



# City of Charles Sturt.

2020 Community Survey Report.





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# Executive Summary.



# The 2020 Community Survey.

The City of Charles Sturt conducts an annual survey of residents to understand community attitudes, perceptions and satisfaction with various Council facilities and services. The survey is conducted through a combination of Computer Assisted Telephone Interviewing (CATI) and an online survey distributed to members of the City of Charles Sturt E-Panel. In 2020, the survey was conducted in March and collected information from 600 people via CATI, 129 via the E-Panel, and an additional 88 via a new channel –Your Say on Council's Website.

In 2020, overall satisfaction with Council's performance increased notably from 66% to 71%. High levels were also measured for community facilities: libraries (87%), community centres (87%), sporting clubs (84%) and Council/town halls (82%), as well as the provision of the Council's public/open spaces (81%), parks/reserves/playing fields (80%) and playgrounds (76%).

The greatest improvements seen in 2020 were the overall satisfaction with Council's performance (from 66% to 71%) as well as the satisfaction that Council rates provide value for money for residents (up from 48% to 53%).

Overall, 87% of people believe that the City of Charles Sturt is a great place to live (a slight decrease from 2019 of 3%).

The results in 2020 provide Council an understanding of the improvements since 2017, and identifies opportunities to focus on in the future. This report presents the detailed results of the 2020 Community Survey.



# Introduction.

# Background.

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

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

- Our Community – A strong and connected community
- Our Liveability – A liveable City of great places
- Our Environment – An environmentally responsible and sustainable City
- Our Economy – An economically thriving City
- Our Leadership – A leading and transformational Local Government organisation

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





# Objectives.

To add this perspective to the existing indicators, a Community Survey was developed and conducted in 2017 and repeated in 2018, 2019 and 2020. This report details the findings from the 2020 research and draws comparisons back to previous data.

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

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





# Methodology.





# Methodology.

To meet the objectives of the research and gain a clear and representative picture of community satisfaction, a 15 minute telephone survey was conducted in March 2020 with 600 residents of the City of Charles Sturt.

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

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

In addition to the telephone survey, we provided the City of Charles Sturt with a link to an online version of the survey that was distributed to the City of Charles Sturt E-Panel, and made available on Council's Website as an additional sample for comparison.

The total sample sizes achieved were as follows:

- Telephone sample n=600
- E-Panel sample n=129
- Website sample n=88





Detailed  
results.

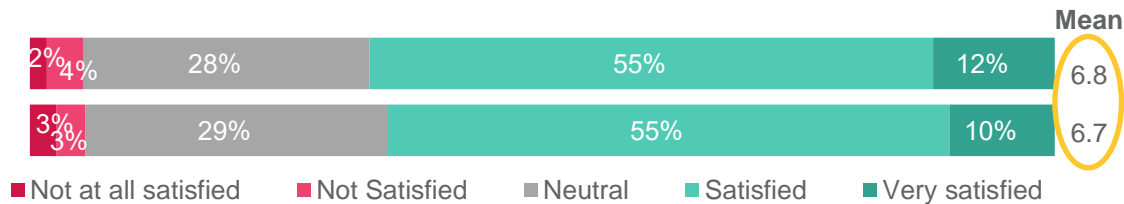


Interpreting  
this report.

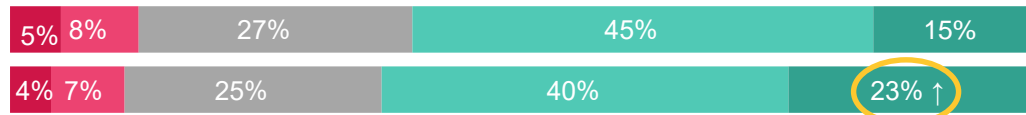
# Understanding terminology and chart features.

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

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



Significance testing has been conducted for the year on year comparison as well as between sub-groups of interest. Tests have been undertaken at a 95% confidence level. If there is a statistically significant difference, we can be confident that this difference has not occurred by chance, rather that it reflects a genuine difference between sample populations or timeframes. Significance testing does not inform the reader as to the degree of a difference. We show a difference where it is significant, thus where a difference is not indicated, one was not found. Where a significant difference has been found, it has been indicated by an arrow. Arrows for year on year comparisons represent a significant difference to the previous year.



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

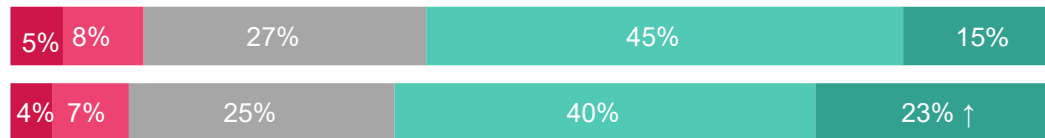
# Understanding terminology and chart features (continued).

## National Benchmarks:

A national benchmark has been provided for key measures in this report. This has been drawn from averaging data publicly available from the websites from other Councils across Australia. It is only available for some questions as each Council may ask similar questions in a different way, or different questions altogether. Approximately 25 Councils are included in these National Benchmarks; as such it does not represent all Councils.

## Charts and rounding:

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



## Sample size for each question:

The starting sample size for the CATI sample was 600 and for the E-Panel it was 129. The new Website sample size was 88. In some charts, the sample size will be lower than this. This will be for one of two reasons. Firstly, it could be because this question is only asked of people who responded in a particular way at the previous question. Secondly, it could be because people responded with “don’t know”, and have been excluded from the data at that particular question.





# Community facilities.

# Community facilities.

## We asked...

- How important are our facilities?
- Do you use them?
- How satisfied are you with them (and services/programs provided there)?

Libraries were rated 'important' by the most residents (79%), followed by community centres (68%), sporting clubs (64%) and Council/town halls (50%).

Usage of community centres and halls is lower than libraries or sporting clubs, but satisfaction remains high for all facilities amongst users (>80%).

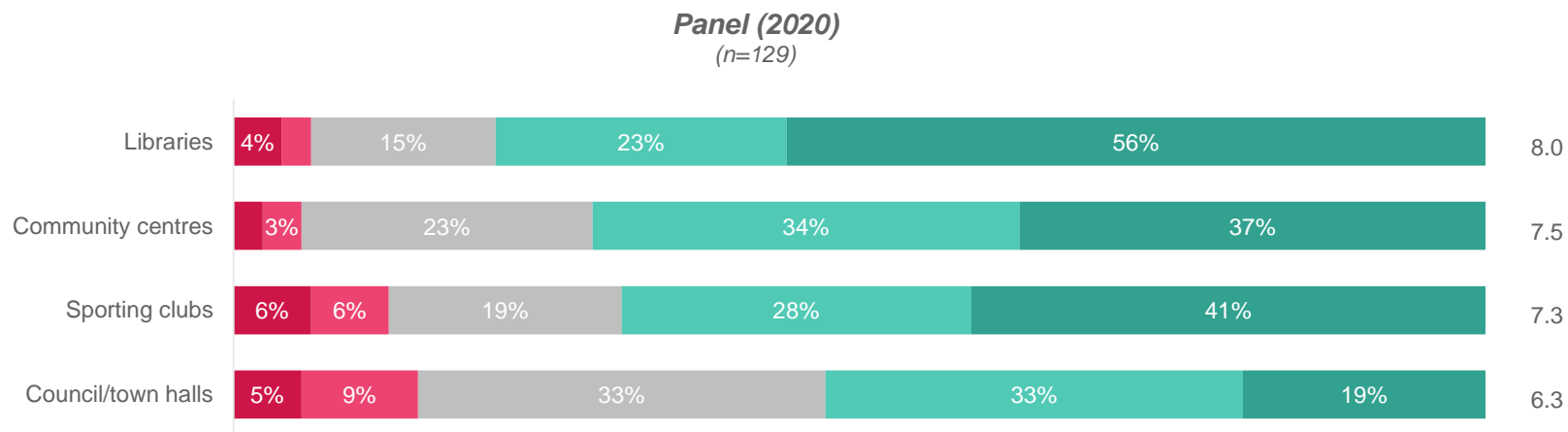
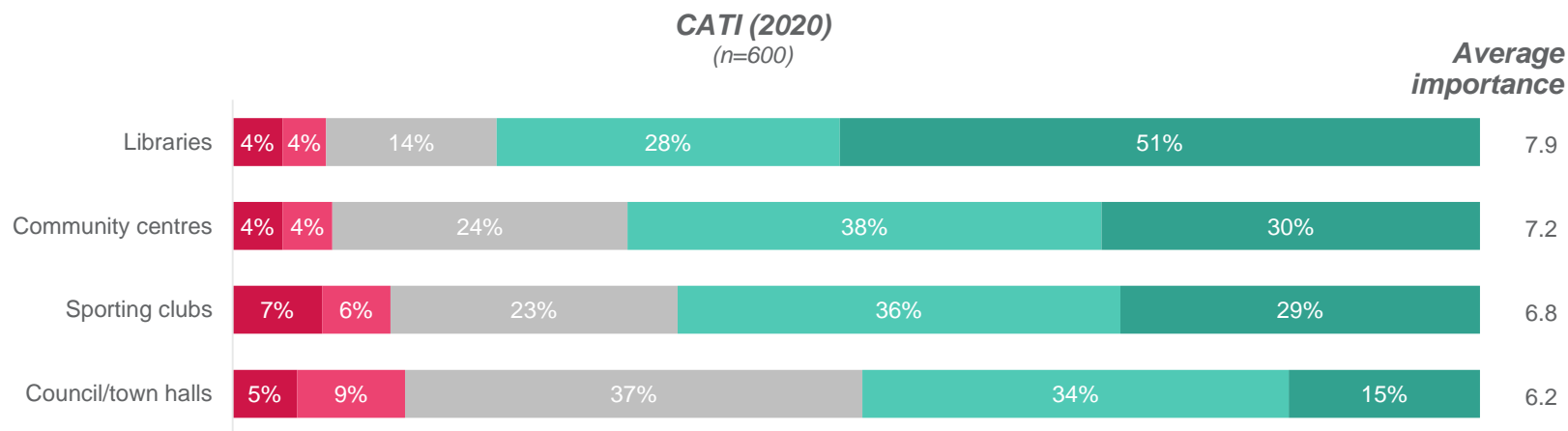
While satisfaction has decreased for three of the facilities, these findings are not statistically significant and is impacted by the low number of users capable of providing a rating.

2020 CATI	Importance	Usage	Satisfaction	Change in satisfaction from 2019
Libraries	79%	38%	87%	-7%
Sporting clubs	64%	24%	84%	-4%
Community centres	68%	14%	87%	+1%
Council/town halls	50%	6%	82%	-14%



# Importance of facilities.

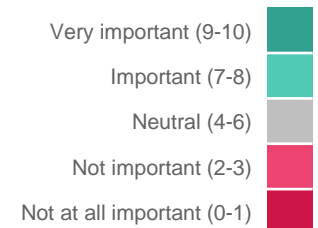
On a scale of 0 to 10, how important to you is the provision of?



## CATI and Panel

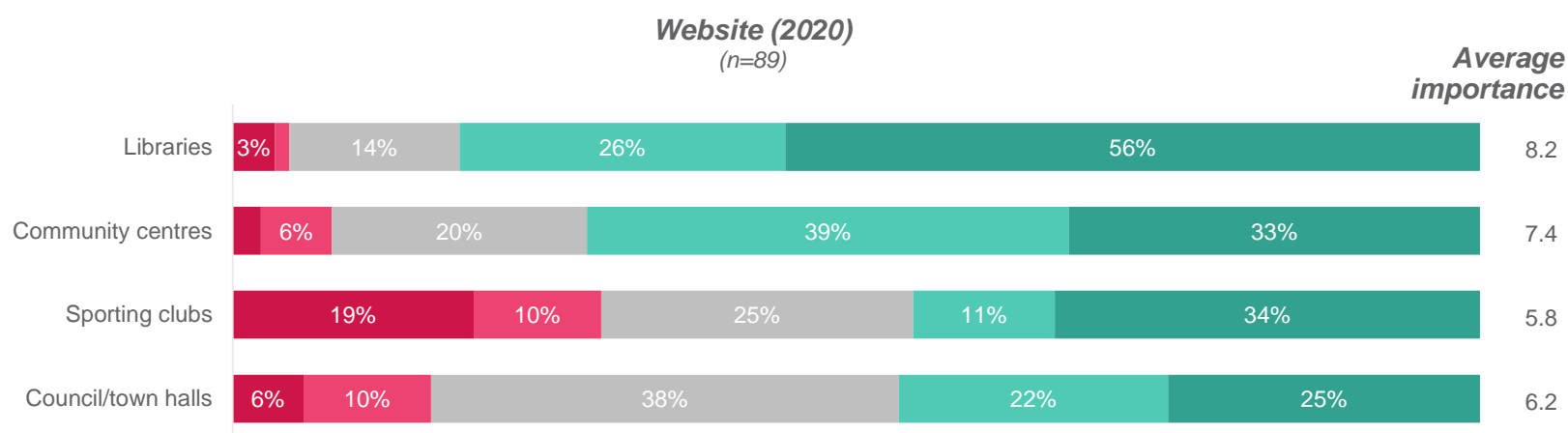
Amongst both the CATI sample and the E-Panel sample, libraries were considered 'important' by the most respondents (79% rated 7-10 out of 10).

By comparison, Council halls/town halls were considered important by the 'fewest' respondents in both samples (~50%). At least one-third (37% CATI, 33% Panel) were neutral, suggesting ambivalence towards the importance of Council halls/town halls to residents.



# Importance of facilities.

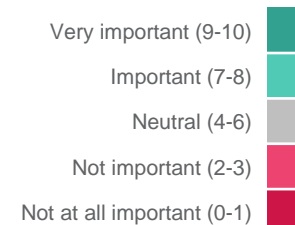
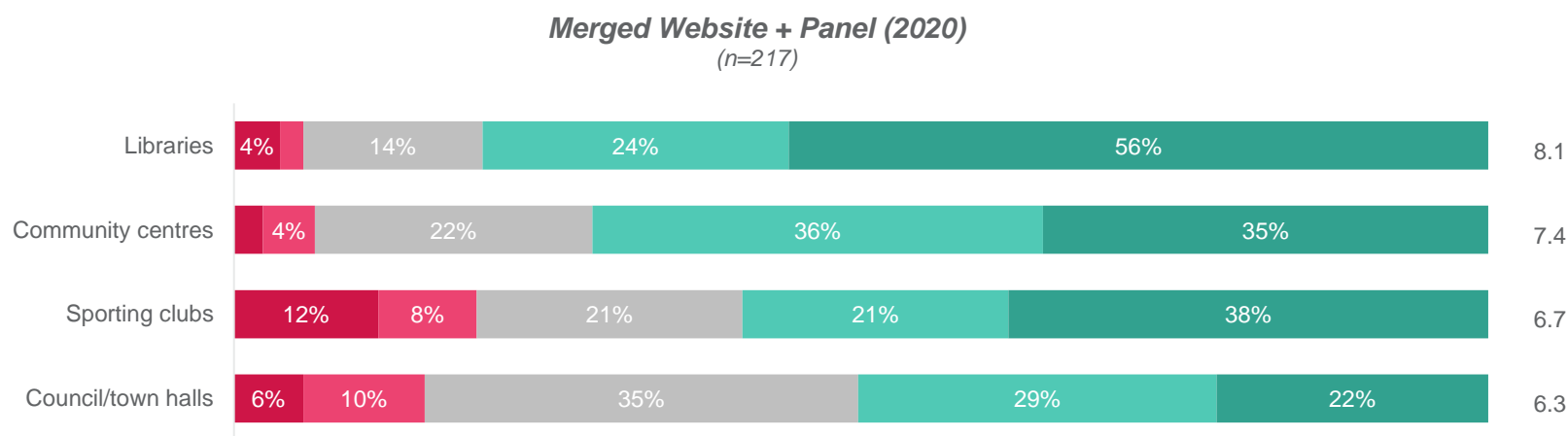
On a scale of 0 to 10, how important to you is the provision of?



## Website and Panel

While the findings amongst the website sample were consistent with the CATI and panel surveys (i.e. libraries were most important), a large proportion indicated sporting clubs were not important (30%).

Looking deeper into this, those that used sporting clubs in 2020 were skewed towards those aged 35-49 and in Henley ward.

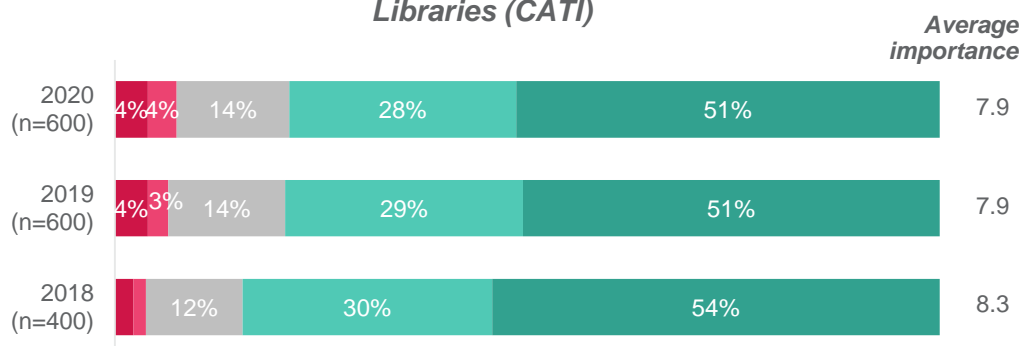


# Importance of facilities.

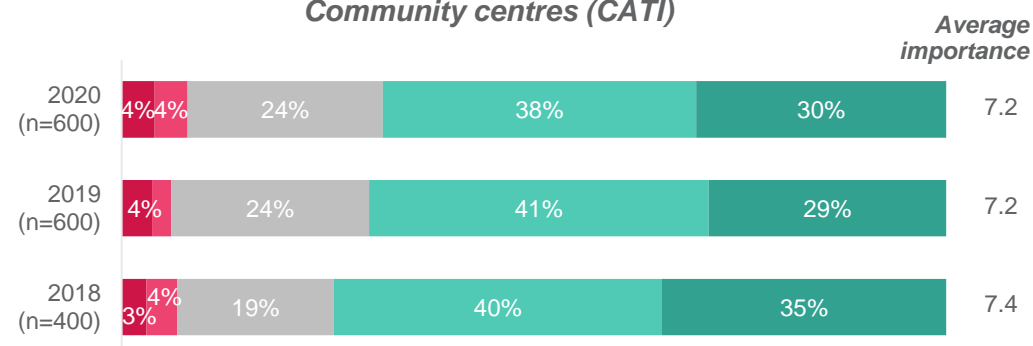
On a scale of 0 to 10, how important to you is the provision of?

A year-on-year comparison reveals that perceived importance of each facility has remained consistent. Where total importance has decreased, neutral ratings of 4-6 have increased. The finding that 2018 has higher ratings than 2019 onwards can be attributed to the change in sample size in 2019 (n=400 to n=600).

