



City of Charles Sturt.

2018 Community Survey Report.





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Executive Summary.



The 2018 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 2018, the survey was conducted in March 2018 and collected information from 400 people via CATI and 167 via the E-Panel.

In 2018, overall satisfaction with Council's performance remained high at 68% (up 1% since 2017), with high levels of satisfaction found for Libraries (93%), parks, reserves and playing fields (81%), public and open spaces and playgrounds (both 80%).

The greatest improvements seen in 2018 were for Council's infrastructure. Satisfaction with shared use walking and cycling paths increasing by 10% (to 63%), satisfaction with local roads increasing by 9% (to 62%) and satisfaction with footpaths increasing by 7% (to 51%).

Overall, 84% of people believe that the City of Charles Sturt is a great place to live, and they enjoy living in the area because it is close to facilities, open space and the beach, and is generally a good area to live in.

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

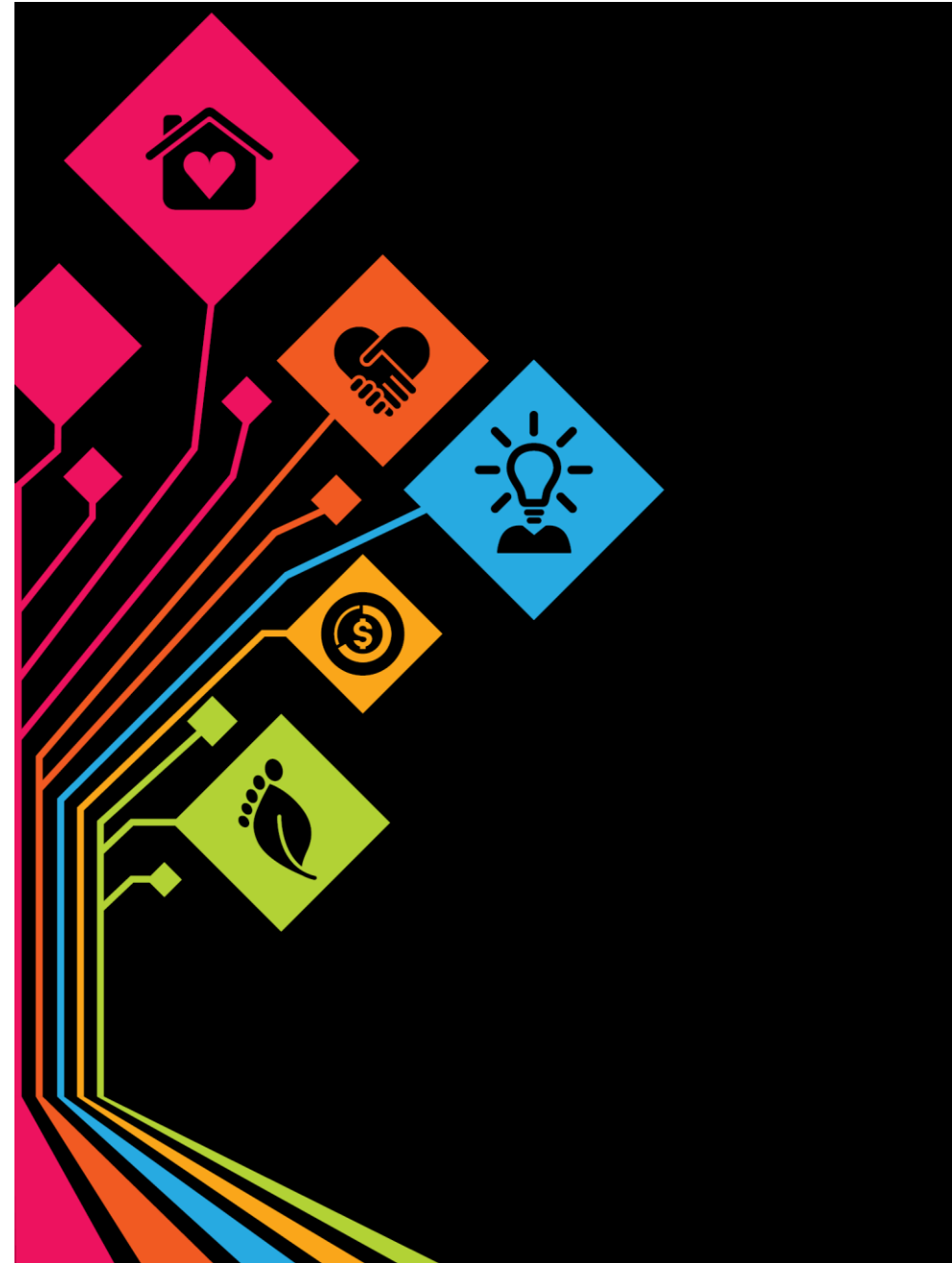
Our Liveability – A liveable City of great places

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.



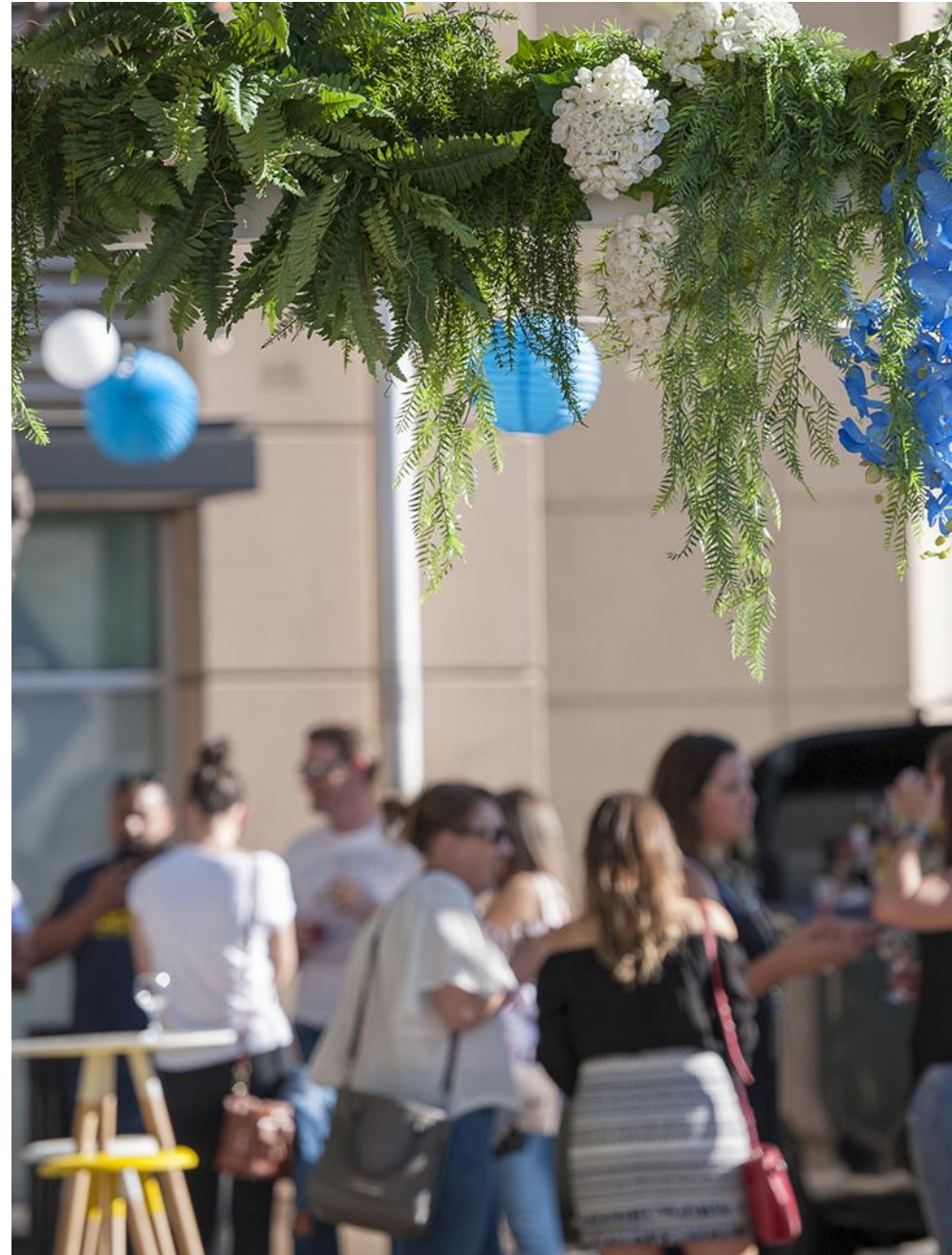


Objectives.

To add this perspective to the existing indicators, a Community Survey was developed and conducted in 2017 and repeated in 2018.

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 2018 with 400 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=400
- E-Panel sample n=167

This report presents the findings from this research.





Detailed
results.

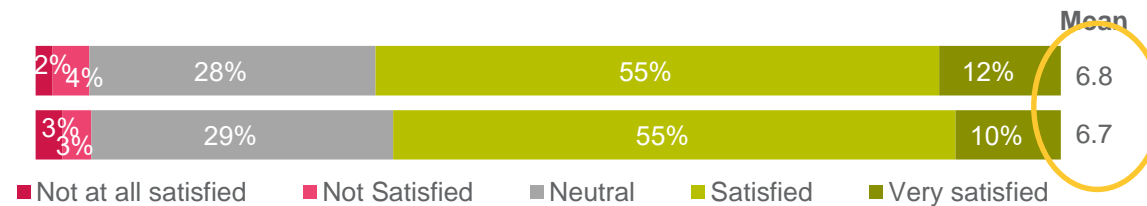


Interpreting
this report.

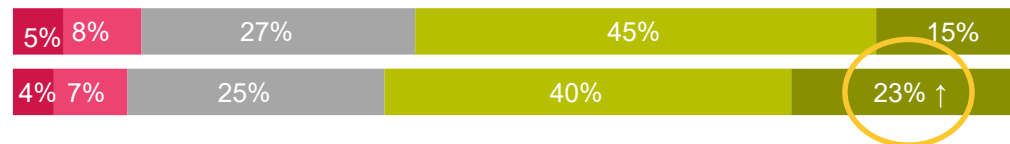
Understanding terminology and chart features.

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 2017 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, as follows:



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:

National benchmarks have been provided throughout 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 14 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 400 and for the E-Panel it was 167. 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?
Are our facilities clean? Safe? Accessible? Well maintained?

Council's community facilities are important to the City of Charles Sturt community. Libraries were seen as the most important, rated as either important or very important by 84% of the community.

Usage of facilities increased in 2018, this included libraries (usage up 14%), sporting clubs (usage up 13%), community centres (usage up 4%) and Council/Town halls (usage up 5%). Community members using these facilities are also satisfied with the experience they're having in these buildings, with satisfaction across all four facility types generating high levels of satisfaction (all achieved above 80% satisfaction, with libraries achieving 93% satisfaction).

	Importance	Usage	Satisfaction (2018)	Change in satisfaction (since 2017)
Libraries	84%	40%	93%	6% increase
Community Centres	75%	8%	85%	(sample not large enough in 2017 to compare)
Sporting clubs	69%	23%	82%	
Council/Town halls	55%	6%	82%	

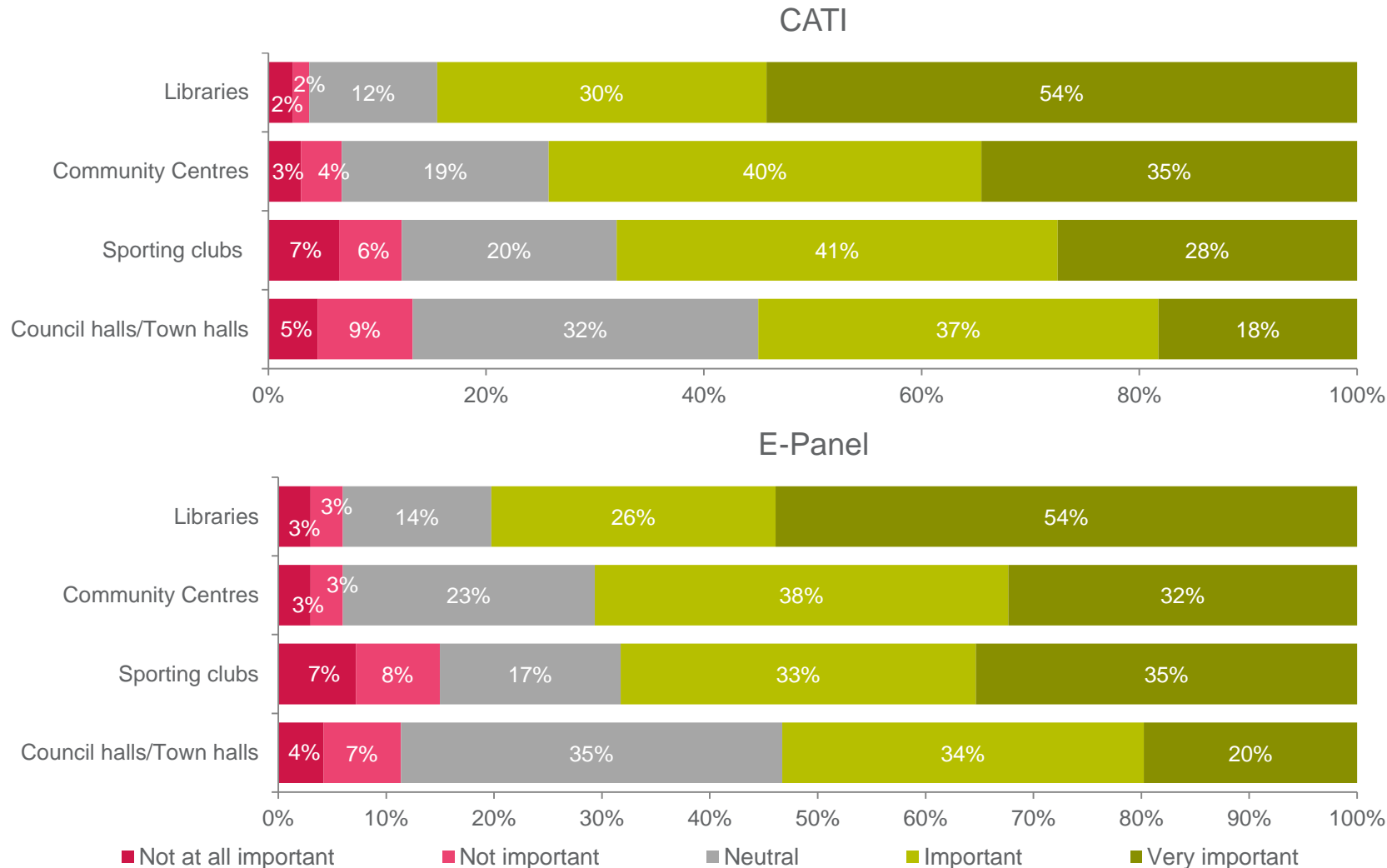
In line with the high scores achieved for satisfaction with community facilities, the vast majority of community members rated these facilities as safe (92%), clean (91%), accessible (90%), and well maintained (89%).





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. 84% of CATI respondents rated Libraries important, and high levels of importance were also found for Community Centres (75%), Sporting Clubs (69%) and Council halls/Town halls was slightly lower in terms of importance at 55%.



By sub-
groups

Importance of facilities.

On a scale of 0 to 10, how important to you is the provision 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=	400	49	50	48	50	54	43	52	54	196	204	114	164	122
Sporting clubs	7.0	7.3	7.6	6.5	6.4	6.0	7.6	7.0	7.6	7.2	6.8	6.8	7.2	6.8
Council halls/Town halls	6.4	6.3	6.4	6.0	6.4	6.1	6.7	6.7	6.9	6.4	6.5	6.2	6.6	6.5
Community Centres	7.4	7.3	7.5	6.6	7.5	7.4	7.5	7.9	7.9	7.2	7.7	7.4	7.6	7.3
Libraries	8.3	7.9	8.4	7.9	8.7	8.6	7.9	8.5	8.2	8.0↓	8.5↑	8.3	8.5	7.9

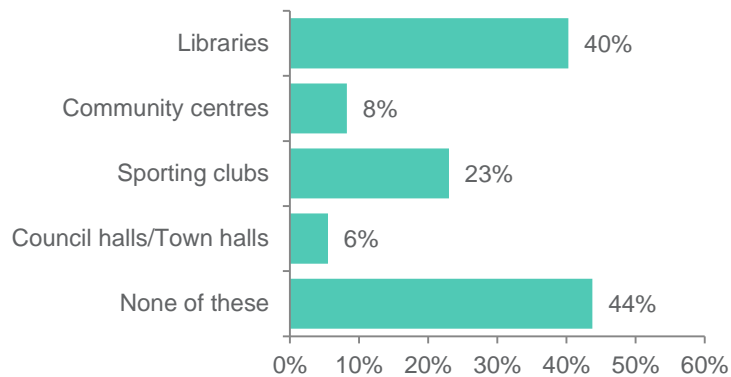
When looking at the importance of community facilities across the different demographics of people who live in the City of Charles Sturt, females were statistically more likely than males to find libraries an important community facility. People ages 35-59 were also slightly more likely to rate Sporting clubs and Libraries as important, though not a significant difference.



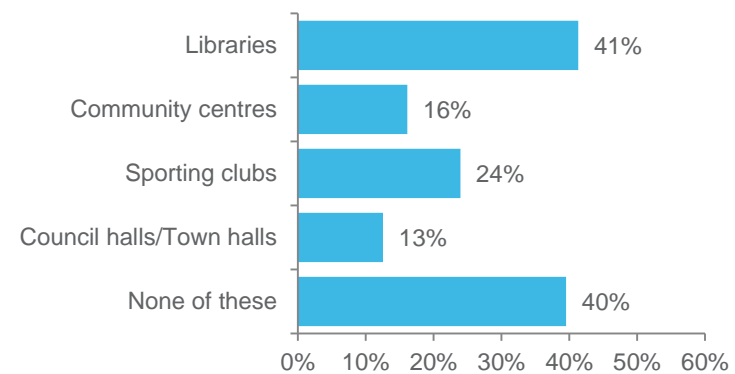
Facility use.

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

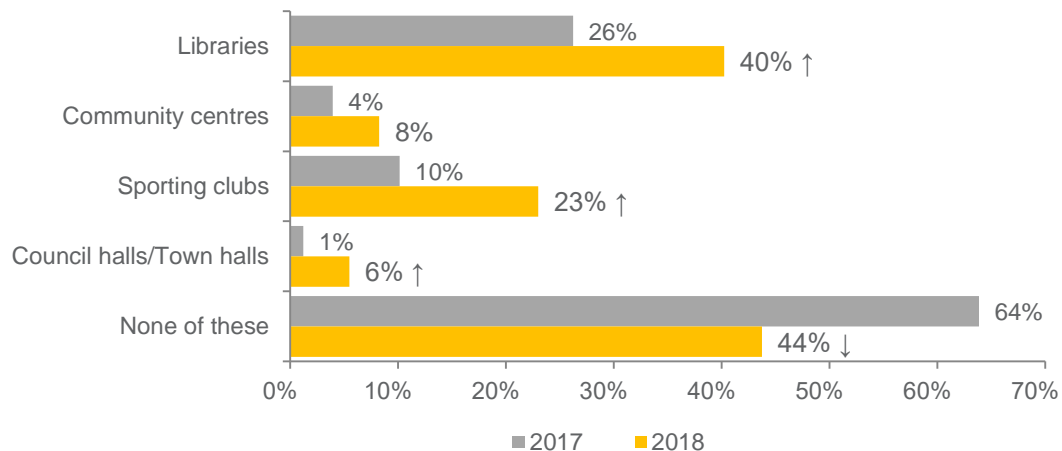
CATI



E-Panel



By Year



When it comes to usage of community facilities, 44% of the CATI community mentioned not accessing any of the facilities tested. 44% mentioned using Libraries, 23% used sporting clubs and just 8% and 6% used Community centres and Council halls/Town halls respectively. The E-Panel results were quite similar.

Over time, more of the community seem to be accessing Council facilities, with Libraries, Sporting Clubs and Council halls/Town halls all seeing statistically significant increases in terms of usage compared to 2017.



By sub-
groups

Facility use.

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

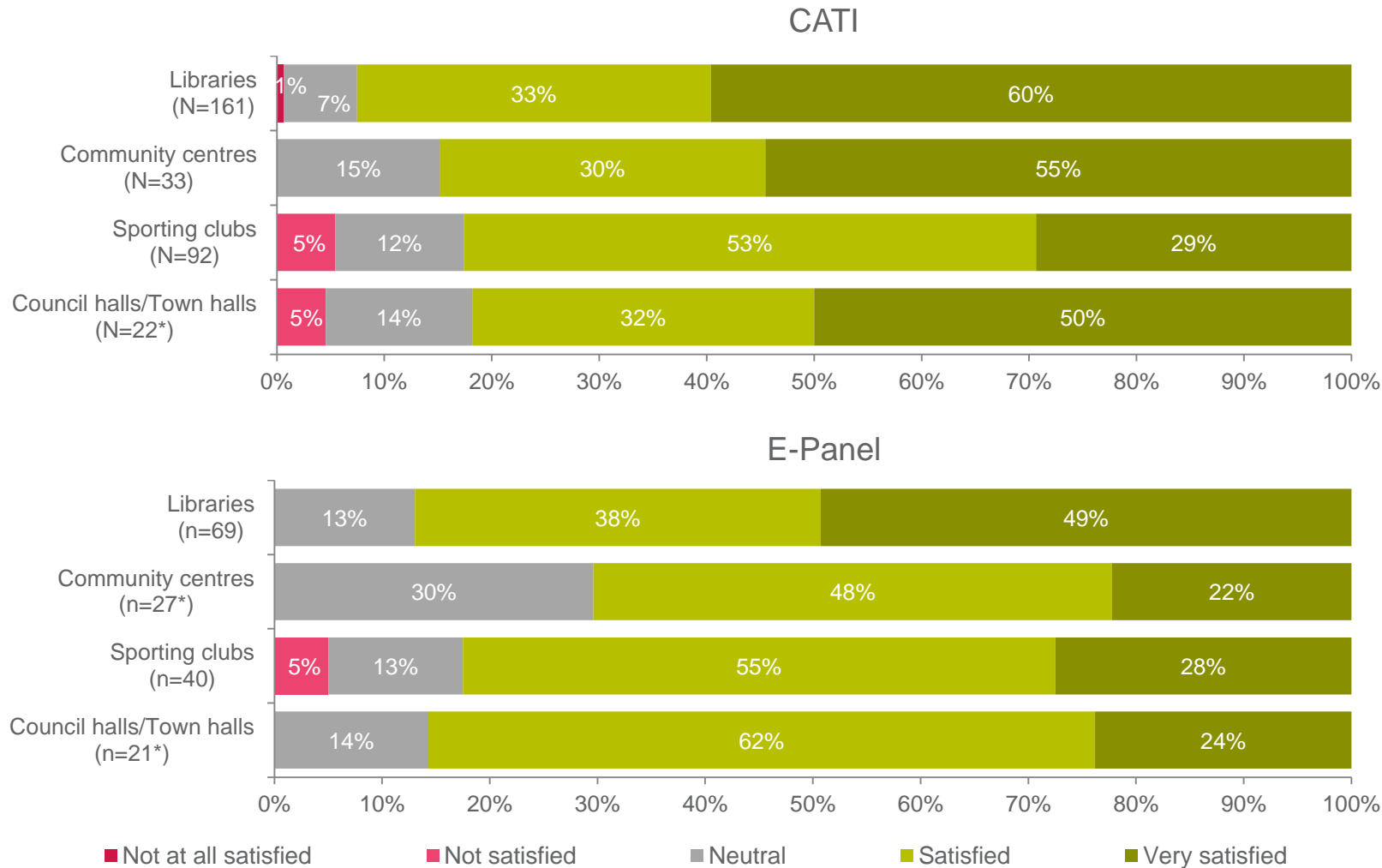
Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	400	49	50	48	50	54	43	52	54	196	204	114	164	122
Libraries	40%	33%	42%	35%	38%	41%	40%	40%	52%	39%	42%	45%	43%	32%
Community centres	8%	4%	2%	10%	8%	7%	14%	12%	9%	5%↓	12%↑	5%	8%	11%
Sporting clubs	23%	24%	20%	13%	18%	15%	47% ↑	17%	33%	28%↑	18%↓	23%	26%	19%
Council halls/Town halls	6%	2%	2%	6%	4%	6%	5%	8%	11%	5%	6%	8%	5%	3%
None of these	44%	49%	46%	52%	48%	46%	28%	46%	33%	42%	45%	42%	40%	50%

People from Semaphore Park Ward were statistically more likely to access sporting clubs compared to other wards. Across gender, females were more likely to use community centres compared to males, yet males were more likely than females to access sporting clubs.



