

City-wide community survey 2022

City of Charles Sturt

16th September 2022

Intuito
MARKET RESEARCH



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1. Introduction

Intuito is delighted to be given the opportunity to present these research findings to the City of Charles Sturt on your City-wide Community Survey 2022. Whilst you have undertaken five previous studies designed to measure the success of your Community and Corporate Plan this study (and the last) was designed to give Council the chance to benchmark the KPI's in the latest plan. This era of change also marked a change in survey approach to one of face-to-face interviewing as opposed to CATI telephone which we believe gives a more accurate sample profile and completion.

Intuito interviewed between 12 August and 12 September inclusive, a relatively short period of interviewing time due to deadline. We conducted interviews in high Council traffic areas such as libraries as well as door-to-door to achieve a representative sample of the population of Charles Sturt.

There were 14 questions plus demographics including gender, age, household structure, employment and ward. Each question was designed to benchmark current areas that are subject to KPIs in the Community and Corporate Plan to enable the plan to be annually measured for the duration of the strategic period.

We were careful with the sampling quotas to ensure a representative sample and achieved the following:

City of Charles Sturt - Total Persons (Usual residence)	2016	Pop split	Non-panel Sample 2022
Age groups (18+ adults)	Number	%	%
Tertiary education and independence (18 to 24)	10,197	11.2	8.2
Young workforce (25 to 34)	15,663	17.2	20.7
Parents and homebuilders (35 to 49)	22,137	24.4	24.1
Older workers and pre-retirees (50 to 59)	15,121	16.7	13.6
Empty nesters and retirees (60 to 69)	12,545	13.8	17.7
Seniors (70 to 84)	11,508	12.7	14.8
Elderly aged (85 and over)	3,637	4.0	.9
Total	90,808	100.0	100

Market research objectives

The overarching objective of this study was to understand how residents of the City of Charles Sturt think of and rate Council's services, resident belongingness, satisfaction with staff engagements, and what residents think about Council's overall performance and value for the rates residents pay.

Specific research objectives

- Which services do you think are important for a Council to provide?
- How do you rate the following Charles Sturt Services?
- Which of the following services have you used?
- How safe do you feel?
- What words come to mind when you think of the City of Charles Sturt?
- How does Council rate against certain statements?
- Do you feel you belong and feel a part of the broader community?
- On a scale of 0-10 how would you rate the following when you have had an enquiry:
 - Knowledge and technical ability of staff
 - Customer service, friendliness and willingness to help
 - Responsiveness by Council staff to action your enquiry
 - Overall interaction with staff
- Willingness to speak positively about their interaction with CCS

- How would you rate Council's overall performance?
- How would you rate the value for money for rates paid/services provided?

Methodology

Intuito employed a variety of methods that provided a statistically significant and demographically representative sample of the city. Specifically, the methodology included:

- Face-to-face intercept interviews in public locations, door-to-door intercept interviews using iPad technology and Your Say responses captured by Council.
- We ensured a representative sample of the City's population as can be seen in the table above.
- We sampled a total of 880 residents broken down to 752 non-panel residents and 128 panel residents. The total sample is broken down as follows:
- 283 Your Say completions
- 128 Council panellists
- 469 Intuito responses

Net Promoter Score

We refer to Net Promoter Score regularly throughout these results. Here is an explanation of how it's calculated and what it means:



$$\% \text{ PROMOTERS} - \% \text{ DETRACTORS} = \text{NPS (NET PROMOTER SCORE)}$$

Net Promoter Score is calculated by disregarding the passive scorers (7s and 8s), adding the promoter score percentages (9s and 10s) and subtracting the detractor score percentages (0 through 6). Across a total sample this will provide an indication of how likely people will be to promote a product or service.

2. Findings at a glance

At a glance

City-wide community survey 2022

Council Services

Playgrounds / Parks / Open spaces
Waste collection and management
Local roads / footpaths / shared use paths
Public lighting
Stormwater management
Libraries
Environmental protection
Sporting Clubs
Community Centres / Council Halls / Town Halls
Sense of belonging
Cultural experiences / events

Importance

9.3
9.2
9.2
8.9
8.8
8.7
8.5
8.0
7.6
7.6
7.3

CCS Rating

8.5
7.9
7.7
7.6
7.6
7.4
7.0
6.8
6.8
6.8
6.7



Main reasons for low scores

- Footpath problems
- Bins/hard rubbish dumping
- Better tree, bush and lawn maintenance
- Flooding/wastewater management
- Parking, traffic and road maintenance issues
- Room for improvement
- More awareness of events
- Development/subdivisions

Words associated with CCS

Nice area, beach, room for improvement, community, attractive, safe, clean, friendly, nature, convenient, library and other facilities, accessible, comfortable, relaxed, close to city, quiet, affordable, dining, home, expensive, shopping, traffic issues.

Council services used

- Open spaces (81%)
- Public conveniences/toilets (76%)
- Public litter bins (71.5%)
- Off road walking and cycling (57%)
- Events (34%)
- Recycled water system (30%)

Slogan recall -
The City of
Charles Sturt
means the world

8.6%

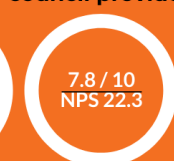
Overall performance



Good value for rate \$



Value what council provides



% of enquiries / requests last 12 months

Panel 64% Non-panel 50%

Reasons for low overall Council score

Council could do more, no response, removal/poor maintenance of trees/bushes, traffic, footpaths

Ratings on CCS statements

	Mean	NPS
Environmentally green	1.0	-50.0
Great place to live	1.0	-50.0
Promotes and offers support	1.0	-50.0
Sense of community / belonging	1.0	-50.0
Satisfaction with services	1.0	-50.0
Have my say locally	1.0	-50.0
Opportunity for businesses	1.0	-50.0
Culturally rich	1.0	-50.0
Offers diverse experiences	1.0	-50.0

Safety

	Mean	NPS
• At home - day	9.0	65.1
• At home - night	8.3	44.9
• Neighbourhood - day	8.6	55.6
• Neighbourhood - night	7.3	10.8
• Public places - day	8.6	55.1
• Public places - night	6.9	-5.6

Sample statistics

Total 880 residents (panel and non-panel)

- Male 38%
- Female 59%
- Other 3%
- Under 50 years - 50%
- Over 50 years - 50%
- Employed - 55%
- Not employed - 45%

Wards

- Semaphore Park 19%
- Grange 17%
- Henley 22%
- West Woodville 7%
- Woodville 7%
- Findon 14%
- Beverley 6%
- Hindmarsh 8%

Climate change awareness ratings

	Mean
I have a good knowledge already	7.9
Taking action is important to me	8.0
I have already experienced the effects	7.3
In future I think it will impact me	7.8
Local councils play an important role	8.1

3. Executive Summary

About the respondents

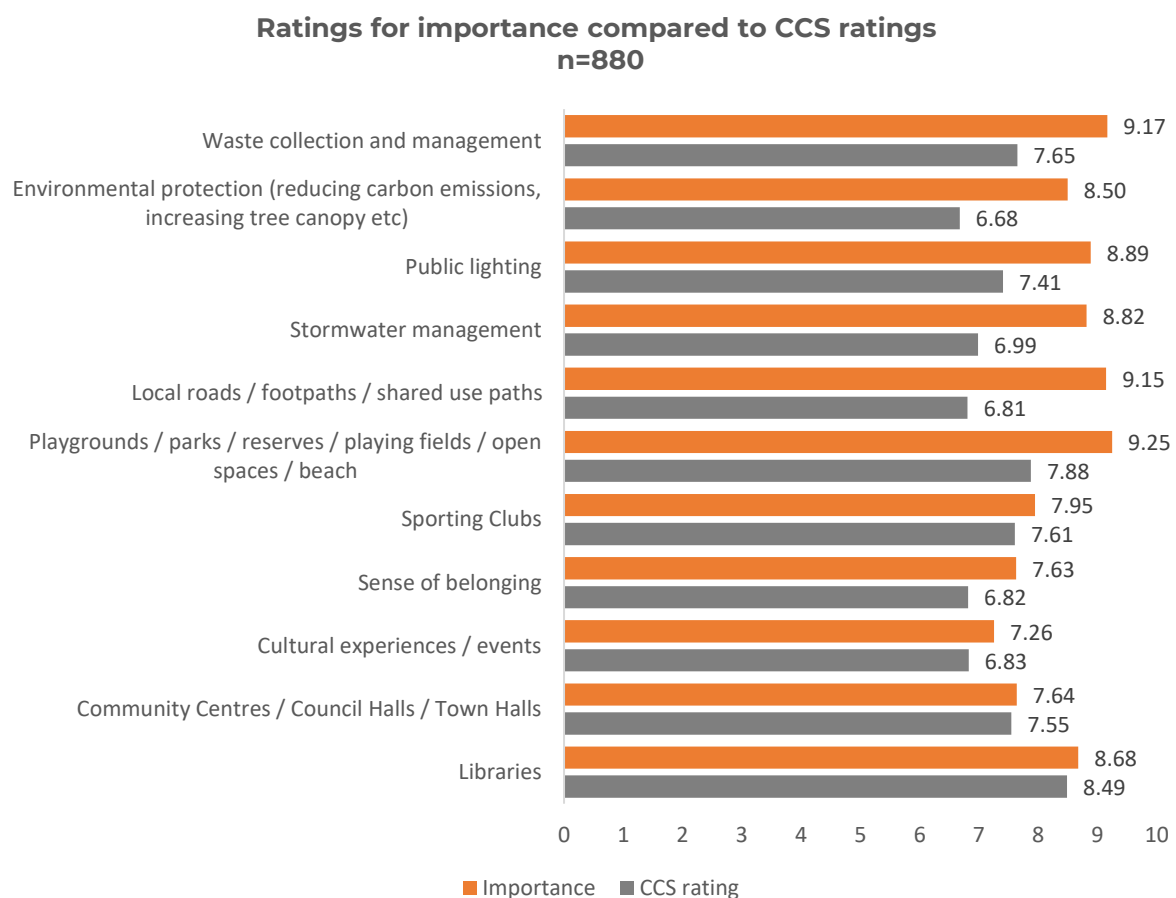
Respondents for the panel are profiled also as being skewed female (51:48), and 1% preferring not to say), 71% are aged over 50 with 29% aged under 50, 49% are employed, 40% retirees and 11% other. There was a good distribution of residents by ward.

Respondents for the non-panel are profiled as being also skewed female (61:36 with 3% non-binary or preferred not to say), 53% are aged under 50 compared to 47% over 50 years, 56% are employed and 26% are retired and 18% other. There is a good distribution of residents by ward.

Key insights

Ratings of importance of Council services versus rating CCS on the provision of same

Importance ratings of various Council services compared to the performance by the City of Charles Sturt of those attributes are as follows:



The ratings for importance are consistent with 2021 scores with the exception of cultural experiences / events, Community Centres / Council Halls / Town Halls and Libraries all rating lower in importance this year. The ratings for Charles Sturt Council are also all lower (some very substantially) on last year's scores. As we work through this entire study, scores are down across the board, and we believe this is a reflection of being in the third year of the COVID-19 pandemic and the pressures on the cost of living for households. This report is unfortunately quite negative compared to 2021.

Interestingly, the panel again this year rate Council achievements lower across the board than the non-panel randomly selected residents. Furthermore, panellists are more likely to rate infrastructure in general higher than the soft services on importance.

When a net promoter score is applied to Council's ratings for these services only two (environmental protection and cultural experiences / events) are negative compared to the Panel where they rate Council poorly on these two attributes as well as local roads / footpaths / shared use paths, and sense of belonging. This mirrors the results from 2021.

Council does very well on Libraries, playgrounds / parks, etc., waste collection and management, sporting clubs, and community centres / council halls / town halls and public lighting. All ratings were considerably lower than 2021 again we believe reflection of the pandemic and cost of living issues faced by many currently.

The main reasons why panellists rate Council low are footpath problems, there is room for improvement, flooding / wastewater management, better tree, bush and lawn maintenance, bins hard rubbish dumping and road maintenance. It would appear the panellists are more likely to 'see' Council issues rather than the general resident population – they possibly look out for issues. Non-panellists also raised the same issues but added parking, traffic and road maintenance, more awareness of events, development subdivisions, playground, park maintenance and more events for kids, public lighting and slow to inadequate responses (from Council) in descending frequency.

Council services used

The most commonly used Council services are open space (81%, up from 71% in 2021), public toilets (76% up from 66% in 2021), public litter bins (71.5% significantly up on 31.3% in 2021) and off-road walking and cycling paths (56.6% significantly down from 85% in 2021). Other significant differences to last year is that cultural experiences were used by 48% last year compared to less than half that in 2022 at 22% and dog parks has declined from 30% in 2021 to only 18% in 2022.

There are significant differences between panellists and non-panellists with panel members more likely to have used open space, public litter bins, and off-road walking and cycling paths but significantly less events, cultural experiences and recycled water system.

Safety

	Mean	NPS
At home during the day	9.0	65.1
At home during the night	8.3	44.9
In your neighbourhood during the day	8.6	55.6
In your neighbourhood during the night	7.3	10.8
In public places during the day	8.6	55.1
In public places at night	6.9	-5.6

The mean scores above are consistent across both samples of panellists and non-panellists although panellists rate safety at night in their home, neighbourhood and public places significantly below that of panellists. These scores are very good in comparison to other Council areas.

Words associated with the City of Charles Sturt

Panellists provided the following positive words: attractive area / progressive, beach, community, convenient, nature, clean and safe.

The non-panellists were very similar and talked about nice to area to live, beach, room for improvement, community, safe, friendly, nature, attractive area / lifestyle, clean, library and other facilities, easy/relaxed, accessible, convenient, comfortable, quiet and close to city.

Prompted slogan recall

The majority of panellists recognised the old 'Hello I'm Charles Sturt' slogan and 8% recalled the new slogan of 'The City of Charles Sturt means the world'. Non-panellists also recalled Hello I'm Charles Sturt and 9% recalled "The City of Charles Sturt means the world". Recall for the current slogan has improved since 2021 when it was only 6%.

Ratings on various statements

The total sample scores (that we recommend Council uses) are as follows:

	Mean	NPS
City of Charles Sturt is environmentally green	6.9	-11.4
The City of Charles Sturt is a great place to live	8.2	38.6
The City of Charles Sturt promotes resilience and offers support in times of crisis	6.3	-25.7
I feel a sense of community and belonging in the City of Charles Sturt	7.0	-2.0
I am satisfied with the services and programs provided by Council	7.0	-2.7
I always feel that I can have a say in my local community	6.8	-6.1
The City of Charles Sturt is a place of opportunity for businesses	6.9	-7.9
The City of Charles Sturt is culturally rich	7.4	6.5
The City of Charles Sturt offers diverse experiences	7.0	-4.2

Panellists rated diverse experiences and the promotion of resilience and support in times of crisis significantly lower and in fact rated all of the above statements lower than the non-panellists.

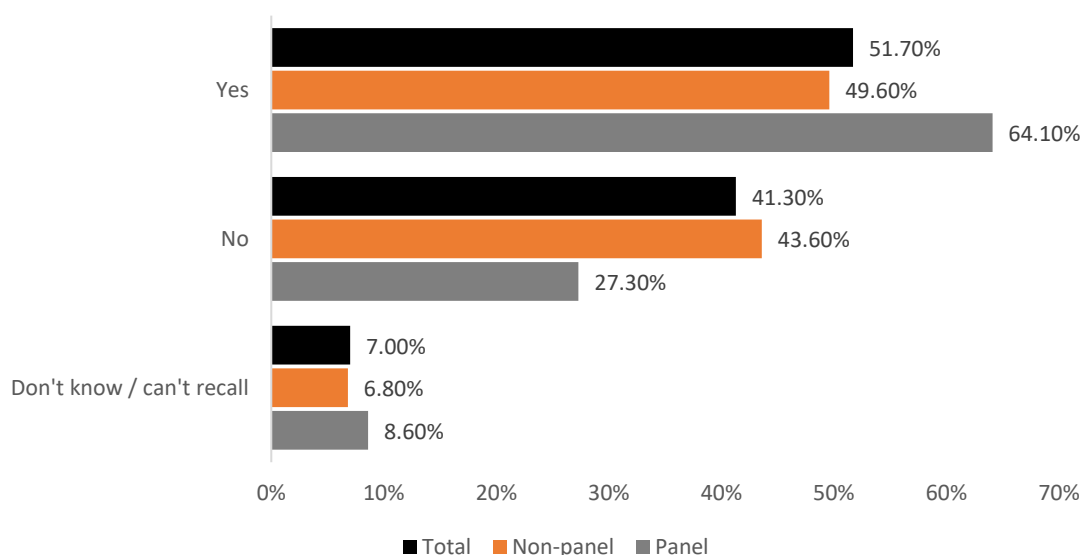
The areas for Council attention or communication are those that were rated by NPS as the most negative and these include:

The City of Charles Sturt promotes resilience and offers support in times of crisis.

