

Community Survey 2026 Report

City of Charles Sturt

3 July 2026

Intuito
MARKET RESEARCH

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1. Introduction

Intuito is delighted to provide this report on a city-wide community survey conducted in 2026. A new community plan was introduced in 2024. We benchmarked the community's attitudes and views on how important various council services are and how well Council performs in the delivery of each service last year. Other measurements included community safety, likelihood of recommending council to family and friends, ratings on a variety of attributes, levels of community support, council performance and the community's level of satisfaction and the degree to which expectations are being met and if not why. This year, we see the difference between last year's benchmark and this year's reality.

Market research objectives

The overall objective of this City of Charles Sturt project was to provide rich, quality, local level data around the new Community Plan and measure current resident views against the 2025 benchmark.

Specific objectives included:

- Importance, usage and satisfaction with Council services.
- Understand why Council services rated poorly if they did.
- Determine what residents think Council is responsible for.
- Council's overall performance and resident satisfaction including Net Promoter Score.
- Measure residents' attitudes toward safety within the Council area.
- Measure Council's performance of nature initiatives
- Measure resident sentiment in terms of pride, sense of belonging and connection.

Methodology

The research was conducted using mixed modal collection including:

- Face to face interviews
- Social media (promoted by Council and conducted online)
- Website (YourSay)
- Qualtrics in-house database (conducted online)

We aimed for a sample size of 800 (with less participation from the Qualtrics database respondents) to balance the views and obtain a representative sample of the population by age, gender and location throughout the Council area. We achieved a sample size of 876 (compared to 857 last year) of which 200 were generated from the Qualtrics database, 315 were conducted face to face and 361 were completed online (via socials or website other than Qualtrics). 64% of all surveys were completed online compared to 36% face to face. The survey was launched face to face on 18 May and finished on the 23 June. The survey took between 10 and 12 minutes to complete.

At a glance Community survey 2026

Council Services

Waste collection and management
Footpaths/ share use paths/ walkability
Playgrounds/ parks/ open spaces
Local roads/ road upgrades
Public lighting
Stormwater management
Libraries/ community centres
Accessibility
Environmental protection
Sporting Clubs
Community education and programs
Cultural experiences/ events
Business support programs

Importance

9.3
9.3
9.2
9.1
9.1
9.0
8.7
8.7
8.2
7.7
7.5
7.0
6.5

CCS Rating

7.0
6.6
7.7
6.8
7.3
7.0
8.5
7.3
6.5
7.5
7.1
7.0
6.4



Main reasons for low scores

- Footpaths and roads
- Waste collection
- Parks and open space needed
- Lighting and safety
- Accessibility/walkability

Council Responsibilities

Providing/coordinating public services - 7.7
Advocating for local area - 7.5
Initiatives for quality of life - 7.4
Climate change initiatives locally - 7.0

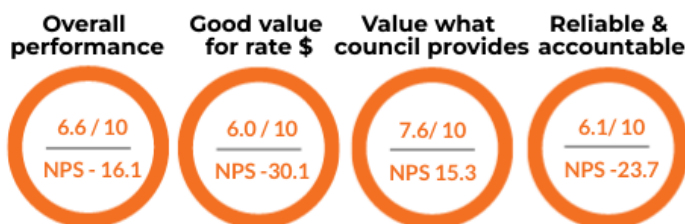
NPS 22.1

Council services used

Open spaces/beach (82%)
Public litter bins (72%)
Off road walking/cycling (67%)
Public conveniences/toilets (60%)
Street trees, planting, etc. (35%)
Dog parks (30%)
Culture experiences/events (24%)
Community ed & programs (20%)
Recycled water system (9%)
Business support programs (23%)

Does Council meet expectations

Yes 54% No 25% Don't know 21%



Ratings on CCS statements Mean

Great place to live 4.2
Acknowledges First Nations 3.9
Promotes and offers support 3.8
Inclusive and safe for all 3.8
Culturally rich 3.8
Environmentally green 3.8
Lots for me to do 3.7
Opportunity for businesses 3.6
Satisfaction with services 3.6
Have my say locally 3.5

Safety (remained static)

- At home - day
- At home - night
- Neighbourhood - day
- Neighbourhood - night
- Public places - day
- Public places - night

Mean

8.7
7.9
8.3
6.3
8.4
6.4

Sample statistics

Total 876 residents (panel and non-panel)
Male 45%
Female 54%
Other 1%
Under 50 years - 46%
Over 50 years - 54%
Employed - 58%
Retirees - 31%
English spoken - 92%

The City of Charles Sturt Supports

Pride in where you live
A sense of belonging
Connection to your community

Mean

3.7
3.6
3.5

Performance of Nature initiatives

Open spaces invite reflection / wellbeing
Working together to protect environment
Cool, green and filled with life
In harmony with our environment
Leader in nature based design

Score

3.9
3.6
3.6
3.4
3.3

3. Executive Summary

The City of Charles Sturt commissioned Intuito Market Research to undertake its 2026 Community Survey to measure resident perceptions of Council services, overall performance and progress against the Community Plan, while benchmarking results against the 2025 survey. A total of 876 residents participated using a mixed methodology of face-to-face interviewing and online surveying, providing a robust and representative sample across age, gender and geographic location.

Overall, the research indicates that community sentiment towards the City of Charles Sturt remains generally positive and stable. Residents continue to place the highest importance on Council delivering its core services well, with strong support for maintaining infrastructure, public spaces and essential community facilities. While overall satisfaction has remained relatively consistent with previous years, the findings highlight several opportunities for Council to improve community perceptions through greater emphasis on visible service delivery, communication and responsiveness.

The importance, usage and satisfaction with Council services

The importance residents place on Council services remains consistently high, with waste collection, local roads, footpaths, parks, public lighting and stormwater management continuing to rank as the community's highest priorities. Satisfaction across most services remained stable or improved slightly compared with 2025.

Libraries and community centres continue to be the highest performing service, while parks, sporting clubs and public lighting also received consistently strong ratings. The most notable change was a significant decline in satisfaction with waste collection and management, reflecting changes to waste services and increased community scrutiny. Stormwater management also recorded a modest decline.

Open-ended feedback reinforced that residents primarily judge Council on the quality and consistency of everyday services. Roads, footpaths, waste collection, lighting and maintenance of public spaces dominated comments throughout the survey.

Why Council services rated poorly

Residents who provided lower service ratings generally offered constructive feedback centred on practical, visible issues rather than broad dissatisfaction with Council.

The strongest themes identified were:

- Road and footpath maintenance.
- Waste collection reliability and bin management.
- Parks and public space maintenance.
- Public lighting and perceptions of safety.
- Accessibility and walkability.
- Traffic congestion, parking and the impacts of increasing residential development.
- Value for money from rates.

Across the responses there was strong consensus that maintaining existing infrastructure should remain Council's highest priority before investment in additional initiatives.

What residents believe Council is responsible for

Residents continue to demonstrate strong support for Council's traditional responsibilities, particularly the provision and coordination of community services, advocacy for local interests and initiatives that improve quality of life.

Although agreement with these responsibilities has softened slightly compared with 2025, the findings suggest this reflects increasing community expectations rather than changing views about Council's role. Residents continue to expect Council to lead in maintaining local infrastructure, delivering practical community services and supporting neighbourhood wellbeing.

Council's overall performance and resident satisfaction

Overall satisfaction with Council remained largely unchanged from last year, with an average performance rating of 6.6 out of 10 and a Customer Satisfaction Score of 64%.

Similarly, residents remain positive advocates for living within the City of Charles Sturt, with a Net Promoter Score of +22.1, only slightly lower than 2025.

However, satisfaction with Council's own performance continues to sit below residents' willingness to recommend living in the area, suggesting that community pride remains strong while expectations of Council continue to rise.

Lower overall performance ratings were consistently associated with perceptions that Council should place greater emphasis on infrastructure maintenance, communication, responsiveness and demonstrating value for rates.

Perceptions of community safety

Residents generally continue to feel safe within the City of Charles Sturt, particularly during daylight hours and within their own homes. However, perceptions of safety after dark remain notably lower and have continued the gradual decline observed over recent years.

The strongest contributors to feelings of being unsafe were:

- Poor street and pathway lighting.
- Crime and fear of crime.
- Drug and alcohol-related behaviour.
- Antisocial behaviour.
- Speeding traffic and dangerous driving.

Importantly, many comments reflected perceptions of risk rather than direct personal experience, suggesting that improvements to environmental design and community reassurance initiatives may positively influence community confidence.

Nature initiatives

Residents continue to view Council's environmental and nature-based initiatives positively, with ratings remaining largely consistent with previous years.

The strongest improvement was recorded for perceptions that the City is becoming greener and more environmentally focused. While support remains high across all environmental measures, there was a slight decline in agreement that beaches, waterways and open spaces invite reflection and wellbeing, indicating opportunities to continue investing in the maintenance and activation of these spaces.

Resident sentiment relating to pride, belonging and connection

Community pride, belonging and connection remain strengths for the City of Charles Sturt.

Residents continue to express strong pride in where they live, with small improvements recorded in feelings of community connection while overall belonging remained stable. Likewise, statements describing Charles Sturt as a great place to live, an environmentally green city and an inclusive community all remained positive and either improved or held steady compared with previous years. These findings suggest that while residents continue to value their local community, expectations regarding the delivery of core Council services continue to increase.

Overall Conclusions

The 2026 Community Survey demonstrates that the City of Charles Sturt continues to be viewed as an attractive, inclusive and well-connected place to live, with residents expressing strong pride in their local community and consistently high expectations of Council.

The research highlights that residents increasingly evaluate Council through the lens of highly visible, everyday services. Roads, footpaths, waste management, parks, lighting and maintenance continue to shape overall perceptions more strongly than broader strategic initiatives.

Overall performance measures remain relatively stable despite growing community expectations and broader cost-of-living pressures affecting local government across Australia. The findings suggest that maintaining high standards in core service delivery, while clearly communicating priorities and responding visibly to community concerns, will provide the greatest opportunity to strengthen future satisfaction.

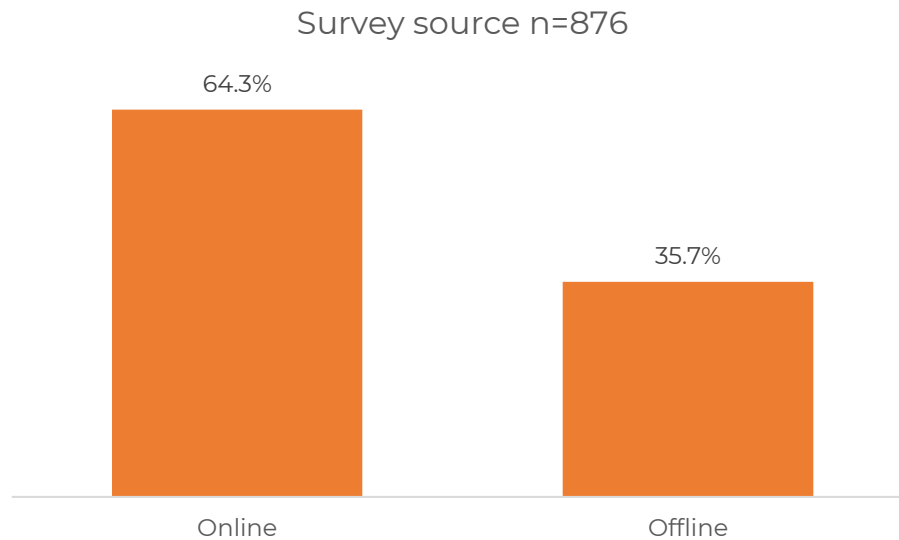
Recommendations

Based on the findings, the following recommendations are suggested:

- Continue prioritising investment in core infrastructure, particularly roads, footpaths, waste services and public space maintenance, as these remain the strongest drivers of overall satisfaction.
- Review community concerns regarding waste collection and management, with a focus on reliability, communication and service consistency.
- Continue improving lighting, pedestrian infrastructure and traffic management to strengthen both actual and perceived community safety.
- Increase communication around completed works, planned projects and Council decision-making to demonstrate responsiveness and improve awareness of services.
- Continue investing in environmental initiatives while ensuring residents clearly understand how these initiatives complement, rather than compete with, essential infrastructure investment.
- Maintain and further strengthen initiatives that build community pride, belonging and local participation, recognising that these remain key strengths of the City of Charles Sturt.
- Continue monitoring satisfaction through annual benchmarking to measure progress against the Community Plan and identify emerging shifts in resident expectations.

4. Key Findings

S1: Source



Nearly two thirds of the respondents completed the survey online (via social media, YourSay, Qualtrics) compared to 36% face to face with Intuito's interviewers. We set our interviewing staff targets to achieve a better balance of males versus females and a younger audience to balance out the age distribution. This year we achieved 45% males (compared to 35% in 2025) and 46% aged under 50 (compared to 32% in 2025) and 54% aged over 50 (compared to 63% in 2025).

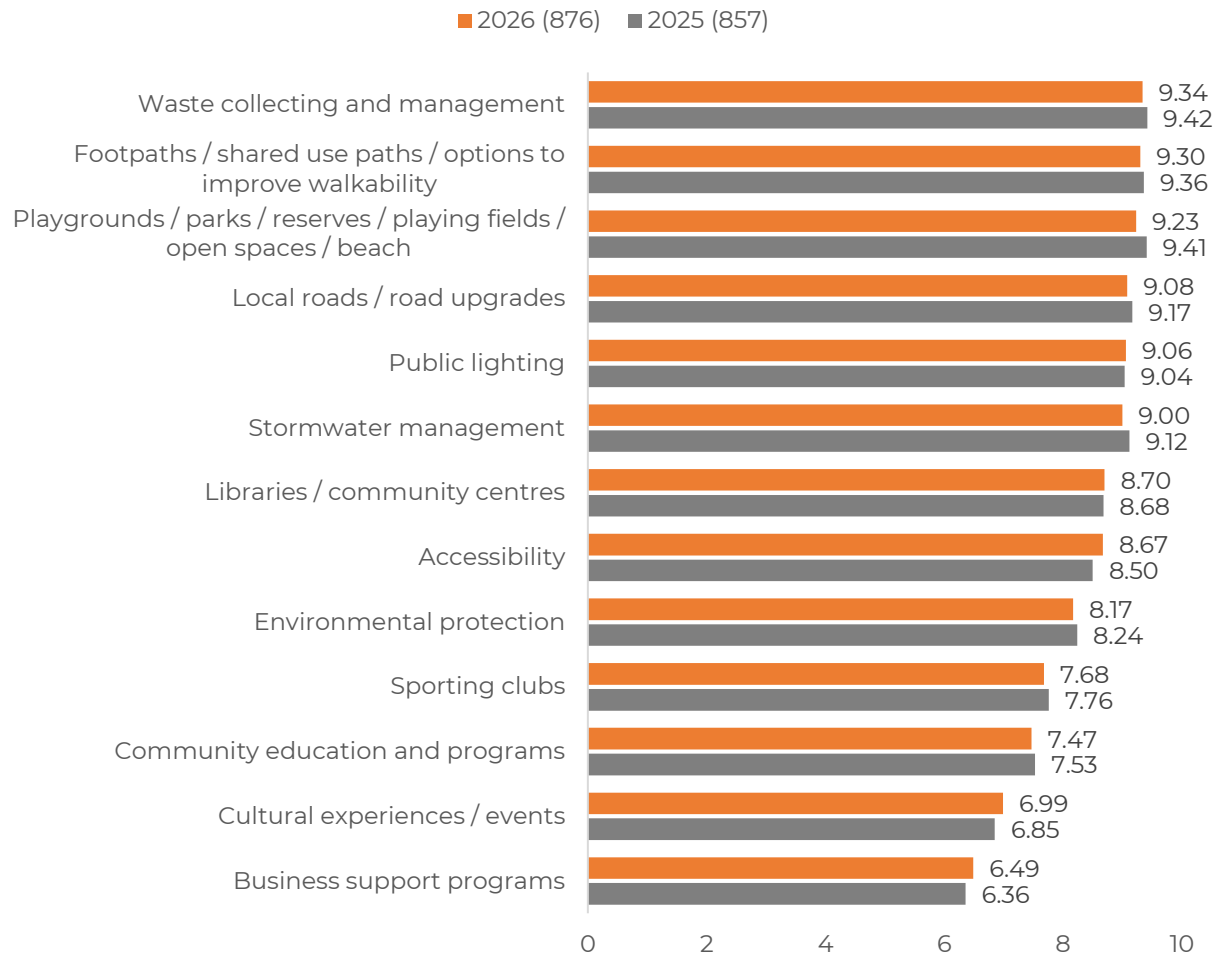
We also only had 200 surveys utilising the Qualtrics database (compared to 350 in 2025) which we know are more critical of Council, so the sample is generally more evenly spread across the entire Council population.