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 libraries receiving the highest levels of satisfaction (93% CATI, 87% E-Panel).

The other facility types were also rated highly in terms of satisfaction - community centres (85% CATI, 86% E-Panel), Sporting clubs (82% CATI, 83% E-Panel) and Council halls/Town halls (82% CATI, 70% E-Panel).



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=	161	16	21	17	19	22	17	21	28	76	85	51	71	39
Libraries	8.7	8.6	8.9	8.9	8.8	8.3	8.8	8.4	8.6	8.5	8.8	8.7	8.6	8.7
N=	33	2	1	5	4	4	6	6	5	9	24	6	13	14
Community centres	8.5	8.5	10.0	9.0	8.5	7.8	8.2	9.2	8.2	8.2	8.7	8.8	8.1	8.9
N=	92	12	10	6	9	8	20	9	18	55	37	26	43	23
Sporting clubs	7.6	7.4	8.0	6.0	7.8	7.4	7.6	8.0	8.1	7.6	7.7	7.6	7.5	7.9
N=	22	1	1	3	2	3	2	4	6	10	12	9	9	4
Council Halls	7.9	10.0	10.0	8.0	5.5	5.0↓	9.0	8.8	8.5	8.7	7.3	8.2	7.2	8.8

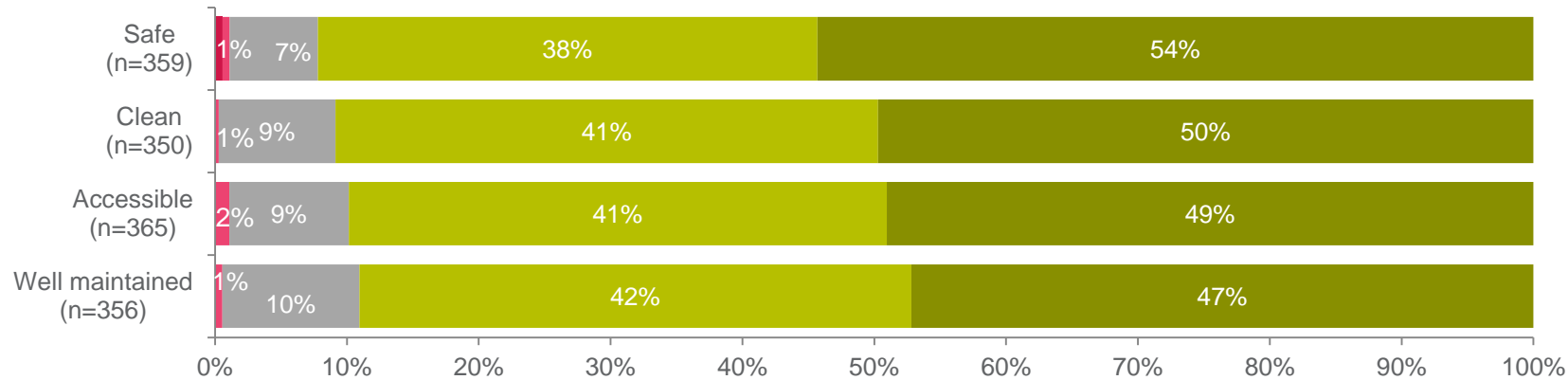
Care should be taken when interpreting these results as some sample sizes are very low.



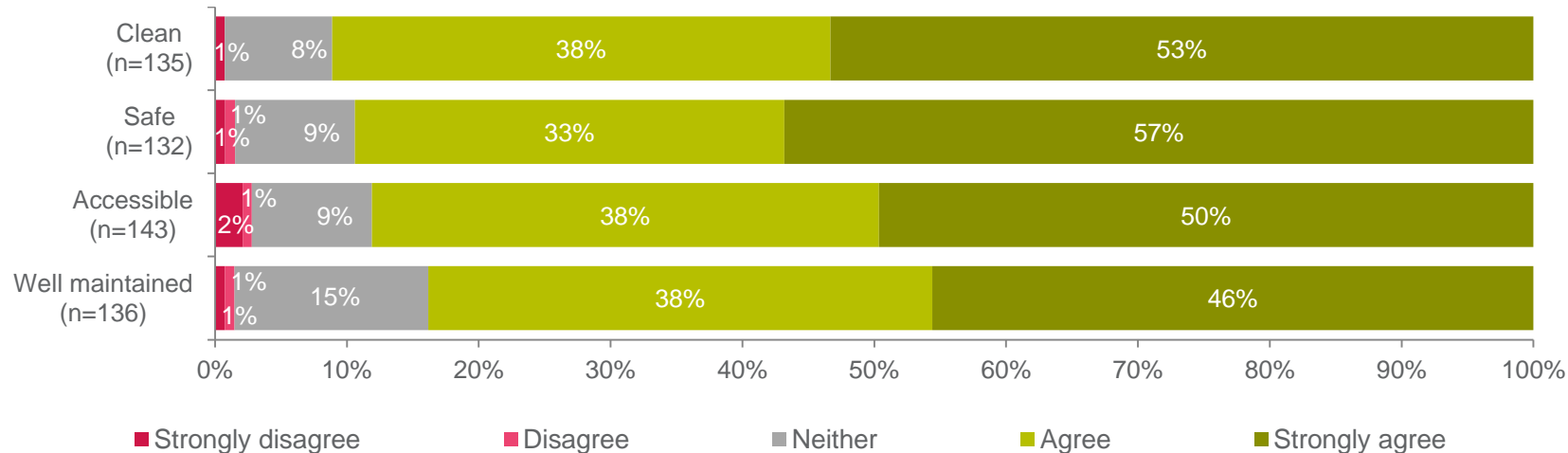
Facility conditions.

How much do you agree that Council's facilities are...?

CATI



E-Panel



Consistently strong results were recorded for council facilities being safe (92% CATI, 90% E-Panel), clean (91% CATI, 91% E-Panel), Accessible (90% CATI, 88% E-Panel) and well maintained (89% CATI, 84% E-Panel).

Strongly disagree Disagree Neither Agree Strongly agree



By sub-groups

Facility conditions.

How much do you agree that Council's facilities are...?

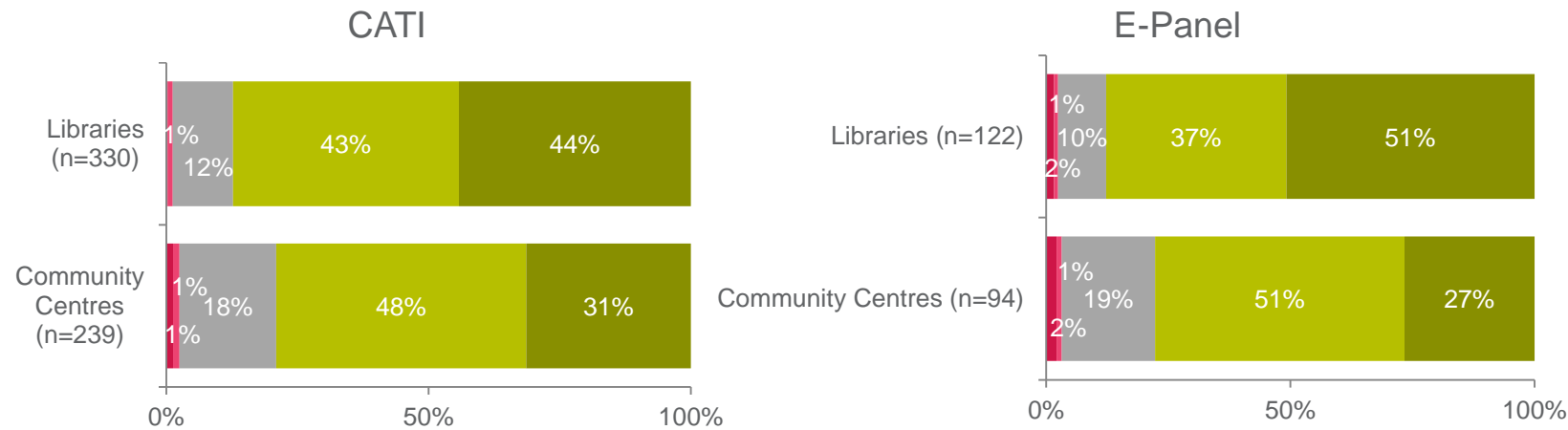
Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	350	38	47	40	45	48	37	44	51	172	178	102	145	103
Clean	8.4	8.3	8.4	8.2	8.2	8.5	8.4	8.5	8.6	8.2↓	8.5↑	8.3	8.3	8.7↑
N=	365	44	48	41	47	50	36	48	51	174	191	106	152	107
Accessible	8.3	8.5	8.5	8.1	8.2	8.1	8.4	8.5	8.4	8.2	8.4	8.3	8.4	8.3
N=	359	43	48	38	48	49	36	47	50	174	185	103	150	106
Safe	8.5	8.4	8.7	8.2	8.5	8.4	8.4	8.6	8.8	8.5	8.5	8.6	8.4	8.5
N=	356	43	49	38	46	49	34	47	50	173	183	104	152	100
Well Maintained	8.3	8.3	8.3	8.1	8.3	8.3	8.1	8.4	8.5	8.2	8.4	8.2	8.2	8.5

When looking at community perceptions of council facilities across age, gender and ward, we found that people aged 60 or older were more likely than people younger than them to rate Council's community facilities as clean. The same was found for females, who were more likely than males to rate Council's community facilities as clean.



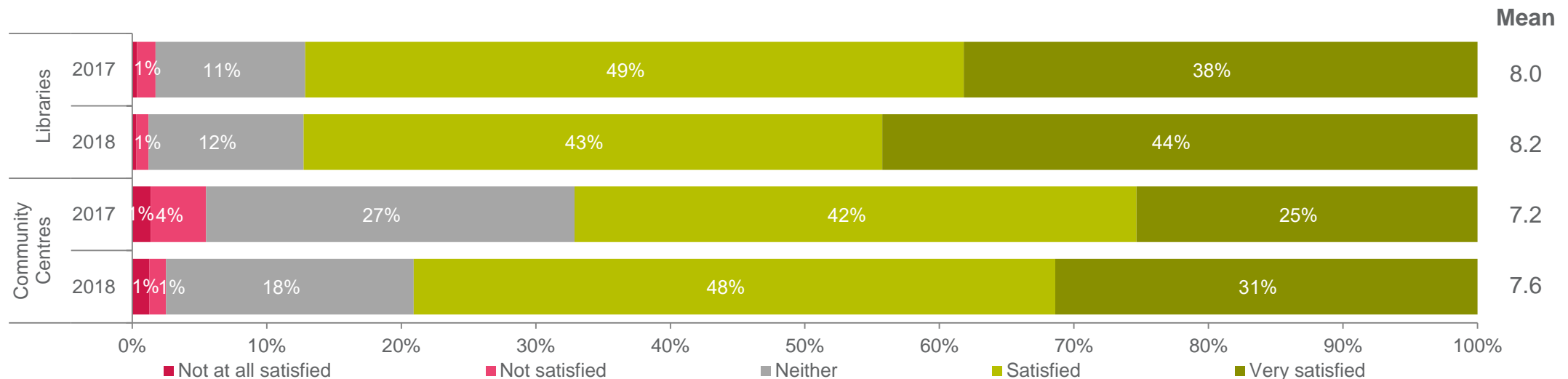
Programs and services.

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



Satisfaction with the programs and services delivered out of libraries scored highly amongst both the CATI sample (87%) and the E-Panel sample (88%).

The same was found for satisfaction with programs and services run from community centres, with satisfaction at 79% amongst the CATI sample and 78% amongst the E-Panel sample. This result saw a considerable increase between 2017 and 2018 – jumping 12% in that time.





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=	330	36	42	40	42	46	33	44	47	155	175	96	137	97
Libraries	8.2	8.3	8.3	8.3	8.2	8.3	8.0	8.1	8.0	7.9↓	8.4↑	8.2	8.2	8.2
N=	239	23	24	29	31	34	22	36	40	114	125	72	104	63
Community Centres	7.6	7.6	7.8	7.3	7.8	7.5	7.5	7.9	7.6	7.3↓	7.9↑	7.7	7.6	7.7

Females were more likely than males to be satisfied with the programs and services offered at both libraries and community centres compared to males.



Infrastructure.



Infrastructure.

We asked...

How important is our infrastructure?

How satisfied are you with our infrastructure?

Is our infrastructure clean? Safe? Accessible? Well maintained?

Infrastructure matters to the City of Charles Sturt community, and despite satisfaction being lower than what has been achieved in other areas, satisfaction with infrastructure has seen some considerable increases in 2018.

	Importance	Satisfaction (2018)	Change in satisfaction (since 2017)
Local roads	94%	62%	9% increase
Footpaths	94%	51%	7% increase
Off road shared use walking and cycling paths	86%	63%	10% increase

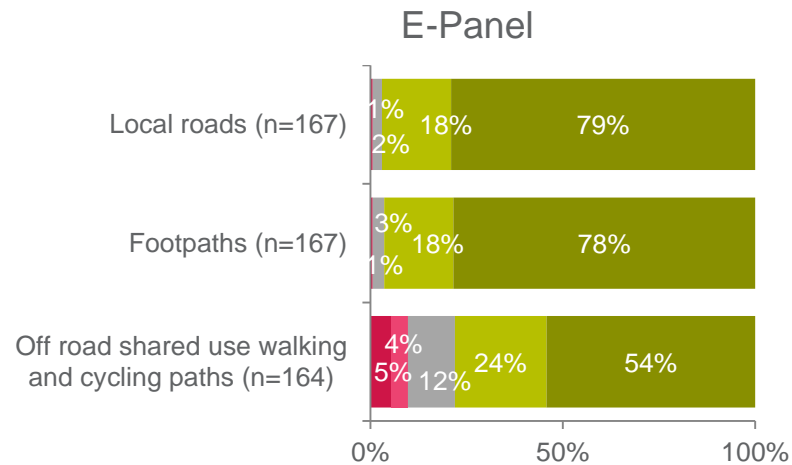
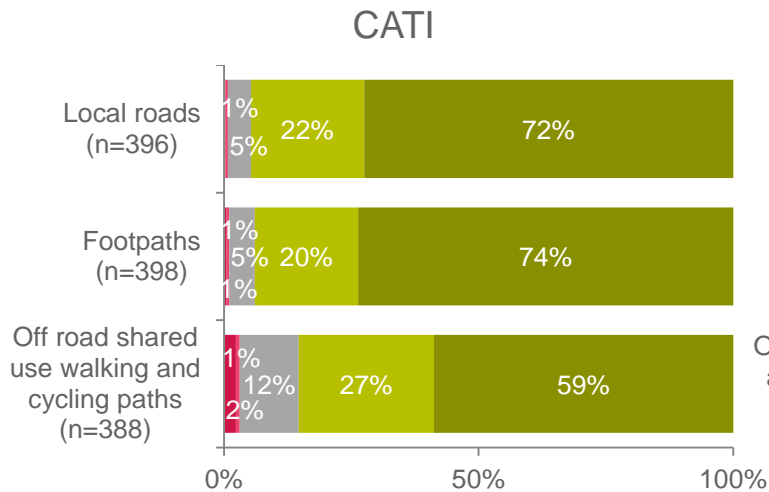
Generally people agree that local roads are clean (77%), accessible (83%), safe (73%), and well maintained (66%). Maintenance of footpaths however seems to be the area for the greatest opportunity; with just over half of people (55%) believing that Council infrastructure is well maintained.





Provision of infrastructure.

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

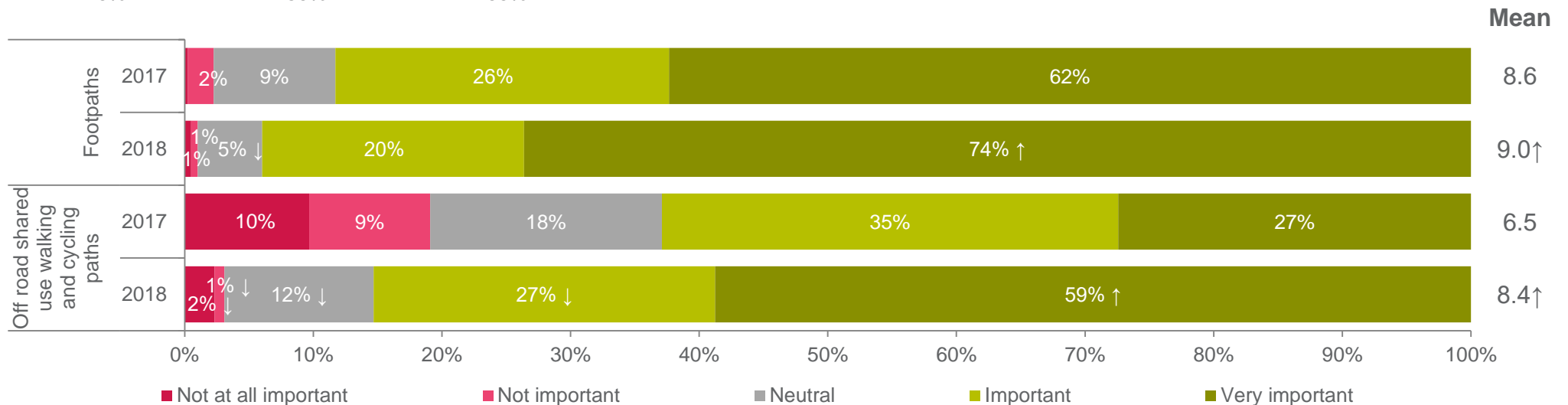


The importance of both footpaths and shared use paths saw significant increases in 2018.

94% of residents see footpaths as being important, compared to 88% in 2017.

For shared use paths, importance also increased significantly (by 24%) in 2018, with 86% of residents feeling they are important.

94% of people also felt the provision of local roads was important to them.





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?

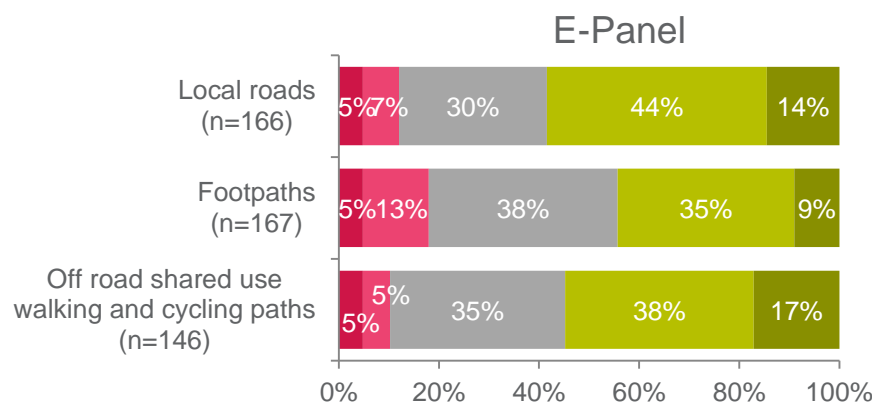
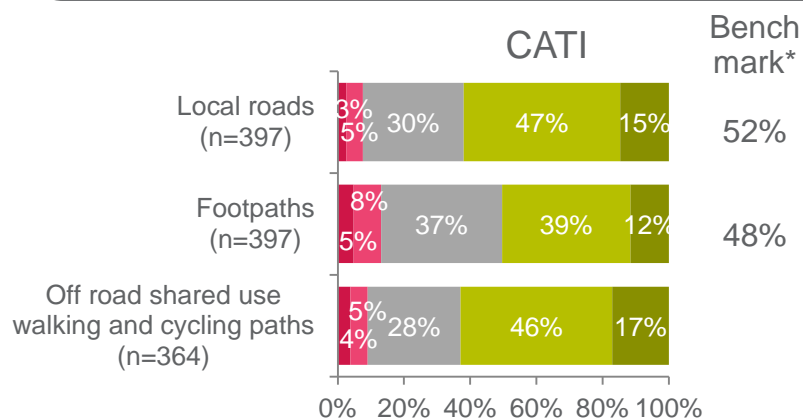
Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	396	49	50	47	50	53	43	51	53	195	201	112	163	121
Local roads	9.1	9.3	9.4	8.9	8.7	9.2	8.9	8.9	9.2	8.9	9.2	9.2	9.1	8.9
N=	398	49	50	48	50	53	43	52	53	195	203	113	163	122
Footpaths	9.0	9.2	9.0	9.1	8.7	9.2	9.0	9.2	9.0	8.8 ↓	9.3 ↑	9.1	9.0	9.0
N=	388	49	48	45	50	53	40	51	52	189	199	113	163	112
Off road shared use walking and cycling paths	8.4	7.9	8.8	8.1	8.5	8.3	8.4	8.7	8.4	8.1 ↓	8.6 ↑	8.6	8.3	8.2

Across demographics, the provision of footpaths (9.3) and off road shared use paths (8.6) was more important to females than males (8.8 & 8.1 respectively). Off road shared use walking and cycling paths were also slightly more important to people aged 18-34, although this was not a significant difference.



