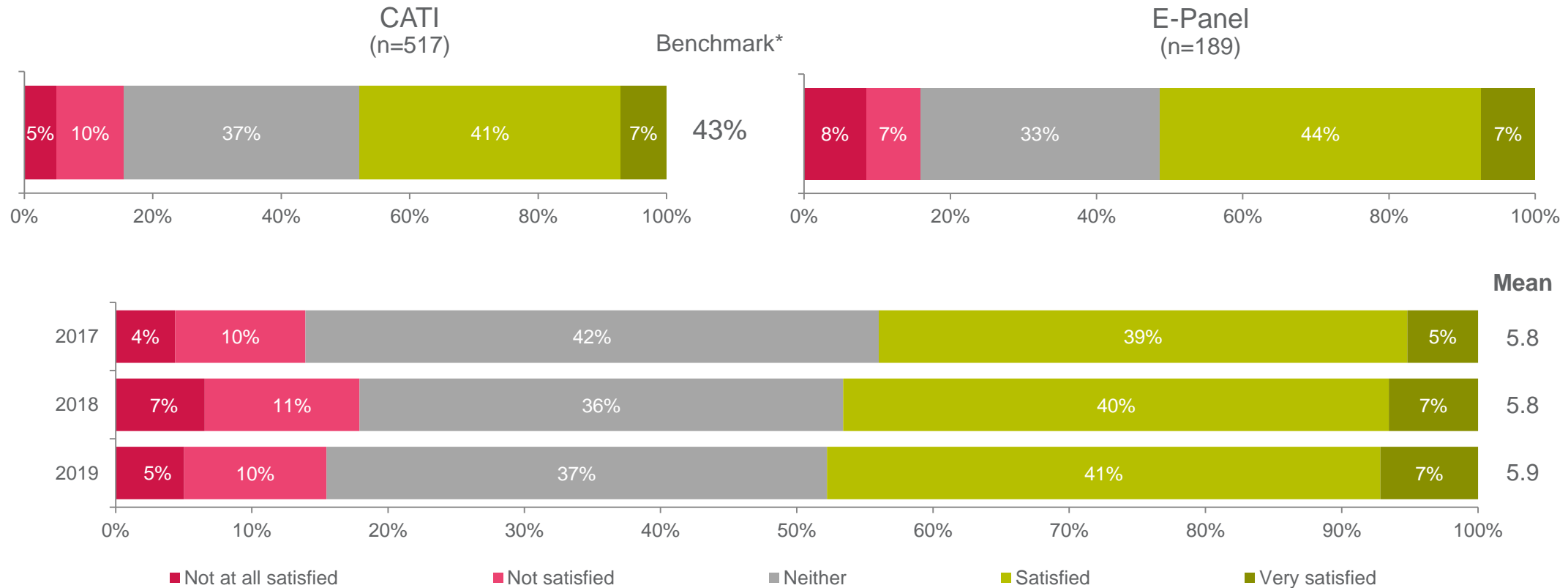
Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	560	71	66	66	70	73	60	70	84	275	285	170	220	170
Overall strategic performance	6.9	7.1	7.2	6.8	6.9	7.0	6.5	6.8	6.9	6.8	7.0	7.0	6.8	6.9

Although no statistically significant differences were found, residents in Findon Ward had higher levels of satisfaction with Council's performance compared to residents in other wards.



# Value for money

To what extent are you satisfied that Council rates provide value for money for residents?



Overall perceptions of value for money among CATI respondents was 48% while E-Panel members was 51%. For the CATI respondents, this is a 1% increase from 2018.

The National benchmark for a Council providing value for money is 43%, putting the City of Charles Sturt 5% above the national average\*



# Why do you say that?

## Why do you say that? (Not satisfied, n=63)

Negative - High Council rates / Not value for money	63%
Negative - Area requires some maintenance (footpaths, roads, verges, street lighting, parks, ovals, storm water drains)	18%
Negative - Council invests money in to unnecessary things / Do not focus on what is important	8%
Negative - Local Council not proactive (i.e. In relation to addressing parking complaints, rubbish collection) / Council area too large to efficiently represent local opinions	8%
Negative - Lack of Council transparency and communication with residents	6%
Negative - Lack of facilities (i.e. Free exercise equipment in local areas, library diversity, sport centres, community centres, swimming pools, hard rubbish removal service)	3%
Negative - Unhappy with development (high levels of subdivision)/construction/road works in the area	3%
Negative - Parking issues (i.e. Lack of parking availability, poor parking behavior)	3%
Neutral - Could be worse	3%
Negative - Safety concerns	3%
Neutral - There is always room for improvement	1%
Negative - Council regulations (ie. Building restrictions, lack of consultation with locals on new development)	1%
Neutral - Only lived in this area / Lived here for a significant time period	1%
Don't know	3%

The adjacent table shows the responses from residents who were not at all satisfied or not satisfied that council rates provide value for money. Please note that these are coded responses from an open ended question.

The main reason people felt they didn't receive value for money in their rates was because the rates are too high (63%). Other responses surrounded maintenance (18%) and a sense that Council invests in unnecessary things (8%)





# Why do you say that?

The adjacent table is the responses from residents who were neutral that council rates provide value for money. Please note that these are coded responses from an open ended question.

Why do you say that? (Neutral, n=125)	
Negative - High Council rates / Not value for money	49%
Negative - Area requires some maintenance (footpaths, roads, verges, street lighting, parks, ovals, storm water drains)	29%
Negative - Local Council not proactive (i.e. In relation to addressing parking complaints, rubbish collection) / Council area too large to efficiently represent local opinions	7%
Negative - Council invests money in to unnecessary things / Do not focus on what is important	6%
Negative - Lack of Council transparency and communication with residents	5%
Negative - Lack of facilities (i.e. Free exercise equipment in local areas, library diversity, sport centres, community centres, swimming pools, hard rubbish removal service)	5%
Negative - Unhappy with development (high levels of subdivision)/construction/road works in the area	2%
Negative - Parking issues (i.e. Lack of parking availability, poor parking behavior)	2%
Negative - Lack of trees/greenery in the area	2%
Neutral - Could be worse	2%
Negative - High level of traffic on street/s	2%
Positive - Good area / Reasonable rates / No complaints	1%
Neutral - There is always room for improvement	1%
Negative - Council regulations (ie. Building restrictions, lack of consultation with locals on new development)	1%
Negative - Safety concerns	1%
Negative - Disapprove of the way that rates are calculated	1%
Positive - Well maintained area (ie. Parks, roads, footpaths, playgrounds, sporting facilities, cycling paths)	1%
Positive - Reliable Council services and communication (ie. Rubbish collection, resolving of maintenance problems, Council enquiry line)	1%
Negative - Not enough support for families or elderly in the local area	1%
Negative - Not enough public open spaces (ie. Parks)	1%
Positive - Close to a variety of facilities (ie. Shopping centres, hospitals, airport, transport, library, post office)	1%
Negative - Hoon drivers/speeding on local streets	1%
Don't know	10%



By sub-  
groups

# Value for money

To what extent are you satisfied that Council rates provide value for money for residents?

	Total	Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	517	70	65	62	67	64	54	67	68	260	257	142	212	163
Value for money	5.9	5.9	6.0	6.0	6.0	6.1	5.4	6.2	5.8	6.0	5.9	6.0	5.7	6.2

When looking at the perception of value for money (for rates) across demographic variables, there are no statistically significant differences. Despite this, residents of West Woodville ward and Hindmarsh ward are more likely to feel they receive value for money. Similarly, those aged 60+ are more likely to feel this way.



Council  
services.



# Council services.

*We asked...*

*Which Council services do you value most?*

*Are there any services missing? What is missing?*

*Would you be willing to pay more rates to cover the cost of providing this service?*

*Would you be willing to let service levels reduce to minimise rate increases?*

The most valued services Council provides to residents are waste collection (60%), parks and reserves (45%), libraries (34%), local roads (29%) and footpaths (21%).