The City of Charles Sturt is environmentally green

Percentage of those who have had enquiries / requests in last 12 months

Enquiries / requests for service from Council in last 12 months.
panel n=128, non-panel n=725, total n=880



Panellists are significantly more likely to have made an enquiry or a request in the last 12 months.

Satisfaction with Council's overall performance

The mean score for performance across the entire sample is 7.3 with a positive NPS of +3.14 slightly lower than the score in 2021 (7.6 and +13.4).

The main reasons why people gave you a low score are that they feel Council could do more, Council doesn't respond, removal / poor maintenance of trees / bushes, traffic and footpaths (but this represents only a very small number of complaints – 25 in total)

Ratings on two statements

'Council provides good value for my rate dollar' scored 6.5 out of 10 and a negative 19.2 NPS (lower than 2021 at 7 and a NPS of -9).

'I value the services that Council provides' scored 7.8 out of 10 with a positive NPS of 22.3 (lower than 8.2 out of 10 in 2021 and a positive 33 NPS).

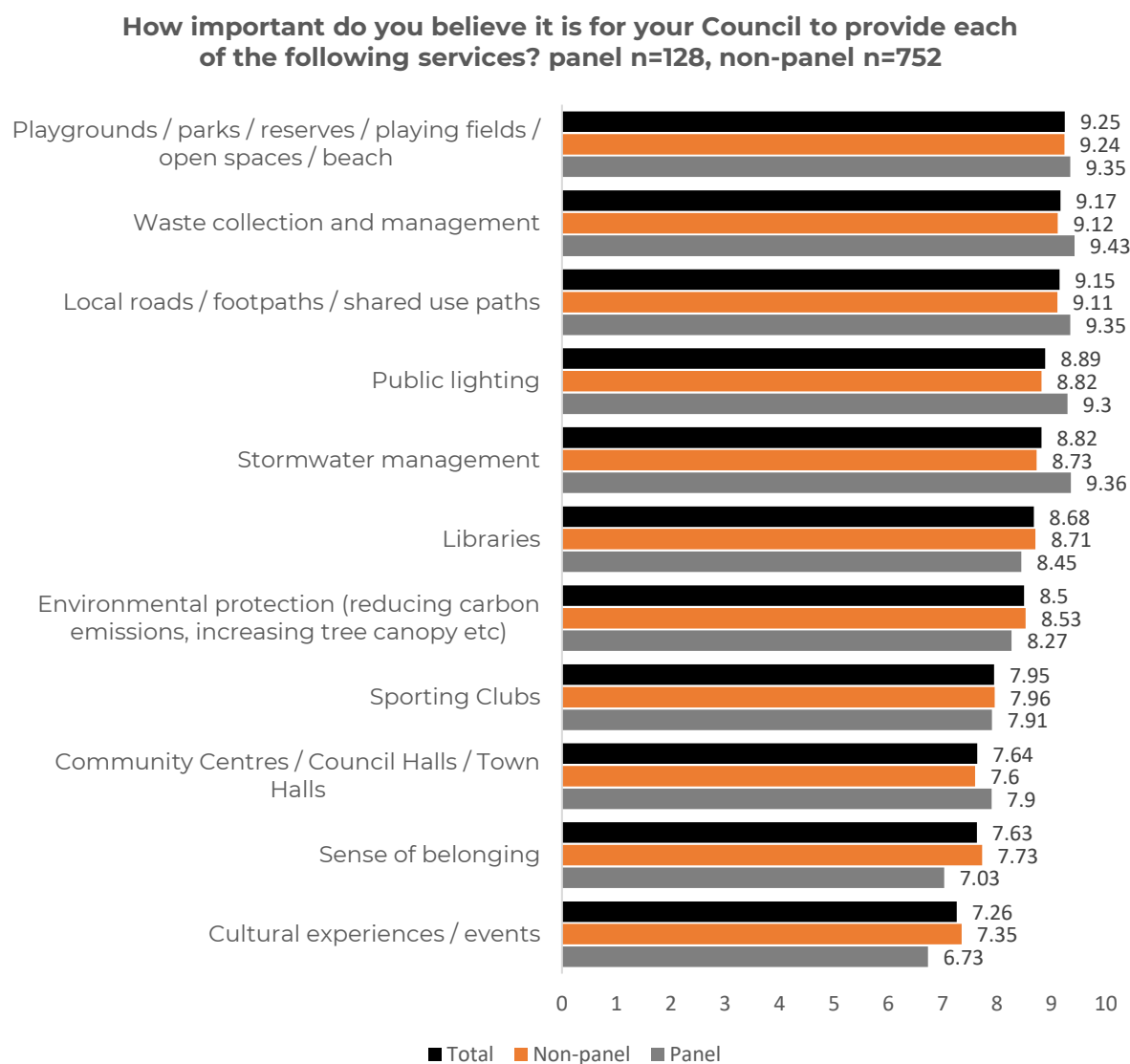
Climate change awareness ratings

The results calculated as a score out of 10 are as follows and are very consistent with two previous studies in April 2021 and August 2021:

	Mean
I have a good knowledge of climate change already	7.9
Taking action on climate change is important to me personally	8.0
I have already experienced the effects of climate change	7.3
In the future I think climate change will impact me personally	7.8
Local councils play an important role in reducing the effects of climate change	8.1

4. Key Findings

Q1: On a scale of 0 to 10, where 0 is not important at all and 10 is extremely important, how important do you believe it is for your Council to provide each of the following services?



The services valued the most are very similar to 2021 with the most valued being playgrounds, parks, reserves, playing fields, open spaces and beach followed by waste collection and management, and infrastructure such as public lighting, stormwater management, local roads, footpaths, shared use paths. The panel members were again more likely to value infrastructure than the non-panel residents indicating a probable difference in knowledge base. Interestingly, the soft services such as cultural experiences / events and sense of belonging are considerably more valued by non-panel than the panel participants.

Females rate the importance of all of these attributes well above the average. Wards that also rate many of these attributes above the average include Henley and Findon.

Analysis of higher-than-average scores on each attribute

Those more likely to rate the importance of waste collection and management higher than the average are females, those aged 35+ years, couples, mature couples/singles, unemployed, retirees, those in other employment, and those living in Grange, Findon and Beverley.

Those more likely to rate the importance of local roads / footpaths / share use paths higher than the average are females, those who are non-binary and prefer not to say, those aged 35+ years, couples, mature couples/singles, unemployed, retirees, and those in other employments, and those living in Henley, Findon and Beverley.

Those more likely to rate the importance of playgrounds / parks / reserves / playing fields / open spaces / beach higher than the average are females, those who are non-binary and prefer not to say, those aged 35-59 years, young and middle families, those who are employed, unemployed and those who live in Grange, Henley, Findon and Beverley.

Those more likely to rate the importance of public lighting higher than the average are females, non-binary and those who prefer not to say, those aged 60+ years, young couples, mature couples/singles, unemployed, retirees and in other employment, and those who live in Findon and Beverley.

Those more likely to rate the importance of stormwater management higher than the average are females, non-binary and prefer not to say, those aged 50+ years, young couples, mature couples/singles, unemployed, retirees, in other employment, and those living in Findon and Beverley.

Those more likely to rate the importance of libraries higher than the average are females, and non-binary, those aged 25-49 years and 85+ years, young families, those in home duties and in other employment, and those living in Grange and Findon.

Those more likely to rate the importance of environmental protection higher than the average are females, non-binary, those aged 50-59 years, and 70+ years, mature couples/singles, unemployed, those in other employment, and those living in Woodville, Findon, Beverley and Hindmarsh.

Those more likely to rate the importance of community centres / council halls / town halls higher than the average are females, and those who prefer not to say, those aged 35+ years, unemployed, retirees, those in home duties and other employment, and those living in Henley and Beverley.

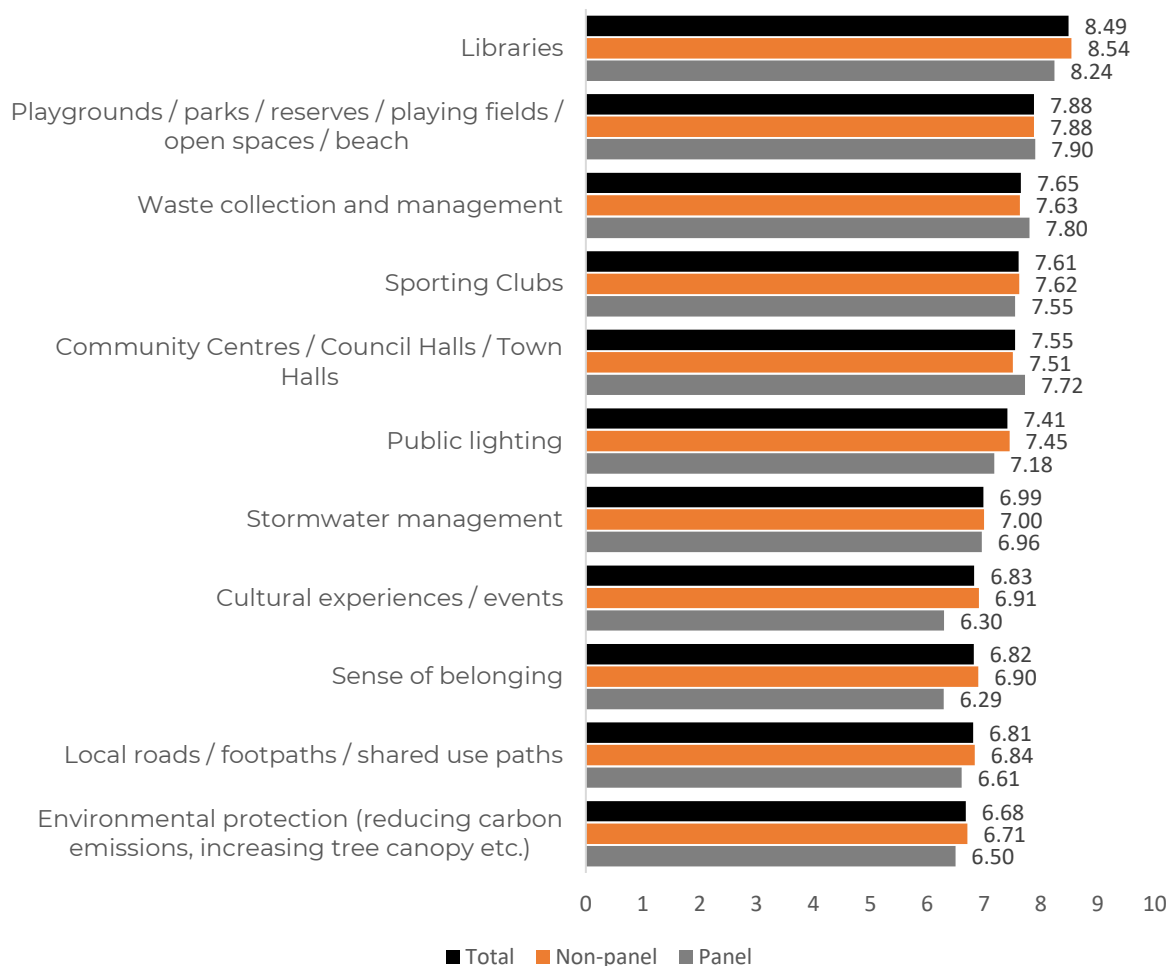
Those more likely to rate the importance of sporting clubs higher than the average are females, those aged 18-34 years, young families and mature families, unemployed, those in home duties and in other employment, and those living in Henley and Findon.

Those more likely to rate the importance of sense of belonging higher than the average are females, those aged 18-24 years, single people, young families, unemployed, those in home duties, and those living in Grange, Findon and Beverley.

Those more likely to rate the importance of cultural experiences / events higher than the average are females, those aged 25-49 years, single people, young families, unemployed, those in home duties, and those living in Findon.

Q2: On a scale of 0 to 10, where 0 is poor and 10 is excellent, how would you rate the same local Council services provided by the City of Charles Sturt Council?

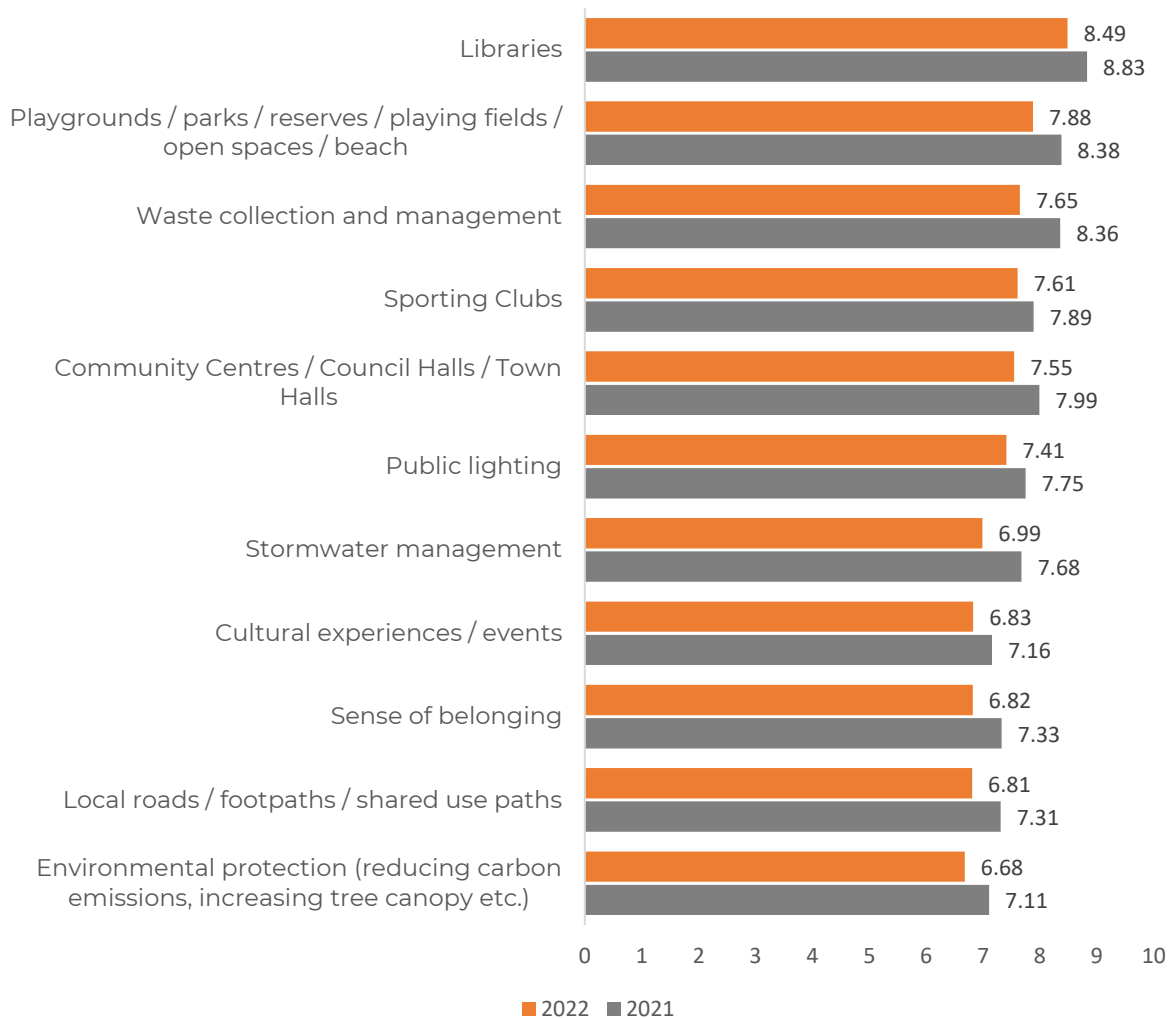
How would you rate the same local Council services provided by the City of Charles Sturt Council? panel n=128, non-panel n=752, total 880



Interestingly when residents are asked how they would rate Council services, the highest ratings go to libraries, playgrounds / parks / reserves / playing fields / open spaces / beach, and waste collection and management. This is unchanged from 2021 although the average scores are considerably less than last year.