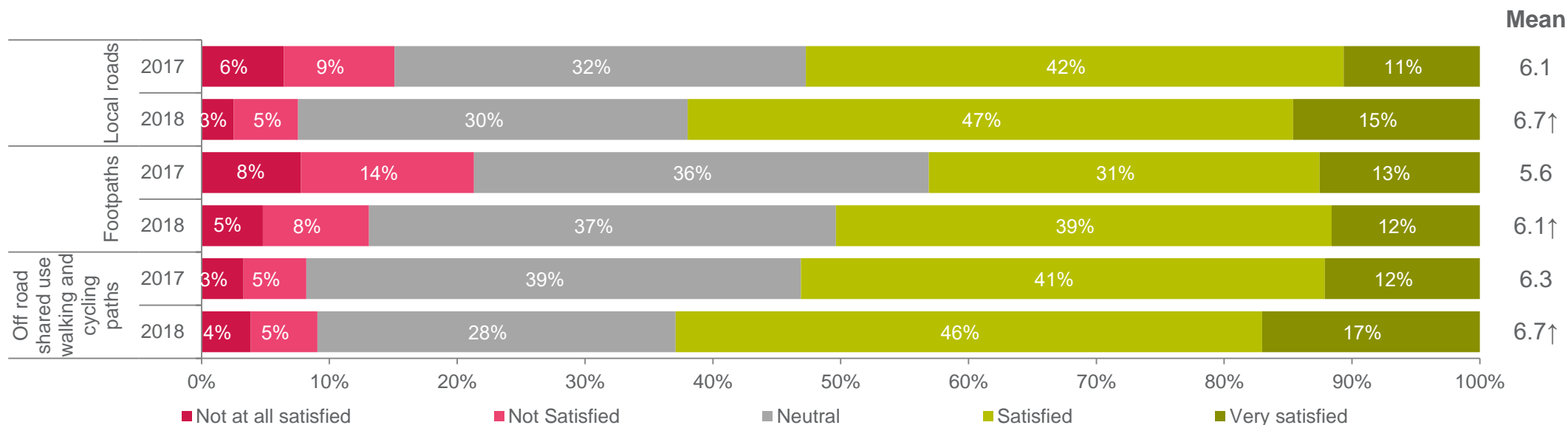
Satisfaction with infrastructure.

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



Despite receiving scores of low to moderate satisfaction, there has been significant increases in the community's satisfaction with local roads, footpaths and shared use paths in 2018.

Satisfaction with local roads is at 62%, satisfaction with footpaths is at 51% and satisfaction with shared use paths is at 63%.





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=	397	49	50	46	50	53	43	52	54	195	202	113	164	120
Local roads	6.7	6.8	6.9	5.9	7.3	6.0	6.8	6.8	7.0	6.7	6.7	6.8	6.5	6.8
N=	397	49	50	47	50	53	42	52	54	194	203	113	163	121
Footpaths	6.1	6.1	6.0	5.1	6.2	6.2	6.2	6.5	6.5	6.1	6.1	6.6	6.0	5.9
N=	364	44	47	42	47	50	36	49	49	180	184	107	155	102
Off road shared use walking and cycling paths	6.7	7.0	6.7	6.2	7.1	6.3	6.6	6.7	6.9	6.7	6.7	6.9	6.4	6.9

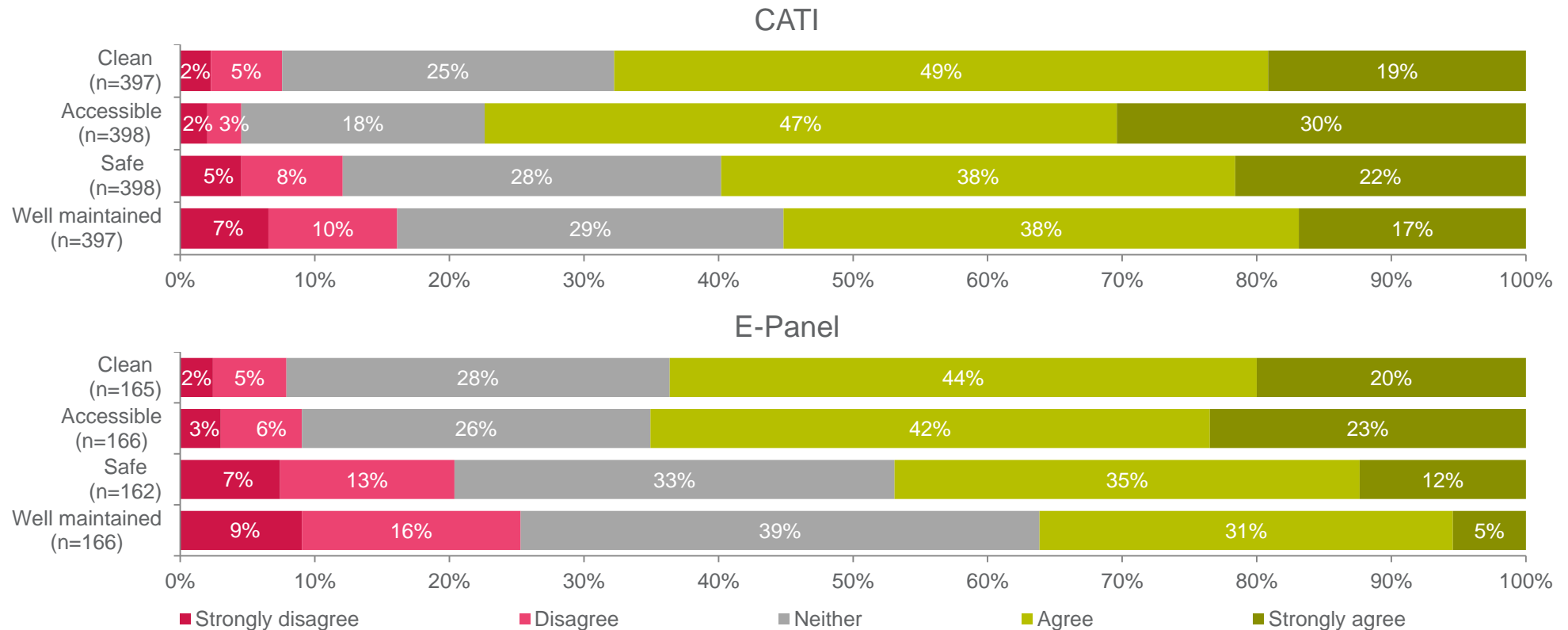
When looking at satisfaction with local roads, footpaths and shared use paths, there were no statistically significant differences across age, gender or ward. Despite no statistically significant differences, people in Henley Ward were slightly more satisfied with local roads than people in other wards, and people in Grange Ward were less satisfied than other wards.

For footpaths, although not statistically significant, people in Grange Ward were slightly less satisfied, and people in Woodville Ward were slightly more satisfied. Also, people aged 18-34 were more satisfied with the footpaths and those over 60 were less satisfied.



Footpaths condition.

How much do you agree that Council's footpaths are...



When comparing the CATI results and the E-Panel results, the findings were similar across both samples. The CATI results however (which are more representative of the City of Charles Sturt community) rated the accessibility of footpaths higher than those in the E-Panel did, and the E-Panel was also far more critical of footpaths being well maintained (36% E-Panel, 55% CATI).



By sub-
groups

Footpaths condition.

How much do you agree that Council's footpaths are...

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=	395	49	50	48	50	53	41	52	52	191	204	112	164	119
Clean	7.0	6.8	7.0	6.6	7.2	6.9	7.0	7.0	7.1	7.0	6.9	7.2	6.9	6.8
Accessible	7.5	7.7	7.6	7.1	7.7	7.2	7.6	7.7	7.5	7.5	7.5	7.7	7.5	7.4
Safe	6.6	6.4	6.5	6.1	7.0	6.1	6.9	7.0	6.7	6.7	6.5	7.0	6.5	6.3
Well maintained	6.2	6.1	5.9	5.6	6.6	6.2	6.4	6.3	6.4	6.2	6.2	6.6	6.1	5.9

Although not a statistically significant finding, people aged 18-34 were more likely than those older than them to rate footpaths as being clean, accessible, safe and well maintained.

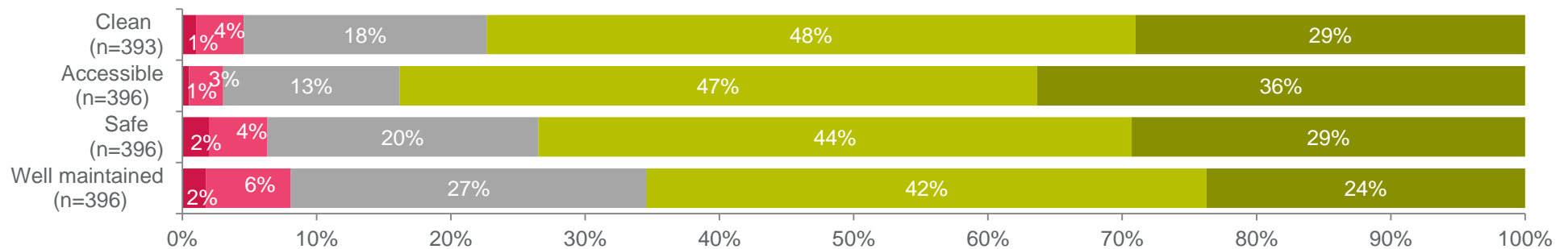
People in Grange Ward were less satisfied with the cleanliness, safeness and maintenance of footpaths compared to people in other wards. Though again not significant.



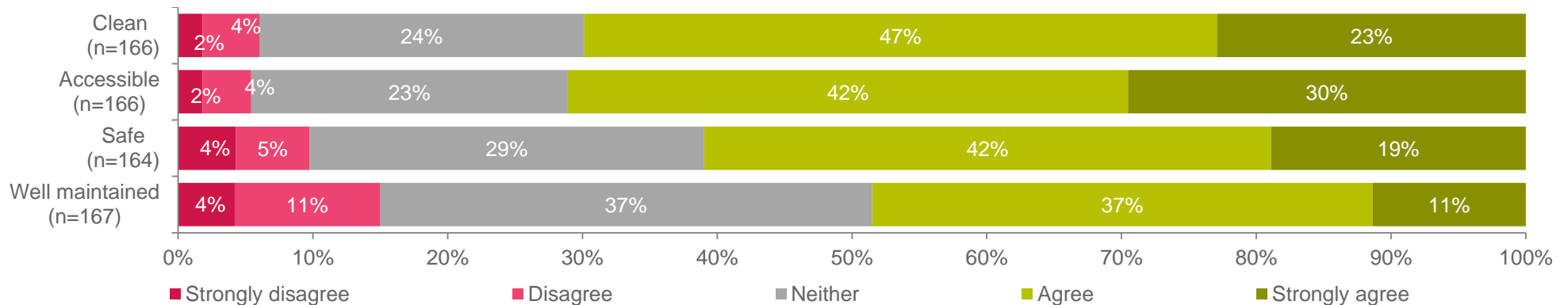
Condition of local roads.

How much do you agree that Councils local roads are...

CATI



E-Panel



Overall, results were quite positive for the cleanliness, safety, accessibility and maintenance of local roads.

Again, results across the E-Panel and CATI samples were quite similar. CATI residents were more likely to agree that local roads are accessible (83% CATI, 72% E-Panel) and more likely to agree that local roads are well maintained (66% CATI, 48% E-Panel).



By sub-
groups

Condition of local roads.

How much do you agree that Councils local roads are...

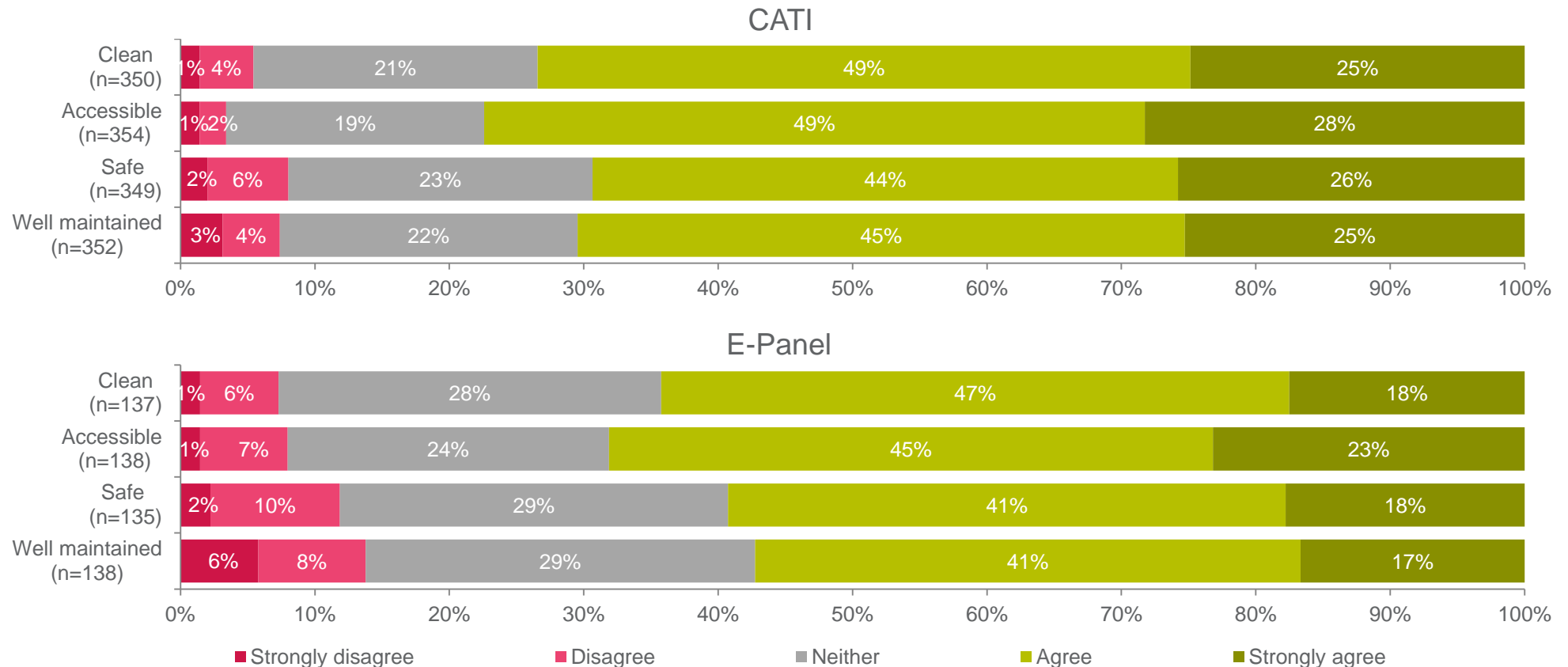
Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	393	48	50	46	49	53	43	50	54	193	200	112	163	118
Clean	7.5	7.4	7.9	7.5	7.5	6.9	7.4	7.7	7.8	7.5	7.5	7.5	7.4	7.6
Accessible	7.9	8.2	7.9	7.8	7.9	7.2	8.0	8.0	8.1	8.0	7.8	7.9	8.0	7.8
Safe	7.3	7.2	7.2	7.0	7.3	7.0	7.7	7.8	7.4	7.3	7.3	7.4	7.2	7.4
Well maintained	6.9	7.0	7.1	6.5	7.0	6.5	7.3	7.0	7.2	6.9	7.0	7.0	6.8	7.1

Across wards, Hindmarsh Ward and Grange Ward were found to have slightly lower levels of agreement that the local roads are safe and well maintained.



Condition of off-road shared use paths.

How much do you agree that Councils shared use paths are...



Shared use paths in the City of Charles Sturt were rated highly by both samples, with (amongst the CATI sample), most rating them clean (74%), accessible (75%), safe (70%), and well maintained (70%).



By sub-
groups

Condition of off-road shared use paths.

How much do you agree that Councils off-road shared use paths are...

	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=	342	38	44	38	47	48	32	46	49	175	167	104	150	88
Clean	7.3	7.2	7.3	7.1	7.6	7.1	7.1	7.3	7.4	7.2	7.3	7.3	7.2	7.4
Accessible	7.5	7.5	7.7	7.4	7.6	7.1	7.4	7.5	7.5	7.5	7.5	7.5	7.3	7.6
Safe	7.1	7.0	7.2	6.9	7.1	6.7	7.2	7.4	7.0	7.1	7.1	7.2	6.9	7.2
Well maintained	7.1	7.2	7.0	7.0	7.5	7.2	7.0	7.0	7.2	7.2	7.1	7.3	7.0	7.2

The results across age, gender and ward were quite similar when looking at whether people agree that shared use paths are clean, safe, accessible and well maintained.



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 2017.

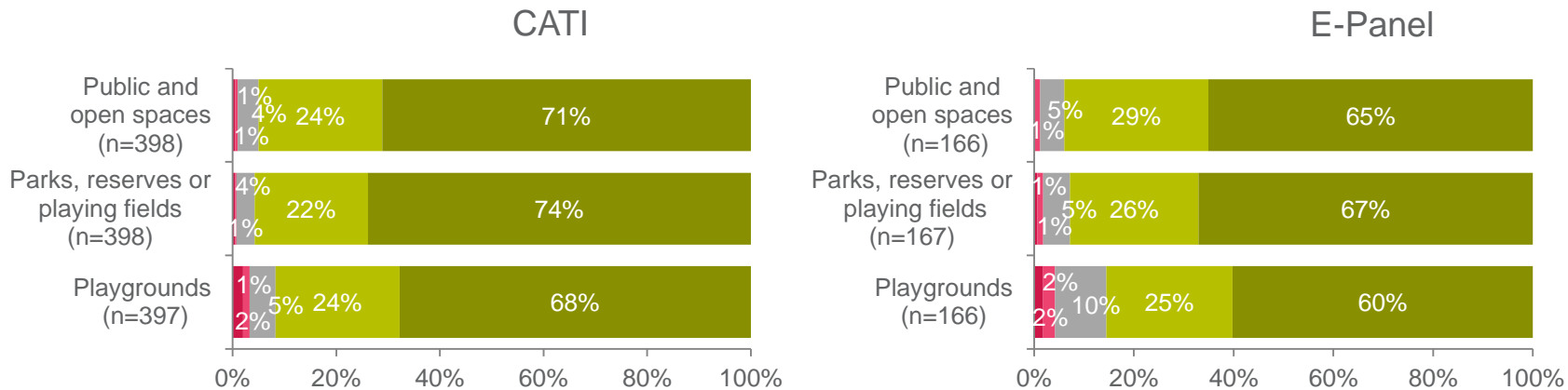
	Importance	Satisfaction (2018)	Change in satisfaction (since 2017)
Public and open spaces	95%	80%	No change
Parks, reserves or playing fields	96%	81%	No change
Playgrounds	92%	80%	1% decrease





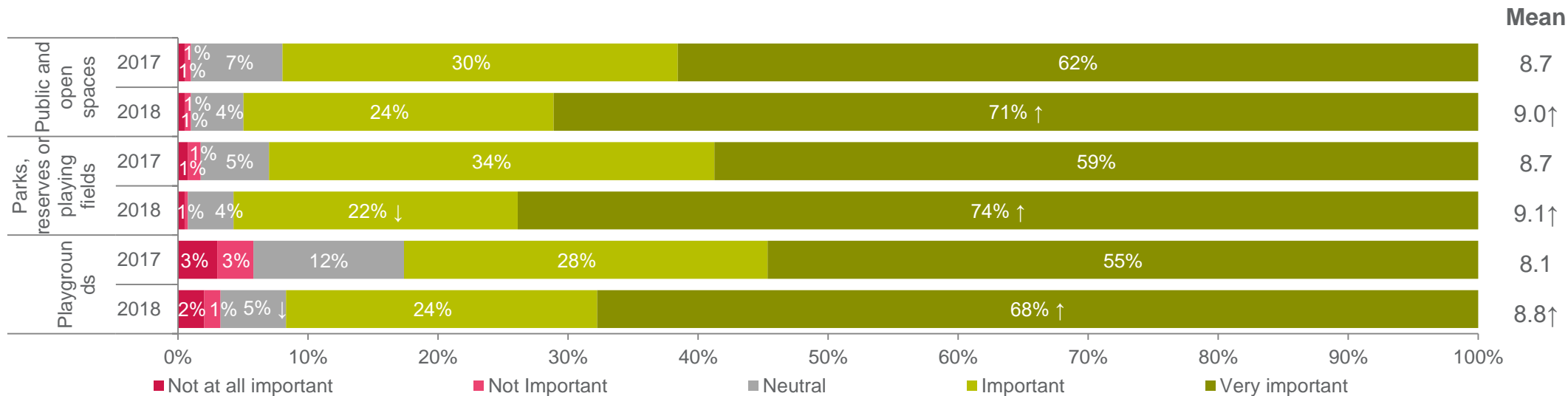
Importance of parks and open spaces.

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



Parks, playgrounds and open spaces are extremely important to residents in the City of Charles Sturt, and the importance of these areas have increased since 2017.

95% feel open space is important (up 3%). 96% feel parks are important (up 3%), and playgrounds are important to 92% of people (consistent with 2017).





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=	398	49	49	48	50	53	43	52	54	194	204	113	164	121
Public and open spaces	9.0	9.0	9.1	8.6	9.0	8.9	9.2	9.3	9.1	8.9	9.1	9.1	9.1	8.8
N=	398	49	49	48	50	53	43	52	54	195	203	112	164	122
Parks, reserves or playing fields	9.1	9.0	9.1	8.9	9.1	8.8	9.2	9.3	9.2	9.0	9.2	9.2	9.1	8.9
N=	397	49	49	48	50	53	42	52	54	193	204	113	164	120
Playgrounds	8.8	8.7	8.7	8.7	8.6	8.6	8.7	9.0	9.1	8.5	9.0	8.9	8.8	8.6

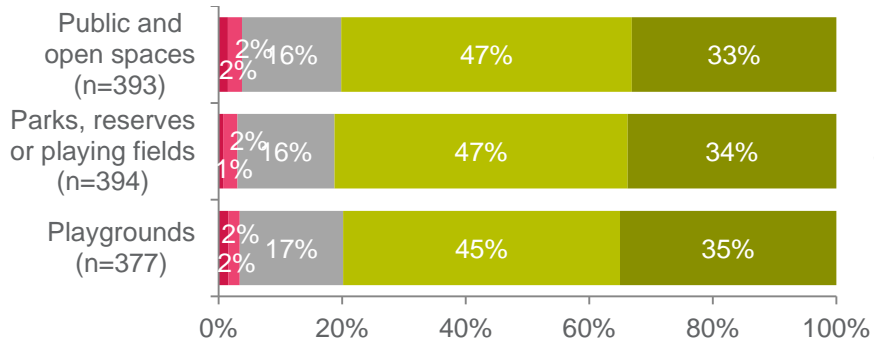
Parks, reserves , playgrounds and open space are important to the vast majority of people across all wards, ages and genders. People aged 60 and older had slightly lower scores than younger residents, however the results were generally consistently high across all people.