The majority (56%) agreed that no services are missing from Council's offering, however for the 30% that felt there was something missing, they were looking for:

- More or improved public facilities (24%)
- Community care services (24%)
- Hard rubbish collection / compost collection (22%)

For those looking for these additional services, only a minority (27%) were willing to pay higher rates to cover the cost of delivering these services.

	Measure (2019)	Change in Measure (Since 2018)
Missing services	30%	2% increase
Preparedness to pay higher council rates	27%	No change

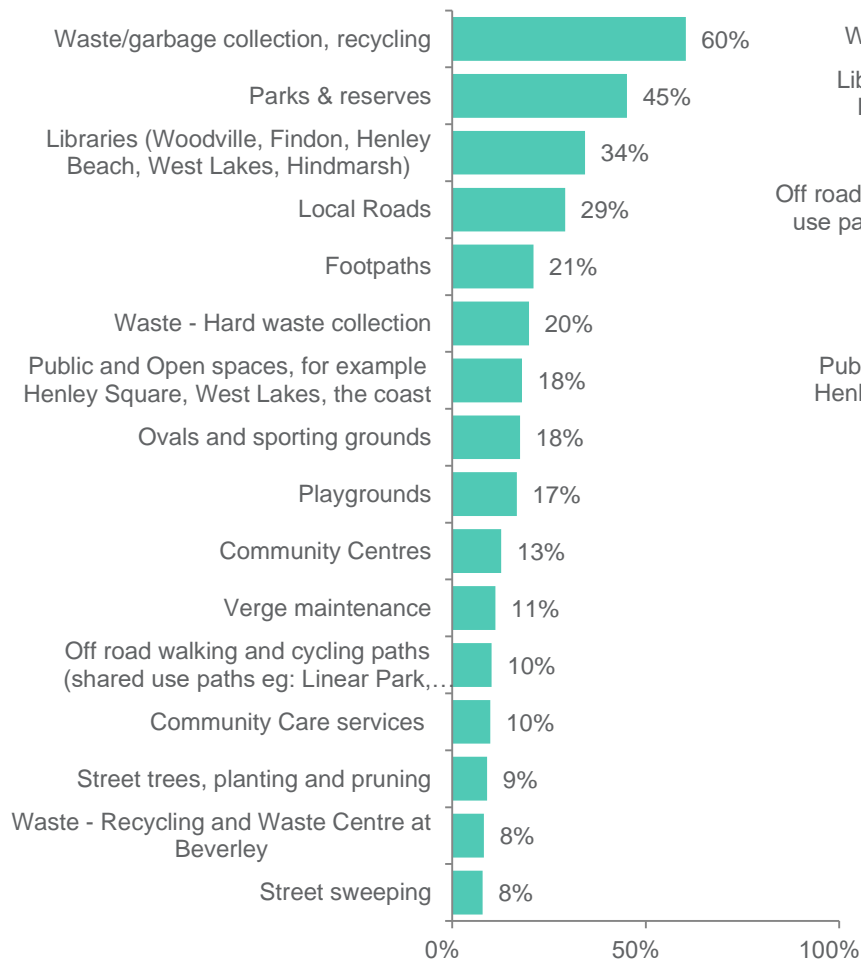




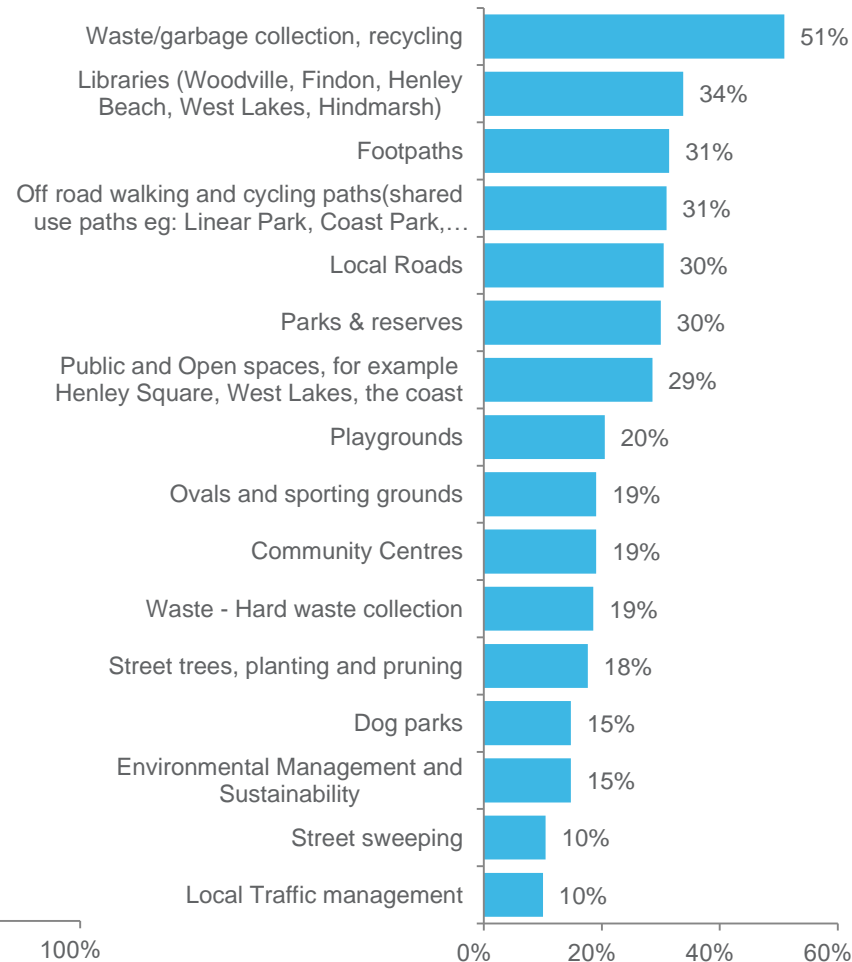
# Most valued services.

What would you say are the top 5 services you value from Council?

CATI



E-Panel



The community was asked to list the top 5 services that Council offers. For CATI respondents, the top 5 services were waste/garbage collection (60%), parks and reserves (45%), libraries (34%), local roads (29%) and footpaths (21%).

Amongst the E-Panel members, the top 5 services were waste/garbage collection (51%), libraries (34%), footpaths (31%), shared use paths (31%) and local roads (30%).





# Most valued services.

What would you say are the top 5 services you value from Council?

	2017	2018	2019
Waste/garbage collection, recycling	67%	51% ↓	60% ↑
Parks & reserves	51%	37% ↓	45% ↑
Libraries (Woodville, Findon, Henley Beach, West Lakes, Hindmarsh)	41%	40%	34%
Local Roads	29%	26%	29%
Footpaths*		20% ↑	21%
Waste - Hard waste collection	22%	25%	20%
Public and Open spaces, for example Henley Square, West Lakes, the coast*		12% ↑	18% ↑
Ovals and sporting grounds	24%	12% ↓	18% ↑
Playgrounds	17%	18%	17%
Community Centres	8%	12%	13%
Verge maintenance	18%	10% ↓	11%
Off road walking and cycling paths (shared use paths eg: Linear Park, Coast Park, Grange Lakes, Outer Harbour Greenway, St Clair Greenway)	24%	10% ↓	10%
Community Care services	6%	9%	10%
Street trees, planting and pruning	16%	12%	9%
Waste - Recycling and Waste Centre at Beverley	1%	6% ↑	8%
Street sweeping	10%	13% ↑	8%
Community Bus/Transport Service	6%	5%	6%
Planning and Development Assessment	2%	2%	6% ↑
Economic Development	0%	1%	5% ↑
St Clair Recreation Centre*			5% ↑
Dog parks	4%	5%	5%
Environmental Management and Sustainability	5%	5%	5%
Stormwater drainage	5%	5%	4%
Local Traffic management	4%	4%	4%
Events	0%	4% ↑	3%
Environmental Health	2%	2%	3%
Continues overleaf....			