Q1: Do you live in the City of Charles Sturt?

All respondents were screened to ensure they live in the City of Charles Sturt.

Q2: How **important** do you believe it is for your Council to provide each of the following services? Please rate on a scale of 0 to 10, where 0 is not important at all and 10 is extremely important.

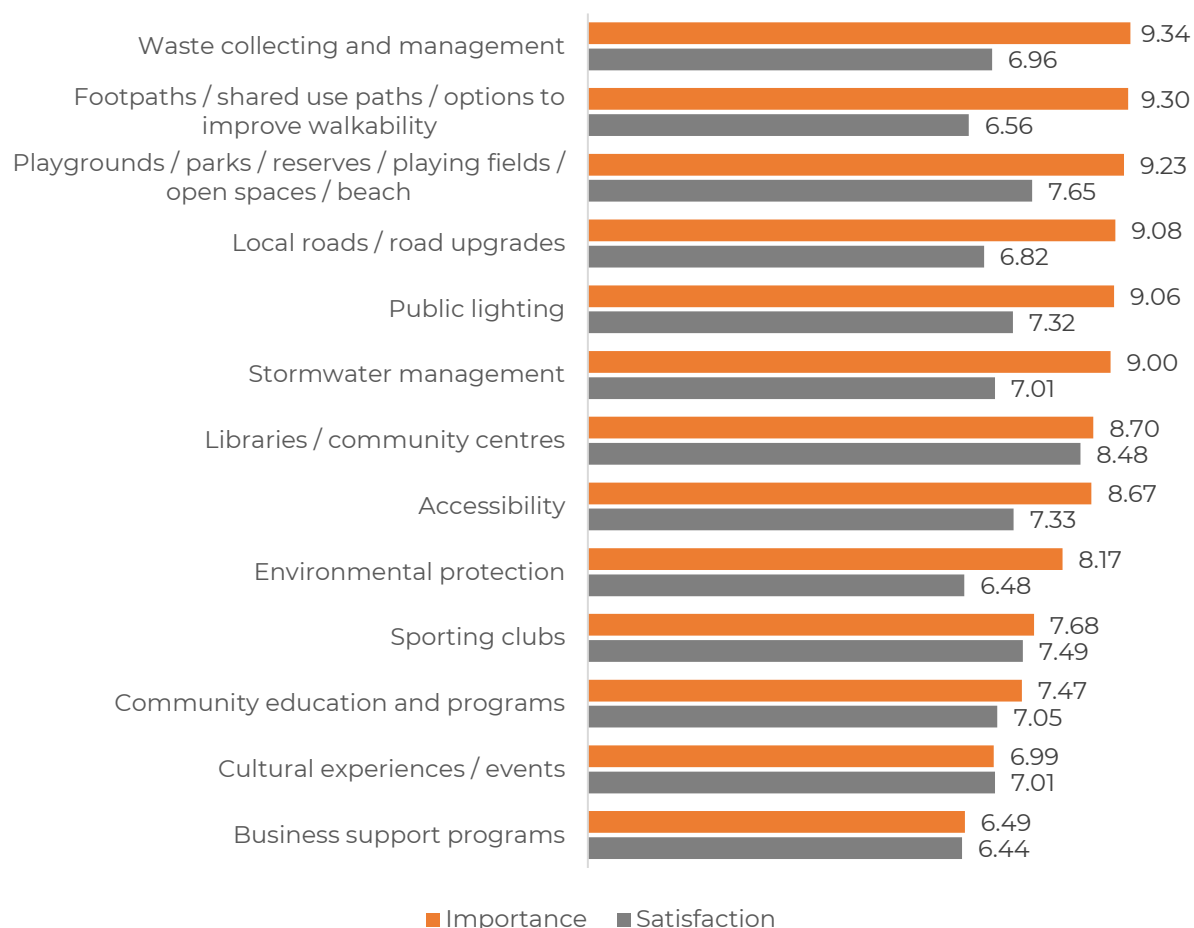
Importance of Council services



Levels of importance for various Council services remain stable with only a few downward scores but these are within the margin of error.

Q3: How would you **rate** the same local Council services provided by the City of Charles Sturt Council? Please rate on a scale of 0 to 10, where 0 is poor and 10 is excellent.

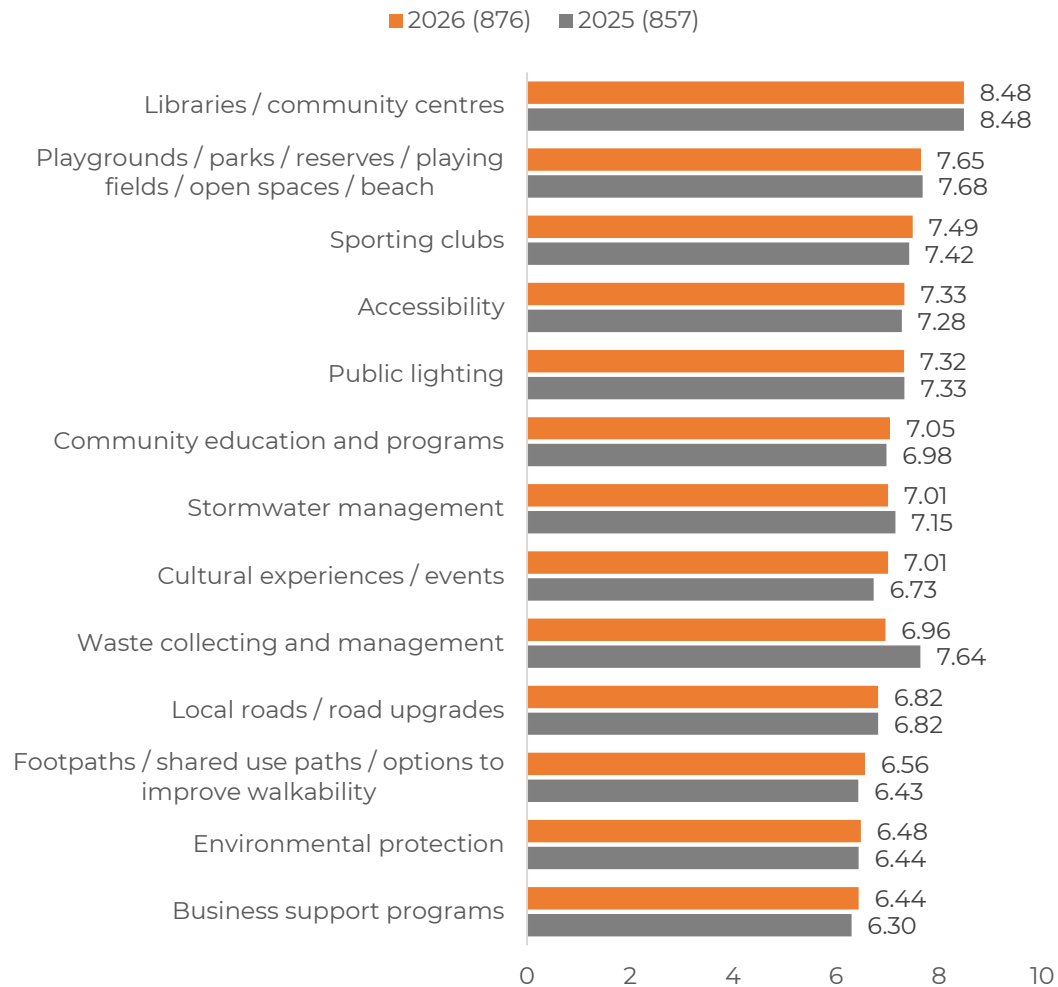
Comparison importance versus satisfaction 2026 n=876



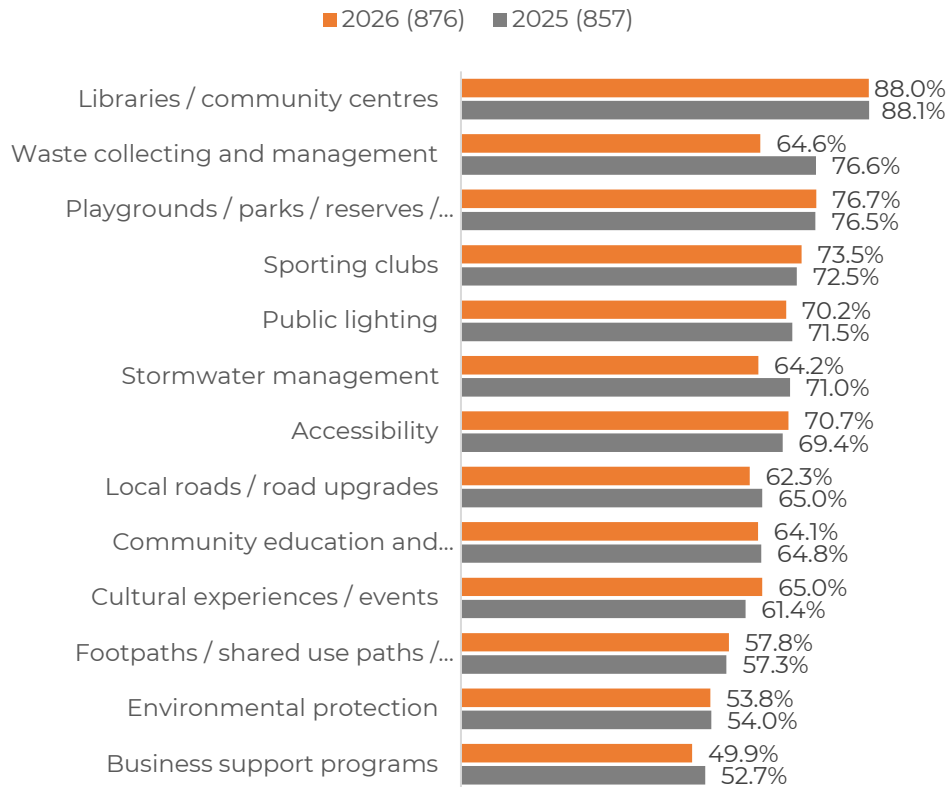
Service	2024	2025	2026
Waste collecting and management	7.8	7.6	7.0
Footpaths / shared use paths / options to improve walkability	6.4	6.4	6.6
Playgrounds / parks / reserves / playing fields / open spaces / beach	7.6	7.7	7.7
Local roads / road upgrades	6.4	6.8	6.8
Public lighting	7.2	7.3	7.3
Stormwater management	6.8	7.2	7.0
Libraries / community centres	8.3	8.5	8.5
Accessibility	N/A	7.3	7.3
Environmental protection	6.3	6.4	6.5
Sporting clubs	7.4	7.4	7.5
Community education and programs	N/A	7.0	7.1
Cultural experiences / events	6.8	6.7	7.0
Business support programs	N/A	6.3	6.4

As anticipated, waste collecting and management scored considerably lower this year than previous years with all other services rating slightly higher or the same this year compared to last year except for stormwater management. Two services worth noting for their increase this year are cultural experiences / events and business support programs.

Satisfaction with Council services



Satisfaction with Council services - CSAT scores



The CSAT score measures how happy customers are with specific products, services or interaction. Typically, higher scores reflect better customer experiences.

We provide below the CSAT (customer satisfaction) percentages for those who rated you 7 and above (those that are somewhat or extremely satisfied), i.e. 88% of all people surveyed rated libraries / community centres rated you 7, 8 9 or 10.

The two greatest declines in Customer Satisfaction Score are for waste collecting and management, which declined considerably from 77% to 65%, and stormwater management which declined from 71% to 64%.

Business support programs are a subject many people have no knowledge of hence the low score. The same can be said for environmental protection.

Q4: Please tell us why you think the services that you rated 5 or less are not higher rated. As a reminder, these are your responses from the last question: *<insert previous question answers as a reminder>*

Respondents who rated one or more Council services five or below (584 people or 67% of the sample) were asked to explain the reasons behind their ratings. The comments were generally constructive, with most respondents identifying specific services or local issues rather than expressing dissatisfaction with Council overall.

The feedback shows that residents place the greatest importance on Council delivering core infrastructure and maintenance services. Roads, footpaths, waste collection, lighting and neighbourhood upkeep dominated responses, while concerns relating to accessibility, urban development and value for rates also emerged consistently.

The strongest themes centred on the maintenance of roads, footpaths and other essential infrastructure. Waste services, parks, lighting and accessibility were also prominent, reinforcing that residents place the highest importance on Council's delivery of visible day-to-day services.

There were approximately 584 comments, and we have grouped them into themes:

Theme	Approx. Comments*
Road and footpath maintenance	195
Waste collection and bin management	118
Parks, reserves & public spaces	101
Public lighting and community safety	88
Accessibility and walkability	82
Environmental management / street trees	77
Urban development, parking and traffic	63
Council services & facilities	59
Communication & awareness	48
Rates / value for money	44
Council priorities	39
Other	62

*Many responses were multi-faceted, so the numbers do not add up to the total number of comments.

Key Themes

1. Road and footpath maintenance (most common theme)

The most dominant theme centred on the condition of local roads and footpaths. Residents frequently described deteriorating surfaces, potholes, uneven paving and inadequate maintenance, with many believing repairs are reactive rather than preventative.