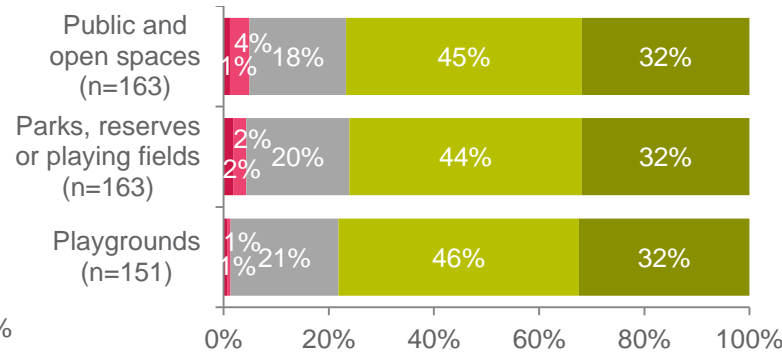
Satisfaction with parks and open spaces.

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

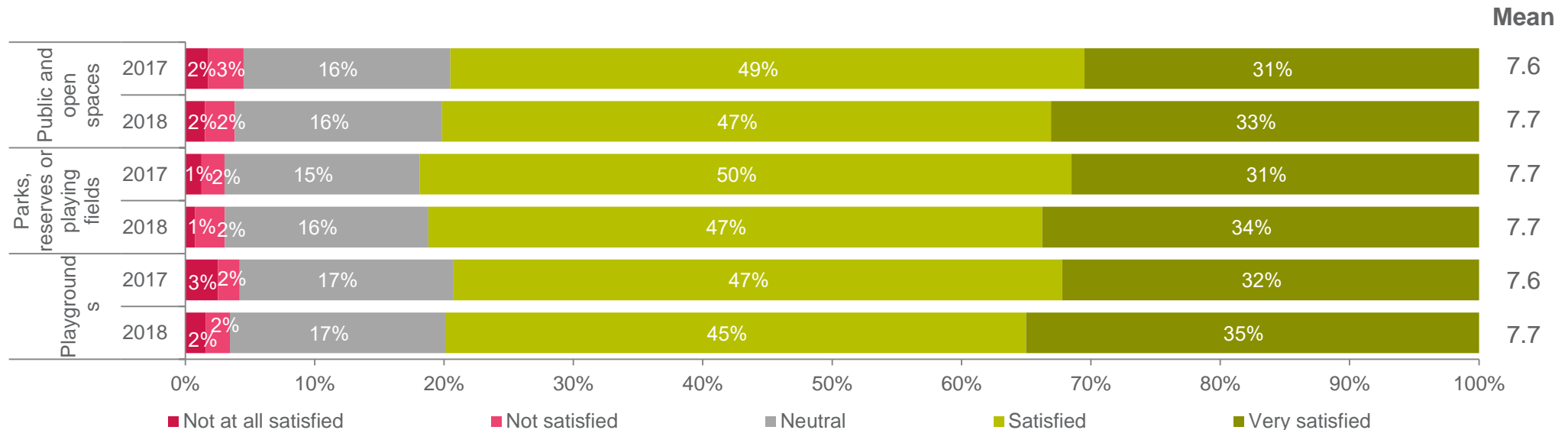
CATI



E-Panel



Satisfaction is high overall across both samples, and consistently high over time, for public and open spaces (80%), parks reserves and playing fields (81%) and playgrounds (80%).





By sub-
groups

Satisfaction with parks and open spaces.

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

	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=	393	49	49	46	50	53	42	51	53	193	200	111	164	118
Public and open spaces	7.7	7.7	7.8	7.4	7.7	7.8	7.9	7.3	7.7	7.5	7.8	7.7	7.5	7.8
N=	394	49	49	45	50	53	42	52	54	195	199	112	162	120
Parks, reserves or playing fields	7.7	7.8	7.7	7.5	7.9	7.8	8.0	7.4	7.7	7.5	7.9	7.8	7.5	7.9
N=	377	46	45	45	49	51	39	49	53	185	192	109	161	107
Playgrounds	7.7	7.7	7.7	7.2	7.9	7.7	7.9	7.4	7.7	7.5	7.8	7.6	7.5	7.9

Satisfaction with public and open spaces, parks reserves and playing fields and playgrounds was mostly consistent across all wards, ages and genders.



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, such as a sporting, community or religious group, here in the City of Charles Sturt?

Feeling part of the community is important to community wellbeing. Just over half (53%) of residents in the City of Charles Sturt feel as though they are part of the broader community.

Another measure of community connectedness is the degree to which people feel involved in the things that happen in the council area around them, this includes contributing to decision making. This year, we saw a considerable increase of 8%, with 43% of residents now feeling as though they have a say on important issues in their area.

The vast majority (96%) 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. Just 4% felt that they had no one nearby that they could ask for help.

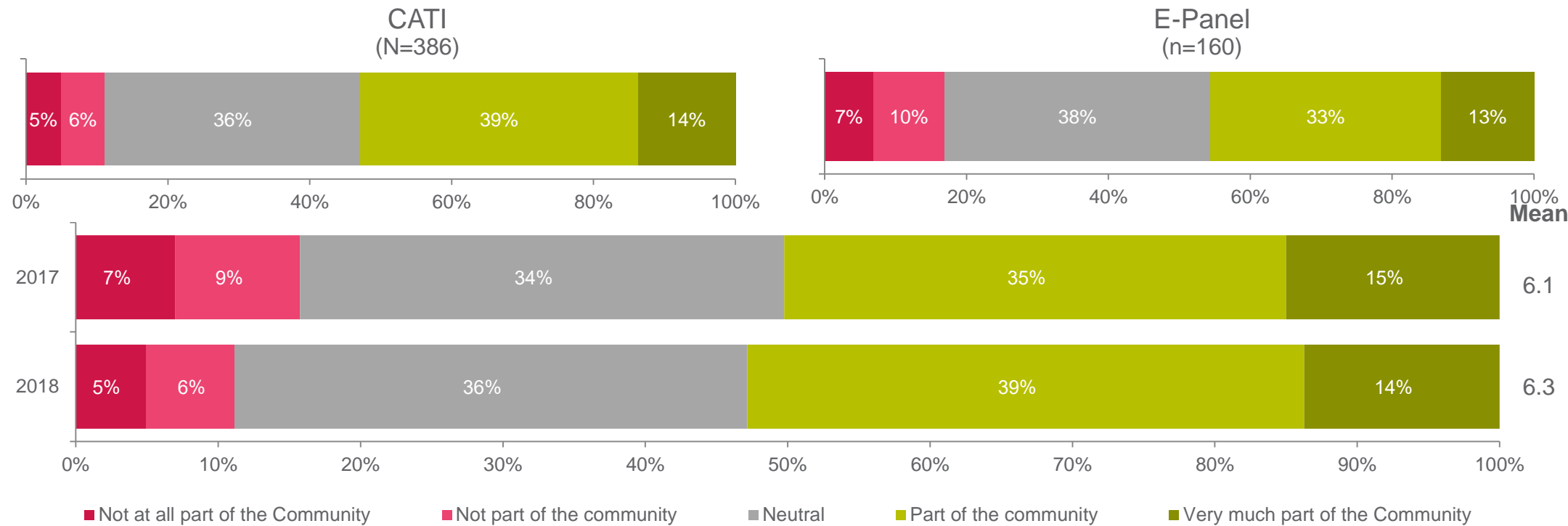
The proportion of residents who belong to a group or have a family member belong to a group in the council area has decreased from 44% in 2017, to 33%.





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. 53% of residents who responded to the survey via CATI felt part of the community (3% increase since 2017). This result was 46% 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?

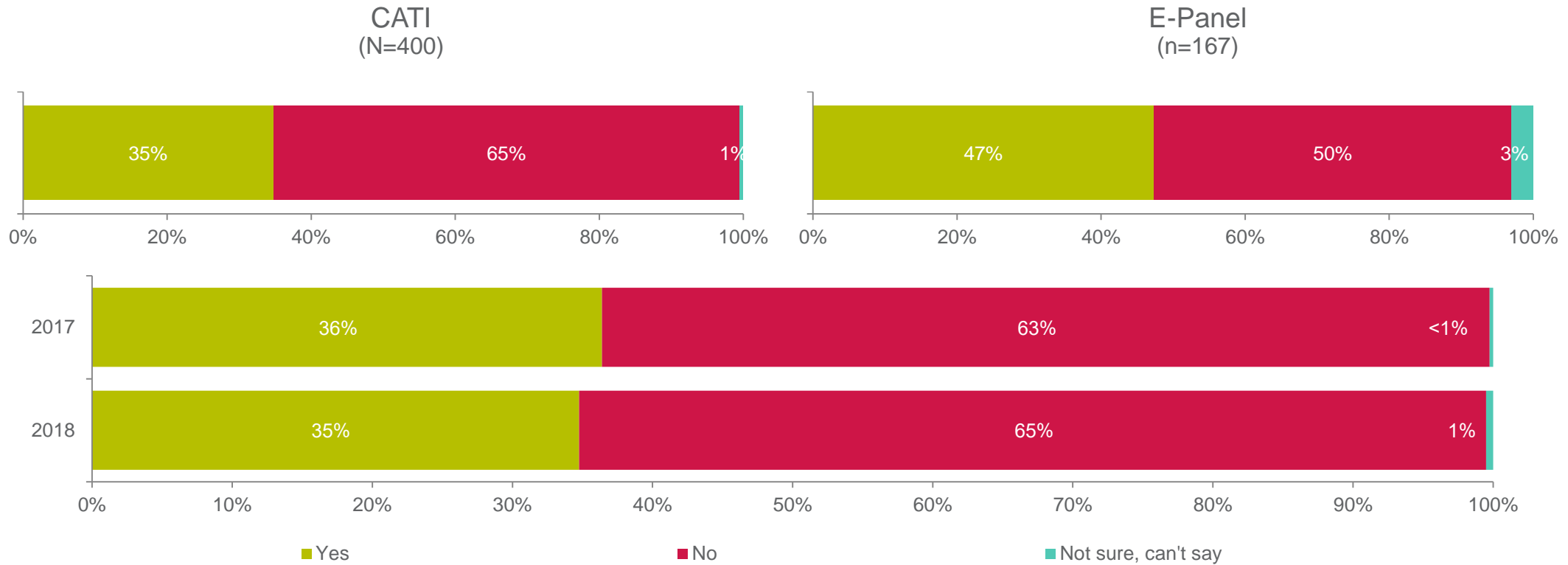
Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	386	48	47	46	49	50	41	52	53	189	197	110	159	117
Sense of community	6.3	6.3	6.0	6.4	6.6	5.7	6.6	6.1	6.9	6.3	6.3	6.3	6.2	6.4

Feeling part of the community was relatively consistent across age and gender, though it was stronger for people living in Woodville Ward (6.9) and lower for people living in Findon (6.0).



Volunteering.

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



For 35% of CATI and 47% of E-Panel respondents, either they personally, or someone in their household, volunteers in the community. The rate of volunteering was consistent with the 2017 findings.



By sub-groups

Volunteering.

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

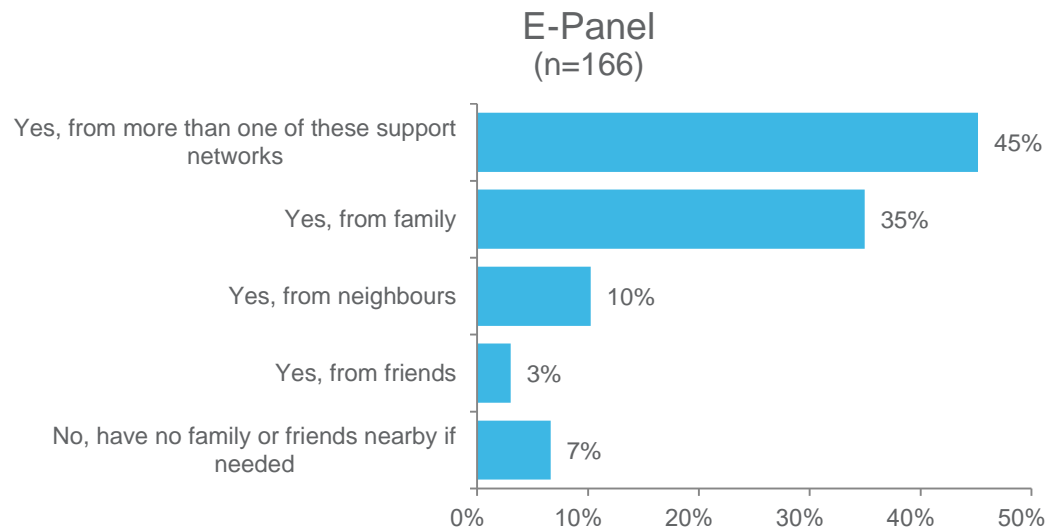
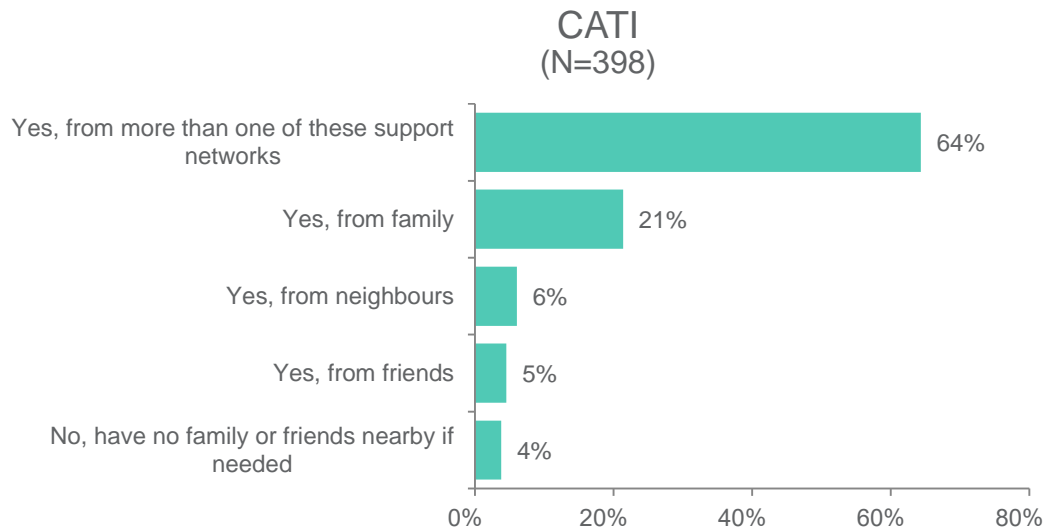
	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	400	49	50	48	50	54	43	52	54	196	204	114	164	122
Yes	35%	31%	42%	29%	26%	39%	42%	29%	41%	37%	33%	35%	38%	30%
No	65%	69%	56%	71%	74%	61%	58%	69%	59%	63%	66%	65%	62%	69%
Not sure, can't say	1%	0%	2%	0%	0%	0%	0%	2%	0%	0%	1%	0%	1%	1%

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

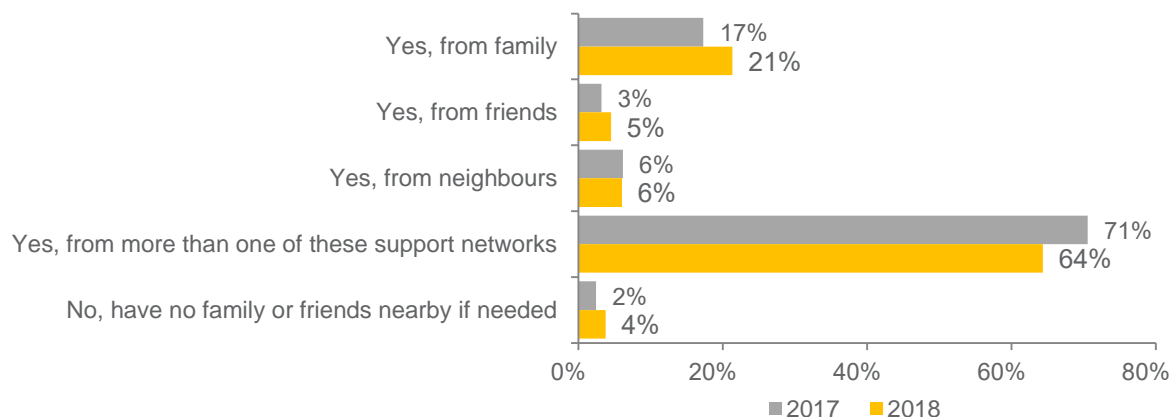


Emergency help.

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



By Year



Having someone to call in an emergency is also important to a person's wellbeing. Just 4% of people (CATI, 7% for E-Panel) felt that they had no one nearby they could call for help or support.



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?

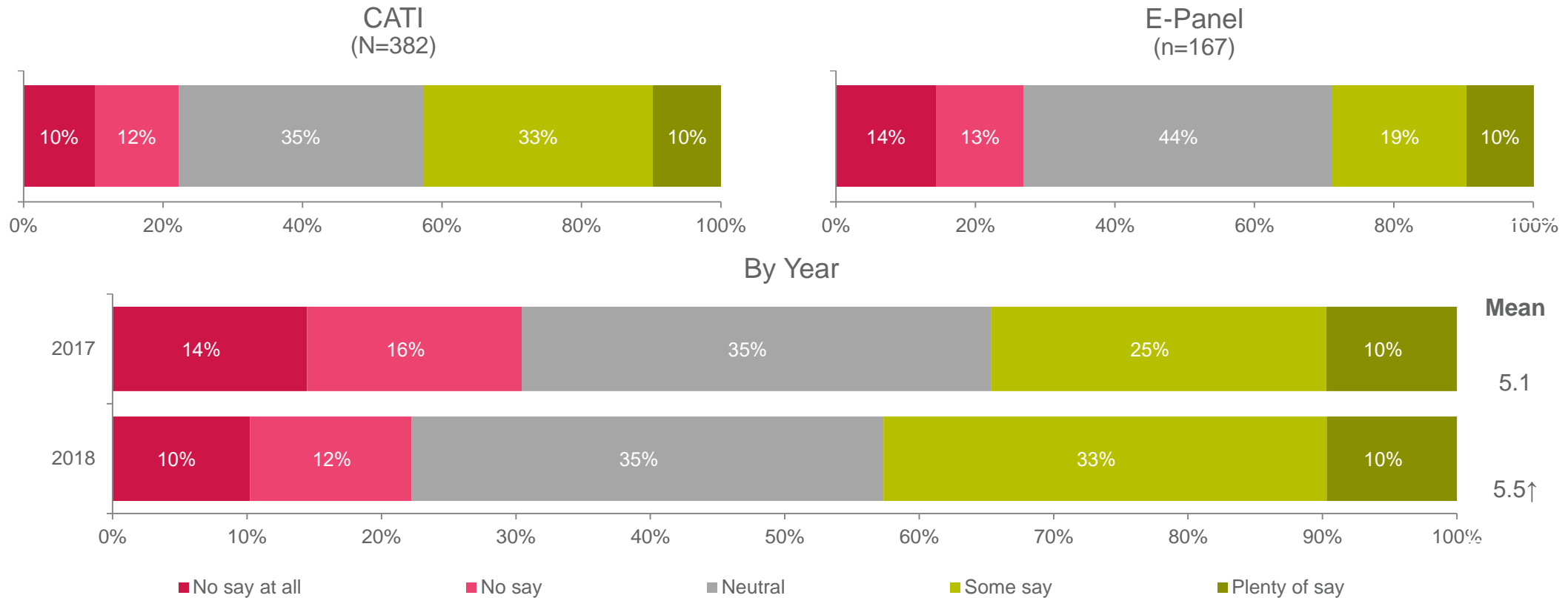
Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	398	49	49	47	50	54	43	52	54	195	203	114	164	120
Yes, from family	21%	18%	20%	23%	14%	24%	28%	17%	26%	22%	21%	19%	22%	23%
Yes, from friends	5%	0%	6%	6%	4%	6%	2%	4%	7%	6%	3%	7%	5%	1%
Yes, from neighbours	6%	6%	6%	4%	12%	2%	16%	0%	4%	6%	6%	3%	6%	9%
Yes, from more than one of these support networks	64%	69%	65%	60%	68%	65%	51%	77%	57%	62%	67%	68%	64%	62%
No, have no family or friends nearby if needed	4%	6%	2%	6%	2%	4%	2%	2%	6%	4%	3%	4%	2%	6%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

There is a slightly higher amount of people (though not significant) from Grange Ward that 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?

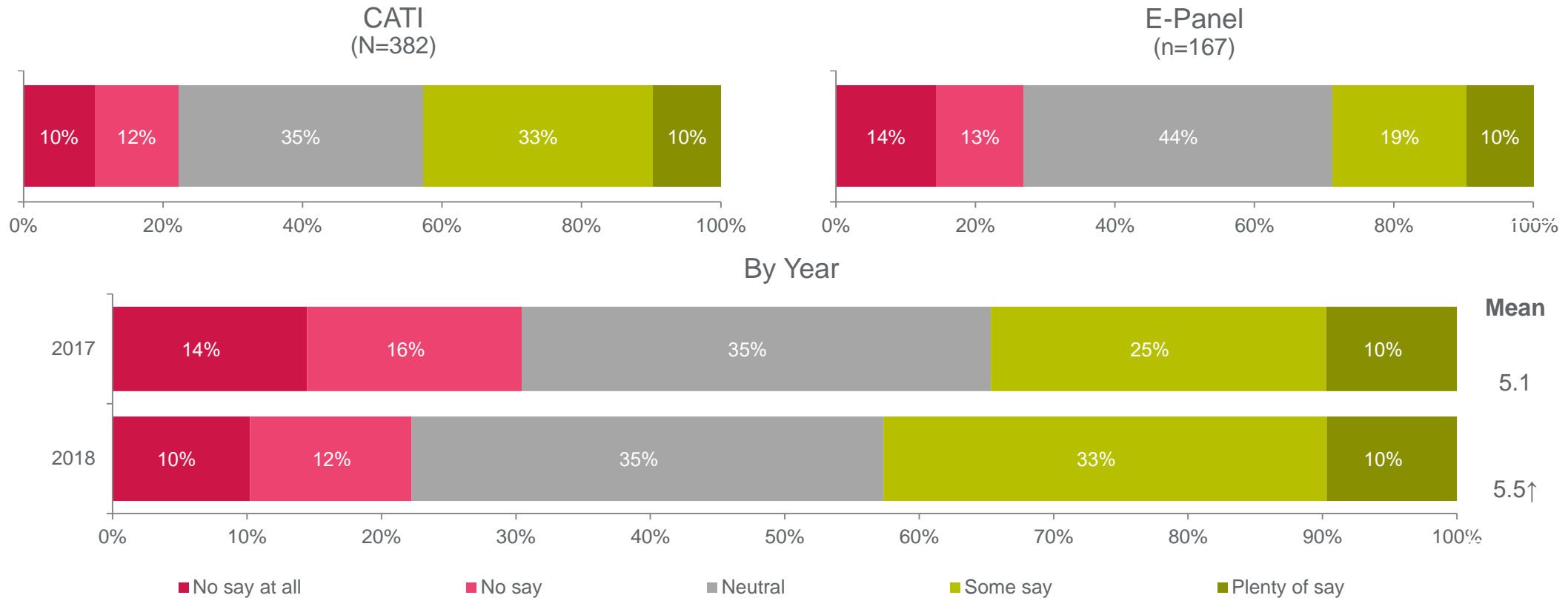


43% of residents who responded via the CATI survey and 29% of people who responded through the E-Panel feel as though they have a say on important issues in their area. In the representative CATI survey, this is an increase of 8%.