Compared to 2018, the proportion of residents to include waste collection in their top 5 services has increased from 51% to 60%.

Similarly, there have been increases in parks and reserves, public and open spaces, ovals and sporting grounds, planning and development assessment, economic development and St Clair Recreation Centre.





# Most valued services.

What would you say are the top 5 services you value from Council?

	2017	2018	2019
Community Halls	2%	2%	3%
Parking controls	3%	2%	3%
Customer Service Centre / Communication with residents*		3% ↑	2%
Immunisation service	3%	3%	2%
Public litter bins	1%	3%	2%
Animal management	2%	4%	2%
Street lighting*		2% ↑	2%
Public Security / Local Safety / Police Presence*		1% ↑	1%
Maintenance / Facility Upgrade*		1% ↑	1%
Graffiti removal	4%	2%	1%
Volunteer services	1%	2%	1%
Neutral: Unhappy with Council services provided*		1%	1%
Emergency Call-Out Services*		0%	1%
Support for sport/community groups*		1%	1%
Marketing and communications	1%	1%	1%
Recycled Water system	1%	1%	1%
Public conveniences/toilets	2%	3%	1% ↓
Schools / Kindergartens*		1%	0%
Cleaning (general)*		1%	0%
Council Chambers*		0%	0%
Justice of the Peace	1%	3%	0% ↓
Placemaking	0%	1%	0%
Nice shopping centres*		1%	
Building and Development*		1%	
Food inspections*		0%	
Other	22%	26%	10% ↓
Don't know / No comment		2% ↑	2%



# Most valued services.

What would you say are the top 5 services you value from Council?

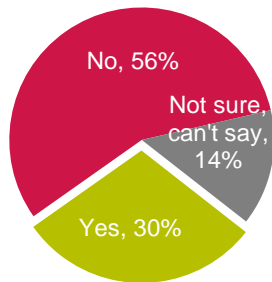
Column %	Ward									Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Waste/garbage collection, recycling	60%	79% ↑	61%	61%	55%	59%	52%	49%	65%	63%	58%	48% ↓	62%	70%
Parks & reserves	45%	39%	54%	44%	51%	55%	39%	33%	45%	48%	42%	58% ↑	43%	36%
Libraries (Woodville, Findon, Henley Beach, West Lakes, Hindmarsh)	34%	35%	39%	39%	34%	37%	20%	36%	33%	30%	38%	34%	33%	37%
Local Roads	29%	30%	18%	23%	37%	33%	38%	27%	28%	33%	25%	27%	31%	30%
Footpaths	21%	14%	21%	33%	21%	15%	33%	17%	18%	22%	20%	24%	17%	23%
Waste - Hard waste collection	20%	26%	11%	20%	16%	21%	22%	24%	18%	19%	21%	16%	23%	20%
Public and Open spaces, for example Henley Square, West Lakes, the coast	18%	14%	11%	13%	16%	17%	34% ↑	25%	15%	19%	17%	23%	18%	12%
Ovals and sporting grounds	18%	14%	21%	20%	22%	12%	16%	21%	15%	21%	14%	18%	17%	18%
Playgrounds	17%	10%	23%	16%	16%	16%	9%	19%	23%	15%	18%	25% ↑	15%	10%
Community Centres	13%	5%	20%	6%	10%	15%	16%	16%	15%	10%	15%	10%	13%	15%
Verge maintenance	11%	21%	11%	13%	5%	13%	13%	4%	9%	10%	12%	11%	11%	11%
Off road walking and cycling paths (shared use paths eg: Linear Park, Coast Park, Grange Lakes, Outer Harbour Greenway, St Clair Greenway)	10%	14%	8%	9%	16%	6%	11%	12%	6%	11%	9%	9%	15%	5%
Community Care services (Transport, aged and disability services, home maintenance & security)	10%	5%	14%	10%	12%	12%	6%	11%	8%	6%	13%	5%	6%	19% ↑
Street trees, planting and pruning	9%	16%	10%	14%	3%	7%	8%	7%	8%	7%	11%	6%	8%	14%
Waste - Recycling and Waste Centre at Beverley	8%	13%	7%	7%	3%	7%	11%	13%	5%	9%	7%	4%	10%	9%
Street sweeping	8%	9%	6%	11%	10%	5%	8%	7%	8%	10%	6%	6%	9%	9%
Community Bus/Transport Service	6%	4%	6%	10%	3%	4%	9%	9%	7%	6%	7%	6%	5%	8%
Planning and Development Assessment	6%	1%	1%	7%	4%	9%	9%	8%	5%	3%	7%	6%	7%	3%
Economic Development	5%	1%	3%	7%	1%	10%	6%	5%	7%	4%	6%	4%	6%	4%
St Clair Recreation Centre	5%	1%	3%	6%	4%	4%	2%	5%	14% ↑	7%	4%	5%	6%	3%
Other	10%	14%	4%	7%	11%	11%	6%	16%	10%	11%	9%	14%	10%	7%



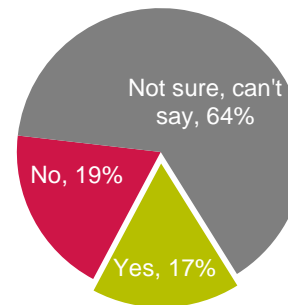
# Missing services.

Is there a service that the City of Charles Sturt does not currently provide that you think should be provided?