Typical issues included:

- Potholes and rough road surfaces
- Uneven or cracked footpaths
- Trip hazards
- Narrow streets becoming increasingly difficult to navigate
- Delayed repairs
- Temporary patching rather than permanent solutions

"Footpaths are in poor condition."

"Roads need proper resurfacing rather than continual patch repairs."

"Walking with a pram or wheelchair can be quite difficult."

2. Waste collection and bin management

Waste services attracted a significant amount of criticism despite being considered one of Council's core responsibilities.

Residents most referred to missed collections, inconsistent service, bins being left across footpaths after collection and increasing waste charges. Several felt expectations for such a basic service were not being met.

Common concerns included:

- Missed bin collections
- Rising waste costs
- Bins left obstructing footpaths
- General dissatisfaction with service reliability

Many respondents viewed waste collection as a fundamental Council responsibility that should operate consistently without issue.

3. Parks and Open Space

Residents generally valued parks highly but identified gaps in both quality and distribution.

Common issues included:

- Lack of parks in some suburbs
- Uneven investment across the Council area
- Limited playground upgrades
- More open space needed in higher-density areas

Several respondents specifically compared suburbs, believing some neighbourhoods receive significantly greater investment than others.

4. Public lighting and community safety

Many respondents linked poor lighting with perceptions of personal safety.

Residents reported:

- Dark residential streets
- Poorly lit walking paths
- Insufficient lighting around parks
- Areas feeling unsafe at night

Many comments suggested lighting improvements would increase confidence in using public spaces after dark.

5. Accessibility and walkability

Accessibility emerged as a distinct theme beyond general footpath maintenance. Residents discussed the difficulty of moving safely around the community, particularly for:

- Older residents
- People with disabilities
- Parents using prams
- Children walking to school

Respondents highlighted missing crossings, obstructed pathways, poor kerb ramps and limited pedestrian infrastructure.

Several comments suggested accessibility should be considered throughout future infrastructure planning rather than addressed only when problems arise.

6. Trees, streetscape and environmental maintenance

Environmental maintenance generated mixed feedback. Many respondents appreciated Council's tree planting efforts but felt maintenance could be improved. Others wanted additional native vegetation while some believed trees were creating maintenance issues through root damage, leaf litter or blocked visibility.

Comments commonly referred to:

- Tree pruning
- Native planting
- General streetscape maintenance
- Grass maintenance
- Environmental balance

Rather than opposing greening initiatives, many residents wanted stronger ongoing maintenance.

7. Urban development, parking and traffic

Many comments linked growing residential density with increasing pressure on local infrastructure. Residents commonly referred to:

- Narrow roads
- Reduced street parking
- Increased congestion
- New developments without supporting infrastructure
- Traffic management concerns

Several believed residential growth had outpaced upgrades to roads, parking and pedestrian infrastructure.

8. Community programs and affordability

While mentioned less frequently than infrastructure, some respondents felt community programs, events and activities were either:

- Too expensive
- Difficult to access
- Not well promoted
- Not relevant to their circumstances

Others indicated they simply lacked awareness of available programs, suggesting an opportunity for improved communication rather than additional services.

9. Support for local business

Some respondents felt Council could provide greater support for local businesses, particularly during periods of roadworks or changing streetscapes.

Suggestions included:

- Better communication
- Practical business support
- Reducing disruption during infrastructure works
- Encouraging local shopping precincts

10. Value for rates and council priorities

An underlying theme across many responses related to value for money. Rather than objecting to rates themselves, respondents questioned whether spending priorities reflected community expectations.

Many believed greater emphasis should be placed on:

- Road maintenance
- Footpaths
- Waste services
- Local infrastructure

before investing in what were perceived as lower-priority initiatives.

Overall findings

Several consistent findings emerged from the responses:

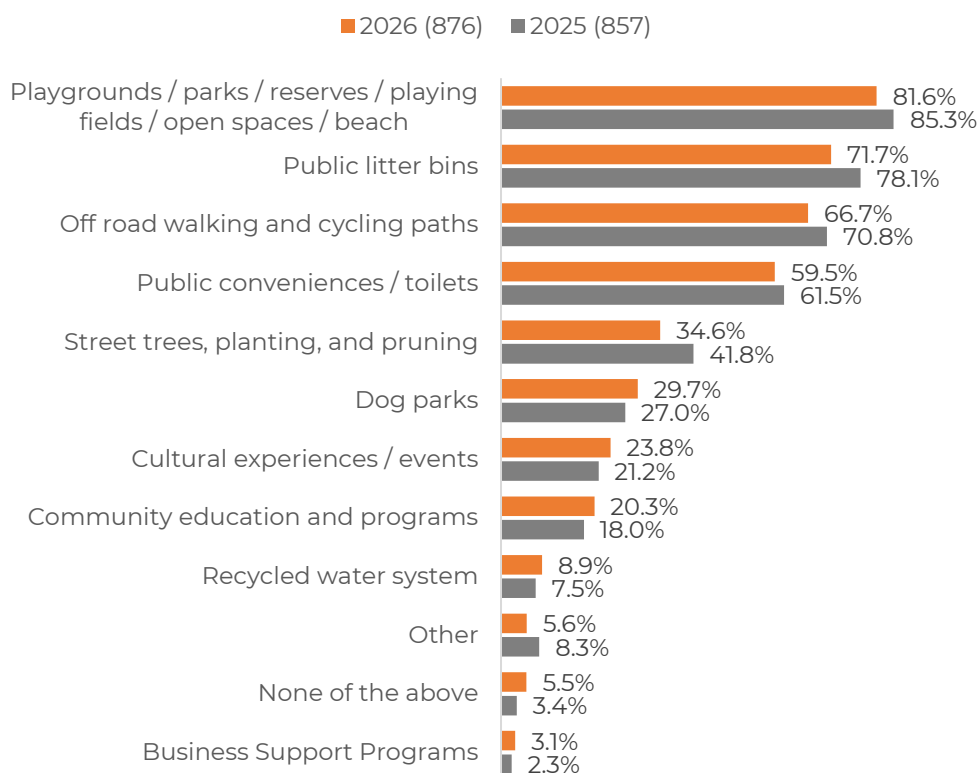
- **Core infrastructure remains the community's highest priority.** Roads, footpaths, waste collection and lighting dominated responses and were generally viewed as the services residents most expect Council to deliver well.
- **Accessibility is becoming increasingly important.** Many respondents framed infrastructure concerns through the lens of mobility, ageing and disability rather than simple maintenance.
- **Residents generally support environmental initiatives but expect stronger maintenance.** Tree planting and greening are valued, provided they are balanced with practical upkeep and infrastructure protection.
- **Population growth is placing visible pressure on existing infrastructure.** Parking, traffic congestion and narrow streets were frequently linked to increasing residential density.
- **Communication influences perceptions.** Some respondents acknowledged they simply were unaware of available programs and services, suggesting that improving awareness may positively influence satisfaction.

Overall, the findings indicate that while residents generally value the broad range of services provided by the City of Charles Sturt, satisfaction is most influenced by the consistent delivery of visible,

everyday services. Improvements to core infrastructure, maintenance standards and communication are likely to have the greatest impact on future community satisfaction.

Q5: Which of the following Council services have you used in the last year? *Please choose all that apply.*

Council services used in the last year



Use of the top 5 Council services has declined over the last 12 months but those services that have increased are dog parks, cultural experiences / events, community education and programs, recycled water system and business support programs

Service	2024	2025	2026
Playgrounds / parks / reserves / playing fields / open spaces / beach	85.0%	85.3%	81.6%*
Public litter bins	75.0%	78.1%	71.7%*
Off road walking and cycling paths	73.0%	70.8%	66.7%*
Public conveniences / toilets	55.0%	61.5%	59.5%*
Street trees, planting, and pruning	38.0%	41.8%	34.6%*
Dog parks	28.0%	27.0%	29.7%
Cultural experiences / events	N/A	21.2%	23.8%
Community education and programs	N/A	18.0%	20.3%
Recycled water system	7.5%	7.5%	8.9%
Other	4.0%	8.3%	5.6%*
None of the above	5%	3.4%	5.5%
Business support programs	N/A	2.3%	3.1%

*Declined services

	Hindmarsh	Beverley	Woodville	West Woodville	Semaphore Park	Grange	Henley	Findon
Playgrounds / parks / reserves / playing fields / open spaces / beach	83.8%	79.6%	74.2%	79.5%	89.0%	82.5%	81.1%	83.0%
Public litter bins	76.9%	64.8%	61.7%	71.6%	74.6%	77.2%	79.5%	64.8%
Off road walking and cycling paths	68.4%	67.6%	58.3%	53.4%	78.0%	68.4%	77.0%	56.8%
Public conveniences / toilets	61.5%	50.0%	52.5%	62.5%	64.4%	56.1%	65.6%	64.8%
Street trees, planting, and pruning	47.0%	27.8%	34.2%	35.2%	34.7%	33.3%	30.3%	34.1%
Dog parks	31.6%	19.4%	31.7%	43.2%	37.3%	33.3%	24.6%	15.9%
Cultural experiences / events	27.4%	18.5%	20.0%	20.5%	20.3%	30.7%	29.5%	21.6%
Community education and programs	21.4%	14.8%	22.5%	19.3%	17.8%	24.6%	18.9%	23.9%
Recycled water system	12.0%	3.7%	15.0%	3.4%	7.6%	8.8%	6.6%	13.6%
Other	10.3%	6.5%	4.2%	3.4%	3.4%	4.4%	5.7%	6.8%
None of the above	1.7%	10.2%	8.3%	4.5%	0.8%	7.9%	4.9%	5.7%
Business Support Programs	6.0%	3.7%	5.0%	0.0%	2.5%	2.6%	1.6%	2.3%

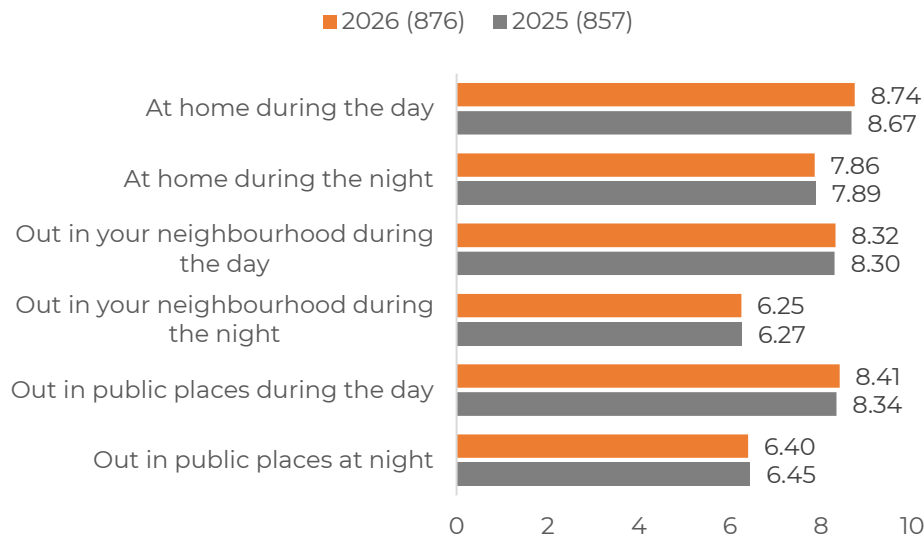
Other responses were:

- Libraries / library (21 responses)
- Community Centre
- Community centre groups
- Community Centre, Community Garden, Public Libraries, Verge plantings
- Community Garden
- Development approvals, building compliance enquiries, FOI requests, Council customer service, planning and development services, stormwater and drainage enquiries, and attendance at Council meetings.
- Events at a community centre - Bowden Brompton Repair Cafe at 19 Green Street Brompton
- Free compost caddy, bin lid replaced,
- Good
- Hard rubbish collection
- Hard rubbish waste collection
- I chose the ONLY options available in Beverley! Pretty pathetic, huh
- I complained about verge on port road and grass not being collected and I got a text reply and no actual reply from council members involved in this dept - very poor
- Library events
- Local Sports club and grounds
- Meditation
- Moved here this year
- No parks or green spaces in Beverley reduces any community members engagement in the community. Footpaths are also poor on some streets.
- On road cycling
- Participated in the community renewables program
- Plastic waste return
- Roads - pothole repairs; libraries; parks and playgrounds; waste management; hard waste collection
- Soft plastic collection trial

- Speed and traffic
- Storm water blocking / flooding constantly!
- Street, footpaths.
- Waste management
- We would use the parks more often if they were easily accessible. Walking across major roads with children will be a deterrent for us
- With new infrastructure being built traffic flow is very important. Driving around now takes at least 4 times it normally does.

Q6: How safe do you feel in the following environments? Please rate on a scale of 0 to 10, where 0 is not at all safe and 10 is extremely safe.

Safety during the day / at night n=876



Measurements of safety during the day versus night in various scenarios remain the same this year compared to last, but all measures have trended down since 2022.

When / where	2022	2024	2025	2026
At home during the day	9.0	8.8	8.7	8.7
At home during the night	8.3	8.0	7.9	7.9
Out in the neighbourhood during the day	8.6	8.4	8.3	8.3
Out in the neighbourhood during the night*	7.3	7.0	6.3	6.3
Out in public places during the day	8.6	8.3	8.3	8.4
Out in public places at night	6.9	6.5	6.5	6.4

Those people more likely to feel unsafe in the neighbourhood during the night are females, those aged 35-59 years, those living in Hindmarsh, Beverley, Woodville and West Woodville wards, single people, middle families with children aged 6 – 15 years and those who are employed and unemployed.

Those more likely to feel unsafe in public places at night are aged 35-49 years, those living in Beverley, Woodville and West Woodville wards, single people and older couples or singles with no children at home, the unemployed and those in other employment.

The wards scoring safety the highest are Henley and Semaphore Park. West Woodville stands out as being less safe out in public places and in the neighbourhood at night.