Sense of involvement.

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



43% of residents who responded via the CATI survey and 29% 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 an increase of 8%.



By sub-
groups

Sense of involvement.

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

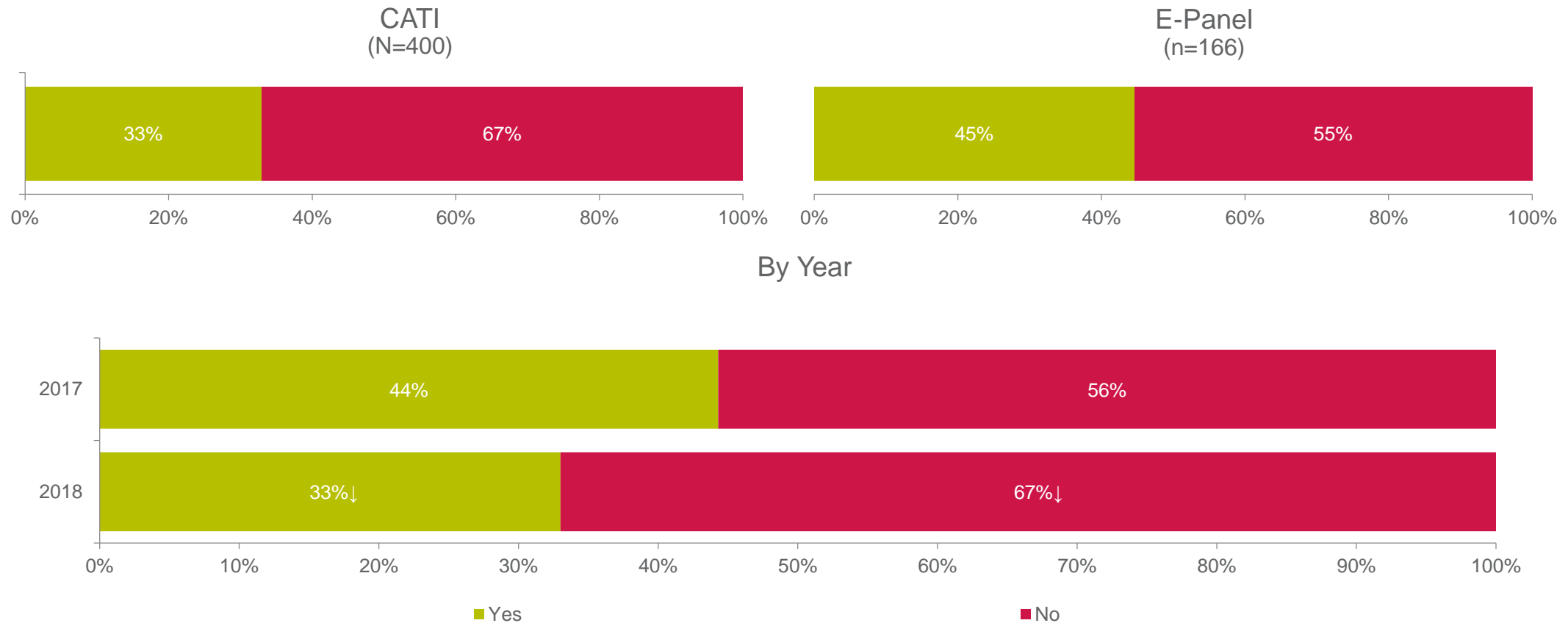
Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	382	47	46	47	48	49	42	50	53	189	193	110	155	117
Sense of involvement	5.5	5.5	5.0	5.4	5.1	5.6	6.2	5.7	5.9	5.3↓	5.8↑	5.8	5.5	5.3

Females were statistically more likely than males to feel that they have a say on the issues in their area that are important to them. People in Semaphore Park Ward and those aged 18-34 were also more likely than others to feel as though they have a say on important issues in their area (though not statistically significant).



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?



33% of those who responded via CATI or a member of their household belonged to an organised group such as a sporting, community or religious group in the City of Charles Sturt. This is a significant decrease from 2017 when 44% belonged to a group.



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=	400	49	50	48	50	54	43	52	54	196	204	114	164	122
Group membership	33%	24%	42%	35%	42%	20%	44%	29%	30%	37%	29%	28%	34%	37%

There were no significant differences in group membership by sub-group.



Community
safety.

Safety.

We asked...

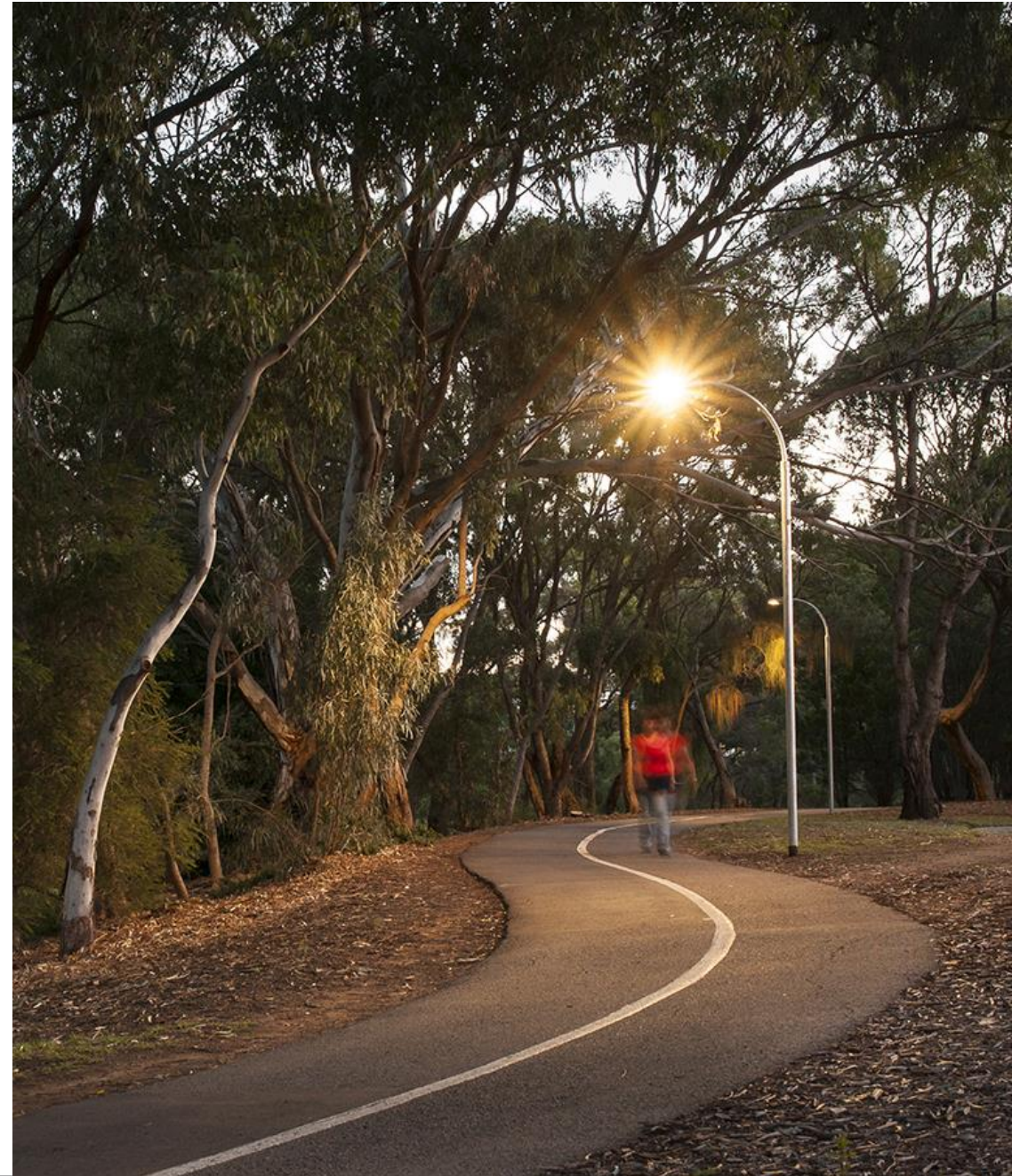
Do you feel safe in your community through the day?

What about at night?

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

Two thirds of people (66%) feel comfortable in their area through both the day and night. Just over a quarter (28%) feel safe through the day but not at night, and sadly there is 6% of people who do not feel safe in their neighbourhood at all.

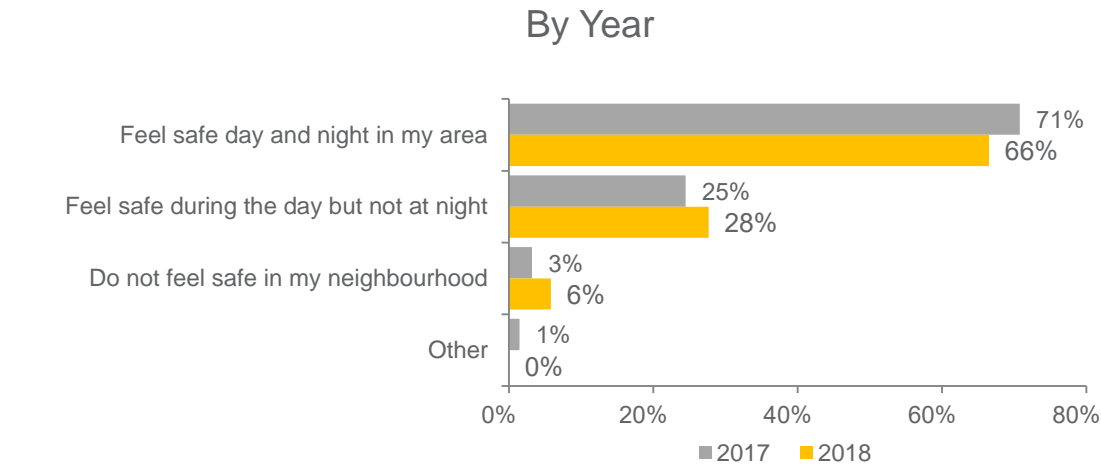
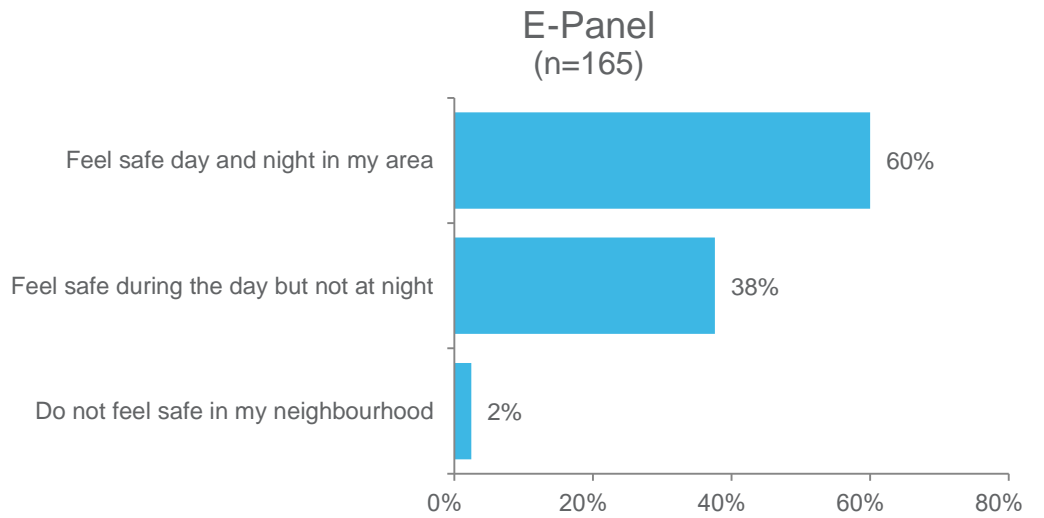
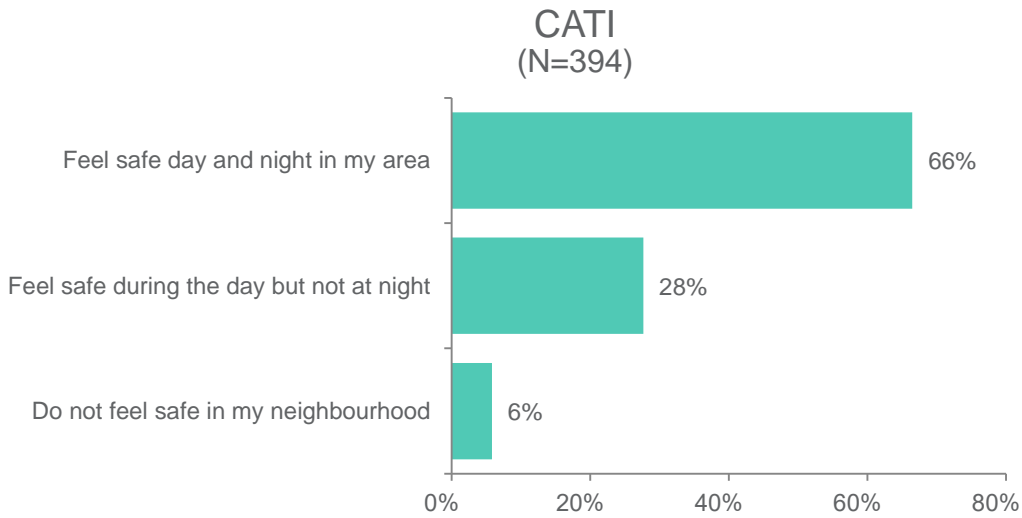
The main reasons for feeling unsafe included 'crime rates in the local area' (35%) and 'poor lighting in local streets' (22%).





Sense of safety.

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



Overall, 66% of people feel safe day and night in their area. A further 28% feel safe during the day but not at night and just 6% don't feel safe in their neighbourhood at all.

Since 2017, the proportion of people who don't feel safe in their neighbourhood has increased by 3%.





By sub-
groups

Sense of safety.

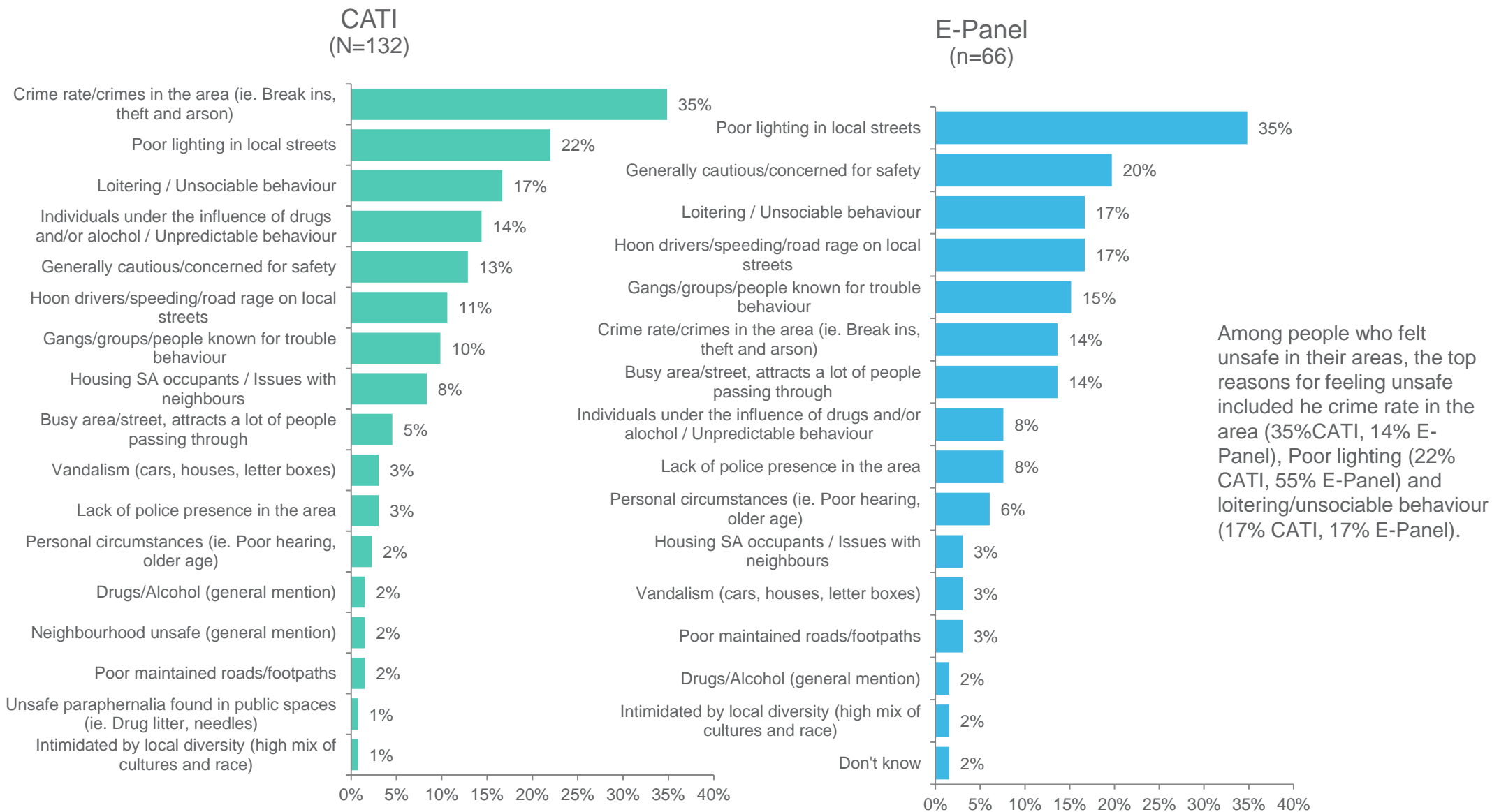
Thinking about safety in your neighbourhood, which of the following comes closest to your feelings of safety?

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=	394	49	48	48	49	53	43	50	54	193	201	114	162	118
Feel safe day and night in my area	66%	69%	71%	63%	84%	51%	74%	68%	56%	71%	62%	64%	64%	72%
Feel safe during the day but not at night	28%	27%	25%	29%	16%	36%	26%	22%	39%	25%	30%	29%	28%	25%
Do not feel safe in my neighbourhood	6%	4%	4%	8%	0%	13%	0%	10%	6%	4%	7%	7%	7%	3%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Females were slightly more likely than males to not feel safe in their neighbourhood, and the wards where residents feel safest were Henley Ward and Semaphore Park Ward.



What makes you feel unsafe?





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?

Most people agree that the City of Charles Sturt is a great place to live (84%).

For those who agree that it is a great place to live, their main reasons include that it is close to a variety of facilities (32%), it's generally a good area (30%) and that its close to open spaces such as the beach (26%).

The main reasons people disagreed that the City of Charles Sturt is a great place to live included being 'unhappy with the roadwork and development' (24%), concerns with 'new neighbours and population density' (13%) and 'general concerns for safety' (13%).

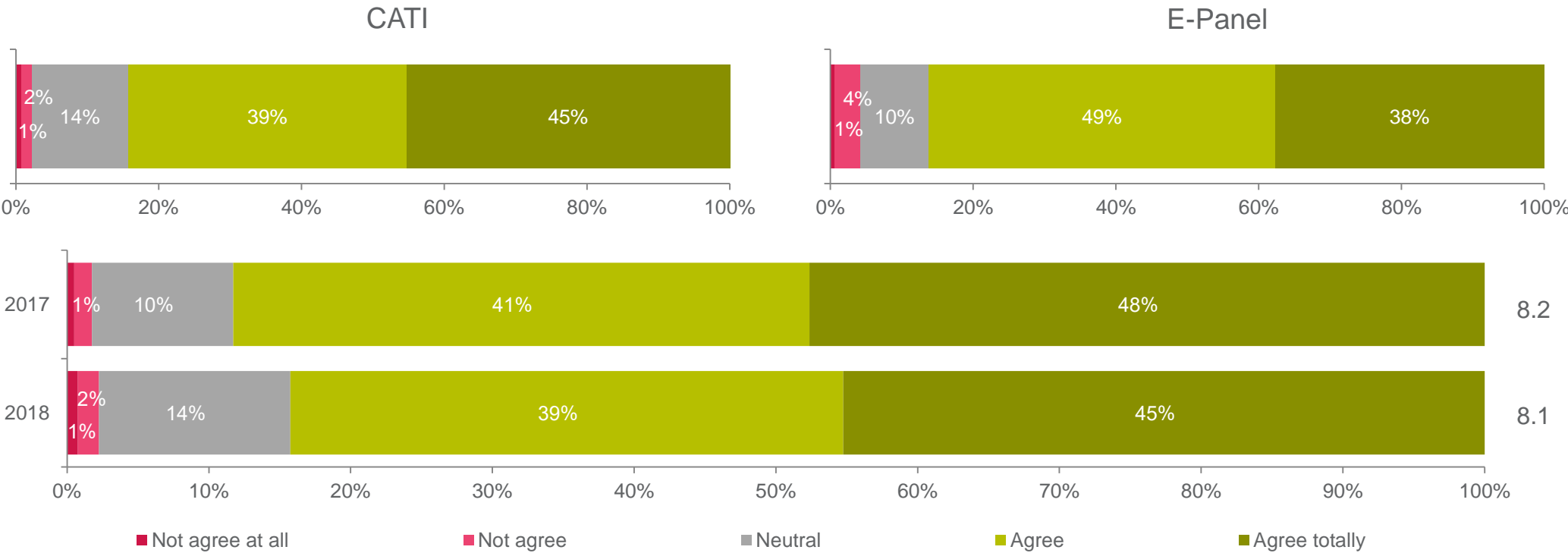
Regarding affordability in the City of Charles Sturt, most people felt that the area was neither affordable nor unaffordable. More people thought the area was affordable than they did unaffordable (for renting, buying and investing), and there's a trend that suggests affordability for buying, renting and investing has increased since 2017.