The following chart compares the totals from last year to this year and all scores are significantly down indicating less satisfaction across all services.

How would you rate the same local Council services provided by the City of Charles Sturt Council? 2021 n=985, 2022 n=880



There are considerable differences between the net promoter scores of the panel versus non-panel as can be seen in the following heatmap. The panel again this year are consistently harsher in their assessment of how Council rates on each of the attributes except for stormwater management, public lighting and community centres/council halls/town halls. By applying a net promoter score, this gives another dimension to ratings that we thought would provide more detail rather than just the mean.

	Panel	Non-panel
Environmental protection (reducing carbon emissions, increasing tree canopy etc.)	-21.4	-16.5
Cultural experiences / events	-35.5	-14.9
Local roads / footpaths / shared use paths	-22.2	-12.5
Sense of belonging	-25.8	-11.1
Stormwater management	-6.6	-8.4
Public lighting	-2.4	6.8
Community Centres / Council Halls / Town Halls	14.5	6.9
Sporting Clubs	9.5	10.9
Waste collection and management	18.0	20.1
Playgrounds / parks / reserves / playing fields / open spaces / beach	21.6	26.7
Libraries	37.1	49.9

Given the disparity between the two samples (panel and non-panel) we recommend using the non-panel mean scores as your best benchmark as these are more representative of resident views and the sample size is over six times that of the panel. The benchmark means scores are as follows:

	Mean
Libraries	8.5
Playgrounds / parks / reserves / playing fields / open spaces / beach	7.9
Waste collection and management	7.6
Sporting Clubs	7.6
Community Centres / Council Halls / Town Halls	7.5
Public lighting	7.5
Stormwater management	7.0
Cultural experiences / events	6.9
Sense of belonging	6.9
Local roads / footpaths / shared use paths	6.8
Environmental protection (reducing carbon emissions, increasing tree canopy etc.)	6.7

Q3: Looking at your answers above, please tell us why you think the services that you rated 5 or less are not more highly rated.

Panel

- Footpaths problems (maintenance, lighting) (27 comments)
- Room for improvement (19 comments)
- Flooding/wastewater management (11 comments)
- Better tree, bush, and lawn maintenance (10 comments)
- Bins/hard rubbish dumping (9 comments)
- Road maintenance issues (8 comments)
- Don't use those services (3 comments)
- Development subdivisions (2 comments)
- Other (12 comments)

Other comments included:

- Attempts at environmental initiatives have been made but are far from what is required. There has been very little action in encouraging a sense of belonging other than maintaining parks
- Community Centres have been closed down/demolished in the past. The only cultural awareness council seems to push is the Aboriginal one. A few posters & slogans do not make a sense of belonging. New libraries named in a foreign language make for less feeling of belonging.
- From experience.
- I can't see the connection between council and sense of belonging.
- I get most of my reading material through other libraries. Charles Sturt is not good at providing a wide ranging and extensive choice of BOOKS.
- I'm very happy with the services I receive from Charles Sturt Council
- Lack of bike paths on major arteries and STILL waiting for coastal bike path linking Semaphore to Grange to be completed. Cycling encourages healthy living and is very helpful for the environment as it reduces emissions.
- Lighting is often insufficient in suburban streets particularly around Croydon. We can always do more with environmental protection and this must be an ongoing key priority
- Poor experience with new West Lakes library. Little or no parking, pitifully small range of books and not clearly laid out. Poor signage to it.
- Rates too high
- Seem like council could improve in these areas. I would like to see more aged services for people who need them
- The lighting around the St Clair waterways is inadequate. Especially since there is no fencing around parts of the waterways. Not sure if it was because of lighting, but someone has drowned there before. A lot of trees have been cut down in recent years, but I don't know that they have been replaced.

Non-panel

- Footpath problems (71 comments)
- Bins/hard rubbish dumping (56 comments)
- Better tree, bush and lawn maintenance (48 comments)
- Flooding / wastewater management (41 comments)
- Parking, traffic and road maintenance issues (40 comments)

- Room for improvement (39 comments)
- More awareness of events / Not enough community/cultural events (24 comments)
- Development subdivisions (21 comments)
- Playground, park maintenance & more events for kids (19 comments)
- Public lighting (19 comments)
- Slow or inadequate response (17 comments)
- Don't use those services (15 comments)
- Library, Community centre (15 comments)
- More sporting facilities (11 comments)
- Council isn't responsible for that (7 comments)
- All are important (5 comments)
- Other (24 comments)

Other comments included:

- As an employee within the Torrensville shopping plaza having 2hr parks in the carpark and all surrounding streets is a real annoyance. Working 9-hour days means I am stopping work 4 times during my shift just to move my car. Perhaps a pass for employees working all day which allows them to leave their car for longer periods of time.
- Either the council is doing a poor job or council is putting money into things that are not their job
- Environmental protection is minimal at best. New homes are being built with no EV charging provisions required. A low-cost electrical conduit is all that is required to allow an electrical installation later on. Why are gas connections the norm? All electric is the only way forward. Burning hydrogen still results in potent greenhouse gases, like Nitrogen dioxide. Combustion is bad! All electric homes need larger electrical conduits for future applications, and EV charging. It's much cheaper to install a larger conduit or wiring with new construction than have to dig up or horizontal bore later on. I'm helping my boys with a house and apartment. The apartments is off the plan and has no solar, or provisions, is dependent on gas for hot water and cooking, and the carport area has no EV charging provisions. It will be occupied by my son who is on a disability pension with limited income, yet will have significant energy bills. The house is custom designed and is all electric. Heat pumps for hot water and air-conditioning. 3 EV conduits from garage to meter box. Will have a 15KW solar system. It will be occupied by a full-time professional working in finance. He has a good income but no energy or fuel bills. Not fair, but the council didn't require the apartments to be future proof, so the developer won't even allow it to be added. I'm not aware of anything the council does to provide a sense of belonging.
- Greyhounds allowed off leash in dog parks
- Henley Square needs a lot more shade. We recently visited Bondi Beach where they have big retractable shades on big steel rods. These could be wound down if it was too windy. Temporary shade could also be provided on the beach in Summer. With the risk of skin cancer, the Council should feel obliged to provide more shaded areas. More drink taps are essential as well.
- House couple of doors down has prisoners relocated as halfway house; included stabbing, not resident friendly
- I down sized into the area of Seaton, (from Morphetville just 6 yrs ago), love living here, and have been and spoken to the council staff, and they have been very helpful. I am impressed by how much has been achieved since I have been here (an older area). So many new houses, trees (much needed) have been planted, and impressed with our Lady Mayoress who has attended most of the meetings held by local politicians, listening and taking part in any

conversations brought up by locals. I felt very impressive (sic), especially when results happened. I think Charles Sturt Council is progressive, and love living here. Look forward to further improvements. Thankyou.

- I think more could be done in terms of sustainability and protecting our environment. Such as providing education around sustainability and providing waste bins for soft plastics etc.
- I think the CCSC could do better. Beautifying 55 May St which is a parcel of vacant land. Bins to be picked up on the day rather than over a 2/3-day period. Signage on new library at West Lakes-really!!! Use a bigger font so that we can read 'Library'. It took me many weeks to locate it as I don't speak the indigenous language (didn't know there was one) and when I finally stumbled upon it, I couldn't get a park!!
- I think there needs to be a lot more environmental procreation of old buildings, trees, open space, increase recycling stations across the council area like what is at Hindmarsh, promotion of sustainable and energy efficient housing with open space, ways to make homes more energy efficient and to transition to be powered by 100% renewable energy. There needs to be more recycle, compost and 10c deposit bins located in public areas e.g. Parks, beach etc.
- I'm not very aware of any green initiatives and the lighting on my street is quite poor
- I'm not sure what you are doing to reduce carbon emissions.
- It is clear that across the Council area we are losing tree canopy on private land when it is being redeveloped and also once homes are sold and owners don't nurture the one tree that the developer may have planted as a replacement for the old trees that were cut down. With the demise of the local Messenger Press to a very brief online version, residents are not exposed to a common source of information about what is happening in their council area - other than the Council's newsletter, unless residents proactively seek out specific information. Therefore, the newsletter should come out more frequently and perhaps have a section where local schools, clubs, not for profit community groups, could provide updates. Better local small bus transport should be available and regular, linking to the metropolitan public transport services, and available for all (does not have to be free for all) to help everyone move away from car use, and particularly support all older, disabled, children, adolescents, tourists move around within the council area. Not everyone can use the pay bikes. This will help people feel connected / maintain connection. Also replace removed bus stop shelters if these are Council responsibility. I catch the H 32 bus for work and an elderly gentleman used to regular stop at the bus stop for a rest during his morning walk. When the bus stop shelter was removed, he stopped walking. Also I think it would make all people feel more connected if they knew of the local Kaurua and early history of the area. This could be done with signs at local parks explaining early history. The council has wonderful detailed information about how local Kaurua people moved, lived in and used the local area and local history groups have good information about early development of suburbs (e.g., dairy and cow paddocks at Henley Beach South), market gardens throughout many suburbs etc.
- It's such a transient community. Finding time for a sense of belonging is hard
- More beach management
- More communication to residents needed about what our rates are being used for and having more of a say about how they are being used. Not enough rates being used to replace footpaths, rather doing patch up jobs.
- Need to use ratepayers' money in more appropriate ways instead of frivolous spending on legal fees for councillors that are repeat offenders and unnecessary pet projects of councillors!
- Public toilets are deplorable in public spaces, they seem to only be cleaned outside March to end of September very scarcely. I need to bring my own toilet paper. My requests have fallen

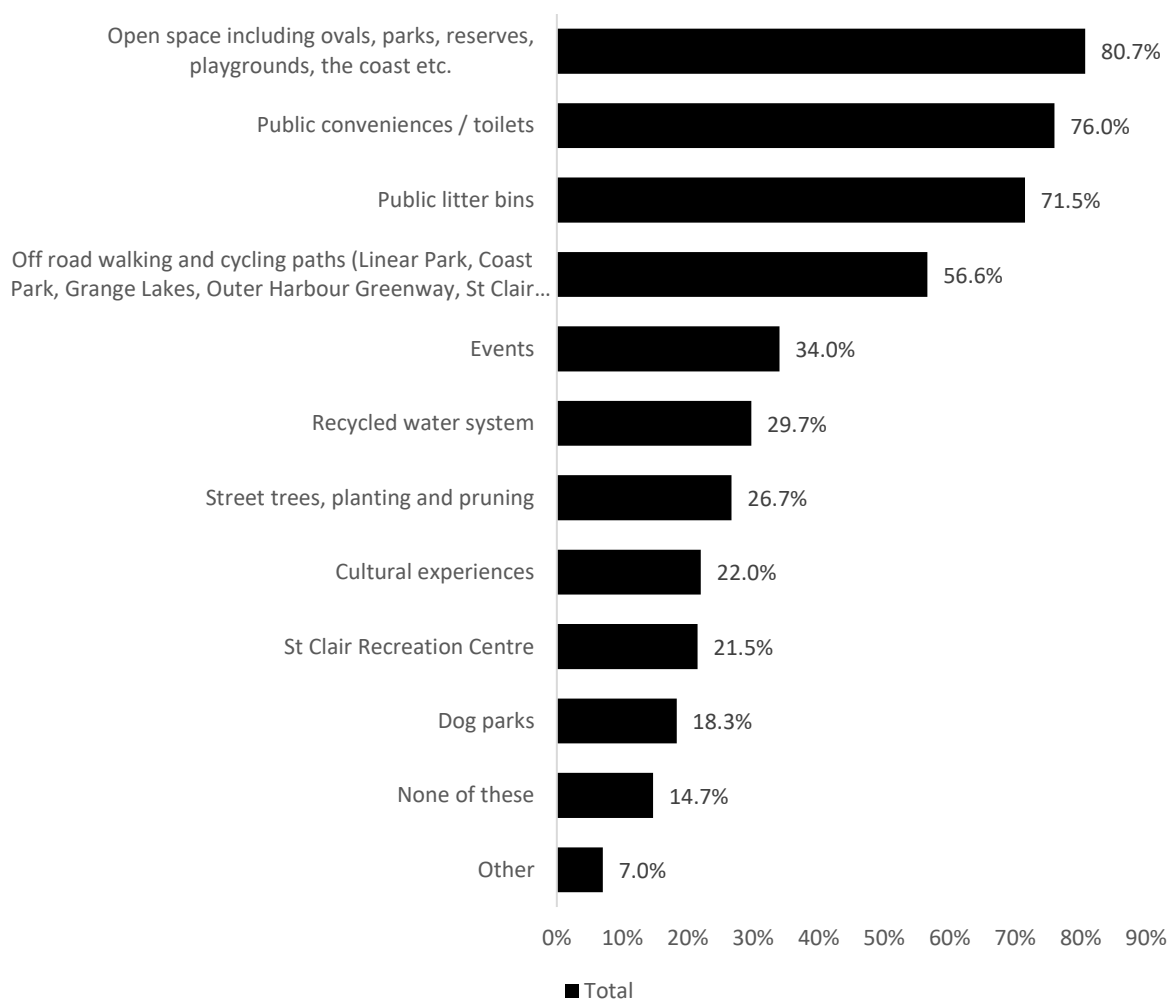
on deaf ears. Met with Mick but it is getting worse. The cleaning schedule has disappeared. More signage for shared paths with bikes. Slow down signs for bikes are required.

- The council focuses too much on cars as a form of transport, and not enough on active transport. We need a bicycle network that is a network and not just a series of disjointed bits of path. We need to reduce people's reliance on cars by providing real alternatives such as active transport and public transport. Stormwater management is a problem in Henley and Grange, but it is possibly intractable due to the low lying area. The tree cover in Charles Sturt is one of the lowest in Adelaide, and needs to be increased quickly. This is a very easy way to mitigate the effect of heatwaves.
- The Henley Beach area is getting too busy. It is almost impossible to find a park in Summer. The public spaces are getting crowded and there are always queues for the takeaway shops.
- They should supply some way like chemicals paints batteries where older people have to drive a distance to dispose of.
- Waste collection has been a nightmare this winter with missing collections in some areas for weeks. Council did not manage Cleanaway properly, instead relaying messages from contractors, like a toddler. Remember you're employed to provide this service for residents so if you can't do it, resign. You're good at stating what you've done well, how about self-criticise what you have not done? Carbon reduction: no incentives or support for cyclists. You don't need to talk up EV, solar battery and all because it is already done by state and federal governments. I suggest you focus on what you're capable of and what matters more in community. Start with supporting cyclists and/or discourage motorists.
- Where we live in West Lakes, we have had a playground built right behind our house. This has caused many problems, ranging from noise issues, to youth hanging around. We have had vandalism - causing damage to our roof. The West Development is causing traffic issues and increasing the number of cars parking in our street to visit people in the development across West Lakes Boulevard.
- You waste so much money on the library when that is so old school. Why do you have so many community activities for children at the library, what about older people

Q4: Which of the following Council services have you used in the last year?