	Hindmarsh	Beverley	Woodville	West Woodville	Semaphore Park	Grange	Henley	Findon
At home during the day	8.8	8.7	8.7	8.3	8.9	8.5	9.0	9.1
Out in public places during the day	8.6	8.4	8.1	7.8	8.8	8.4	8.6	8.5
Out in your neighbourhood during the day	8.3	8.1	8.1	7.7	8.6	8.3	8.7	8.6
At home during the night	7.8	7.8	7.8	7.2	8.2	7.9	8.3	8.0
Out in public places at night	6.3	6.1	6.2	5.5	7.0	6.5	7.0	6.4
Out in your neighbourhood during the night	5.9	5.8	6.0	5.4	6.8	6.4	7.0	6.5

We analysed this again by postcode as follows:

	At home during the day	At home during the night	Out in your neighbourhood during the day	Out in your neighbourhood during the night	Out in public places during the day	Out in public places at night
5022 (226)	9.1	8.4	8.8	7.4	8.7	7.3
5011 (100)	8.3	7.4	7.8	5.9	7.8	6.1
5023 (85)	8.3	7.5	7.8	5.7	8.1	5.9
5021 (60)	8.5	7.9	8.3	5.8	8.3	6.2
5014 (59)	8.5	7.4	8.1	5.2	8.2	5.9
5025 (55)	9.2	8.5	9.1	6.6	8.9	6.6
5024 (52)	9.3	8.5	8.9	7.3	8.8	7.4
5007 (52)	8.8	7.9	8.1	5.9	8.4	6.2
5008 (46)	8.1	7.4	7.8	6.0	8.0	6.0
5009 (39)	8.1	7.5	7.3	4.7	7.9	5.9
5020 (34)	8.8	7.9	8.5	6.1	8.7	6.2
5019 (32)	8.5	7.6	8.3	5.8	7.8	5.6
5013 (11)	7.6	6.6	7.5	4.2	7.7	4.5
5012 (5)	8.4	6.4	7.2	4.4	7.6	5.4
5082 (1)	7.0	7.0	5.0	3.0	5.0	3.0
Total	8.7	7.9	8.3	6.3	8.3	6.5

Q7: Please tell us why you felt unsafe in one or more of the previous questions options by rating them 5 or less? As a reminder, these are your responses from the last question: *<insert previous question answers as a reminder>*

Overview

This question explored the factors contributing to residents' feeling unsafe within the City of Charles Sturt. While many respondents indicated they generally feel safe, those who provided comments identified several recurring issues that influence their perceptions, particularly after dark.

A clear finding throughout the responses is that residents' sense of safety is driven by both physical infrastructure (such as lighting and street design) and social factors (such as antisocial behaviour, crime and drug use). Many comments described perceptions of risk rather than direct experiences, demonstrating that community confidence can be affected by both visible environmental conditions and broader community issues.

Poor lighting was the dominant contributor to residents feeling unsafe, closely followed by concerns regarding crime, antisocial behaviour and drug use. Traffic safety also emerged as an important issue, particularly speeding and dangerous driving in residential streets.

There were approximately 536 comments, grouped into the following themes.

Theme	Approx. Comments*
Poor lighting	162
Crime / fear of crime	149
Drug and alcohol related behaviour	117
Antisocial behaviour	102
Traffic, speeding & hoon driving	96
Isolated parks & walking paths	74
Pedestrian safety	63
Homelessness / vulnerable people	39
Media / perception of safety	28
Other	47

Key Themes

1. Poor lighting (most common theme)

The most frequently raised concern related to inadequate lighting throughout the Council area.

Residents commonly identified:

- Poorly lit residential streets
- Dark parks and reserves
- Walking trails and shared paths
- Linear Park and coastal pathways
- Car parks and public open spaces

Many respondents explained that they feel safe during daylight hours but avoid walking after dark because visibility is poor. Several comments suggested that improved lighting would significantly increase both actual and perceived safety.

*"Some walking paths are far too dark at night."
 "Lighting along Linear Park could be much better."
 "Dark streets make you feel vulnerable."*

2. Crime and fear of crime

Crime was another dominant theme throughout the responses.

Residents referred to concerns including:

- Property crime
- Break-ins
- Theft
- Assaults
- Reports of violent incidents
- Highly publicised local crimes

Importantly, many comments reflected fear of becoming a victim rather than personal experiences. News reports, social media and word-of-mouth all appeared to influence perceptions of safety. Several respondents noted they take extra precautions or avoid certain areas after dark because of these concerns.

3. Drug and alcohol-related behaviour

Drug use and public intoxication were consistently linked to feelings of insecurity.

Residents commonly mentioned:

- People affected by drugs
- Public drinking
- Groups congregating in parks
- Erratic or unpredictable behaviour

-
- Aggressive interactions

Many comments described these behaviours as making otherwise safe public places feel uncomfortable, particularly during the evening.

4. Dangerous driving, speeding and hooning

Traffic-related safety concerns emerged as another major theme.

Residents frequently referred to:

- Speeding vehicles
- Hoon driving
- Loud vehicles at night
- Dangerous intersections
- Vehicles travelling through residential streets too quickly

Several respondents indicated they felt less safe crossing roads or walking in their neighbourhood because of driver behaviour rather than concerns about crime.

5. Antisocial behaviour

Many respondents described behaviours that reduced their sense of safety, including:

- Groups loitering
- Verbal abuse
- Public disturbances
- Vandalism
- Late-night noise
- Disorder around shopping centres and public spaces

These issues were often described as ongoing problems rather than isolated incidents. Respondents frequently linked antisocial behaviour with reduced willingness to use parks or walk within their neighbourhood after dark.

6. Isolated public spaces

Several residents highlighted environments where they felt vulnerable.

These commonly included:

- Parks
- Walking trails
- River corridors
- Beaches at night
- Car parks
- Underpasses

Isolation and limited visibility were often considered just as important as actual crime levels.

7. Homelessness and social disadvantage

A smaller but recurring theme related to visible homelessness. Most comments were framed around uncertainty or discomfort rather than criticism of individuals experiencing homelessness. Respondents often noted that increased numbers of vulnerable people in public spaces contributed to perceptions of reduced safety, particularly around transport hubs and shopping precincts.

8. Traffic and pedestrian safety

Beyond speeding, respondents also identified concerns relating to infrastructure that affects pedestrian safety.

These included:

- Poor crossings
- Busy roads
- Limited traffic calming
- Poor visibility at intersections
- Inadequate pedestrian facilities

Many residents viewed these issues as important contributors to feeling unsafe within their local area.

9. Perceptions influenced by media and community discussion

Several respondents acknowledged that their perceptions of safety had been influenced by:

-
- Local news coverage
 - Social media
 - Community Facebook groups
 - Stories shared by neighbours

This highlights that perceptions of safety are influenced not only by personal experience but also by broader community narratives.

10. Residents who feel safe

Although this question targeted respondents who rated at least one environment five or below, a noticeable number still commented that they generally felt safe overall or that their concerns were limited to specific situations such as walking alone at night.

This suggests that many lower ratings reflected isolated circumstances rather than an overall belief that Charles Sturt is an unsafe place to live.

Overall findings

Several consistent findings emerged from the responses:

- **Lighting is the single biggest factor influencing perceptions of safety.** Many respondents indicated that relatively simple improvements to lighting could substantially improve confidence when using public spaces after dark.
- **Perceptions of crime often outweighed direct experience.** Residents frequently referred to concerns about crime rather than incidents they had personally experienced, highlighting the importance of both prevention and community reassurance.
- **Visible antisocial behaviour has a disproportionate impact on community confidence.** Public drinking, drug use and disorder were repeatedly associated with reduced feelings of safety.
- **Road safety is an important component of community safety.** Speeding, dangerous driving and inadequate pedestrian infrastructure were discussed almost as frequently as criminal activity.
- **Residents generally distinguish between daytime and night-time safety.** Most comments suggested that people feel comfortable during the day, with concerns becoming significantly more pronounced after dark.

Overall, the responses indicate that residents' perceptions of safety are influenced by a combination of environmental conditions and visible community behaviours. While many respondents continue to regard Charles Sturt as a generally safe place to live, targeted improvements to lighting, traffic management and the management of antisocial behaviour are likely to have the greatest impact on improving community confidence.

Q8: How likely would you be to recommend living in the City of Charles Sturt to family, friends and colleagues? Please rate on a scale of 0 to 10 where 0 is not likely at all and 10 is extremely likely?

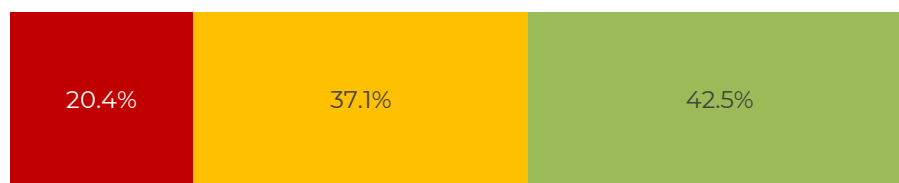
The Net Promoter Score this year is only slightly below 2025. The mean score for likelihood to recommend is 7.8 compared to 7.9 last year and the net promoter score converts to +22.1 slightly down on +26 last year.

Likelihood to recommend n=876



Net Promoter Score n=876

■ Detractors ■ Passives ■ Promoters



2026

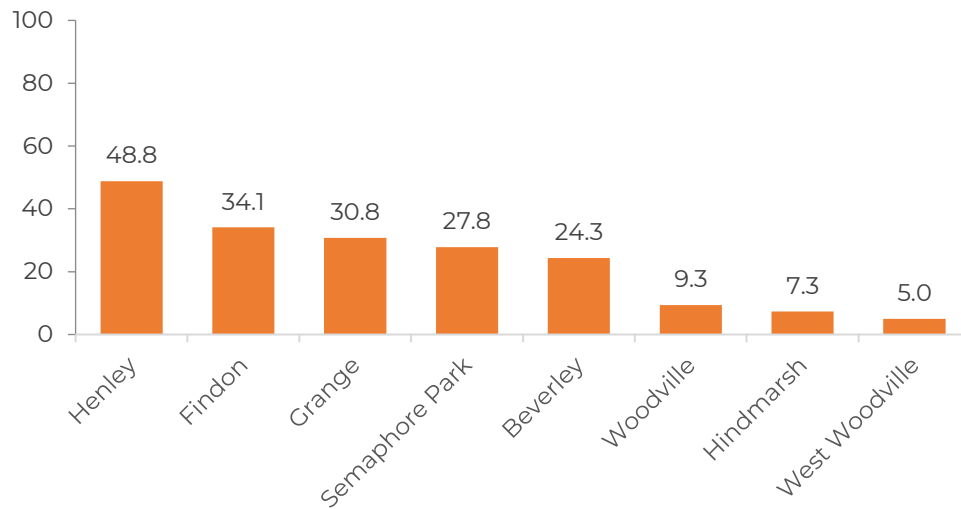
NPS +22.1

2025

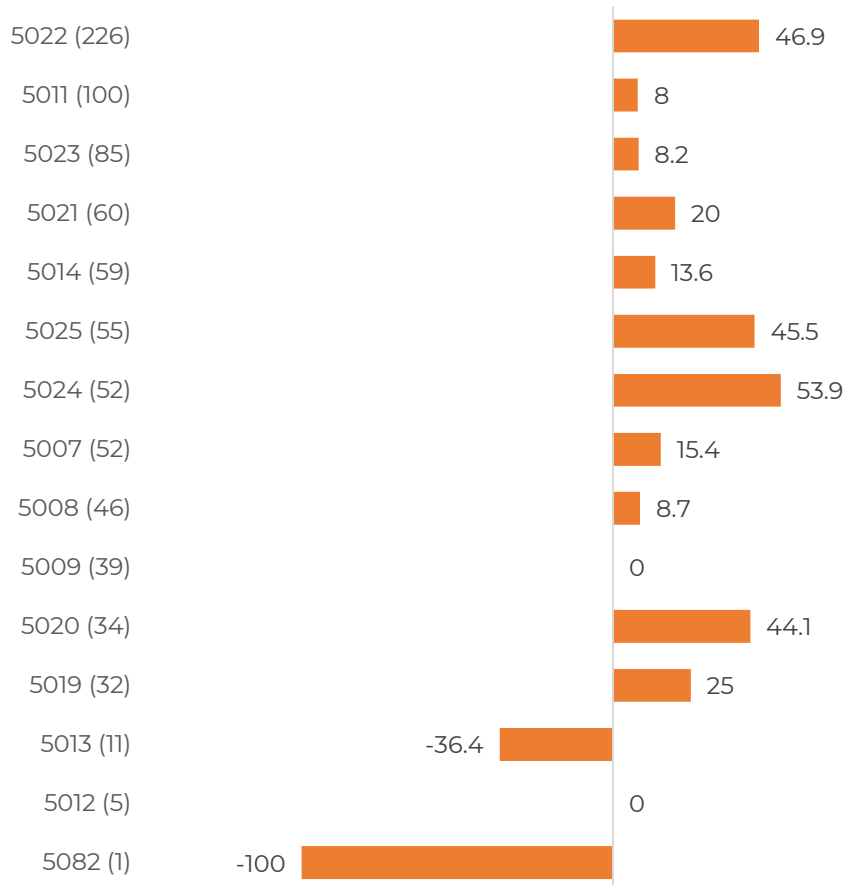
NPS +26

The net promoter scores vary greatly by ward with the highest score given by those who live in Henley ward and the lowest score given by those who live in West Woodville ward. By postcode, only two postcodes scored negatively – 5013 and 5082 (although this latter postcode represented only one person).

NPS by Ward n=857

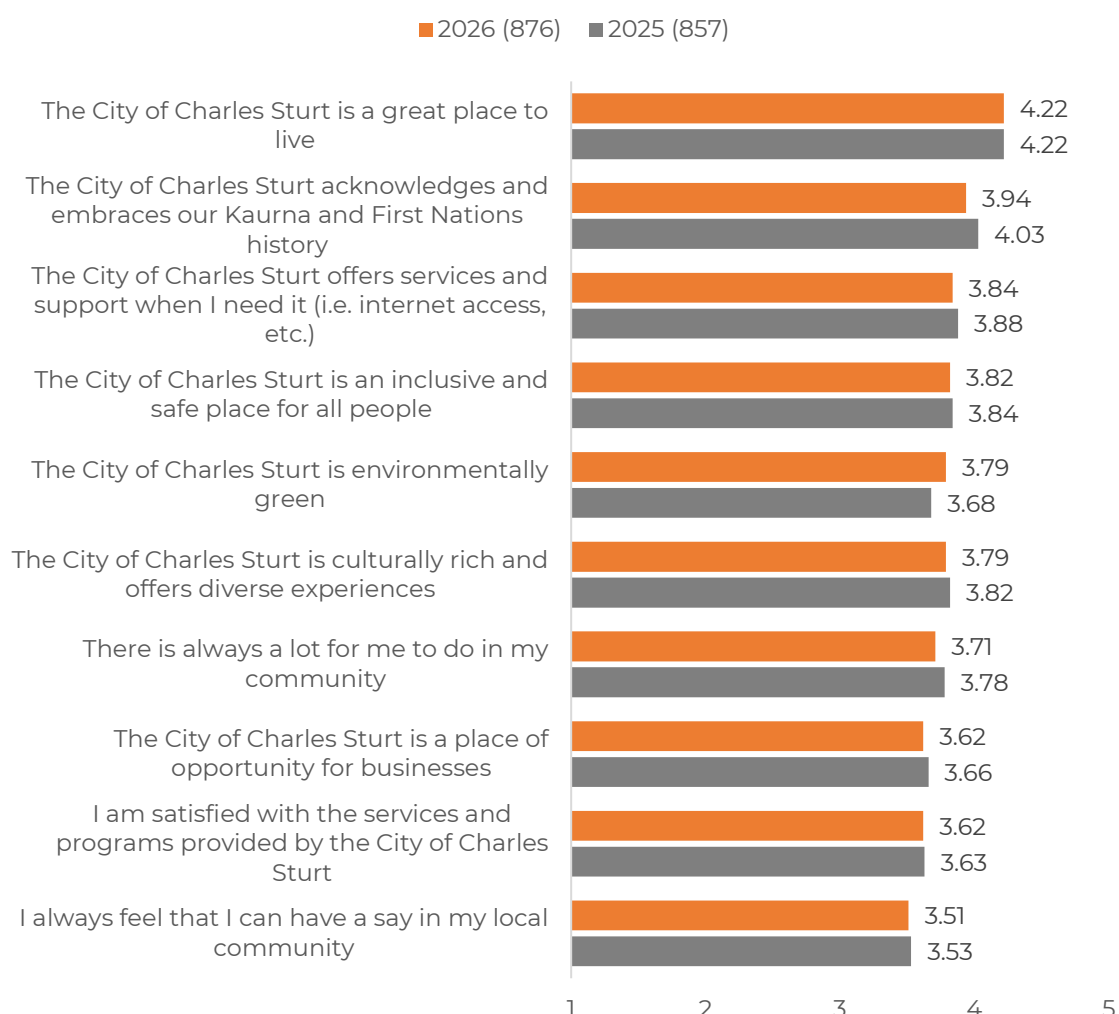


NPS by postcode n=876



Q9: How would you rate each of the following statements? Please rate on a scale of 1 to 5, where 1 is poor and 5 is excellent.