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 (84% CATI and 87% 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 "It's very clean and the people are quite friendly, although it is not as connected as some other amazing suburbs and more could be done to bring the community together".

People like living in the area because they feel they are close to facilities (32%), it's generally good / no complaints (30%) and because they are close to open space such as the beach and other parks (26%).

Why did you give this rating? (Agree, n=337)	
Positive - Close to a variety of facilities	32%
Positive - Good area / No complaints (General comment)	30%
Positive - Close to open spaces (i.e. Beach, parks, playgrounds)	26%
Positive - Well maintained area	15%
Positive - Feeling of safety in the area	14%
Positive - Easy access to the city	13%
Positive - Peaceful and quiet / Friendly locals / Community feel	11%
Neutral - Only lived in this area / Lived here for a significant time period	8%
Positive - Reliable Council services and communication	7%
Positive - Positive neighbourhood appeal/nice homes/spacious/green area	6%
Negative - Area requires some maintenance	4%
Positive - Location (general mention)	4%
Negative - Local Council not proactive	3%
Neutral - There is always room for improvement	2%
Negative - Lack of facilities	2%
Negative - Unhappy with roadworks / development	2%
Negative - Lack of trees/greenery in the area	2%
Positive - Proximity to good local schools	1%
Positive - Limited anti-social behaviour in the area / Low crime rate	1%
Positive - Accessibility	1%
Positive - Multicultural	1%
Negative - Parking issues	1%
Positive - Infrastructure / Development	1%
Neutral - I've seen better places than this	1%
Negative - Not enough support for families or elderly in the local area	1%
Negative - Safety concerns	1%
Positive - The area has potential	1%
Positive - Higher socio-economic area	1%
Neutral - Good as any area	1%
Negative - High level of traffic on street/s	1%
Negative - Concerns with new people moving in to the area / Neighbours / Increasing population density	1%
Negative - Hoon drivers/speeding on local streets	1%
Don't know	1%



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 - Unhappy with roadwork's / development	24%
Negative - Concerns with new people moving in to the area / Neighbours / Increasing population density	13%
Negative - Safety concerns	13%
Negative - Area requires some maintenance	11%
Positive - Good area / No complaints (General comment)	9%
Negative - Concerns with street appeal/attractiveness of suburbs	9%
Negative - High level of traffic on street/s	9%
Negative - Parking issues	9%
Positive - Close to open spaces (ie. Beach, parks, playgrounds)	7%
Neutral - Could be worse	6%
Negative - Lack of trees/greenery in the area	6%
Negative - Local Council not proactive	6%
Negative - Council regulations	6%
Positive - Feeling of safety in the area	4%
Positive - Easy access to the city	4%
Neutral - There is always room for improvement	4%
Negative - Lack of facilities	4%
Negative - Intimidated by local diversity (high mix of cultures and race)	4%
Negative - High Council rates	4%
Negative - Concerns with shelters in the area (ie. Rehabilitation centres)	4%
Positive - Close to a variety of facilities	2%
Positive - Location (general mention)	2%
Positive - Positive neighbourhood appeal/nice homes/spacious/green area	2%
Positive - Accessibility	2%
Positive - Infrastructure / Development	2%
Neutral - Only lived in this area / Lived here for a significant time period	2%
Neutral - Good as any area	2%
Neutral - All I could afford	2%
Negative - Not enough public open spaces (ie. Parks)	2%
Negative - Not enough support for families or elderly in the local area	2%
Negative - Hoon drivers/speeding on local streets	2%
Negative - Unsafe paraphernalia found in public spaces (ie. Drug litter, needles)	2%
Don't know	6%



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

The 9 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=9)

"It could be worse I guess, but I would rather live somewhere a little safer."

"Local councillors live outside area and never seen in area"

"Over priced greedy lazy council who make themselves work and paid well not community minded at all"

"Nasty neighbours"

"Council do not care about community"

"They pick up our bins big deal, and mow the front twice a year that's it. but how much do they charge for rates. GET RID OF ALL COUNCILS. waste of our money"

"Footpaths are terrible quality, not enough parks and maintenance of roads and footpaths"

"It's very expensive - the rates and charges are too expensive."

"Can't get anything done by the council or receive help like before."



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?

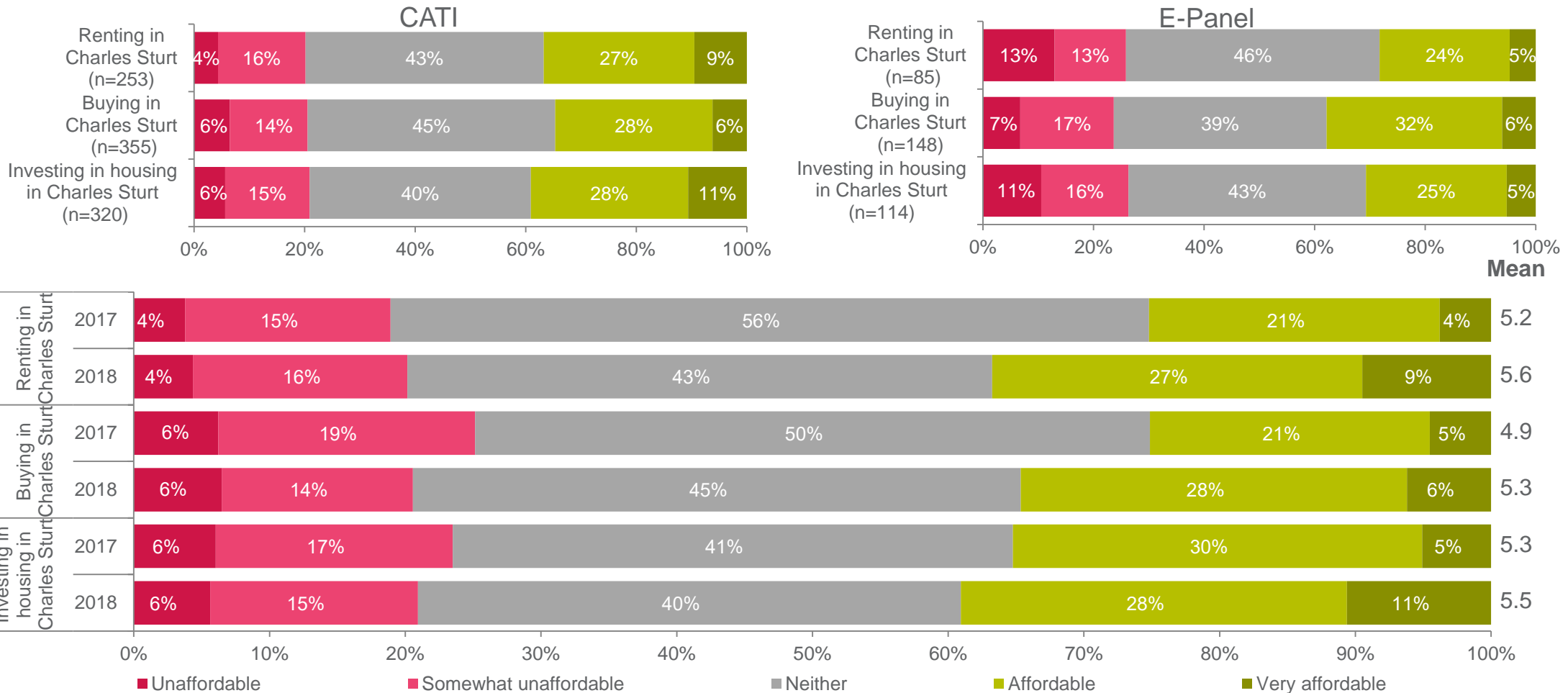
Average	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
N=	400	49	50	48	50	54	43	52	54	196	204	114	164	122
To what extent do you agree that Charles Sturt is a great place to live?	8.1	8.2	8.3	8.0	8.2	7.7	8.6	7.7	7.9	7.9	8.2	8.2	7.9	8.2

Despite achieving positive results for the City of Charles Sturt being a great place to live, people aged 35-59 and people in West Woodville and Hindmarsh Wards gave slightly lower responses. People in Semaphore Park were the most likely to agree that the City of Charles Sturt is a great place to live.



Living in the City of Charles Sturt.

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



Large neutral scores have been recorded for housing affordability in the area, however there has been increases in affordability of renting (up 11%), buying (up 8%) and investing (up 4%) in the City of Charles Sturt in 2018.



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=	253	22	32	31	31	41	25	32	39	129	124	84	106	63
Renting in Charles Sturt	5.6	5.3	5.4	5.0	4.7↓	6.0	6.0	5.4	6.4↑	5.5	5.7	5.8	5.5	5.4
N=	355	41	45	43	42	46	39	50	49	179	176	109	146	100
Buying in Charles Sturt	5.3	5.6	5.1	4.8	4.9	5.2	5.9	5.4	5.8	5.4	5.3	5.3	5.1	5.7
N=	320	34	41	35	41	44	35	44	46	167	153	101	134	85
Investing in housing in Charles Sturt	5.5	5.9	5.9	4.6	4.8	5.2	6.3	5.7	6.0	5.5	5.6	5.3	5.4	6.1↑

People aged 60 or older were more likely to agree that the area is affordable for investing.

Those who live in Woodville Ward were more likely to agree that the area is affordable for renting. Those in Henley Ward were less likely to agree.



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?

About two thirds of people are satisfied with Council's efforts regarding environmental sustainability and Stormwater. Only marginal changes can be observed since 2017.

	Satisfaction (2018)	Change in satisfaction (since 2017)
Environmental issues e.g. biodiversity	65%	2% decrease
Stormwater	63%	3% increase

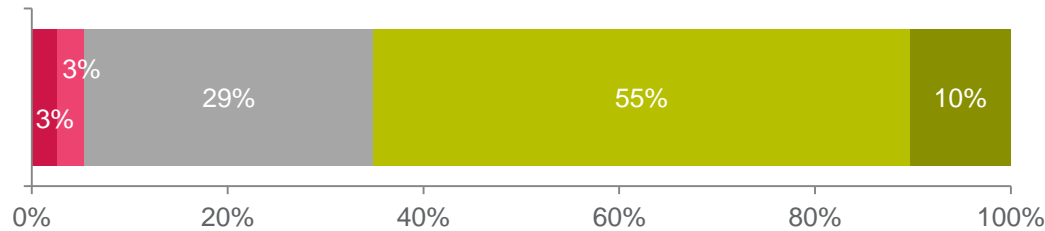




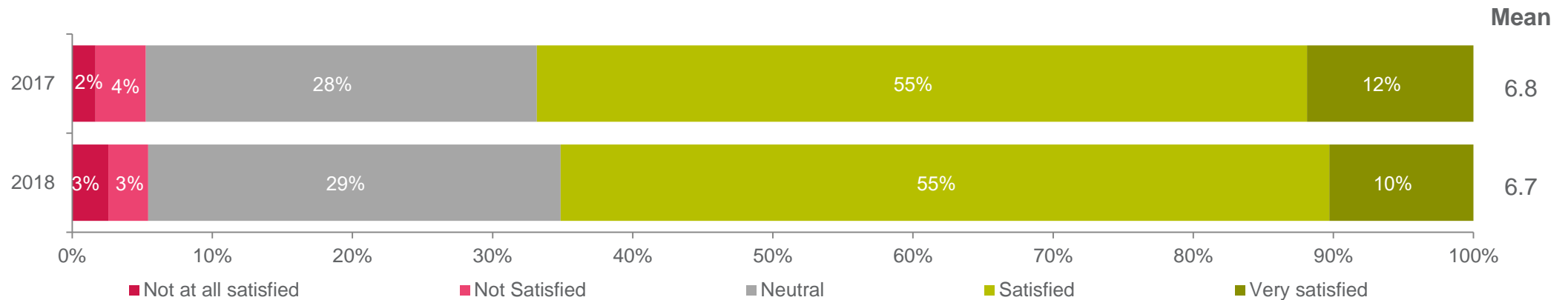
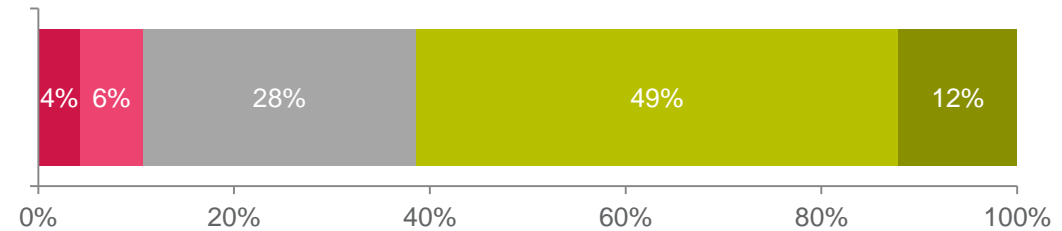
Environmental performance.

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

CATI
(n=350)



E-Panel
(n=140)



66% of CATI and 61% of E-Panel respondents were satisfied with Council's overall performance.



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=	350	43	43	44	42	45	37	47	49	176	174	99	145	106
Environmental performance	6.7	6.8	6.3	6.2	6.3	6.8	6.9	7.2	7.0	6.6	6.8	6.9	6.6	6.7

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:

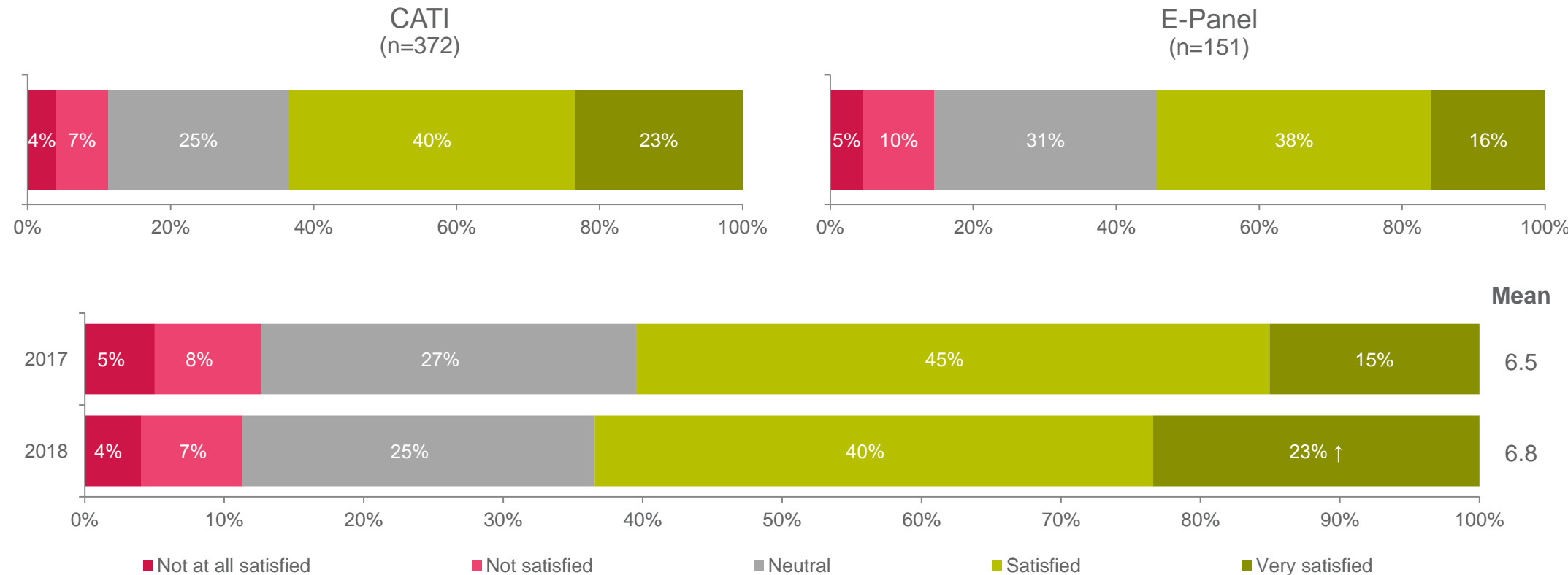
All CATI respondents, excluding those who 'don't know'





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 63% from residents who responded through the CATI survey and 54% from those who responded via the E-Panel.

An increase of 3% since 2017 has been found in 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=	372	45	48	44	49	46	38	49	53	186	186	102	154	116
Stormwater performance	6.8	6.9	5.9	6.9	6.5	6.6	7.2	7.2	7.3	6.8	6.8	7.1	6.5	7.0

Although no statistically significant differences were found, Findon Ward residents were less satisfied with the stormwater performance compared to other wards and those aged 35-59 were also slightly less satisfied.



Overall
performance
and value for
money.



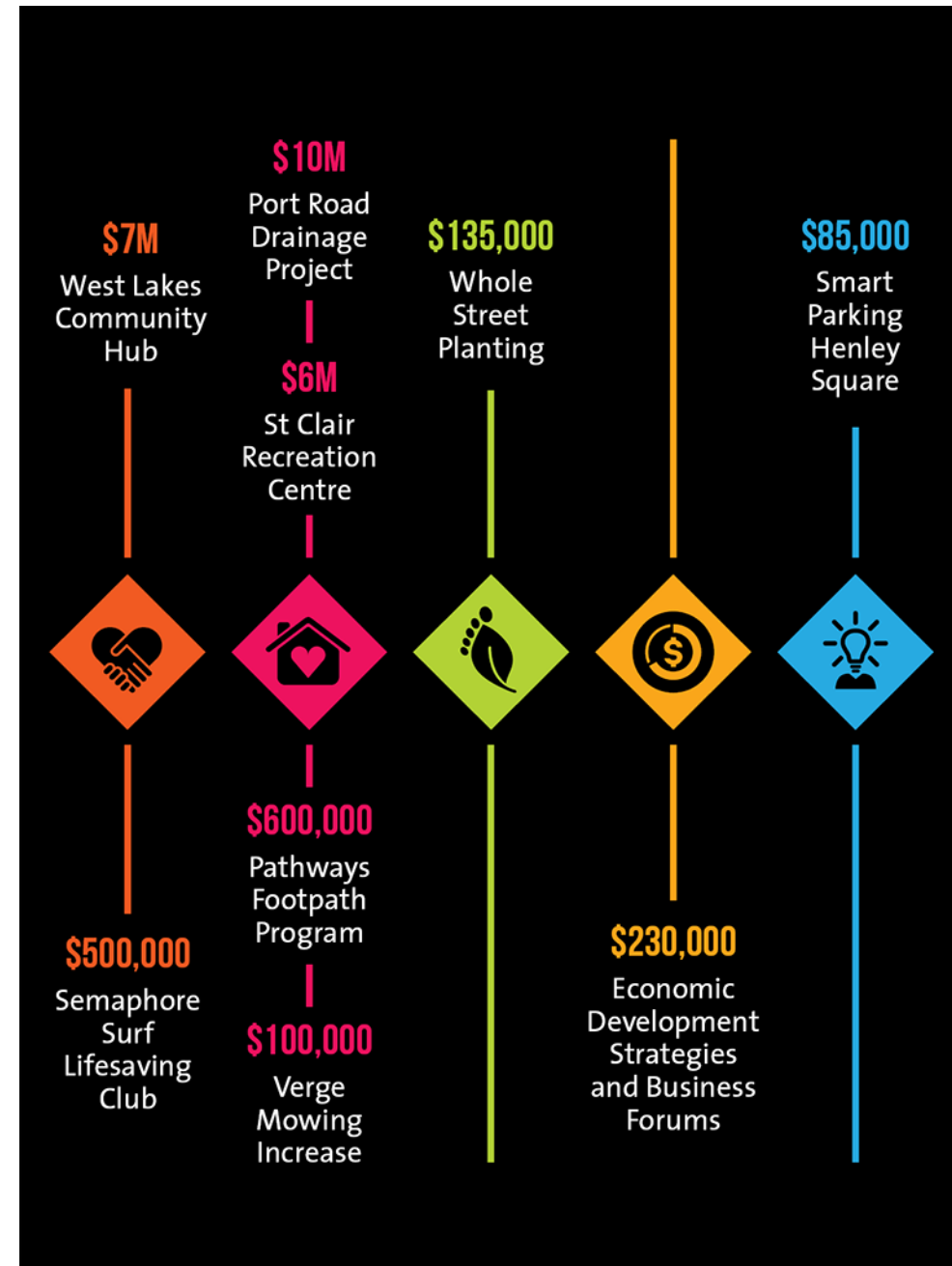
Performance and Value for Money.

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

Overall, 68% of people are satisfied with Council's performance. This is consistent with the result from 2017 (67%).

47% of residents are satisfied that they receive value for money in exchange for the rates they pay each year, a slight increase since 2017 (44%). Reasons for dissatisfaction regarding value for money include:

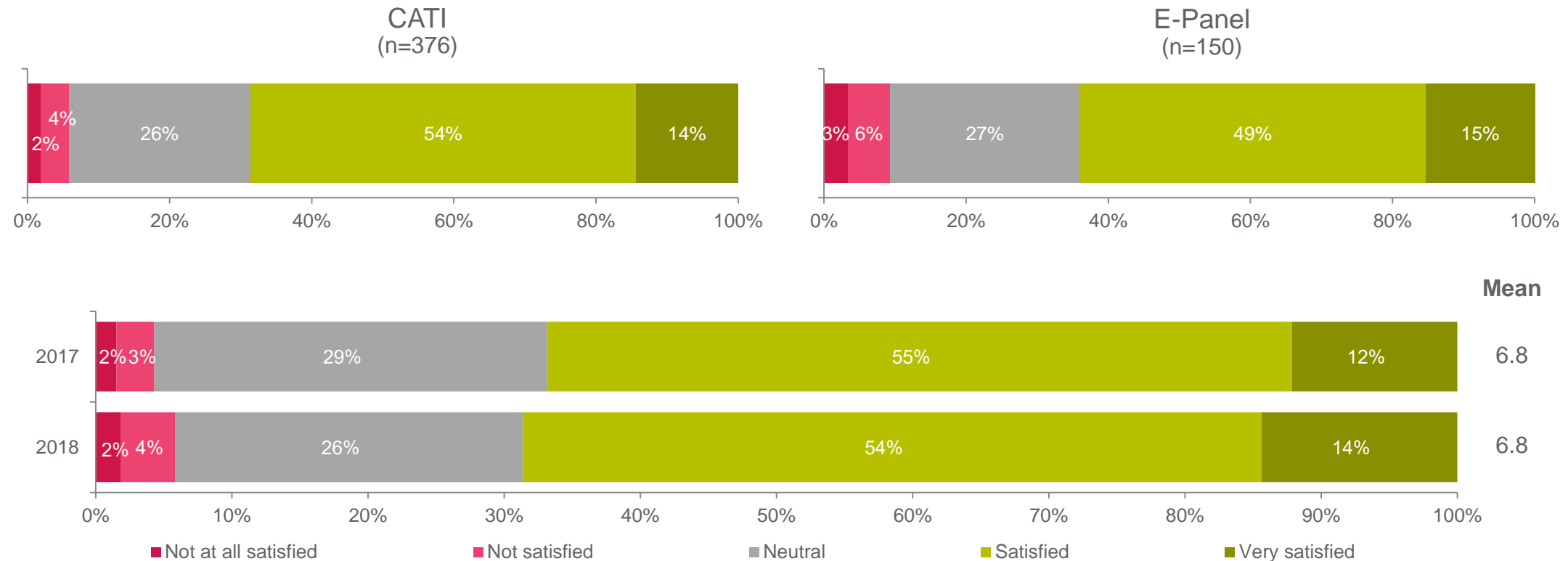
- High rates / not value for money (73%)
- Areas require maintenance (27%)
- Council not proactive / too large to efficiently represent local opinions (16%)





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 E-Panel members was 64% and among CATI respondents it was 68%. This is a 1% increase from 2017.