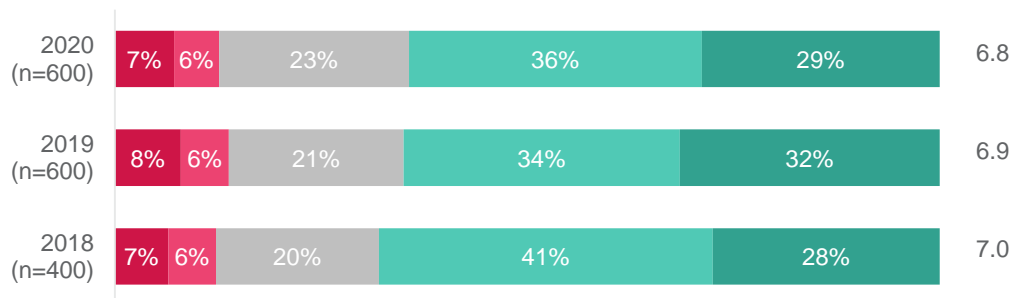
## Libraries (CATI)



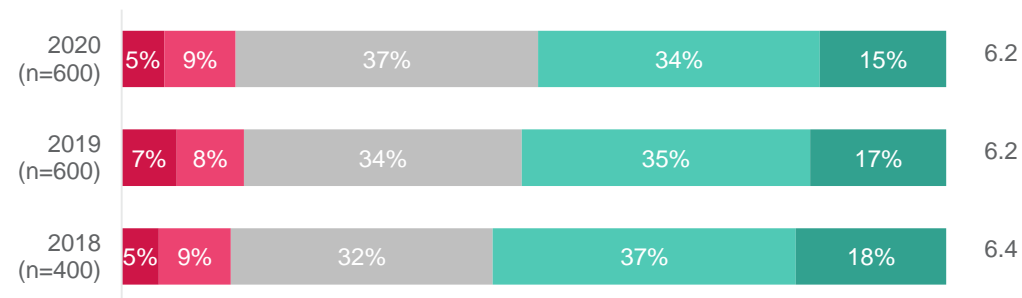
## Community centres (CATI)



## Sporting clubs (CATI)



## Council/town halls (CATI)







# Importance of facilities.

By sub-groups

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

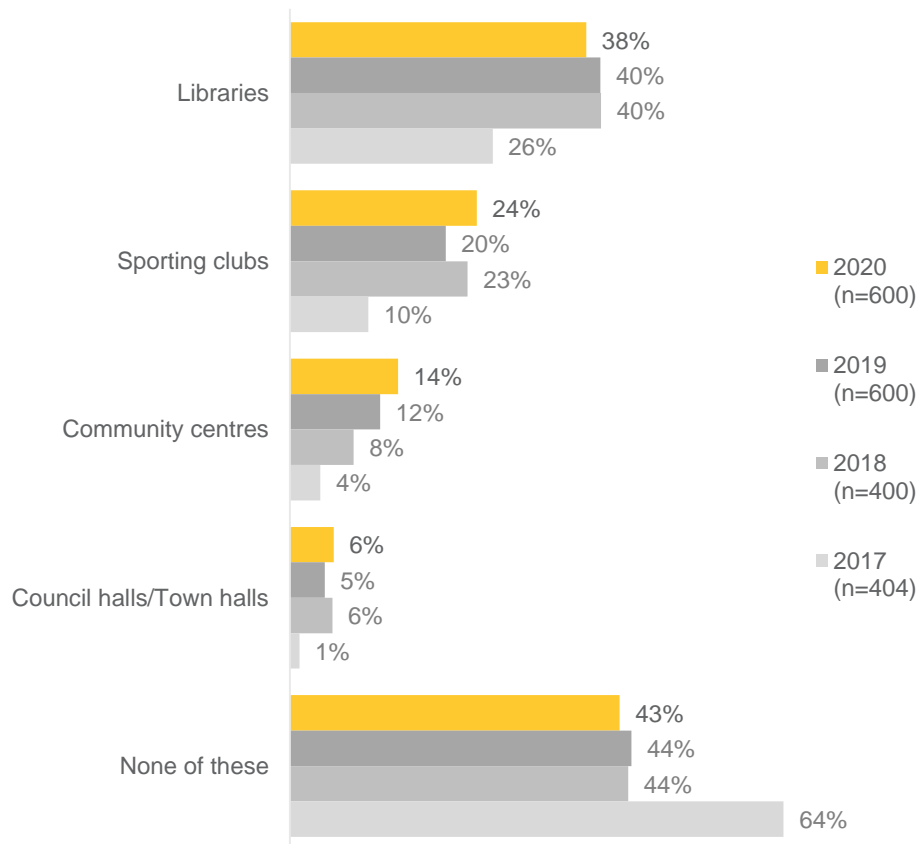
2020 CATI sample		Ward								Gender		Age (condensed)		
Average (0-10)	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Libraries	7.9	7.8	8.5	7.8	7.8	8.3	7.4	7.8	7.9	7.5	8.3 ↑	7.5	8.2	8.0
Community Centres	7.2	6.8	7.8	7.3	7.1	7.1	6.5	6.9	7.6	7.0	7.4	6.7	7.3	7.3
Sporting clubs	6.8	6.6	7.0	6.6	7.3	6.4	6.9	6.7	7.1	6.9	6.8	6.6	7.3 ↑	6.4
Council halls/Town halls	6.2	5.9	6.8	6.0	6.1	6.1	5.7	6.0	6.6	6.0	6.3	5.9	6.3	6.2
Column n	600	76	76	71	82	76	55	76	88	284	316	141	260	199

These results reflect feedback from the 2020 CATI survey. There were no statistically significant differences in the average importance between wards, except amongst female residents who tended to rate libraries as more important, compared with male residents. Similarly, those aged 35-59 rated sporting clubs as more important compared with the other age groups.

# Facility use.

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

CATI results, year by year



## CATI

Consistent with previous years, usage was highest for libraries, where at least one-in-three residents (38%) had used one in the month prior to the survey.

Interestingly, sporting clubs had more recent usage (24%) than community centres – despite community centres being rated important by more residents (68%) than sporting clubs (64%).

Usage in 2020 is largely consistent with 2019, with the changes falling within the margin of error – no changes were statistically significant.

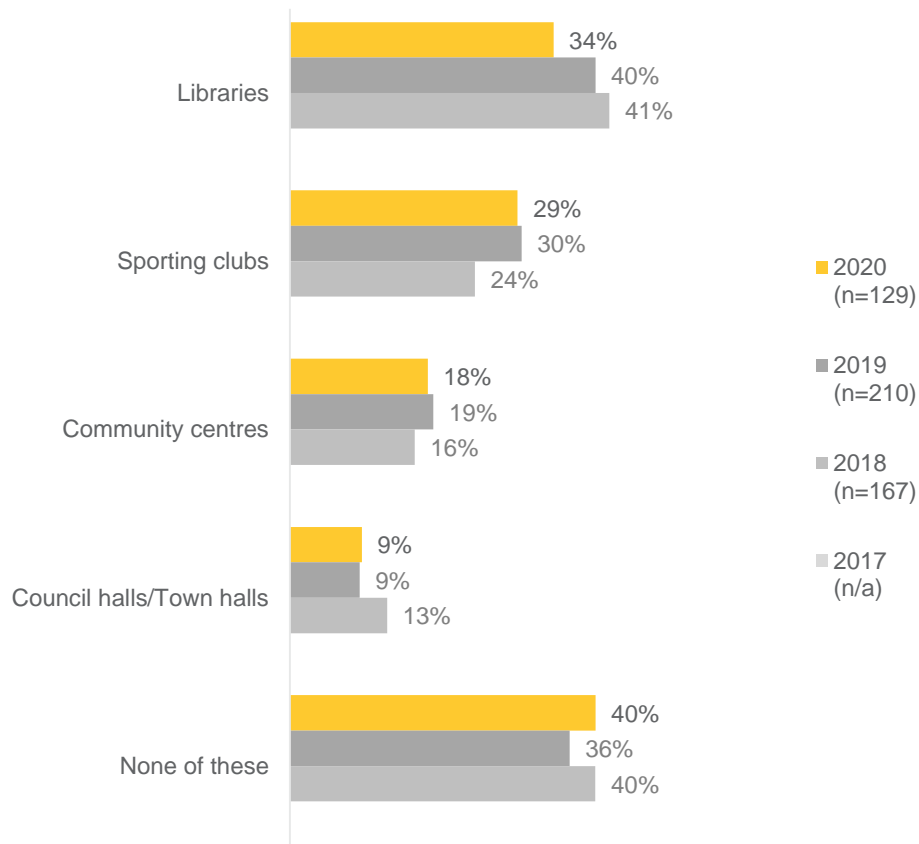
Similarly, the proportion of residents who had not used any of these facilities in the last month (prior to the survey) was consistent from 2018 to 2020.

Results for the panel survey sample can be found on the following page, as well as the newly sampled Website cohort.

# Facility use.

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

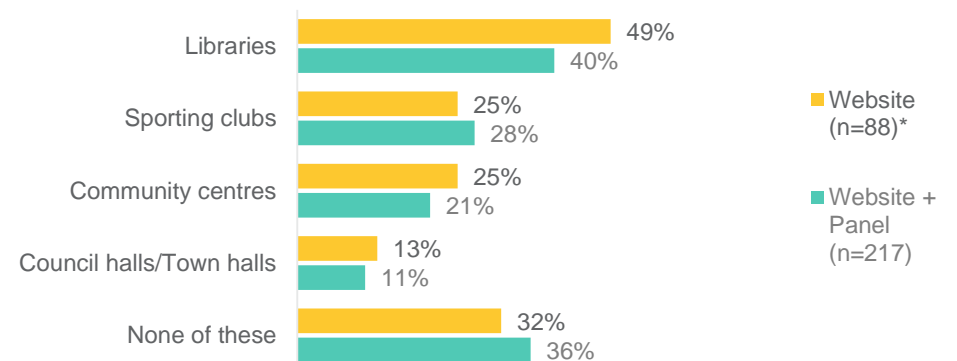
Panel results, year by year



Website and Panel

For the panel sample, usage of each facility remains consistent between 2020 and 2019. While library usage decreased from 40% to 34%, this change is not statistically significant.

Usage - website and panel (2020)





# Facility use.

By sub-groups

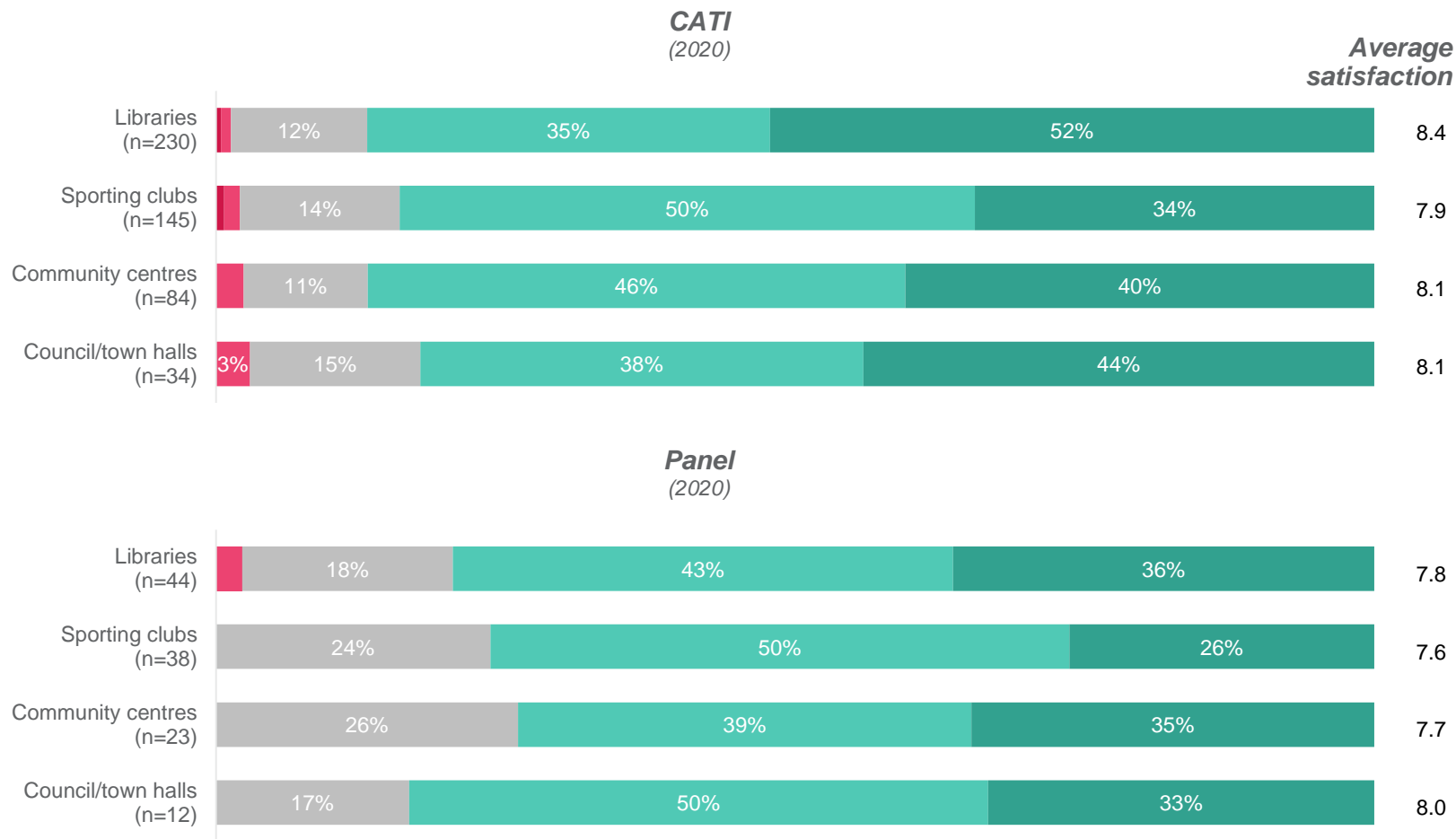
In the last month, have you used any of Council's community facilities, such as....

2020 CATI sample		Ward								Gender		Age (condensed)		
Column %	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Libraries	38%	41%	42%	35%	37%	39%	35%	42%	35%	33%	43%	43%	40%	33%
Sporting clubs	24%	13%	25%	17%	40% ↑	14%	31%	22%	30%	29%	20%	26%	30% ↑	15% ↓
Community centres	14%	9%	18%	17%	15%	11%	4%	11%	24%	12%	16%	13%	14%	15%
Council halls/Town halls	6%	8%	5%	4%	4%	4%	4%	5%	10%	6%	5%	6%	6%	5%
None of these	43%	46%	36%	52%	28%	53%	38%	46%	43%	44%	41%	40%	38%	50%
Column n	600	76	76	71	82	76	55	76	88	284	316	141	260	199

In 2020, recent use of sporting clubs was higher in Henley (40%) and amongst those aged 35 – 59 (30%). Beyond this, there were no outstanding statistically significant difference in facility usage between wards or gender.

# User satisfaction.

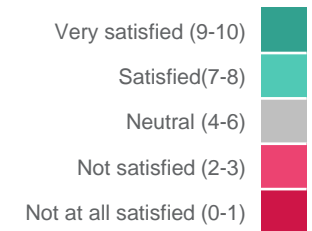
How satisfied are you with Council's community facilities?



## CATI and Panel

Amongst users of each facility, satisfaction is high – overall more than three-quarters of users were satisfied. Amongst the panel sample, there was almost no dissatisfaction, except for a small proportion dissatisfied with libraries.

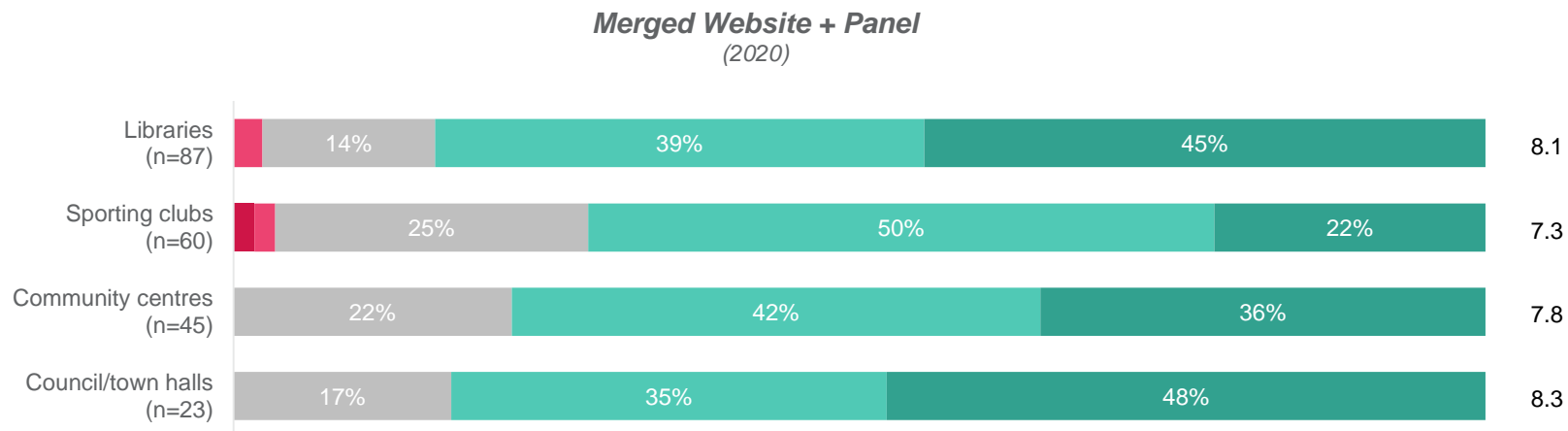
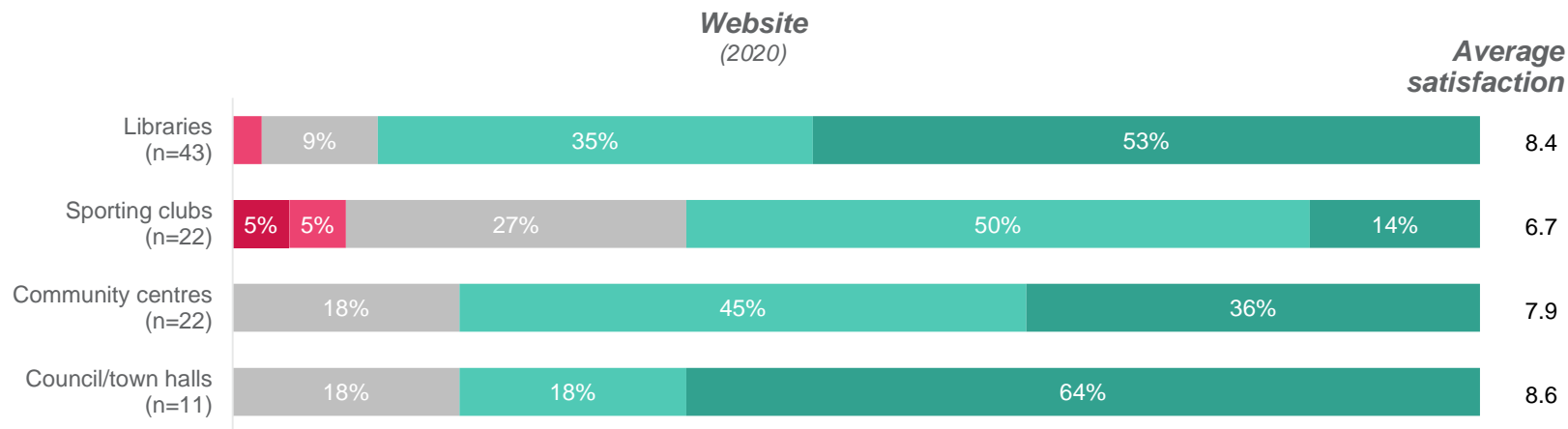
Please note that these percentages are indicative of the population and not representative – sample sizes are small and reflect only those who responded to the survey and used a respective facility in the month prior to the survey.





# User satisfaction.

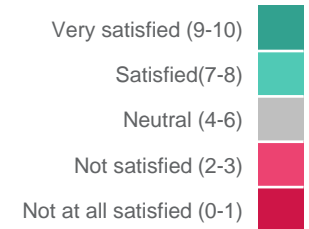
How satisfied are you with Council's community facilities?



## Website and Panel

Amongst facility users from the Website sample, overall satisfaction is high, though 10% of sporting club users indicate dissatisfaction.

Please note that these percentages are indicative of the population and not representative – sample sizes are small and reflect only those who responded to the survey and used a respective facility in the month prior to the survey.