Statements about Council



All statements were asked in last year's community survey, but not all were asked before 2025. The City of Charles Sturt is a great place to live remains at 4.2 out of 5 (up from 3.95 in 2024 and 4.1 in 2022), The City of Charles Sturt is environmentally green improved slightly this year from 3.7 last year to 3.8 (considerably up on 3.3 in 2024 and 3.45 in 2022) and I always feel that I can have a say in my local community remains steady at 3.5 (up on 3.05 in 2024 and 3.4 in 2022). All other statements remain consistent with scoring last year.

Analysis by demographics

Those more likely to rate The City of Charles Sturt is a great place to live higher than the average were those aged 18-24, and 70+ years, and those living in the wards of Semaphore Park, Grange and Henley. Those more likely to rate this lower than the average were those living in the Beverley, and West Woodville wards, and those who are unemployed and in other employment.

Those more likely to rate The City of Charles Sturt acknowledges and embraces our Kaurna and First Nations history higher than the average were females, those aged 18-24 and 85+ years, non-English speaking residents, those living in the Grange and Henley wards, students and those in home duties. Those more likely to rate this lower than average were males, those aged 35-49 years, older couples or singles with no children at home, those living in the Hindmarsh, Beverley and West Woodville wards, and those in other employment.

Those more likely to rate The City of Charles Sturt offers services and support when I need higher than the average were those aged 18-34 years and 70-84 years, non-English speaking residents, young

families with children aged under 6 years, those living in the Grange, and Findon wards, those who are unemployed, students and in home duties. Those more likely to rate this lower than the average were those aged 50-69 years, those living in the Hindmarsh, Beverley and West Woodville wards, and those in other employment.

Those more likely to rate The City of Charles Sturt is an inclusive and safe place for all people higher than the average were those aged 18-24 years and 85+ years, non-English speaking residents, young families with children under 6, those living in the Grange, Henley and Findon wards, and students and those in home duties. Those more likely to rate this lower than the average were those aged 50-69 years, older couples and singles with no children at home, those who live in the Hindmarsh, Beverley and West Woodville wards, those who are employed, retirees and in other employment.

Those more likely to rate I am satisfied with the services and programs provided by the City of Charles Sturt higher than the average were those aged 18-24 and 85+ years, non-English speaking residents, young families with children aged under 6, those living in the Grange, Henley and Findon wards, students and those in home duties. Those more likely to rate this lower than the average were aged 50-69 years, older couples or singles with no children at home, those living in the Beverley and West Woodville wards, those who are employed, unemployed, retired and in other employment.

Those more likely to rate I always feel that I can have a say in my local community higher than the average were females, those 18-24, and 70+ years, non-English speaking residents, young families with children under 6, those living in the Grange and Findon wards, those who are employed, students, retired and in home duties. Those more likely to rate this lower than the average were males, those aged 50-59 years, middle and older families and couples or singles with no children at home, those living in Beverley and West Woodville wards, and those who are unemployed, students and in home duties.

Those more likely to rate The City of Charles Sturt is a place of opportunity for business higher than the average were females, those aged 18-34 years and 85+ years, young families with children aged under 6, those living in the Grange and Findon wards, and those employed, students, retirees and in home duties. Those more likely to rate this lower than the average were males, those aged 50-59 years, mature families and older couples and singles with no children at home, those living in the West Woodville ward, those who are unemployed and in other employment.

Those more likely to rate The City of Charles Sturt is culturally rich and offers diverse experiences higher than the average were those aged 18-24 and 85+ years, non-English speaking residents, young families with children aged under 6, those living in the Findon ward, and students and those in home duties. Those more likely to rate this lower than the average were aged 50-59 years, mature families and older couples and singles with no children at home, those living in Beverley and West Woodville wards, and those who are unemployed and in other employment.

Those more likely to rate There is always a lot for me to do in my community higher than the average were aged 18-24 and 85+ years, young families with children aged under 6, those living in Hindmarsh, Grange and Henley wards, students, retirees and home duties. Those more likely to rate this lower than the average were aged 50-59 years, single people, those living in the Beverley and West Woodville wards, those who are unemployed and in other employment.

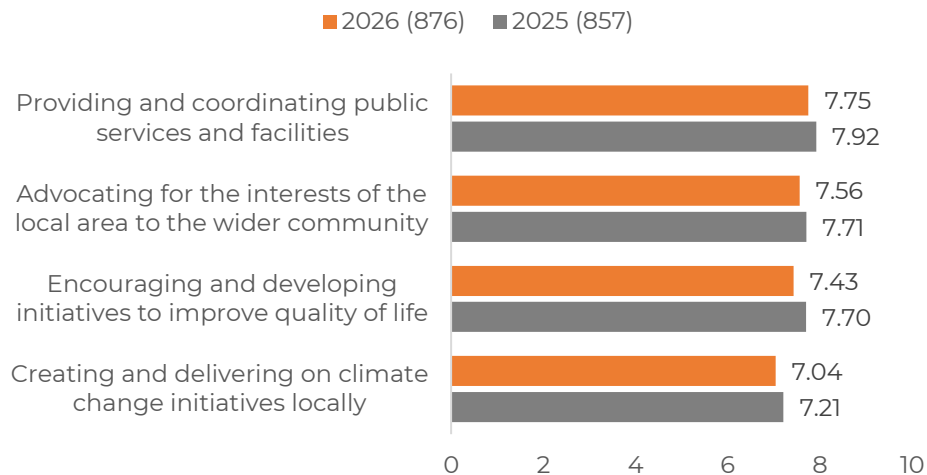
Those more likely to rate The City of Charles Sturt is environmentally green higher than the average were those aged 18-24 and 70+ years, non-English speaking residents, single people, those living in Woodville and Findon wards, those who are unemployed, students and in home duties. Those more likely to rate this lower than the average were those aged 35-49 and 60-69 years, middle families, and couples and singles with no children at home, those living in Beverley and West Woodville wards, and those in other employment.

Those living in the Findon ward are the most generous in their scoring closely followed by Grange and Henley.

	Hindmarsh	Beverley	Woodville	West Woodville	Semaphore Park	Grange	Henley	Findon
The City of Charles Sturt is a great place to live	4.23	3.97	4.19	3.93	4.39	4.34	4.41	4.22
The City of Charles Sturt acknowledges and embraces our Kaurana and First Nations history	3.71	3.75	4	3.83	3.93	4.07	4.15	4.04
The City of Charles Sturt offers services and support when I need it (i.e. internet access, etc.)	3.71	3.64	3.85	3.62	3.86	3.99	3.92	4.09
The City of Charles Sturt is an inclusive and safe place for all people	3.62	3.58	3.87	3.6	3.87	3.94	4.01	4.03
The City of Charles Sturt is environmentally green	3.75	3.4	3.99	3.63	3.73	3.88	3.86	3.99
The City of Charles Sturt is culturally rich and offers diverse experiences	3.85	3.67	3.83	3.6	3.8	3.8	3.79	3.99
There is always a lot for me to do in my community	3.81	3.44	3.75	3.36	3.79	3.88	3.83	3.67
I am satisfied with the services and programs provided by the City of Charles Sturt	3.54	3.4	3.67	3.29	3.71	3.76	3.73	3.76
The City of Charles Sturt is a place of opportunity for businesses	3.56	3.61	3.55	3.4	3.71	3.8	3.57	3.73
I always feel that I can have a say in my local community	3.6	3.31	3.57	2.96	3.5	3.67	3.59	3.73

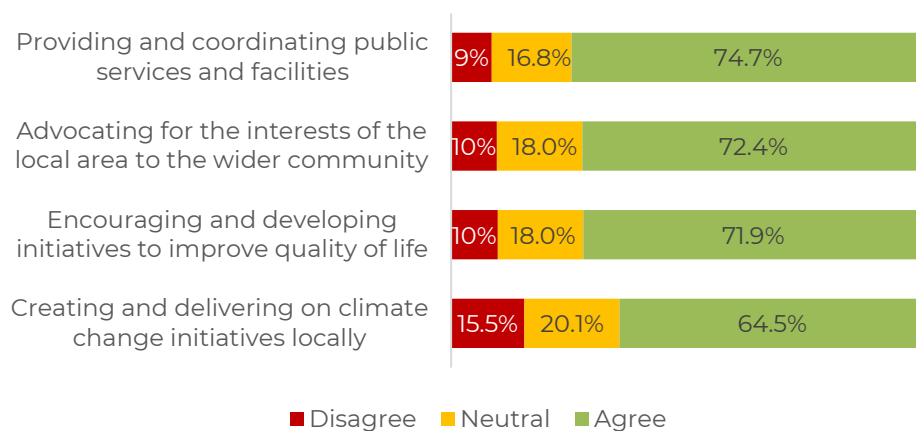
Q10: How strongly do you agree or disagree that the City of Charles Sturt should be responsible for the following services, facilities or initiatives? Please rate on a scale of 0 to 10 where 0 is strongly disagree and 10 is strongly agree.

Agreement with Council responsibilities



Respondent agreement with various Council responsibilities has declined this year compared to last year.

Agreement with Council responsibilities 2026 n=876



Providing and coordinating public services and facilities scored 9 or more out of 10 for 43.5% (down from 51% in 2025) of the total sample compared to 23% who rated this 6 or below. 24% were neutral rating it 7 or 8 out of 10 and 10% did not know.

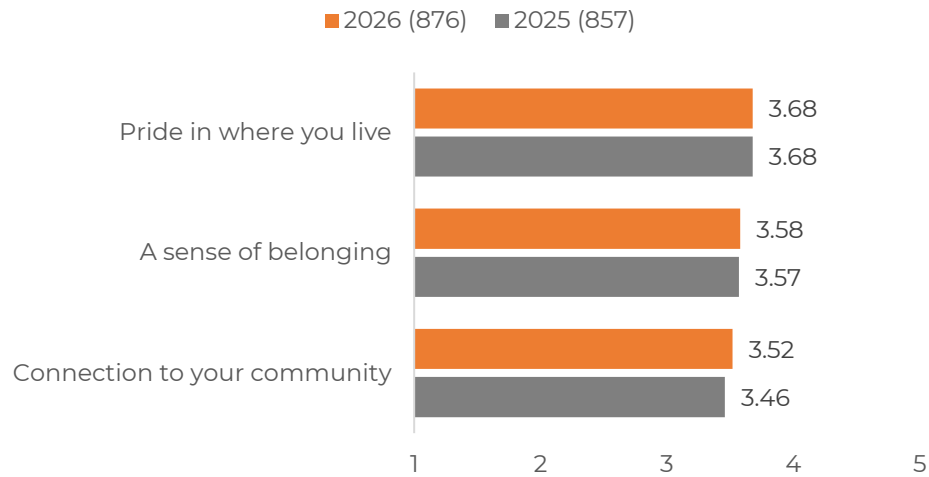
Advocating for the interests of the local area to the wider community scored 9 or more out of 10 for 40% (down from 49% in 2025) of the total sample compared to 24.5% who rated this 6 or below. 24% were neutral rating it 7 or 8 out of 10 and 11% did not know.

Encouraging and developing initiatives to improve quality of life scored 9 or more out of 10 for 37% (down from 45% in 2025) of the total sample compared to 25% who rated this 6 or below. 28% were neutral rating it 7 or 8 out of 10 and 10% did not know.

Creating and delivering on climate change initiatives locally scored 9 or more out of 10 for 35% (down from 45% in 2025) of the total sample compared to 30% who rated this 6 or below. 19% were neutral rating it 7 or 8 out of 10 and 16% did not know.

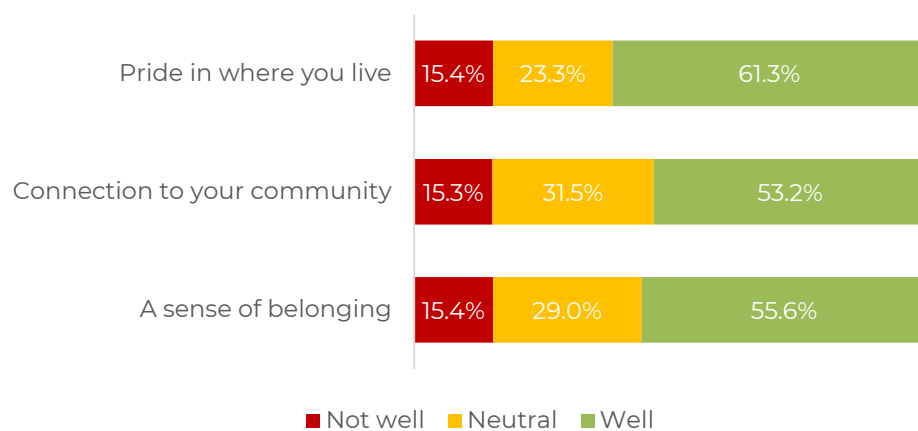
Q11: How well do you feel the City of Charles Sturt supports you to have the following? Please rate on a scale of 1 to 5 where 1 is not at all and 5 is extremely well?

How well does Council support the following



This year's ratings are identical to last year (with a slight improvement in 'connection to your community'). Those who nominated well scored 4s and 5s, 3s were neutral and 1s and 2s are not well giving an average score above.