CATI



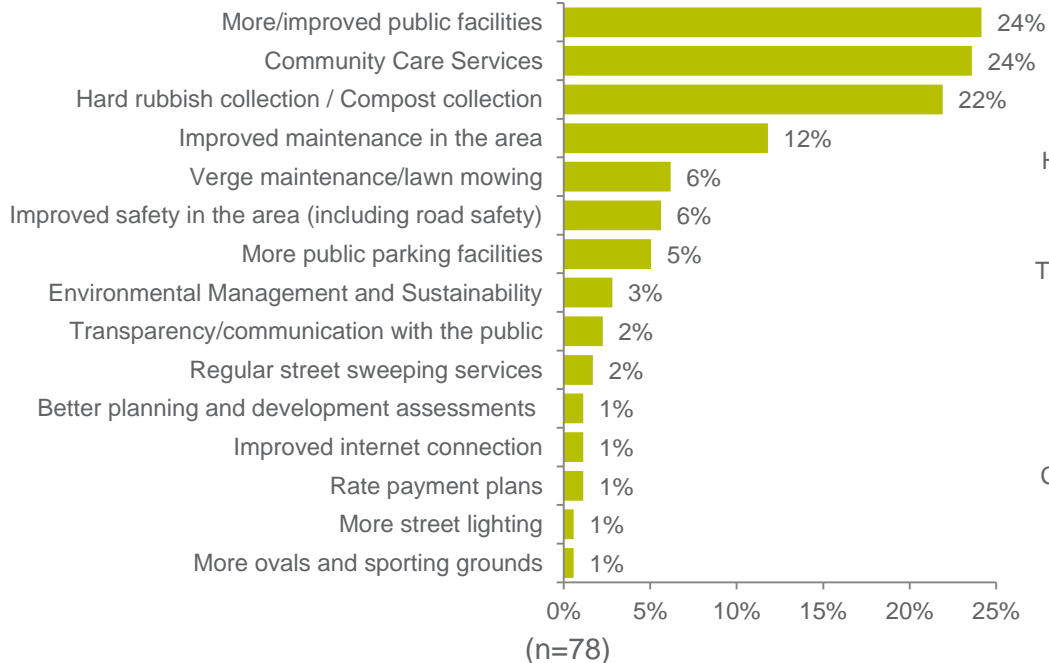
E-Panel



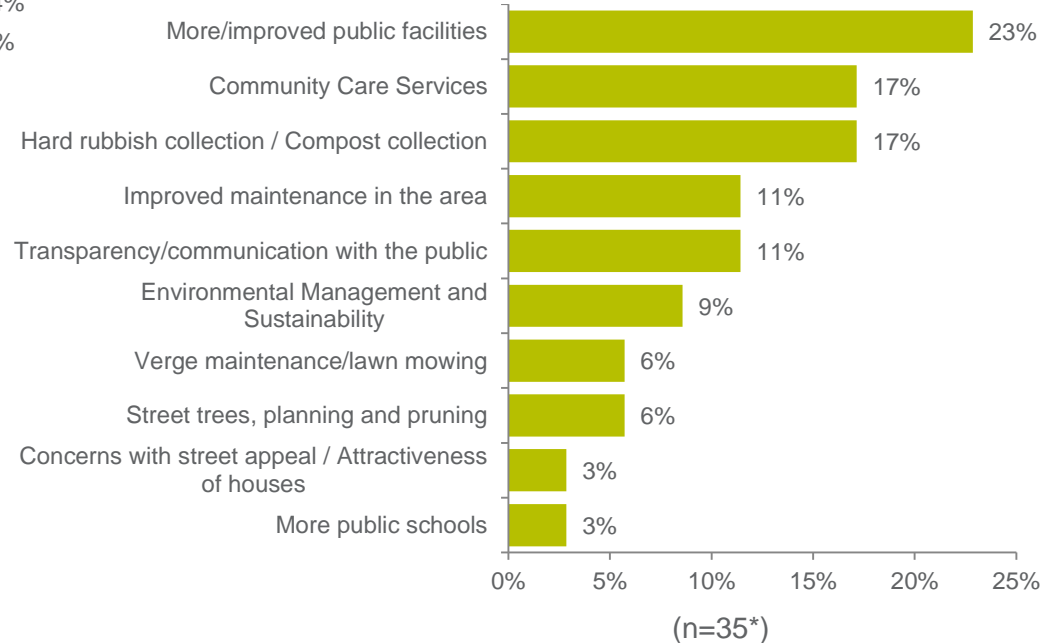
The majority of people (70% CATI, 83% E-Panel) were unable to list another service that they feel Council should offer.

For the few that could, services they would like to receive included more or improved public services and community care services.

What service should City of Charles Sturt provide?



What service should City of Charles Sturt provide?

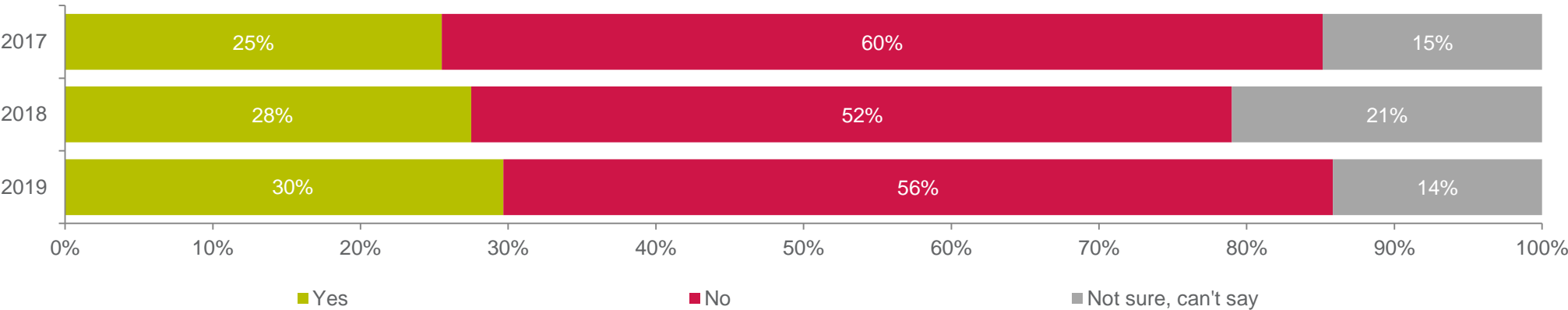




# Missing services.

Is there a service that the City of Charles Sturt does not currently provide that you think should be provided?

Compared to 2018, there has been a 2% increase in the proportion who think council should provide more services.





By sub-  
groups

# Missing services.

Is there a service that the City of Charles Sturt does not currently provide that you think should be provided?

Average	Total	Ward								Gender		Age		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	600	77	71	70	73	82	64	75	88	287	313	180	238	182
Yes	30%	31%	27%	29%	40%	33%	25%	29%	24%	28%	31%	24%	34%	29%
No	56%	58%	65%	50%	44%	54%	61%	60%	58%	60%	53%	58%	54%	58%
Not sure, can't say	14%	10%	8%	21%	16%	13%	14%	11%	18%	12%	16%	18%	12%	13%

Although no statistically significant differences were found, residents in Henley Ward were more likely than other wards to believe there are additional services that should be provided by council.

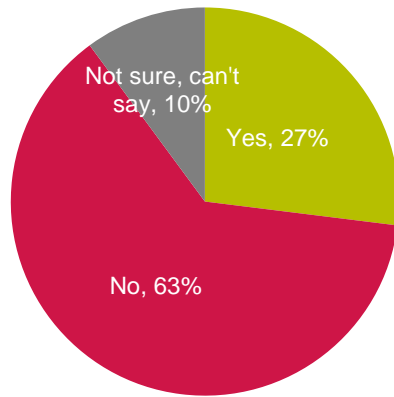


# Preparedness to pay higher council rates.

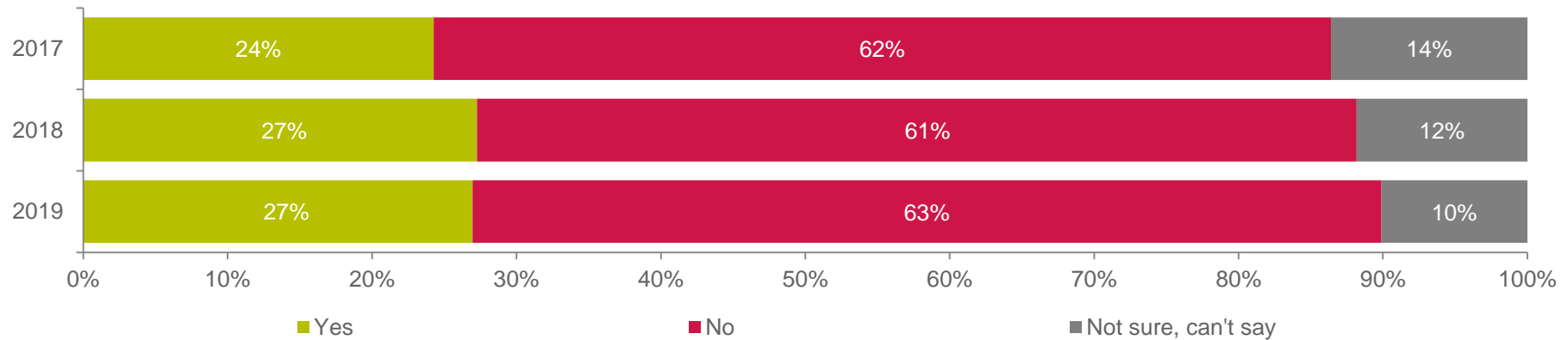
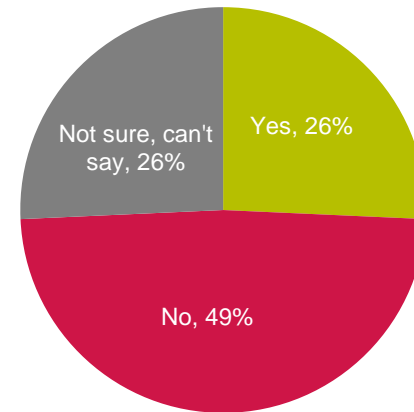
(Amongst those who want Council to provide additional services)

Are you prepared to pay more Council rates so that this service can be provided?