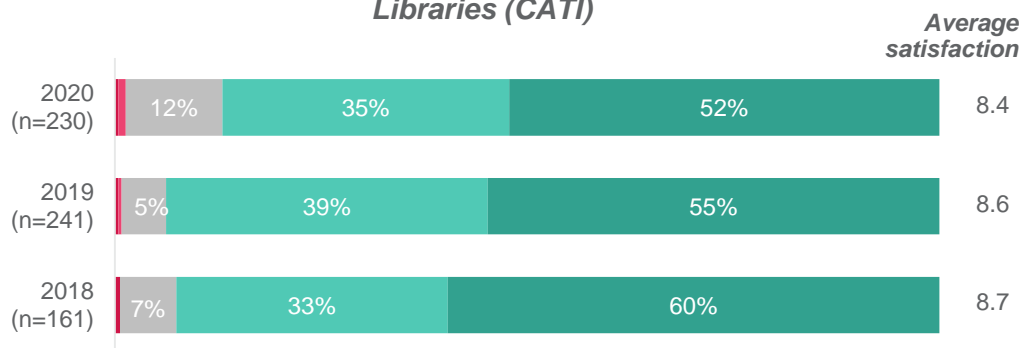


# User satisfaction.

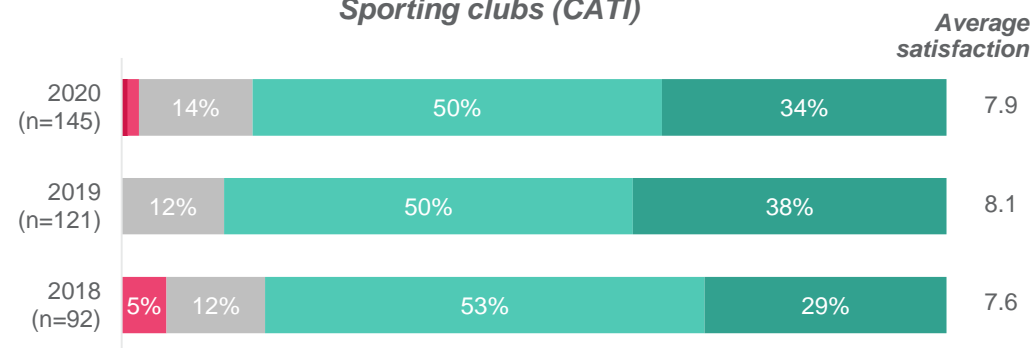
## How satisfied are you with Council's community facilities?

Overall, satisfaction for each facility amongst users has remained relatively consistent, with no statistically significant differences found between 2019 and 2020.

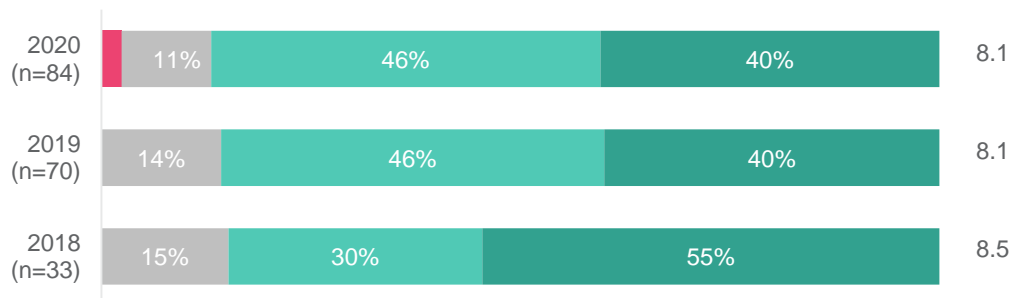
### Libraries (CATI)



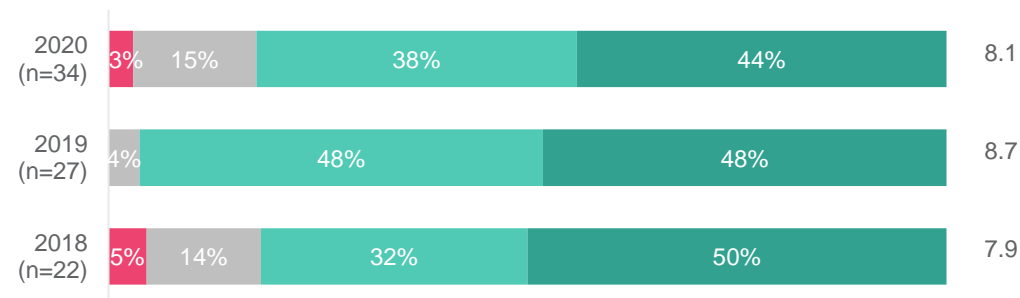
### Sporting clubs (CATI)



### Community centres (CATI)



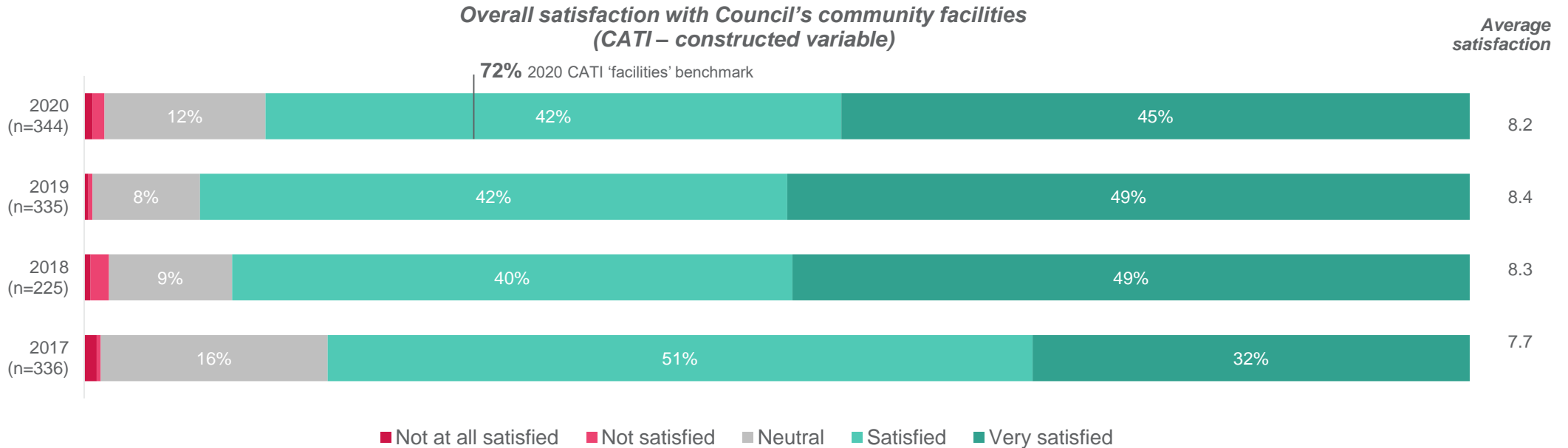
### Council/town halls (CATI)



# User satisfaction.

## How satisfied are you with Council's community facilities?

This measure has been derived from answer given at Q5 (i.e. the average of all ratings for all facilities). Missing data has been excluded in its construction.





# User satisfaction.

By sub-groups

How satisfied are you with Council's community facilities?

2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Libraries <i>Column n</i>	8.4 230	8.8 31	8.1 32	8.4 25	7.9 30	8.3 30	8.7 19	8.4 32	8.5 31	8.3 94	8.4 136	8.3 60	8.2 105	8.8 65
Sporting clubs <i>Column n</i>	7.9 145	8.0 10	8.1 19	7.8 12	7.2 33	7.4 11	7.6 17	8.9 17	8.3 26	7.9 82	7.9 63	8.3 36	7.5 79	8.3 30
Community centres <i>Column n</i>	8.1 84	8.6 7	8.6 14	7.7 12	8.7 12	7.6 8	8.5 2	8.0 8	7.9 21	7.9 34	8.3 50	7.8 19	7.9 36	8.7 29
Council halls/Town halls <i>Column n</i>	8.1 34	8.2 6	8.8 4	8.7 3	8.0 3	8.7 3	9.5 2	8.0 4	7.0 9	7.9 17	8.2 17	8.0 9	7.9 15	8.4 10
Overall satisfaction <i>Column n</i>	8.2 344	8.6 41	8.1 49	8.0 34	7.7 59	8.0 36	8.3 34	8.5 41	8.3 50	8.0 158	8.3 186	8.2 84	7.9 ↓ 161	8.6 ↑ 99

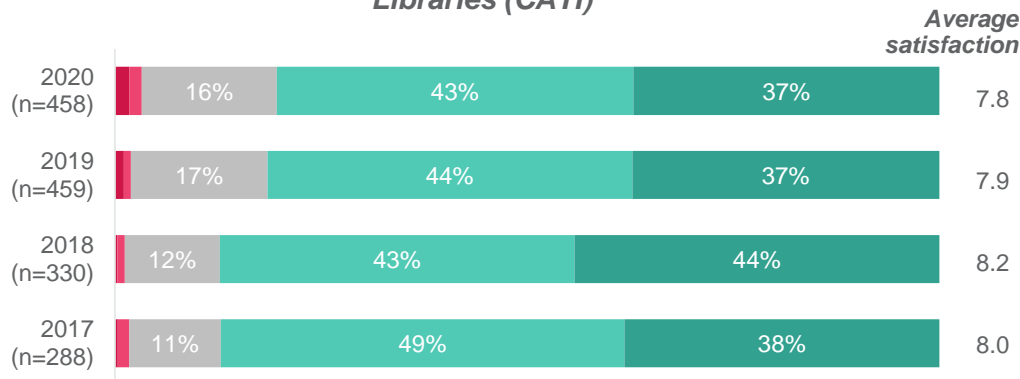
In 2020, user satisfaction of each facility is high (7+). No statistically significant differences were found between wards, gender or age groups.

Please exercise caution when interpreting some of the averages in this table – sample sizes are particularly small and are only indicative of the satisfaction of users of each facility.

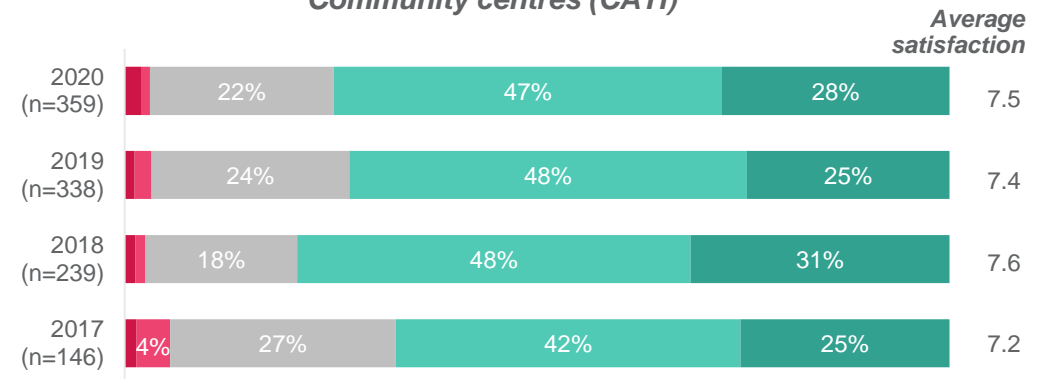
# Programs and services.

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

## Libraries (CATI)



## Community centres (CATI)



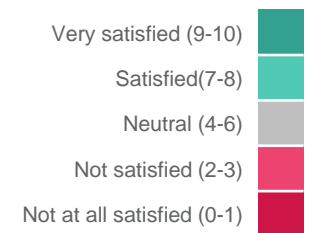
Overall, satisfaction is high with the services and/or programs provided by libraries (80%) or community centres (75%), with the majority of those surveyed in the CATI survey rating 7-10 out of 10. There were no statistically significant differences between 2020 and 2019.

Please note that while all respondents were asked to indicate their satisfaction with the services and/or programs provided at libraries or community centres, a notable proportion of those surveyed indicated 'Don't know' and have been excluded from reporting of this question:

→ Community centres (2020: 40%, 2019: 44%, 2018: 40%, 2017: 64%)

→ Libraries (2020: 24%, 2019: 24%, 2018: 18%, 2017: 29%)

Results for the Panel sample can be found on the following page.

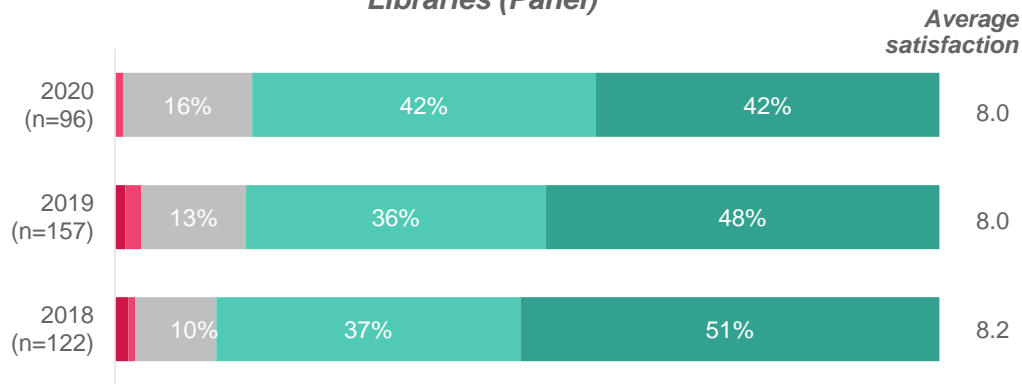




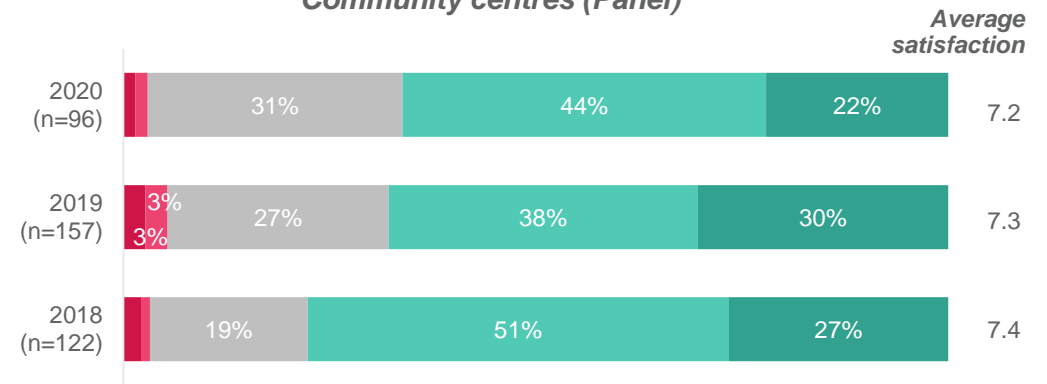
# Programs and services.

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

**Libraries (Panel)**



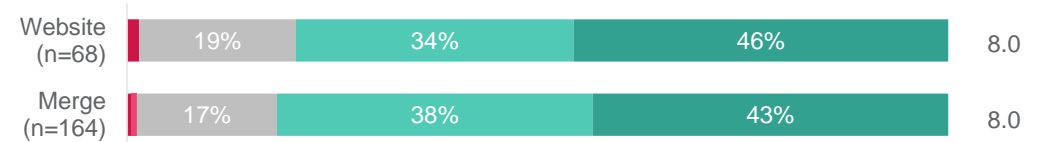
**Community centres (Panel)**



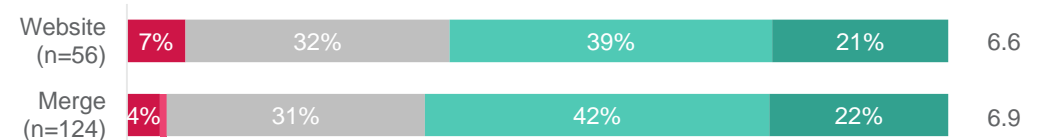
Results for the Panel sample also highlight high satisfaction (amongst those that included a rating) – 84% indicated satisfaction with services and/or programs at libraries in 2020, while 66% indicated satisfaction for community centres. Results for 2017 were unavailable for this question.

Results for the Website sample and the merged set of Website respondents and Panel respondents for 2020 can be found in the two graphs to the right.

**Library (2020: Website and Panel)**



**Community centres (2020: Website and Panel)**





# Programs and services.

By sub-groups

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

2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Libraries <i>Column n</i>	7.8 458	8.0 54	7.8 62	8.2 53	7.5 58	7.4 66	8.4 40	7.8 64	7.7 61	7.7 203	7.9 255	7.7 103	7.7 212	8.0 143
Community Centres <i>Column n</i>	7.5 359	7.8 42	7.3 60	7.4 38	7.3 43	6.9 48	8.2 27	7.5 45	7.7 56	7.3 173	7.6 186	7.0 81	7.4 153	7.9 125

In 2020, user satisfaction of each facility was high (7+). No statistically significant differences were found between wards, gender or age groups.

Please exercise caution when interpreting some of the averages in this table – sample sizes are particularly small and are only indicative of the satisfaction of users of each facility.



Infrastructure.

# Infrastructure.

## We asked...

- How important is our infrastructure?
- How satisfied are you with our infrastructure?
- How satisfied are you with stormwater drainage infrastructure?

Residents of the City of Charles Sturt value infrastructure, with the majority of residents (>85%) surveyed rating the Council's provision of infrastructure to be important.

Satisfaction was lowest with the provision of footpaths (46%), but two thirds (66%) were satisfied with off-road shared-use paths and stormwater drainage infrastructure.

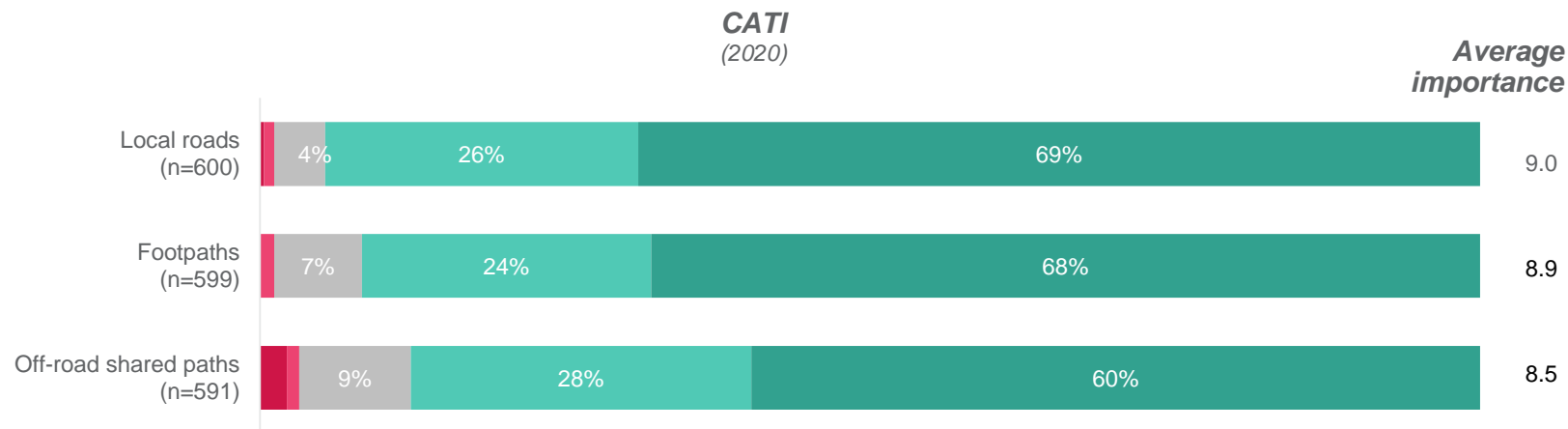
2020 CATI	Importance	Satisfaction	Change in satisfaction from 2019
Local roads	95%	60%	+1%
Footpaths	92%	46%	-4%
Off road shared use walking/cycling paths	88%	66%	-5%
Stormwater infrastructure	-	66%	No change





# Importance of infrastructure provision.

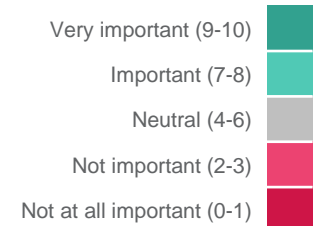
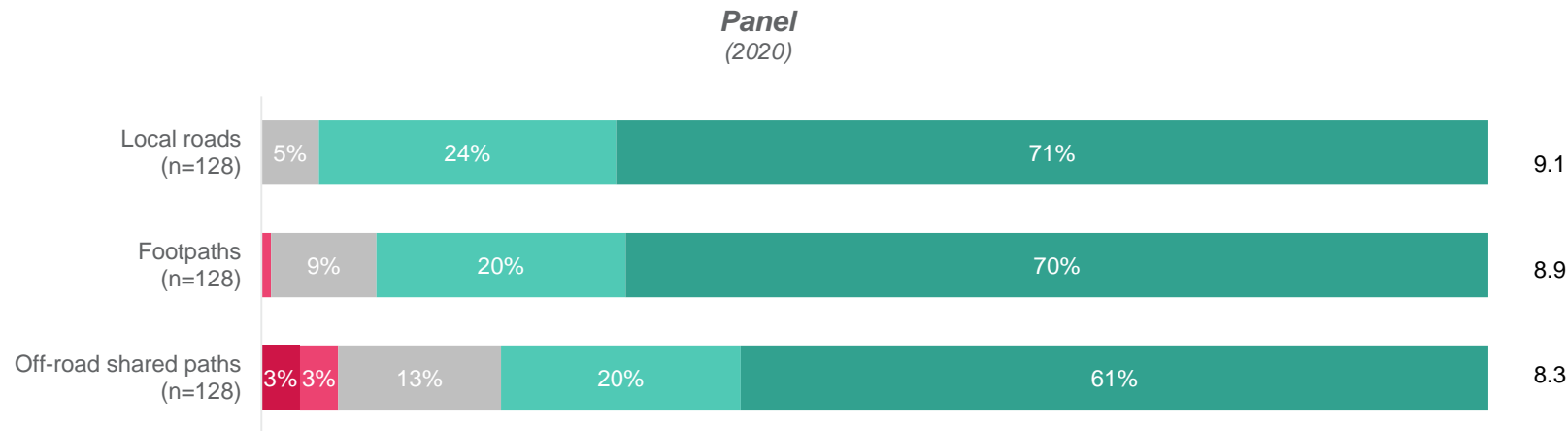
Thinking now about infrastructure in the area, to what extent is the provision of the following important to you?