We have provided charts on the total sample of 880 as well as the panel and non-panel samples on the following pages. Non-panel respondents were more likely to attend events, use public conveniences/toilets, go to the St Clair Recreation Centre and participate in cultural experiences than the panel participants. In all other services, the panel and non-panel were mostly equal.

Which of the following Council services have you used in the last year? Total n=880



Analysis by demographic

Those more likely to use open spaces are females, those aged 35-49 years, young and middle families, those in other employment, and those that live in Beverley.

Those more likely to have used off road walking and cycling paths are aged 25-34 years, young couple and middle family households, students, and those living in Henley and Beverley.

Those more likely to have used a public convenience are aged 18-49 years, single people, young and middle family households, employed and students, and those living in Grange and Henley.

Those more likely to have used cultural experiences are aged 35-49 years, young and middle family households, those in home duties, and those living in Henley.

Those more likely to have used public litter bins are aged 35-49 years, middle family households, students and those in other employment, and those living in Grange, Henley and Beverley.

Those more likely to use dog parks are females, those aged 18-34 years, young families, students and those unemployed, and those living in Semaphore Park, Woodville, Beverley and Hindmarsh.

Those more likely to use the recycled water system are those aged 18-24 years, single people and mature couples/singles, those who are unemployed or students, and those who live in Grange.

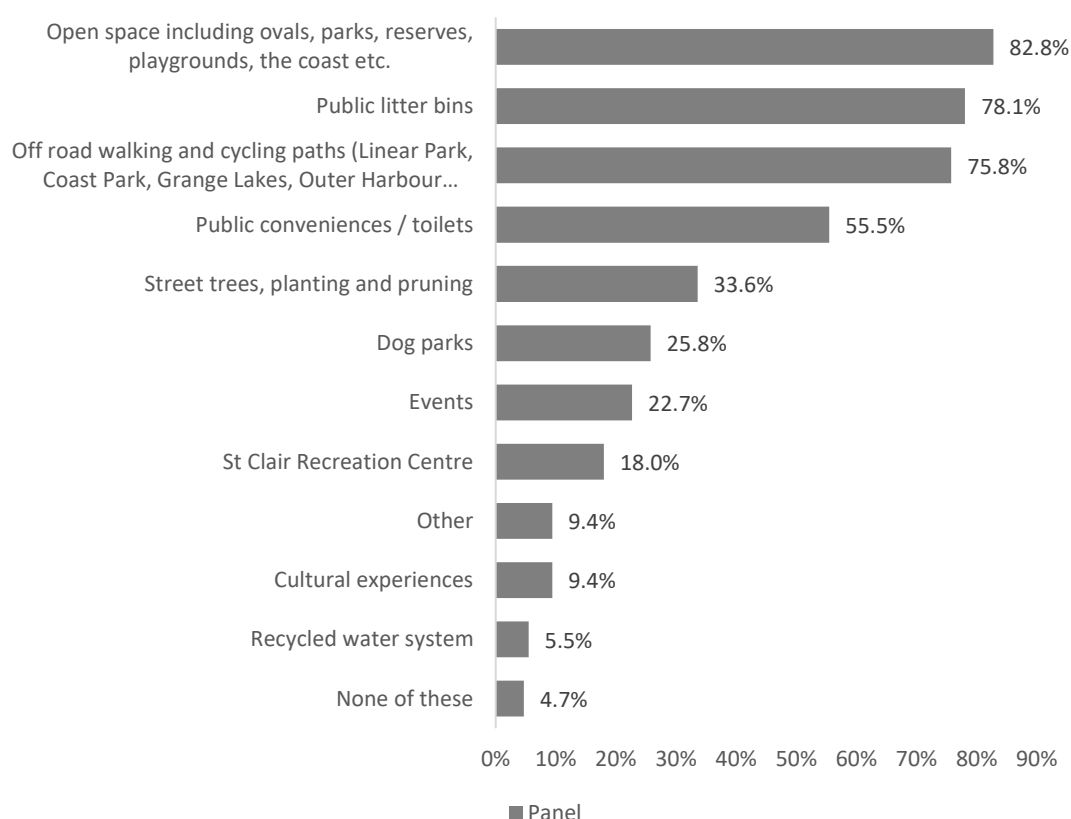
Those more likely to have used St Clair Recreation Centre are aged 18-49 years, young and middle family households, those who are employed, unemployed and in home duties, and those living in Grange, Woodville and Beverley.

Those more likely to have gone to events are aged 25-49 years, single people, young and middle family households, those who are employed, and those who live in Henley.

Those more likely to have used street trees, planting and pruning services are males, those aged 50-59 years, young couples, unemployed, and those living in Henley, Beverley and Hindmarsh.

Panel

Which of the following Council services have you used in the last year? panel n=128



Panel	Male n=61	Female n=66	Non-binary n=0	Prefer not to say n=1	Total n=128
Open space including ovals, parks, reserves, playgrounds, the coast etc.	75%	89%	0%	100%	83%
Off road walking and cycling paths (Linear Park, Coast Park, Grange Lakes, Outer Harbour Greenway, St Clair Greenway)	75%	80%	0%	100%	78%
Public litter bins	74%	77%	0%	100%	76%
Public conveniences/toilets	57%	53%	0%	100%	56%
Street trees, planting and pruning	31%	36%	0%	0%	34%
Dog Parks	28%	24%	0%	0%	26%
Events	15%	30%	0%	0%	23%
St Clair Recreation Centre	16%	20%	0%	0%	18%
Cultural experiences	7%	12%	0%	0%	9%
Other (please specify)	7%	12%	0%	0%	9%
Recycled water system	7%	5%	0%	0%	6%
None of the above	7%	3%	0%	0%	5%

	Semaphore Park	Grange	Henley	West Woodville	Woodville	Findon	Beverley	Hindmarsh	Total
Open space including ovals, parks, reserves, playgrounds, the coast etc.	94%	83%	84%	100%	67%	65%	82%	92%	83%
Public litter bins	100%	88%	74%	82%	67%	59%	71%	83%	78%
Off road walking and cycling paths (Linear Park, Coast Park, Grange Lakes, Outer Harbour Greenway, St Clair Greenway)	88%	79%	90%	73%	58%	53%	88%	67%	76%
Public conveniences / toilets	69%	63%	63%	64%	25%	35%	65%	50%	56%
Street trees, planting and pruning	44%	17%	37%	46%	17%	29%	41%	50%	34%
Dog parks	44%	21%	16%	46%	33%	0%	29%	33%	26%
Events	25%	17%	37%	46%	17%	12%	12%	25%	23%
St Clair Recreation Centre	19%	8%	16%	64%	33%	6%	12%	8%	18%
Cultural experiences	19%	4%	16%	9%	0%	6%	0%	25%	9%
Other	6%	13%	5%	9%	17%	12%	0%	17%	9%

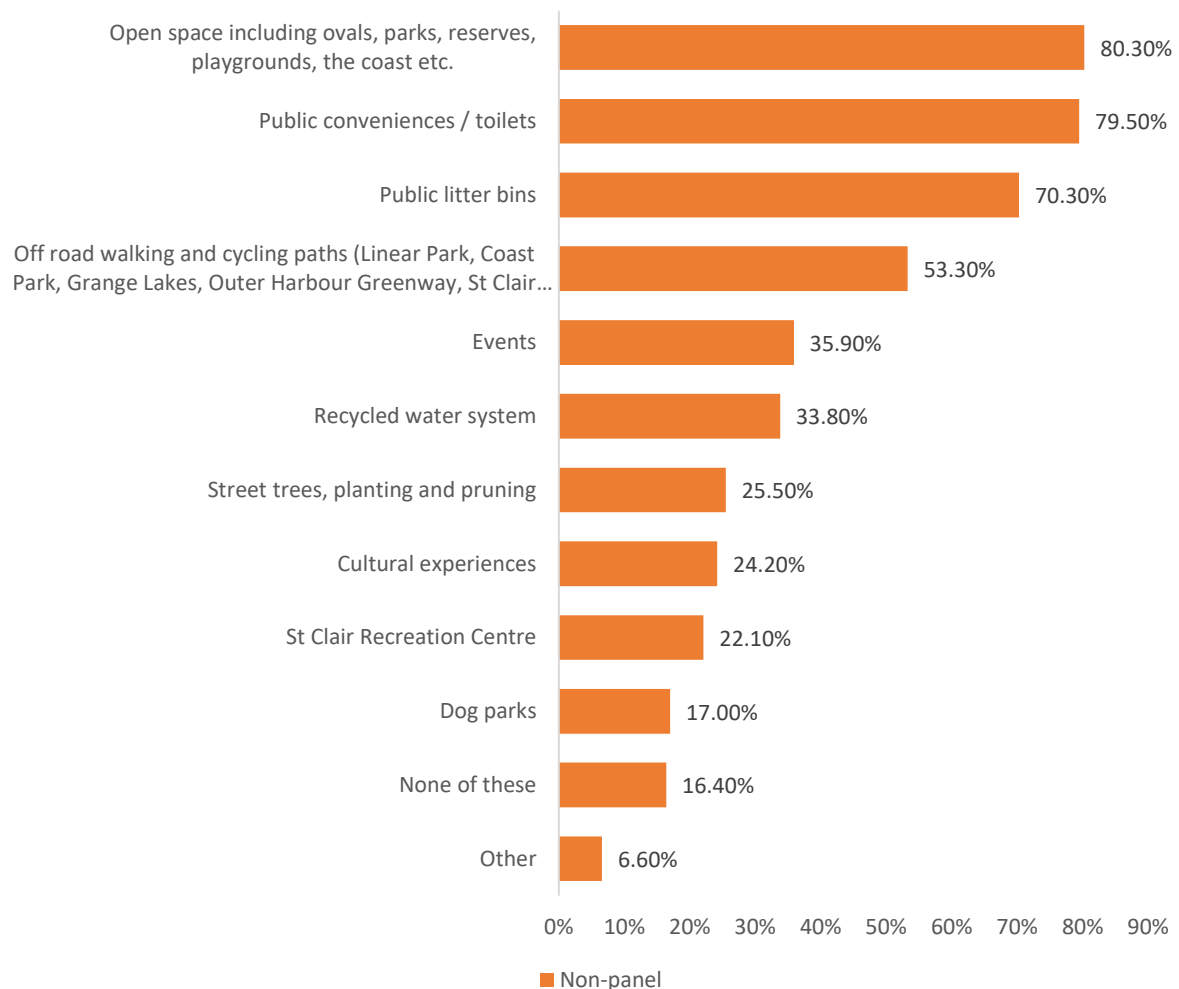
Recycled water system	6%	8%	0%	0%	17%	6%	0%	8%	6%
None of these	0%	0%	5%	0%	0%	18%	6%	8%	5%

Other services mentioned by the panel included:

- Library (3 comments)
- Reserves (3 comments)
- Beaches (1 comments)
- Aged care programme
- Council gardeners for reserve alongside property
- Home maintenance
- Sale of native plants
- Woodville Town Hall Events

Non-panel

Which of the following Council services have you used in the last year? non-panel n=752



	Male	Female	Non-binary	Prefer not to say	Total
Open space including ovals, parks, reserves, playgrounds, the coast etc.	78%	82%	100%	65%	80%
Public conveniences / toilets	80%	79%	50%	95%	80%
Public litter bins	70%	71%	100%	50%	70%
Off road walking and cycling paths (Linear Park, Coast Park, Grange Lakes, Outer Harbour Greenway, St Clair Greenway)	52%	55%	100%	20%	53%
Events	34%	38%	50%	10%	36%
Recycled water system	35%	31%	50%	65%	34%
Street trees, planting and pruning	28%	24%	100%	20%	26%
Cultural experiences	23%	24%	50%	35%	24%
St Clair Recreation Centre	21%	23%	100%	5%	22%
Dog parks	13%	19%	50%	10%	17%
None of these	18%	15%	50%	25%	16%
Other	6%	7%	0%	15%	7%

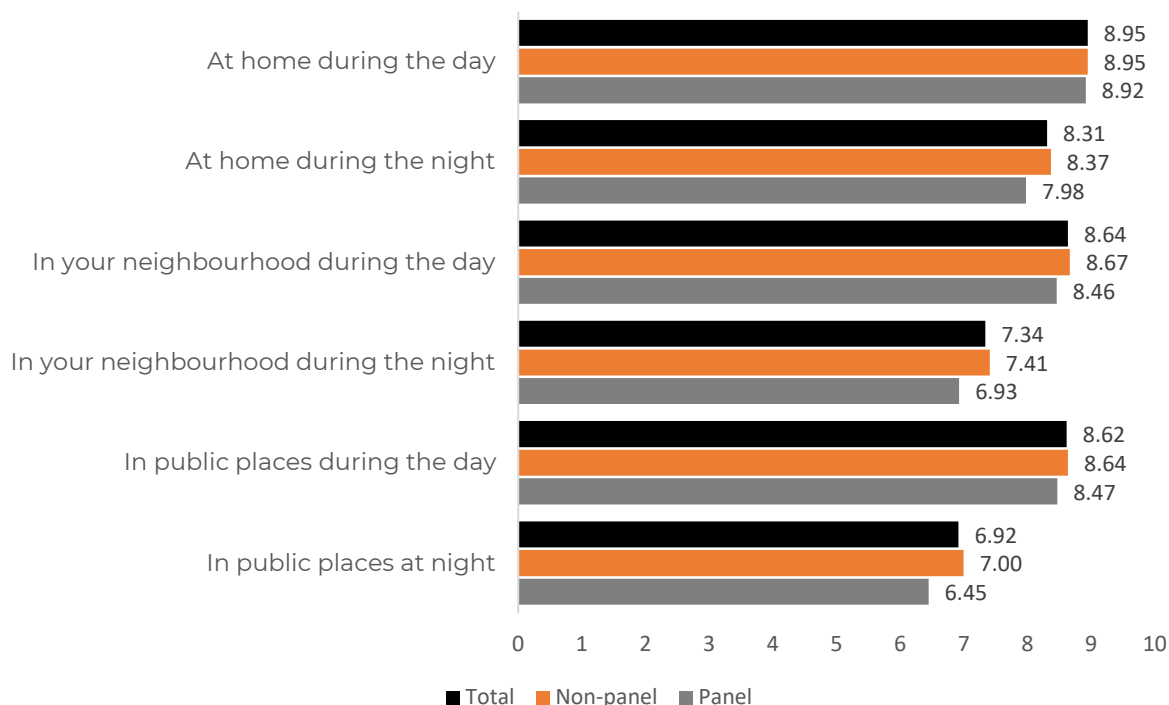
	Semaphore Park	Grange	Henley	West Woodville	Woodville	Findon	Beverley	Hindmarsh	Total
Open space including ovals, parks, reserves, playgrounds, the coast etc.	85%	82%	88%	64%	67%	82%	80%	70%	80%
Public conveniences / toilets	83%	82%	82%	71%	69%	74%	90%	80%	80%
Public litter bins	64%	78%	87%	58%	59%	66%	57%	55%	70%
Off road walking and cycling paths (Linear Park, Coast Park, Grange Lakes, Outer Harbour Greenway, St Clair Greenway)	46%	58%	69%	46%	45%	62%	30%	23%	53%
Events	35%	37%	40%	29%	28%	36%	40%	37%	36%
Recycled water system	39%	32%	25%	29%	39%	20%	63%	60%	34%
Street trees, planting and pruning	18%	24%	37%	17%	22%	25%	37%	22%	26%
Cultural experiences	22%	19%	33%	21%	14%	28%	13%	25%	24%
St Clair Recreation Centre	19%	32%	19%	23%	29%	25%	13%	12%	22%
Dog parks	22%	18%	14%	19%	26%	15%	13%	7%	17%
None of these	14%	13%	9%	23%	20%	12%	30%	43%	16%
Other	6%	7%	7%	4%	6%	7%	7%	8%	7%

Other services mentioned by the non-panel participants included:

- Library / Community Centres / Town hall (21 comments)
- Community Garden / Sporting Clubs (5 comments)
- Hard rubbish collection (4 comments)
- Animal management / control
- Beaches, sporting clubs
- Dog Park on Military Road not accessible to wheelchairs, plus footpath is not able to provide access to a wheelchair.
- Dog parks need poo bags regularly replenished
- Doing a good job green
- Duck Pond areas west lakes.
- Henley and Grange Jetty's
- Henley Square
- I hope that they will plant more trees to replace the one's adjacent to the Charles Sturt Cottage
- Looking forward to the new walkway from Semaphore to Tennyson being completed. Long overdue.
- Not enough public toilets
- Not officially a council service, but I have used the lake a lot. Kayaking and swimming.
- OMG, what cultural experiences? Could have fooled me!
- Rapid response for syringe
- Request for footpath repair ignored
- Revegetating dunes
- Walking around Freshwater Lake and walking around West Lakes
- We've taken to pruning ourselves in John's Reserve as well as pruning and planting of verges along our section of Military Road between South St and Henley Beach Road in order to tidy and clean up the area, we're also constantly picking up discarded waste.