The National Benchmark for overall satisfaction with Council is 64%, meaning the City of Charles Sturt has exceeded this Benchmark through the representative CATI sample by 4%*.



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=	376	47	47	46	48	50	38	49	51	188	188	105	155	116
Overall strategic performance	6.8	6.9	7.1	6.6	6.5	6.7	6.9	6.8	7.3	6.7	7.0	6.9	6.8	6.9

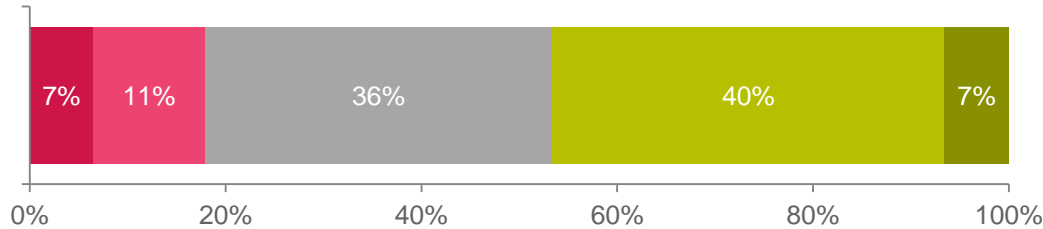
Although no statistically significant differences were found, residents in Woodville Ward had higher levels of satisfaction with Council's performance compared to residents in other wards.



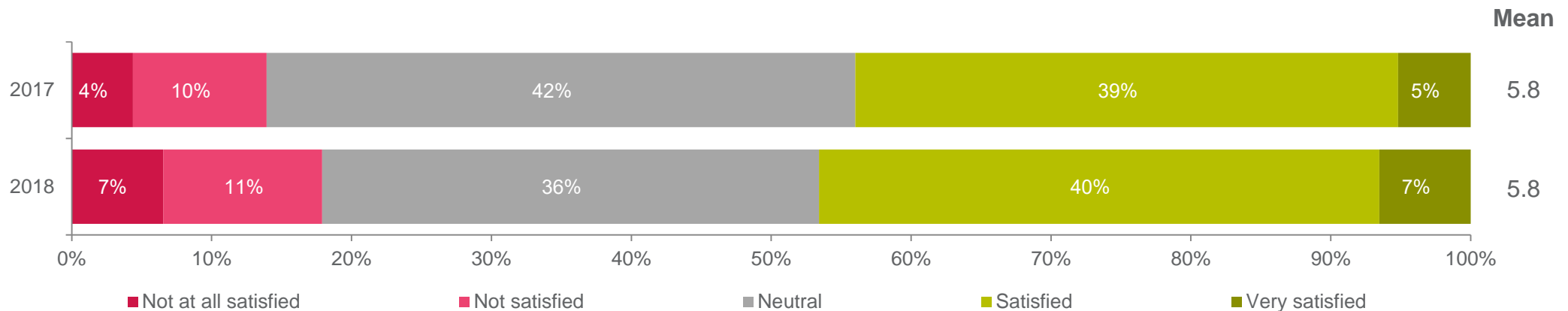
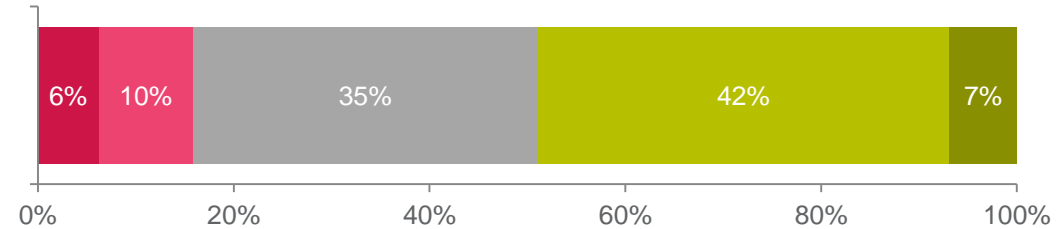
Value for money

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

CATI
(n=352)



E-Panel
(n=145)



Overall perceptions of value for money among E-Panel members was 49% and among CATI respondents it was 47%. For the CATI respondents, this is a 3% increase from 2017.

The national benchmark for a Council providing Value for Money is 45%, placing the City of Charles Sturt 4% 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	73%
Negative - Area requires some maintenance	27%
Negative - Local Council not proactive / Council area too large to efficiently represent local opinions	16%
Negative - Council invests money in to unnecessary things / Do not focus on what is important	13%
Negative - Lack of facilities (ie. Free exercise equipment in local areas, library diversity, sport centres, community centres, swimming pools, hard rubbish removal service)	6%
Negative - Lack of Council transparency and communication with residents	5%
Negative - Disapprove of the way that rates are calculated	3%
Positive - Reliable Council services and communication (i.e.. Rubbish collection, resolving of maintenance problems, Council enquiry line)	3%
Negative - Unhappy with development (high levels of subdivision)/construction/road works in the area	2%
Neutral - I do not pay Council rates	2%
Negative - Lack of trees/greenery in the area	2%
Negative - Parking issues	2%
Negative - Not enough support for families or elderly in the local area	2%
Positive - Close to open spaces (ie. Beach, parks, playgrounds)	2%
Negative - Not enough public open spaces (ie. Parks)	2%
Negative - Council regulations (ie. Building restrictions, lack of consultation with locals on new development)	2%

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 (72%).



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	55%
Negative - Area requires some maintenance (footpaths, roads, verges, street lighting, parks, ovals, storm water drains)	23%
Negative - Council invests money in to unnecessary things / Do not focus on what is important	10%
Negative - Lack of facilities (i.e. Free exercise equipment in local areas, library diversity, sport centres, community centres, swimming pools, hard rubbish removal service)	7%
Negative - Lack of Council transparency and communication with residents	6%
Negative - Unhappy with development (high levels of subdivision)/construction/road works in the area	6%
Negative - Local Council not proactive (i.e. In relation to addressing parking complaints, rubbish collection) / Council area too large to efficiently represent local opinions	5%
Positive - Good area / Reasonable rates / No complaints	5%
Negative - Disapprove of the way that rates are calculated	3%
Positive - Well maintained area (i.e. Parks, roads, footpaths, playgrounds, sporting facilities, cycling paths)	3%
Negative - Concerns with street appeal/attractiveness of suburbs (i.e. Run down houses)	3%
Neutral - There is always room for improvement	2%
Neutral - I do not pay Council rates	2%
Negative - Lack of trees/greenery in the area	2%
Positive - Reliable Council services and communication (i.e. Rubbish collection, resolving of maintenance problems, Council enquiry line)	1%
Negative - Parking issues (i.e. Lack of parking availability, poor parking behaviour)	1%
Negative - Not enough support for families or elderly in the local area	1%
Positive - Infrastructure / Development	1%
Neutral - Could be worse	1%
Negative - High level of traffic on street/s	1%
Negative - Safety concerns	1%
Don't know	2%



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=	352	44	42	44	47	41	39	46	49	176	176	96	146	110
Value for money	5.8	5.7	5.9	5.3	5.7	6.1	6.1	5.7	5.7	5.5	6.0	5.9	5.6	6.0

When looking at the perception of value for money (for rates) across demographic variables, there are no statistically significant differences. Despite this, females were more likely than males to feel they receive value for money, and Hindmarsh Ward and Semaphore Park Ward were more likely than other wards to feel that they receive value for money in exchange for the rates they pay.



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 (51%), libraries (40%) and parks and reserves (37%).

The majority (52%) agreed that no services are missing from Council's offering, however for the 28% that felt there was something missing, they were looking for:

- Community care services (24%)
- More/improves public facilities (18%)
- Hard rubbish collection / compost collection (17%)

For those looking for these additional services, the majority (61%) weren't willing to pay more rates to cover the cost of delivering these services. Likewise, residents aren't willing to let service levels reduce, even if it means minimising rate increases (52%).

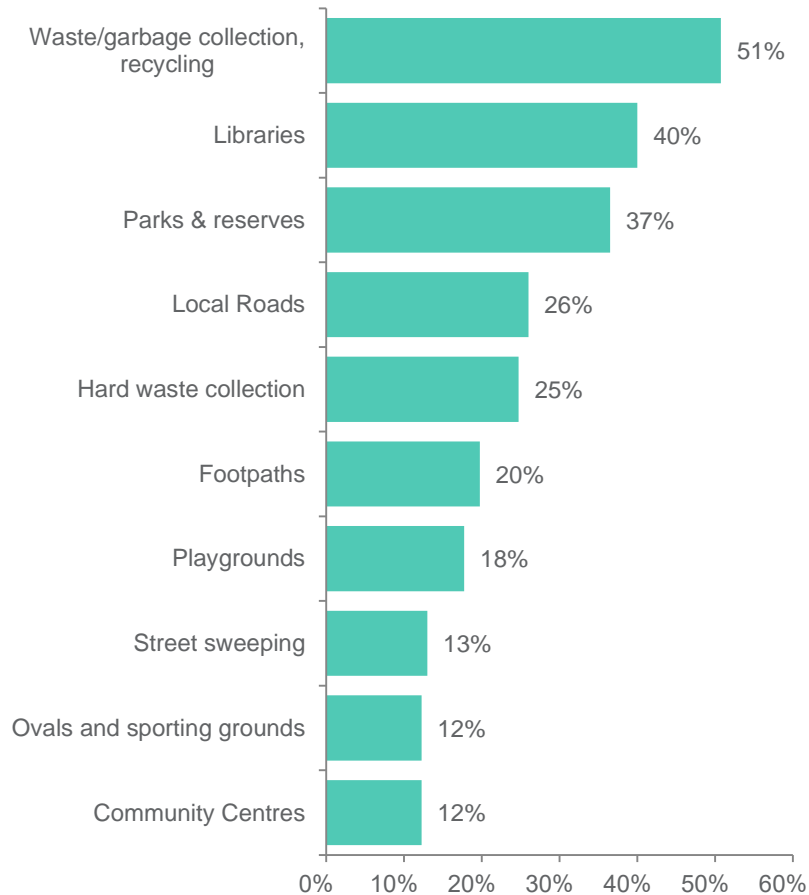




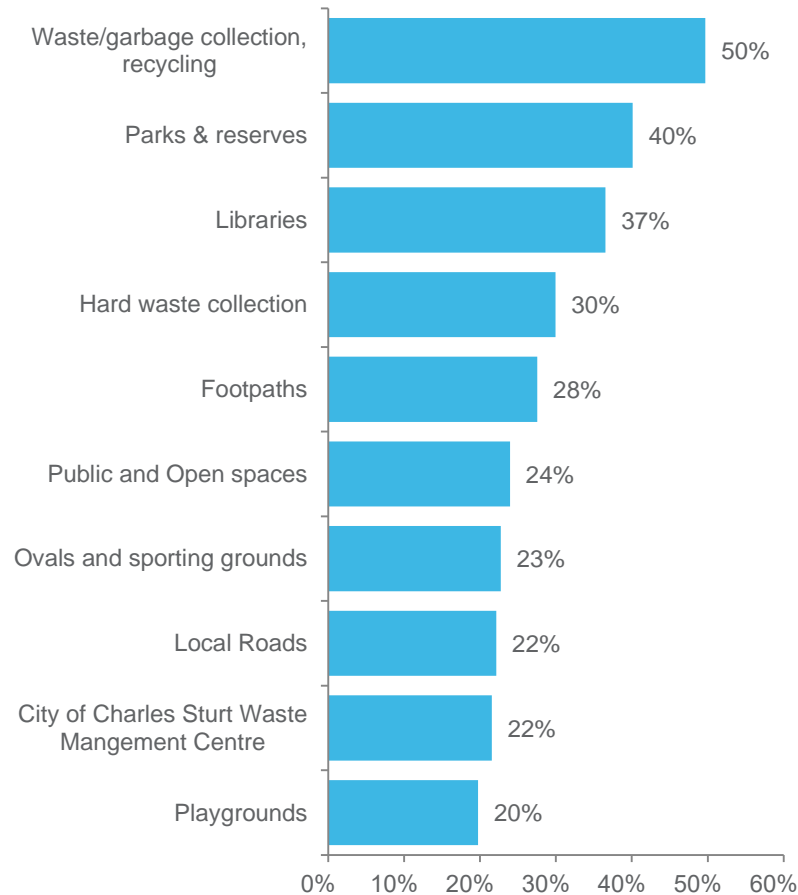
Most valued services.

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 (51%), libraries (40%), parks and reserves (37%), local roads (26%) and hard waste collection (25%). For the E-Panel the top 5 services were waste/garbage collection (50%), parks and reserves (40%), libraries (37%), hard waste collection (30%) and footpaths (28%).



Most valued services.

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

	2017	2018
Waste/garbage collection, recycling	67% ↑	51% ↓
Libraries	41%	40%
Parks & reserves	51% ↑	37% ↓
Local Roads	29%	26%
Hard waste collection	22%	25%
Footpaths*		20%
Playgrounds	17%	18%
Street sweeping	10%	13%
Ovals and sporting grounds	24% ↑	12% ↓
Community Centres	8%	12%
Public and Open spaces*		12%
Street trees, planing and pruning	16%	12%
Verge maintenance	18% ↑	10% ↓
Off road walking and cycling paths	24% ↑	10% ↓
Community Care services (Transport, aged & disability services, maintenance and security)	6%	9%
City of Charles Sturt Waste Management Centre	1% ↓	6% ↑
Dog Parks	4%	5%
Community Bus/Transport Service	6%	5%
Environmental Management and Sustainability	5%	5%
Stormwater drainage	5%	5%
Local Traffic management	4%	4%
Events	0% ↓	4% ↑
Animal management	2%	4%
Customer Service Centre / Assistance with enquiries / Communication with residents*		3%
Justice of the Peace	1%	3%
Public litter bins	1%	3%
Waste Management Centre, Toogood Ave, Beverley*		3%
Public convenience/toilets	2%	3%
Continued overleaf....		

Compared to 2017, the proportion of residents to include waste collection in their top 5 services has decreased from 67% to 51%. Similarly, there have been reductions in Parks and reserves (from 51% to 37%) and ovals and sporting grounds (from 24% to 12%). This appears to be a due to a more widely distributed list of services, in other words residents are more aware of (and value) a wider variety of services.



Most valued services.

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

	2017	2018
Immunisation services	3%	3%
Street lighting*		2%
Graffiti removal	4%	2%
Parking controls	3%	2%
Community Halls	2%	2%
Planning and Development Assessment	2%	2%
Environmental Health	2%	2%
Volunteer services	1%	2%
Maintenance / Facility Upgrade*		1%
Public Security / Local Safety / Police Presence*		1%
Schools / Kindergartens*		1%
Support for sport/community groups*		1%
Economic Development	0%	1%
Recycled water system	1%	1%
Marketing and communications	1%	1%
Cleaning (general)*		1%
Building and Development*		1%
Council Chambers*		0%
Emergency Call-Out Services*		0%
Food inspections*		0%
Don't know*		2%
None*		1%
Other	25%	26%



Most valued services.

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

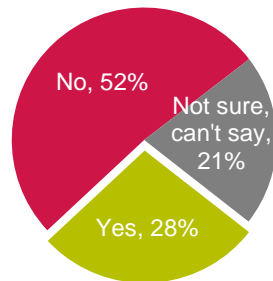
	Ward								Gender		Age		
	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Waste/garbage collection, recycling	57%	56%	52%	56%	50%	30%	54%	48%	51%	51%	35% ↓	57%	57%
Libraries	41%	38%	35%	36%	52%	33%	40%	43%	34%	46%	42%	43%	34%
Parks & reserves	37%	40%	19%	42%	46%	30%	38%	37%	38%	35%	40%	38%	30%
Local Roads	20%	34%	23%	30%	22%	19%	31%	28%	30%	23%	29%	29%	19%
Hard waste collection	24%	20%	23%	28%	24%	26%	31%	22%	23%	26%	20%	27%	25%
Footpaths	16%	20%	19%	22%	26%	28%	13%	15%	17%	22%	19%	23%	16%
Playgrounds	24%	16%	19%	14%	17%	14%	17%	20%	15%	21%	21%	18%	14%
Street sweeping	14%	12%	13%	12%	20%	14%	10%	9%	12%	14%	12%	12%	16%
Ovals and sporting grounds	16%	8%	10%	8%	11%	16%	8%	20%	13%	12%	14%	10%	13%
Community Centres	18%	14%	4%	8%	11%	7%	19%	15%	12%	13%	12%	13%	11%
Public and Open spaces	8%	8%	10%	8%	19%	16%	15%	9%	11%	12%	14%	10%	12%
Street trees, planing and pruning	14%	10%	13%	14%	6%	14%	12%	11%	13%	10%	12%	10%	12%
Verge maintenance	18%	10%	15%	6%	4%	7%	15%	7%	11%	10%	13%	10%	7%
Off road walking and cycling paths	6%	12%	10%	10%	15%	19%	4%	6%	13%	7%	11%	10%	9%
Community Care services	10%	6%	15%	4%	9%	7%	6%	13%	6%	11%	6%	8%	12%
City of Charles Sturt Waste Management Centre	6%	4%	2%	6%	9%	14%	4%	2%	6%	6%	4%	4%	11%
Dog Parks	4%	6%	2%	4%	11%	7%	2%	6%	5%	5%	8%	5%	2%
Community Bus/Transport Service	6%	4%	6%	2%	6%	5%	4%	9%	4%	6%	4%	4%	7%
Other	33%	32%	27%	28%	9%	19%	23%	35%	27%	25%	24%	29%	24%



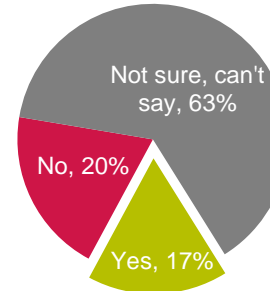
Missing services.

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

CATI



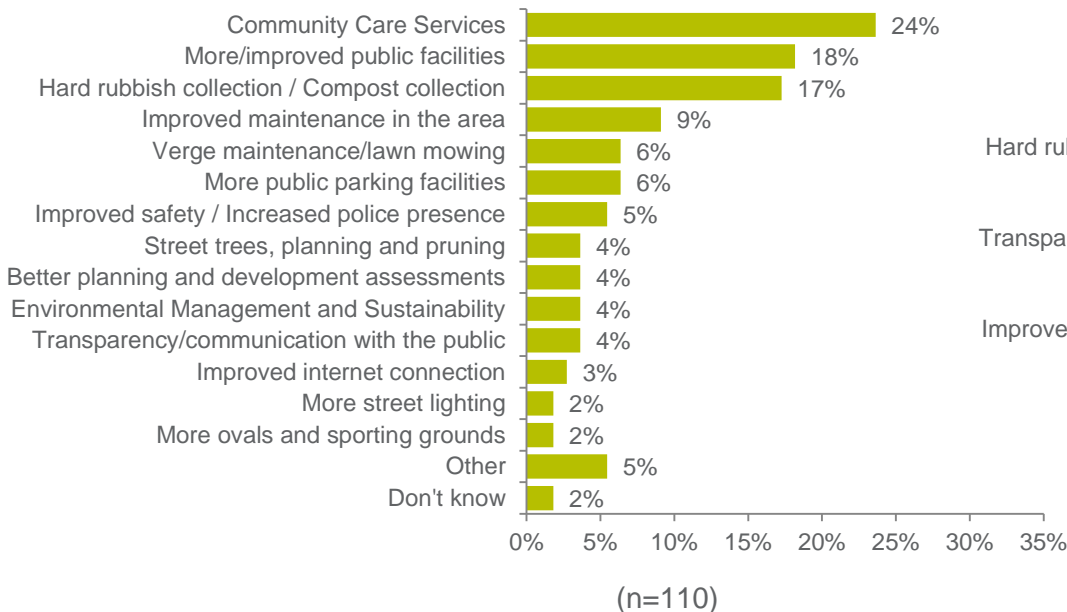
E-Panel



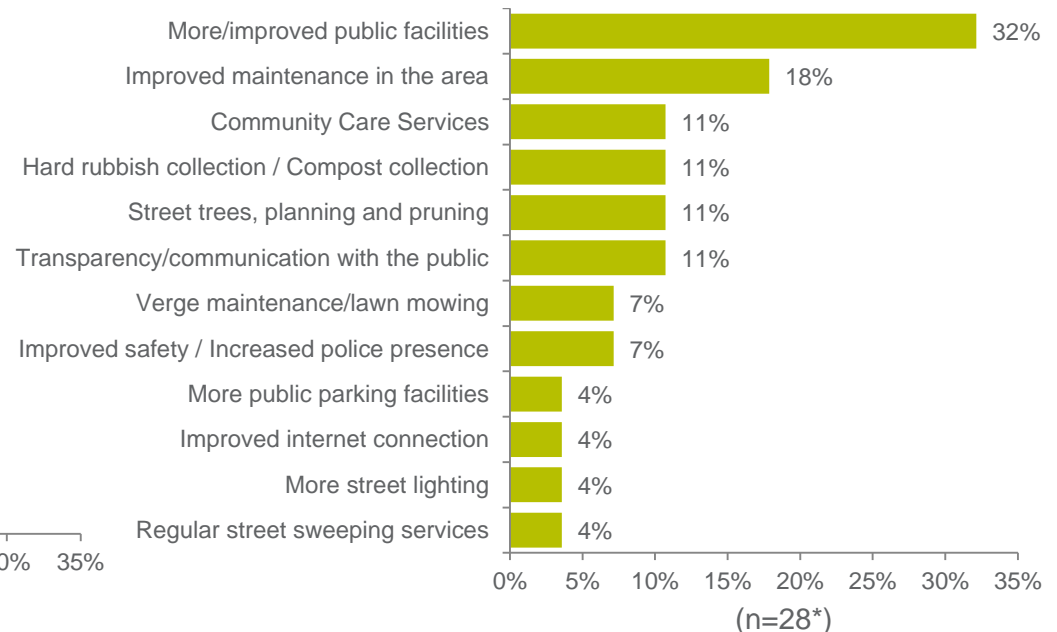
The majority of people (72% CATI, 83% E-Panel) were unable to list another service that they feel Council should offer.