## CATI and Panel

Overall, all the majority of respondents from both the CATI and Panel samples rated the provision of local roads, footpaths and off-road shared paths as important, with very few rating 0-3 (low importance).

'Don't know' responses have been excluded from reporting (approximately 1-2%).



Q18. To what extent is the provision of the following important to you?

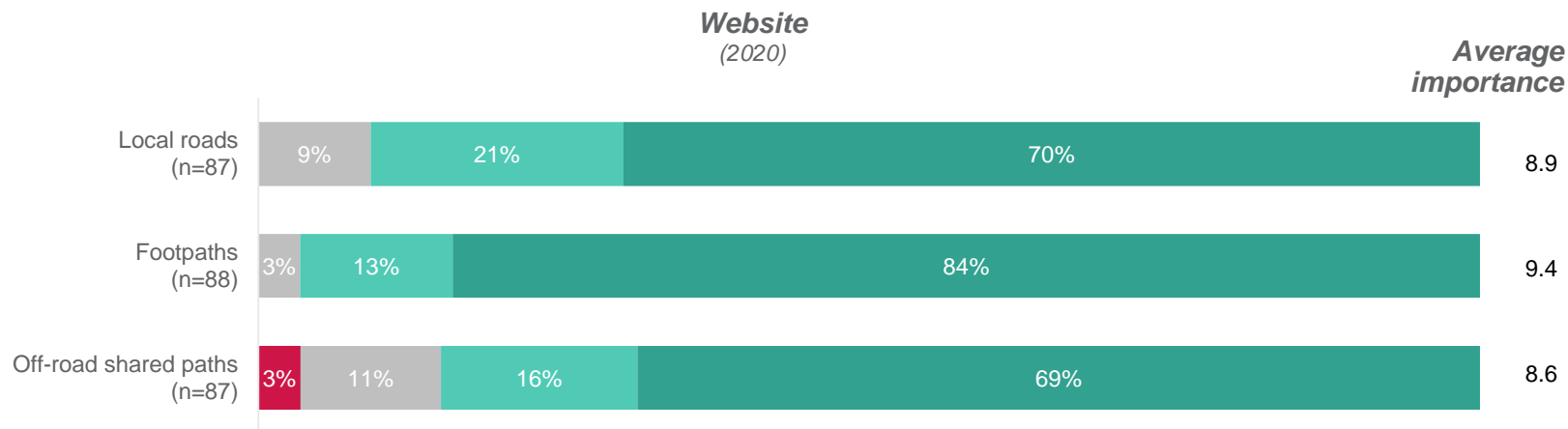
In 2019, 'off road shared paths' featured additional prompts: 'such as Linear Park along the River Torrens or the path along the coast'. These persisted in 2020.

In 2020, 'Local roads' added the prompt: '(i.e. non-main roads)'. These persisted in 2020.

Figures of 2% or less have been omitted.

# Importance of infrastructure provision.

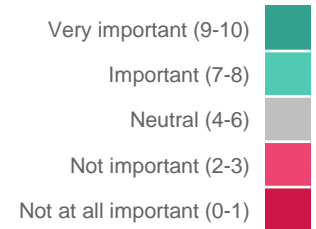
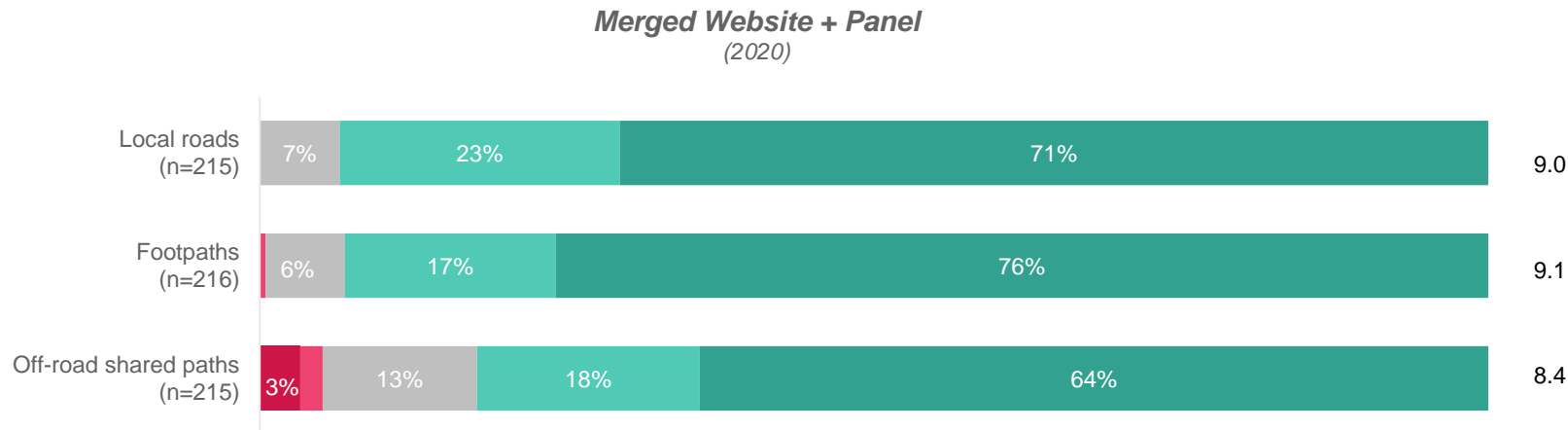
Thinking now about infrastructure in the area, to what extent is the provision of the following important to you?



## Website and Panel

The majority of those surveyed from the Website sample also rate local roads, footpaths and off-road shared paths as important. A small proportion (3%) indicate low importance for off-road shared paths, but beyond this the provision of each piece of infrastructure is considered important.

'Don't know' responses have been excluded from reporting (approximately 1-2%).



Q18. To what extent is the provision of the following important to you?

In 2019, 'off road shared paths' featured additional prompts: 'such as Linear Park along the River Torrens or the path along the coast'. These persisted in 2020.

In 2020, 'Local roads' added the prompt: '(i.e. non-main roads)'. These persisted in 2020.

Please note any small sample sizes (e.g. n=<100). Figures of 2% or less have been omitted.

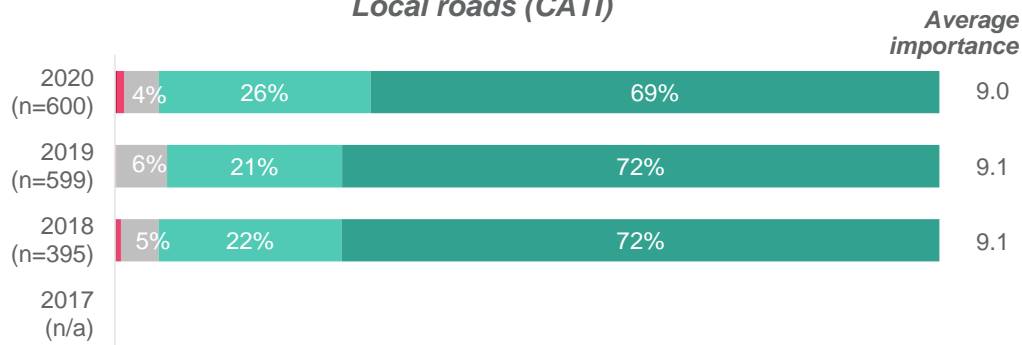


# Importance of infrastructure provision.

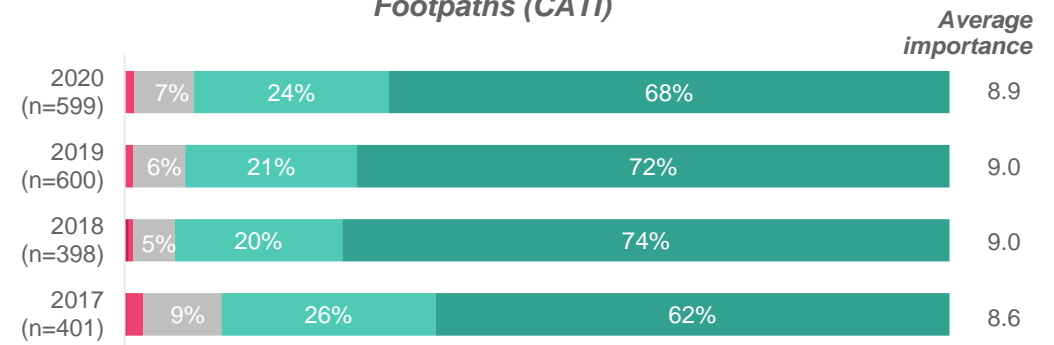
Thinking now about infrastructure in the area, to what extent is the provision of the following important to you?

Overall, rated importance for each form of infrastructure has remained consistent from 2020 and previous years – no statistically significant differences were found between 2019 and 2020.

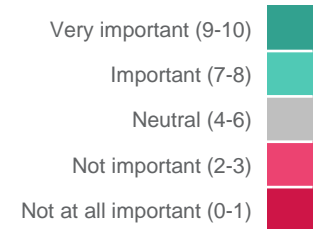
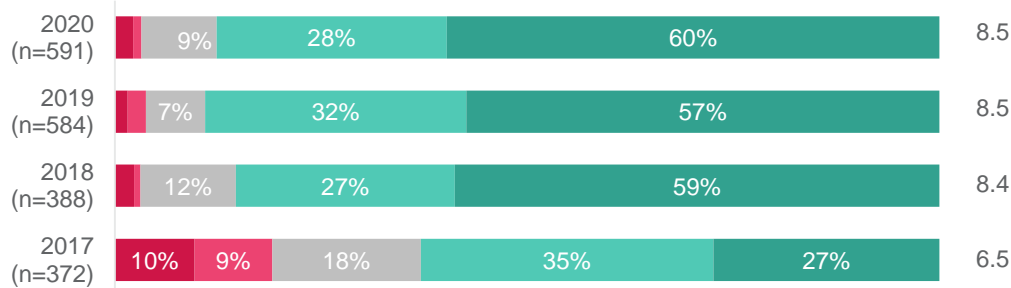
## Local roads (CATI)



## Footpaths (CATI)



## Off-road shared-use cycling/walking paths (CATI)



Q18. To what extent is the provision of the following important to you?

In 2019, 'off road shared paths' featured additional prompts: 'such as Linear Park along the River Torrens or the path along the coast'. These persisted in 2020.

In 2020, 'Local roads' added the prompt: '(i.e. non-main roads)'. Figures of 2% or less have been omitted.

Figures of 2% or less have been omitted.



# Importance of infrastructure provision.

By sub-groups

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

2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Local roads <i>Column n</i>	9.0 600	8.9 76	9.2 76	9.1 71	8.9 82	8.9 76	9.3 55	8.8 76	8.9 88	8.9 284	9.1 316	8.7 141	9.1 260	9.0 199
Footpaths <i>Column n</i>	8.9 599	8.8 76	8.7 76	8.8 71	9.1 82	8.9 76	9.2 55	8.6 75	8.9 88	8.7 284	9.1 ↑ 315	8.6 141	9.1 ↑ 260	8.7 198
Off-road shared paths <i>Column n</i>	8.5 591	8.6 76	8.4 74	8.2 69	8.9 82	8.3 75	8.8 55	8.6 74	8.3 86	8.3 282	8.6 309	8.5 141	8.7 258	8.2 192

In 2020, average ratings of importance of the provision of certain infrastructure remains high – notable differences highlight more female residents rating the provision of footpaths as important than male residents. Similarly, those aged 35-59 also rate the provision of footpaths as important when compared with the other age groups.

Q18. To what extent is the provision of the following important to you?

In 2019, 'off road shared paths' featured additional prompts: 'such as Linear Park along the River Torrens or the path along the coast'. These persisted in 2020.

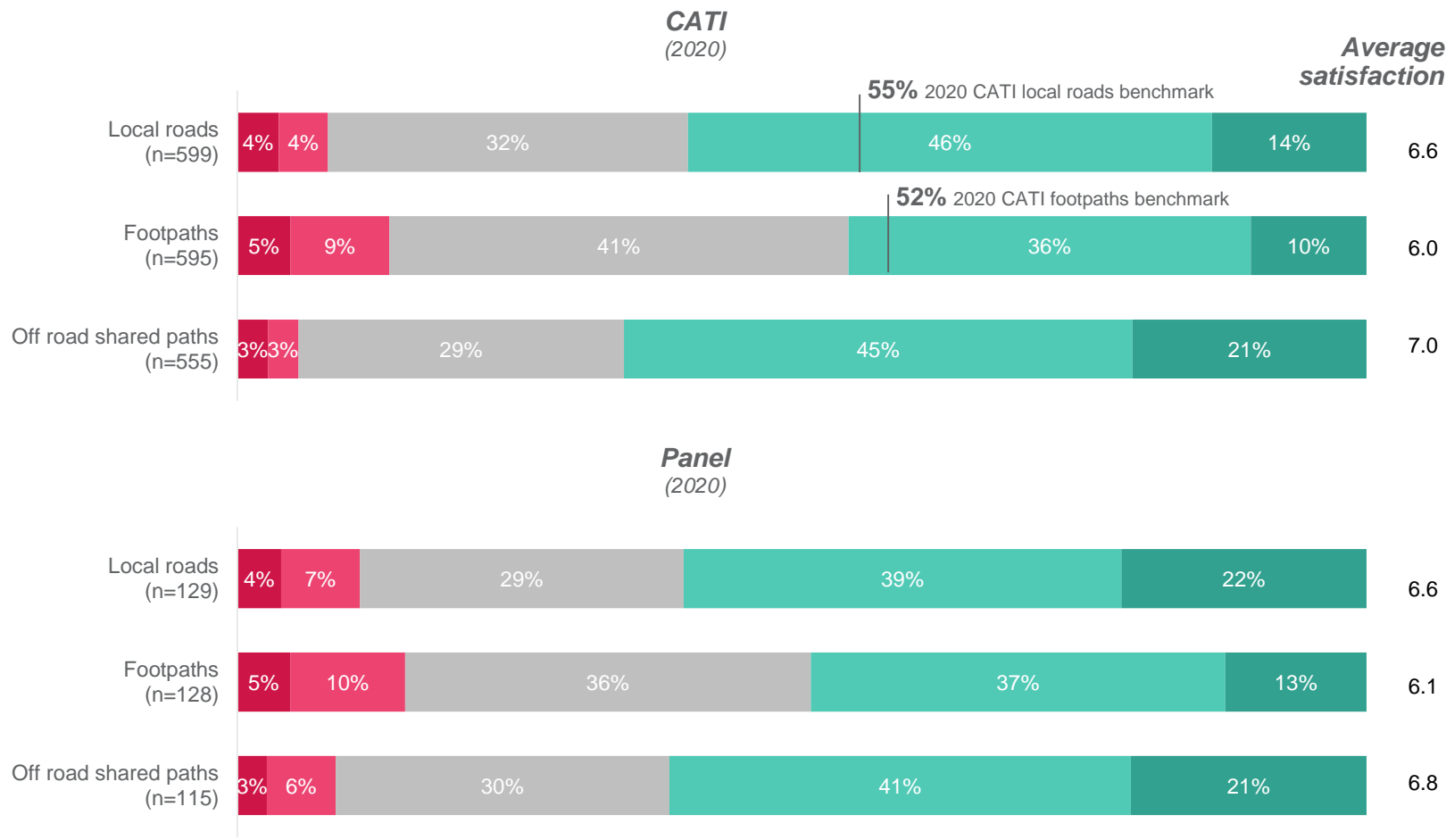
In 2020, 'Local roads' added the prompt: (i.e. non-main roads).

Please note any small sample sizes (e.g. n=<100).



# Satisfaction with infrastructure provision.

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



## CATI and Panel

Amongst the CATI sample, provision of off-road shared-use roads featured the most satisfaction (66%), followed by local roads (60%) then footpaths (46%).

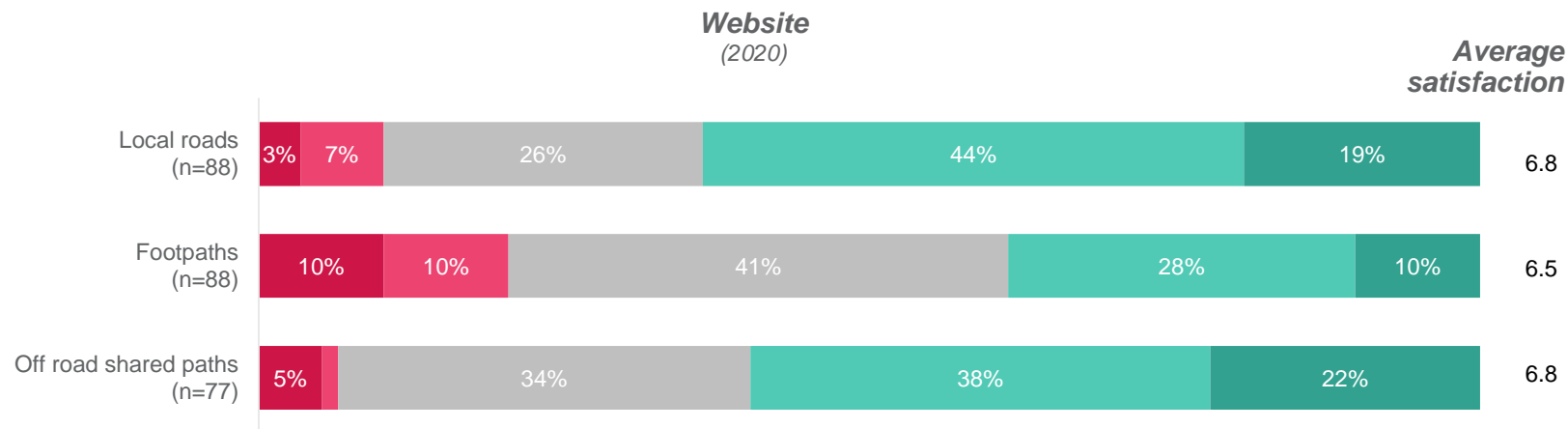
The largest proportion of dissatisfaction with infrastructure provision is regarding footpaths (14% CATI, 15% Panel)

'Don't know' responses have been excluded from reporting, with most arising from 'off road shared paths' (8% CATI, 11% Panel).