Q5: On a scale of 0 to 10, where 0 is not at all safe and 10 is extremely safe, how safe do you feel in the following environments?

How safe do you feel in the following environments? panel n=128, non-panel n=752, total n=880



The mean scores above are consistent across the various samples with the exception that the panel rate safety at night outside of their home significantly lower than the non-panel. We recommend using the total sample for the benchmark for future years. These scores are very good in comparison to other work we have done for other Councils showing that the City of Charles Sturt is regarded as relatively safe.

Analysis by Ward

We thought it would be useful to interrogate the data by ward to see where safety is rated above the average. Grange and Henley residents rate their safety at all times and places the highest of all wards.

In public places at night people, Grange and Henley are above the average but those in Woodville and West Woodville are well below. Those living in Grange, Henley, Beverley and Findon feel safer in public places during the day whereas those living in Woodville and West Woodville are well below.

The Henley and Grange wards are the highest for safety in your neighbourhood during the night but West Woodville, Woodville, Beverley and Hindmarsh are all well below. The Henley and Grange wards are also the highest for safety in the neighbourhood during the day but West Woodville and Woodville are well below.

The Grange and Henley wards rate safety at their home during the night highest but West Woodville, Woodville and Hindmarsh are well below. Henley and Grange wards rated the highest for safety at home during the day with West Woodville and Woodville well below.

To give some granular view on the mean scores above, we applied the net promoter score calculations to the safety ratings with the following results.

	2022	2021
At home during the day	65.1	64.5
At home during the night	44.9	45.3
In your neighbourhood during the day	55.6	57.5
In your neighbourhood during the night	10.8	17.8
In public places during the day	55.1	53.7
In public places at night	-5.6	8.6

Q6: What words come to mind when you think of living in the City of Charles Sturt? Please list as many words / sentences as you like.



Panel

- Attractive area / Progressive (36 comments)
- Beach (28 comments)
- Community (23 comments)
- Convenient (14 comments)
- Nature (13 comments)
- Clean (9 comments)
- Safe (9 comments)
- Comfortable / Enjoyable (7 comments)
- Affordable (6 comments)

- Friendly (6 comments)
- Close to city (5 comments)
- Shopping (5 comments)
- Dining (4 comments)
- Other (29 comments)

Other responses included:

- All talk no action
- Beach, no car parks, potholes, cracked footpaths
- Competent but not exciting or innovative compared with other councils. Not much publicity reaches me about services or events.
- Diverse, bloody-hot (in summer)!!!! Progressive, enjoyable, engaging but slow to act
- Diverse, coastal, beach, quite affluent areas, quite poor areas, housing trust renewal overdue, multicultural, commercial, lakeside attractions, recreational, sporty, attractive in places, busy roads, constant litter including hard rubbish that are not cleaned up and remain on the verges for ages, too many stray shopping trollies, ugly and poorly maintained roads and footpaths, not enough tree-lined streets, railways, good cafes and eateries, Henley foodie destination, Vietnamese and Greek food, lack of good schools, hoons doing burnouts all the time.
- Everyday suburbia.
- False they spend money where they live and where its well seen
- Generally good. Some night hoons. Occasionally abused by indigenous drunks. Can't rely on police help... there was a bloke in the big vacant block corner of William St and Toogood Ave Beverley Screaming and carrying on. I rang the cops after my doorbell got jammed on by "someone" during the middle of his carrying on, and I didn't want him coming back on my property and damaging things. I called the police at 7.20pm, the screaming and ranting continued until about 9pm but the police never came!
- Generally safe. Not safe with streets being crowded by too many cars parked on streets making exiting driveways difficult to exit, & also to turning right onto busier streets due to larger vehicles parked obstructing view of oncoming traffic
- Good. Community-feel. Great event offers. Great parks. Good footpaths
- Helpful, useful, libraries are excellent
- I hate these questions. It's actually quite a meaningless question. I really like where I live but is that down to the council? It's about the people who live here, their unpretentiousness, the multicultural nature, the location between city and sea, but none of that is due to the council.
- I love living here near the beach and the lake. I wish we had more trees for shade and for the birds.
- I love living in Cheltenham, but the Charles Sturt Council let the local residents down when the Port Adelaide Football Club redevelopment was allowed to go through. I understand that the redevelopment was a part of the Port Adelaide Enfield Council, but this affected the residents of Charles Sturt and the council simply said, "Not our problem".
- I love the open spaces and houses on big blocks with lots of foliage, pity this is disappearing, we should hold onto these. Love the linear park and the council maintains this extremely well. For me the library is great, always a good atmosphere when I enter it.
- Impersonal uncaring irrelevant
- Lack of trees
- Lived in this council area for 77 years (2 years in Whyalla) Now that We (my wife & I) request help from the council they have declined to assist. I believe that the age and elderly needs to be better provide by the council and if it not their obligation then the council should assist

them in obtain it from other Govt departments or are told that they do not meet the requirements for assistance.

- Mention before more services for aged rate payers. Try to contact people at Civic is useless. Say can't help but no information about how I obtain it
- Money hungry. Rates just keep going up and as well the values go up so council double dips. I live on Marlborough St and I walk daily. So many footpaths in the area are a disgrace. Stop thinking up new fancy programs when you have so many of the basics that are not great. Love the square extension, markets, and everything you have done there but keep doing local stuff and leave the global politics to the state government.
- Nice area streets need sweeping, council rates are starting to creep up, starting to get overcrowding due to redevelopment from one home being knocked down and putting up 2 or 3 homes.
- Overdeveloped. High density housing. Congested street parking. Congested beach parking. Unkempt street verges. Unsuitable street trees that will present future problems. Obtrusive street trees.
- Parts of Woodville are safe and enjoyable, but areas are going backwards, cars parked on streets no wonder rubbish collection is difficult for the drivers, honestly some people don't have a brain.
- Sometimes clean, used to be safe at night, able to use St Clair oval for training used train at St Clair stadium for free, good people live in the area, should hold sporting events i.e., biathlons or senior basketball games
- Too many flats and non-permanent residents. Currently a person who does not live in our street, parks in the street overnight, turns on his car at 5.30 am and runs it very loudly for 5 minutes before taking off, wakes me up most mornings and sleep eludes me after that.
- Top heavy, catering for the lowest common denominator, too left wing.
- Tree lined streets; good transport; Council commitment to increasing green canopy; good rubbish collection
- Two tiered suburbs and services.
- Wanting my money, with nothing in return

Non-panel

- Nice area to live/for family (197 comments)
- Beach (141 comments)
- Room for improvement (130 comments)
- Community (94 comments)
- Safe (74 comments)
- Friendly (67 comments)
- Nature (64 comments)
- Attractive area/Lifestyle (63 comments)
- Clean (59 comments)
- Library & other facilities (53 comments)
- Easy/Relaxed (42 comments)
- Accessible (41 comments)
- Convenient (37 comments)
- Comfortable (31 comments)
- Quiet (28 comments)
- Close to city (24 comments)
- Traffic issues (20 comments)
- Shopping (15 comments)

- Dining (13 comments)
- Home (12 comments)
- Expensive (7 comments)
- Affordable (2 comments)
- Other (36 comments)

Other responses included:

- A council full of political influence from one party. A council that funds legal fees for repeat offenders. A council that does not listen to their community despite an overwhelming consultation that says no. A council that does not care above their constituents
- A council that avoids doing anything. And if they do sometimes it's as slow as possible. Defund the council and remove them
- A council that doesn't do Listen. There is a number of council employees that will not do their job and enforce a council policy / local by law. After 2 years, they are still pissing about doing as least amount as possible. While, at the same time making me as angry as you can. I am starting to think City of Charles Sturt is corrupt.
- A council that unfairly doesn't allow greyhounds off leash even in dog parks.
- A privilege
- Alternative collection of people. Predominately going through a gentrification process that if done correctly and existing established high-end suburbs blueprint is followed, can be something special
- Centralised areas surrounded by suburbia
- Communicative. Seem to have their eye on the ball with regards to their residents.
- Concerns on the development of SA Water Treatment Plant 1. Building heights NOT more than 2 storeys. 2. Limitation of street access for major housing development 3. No traffic access into Lochside Drive 4. Adequate off-street parking spaces. 5. Cadmium contamination of the site must be thoroughly cleaned in great care.
- Convenient. Well located. Would be nice to demolish all the housing trust homes and shift those people somewhere else to improve the standard of people living in parts of the area.
- Convenient. Safe. Tidy. Melancholy
- Convenient, quiet, boring
- Council is an intimidation abuser. Using sneaky methods to shut you up.
- Currently going through change, great communication
- Diverse however the council doesn't seem to support much of diversity. City-fringe of the most liveable city in the world but there are too many old houses (semi-detached housing trust sort of houses) hence too many "not liveable" residents. Flat as a pancake but not good bicycle lane infrastructure.
- Efficient, clean, urbanised, lacklustre (parks and courts)
- Ego of councillors, political affiliations of councillors, influence of lobby groups/outside prominent citizens and commercial interests, lack of common sense with some decisions.
- Excellent. Better than Glenelg.
- Frustrated
- Frustrated
- Generally, the council do a great job.
- Good council. Quick response to requests
- Good council keep street clean
- Gratitude for all we have. Peaceful, content, ever changing for the better and lucky to live in an area well cared for with so many services available.
- Has changes from small to large, gone downhill due to tourist destination

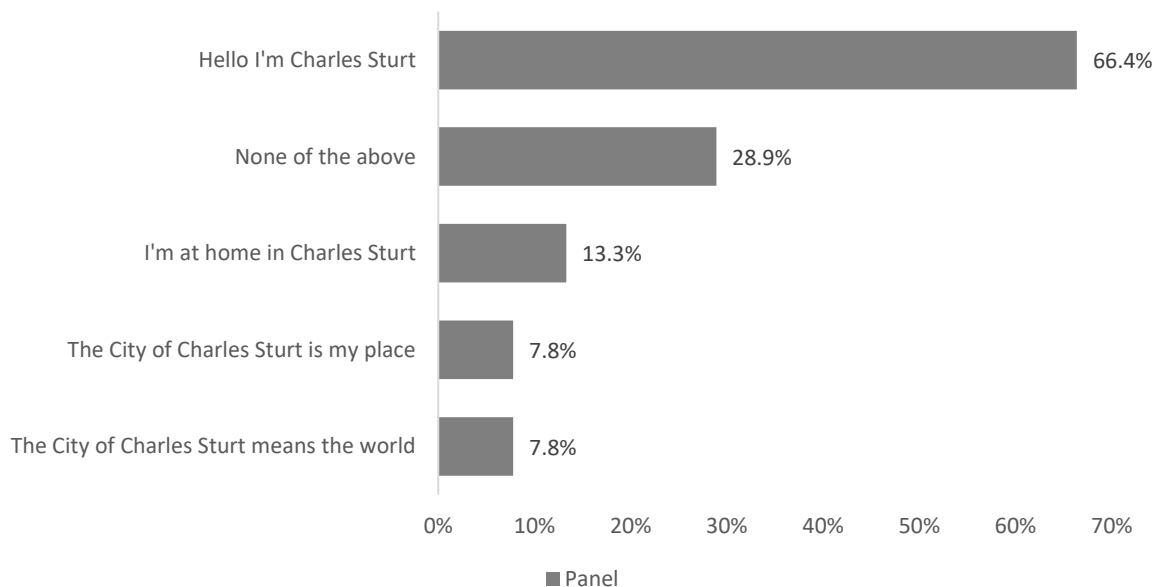
- Have had a home invasion at night. Never happened before. Feeling unsafe.
- Hoons
- Safe & family
- Safe, friendly, secure, easy accessibility, beautiful parks and playgrounds, excellent schools, fantastic conveniences e.g., post office, grocery shops, chemists etc, excellent medical practitioners and family friendly areas.
- West is best
- West is best
- West is best
- West, expensive, red tape
- Western suburbs friendly easy to access. Not as congested as eastern suburbs. Needs more trees
- When all the construction is done it is a lovely place to live.
- Would like more single houses on a block instead of blocks of flats where all the trees have been cleared to make room.

Q7: Which of the following statements do you recall hearing or seeing recently within the Council area? *Multiple response.*

The panel are far more aware of the previous Council slogan compared to the non-panel sample. The new slogan 'The City of Charles Sturt means the world' was recalled by a total relevant sample of 8.4% of the total sample. The previous slogan 'Hello I'm Charles Sturt' is still the most recalled slogan.

Panel

Which of the following statements do you recall hearing or seeing recently within the Council area? panel n=128

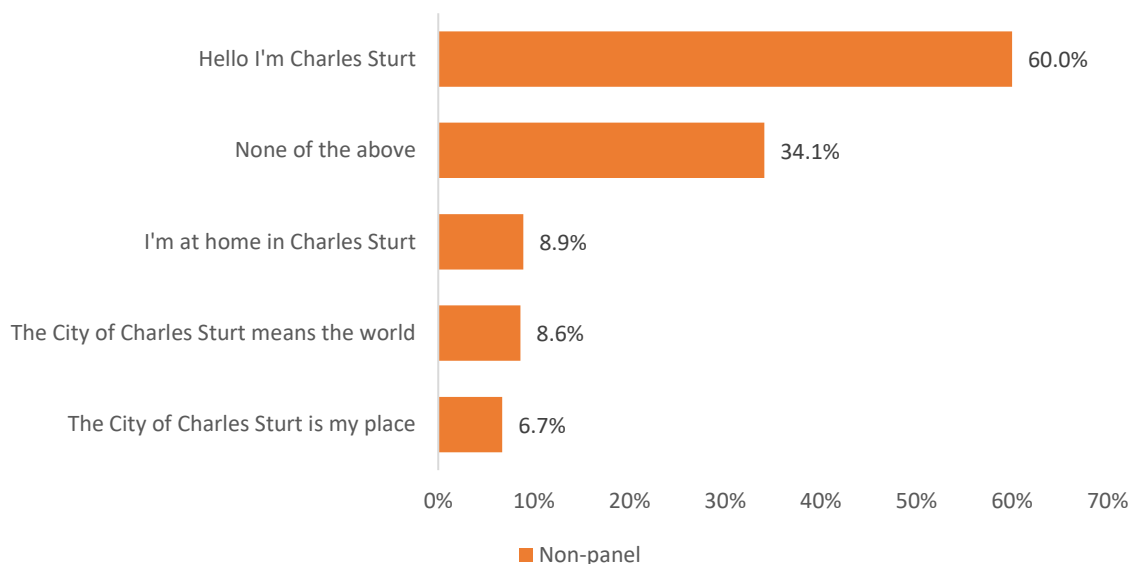


	Male	Female	Non-binary	Prefer not to say	Total
Hello I'm Charles Sturt	59%	73%	0%	100%	66%
None of the above	38%	21%	0%	0%	29%
I'm at home in Charles Sturt	10%	17%	0%	0%	13%
The City of Charles Sturt means the world	5%	11%	0%	0%	8%
The City of Charles Sturt is my place	8%	8%	0%	0%	8%