How well does Council support the following 2026 n=876



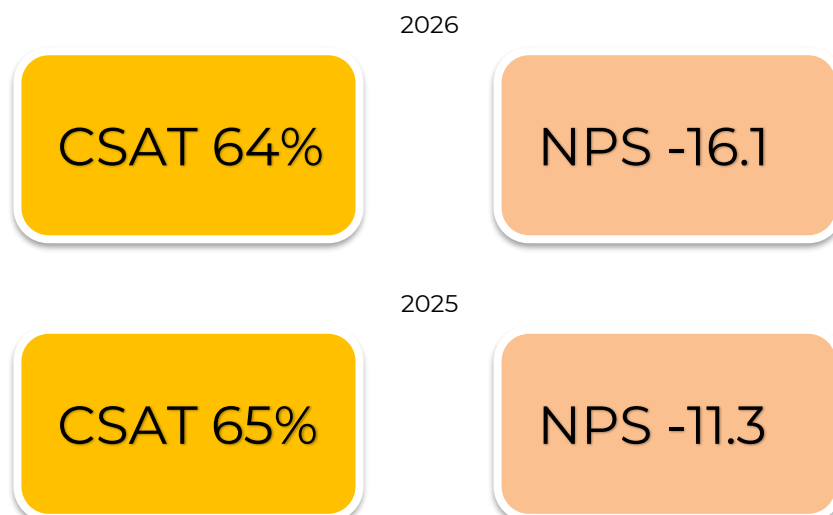
Pride in where you live increased slightly from 60.9% to 61.3%.
 Connection to your community increased slightly from 51% to 53.2%.
 A sense of belonging remained the same at 56% for this year and last year.

Q12: How would you rate your satisfaction with Council's overall performance? Please rate on a scale of 0 to 10, where 0 is not at all satisfied and 10 is very satisfied.

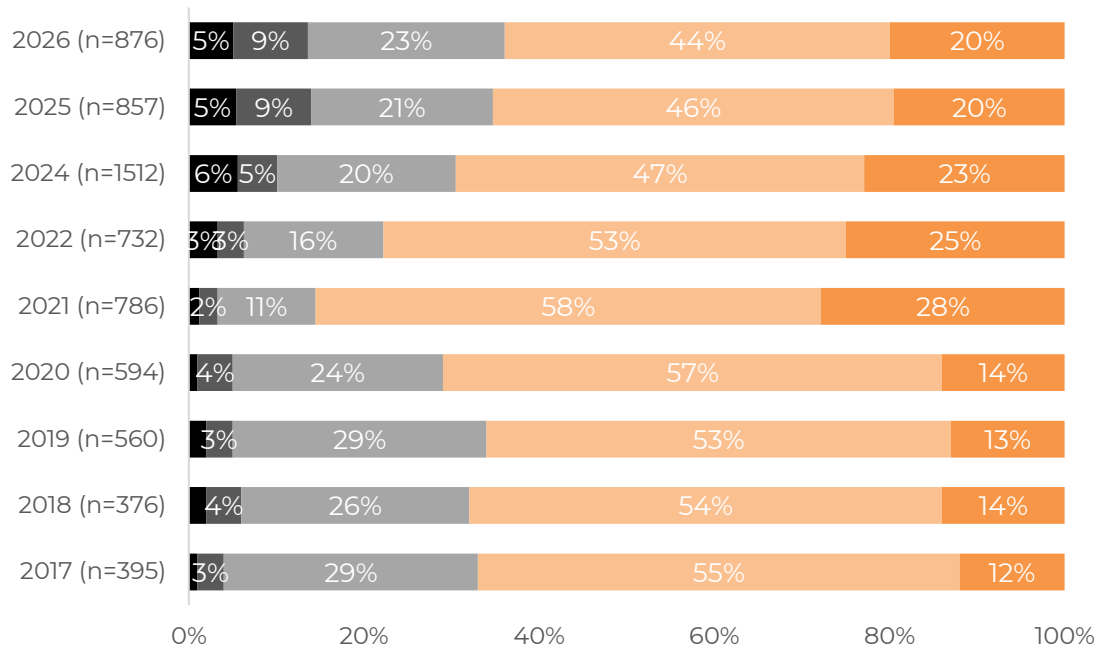
Satisfaction with Council's overall performance



There are several ways to look at this satisfaction rating. Firstly, the mean score at 6.6 (this compared to 6.6 last year and 6.9 in 2024). The second is the CSAT which shows that 64% of all people surveyed scored satisfaction with Council's performance 7 or above. The third way and this compared to our reporting in previous years is to apply a net promoter score which is -16.1 (down from -11.3 in 2025 and -7.4 in 2024).



Council's overall performance



Q13: Why did you rate Council's performance only X (question will only show if rating is 5 or less)?

Overview

This question sought to understand why respondents who were dissatisfied with Council's overall performance had given a rating of five or below. Unlike Question 4, which focused on individual services, these responses reflected residents' broader perceptions of Council as an organisation.

While comments covered a wide range of issues, the overwhelming majority related to residents' expectations that Council should prioritise the delivery of core services. Infrastructure maintenance, responsiveness, financial value and decision-making were recurring themes, with many respondents' expressing frustration that Council appeared to be focusing on initiatives they perceived as lower priorities.



There were approximately 217 comments.

Theme	Approx. Comments*
Environment	87
Infrastructure	80
Rates	57
Traffic	52
Development	52
Poor performance	47
Service	47
Safety	25
Crime	25
Communication	24
Bin collection / waste management	25
Council priorities	21

Lower overall performance ratings were driven primarily by perceptions that infrastructure maintenance, environmental management and traffic issues require greater attention. Many respondents also questioned whether Council's spending priorities reflected community expectations.

Key Themes

1. Roads, footpaths and infrastructure (most common theme)

The strongest theme throughout the responses related to the condition and maintenance of local infrastructure.

Residents frequently referred to:

- Poor road surfaces
- Potholes
- Cracked and uneven footpaths
- Delayed maintenance
- Ageing infrastructure
- Lack of preventative maintenance

Many respondents indicated these highly visible issues shaped their overall perception of Council performance more than any other service. Several comments suggested that improving roads and footpaths would have the greatest impact on increasing overall satisfaction.

"The basics aren't being maintained properly."
"Roads and footpaths should come before everything else."
"Infrastructure has been allowed to deteriorate."

2. Poor value for rates

A significant number of respondents questioned whether they were receiving good value from their rates.

Rather than objecting to paying rates, residents commonly felt:

- Rates continue to increase
- Visible improvements are limited
- Spending priorities do not align with community expectations
- Core services should receive greater investment

Many comments reflected a desire for greater transparency regarding how rate revenue is allocated.

3. Maintenance of public spaces

Residents frequently commented on the upkeep of public areas throughout the Council area.

Common concerns included:

- Parks requiring better maintenance
- Streetscape cleanliness

- Grass cutting
- Tree pruning
- General presentation
- Public amenities

Many respondents acknowledged that Charles Sturt has excellent public assets but believed maintenance standards had declined over time.

4. Communication and responsiveness

A recurring theme was dissatisfaction with how Council communicates with residents and responds to community concerns.

Residents reported:

- Slow responses to requests
- Difficulty reporting issues
- Limited follow-up
- Feeling that concerns were ignored
- Lack of feedback after contacting Council

Some respondents suggested Council could improve confidence simply by communicating more effectively about works that are planned or underway.

5. Council priorities and decision-making

Many respondents questioned whether Council's priorities reflected what residents considered most important.

Examples included perceptions that Council places too much emphasis on:

- Promotional activities
- New initiatives
- Events
- Projects viewed as "nice to have"

while insufficient attention is given to roads, footpaths, maintenance, community safety and waste services.

Although these views were not universal, they appeared consistently across responses.

6. Population growth and development

Many residents expressed concern that residential development is increasing faster than supporting infrastructure.

Comments referred to:

- Increased traffic
- Parking shortages
- Higher density housing
- Reduced open space
- Pressure on existing facilities

Several respondents believed Council should play a stronger role in managing development impacts.

7. Environmental management

Environmental issues generated mixed feedback.

Some respondents wanted stronger environmental leadership through:

- More tree planting
- Improved biodiversity
- Better protection of open space

Others expressed concern that environmental initiatives were being prioritised ahead of essential infrastructure. Overall, the responses suggest residents generally support environmental improvements but expect these to complement, rather than replace, investment in core services.

8. Community safety

Although less prominent than infrastructure, some respondents linked their lower overall rating to safety concerns.

Issues raised included:

- Poor lighting

-
- Antisocial behaviour
 - Traffic safety
 - Crime
 - Public amenity

These comments were consistent with the themes identified in Question 7.

9. Perceived lack of accountability

Several respondents expressed frustration that Council appeared unwilling to acknowledge mistakes or respond adequately when issues were raised.

Comments referred to:

- Limited follow-up
- Slow action
- Bureaucratic processes
- Feeling unheard

For these residents, responsiveness was viewed as equally important as service delivery.

10. Positive but room for improvement

Although respondents were limited to those who rated Council five or below, several still recognised positive aspects of Council's work.

Common sentiments included:

- Council generally performs adequately
- Staff are trying their best
- Some services perform well
- Expectations have simply not been fully met

This suggests many respondents are not fundamentally dissatisfied with Council but believe there are clear opportunities for improvement.

Overall findings

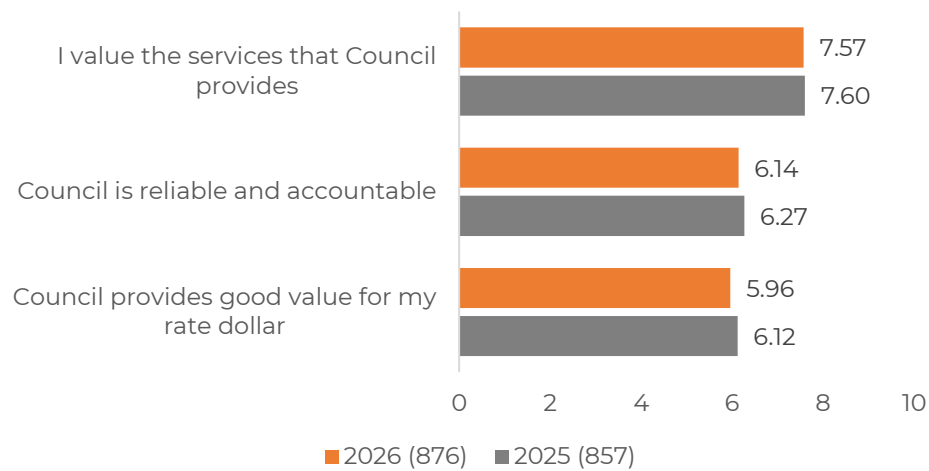
Several consistent findings emerged from the responses:

- **Residents judge Council largely on the delivery of core services.** Infrastructure maintenance, roads, footpaths and public space upkeep were consistently viewed as the strongest indicators of overall performance.
- **Value for money is an important driver of satisfaction.** Many respondents linked their overall rating directly to whether they believed their rates were being invested in visible and meaningful improvements.
- **Responsiveness influences overall perceptions.** Feeling listened to, receiving timely responses and seeing reported issues addressed all contributed to higher confidence in Council.
- **Residents want clearer priorities.** Many respondents believe Council should focus first on maintaining existing infrastructure before investing in new initiatives or projects.
- **There is evidence of constructive criticism rather than widespread dissatisfaction.** Many lower ratings reflected frustration with specific issues rather than a belief that Council is performing poorly across all areas.

Overall, the responses suggest that residents' perceptions of Council performance are strongly influenced by the visible delivery of everyday services. While many respondents acknowledged positive aspects of Council's work, improving infrastructure maintenance, responsiveness and communication around priorities is likely to have the greatest impact on increasing future satisfaction ratings.

Q14: How strongly do you agree with the following statements? *Please rate on a scale of 0 to 10, where 0 is totally disagree and 10 is totally agree.*

Council statements 2026 n=876

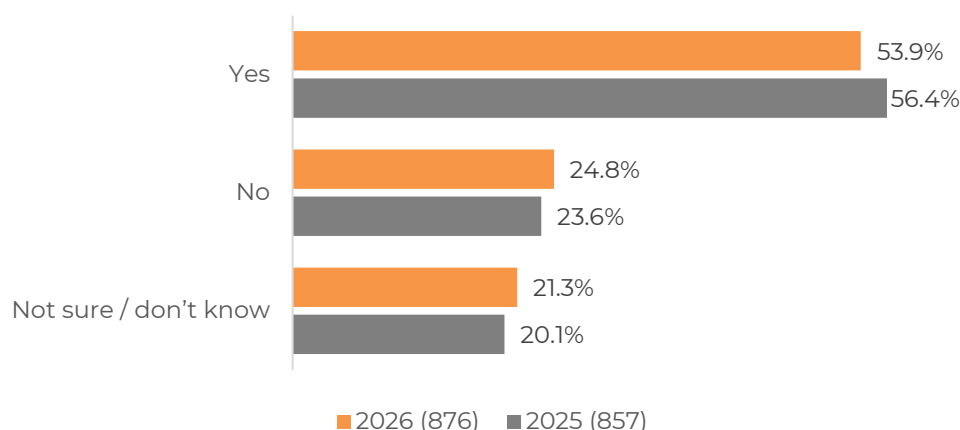


The level of agreement with each of these statements remains largely unchanged from last year and is within the margin of error but there has been a downward trend over the past 5 years. This is against a backdrop of higher cost of living, greater scrutiny and higher consumer expectations.

	2021	2022	2024	2025	2026
I value the services that Council provides	8.2	7.8	7.9	7.6	7.6
Council is reliable and accountable	-	-	-	6.3	6.1
Council provides good value for my rate dollar	7	6.5	6.1	6.1	6.0

Q15: Does the City of Charles Sturt Council meet your expectations in terms of what they deliver for you and your community?

Comparison on Council meeting expectations
2025 vs 2026



Agreement that Council meets expectations has declined slightly from 56% last year to 54% this year. Those more likely to agree are females, those aged 18-34 years, non-English speaking residents, young families with children under 6, students and those in home duties and those living in the Hindmarsh, Woodville, Semaphore Park and Findon wards.

Those more likely to disagree are those aged 50-84 years, couples with no children, middle and mature families with children at home, retirees, and those living in the Beverley and West Woodville wards.

Q16: Why doesn't the City of Charles Sturt Council meet your expectations in terms of what they deliver for you and your community?

Overview

This question was asked of respondents who indicated that the City of Charles Sturt does not meet their expectations. Unlike the previous question, which focused on explaining a lower overall performance rating, these responses provided broader insight into the gap between what residents expect from Council and what they believe is currently being delivered.

The comments reveal that residents generally have clear and practical expectations of local government. Most concerns centred on Council's ability to deliver visible, everyday services, communicate effectively with the community and allocate resources to what residents perceive as their highest priorities. While some respondents expressed strong dissatisfaction, most of the feedback was constructive and focused on areas where Council could improve.

Residents' expectations were most strongly linked to Council's ability to maintain core infrastructure, respond to community concerns and demonstrate value for rates. Many respondents also expressed a desire for greater transparency around Council decision-making and stronger community consultation.

There were approximately 178 comments, grouped into the following themes.

Theme	Approx. Comments*
Infrastructure and maintenance	74
Council priorities	59
Rates / value for money	48
Communication & responsiveness	44
Community consultation / listening	37
Development / planning	35

Parks and public amenity	34
Safety	28
Council services	27
Environmental management	24
Other (mostly bin collection and rubbish 18 out of 31)	31

Key Themes

1. Core infrastructure and maintenance (most common theme)

The most common reason Council was perceived as not meeting expectations related to the maintenance of essential infrastructure.