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

What service should City of Charles Sturt provide?



What service should City of Charles Sturt provide?





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=	400	49	50	48	50	54	43	52	54	196	204	114	164	122
Yes	28%	22%	36%	27%	22%	20%	33%	38%	22%	26%	29%	22%	27%	34%
No	52%	53%	52%	50%	66%	48%	37%	52%	52%	55%	48%	55%	48%	52%
Not sure, can't say	21%	24%	12%	23%	12%	31%	30%	10%	26%	19%	23%	23%	25%	14%

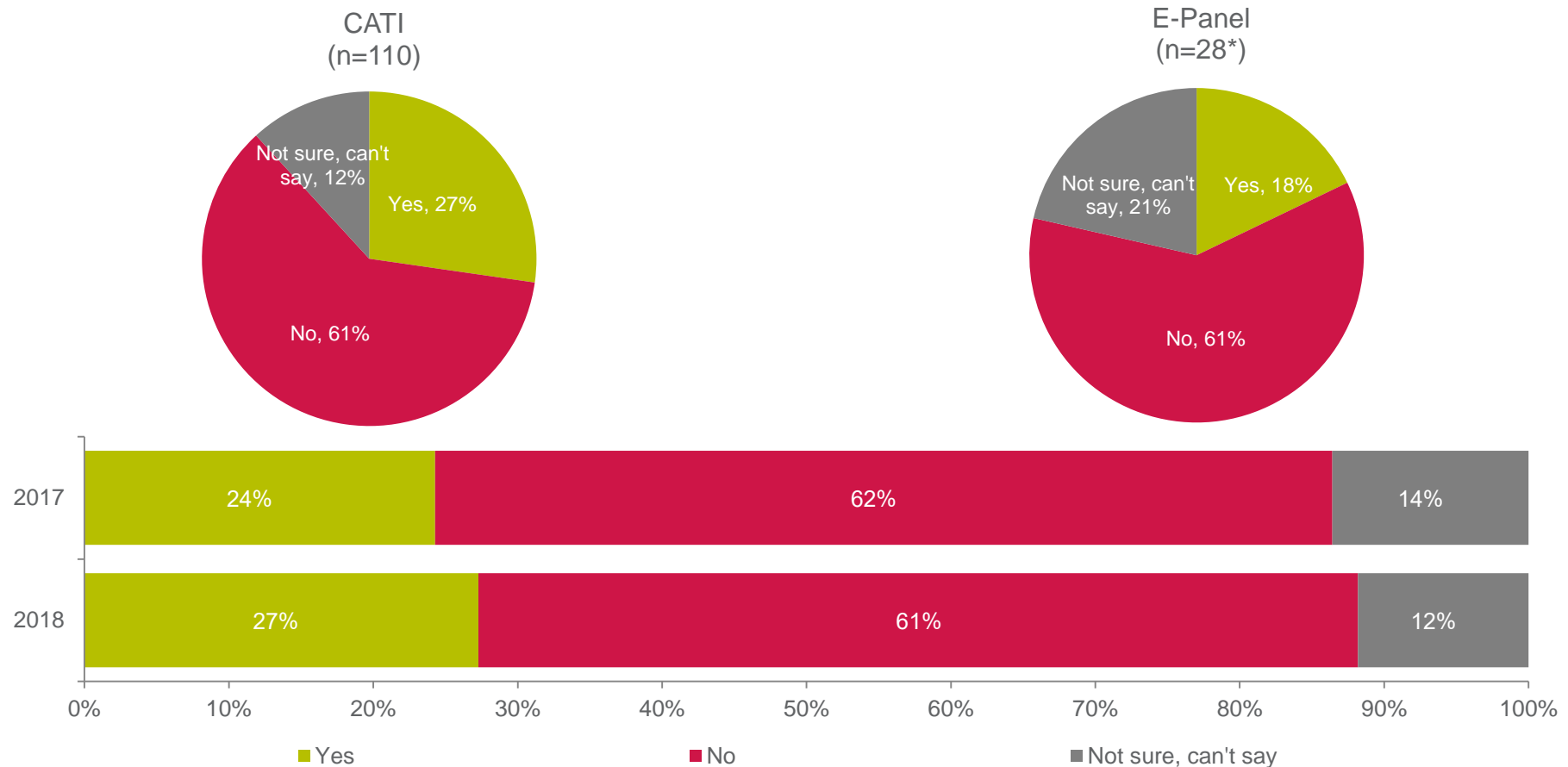
Although no statistically significant differences were found, residents in West Woodville Ward were more likely than other wards to believe there are additional services that should be provided by council.



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?



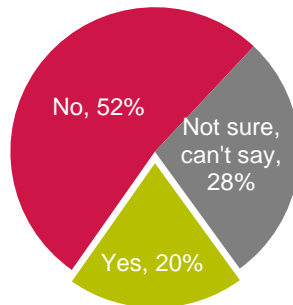
The majority of people (61%) weren't willing to pay higher rates in exchange for the additional services they felt Council should offer.



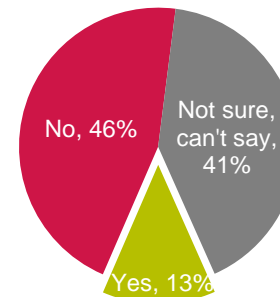
Reduction in services.

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

CATI

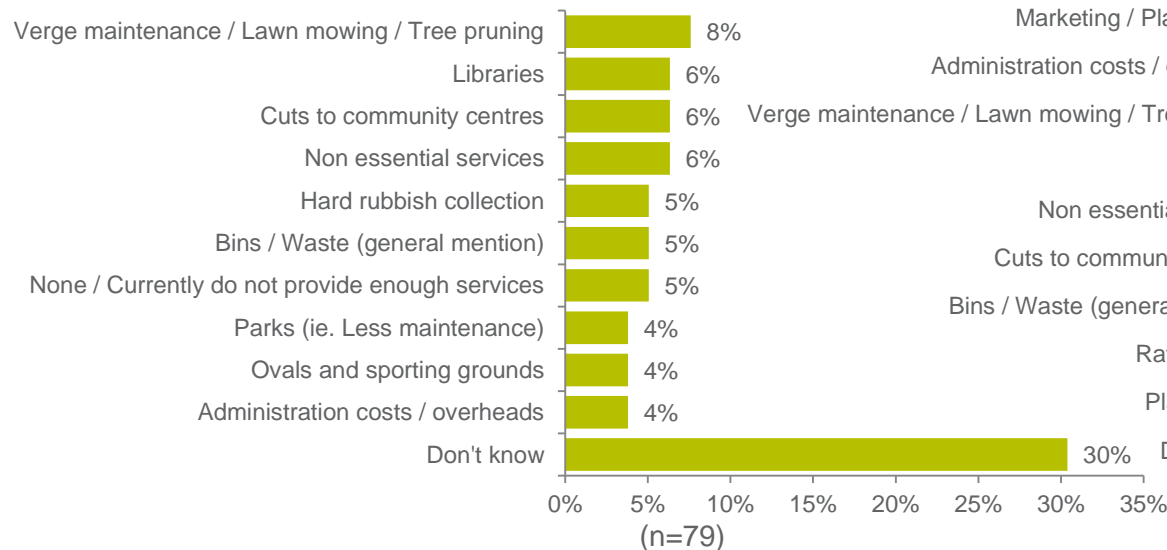


E-Panel

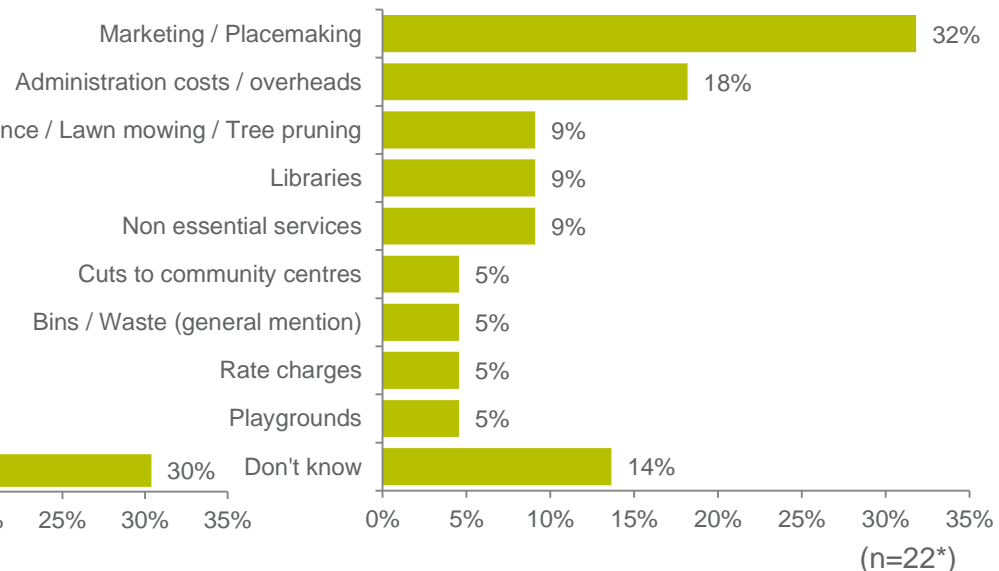


Approximately half of people (52% CATI, 46% E-Panel) were not willing to accept a reduction in services if it meant minimising rate increases.

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



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





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=	400	49	50	48	50	54	43	52	54	196	204	114	164	122
Yes	20%	22%	8%	23%	16%	26%	14%	21%	26%	21%	19%	26%	23%	10% ↓
No	52%	57%	56%	52%	60%	39%	58%	50%	48%	56%	49%	46%	51%	61%
Not sure, can't say	28%	20%	36%	25%	24%	35%	28%	29%	26%	23%	33%	28%	27%	30%

People aged over 60 were less likely to accept a reduction in services if it minimised rate increases.



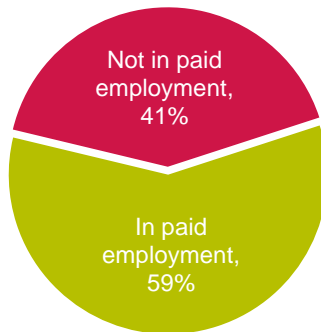
Mode of travel
to work.



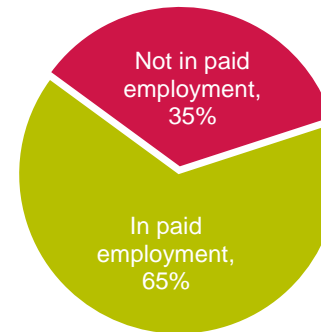
Employment & Mode of travel to work.

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

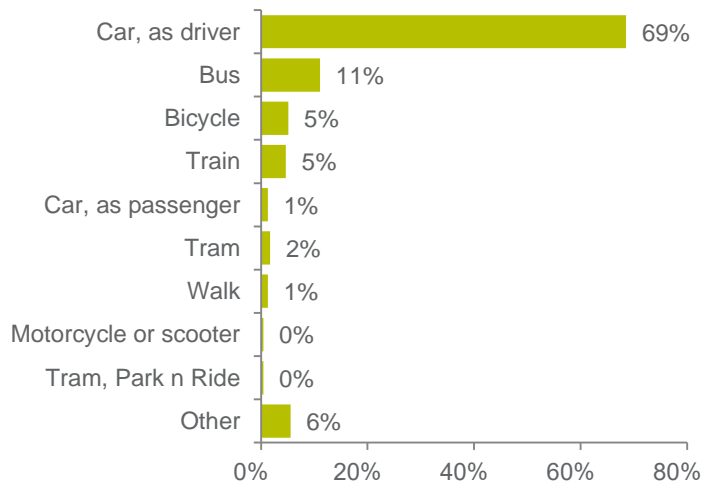
CATI
(n=400)



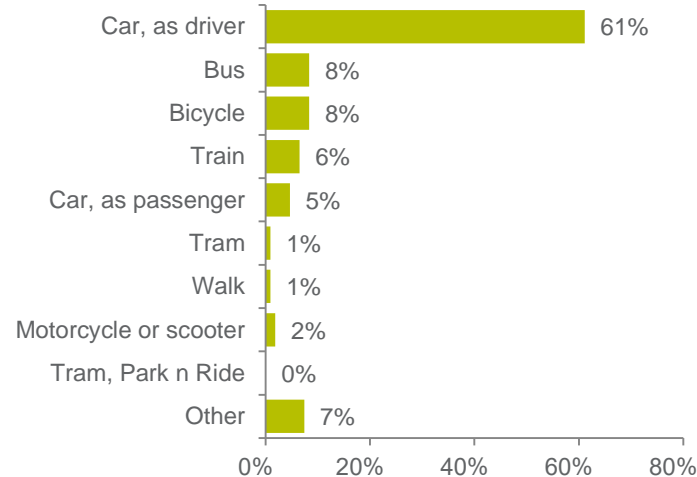
E-Panel
(n=167)



What is your usual mode of travel to work?
(n=235)



What is your usual mode of travel to work?
(n=235)

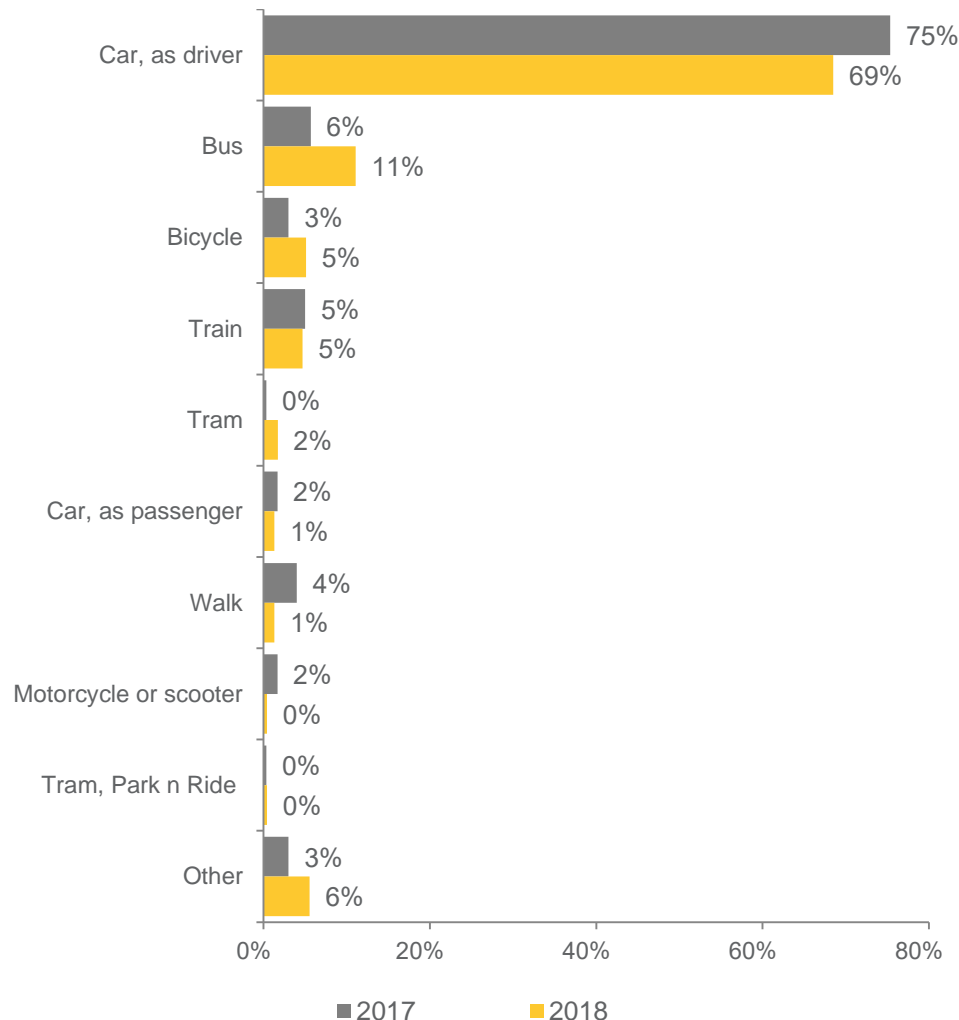


For the 59% of CATI and 65% of E-Panel members who are in paid employment, the most common mode of transport to work was by car, as a driver (69% CATI, 61% E-Panel).



Mode of travel to work.

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



For those in paid employment, mode of travel to work has remained consistent with 2017.



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+
In paid employment	59%	67%	54%	48%	44% ↓	83% ↑	37% ↓	54%	76% ↑	61%	56%	88% ↑	71% ↑	15% ↓
Not in paid employment	41%	33%	46%	52%	56% ↑	17% ↓	63% ↑	46%	24% ↓	39%	44%	12% ↓	29% ↓	85% ↑
Column n	400	49	50	48	50	54	43	52	54	196	204	114	164	122

	Total	Ward								Gender		Age (condensed)		
	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Car, as driver	69%	79%	56%	74%	82%	42% ↓	81%	75%	78%	70%	67%	61%	74%	72%
Bus	11%	9%	11%	13%	5%	18%	13%	14%	5%	9%	13%	15%	8%	11%
Bicycle	5%	6%	4%	9%	0%	13%	0%	4%	0%	7%	3%	9%	3%	0%
Train	5%	0%	0%	4%	0%	16% ↑	6%	0%	5%	4%	5%	5%	4%	6%
Car, as passenger	1%	0%	4%	0%	0%	0%	0%	4%	2%	0%	3%	3%	0%	0%
Tram	2%	3%	4%	0%	0%	4%	0%	0%	0%	1%	3%	1%	3%	0%
Walk	1%	0%	4%	0%	0%	0%	0%	0%	5%	0%	3%	0%	3%	0%
Other	6%	0%	19%	0%	14%	4%	0%	4%	5%	8%	3%	5%	5%	11%
Motorcycle or scooter	0%	3%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%
Tram, Park n Ride	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	1%	1%	0%	0%
NET	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Column n	235	33	27	23	22	45	16	28	41	120	115	100	117	18

For the 57% of CATI and 63% of E-Panel members who are in paid employment, the most common mode of transport to work was by car, as a driver (73% CATI, 66% E-Panel).

Those in Hindmarsh Ward and Woodville Ward were more likely than other wards to be in paid employment (83% & 76% respectively), while those in Henley Ward, and Semaphore Park Ward, were less likely to be (44% & 37% respectively).

Those in Hindmarsh Ward were more likely to commute by train (16%) and less likely to commute by car (42%).



Demographics.



Demographics.

	Age by Ward							
	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville
N=	49	50	48	50	54	43	52	54
18-34	20%	20%	27%	12% ↓	46% ↑	23%	35%	41%
35-59	51%	46%	29%	52%	44%	19% ↓	38%	44%
60+	29%	34%	44%	36%	9% ↓	58% ↑	27%	15% ↓

Age	CATI	E-Panel
N=	400	167
18-24	11%	3%
25-34	17%	8%
35-49	25%	15%
50-59	17%	28%
60-69	14%	25%
70-84	13%	18%
85+	4%	3%

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



Demographics.

	Gender by Ward							
	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville
N=	49	50	48	50	54	43	52	54
Male	65%	40%	52%	56%	37%	51%	46%	46%
Female	35%	60%	48%	44%	63%	49%	54%	54%

Gender	CATI	E-Panel
N=	400	167
Male	49%	52%
Female	51%	48%

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=	400	167
Single person living alone or sharing accommodation	20%	9%
Couple who are married or living together with no children in the home	21%	32%
Family as a couple or single parent with most children under 6 years	13%	8%
Family as a couple or single parent with most children aged from 6-15 years	13%	5%
Family as a couple or single parent with most children over 15 years and at least one still living at home	17%	30%
Couple or single person in middle to late age groups with no children in the home	16%	10%
I prefer to not answer	2%	7%

Ward	CATI	E-Panel
N=	400	167
Beverley Ward	12%	13%
Findon Ward	13%	11%
Grange Ward	12%	11%
Henley Ward	13%	16%
Hindmarsh Ward	14%	17%
Semaphore Park Ward	11%	12%
West Woodville Ward	13%	12%
Woodville Ward	14%	9%



Appendix.



2018 Survey Instrument.

City of Charles Sturt.

2018 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	RESPONSE 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	RESPONSE 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	RESPONSE 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	RESPONSE 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	RESPONSE OPTIONS	ROUTING
1	Sporting clubs	CONTINUE
2	Council halls/town Halls	
3	Community Centres	
4	Libraries	

Q53NEW. How much do you agree that Council's facilities including libraries, community centres, sporting clubs and halls are...? (0-10 SCALE + DON'T KNOW)

CODE	RESPONSE OPTIONS	ROUTING
1	Clean	CONTINUE
2	Accessible	
3	Safe	
4	Well maintained	

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	RESPONSE 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	RESPONSE OPTIONS	ROUTING
1	Local roads	CONTINUE
2	Footpaths	
3	Off road shared use walking and cycling paths	

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

CODE	RESPONSE OPTIONS	ROUTING
1	Local roads	CONTINUE
2	Footpaths	
3	Off road shared use walking and cycling paths	

Q51NEW. How much do you agree that Council's footpaths are...? (0-10 SCALE + DON'T KNOW)

CODE	RESPONSE OPTIONS	ROUTING
1	Clean	CONTINUE
2	Accessible	
3	Safe	
4	Well maintained	

Q54NEW. How much do you agree that Council's local roads are...? (0-10 SCALE + DON'T KNOW)

CODE	RESPONSE OPTIONS	ROUTING
1	Clean	CONTINUE
2	Accessible	
3	Safe	
4	Well maintained	

Q55NEW. How much do you agree that Council's off road shared use walking and cycling paths are...? (0-10 SCALE + DON'T KNOW)

CODE	RESPONSE OPTIONS	ROUTING
1	Clean	CONTINUE
2	Accessible	
3	Safe	
4	Well maintained	

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	CONTINUE
2	Parks, reserves or playing fields	
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	CONTINUE
2	Parks, reserves or playing fields	
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
City of Charles Sturt Waste Management Centre	
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 Brocas (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	
Hard waste collection	
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 paths(shared use paths eg: 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	
Stormwater drainage	
Street sweeping	
Street trees, planting and pruning	
Verge maintenance	
Volunteer services	
Waste/garbage collection, recycling	
Waste Management Centre, Toogood Ave, Beverley	
Other (SPECIFY)	
Other	TERMINATE

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

CODE	RESPONSE 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	RESPONSE 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	RESPONSE 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	RESPONSE 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	RESPONSE 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	RESPONSE 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	RESPONSE 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.