	Semaphore Park	Grange	Henley	West Woodville	Woodville	Findon	Beverley	Hindmarsh	Total
Hello I'm Charles Sturt	56%	70%	66%	56%	69%	58%	65%	47%	60%
The City of Charles Sturt means the world	6%	11%	10%	6%	9%	0%	4%	19%	9%
The City of Charles Sturt is my place	6%	5%	3%	0%	13%	13%	9%	9%	7%
I'm at home in Charles Sturt	10%	9%	6%	3%	13%	8%	13%	11%	9%
None of the above	39%	23%	34%	34%	25%	38%	30%	40%	34%

Non-panel

Which of the following statements do you recall hearing or seeing recently within the Council area? non-panel n=405

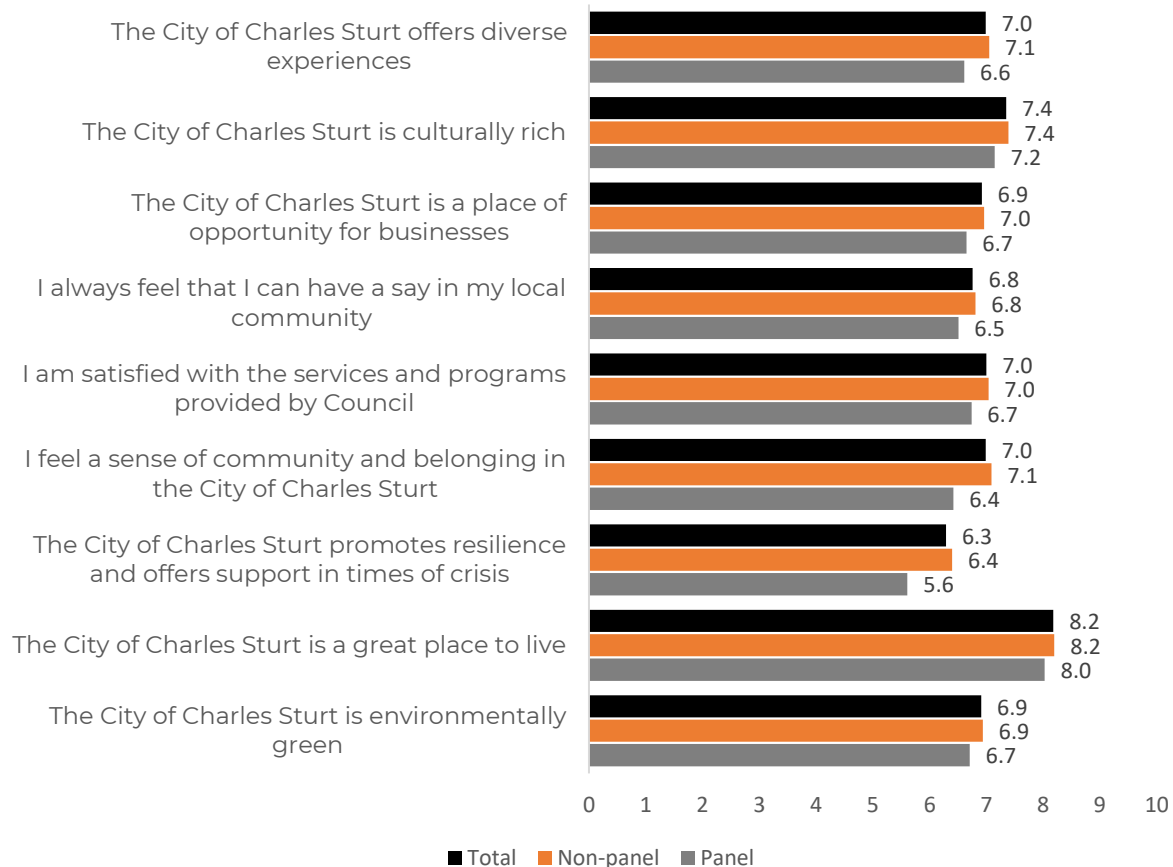


	Male	Female	Non-binary	Prefer not to say	Total
Hello I'm Charles Sturt	56%	65%	100%	33%	60%
The City of Charles Sturt means the world	8%	10%	0%	0%	9%
The City of Charles Sturt is my place	9%	6%	0%	0%	7%
I'm at home in Charles Sturt	7%	10%	0%	6%	9%
None of the above	40%	29%	0%	61%	34%

	Semaphore Park	Grange	Henley	West Woodville	Woodville	Findon	Beverley	Hindmarsh	Total
Hello I'm Charles Sturt	56%	70%	66%	56%	69%	58%	65%	47%	60%
The City of Charles Sturt means the world	6%	11%	10%	6%	9%	0%	4%	19%	9%
The City of Charles Sturt is my place	6%	5%	3%	0%	13%	13%	9%	9%	7%
I'm at home in Charles Sturt	10%	9%	6%	3%	13%	8%	13%	11%	9%
None of the above	39%	23%	34%	34%	25%	38%	30%	40%	34%

Q8: On a scale of 0 to 10, where 0 is poor and 10 is excellent, how would you rate each of the following statements?

**How would you rate each of the following statements? panel
n=128, non-panel n=752, total n=880**



The panel have again rated all statements in this question below that of the non-panel responses indicating a level of dissatisfaction with Council and what it promotes. We recommend using the mean scores for the total sample for benchmarking for future studies as the poorer scores recorded by the panel have only had a small impact (because of the sample size of the panel compared to the non-panel).

Analysis by demographics

Those more likely to rate The City of Charles Sturt offers diverse experiences higher than the average are those aged 70+ years, those who are unemployed, students, retirees and those in home duties, and those who live in Grange and Findon. Those more likely to rate you lower than the average is aged 50-59 years, mature family households, and those living in West Woodville, Woodville, Beverley and Hindmarsh.

Those more likely to rate The City of Charles Sturt is culturally rich higher than the average is aged 85+ years, single people, unemployed, and those living in Grange and Findon. Those more likely to rate you lower than the average is those from mature family households, and those who live in Semaphore Park and West Woodville.

Those more likely to rate The City of Charles Sturt is a place of opportunities for businesses higher than the average are females, those aged 85+ years, single people, young families, students, and

those living in Grange, Henley and Beverley. Those who rate you lower than the average are males, those aged 50-59 years and 70-84 years, young couples, mature couples/singles, and in other employment, and those living in West Woodville, Woodville and Hindmarsh.

Those more likely to rate I always feel that I can have a say in my local community higher than the average are those aged 70+ years, single people, young families, those who are unemployed, students and in home duties, and those who live in Grange and Henley. Those who rate you lower than the average is aged 50-69 years, young couples, mature families, those in other employment, and those who live in West Woodville, Woodville and Hindmarsh.

Those more likely to rate I am satisfied with the services and programs provided by Council high than the average are females, those aged 18-34 years, and 70+ years, young families, the unemployed and students, and home duties, and those living in Grange, Henley and Findon. Those who rate you lower than the average are males, those aged 50-69 years, young couples, mature families, those in other employment, and those who live in West Woodville, Woodville, Beverley and Hindmarsh.

Those more likely to rate I feel a sense of community and belonging in the City of Charles Sturt higher than the average are aged 18-34 years, and 70-84 years, single people, young families, the unemployed, and those in home duties, and those who live in Grange and Henley. Those who rate you lower than the average are males, those aged 50-59 years, young couples, those in other employment, and those living in West Woodville, Woodville, Beverley and Hindmarsh.

Those more likely to rate The City of Charles Sturt promotes resilience and offers support in times of crisis higher than the average are aged 18-24 years, and 70-84 years, single people, those unemployed and students, and those living in Grange, Henley and Findon. Those who rate you lower than the average is aged 50-59 years, and 85+ years, young couples, mature couples/singles, those in home duties and those living in West Woodville, Woodville and Hindmarsh.

Those more likely to rate The City of Charles Sturt is a great place to live higher than the average is aged 70+ years, single people, those unemployed, and those living in Grange and Henley. Those who rate you lower than the average is aged 50-59 years, in other employment, and live in Semaphore Park, West Woodville, Woodville, Beverley and Hindmarsh.

Those more likely to rate The City of Charles Sturt is environmentally green higher than the average are single people, those in home duties, and those living in Grange and Henley. Those who rate you lower than the average is those aged 50-59 years, students, and those living in West Woodville, Woodville, Beverley and Hindmarsh.

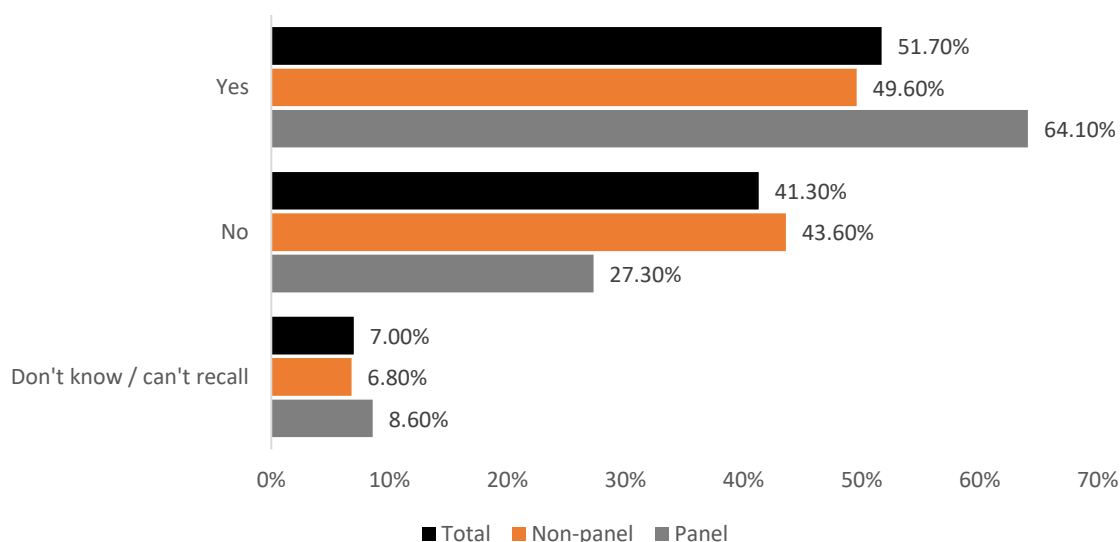
We have applied net promoter scoring to the attributes to give some more complexity to the responses and compared the scores to 2021.

	2022	2021
City of Charles Sturt is environmentally green	-11.4	-6.1
The City of Charles Sturt is a great place to live	38.6	52.7
The City of Charles Sturt promotes resilience and offers support in times of crisis	-25.7	-27.1
I feel a sense of community and belonging in the City of Charles Sturt	-2.0	12.5
I am satisfied with the services and programs provided by Council	-2.7	16.6
I always feel that I can have a say in my local community	-6.1	-1.7
The City of Charles Sturt is a place of opportunity for businesses	-7.9	-7.0
The City of Charles Sturt is culturally rich	6.5	18.8
The City of Charles Sturt offers diverse experiences	-4.2	10.3



Q9: In the last 12 months have you made any enquiries / requests for service from Council (these could be over-the-counter, phone or online)?

In the last 12 months have you made any enquiries / requests for service from Council (these could be over the counter, phone or online)? panel n=128, non-panel n=752, total n=880



The panel is considerably more likely to have made an enquiry or request for service from Council in the last 12 months than the general resident sample. Those of the panel more likely to have done so are those aged 70-84 years, single people, those in other employment, and those who live in Semaphore Park and Beverley.

Those of the non-panel more likely to have enquired are aged 35-84 years, young couples, middle families and mature couples/singles, retirees, and in other employment, and those living in Woodville, Beverley and Hindmarsh. Those more likely to have not made any enquiries or requests are those aged 18-34 years and 85+ years, single people, young and mature families, unemployed, students and those in home duties, and those living in Henley and Findon.

Panel

	Male	Female	Non-binary	Prefer not to say	Total
Yes	66%	62%	0%	100%	64%
No	28%	27%	0%	0%	27%
Don't know / can recall	7%	11%	0%	0%	9%

	Semaphore Park	Grange	Henley	West Woodville	Woodville	Findon	Beverley	Hindmarsh	Total
Yes	69%	58%	63%	64%	67%	65%	71%	58%	64%
No	25%	38%	32%	18%	17%	24%	24%	33%	27%
Don't know / can recall	6%	4%	5%	18%	17%	12%	6%	8%	9%

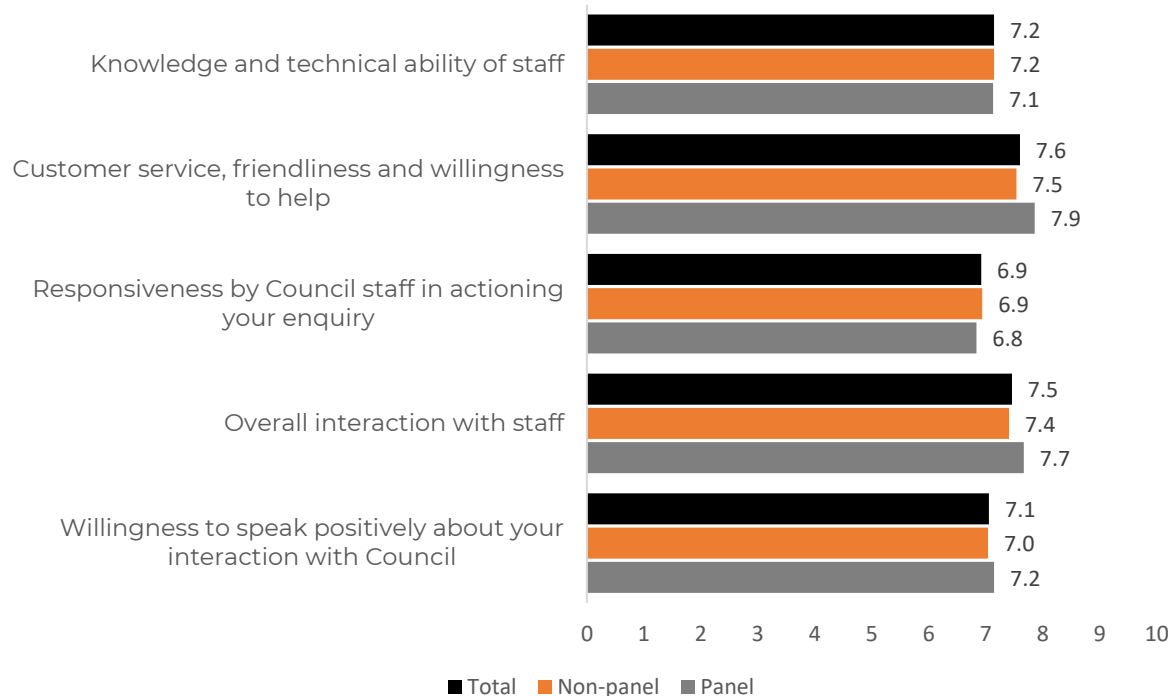
Non-panel

	Male	Female	Non-binary	Prefer not to say	Total
Yes	52%	48%	50%	40%	50%
No	42%	45%	0%	40%	44%
Don't know / can recall	6%	7%	50%	20%	7%

	Semaphore Park	Grange	Henley	West Woodville	Woodville	Findon	Beverley	Hindmarsh	Total
Yes	45%	50%	45%	52%	55%	41%	73%	70%	50%
No	45%	45%	50%	37%	373%	56%	17%	22%	44%
Don't know / can recall	10%	5%	5%	12%	8%	4%	10%	8%	7%

Q10: On a scale of 0 to 10, where 0 is poor and 10 is excellent, how would you rate each of the following when you have had an enquiry with Council?

**How would you rate each of the following statements? panel
n=128, non-panel n=752, n=880**



Scoring across the two different samples is almost identical. We recommend using the totals as the benchmark for future ratings.