CATI  
(n=178)



E-Panel  
(n=35)



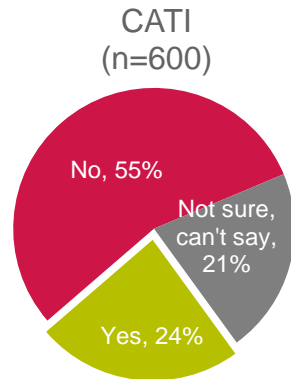
The majority of people (63%) weren't willing to pay higher rates in exchange for the additional services they felt Council should offer.



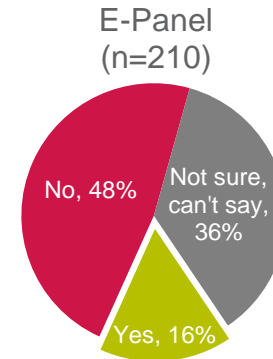
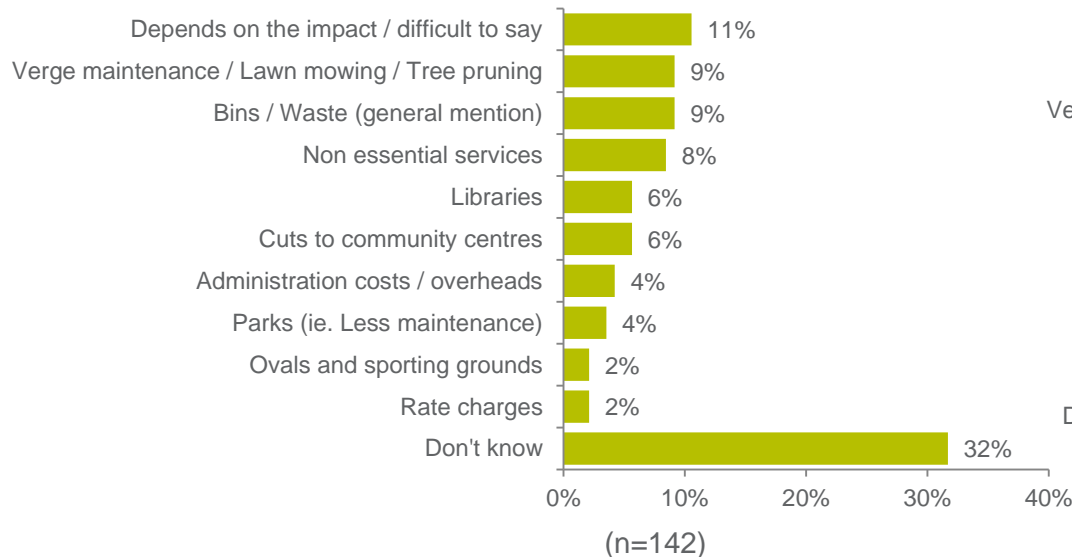


# Reduction in services.

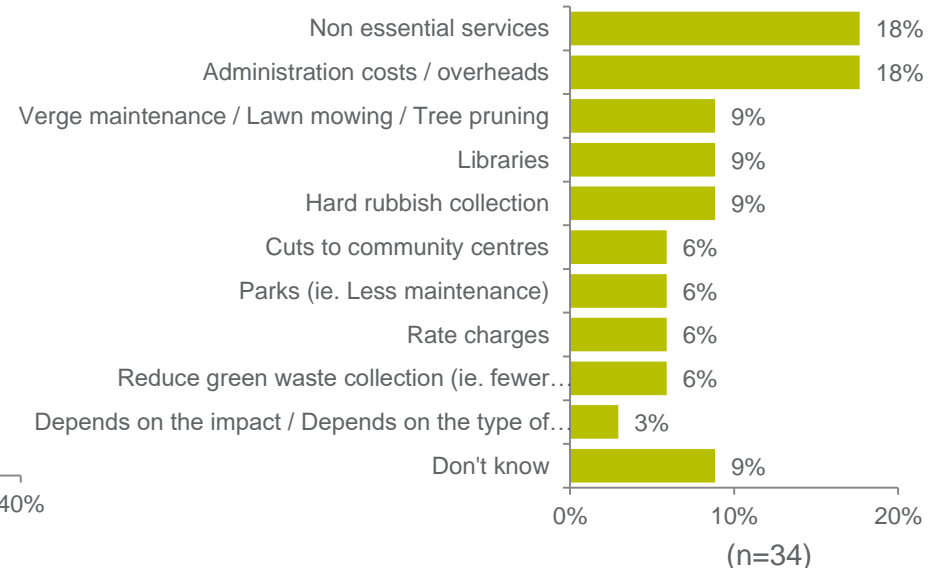
Would you be prepared to accept a reduction in services if it minimised rate increases?



What would you reduce or remove?  
(top 10 only)



What would you reduce or remove?  
(top 10 only)



Approximately half of people (55% CATI, 48% E-Panel) were not willing to accept a reduction in services if it meant minimising rate increases.

For the few who would accept a reduction in services, it was difficult for them to specify what should be reduced or removed.



By sub-  
groups

# Reduction in services.

Would you be prepared to accept a reduction in services if it minimised rate increases?

Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	600	77	71	70	73	82	64	75	88	287	313	180	238	182
Yes	24%	27%	31%	21%	33%	17%	17%	23%	20%	27%	20%	28%	25%	18%
No	55%	56%	56%	59%	52%	54%	59%	52%	53%	56%	54%	41% ↓	56%	68% ↑
Not sure, can't say	21%	17%	13%	20%	15%	29%	23%	25%	26%	16% ↓	26% ↑	31% ↑	19%	14% ↓

People aged over 60 were less likely to accept a reduction in services if it minimised rate increases, while those aged 18-34 were more likely to be unsure.



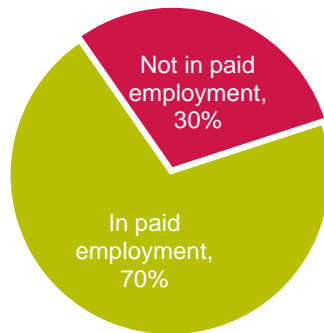
Mode of travel  
to work.



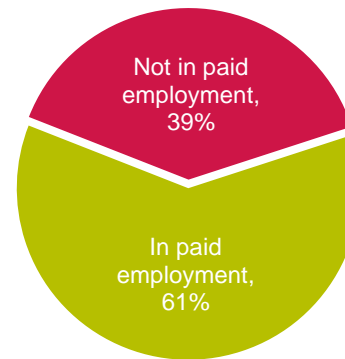
# Employment & Mode of travel to work.

If you are in paid employment, what is your usual mode of travel to work?

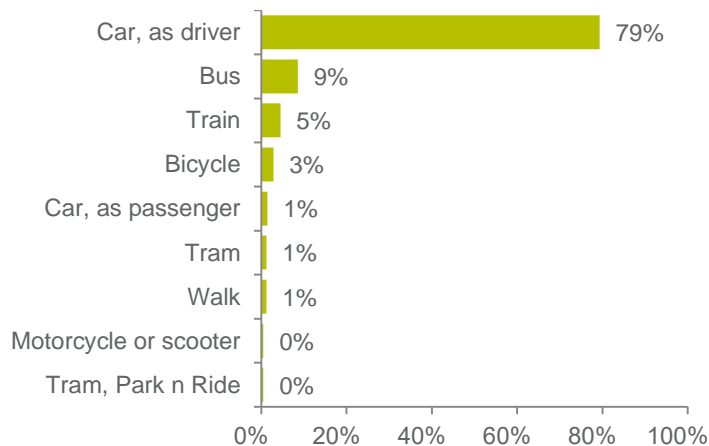
CATI  
(n=600)