Residents frequently referred to:

- Poor road conditions
- Uneven or deteriorating footpaths
- Delayed repairs
- Drainage and stormwater issues
- General maintenance of public assets

Many respondents indicated that these highly visible issues significantly influence their overall opinion of Council, as they are encountered in day-to-day life. Several comments suggested that maintaining existing infrastructure should take precedence over introducing new projects or initiatives.

"The basics need to be done properly first."
"Roads and footpaths are still not where they should be."
"Maintenance seems reactive rather than planned."

2. Council priorities

A recurring theme was that Council's priorities did not always align with community expectations.

Many respondents believed there was too much emphasis on:

- Promotional activities
- New projects
- Events
- Environmental initiatives (at the expense of core services)

Instead, residents wanted greater focus on:

- Infrastructure maintenance
- Public safety
- Cleanliness
- Roads
- Footpaths
- Waste services

Importantly, this theme did not suggest opposition to broader community initiatives, but rather a desire to see essential services consistently delivered before resources are allocated elsewhere.

3. Value for rates

Many respondents questioned whether Council was providing sufficient value for the rates they pay.

Comments commonly referred to:

- Increasing rates
- Limited visible improvements
- Poor return on investment
- Spending decisions
- Financial accountability

Residents generally expected to see tangible improvements within their neighbourhoods that reflected their financial contribution.

4. Responsiveness and customer service

Many respondents felt Council could be more responsive to community concerns.

Issues included:

- Slow response times
- Delays resolving reported issues

-
- Limited communication after requests are lodged
 - Difficulty contacting the appropriate department
 - Feeling their concerns were not acted upon

Several respondents noted that improving communication alone would increase confidence, even if issues required time to resolve.

5. Community Consultation and Listening

A notable theme related to residents wanting a stronger voice in local decision-making.

Respondents suggested:

- Greater consultation before major projects
- Better communication of consultation outcomes
- Increased transparency around decision-making
- More evidence that community feedback influences Council actions

Some residents indicated they participate in consultation but do not always understand how their input is used.

6. Population growth and development

Many respondents believed residential development is occurring faster than supporting infrastructure can accommodate.

Common concerns included:

- Increased traffic
- Parking shortages
- Loss of open space
- Higher-density housing
- Pressure on existing services

Several comments suggested Council should place greater emphasis on long-term planning to ensure infrastructure keeps pace with growth.

7. Parks, streetscapes and public amenity

Residents generally valued the City's parks and open spaces but believed maintenance standards could be improved.

Comments referred to:

- Grass maintenance
- Tree pruning
- Playground upkeep
- Cleanliness
- General presentation of public spaces

Many respondents recognised the quality of Council assets but felt ongoing maintenance required greater attention.

8. Safety and public amenity

Safety continued to emerge as an important contributor to expectations.

Residents referred to:

- Poor lighting
- Antisocial behaviour
- Crime
- Speeding traffic
- Unsafe pedestrian environments

Several respondents believed Council has an important role in creating environments where residents feel comfortable using public spaces throughout the day and evening.

9. Communication and awareness

Some respondents acknowledged that they were unsure what services Council actually provides.

This suggests lower expectations may, in part, reflect limited awareness rather than dissatisfaction.

Comments highlighted opportunities to improve:

- Promotion of services

-
- Communication of completed projects
 - Updates on planned works
 - Community education around Council responsibilities

10. Desire for continuous improvement

Despite expressing disappointment, many respondents recognised that Council delivers a broad range of valuable services.

Rather than calling for fundamental change, comments generally focused on:

- Higher maintenance standards
- Better communication
- Stronger accountability
- More consistent delivery
- Greater visibility of outcomes

This indicates that many respondents believe Council has the capacity to improve rather than fundamentally change its approach.

Overall findings

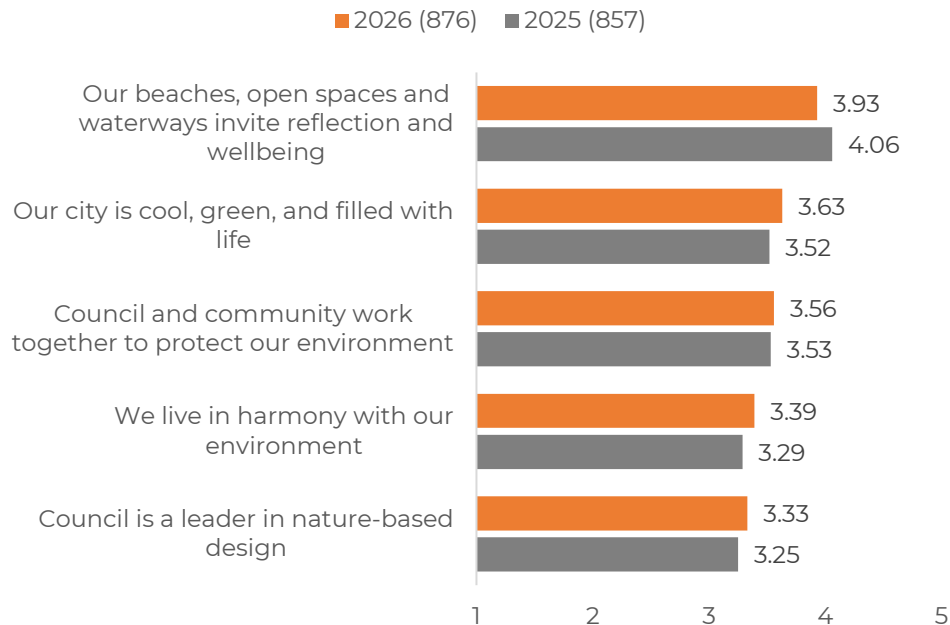
Several consistent findings emerged from the responses:

- **Residents have high expectations of Council's core responsibilities.** Roads, footpaths, public spaces and maintenance continue to define perceptions of whether Council is meeting community expectations.
- **Residents want Council priorities to align with everyday needs.** Many respondents believe investment should first focus on maintaining existing infrastructure before expanding into additional initiatives.
- **Communication is a recurring opportunity for improvement.** Residents want clearer information about Council decisions, project delivery and how community feedback informs future planning.
- **Value for money remains an important consideration.** Respondents expect to see visible improvements that demonstrate responsible use of rate revenue.
- **Most feedback is constructive rather than critical.** Although respondents indicated Council is not meeting their expectations, many comments recognised positive aspects of Council's work while identifying practical areas for improvement.

Overall, the responses indicate that residents' expectations are centred on the reliable delivery of core local government services, supported by transparent decision-making and effective communication. While respondents identified a range of improvement opportunities, the feedback suggests that strengthening infrastructure maintenance, responsiveness and community engagement would have the greatest impact on narrowing the gap between community expectations and residents' perceptions of Council performance.

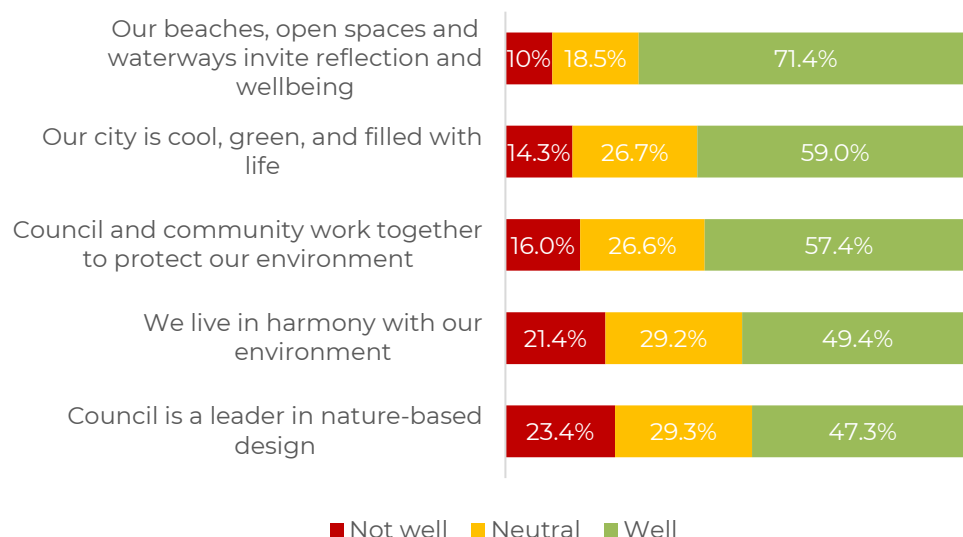
Q17: Now please rate the following on how well you think Council is performing in relation to valuing nature within the local area? Please rate on a scale of 1 to 5 where 1 is performing poorly and 5 is performing well.

Performance of nature initiatives



Performance in nature initiatives have remained relatively similar with only 'we live in harmony with our environment' and 'our city is cool, green and filled with life' increasing more than the margin of error. Even the decline in 'our beach, open spaces and waterways invite reflection and wellbeing' is within the margin of error.

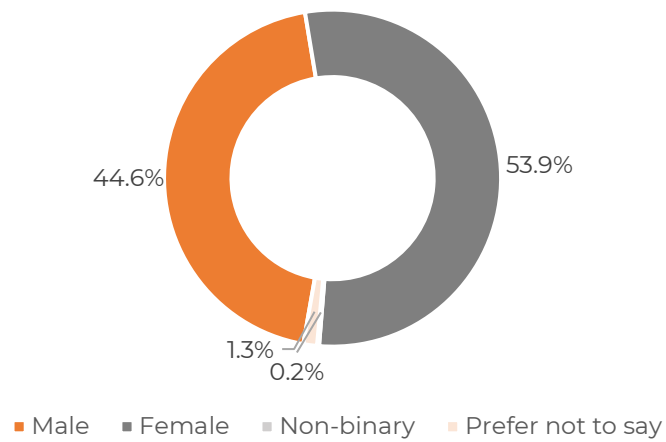
Performance of nature initiatives 2026 n=876



The only statistic worth noting in terms of changing from 2025 is our beaches, open spaces and waterways invite reflection and wellbeing with only 71% agreeing this year compared to 78.5% last year.

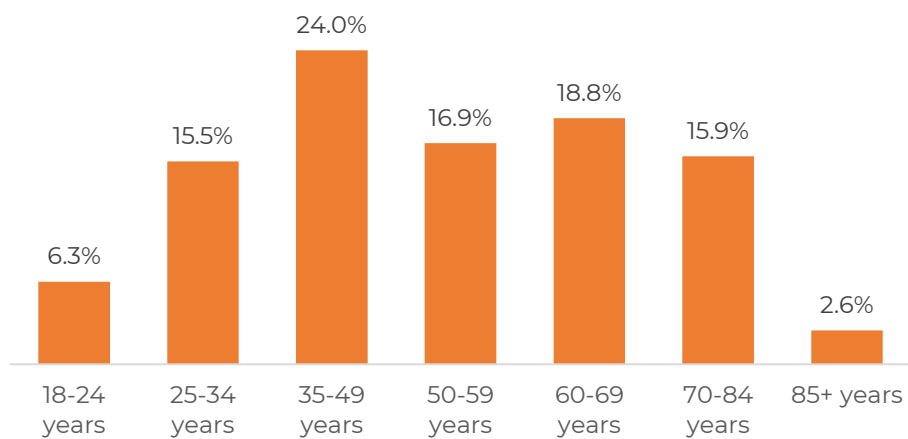
Q18: What is your gender?

Gender n=876



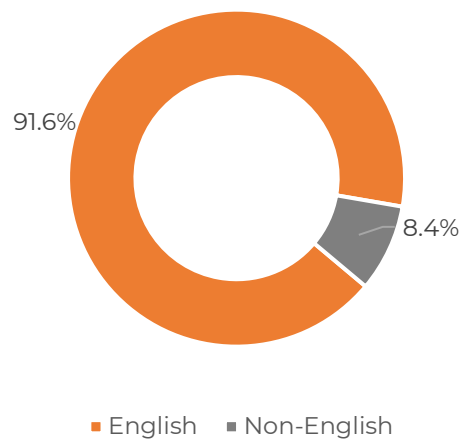
Q19: What is your age bracket?

Age n=876



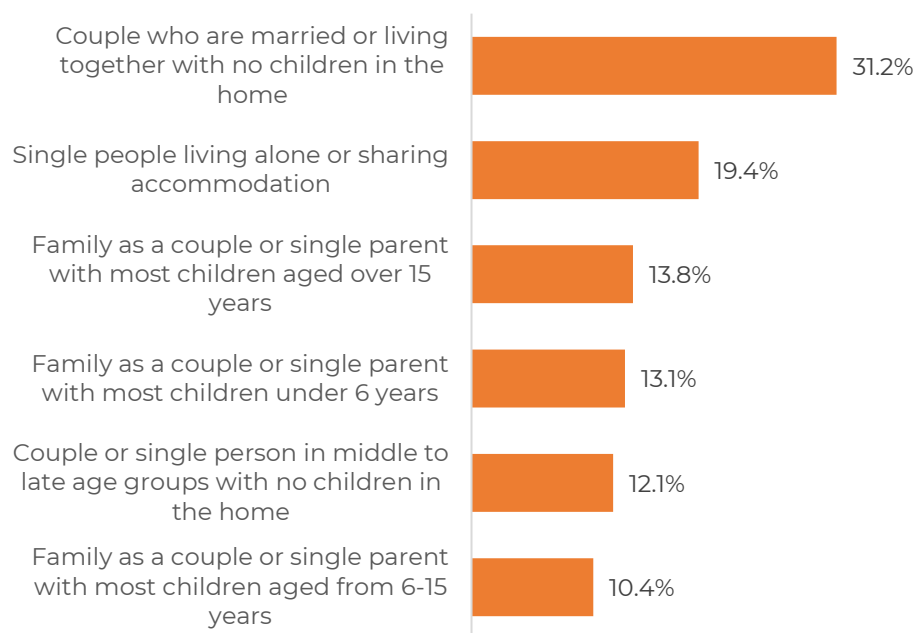
Q20: Which language do you mainly speak at home?

Language n=876



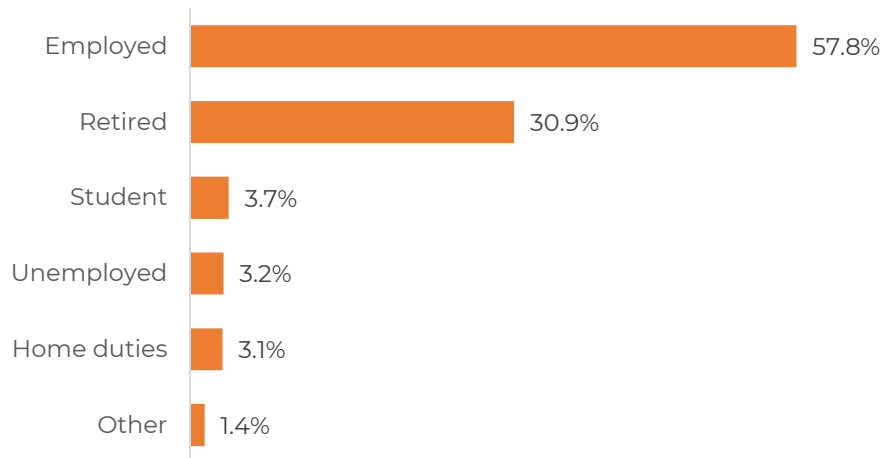
Q21: Which of the following best describes the household you live in?