# Satisfaction with infrastructure provision.

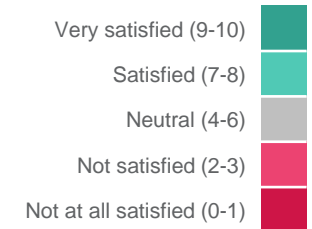
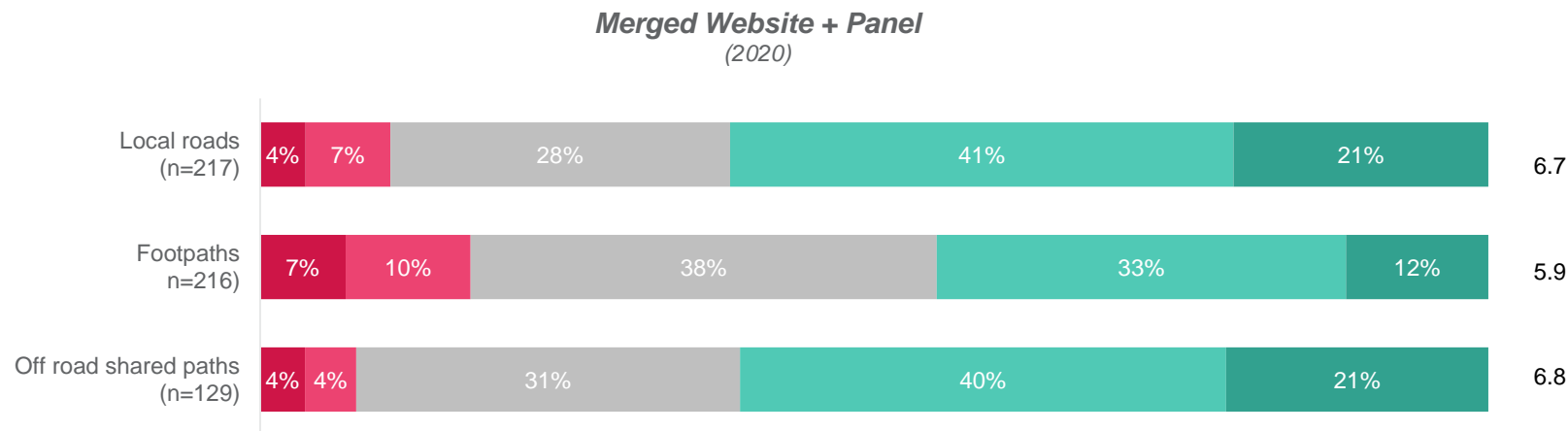
And to what extent are you satisfied with the provision and maintenance of...?



## Website and Panel

Amongst the website sample, more than half were satisfied with the provision of local roads and off road shared-use paths. However, 20% were dissatisfied with the provision of footpaths.

'Don't know' responses have been excluded from reporting, with most arising from 'off road shared paths' (13% Website, 12% Merged).



Q17. And to what extent are you satisfied with the provision and maintenance of...

In 2019, 'off road shared paths' featured additional prompts: 'such as Linear Park along the River Torrens or the path along the coast'. These persisted in 2020.

In 2020, 'Local roads' added the prompt: (i.e. non-main roads).

Please note any small sample sizes (e.g. n<100). Figures of 2% or less have been omitted.

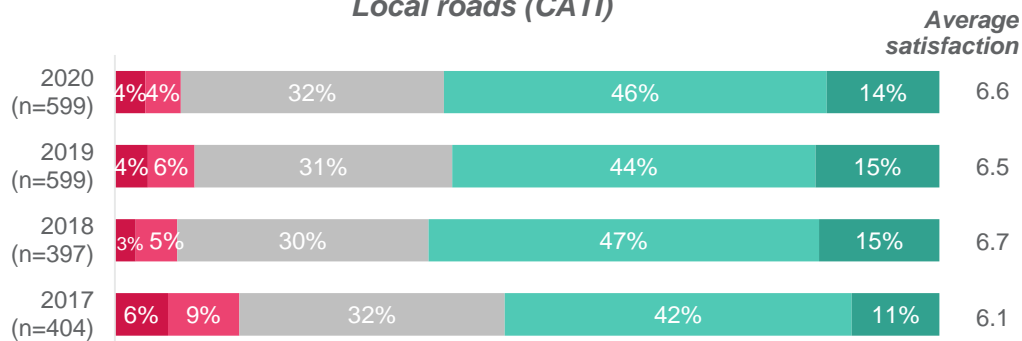


# Satisfaction with infrastructure provision.

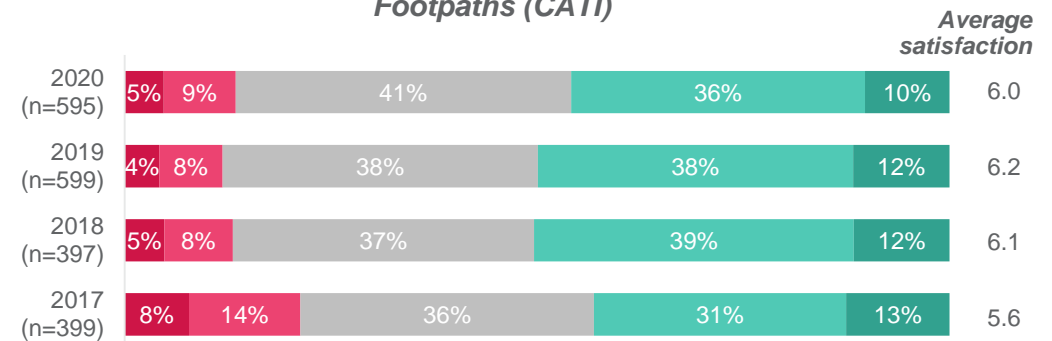
And to what extent are you satisfied with the provision and maintenance of...?

Overall in 2020, satisfaction is relatively high with the provision of local roads (60%), footpaths (46%) and off-road shared use paths (66%). No significant differences were found between 2019 and 2020.

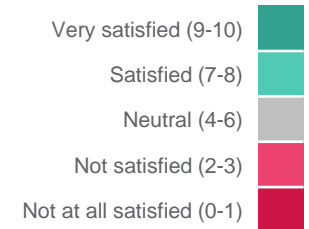
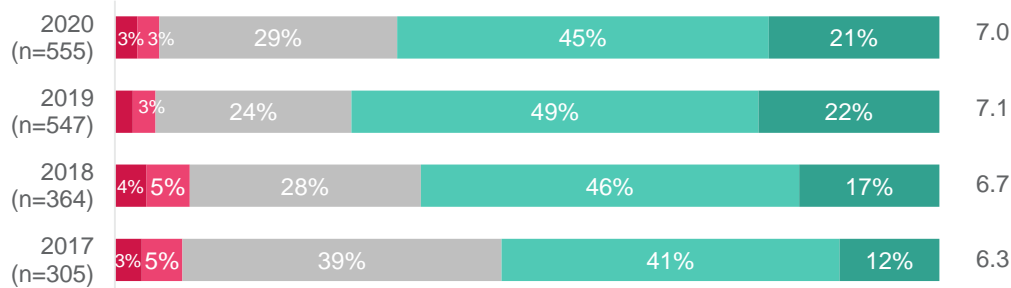
## Local roads (CATI)



## Footpaths (CATI)



## Off-road shared-use cycling/walking paths (CATI)



Q17. And to what extent are you satisfied with the provision and maintenance of...

In 2019, 'off road shared paths' featured additional prompts: 'such as Linear Park along the River Torrens or the path along the coast'. These persisted in 2020. In 2020, 'Local roads' added the prompt: (i.e. non-main roads).





# Satisfaction with infrastructure provision. By sub-groups

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

2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Local roads <i>Column n</i>	6.6 599	6.8 76	6.8 76	6.4 71	6.6 82	6.5 75	6.8 55	6.7 76	6.3 88	6.4 283	6.7 316	6.6 141	6.4 259	6.8 199
Footpaths <i>Column n</i>	6.0 595	6.0 76	6.1 75	6.0 71	6.0 82	5.9 75	6.2 54	5.7 75	6.1 87	5.9 280	6.1 315	6.1 141	6.0 256	6.0 198
Off-road shared paths <i>Column n</i>	7.0 555	7.2 74	7.1 69	6.7 66	7.5 77	7.0 69	7.1 51	6.9 68	6.7 81	6.9 264	7.1 291	7.1 137	7.0 248	7.0 170

In 2020, no significant differences were found between ward, gender or age bracket.

Q17. And to what extent are you satisfied with the provision and maintenance of...

In 2019, 'off road shared paths' featured additional prompts: 'such as Linear Park along the River Torrens or the path along the coast'. These persisted in 2020.

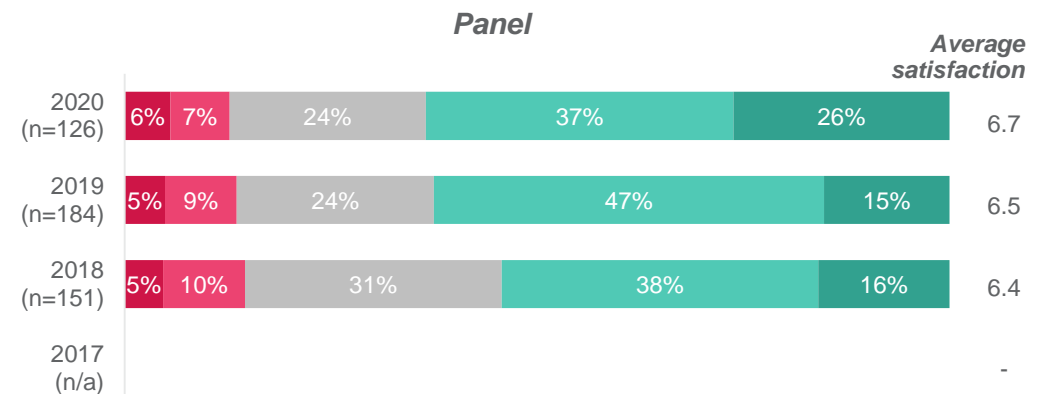
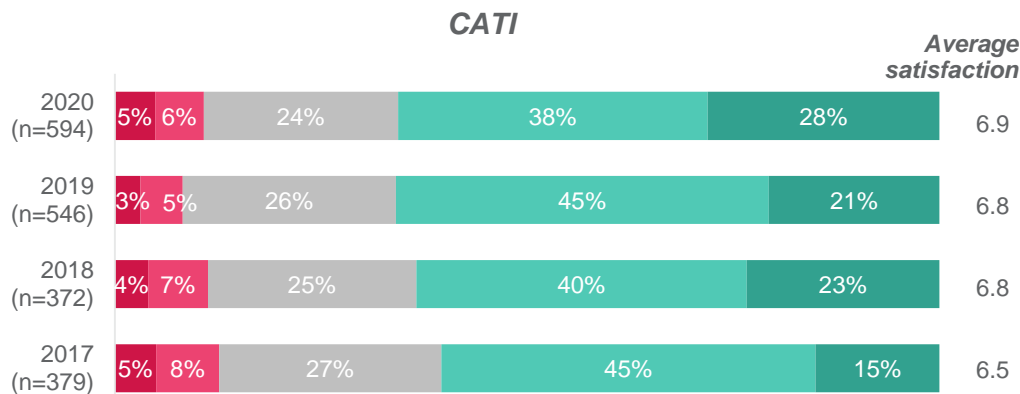
In 2020, 'Local roads' added the prompt: (i.e. non-main roads).

Please note any small sample sizes (e.g. n=<100).

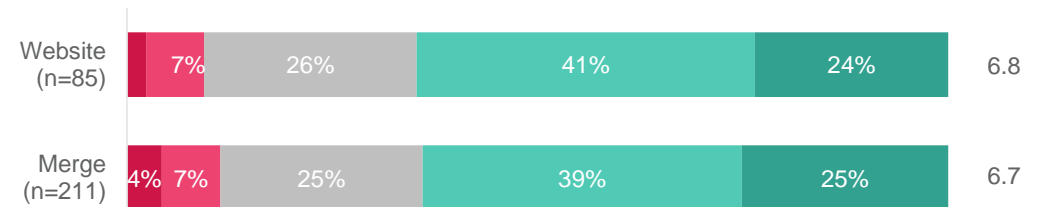


# Stormwater drainage on local roads.

How satisfied are you with the way stormwater drainage and rainwater drains on local roads perform?

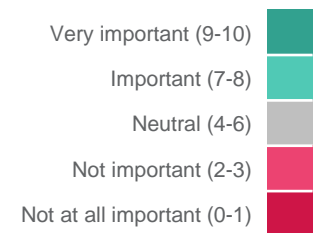


## Website and Panel (2020)



The proportion of residents rating 9 or 10 has increased significantly from 21% in 2019 to 28% in 2020. However, it must be noted there was a change to the phrasing of this question, and also where it was placed in the survey. Other impacts of this include a reduction in 'Don't know' responses (from as high as 9% for the CATI survey down to 1%).

- 2019 phrasing: *And thinking in particular about the stormwater drainage system, how satisfied are you with the way this infrastructure performs?*
- 2020 phrasing: *And thinking in particular about the stormwater drainage system and how well rainwater drains for your local roads, how satisfied are you with the way this infrastructure performs?*





# Stormwater drainage on local roads.

By sub-groups

How satisfied are you with the way stormwater drainage and rainwater drains on local roads perform?

2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Drainage infrastructure	6.9	7.2	7.2	6.9	6.8	6.3	6.9	7.1	7.3	7.1	6.8	7.1	6.6 ↓	7.3 ↑
Column n	594	74	76	69	82	76	55	75	87	281	313	137	259	198

In 2020, the average satisfaction with how well stormwater drainage and rainwater drains on local roads is moderate – 6.9 overall. Those aged 60+ tended to rate their satisfaction higher than the other age groups. Beyond this there were no statistically significance differences in average satisfaction between wards or gender.



# Parks and open space.

# Parks and open space.

## We asked...

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

City of Charles Sturt residents value parks and open spaces, with at least 90% rating the provision of well-developed parks and open spaces as important.

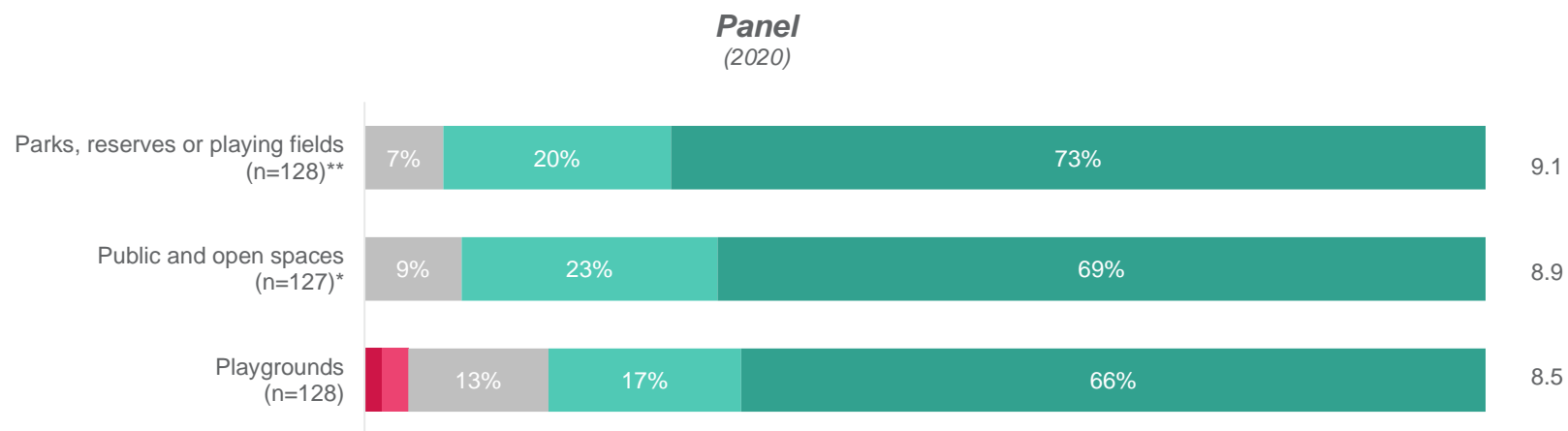
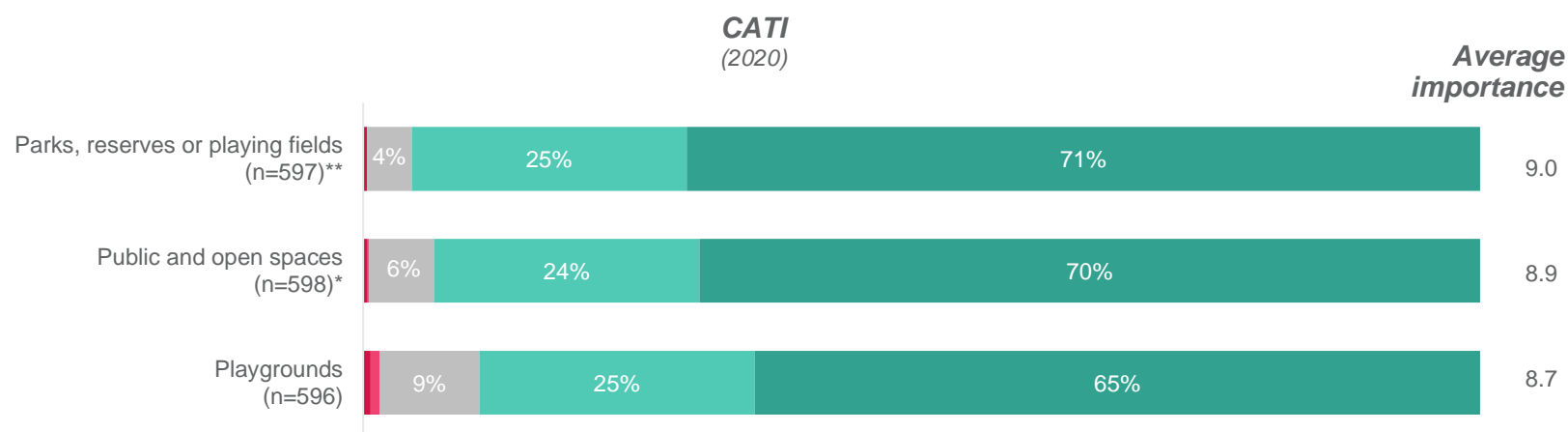
Measures of satisfaction have decreased slightly from 2019, but remain high, with almost eight out of ten residents rating 'satisfaction' with the provision of these spaces.

2020 CATI	Importance	Satisfaction	Change in satisfaction from 2019
Public and open spaces	94%	81%	-3%
Parks, reserves or playing fields	96%	80%	-3%
Playgrounds	90%	76%	-5%



# Importance of parks and open spaces.

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

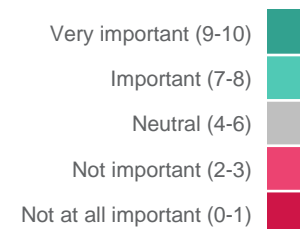


## CATI and Panel

Overall, more than two-thirds of those surveyed (either in the CATI or Panel samples) rated the provision of each space as very important (9 or 10 out of 10).

On average, in both samples, the provision of well-developed 'parks, reserves or playing fields' is more important than 'playgrounds'.

'Don't know' responses have been excluded from reporting – typically 1% or less.



Q21. How important to you is the provision of well-developed...

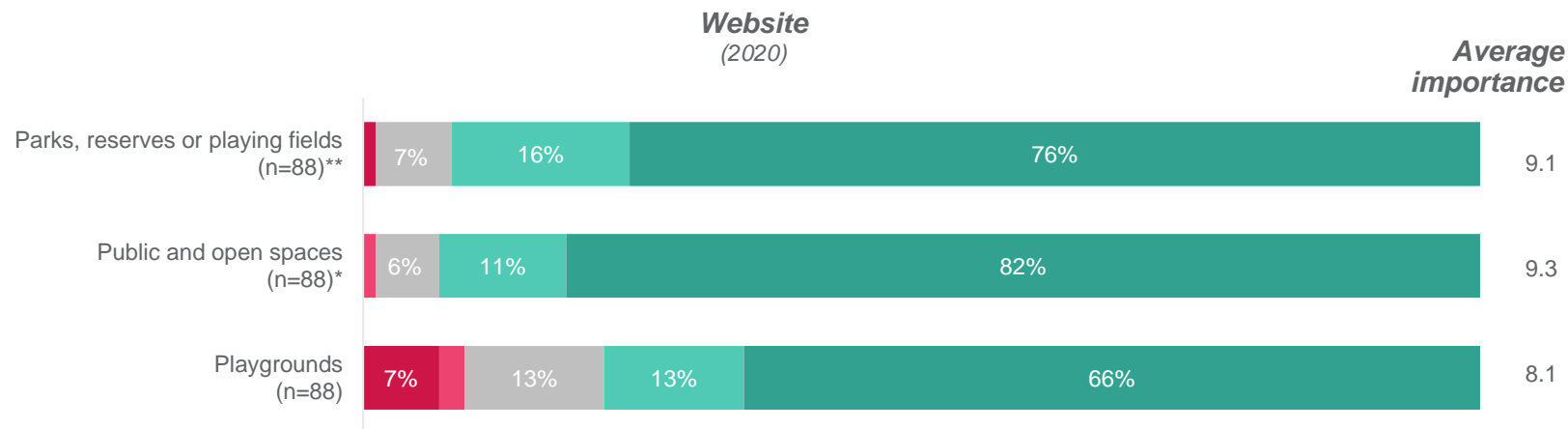
\*In 2019, the answer option included the prompt 'such as foreshore area at Henley Square or Plant 4 Bowden'. This was removed in 2020.