Analysis by demographics

Those who rated Knowledge and technical ability of staff higher than the average are those aged 70+ years, those who are unemployed, students, retirees, those in home duties and in other employment, and those living in Grange and Henley. Those who rated you lower than the average are aged 18-34 years, employed, and living in West Woodville, Woodville and Beverley.

Those who rated Customer service, friendliness and willingness to help higher than the average are aged 70+ years, mature families, those unemployed, students, retirees and in home duties, and those living in Grange and Henley. Those who rated you lower than the average are aged 18-34 years, young families, those who are employed or in other employment, and those living in West Woodville and Hindmarsh.

Those who rated Responsiveness by Council staff in actioning your enquiry higher than the average are females, those aged 35-49 years, and 70+ years, mature families, unemployed, students, retirees and those in home duties, and those living in Grange, Henley and Beverley. Those who rated you lower than the average are males, those aged 18-34 years, employed, and living in West Woodville, Woodville and Hindmarsh.

Those who rated Overall interaction with staff higher than the average are aged 70+ years, middle families, students, retirees and those in home duties and those that live in Grange and Henley. Those who rated you lower than the average are aged 18-34 years, young families, employed and unemployed, and those living in West Woodville and Woodville.

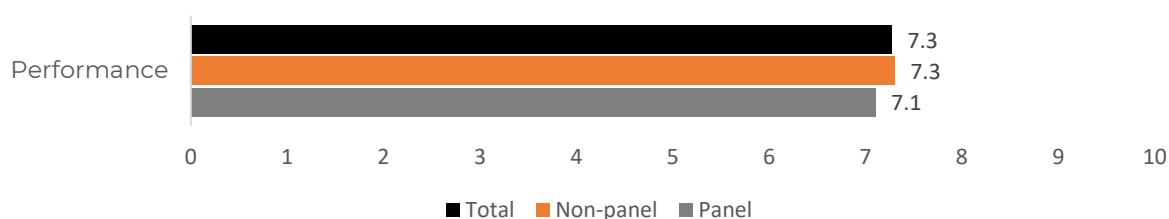
Those who rated Willingness to speak positively about your interaction with Council higher than the average are females, those aged 60+ years, single people, students, retirees and in home duties and those living in Grange and Henley. Those who rated you lower than the average are males, those aged 18-34 years and 50-59 years, young families, employed, in other employment and those living in Semaphore Park, West Woodville, Woodville and Hindmarsh.

As we have done previously, we applied a net promoter score to the results and this provides some insights into the areas Council need to concentrate. Compared to 2021, all attributes rated lower in 2022.

	2022	2021
Knowledge and technical ability of staff	7.0	9.8
Customer service, friendliness and willingness to help	20.9	30.2
Responsiveness by Council staff in actioning your enquiry	6.0	15.0
Overall interaction with staff	18.4	27.8
Willingness to speak positively about your interaction with Council	6.0	16.7

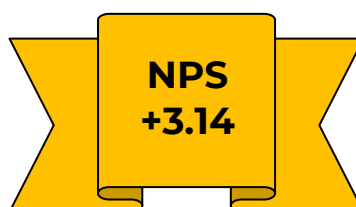
Q11: On a scale of 0 to 10, where 0 is not at all satisfied and 10 is very satisfied, how would you rate your satisfaction with Council's overall performance?

**How would you rate each of the following statements? panel
n=128, non-panel n=752, n=880**



As with the rest of this report, satisfaction scores are lower than 2021 at an average rating of 7.3 compared to 7.6. Satisfaction with Council's performance was higher for non-panellists compared to panellists. Those more satisfied than the average is those aged 18-34 years and 85+ years, single people, young families, unemployed, students and those in home duties, and those living in Grange and Henley. Those who are less satisfied than the average is those aged 50-59 years, young couples, those in other employment and those living in West Woodville, Woodville, Beverley and Hindmarsh.

If we apply net promoter score the score is positive 3.14 (compared to -3.97 for the panellists) which means you have more promoters than detractors. This is a slight drop from 13.4 in 2021 (and -.7 for the panellists).



Q12: You rated Council's performance 5 or less, why do you rate this so low?

Panel

- Council could do more (11 comments)
- No response (5 comments)
- Removal/poor maintenance of trees/bushes (2 comments)
- Traffic (2 comments)
- Footpaths (1 comments)
- Other (5 comments)

Other responses included:

- Conflicting information from various staff members
- Feeling safe at night can be tricky as it's due to idiots in the world which the council can't control
- See above! The council is too left wing and doesn't listen to reasonable suggestions?
- This Council hears what it wants to hear and negates real suggestions and complaints from real Rate Payers. This Council is active in making threats to Rate Payers without even bothering to look at both sides of any situation. This aspect is in line with Bullying.
- Very disappointed with the amount of subdivisions in the area. Lack of planning for new builds are to open space and car parking. The local streets are a danger with the amount of parking on the road

Non-Panel

- Council could do more (34 comments)
- No or slow response (32 comments)
- Not engaged with residents (30 comments)
- Poor experience with council staff (13 comments)
- Environmental concerns (such as poor maintenance of plant life, parks and reserves) (9 comments)
- Traffic/parking concerns (9 comments)
- Footpaths (7 comments)
- Flooding / wastewater (4 comments)
- Rubbish bin/hard rubbish collection issues (3 comments)
- Other (8 comments)

Other responses included:

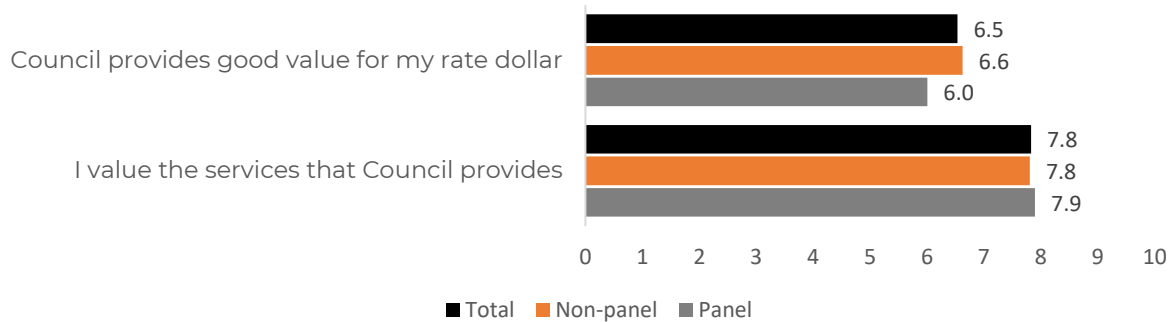
- Council should consider rewards for early rate payment.
- Lacking small business promotion, not enough street trees, poor stormwater management, footpaths requiring maintenance and on both sides of the road. Allowing multi story builds in areas traditionally single-story residences.
- Not accountable. Poor Town Hall facilities. Building approvals need to be checked on. Is the builder doing the right thing. So many building issues that the council turn a blind eye to. If a footpath is damaged & dug up during a build why isn't this checked on. Onus should be on builder or owner, but no I had to complain to get a hole cemented so I could access. Builder & owner not accountable. Heavy doors are being approved for disabled toilets. How does a person on their own steer into & hold a heavy self-closing door. All people in wheelchairs do not have a carer. It's my right to be able to go to a toilet without having to wait & ask someone to open the door & let me in. Any new business that opens from 2022 should be accessible to a wheelchair. Why in this day & age do I have to get served out on the footpath. A new business should be catering to the community, all the community and council allow these businesses to open even they are not accessible. I could go on & on. CCS do not cater for disability.
- Rising rates as well as increased capital value
- There is improvement
- This matter was to do with a stray cat coming on to my property for 18 months and counting, and I was/am dissatisfied that the council does not have by-laws in place that make owners

keep their cats confined to their own properties and inside at night and heavily fined if not. Council seems powerless to do anything.

- Too many housing projects being allowed causing on street parking issues which then results in traffic problems
- We loved living in our home up until the West Development. As a neighbour who has been extremely impacted- issues with privacy, noise, cracks in our house...

Q13: On a scale of 0 to 10, where 0 is totally disagree and 10 is totally agree, how strongly do you agree with the following two statements?

**How would you rate each of the following statements? panel
n=128, non-panel n=752, n=880**



All residents value the services provided by Council equally, but the panel are less likely to agree that Council provides good value for their rate dollar. These ratings are lower than 2021 where we saw the total rating for Council provides good value for my rate dollar at 7.0 and the rating for I value the services that Council provides at 8.2.

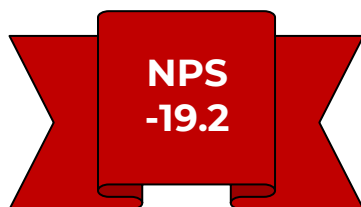
Analysis by demographic

Those more likely to agree that Council provides good value for their rate dollar are females, those aged 18-24 years, and 70+ years, single people, young families, unemployed, students, and in home duties, and those living in Grange, Henley and Findon. Those who rate you lower than the average are males, those aged 50-59 years, couples, mature families, those in other employment, and those living in West Woodville, Woodville and Hindmarsh.

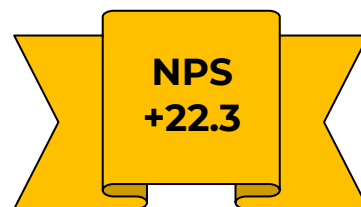
Those more likely to agree that they value the services that Council provides are aged 18-24 years and 85+ years, those who are unemployed, students and in home duties, and those that live in Grange and Henley. Those who rate you lower than the average are aged 50-59 years, in other employment and those who live in West Woodville.

We applied a net promoter score calculation to these two statements with the following results. 2021 saw comparative NPS scores of +33 and -9 respectively.

Council provides good value for my rate dollar



I value the services that Council provides



Q14: How strongly do you agree or disagree with the following statements?

Panel

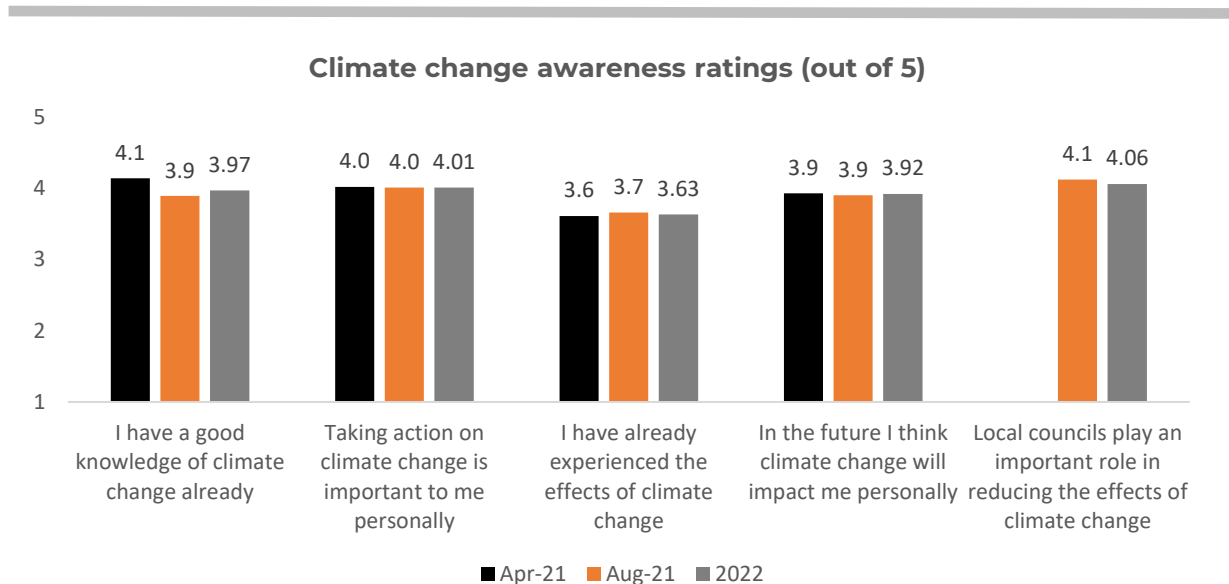
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I have a good knowledge of climate change already	21%	56%	18%	5%	1%
Taking action on climate change is important to me personally	30%	40%	20%	6%	4%
I have already experienced the effects of climate change	9%	42%	34%	10%	4%
In the future I think climate change will impact me personally	28%	39%	19%	8%	6%
Local councils play an important role in reducing the effects of climate change	33%	37%	23%	6%	2%

The majority agree with all of the statements regarding climate change above but interestingly the percentages that agree (agree to strongly agree) are higher for the non-panel compared to the panel.

Non-panel

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I have a good knowledge of climate change already	24%	54%	19%	3%	0%
Taking action on climate change is important to me personally	35%	42%	18%	4%	2%
I have already experienced the effects of climate change	20%	39%	32%	7%	3%
In the future I think climate change will impact me personally	32%	41%	20%	5%	3%
Local councils play an important role in reducing the effects of climate change	40%	39%	16%	3%	3%

The responses have been converted to ratings (5=strongly agree, 4=agree, 3=neither agree nor disagree, 2=disagree, 1=strongly disagree) to provide a rating out of 5 for benchmarking and future measurement. In the following chart we have compared the results of this survey, the 2021 survey and the AdaptWest results from April. There are only slight differences but interestingly all scores are lower 6 months later.



The above ratings have remained steady and consistent across the last 18 months.

Analysis by demographic

I have a good knowledge of climate change already

Those more likely to agree are people aged 25-34 years, couples, those who are employed, and those who live in Henley, Beverley and Hindmarsh.

Taking action on climate change is important to me personally

Those more likely to agree are people aged 25-34 years, single people, those who are employed and unemployed, and those who live in Henley, Beverley and Hindmarsh.

I have already experienced the effects of climate change

Those more likely to agree are females, those aged 25-34 years and 60-69 years, single people, young families, unemployed and those in other employment, and those living in Beverley and Hindmarsh.

In the future I think climate change will impact me personally

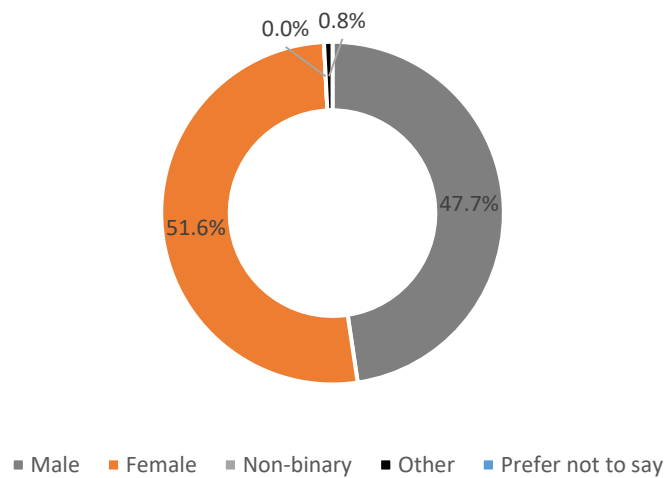
Those more likely to agree are females, those aged 18-34 years, single people and young families, those who are unemployed, students and in other employment, and those who live in Beverley and Hindmarsh.

Local Councils play an important role in reducing the effects of climate change

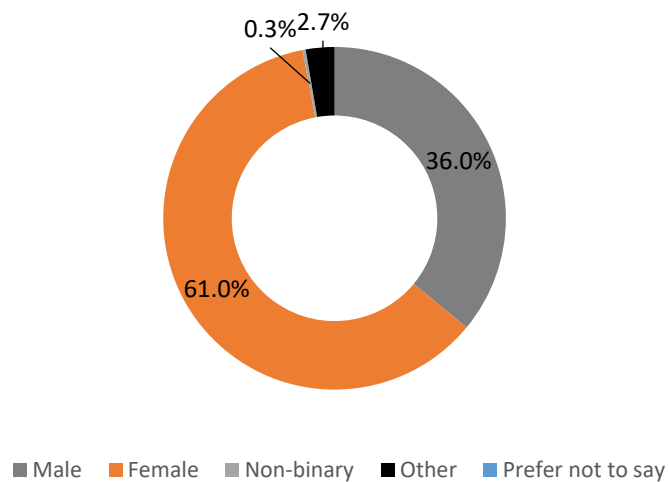
Those more likely to agree are females, those aged 25-34 years and 85+ years, single people and young families, those who are unemployed and those living in Henley and Woodville.