Household structure n=876



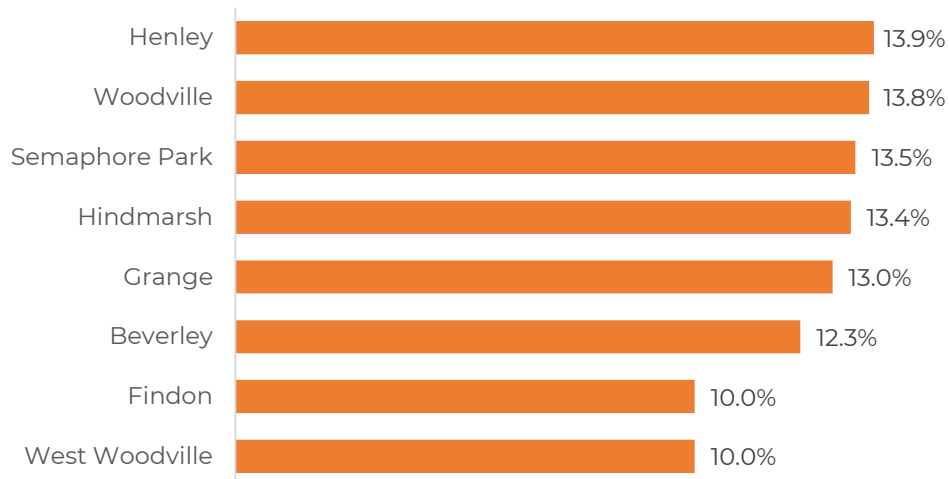
Q22: Which of the following describes your occupation?

Employment n=876

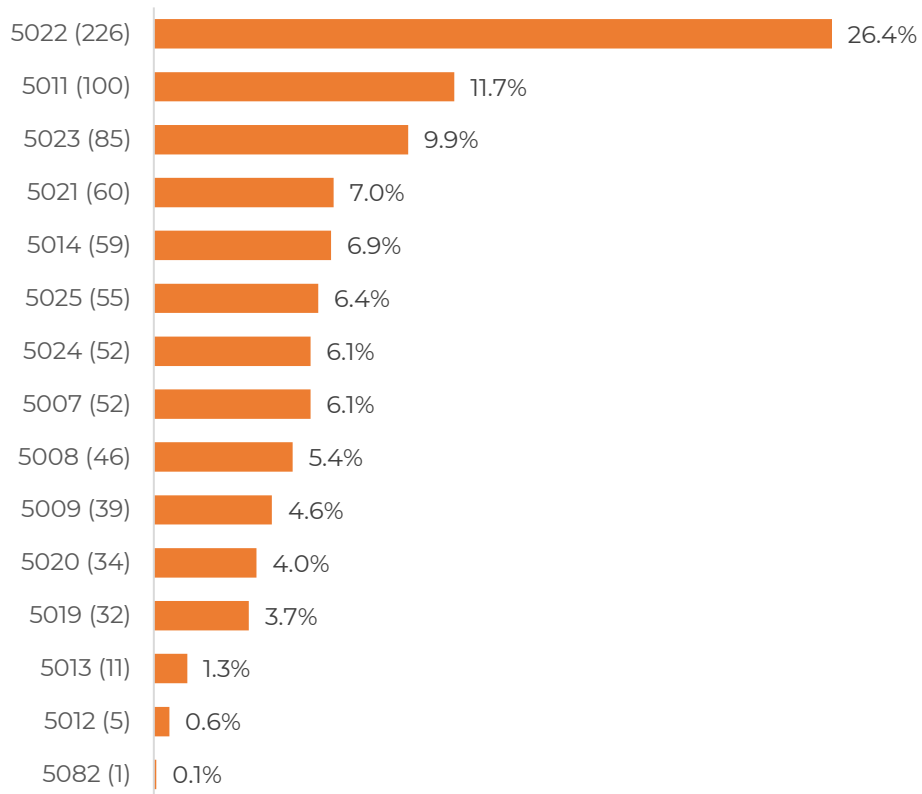


Q23: What is your postcode / suburb?

Wards n=876



Postcodes n=876



5. Questionnaire

Introduction

The City of Charles Sturt has commissioned Intuito Market Research to conduct a study amongst residents to understand what residents think of various services, what's important and what residents think about Council's performance. The survey should take around 10 to 15 minutes to complete depending on your answers which will greatly help shape the future of Council's service delivery.

To thank you for providing your views, there is a chance to win one of four \$50 EFTPOS gift cards. Entry details and T&Cs of the draw are provided at the end of the survey. Your responses will be 100% anonymous and confidential.

The survey must be completed in one sitting, since you will not be able to access it at a later time.

We hope you enjoy completing this survey and thank you for your time!

Intuito Market Research abides by The Research Society's Privacy Code for Market and Social Research. All data gathered will be treated with the strictest confidentiality and will only be used for research purposes. Intuito is a member of The Research Society and works to the highest privacy standards. Any personal identification won't be tied to your answers and therefore none of your answers can be attributed to you as an individual rather they are aggregated statistics only.

Q1: Do you live in the City of Charles Sturt?

- ☐ Yes
- ☐ No (disqualify)

Q2: How **important** do you believe it is for your Council to provide each of the following services? *Please rate on a scale of 0 to 10, where 0 is not important at all and 10 is extremely important.*

Not important at all 0 1 2 3 4 5 6 7 8 9 10 Extremely important

- ☐ Libraries / community centres
- ☐ Cultural experiences / events
- ☐ Community education and programs
- ☐ Accessibility
- ☐ Sporting clubs
- ☐ Playgrounds / parks / reserves / playing fields / open spaces / beach
- ☐ Local roads / road upgrades
- ☐ Footpaths / shared use paths / options to improve walkability
- ☐ Stormwater management
- ☐ Public lighting
- ☐ Environmental protection (reducing carbon emissions, increasing tree canopy, etc.)
- ☐ Waste collecting and management
- ☐ Business support programs

Q3: How would you **rate** the same local Council services provided by the City of Charles Sturt Council? *Please rate on a scale of 0 to 10, where 0 is poor and 10 is excellent.*

Poor											Excellent
0	1	2	3	4	5	6	7	8	9	10	N/A

- Libraries / community centres
- Cultural experiences / events
- Community education and programs
- Accessibility
- Sporting clubs
- Playgrounds / parks / reserves / playing fields / open spaces / beach
- Local roads / road upgrades
- Footpaths / shared use paths / options to improve walkability
- Stormwater management
- Public lighting
- Environmental protection (reducing carbon emissions, increasing tree canopy, etc.)
- Waste collecting and management
- Business support programs

Q4: Please tell us why you think the services that you rated 5 or less are not more highly rated. As a reminder, these are your responses from the last question: *<insert previous question answers as a reminder>*

Q5: Which of the following Council services have you used in the last year? *Please choose all that apply. (randomised)*

- ☐ Dog parks
- ☐ Business support programs
- ☐ Community education and programs
- ☐ Cultural experiences / events
- ☐ Off road walking and cycling paths (like Linear Park, Coast Park, Grange Lakes, Outer Harbour Greenway, St Clair Greenway)
- ☐ Playgrounds / parks / reserves / playing fields / open spaces / beach
- ☐ Public conveniences / toilets
- ☐ Public litter bins
- ☐ Recycled water system
- ☐ Street trees, planting, and pruning
- ☐ None of the above
- ☐ Other (please specify) _____

Q6: How safe do you feel in the following environments? *Please rate on a scale of 0 to 10, where 0 is not at all safe and 10 is extremely safe.*

Not at all safe											Extremely Safe
0	1	2	3	4	5	6	7	8	9	10	Don't know

- At home during the day
- At home during the night
- Out in your neighbourhood during the day
- Out in your neighbourhood during the night
- Out in public places during the day
- Out in public places at night

Q7: Please tell us why you felt unsafe in one or more of the previous questions options by rating them 5 or less? As a reminder, these are your responses from the last question: <insert previous question answers as a reminder>

Q8: How likely would you be to recommend living in the City of Charles Sturt to family, friends and colleagues? *Please rate on a scale of 0 to 10 where 0 is not likely at all and 10 is extremely likely?*

Not likely at all
0 1 2 3 4 5 6 7 8 9 10
Extremely likely

Q9: How would you rate each of the following statements? *Please rate on a scale of 1 to 5, where 1 is poor and 5 is excellent.*

Poor
1 2 3 4 5 Don't know
Excellent

- City of Charles Sturt is environmentally green
- The City of Charles Sturt is a great place to live
- The City of Charles Sturt offers services and support when I need it (i.e. internet access, etc.)
- The City of Charles Sturt acknowledges and embraces our Kaurua and First Nations history
- The City of Charles Sturt is an inclusive and safe place for all people
- I am satisfied with the services and programs provided by the City of Charles Sturt
- I always feel that I can have a say in my local community
- The City of Charles Sturt is a place of opportunity for businesses
- The City of Charles Sturt is culturally rich and offers diverse experiences
- There is always a lot for me to do in my community

Q10: How strongly do you agree or disagree that the City of Charles Sturt should be responsible for the following services, facilities or initiatives? *Please rate on a scale of 0 to 10 where 0 is strongly disagree and 10 is strongly agree.*

Strongly disagree
0 1 2 3 4 5 6 7 8 9 10 Don't know
Strongly agree

- Providing and coordinating public services and facilities
- Encouraging and developing initiatives to improve quality of life
- Advocating for the interests of the local area to the wider community
- Creating and delivering on climate change initiatives locally

Q11: How well do you feel the City of Charles Sturt supports you to have the following? *Please rate on a scale of 1 to 5 where 1 is not at all and 5 is extremely well?*

Not at all
1 2 3 4 5
Extremely well

- A sense of belonging
- Connection to your community
- Pride in where you live

Q12: How would you rate your satisfaction with Council's overall performance? *Please rate on a scale of 0 to 10, where 0 is not at all satisfied and 10 is very satisfied.*

Not at all satisfied											Extremely satisfied
0	1	2	3	4	5	6	7	8	9	10	Don't know

Q13: Why did you rate Council's performance only X (question will only show if rating is 5 or less)?

Q14: How strongly do you agree with the following statements? *Please rate on a scale of 0 to 10, where 0 is totally disagree and 10 is totally agree.*

Totally disagree											Totally agree
0	1	2	3	4	5	6	7	8	9	10	N/A

- ☐ I value the services that Council provides
- ☐ Council provides good value for my rate dollar
- ☐ Council is reliable and accountable

Q15: Does the City of Charles Sturt Council meet your expectations in terms of what they deliver for you and your community?

- ☐ Yes (go to Q17)
- ☐ No (go to Q16)
- ☐ Not sure / don't know (go to Q17)

Q16: Why doesn't the City of Charles Sturt Council meet your expectations in terms of what they deliver for you and your community?

Q17: Now please rate the following on how well you think Council is performing in relation to valuing nature within the local area? *Please rate on a scale of 1 to 5 where 1 is performing poorly and 5 is performing well.*

Performing poorly					Performing well	
1	2	3	4	5		Don't know/not sure

- ☐ Our city is cool, green, and filled with life
- ☐ Our beaches, open spaces and waterways invite reflection and wellbeing
- ☐ Council and community work together to protect our environment
- ☐ Council is a leader in nature-based design
- ☐ We live in harmony with our environment

Q18: What is your gender?

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Prefer not to say

Q19: What is your age bracket?

- ☐ 18-24 years
- ☐ 25-34 years
- ☐ 35-49 years
- ☐ 50-59 years
- ☐ 60-69 years

-
- ☐ 70-84 years
 - ☐ 85+ years

Q20: Which language do you mainly speak at home?

- ☐ English
- ☐ Chinese
- ☐ Italian
- ☐ Greek
- ☐ Arabic
- ☐ Vietnamese
- ☐ Punjabi
- ☐ Other (please specify) _____

Q21: Which of the following best describes the household you live in?

- ☐ Single people living alone or sharing accommodation
- ☐ Couple who are married or living together with no children in the home
- ☐ Family as a couple or single parent with most children under 6 years
- ☐ Family as a couple or single parent with most children aged from 6-15 years
- ☐ Family as a couple or single parent with most children aged over 15 years
- ☐ Couple or single person in middle to late age groups with no children in the home

Q22: Which of the following describes your occupation?

- ☐ Employed (full time, part time, casual, self-employed)
- ☐ Unemployed
- ☐ Student (full time or part time)
- ☐ Retired
- ☐ Home duties
- ☐ Other (please specify) _____

Q23: What is your postcode / suburb?

- ☐ 5007 Bowden
- ☐ 5007 Brompton
- ☐ 5007 Hindmarsh
- ☐ 5007 West Hindmarsh
- ☐ 5007 Welland
- ☐ 5008 Croydon
- ☐ 5008 Devon Park
- ☐ 5008 Renown Park
- ☐ 5008 Ridleyton
- ☐ 5008 West Croydon
- ☐ 5008 Allenby Gardens
- ☐ 5008 Beverley
- ☐ 5008 Kilkeny
- ☐ 5011 St Clair
- ☐ 5011 Woodville Park
- ☐ 5011 Woodville South
- ☐ 5011 Woodville West
- ☐ 5012 Athol Park
- ☐ 5012 Woodville North
- ☐ 5013 Pennington
- ☐ 5014 Albert Park
- ☐ 5014 Cheltenham
- ☐ 5014 Hendon
- ☐ 5014 Royal Park
- ☐ 5019 Semaphore Park

-
- 5020 West Lakes Shore
 - 5021 West Lakes
 - 5022 Grange
 - 5022 Henley Beach
 - 5022 Henley Beach South
 - 5022 Tennyson
 - 5023 Findon
 - 5023 Seaton
 - 5024 Fulham Gardens
 - 5024 West Beach
 - 5025 Flinders Park
 - 5025 Kidman Park
 - 5082 Ovingham

Q24: For a chance to enter the draw to win one of four \$50 EFTPOS gift cards please provide your contact details below. *Please note your contact details will be separated from your survey responses to ensure your responses remain completely confidential.*

Name _____
Email Address _____
Phone _____

Terms and Conditions

Entry into the Win a \$50 EFTPOS Gift Card draw is by completion of the resident survey. Entries open Monday the 18th of May 2026 and closes at 10am on Friday the 19th of June 2026. The draw for the \$50 EFTPOS cards will take place on Monday the 22nd of June 2026 at 9am. All entries will be via this survey. All entries will be automatically logged in to a database of entries and assigned a number from 1 to x, where x is the total number of entries received to date. Four random numbers between 1 and x will then be generated using the random number generator at www.random.org. The number generated will be matched to the corresponding numbers in the database of entries and these entries will be deemed the winners. The total prize pool is \$200. The winners will be notified personally by email or phone. Prizes will be sent to the winner's nominated address via their preferred method. Insurance is at the winner's discretion and cost.