\*\*In 2019, the answer option included the prompt 'such as Point Malcolm reserve or Henley oval'. This was removed in 2020.

Figures of 2% or less have been omitted.

# Importance of parks and open spaces.

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

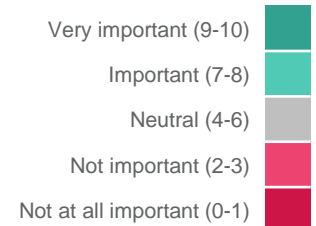
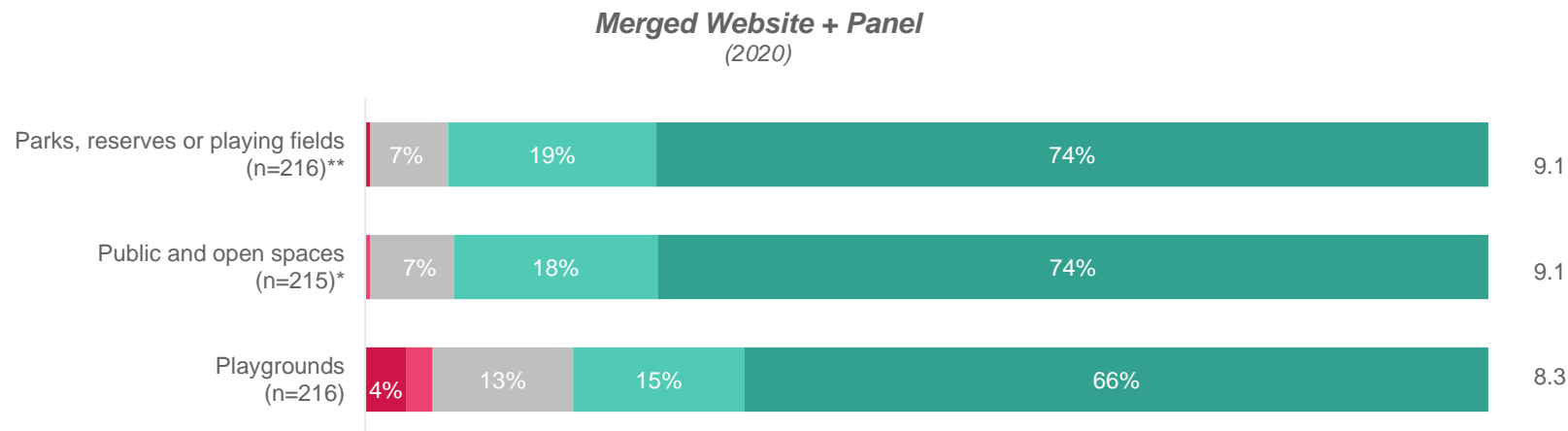


## Website and Panel

Amongst the Website sample, 'very important' ratings were most prominent for the provision of 'public ad open spaces' (82%), while playgrounds were considered unimportant for 9%.

On average, in both samples, the provision of well-developed playgrounds is less important than the other spaces.

'Don't know' responses have been excluded from reporting – typically 1% or less.



Q21. How important to you is the provision of well-developed...

\*In 2019, the answer option included the prompt 'such as foreshore area at Henley Square or Plant 4 Bowden'. This was removed in 2020.

\*\*In 2019, the answer option included the prompt 'such as Point Malcolm reserve or Henley oval'. This was removed in 2020.

Please note any small sample sizes (e.g. n<100). Figures of 2% or less have been omitted.



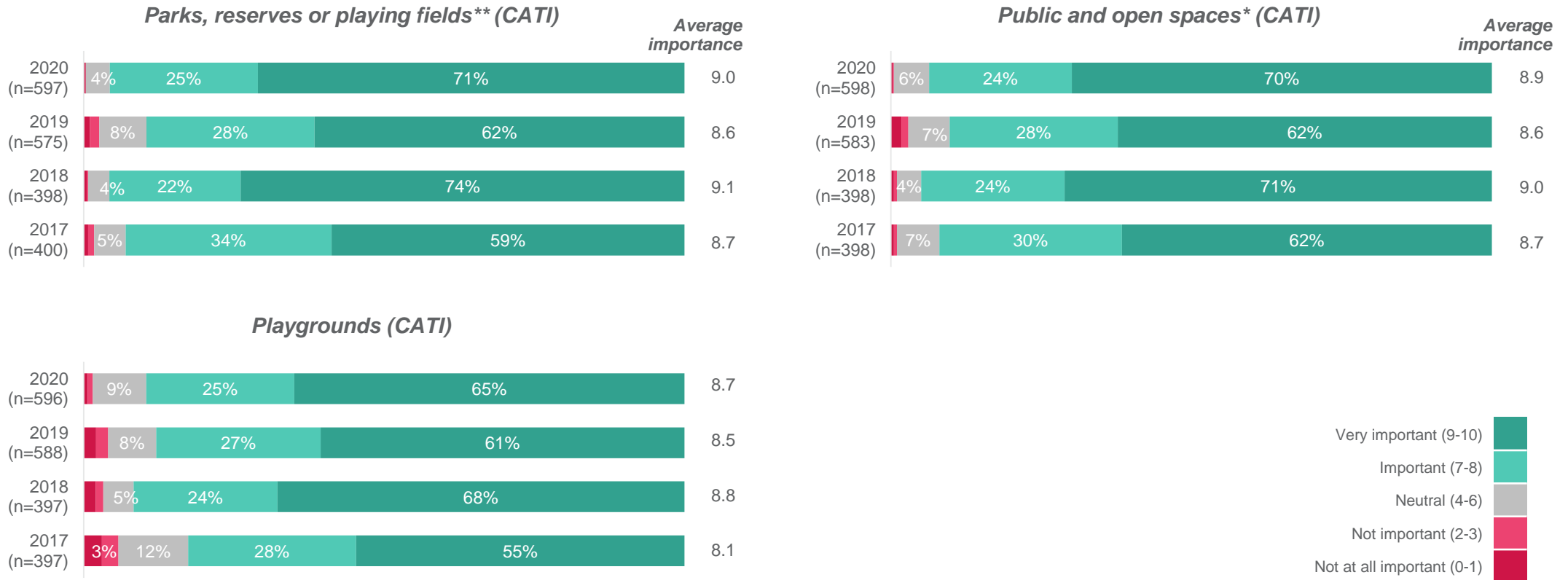


# Importance of parks and open spaces.

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

Amongst the CATI respondents, the average importance of providing well-developed spaces was higher than in 2019.

Please note that in 2019, respondents were prompted with examples of public and open spaces as well as examples of parks, reserves and playing fields. These additions intended to make it clearer to the residents exactly what sorts of assets the question was referring to. These examples were also included in 2020.



Q21. How important to you is the provision of well-developed...

\*In 2019, the answer option included the prompt 'such as foreshore area at Henley Square or Plant 4 Bowden'. This was removed in 2020.

\*\*In 2019, the answer option included the prompt 'such as Point Malcolm reserve or Henley oval'. This was removed in 2020.

Figures of 2% or less have been omitted.



# Importance of parks and open spaces.

By sub-groups

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

2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Parks, reserves, or playing fields** <i>Column n</i>	9.0 597	8.9 76	9.2 76	8.6 71	9.1 81	9.1 75	9.0 55	9.0 76	8.9 87	8.8 284	9.1 313	9.0 141	9.1 259	8.9 197
Public and open spaces* <i>Column n</i>	8.9 598	8.8 76	9.0 75	8.7 71	9.0 82	9.0 76	9.1 55	9.0 75	8.9 88	8.8 284	9.0 314	8.9 141	9.0 259	8.8 198
Playgrounds <i>Column n</i>	8.7 596	8.7 76	9.1 ↑ 76	8.4 70	8.8 81	8.8 76	8.5 55	8.6 75	8.7 87	8.5 ↓ 281	8.9 ↑ 315	8.4 140	8.9 259	8.8 197

On average, the provision of well-developed parks, reserves or playing fields was most important. However, the provision of playgrounds in Findon ward was more important compared with the other wards. Similarly, female residents of the City of Charles Sturt rated the provision of playgrounds as more important when compared with male residents.

Q21. How important to you is the provision of well-developed...

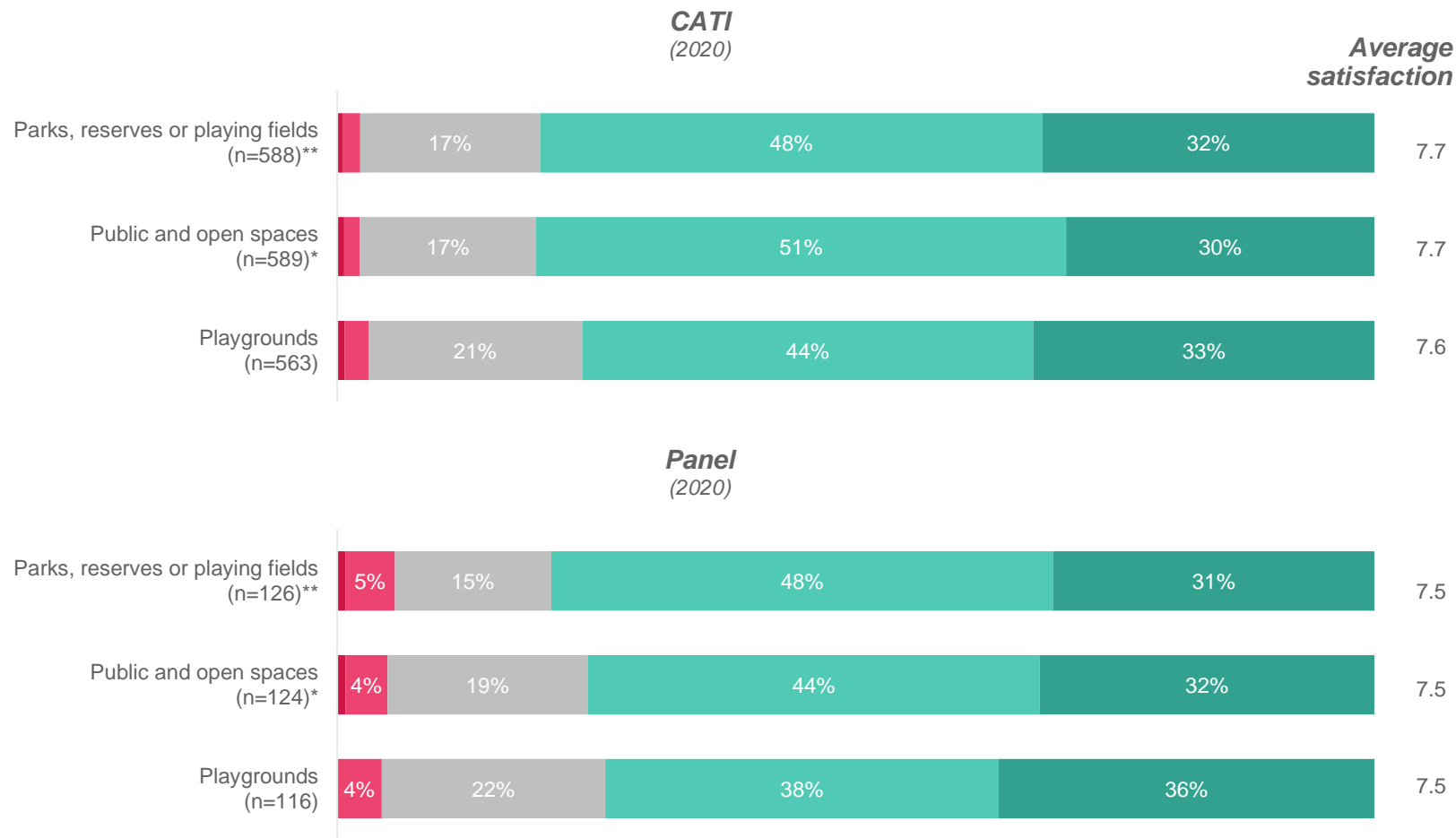
\*In 2019, the answer option included the prompt 'such as foreshore area at Henley Square or Plant 4 Bowden'. This was removed in 2020.

\*\*In 2019, the answer option included the prompt 'such as Point Malcolm reserve or Henley oval'. This was removed in 2020.

Please note any small sample sizes (e.g. n=<100).

# Satisfaction with parks and open spaces.

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

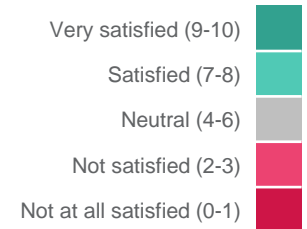


## CATI and Panel

Overall, the majority of residents are satisfied with the City of Charles Sturt's parks and open spaces.

Amongst the CATI sample, the average satisfaction of parks, reserves or playing fields was higher than that of playgrounds.

'Don't know' ratings were excluded – typically 2-4%, except for 'playgrounds' where, depending on the sample, between 6-15% rated 'Don't know'.



Q20. To what extent are you satisfied with the City of Charles Sturt's...

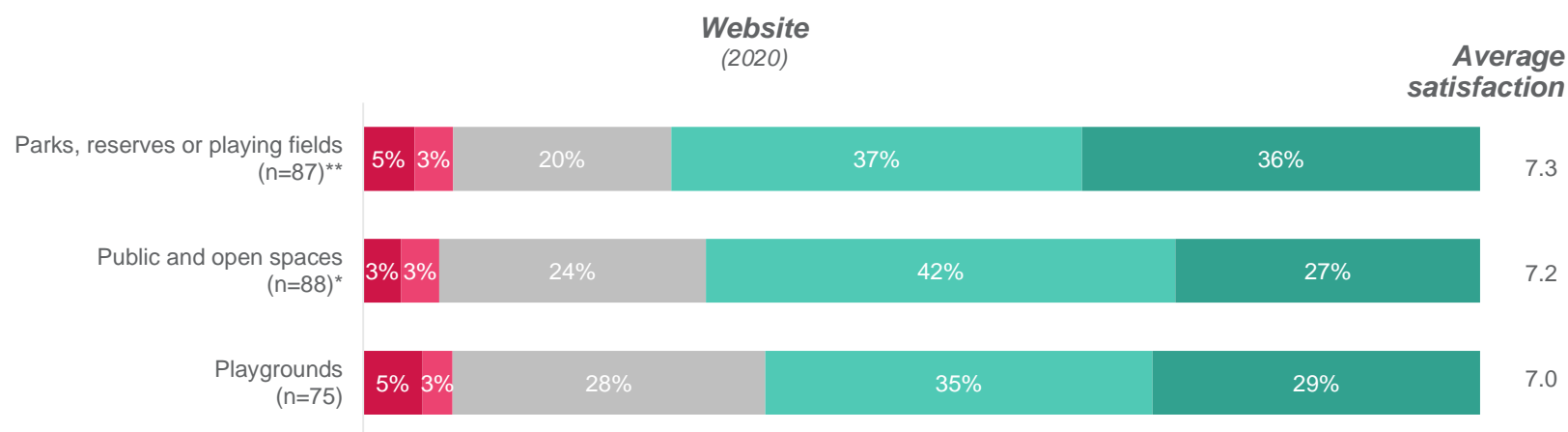
\*In 2019, the answer option included the prompt 'such as foreshore area at Henley Square or Plant 4 Bowden'. This was removed in 2020.

\*\*In 2019, the answer option included the prompt 'such as Point Malcolm reserve or Henley oval'. This was removed in 2020.

Figures of 2% or less have been omitted.

# Satisfaction with parks and open spaces.

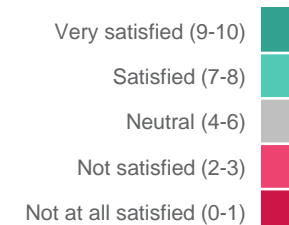
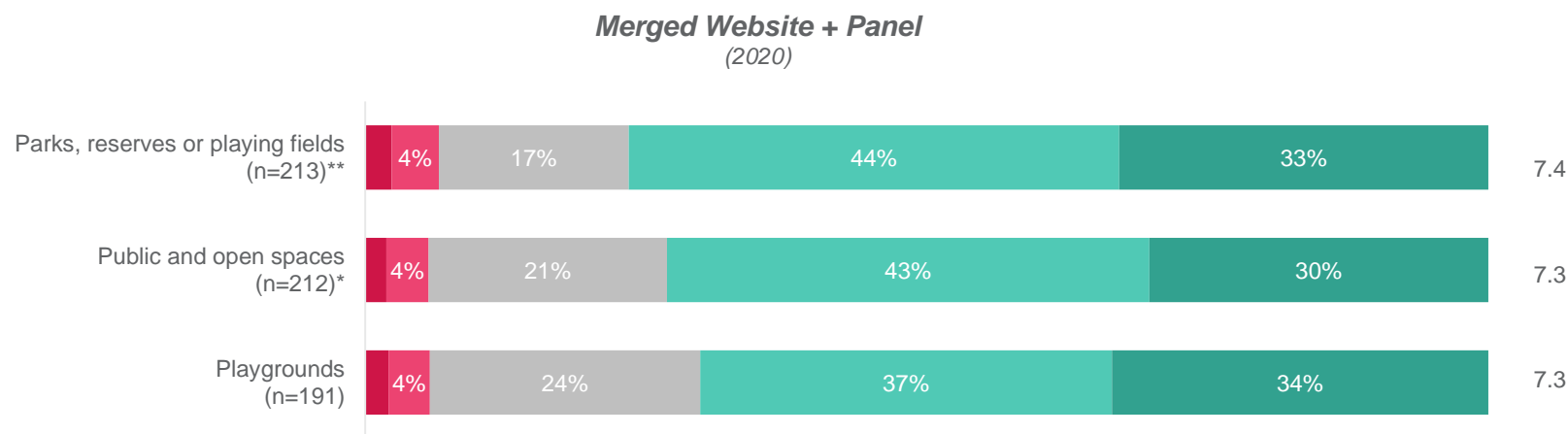
To what extent are you satisfied with the City of Charles Sturt's...



## Website and Panel

Again, the majority of those surveyed were satisfied with the parks and open spaces of the City of Charles Sturt. Average satisfaction did not differ significantly between spaces.

'Don't know' ratings were excluded – typically 2-4%, except for 'playgrounds' where, depending on the sample, between 6-15% rated 'Don't know'.



Q20. To what extent are you satisfied with the City of Charles Sturt's...

\*In 2019, the answer option included the prompt 'such as foreshore area at Henley Square or Plant 4 Bowden'. This was removed in 2020.