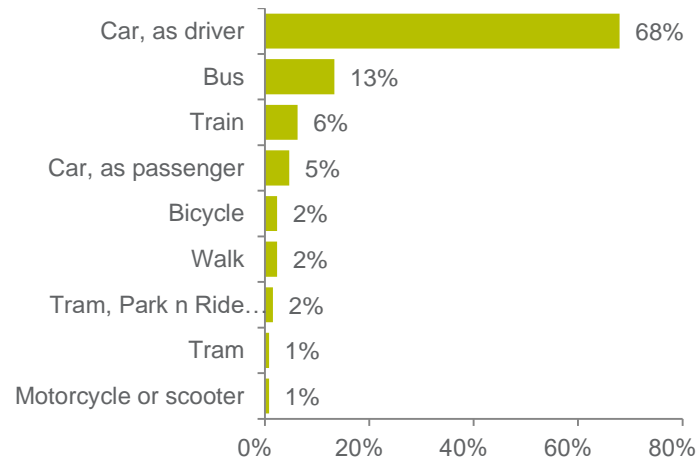
E-Panel  
(n=210)



What is your usual mode of travel to work?  
(n=422)



What is your usual mode of travel to work?  
(n=128)

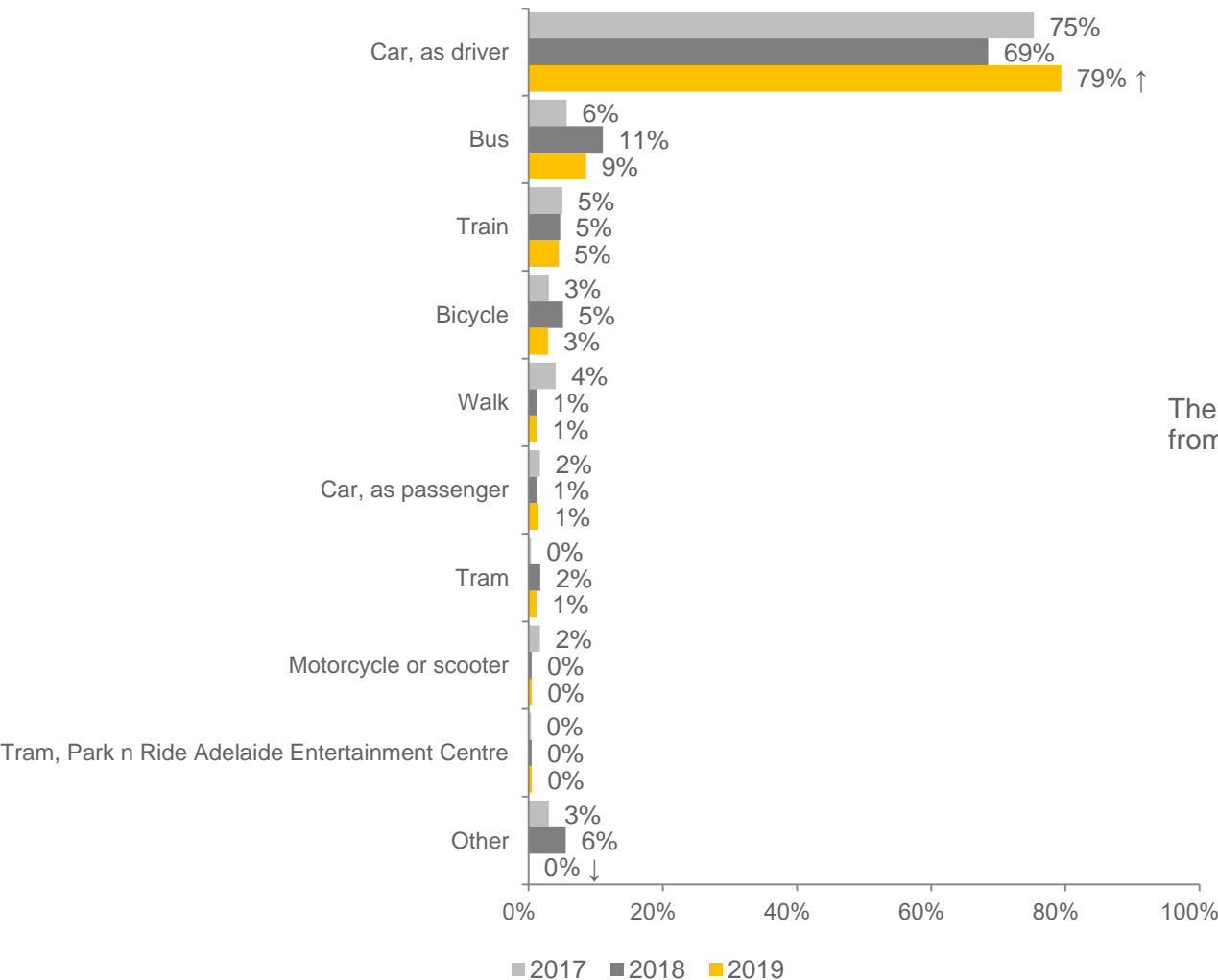


For the 70% of CATI and 61% of E-Panel members who are in paid employment, the most common mode of transport to work was by car, as a driver (79% CATI, 68% E-Panel).



# Mode of travel to work.

If you are in paid employment, what is your usual mode of travel to work?



The proportion of resident driving to work has increased from 2018, from 69% to 79%.



# Mode of travel to work.

If you are in paid employment, what is your usual mode of travel to work?

	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	600	77	71	70	73	82	64	75	88	287	313	180	238	182
In paid employment	70%	58% ↓	65%	63%	70%	80%	73%	81%	70%	72%	69%	91% ↑	85% ↑	31% ↓
Not in paid employment	30%	42% ↑	35%	37%	30%	20%	27%	19%	30%	28%	31%	9% ↓	15% ↓	69% ↑

	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	422	45	46	44	51	66	47	61	62	207	215	163	202	57
Car, as driver	79%	80%	76%	70%	82%	82%	81%	80%	81%	83%	76%	80%	78%	82%
Bus	9%	7%	13%	11%	12%	5%	9%	8%	6%	6%	11%	6%	10%	11%
Bicycle	3%	7%	4%	5%	0%	5%	0%	2%	2%	5%	1%	2%	4%	2%
Train	5%	4%	0%	9%	0%	6%	4%	3%	8%	3%	6%	6%	3%	4%
Car, as passenger	1%	2%	0%	0%	4%	0%	4%	2%	0%	0%	2%	1%	1%	2%
Tram	1%	0%	7% ↑	0%	0%	2%	0%	0%	2%	0%	2%	3%	0%	0%
Walk	1%	0%	0%	0%	0%	2%	2%	3%	2%	1%	1%	1%	2%	0%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Motorcycle or scooter	0%	0%	0%	2%	2%	0%	0%	0%	0%	1%	0%	1%	0%	0%
Tram, Park n Ride														
Adelaide Entertainment Centre	0%	0%	0%	2%	0%	0%	0%	2%	0%	0%	1%	1%	0%	0%

Those in Beverley Ward (58%) were less likely to be in paid employment, compared to other wards.

Those in Findon Ward were more likely to commute by tram (7%).



# Demographics.





# Demographics.

	Age by Ward							
	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville
N=	77	71	70	73	82	64	75	88
18-34	10% ↓	25%	27%	18% ↓	44% ↑	34%	37%	41% ↑
35-59	45%	39%	40%	40%	39%	44%	39%	33%
60+	44% ↑	35%	33%	42% ↑	17% ↓	22%	24%	26%

Age	CATI	E-Panel
N=	600	210
18-24	11%	1%
25-34	19%	8%
35-49	24%	22%
50-59	16%	21%
60-69	13%	27%
70-84	13%	19%
85+	4%	2%

Some wards were more likely to be made up of younger respondents aged 18-34 (Hindmarsh Ward and Woodville ward), whereas others had more respondents aged 60 or older (Beverley Ward and Henley Ward).