Q15: And now some questions about you. What is your gender?

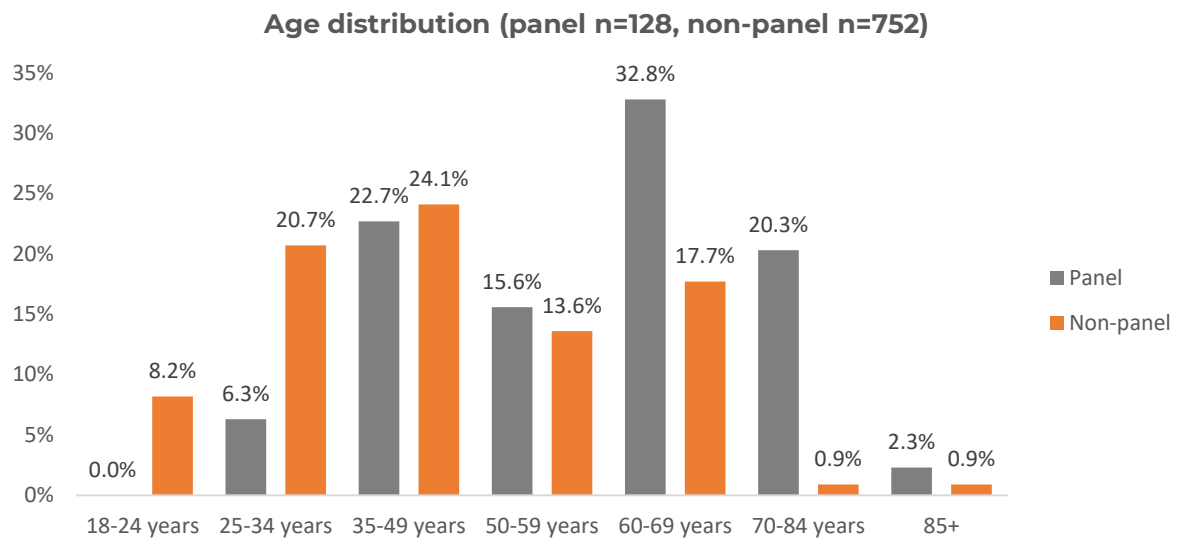
Gender distribution (panel n=128)



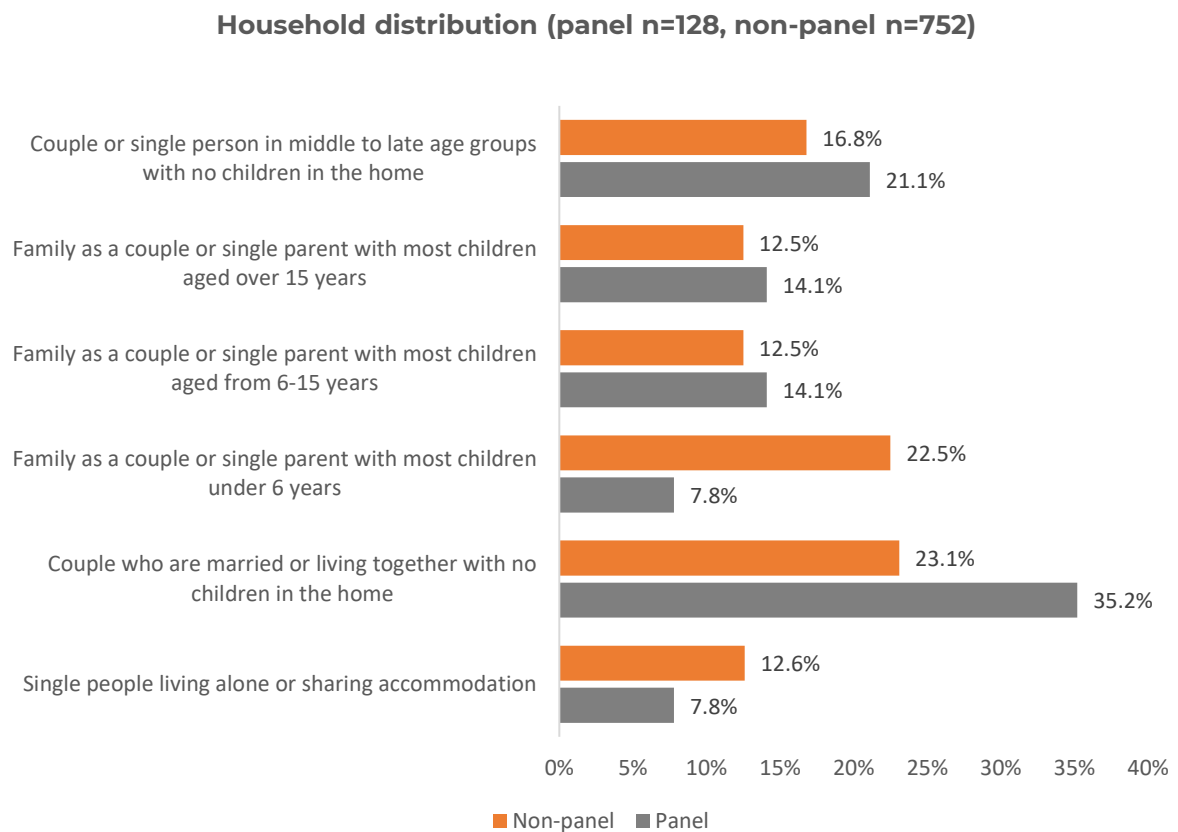
Gender distribution (non-panel n=752)



Q16: What is your age bracket?

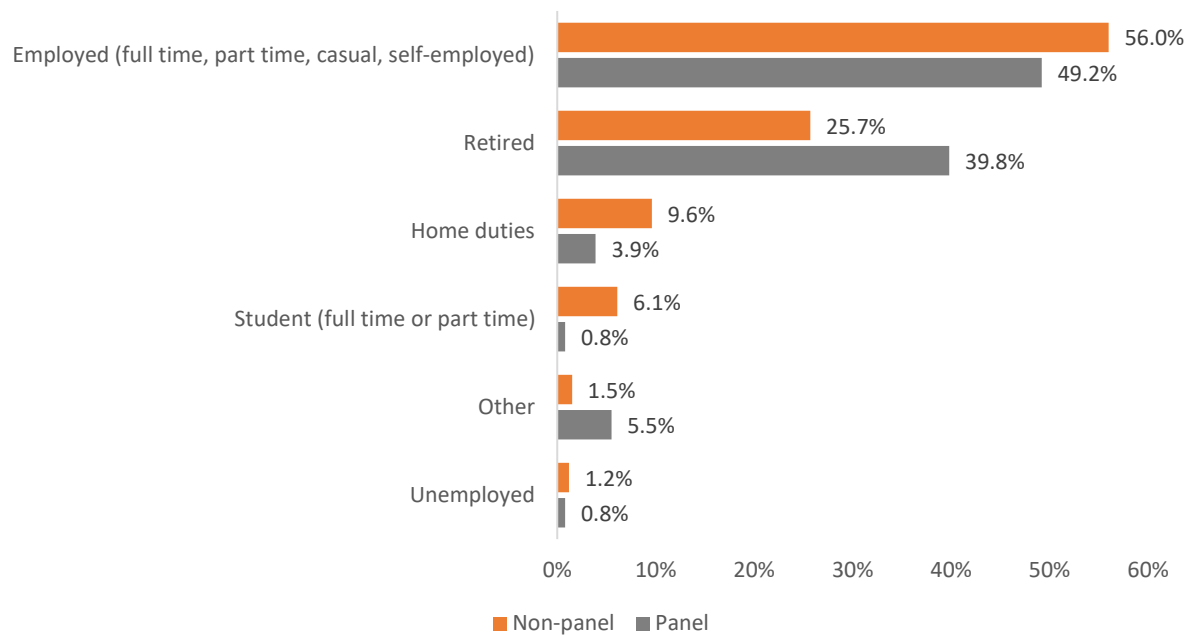


Q17: Which of the following best describes the household you live in?

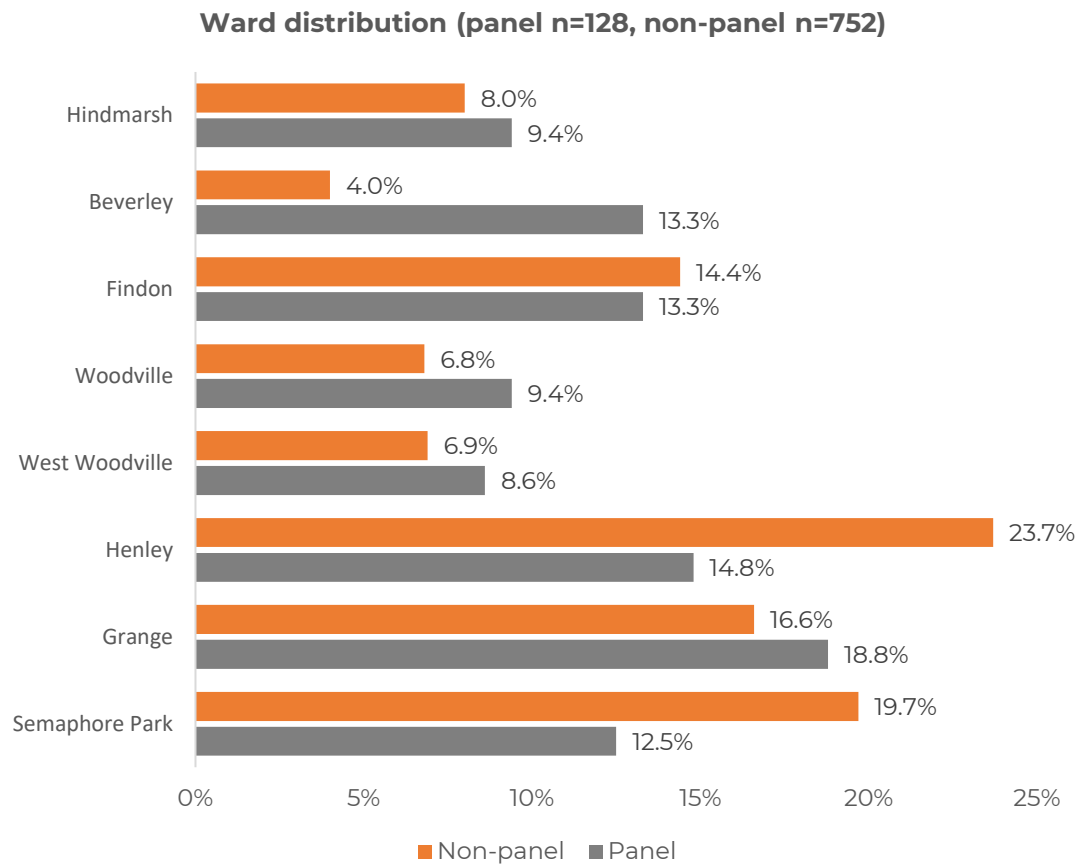


Q18: Which of the following describes your occupation?

Occupation distribution (panel n= 128, non-panel n=752)



Q19: Which of the City of Charles Sturt Wards do you live in? (Refer to the image below.)



5. Questionnaire

Q1: On a scale of 0 to 10, where 0 is not important at all and 10 is extremely important, how important do you believe it is for your Council to provide each of the following services?

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

- Libraries
- Communities Centres/Council Halls/Town Halls
- Sense of belonging
- Sporting Clubs
- Playgrounds/Parks/Reserves/Playing fields/Open spaces/Beach
- Local roads/Footpaths/shared use paths
- Stormwater management
- Public lighting
- Environmental protection (reducing carbon emissions, increasing tree canopy, etc.)
- Waste collecting and management

Q2: On a scale of 0 to 10, where 0 is poor and 10 is excellent, how would you rate the same local Council services provided by the City of Charles Sturt Council?

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

- Libraries
- Communities Centres/Council Halls/Town Halls
- Sense of belonging
- Sporting Clubs
- Playgrounds/Parks/Reserves/Playing fields/Open spaces/Beach
- Local roads/Footpaths/shared use paths
- Stormwater management
- Public lighting
- Environmental protection (reducing carbon emissions, increasing tree canopy, etc.)
- Waste collecting and management

Q3: Looking at your answers above, please tell us why you think the services that you rated 5 or less are not more highly rated.

Q4: Which of the following Council services have you used in the last year?

- ☐ Dog parks
- ☐ Events
- ☐ Cultural experiences
- ☐ Off road walking and cycling paths (Linear Park, Coast Park, Grange Lakes, Outer Harbour Greenway, St Clair Greenway)
- ☐ Open space including ovals, parks, reserves, playgrounds, the coast etc.
- ☐ Public conveniences/toilets
- ☐ Public litter bins
- ☐ Recycled water system
- ☐ St Clair Recreation Centre
- ☐ Street trees, planting, and pruning
- ☐ Other (please specify)
- ☐ None of the above

Q5: On a scale of 0 to 10, where 0 is not at all safe and 10 is extremely safe, how safe do you feel in the following environments?

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

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

Q6: What words come to mind when you think of living in the City of Charles Sturt? Please list as many words / sentences as you like.

Q7: Which of the following statements do you recall hearing or seeing recently within the Council area? Please choose all that apply.

- ☐ Hello I'm Charles Sturt
- ☐ The City of Charles Sturt means the world
- ☐ The City of Charles Sturt is my place
- ☐ I'm at home in Charles Sturt
- ☐ None of the above

Q8: On a scale of 0 to 10, where 0 is poor and 10 is excellent, how would you rate each of the following statements?

Poor 0 1 2 3 4 5 6 7 8 9 10 Excellent
Don't know

- City of Charles Sturt is environmentally green
- The City of Charles Sturt is a great place to live
- The City of Charles Sturt promotes resilience and offers support in times of crisis
- I feel a sense of community and belonging in the City of Charles Sturt

- I am satisfied with the services and programs provided by Council
- 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
- The City of Charles Sturt offers diverse experiences

Q9: In the last 12months have you made any enquiries / requests for service from Council (these could be over-the-counter, phone or online)?

- Yes
- No
- Don't know/can't recall

Q10: On a scale of 0 to 10, where 0 is poor and 10 is excellent, how would you rate each of the following when you have had an enquiry with Council?

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

- Knowledge and technical ability of staff
- Customer service, friendliness and willingness to help
- Responsiveness by Council staff in actioning your enquiry
- Overall interaction with staff
- Willingness to speak positively about your interaction with Council

Q11: On a scale of 0 to 10, where 0 is not at all satisfied and 10 is very satisfied, how would you rate your satisfaction with Council's overall performance?

Not at all satisfied											Extremely satisfied
0	1	2	3	4	5	6	7	8	9	10	N/A

Q12: You rated Council's performance 5 or less, why do you rate this so low?

Q13: On a scale of 0 to 10, where 0 is totally disagree and 10 is totally agree, how strongly do you agree with the following two statements?

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

Q14: How strongly do you agree or disagree with the following statements?

Strongly disagree Disagree neither agree nor disagree Agree Strongly disagree

- I have a good knowledge of climate change already
- Taking action on climate change is important to me personally
- I have already experienced the effects of climate change
- In the future I think climate change will impact me personally
- Local councils play an important role in reducing the effects of climate change

Q15: And now some questions about you. What is your gender?

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

Q16: 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

Q17: 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

Q18: 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

Q19: Which of the City of Charles Sturt Wards do you live in? (Refer to the image below.)

- Semaphore Park
- Grange
- Henley
- West Woodville
- Woodville
- Findon

- Beverley
- Hindmarsh