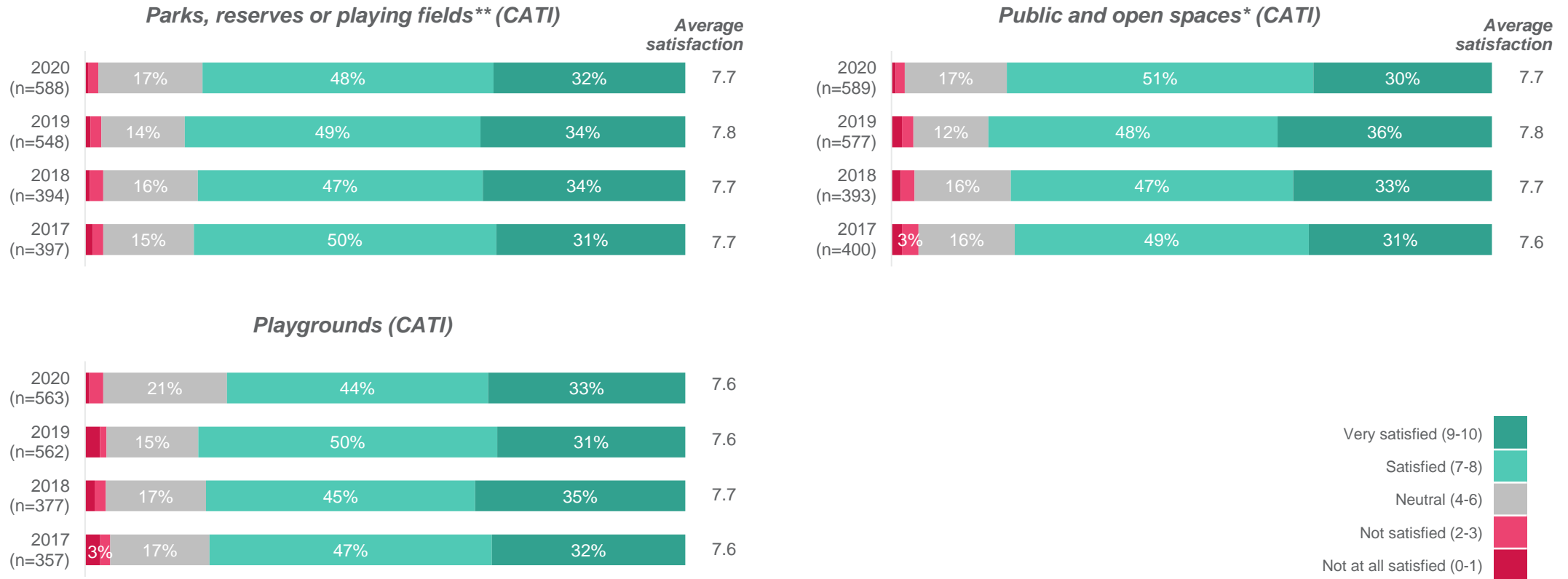
\*\*In 2019, the answer option included the prompt 'such as Point Malcolm reserve or Henley oval'. This was removed in 2020.

Please note any small sample sizes (e.g. n<100). Figures of 2% or less have been omitted.

# Satisfaction with parks and open spaces.

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

The proportion of satisfied residents and their average ratings remain high – no significant differences were measured.



Q20. To what extent are you satisfied with the City of Charles Sturt's...

\*In 2019, the answer option included the prompt 'such as foreshore area at Henley Square or Plant 4 Bowden'. This was removed in 2020.

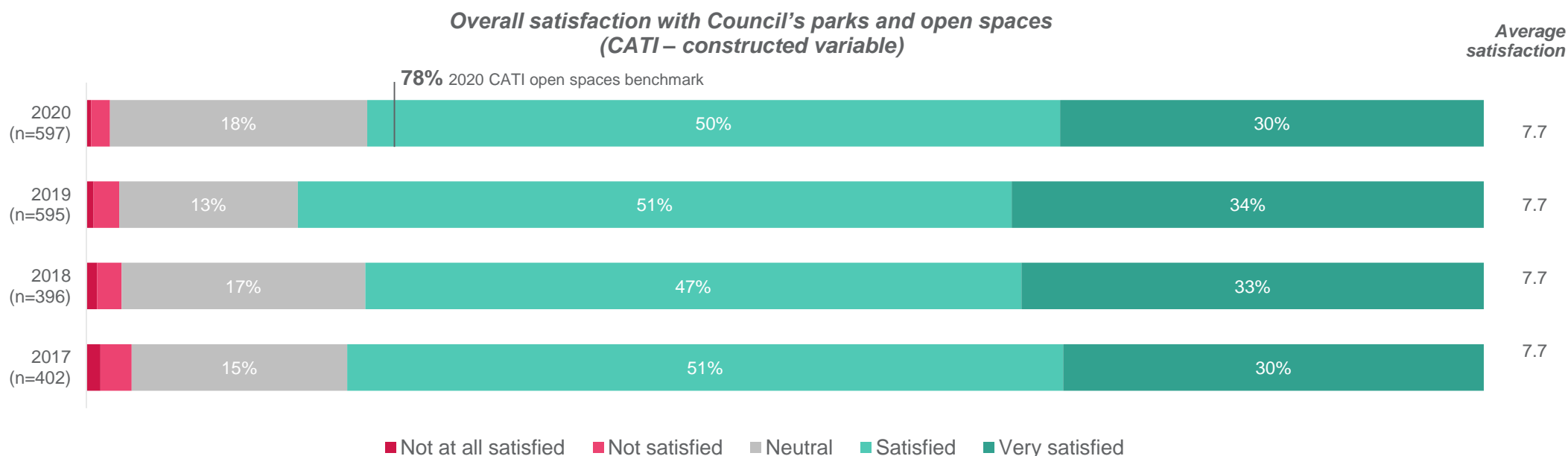
\*\*In 2019, the answer option included the prompt 'such as Point Malcolm reserve or Henley oval'. This was removed in 2020.

Figures of 2% or less have been omitted.

# Satisfaction with parks and open spaces.

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

This measure has been derived from answer given at Q20 (i.e. the average of all ratings for all parks, spaces or playgrounds). Missing data has been excluded in its construction.



Q20. To what extent are you satisfied with the City of Charles Sturt's...

\*In 2019, the answer option included the prompt 'such as foreshore area at Henley Square or Plant 4 Bowden'. This was removed in 2020.

\*\*In 2019, the answer option included the prompt 'such as Point Malcolm reserve or Henley oval'. This was removed in 2020.

Figures of 2% or less have been omitted.





# Satisfaction with parks and open spaces. By sub-groups

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

2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Parks, reserves, or playing fields** <i>Column n</i>	7.7 588	7.9 76	7.9 73	7.5 70	7.8 80	7.6 75	7.7 55	7.8 74	7.6 85	7.7 280	7.7 308	7.7 141	7.6 257	8.0 190
Public and open spaces* <i>Column n</i>	7.7 589	7.9 76	7.7 74	7.4 70	7.7 79	7.7 74	7.7 55	7.6 73	7.7 88	7.7 281	7.7 308	7.7 140	7.5 256	7.8 193
Playgrounds <i>Column n</i>	7.6 563	7.8 74	7.9 71	7.1 68	7.6 76	7.7 73	7.8 53	7.3 68	7.6 80	7.5 270	7.7 293	7.5 133	7.4 246	7.9 184

Overall satisfaction with the City of Charles Sturt's parks and open spaces is high – no significant differences were found between ward, gender or age.

Q20. To what extent are you satisfied with the City of Charles Sturt's...

\*In 2019, the answer option included the prompt 'such as foreshore area at Henley Square or Plant 4 Bowden'. This was removed in 2020.

\*\*In 2019, the answer option included the prompt 'such as Point Malcolm reserve or Henley oval'. This was removed in 2020.

Please note any small sample sizes (e.g. n<100).



Community  
connectedness.

# Community connectedness.

## We asked...

- Do you feel part of the broader community?
- If you needed help, is there someone you could call?
- Do you feel as though you get to have a say on local issues?
- Do you, or a member of your household, volunteer in your community?
- Do you, or any member of your household, belong to an organised group?

Feeling part of the community is important to community wellbeing. Just under half of residents (49%) in the City of Charles Sturt feel as though they are part of the broader community – consistent with 2019. Similarly, group membership within the City of Charles Sturt remains consistent at 44%.

The sense of involvement, measured by understanding what degree residents feel as though they have a say in important decisions has increased slightly from 41% to 43%.

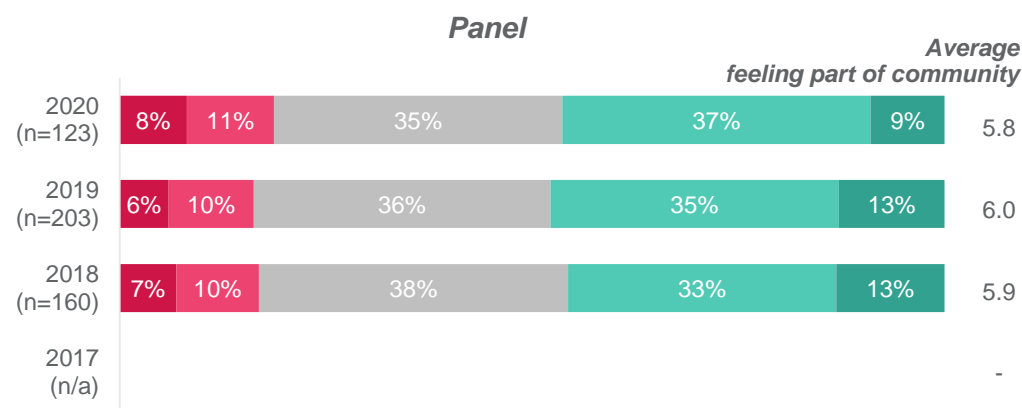
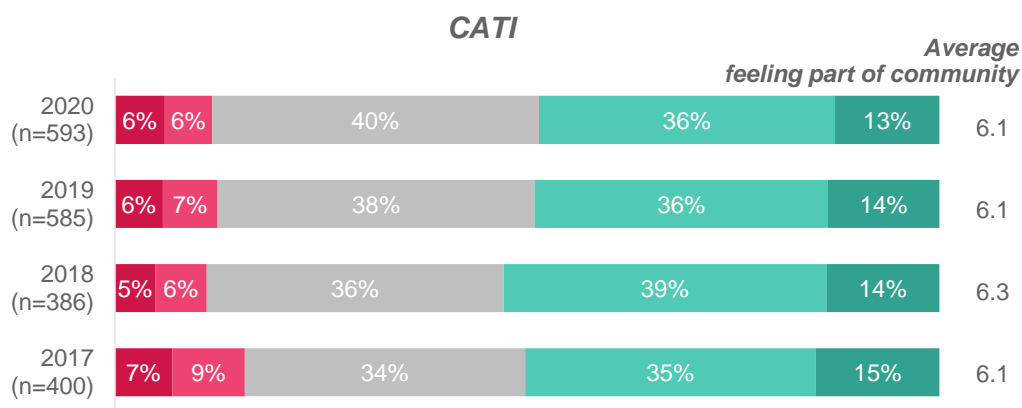
The vast majority (95%) of residents felt that if they needed help in an emergency they would be able to ask for help from friends, neighbours or family.

2020 CATI	Measure	Change in Measure (Since 2019)
Sense of community	49%	No change
Volunteering	37%	+4%
Group membership	44%	No change
Sense of involvement	43%	+2%



# Sense of community.

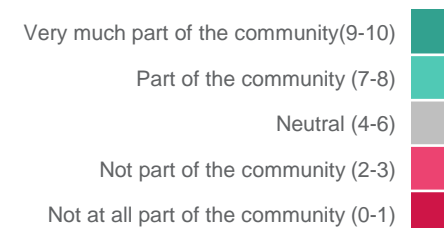
To what extent do you feel that you and your household are part of the broader City of Charles Sturt community?



Overall, the proportion of residents in the City of Charles Sturt that feel part of the community remains relatively consistent – no significant differences were found.

'Don't know' ratings have been excluded – these vary between 1-5% depending on year and sample.

## Website and Panel (2020)





# Sense of community.

By sub-groups

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

2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Feel part of the community	6.1	5.9	6.3	6.1	6.3	6.2	6.4	6.3	5.6	6.2	6.1	5.4 ↓	6.2	6.5
Column n	593	74	75	70	82	76	53	76	87	282	311	139	258	196

The average 'feeling' that residents are part of the community is moderate (6.1). There are no significant differences between ward or gender, except for those aged 18-34 who rated lower feelings of being part of the community than the other age groups.

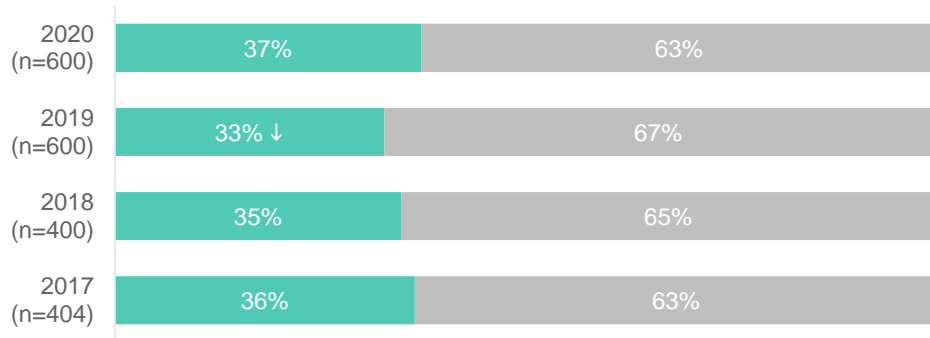




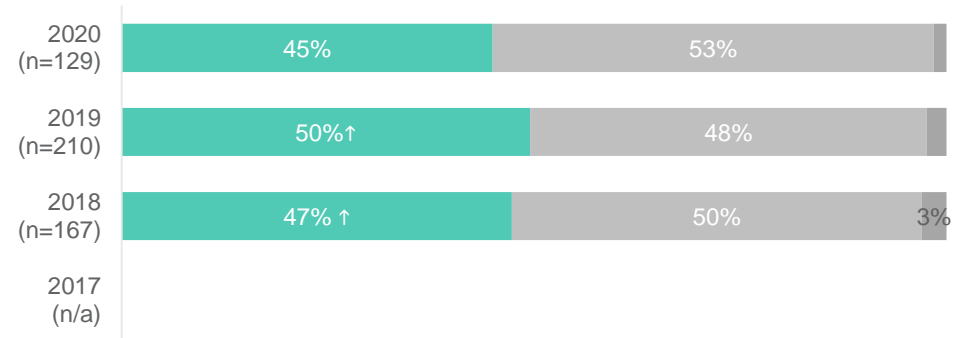
# Volunteering.

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

**CATI**

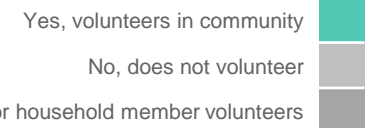


**Panel**



At least one-third of those surveyed via CATI (37%) and almost half of those that responded from the Panel (45%) volunteer in the community (or have a household member that does).

**Merged Website and Panel**





# Volunteering.

By sub-groups

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

2020 CATI sample		Ward								Gender		Age (condensed)		
Column %	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Yes	37%	33%	38%	42%	51%	25%	42%	33%	34%	37%	37%	30%	43%	35%
No	63%	67%	62%	58%	48%	75%	58%	67%	65%	62%	63%	69%	57%	65%
Not sure, can't say	<1%	0%	0%	0%	1%	0%	0%	0%	1%	<1%	<1%	1%	0%	0%
Column n	600	76	76	71	82	76	55	76	88	284	316	141	260	199

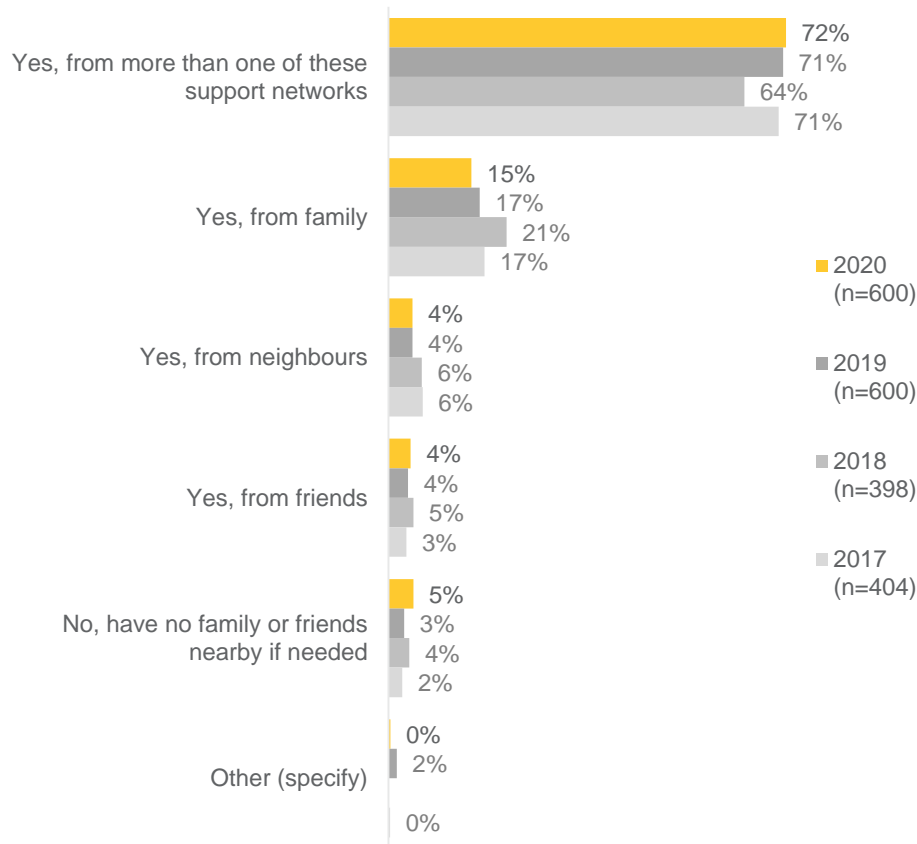
Overall, at least one in three CATI respondents (or a member of their household) volunteers in their community. No significant differences were measured between ward, gender or age.



# Emergency help.

If you needed help (e.g. in an emergency), are you able to ask for and receive help from others?

CATI results, year by year



## CATI

Almost three out of four residents are able to ask for and receive help from friends, family or neighbours (72%) – this trend continues an increase from 2018 results (64%).

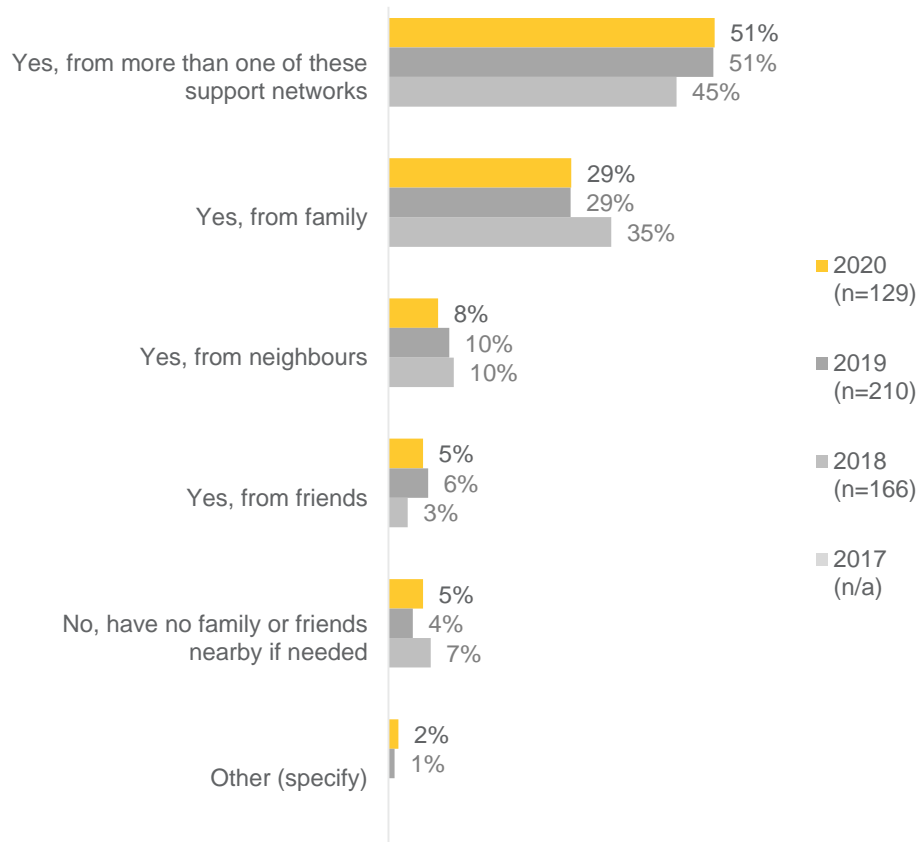
Other interesting differences include a decrease of asking for help exclusively from family (down to 15% from 17% in 2019).

Results for the panel survey sample can be found on the following page, as well as the newly sampled 'website' cohort.

# Emergency help.

If you needed help (e.g. in an emergency), are you able to ask for and receive help from others?