# Demographics.

	Gender by Ward							
	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville
N=	77	71	70	73	82	64	75	88
Male	53%	37%	44%	56%	51%	45%	43%	51%
Female	47%	63%	56%	44%	49%	55%	57%	49%

Gender	CATI	E-Panel
N=	600	210
Male	48%	46%
Female	52%	54%

The CATI sample was carefully designed to be representative of the broader City of Charles Sturt community, whereas the E-Panel sample was open for the 800 members of the panel to complete.

Household composition	CATI	E-Panel
N=	600	210
Single person living alone or sharing accommodation	21%	11%
Couple who are married or living together with no children in the home	22%	29%
Family as a couple or single parent with most children under 6 years	12%	9%
Family as a couple or single parent with most children aged from 6-15 years	18%	12%
Family as a couple or single parent with most children over 15 years and at least one still living at home	20%	17%
Couple or single person in middle to late age groups with no children in the home	6%	17%
I prefer to not answer	1%	4%

Ward	CATI	E-Panel
N=	600	210
Beverley Ward	13%	10%
Findon Ward	12%	9%
Grange Ward	12%	18%
Henley Ward	12%	15%
Hindmarsh Ward	14%	10%
Semaphore Park Ward	11%	17%
West Woodville Ward	13%	8%
Woodville Ward	15%	14%



# Appendix.



# 2019 Survey Instrument.

## City of Charles Sturt.

### 2019 Community Survey.



Good morning/afternoon, my name is \_\_\_\_\_. I am calling from Colmar Brunton Research on behalf of the City of Charles Sturt. We are calling residents to invite them to participate in a community-wide survey to provide feedback to Council. The City of Charles Sturt is keen to understand your perceptions of the local Council in which you live and the services, facilities and infrastructure provided. We value your input and would like approximately 10 minutes of your time to achieve this.

Is there anyone in the household between the ages of 18 and 30? (IF YES, ASK TO SPEAK WITH THEM AND REINTRO, ELSE CONTINUE)

I just need to let you know that this call may be monitored by my supervisor for training and coaching purposes.

(IF CONCERNED ABOUT PRIVACY) - I can assure you that any information you give will remain confidential, and in compliance with the Privacy Act.

(IF CONCERNED ABOUT VALIDITY) - advise them that Barbara James, Corporate Project Officer for Council is the Contact if they wish to verify the research project. Her number is: 8408 1213.

Q1. Firstly, which suburb do you live in?

RESPONSE OPTIONS	ROUTING
Albert Park	CONTINUE
Allenby Gardens	
Athol Park	
Beverley	
Bowden	
Brompton	
Cheltenham	
Croydon	
Devon Park (part)	
Findon	
Flinders Park	
Fulham Gardens	
Grange	
Hendon	
Henley Beach South	
Hindmarsh	
Kidman Park	
Kilkenny	
Ovingham	
Pennington	
Renown Park	
Ridleyton	
Rosewater	
Royal Park	

Seaton	
Semaphore Park	
St Clair	
Tennyson	
Welland	
West Beach (part)	
West Croydon	
West Hindmarsh	
West Lakes	
West Lakes Shore	
Woodville	
Woodville North	
Woodville Park	
Woodville South	
Woodville West	
Other	TERMINATE

Q2a Which of the following best describes your age...?

CODE	RERESPONSE OPTIONS	ROUTING
1	under 18	CHECK QUOTAS
2	18-24	
3	25-34	
4	35-49	
5	50-59	
6	60-69	
7	70-84	
8	85+	
9	Refused	

IF 1 OR 9 IN Q2A ABORT

Q3. (DO NOT ASK) Gender

CODE	RERESPONSE OPTIONS	ROUTING
1	Male	CHECK QUOTAS
2	Female	

#### Thinking about council services and facilities...

Q7. On a scale of a 0 to 10, where 0 is not at all important and 10 is very important, how important to you is the provision of...

CODE	RERSPONSE OPTIONS	ROUTING
1	Sporting clubs	CONTINUE
2	Council halls/town Halls	
3	Community Centres	
4	Libraries	

Q4. In the last month, have you used any of Council's community facilities, such as sporting club, council hall, community centre, library?

CODE	RERSPONSE OPTIONS	ROUTING
1	Sporting clubs	CONTINUE
2	Council halls/town Halls	
3	Community Centres	
4	Libraries	

Q5. IF SELECTED AT Q4 - How satisfied are you with Council's community facilities? Use a 0 to 10 score, where 0 is not at all satisfied and 10 is very satisfied.

CODE	RERSPONSE OPTIONS	ROUTING
1	Sporting clubs	CONTINUE
2	Council halls/town Halls	
3	Community Centres	
4	Libraries	

Q6. Thinking about the services and/or programs provided in libraries or community centres, how satisfied are you with...? (0-10 SCALE + DON'T KNOW)

CODE	RERSPONSE OPTIONS	ROUTING
3	Community Centres	CONTINUE
4	Libraries	

#### Thinking now about infrastructure in the area...

Q18. To what extent is the provision of the following important to you? Please use a 0 to 10 score, where 0 is not at all important and 10 is very important. (0-10 SCALE + DON'T KNOW)

CODE	RERSPONSE OPTIONS	ROUTING
1	Local roads	CONTINUE
2	Footpaths	
3	Off road shared use walking and cycling paths such as Linear Park along the River Torrens or the path along the coast	

Q17. And to what extent are you **satisfied** with the provision and maintenance of... (0-10 SCALE + DON'T KNOW)

CODE	RERSPONSE OPTIONS	ROUTING
1	Local roads	CONTINUE
2	Footpaths	
3	Off road shared use walking and cycling paths, such as Linear Park along the River Torrens or the path along the coast	

**Thinking about Council's parks and open spaces...**

Q21. How important to you is the provision of well developed ...? (0-10 SCALE + DON'T KNOW)

CODE	RERESPONSE OPTIONS	ROUTING
1	Public and open spaces such as the foreshore area at Henley square or Plant 4 Bowden	CONTINUE
2	Parks, reserves or playing fields such as Point Malcolm reserve or Henley oval	
3	Playgrounds	

Q20. To what extent are you satisfied with the City of Charles Sturt's .....? (0-10 SCALE + DON'T KNOW)

CODE	RERESPONSE OPTIONS	ROUTING
1	Public and open spaces such as the foreshore area at Henley square or Plant 4 Bowden	CONTINUE
2	Parks, reserves or playing fields such as Point Malcolm reserve or Henley oval	
3	Playgrounds	

**Thinking about the community now...**

Q8. To what extent do you feel that you and your household are part of the broader City of Charles Sturt community? Please use a 0 to 10 score, where 0 is not at all part of the Community and 10 is very much part of the community (0-10 SCALE + DON'T KNOW)

CODE	RERESPONSE OPTIONS	ROUTING
0	0 - Not at all part of the community	CONTINUE
1	1	
2	2	
3	3	
4	4	
5	5	
6	6	
7	7	
8	8	
9	9	
10	10 - Very much part of the community	

Q10. If you needed help, such as at a time of emergency, are you able to ask for and receive help from family, friends or neighbours? Don't read out, but prompt if needed. SINGLE RESPONSE

CODE	RERESPONSE OPTIONS	ROUTING
1	Yes, from family	CONTINUE
2	Yes, from friends	
3	Yes, from neighbours	
4	Yes, from more than one of these support networks	
5	No, have no family or friends nearby if needed	
6	Other response (SPECIFY)	

Q13. Thinking about safety in your neighbourhood, which of the following comes closest to your feelings of safety, I ...? READ OUT, RANDOMISE, SINGLE RESPONSE

CODE	RERESPONSE OPTIONS	ROUTING
1	Feel safe day and night in my area	CONTINUE
2	Feel safe during the day but not at night	
3	Do not feel safe in my neighbourhood	
4	Something else (SPECIFY)	

NEWQ13a. [IF CODE 2 OR 3 AT Q13] Why is that? What makes you feel unsafe?  
OPEN ENDED



**And thinking about the whole Council overall...**

Q12. To what extent do you feel that you have a say on important issues in your area? Please use a 0 to 10 score, where 0 is no say at all and 10 is plenty of say in important issues.

CODE	RERESPONSE OPTIONS	ROUTING
0	0 – No say at all	CONTINUE
1	1	
2	2	
3	3	
4	4	
5	5	
6	6	
7	7	
8	8	
9	9	
10	10 – Plenty of say	

Q14. To what extent do you agree that Charles Sturt is a great place to live? Use a 0 to 10 score, where 0 is not agree at all and 10 is agree totally.

CODE	RERESPONSE OPTIONS	ROUTING
0	0 – Don't agree at all	CONTINUE
1	1	
2	2	
3	3	
4	4	
5	5	
6	6	
7	7	
8	8	
9	9	
10	10 – Agree totally	

Q15. Why do you give this rating? OPEN-ENDED, PROBE

Q16. If housing affordability was rated on a scale of 0 to 10, where 0 is unaffordable and 10 is very affordable, how would you rate .....? (0-10 SCALE + DON'T KNOW) READ OUT

CODE	RERESPONSE OPTIONS	ROUTING
1	Renting in Charles Sturt	CONTINUE
2	Buying in Charles Sturt	
3	Investing in housing in Charles Sturt	

Q22. Thinking about environmental issues in the Council area, such as biodiversity, the impacts of climate change, water use and capture, waste sent to landfill and protection of coast, to name some examples, how would you rate Council's overall performance in terms of environmental sustainability? Use a 0 to 10 scale, where 0 is not at all satisfied and 10 is very satisfied (0-10 SCALE + DON'T KNOW)

CODE	RERESPONSE OPTIONS	ROUTING
0	0 – Not at all satisfied	CONTINUE
1	1	
2	2	
3	3	
4	4	
5	5	
6	6	
7	7	
8	8	
9	9	
10	10 – Very satisfied	

Q23. And thinking in particular about the stormwater drainage system, how satisfied are you with the way this infrastructure performs? Use a 0 to 10 scale, where 0 is not at all satisfied and 10 is very satisfied (0-10 SCALE + DON'T KNOW)

CODE	RERESPONSE OPTIONS	ROUTING
0	0 – Not at all satisfied	CONTINUE
1	1	
2	2	
3	3	
4	4	
5	5	
6	6	
7	7	
8	8	
9	9	
10	10 – Very satisfied	

Q24. Overall, taking all aspects of Council's strategic direction into consideration, how satisfied are you with Council's performance? Use a 0 to 10 scale, where 0 is not at all satisfied and 10 is very satisfied (0-10 SCALE + DON'T KNOW)

CODE	RESPONSE OPTIONS	ROUTING
0	0 – Not at all satisfied	CONTINUE
1	1	
2	2	
3	3	
4	4	
5	5	
6	6	
7	7	
8	8	
9	9	
10	10 – Very satisfied	

Q25. To what extent are you satisfied that Council rates provide value for money for residents? As before, please use a 0 to 10 scale, where 0 is not at all satisfied and 10 is very satisfied. (0-10 SCALE + DON'T KNOW)

CODE	RESPONSE OPTIONS	ROUTING
0	0 – Not at all satisfied	CONTINUE
1	1	
2	2	
3	3	
4	4	
5	5	
6	6	
7	7	
8	8	
9	9	
10	10 – Very satisfied	

Q26. [IF RATED 6 OR LESS] Why do you say that? OPEN-ENDED, PROBE

Q27. What would you say are the top 5 services you value from Council? UNPROMPTED, BUT PROBE FOR DETAIL TO FIT INTO PRE-CODES, MAX 5

RESPONSE OPTIONS	ROUTING
Animal management	CONTINUE
Community Bus/Transport Service	
Community Care services (Transport, aged and disability services, home maintenance & security)	
Community Centres (19 on Green – was the Bowden Brompton Community Centre, Bower Cottages Community Centre, Cheltenham Community Centre, Findon Community Centre, Henley and Grange Community Centre, Seaton North Neighbourhood Centre, West Lakes Community Centre, The <del>Brocas</del> (Youth Services.)	
Community Halls, (Woodville Town Hall, Woodville North Community Hall, Kilkenny Community Hall, Henley Town Hall, Flinders Park Community Hall)	
Dog parks	
Economic Development	
Environmental Health	
Environmental Management and Sustainability	
Events	
Footpaths	
Graffiti removal	
Immunisation service	
Justice of the Peace	
Libraries (Woodville, Findon, Henley Beach, West Lakes, Hindmarsh)	
Local Roads	
Local Traffic management	
Marketing and communications	
Off road walking and cycling <u>paths</u> (shared use paths <del>eg</del> : Linear Park, Coast Park, Grange Lakes, Outer Harbour Greenway, St Clair Greenway)	
Ovals and sporting grounds	
Parking controls	
Parks & reserves	
Placemaking	
Planning and Development Assessment	
Playgrounds	
Public and Open spaces, for example Henley Square, West Lakes, the coast	
Public conveniences/toilets	
Public litter bins	
Recycled Water system	
St Clair Recreation Centre	
Stormwater drainage	
Street sweeping	
Street trees, planting and pruning	
Verge maintenance	
Volunteer services	
Waste/garbage collection, recycling	
Waste - Hard waste collection	
Waste - Recycling and Waste Centre at Beverley	
Other (SPECIFY)	

Other	TERMINATE
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Q28. Is there a service that the City of Charles Sturt does not currently provide that you think should be provided?

CODE	RERESPONSE OPTIONS	ROUTING
1	Yes (SPECIFY WHICH SERVICE)	CONTINUE
2	No	
3	Not sure, can't say	

Q29. (IF YES IN Q28): Are you prepared to pay more Council rates so that this service can be provided?

CODE	RERESPONSE OPTIONS	ROUTING
1	Yes	CONTINUE
2	No	
3	Not sure, can't say	

Q52NEW. Would you be prepared to accept a reduction in services if it minimised rate increases?

CODE	RERESPONSE OPTIONS	ROUTING
1	Yes	CONTINUE
2	No	
3	Not sure, can't say	

Q52aNEW. If yes, which services would you reduce or remove? OPEN ENDED

Great thank you, I just have a couple more questions about you and your household...

Q50NEW. Which of the following best describes your household composition?

CODE	RERESPONSE OPTIONS	ROUTING
1	Single people living alone or sharing accommodation	CONTINUE
2	Couple who are married or living together with no children in the home	
3	Family as a couple or single parent with most children under 6 years	
4	Family as a couple or single parent with most children aged from 6-15 years	
5	Family as a couple or single parent with most children over 15 years and at least one still living at home	
6	Couple or single person in middle to late age groups with no children in the home.	
7	I prefer to not answer	

Q11. Do you, or a member of your household, volunteer in your community?

CODE	RERESPONSE OPTIONS	ROUTING
1	Yes	CONTINUE
2	No	
3	Not sure, can't say	

Q9. Do you, or any member of your household, belong to an organised group, such as a sporting, community or religious group, here in the City of Charles Sturt? NOTE: WITHIN CCS NOT OUTSIDE OF THE COUNCIL AREA

CODE	RERESPONSE OPTIONS	ROUTING
1	Yes	CONTINUE
2	No	
3	Other (Specify)	

Q19. If you are in paid employment, what is your usual mode of travel to work? UNPROMPTED, SINGLE RESPONSE. NOTE: SELECT THE LONGEST PART OF JOURNEY

CODE	RERESPONSE OPTIONS	ROUTING
1	Bicycle	CONTINUE
2	Bus	
3	Car, as driver	
4	Car, as passenger	
5	Motorcycle or scooter	
6	Train	
7	Tram, Park n Ride Adelaide Entertainment Centre	
8	Tram	
9	Walk	
10	Other (SPECIFY)	
11	Not in paid employment	

That concludes our survey. On behalf of the City of Charles Sturt and Colmar Brunton, thank you for your time and valuable comments regarding the City of Charles Sturt.