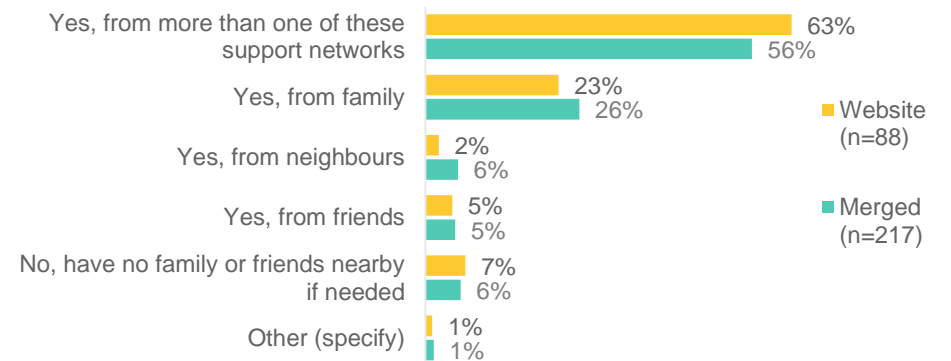
Panel results, year by year



Website and Panel

Amongst the Panel respondents, half (51%) are able to ask for and receive help from family, neighbours or friends.

Merged website and panel (2020)





# Emergency help.

By sub-groups

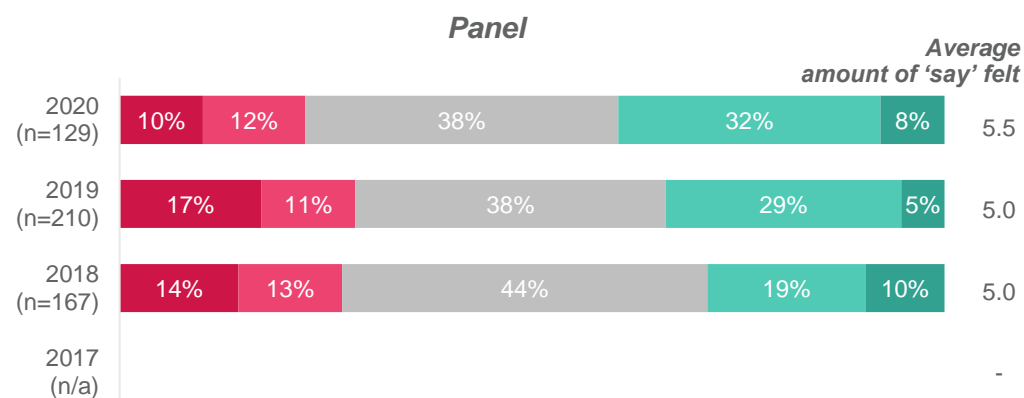
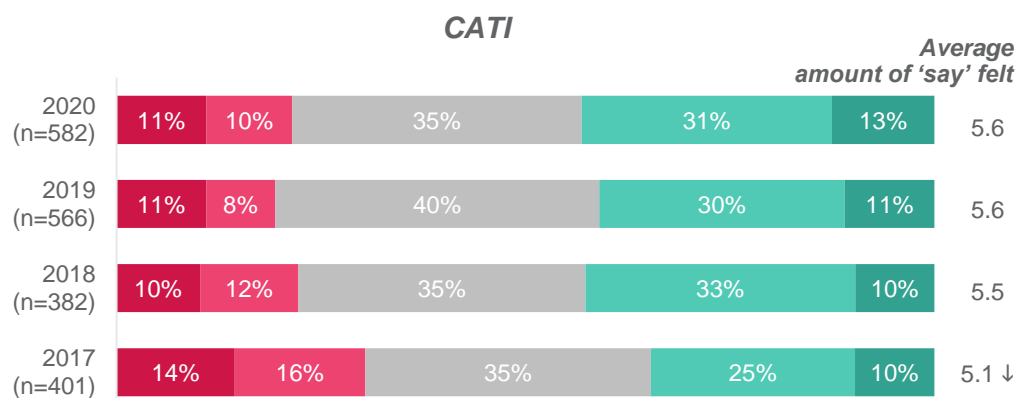
If you needed help (e.g. in an emergency), are you able to ask for and receive help from others?

2020 CATI sample		Ward								Gender		Age (condensed)		
Column %	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Yes, from >1 of these support networks	72%	68%	66%	76%	78%	74%	69%	70%	73%	72%	72%	77%	73%	67%
Yes, from family	15%	18%	14%	15%	10%	17%	24%	11%	14%	14%	16%	14%	14%	17%
Yes, from neighbours	4%	7%	5%	4%	4%	1%	4%	7%	3%	2%	6%	2%	5%	5%
Yes, from friends	4%	3%	7%	1%	2%	4%	2%	5%	7%	6%	2%	4%	6%	2%
No, have no family or friends nearby if needed	5%	4%	8%	3%	6%	3%	2%	7%	3%	5%	4%	3%	3%	8%
Other (specify)	<1%	0%	0%	0%	0%	1%	0%	1%	0%	<1%	<1%	1%	0%	1%
Column n	600	76	76	71	82	76	55	76	88	284	316	141	260	199

Overall, no significant differences exist between ward, gender or age brackets.

# Sense of involvement.

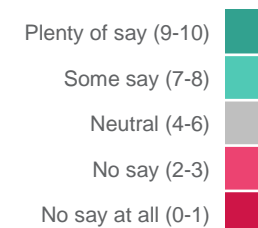
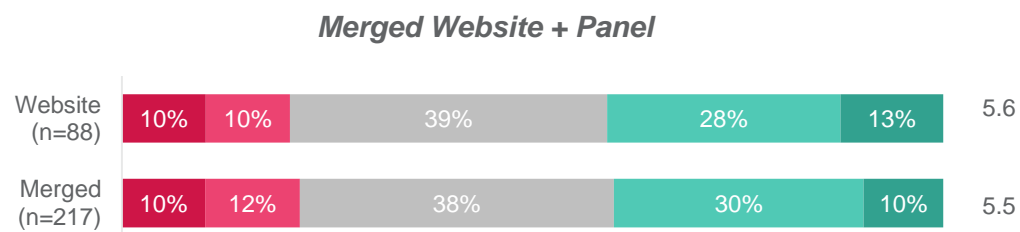
To what extent do you feel that you have a say on important issues in your area?



More than one-third of residents surveyed in 2020 felt they had at least some say on important issues in their area (44% CATI, 40% Panel).

On average, respondents were generally 'neutral' (5.6 CATI, 5.5 Panel), suggesting opportunities exist for residents to feel like they have more of a say.

'Don't know' ratings have been excluded – these vary between 1-6% depending on year and sample.





# Sense of involvement.

By sub-groups

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

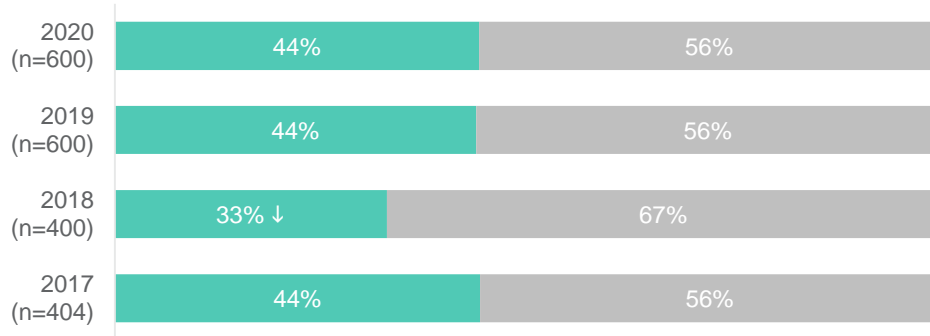
2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Sense of involvement	5.6	6.1	5.4	5.5	5.4	6.1	5.5	5.6	5.6	5.4	5.8	5.5	5.8	5.5
Column n	582	73	75	70	78	74	54	74	84	276	306	134	253	195

Overall, no significant differences exist between ward, gender or age bracket.

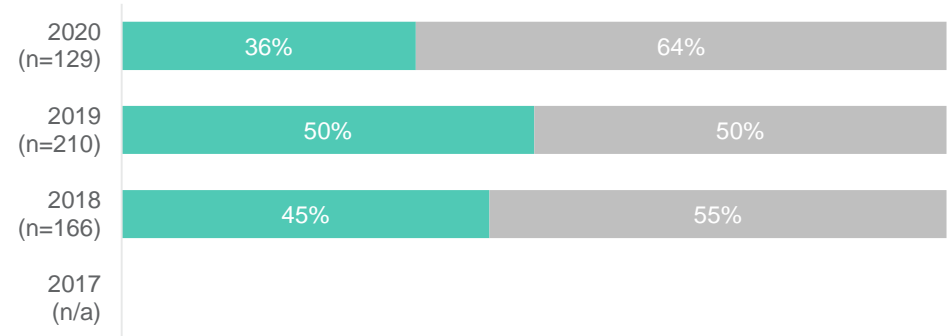
# Group membership.

Do you, or any member of your household, belong to an organised group in the City of Charles Sturt?

**CATI**



**Panel**



Group membership remains consistent amongst the CATI sample (44% in 2020 and 2019), having increased from 2018 results (33%).

Beyond this, no significant differences were found.

**Q12 panel**



Yes, belongs to an organised group in CCS  
No, does not belong to an organised group in CCS



# Group membership.

By sub-groups

Do you, or any member of your household, belong to an organised group in the City of Charles Sturt?

2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Group member in CCS	44%	37%	61% ↑	41%	57% ↑	38%	47%	41%	33%	48%	41%	32%	51% ↑	44%
Not a member	56%	63%	39%	59%	43%	62%	53%	59%	67%	52%	59%	68% ↑	49%	56%
Column n	600	76	76	71	82	76	55	76	88	284	316	141	260	199

Almost half (44%) of the CATI respondents are members of an organised group in the City of Charles Sturt. There is higher group membership in Findon (61%) and Henley (57%) wards, and also amongst those aged 35-59 (51%).





Community  
safety.

# Safety.

## We asked...

- Do you feel safe in your community through the day?
- What about at night?
- For those who don't feel safe, how come?

Just under two-thirds of the residents surveyed (65%) indicated they feel safe during the day *and* night in their area.

The proportion of residents indicating they feel safe during the day but not at night has increased from 26% to 29%, while 5% do not feel safe in their neighbourhood at all.

Amongst those that felt unsafe, 'crime rates in the local area' was the main reason for feeling unsafe (36%), while 21% expressed a general caution or concern for safety.

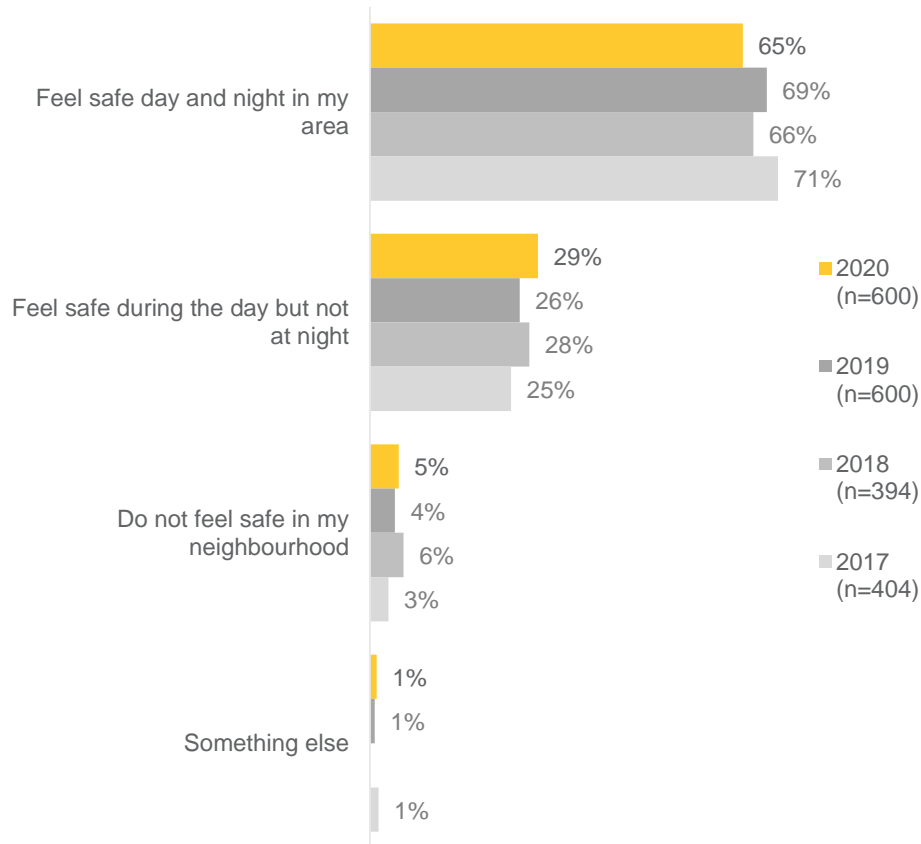
2020 CATI	Measure	Change in Measure (Since 2019)
Feel safe day and night	65%	-4%



# Sense of safety.

Which of the following comes closest to your feelings of safety?

CATI results, year by year



## CATI

Two out of three residents surveyed via CATI indicated they felt safe during the day and night in their area (65%). This has remained relatively consistent, with no significant differences found over time.

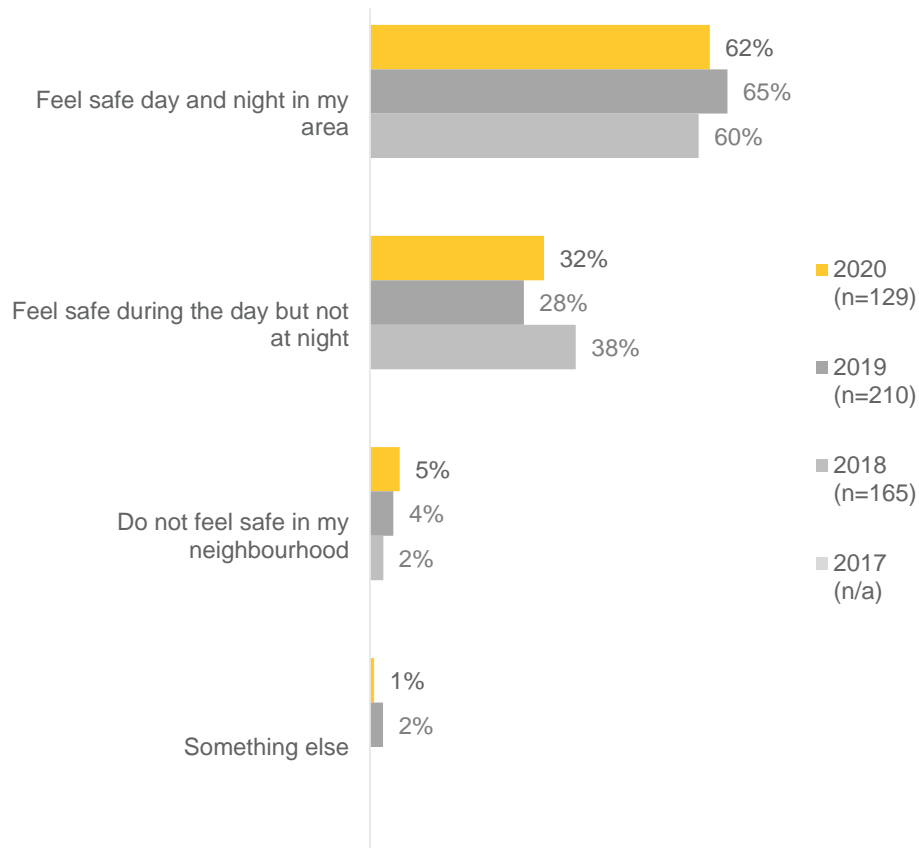
Similarly, between one-quarter to one-third of those surveyed feel safe during the day but not at night.

Results for the panel survey sample can be found on the following page, as well as the newly sampled 'website' cohort.

# Sense of safety.

Which of the following comes closest to your feelings of safety?

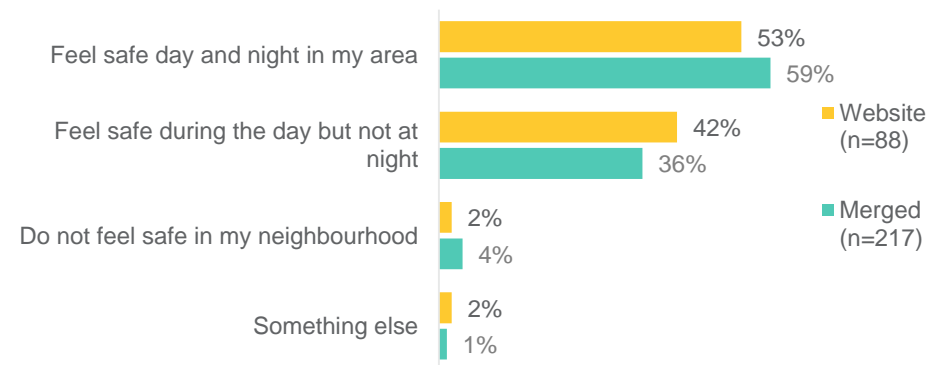
Panel results, year by year



Website and Panel

No significant differences were found in the Panel's responses – almost two-thirds (62%) feel safe during the day and night, while one-third feel safe in the day but not at night (32%).

Merged website and panel (2020)





# Sense of safety.

By sub-groups

Which of the following comes closest to your feelings of safety?

2020 CATI sample		Ward								Gender		Age (condensed)		
Column %	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Feel safe day and night in my area	65%	71%	74%	66%	79% ↑	53%	58%	67%	49% ↓	71% ↑	59% ↓	60%	64%	69%
Feel safe during the day but not at night	29%	22%	26%	25%	20%	36%	36%	32%	38%	24%	34%	36%	29%	24%
Do not feel safe in my neighbourhood	5%	5%	0%	6%	1%	11%	5%	1%	10%	4%	6%	4%	5%	6%
Something else	1%	1%	0%	3%	0%	1%	0%	0%	3%	1%	1%	1%	2%	1%
Column n	600	76	76	71	82	76	55	76	88	284	316	141	260	199

In 2020, feelings of safety were much higher amongst those in Henley ward (79%) and male residents (71%).

# What makes you feel unsafe?

CATI results				
Column %	2020	2019	2018	2017
Crime rate/crimes in the area (i.e. Break ins, theft and arson)	36%	31%	35%	
Generally cautious/concerned for safety	21%	16%	13%	
Neighbourhood unsafe (general mention)	15% ↑	10%	2% ↓	
Loitering / Unsociable behaviour	15% ↓	22%	17%	
Individuals under the influence of drugs and/or alcohol / Unpredictable behaviour	14%	9%	14%	
Poor lighting in local streets	13%	16%	22%	
Busy area/street, attracts a lot of people passing through	8%	8%	5%	
Housing SA occupants / Issues with neighbours	7%	10%	8%	
Drugs/Alcohol (general mention)	6%	6%	2%	
Vandalism (cars, houses, letter boxes)	5%	2%	3%	
Hoon drivers/speeding/road rage on local streets	4% ↓	12%	11%	
Lack of police presence in the area	3%		3%	
Gangs/groups/people known for trouble behaviour	3%	3%	10% ↑	
Intimidated by local diversity (high mix of cultures and race)	2%	1%	1%	
Unsafe paraphernalia found in public spaces (i.e. Drug litter, needles)	1%	1%	1%	
Poor maintained roads/footpaths	0%	1%	2%	
Personal circumstances (i.e. Poor hearing, older age)	0%	1%	2%	
Don't know	0%	1%		
Column n	205	178	132	0

# What makes you feel unsafe?

Panel results				
Column %	2020	2019	2018	2017
Crime rate/crimes in the area (i.e. Break ins, theft and arson)	32% ↑	15%	15%	
Loitering / Unsociable behaviour	28% ↑	15%	17%	
Poor lighting in local streets	21%	24%	35%	
Busy area/street, attracts a lot of people passing through	21% ↑	9%	14%	
Individuals under the influence of drugs and/or alcohol / Unpredictable behaviour	19%	12%	8%	
Drugs/Alcohol (general mention)	15% ↑		2%	
Housing SA occupants / Issues with neighbours	13%	11%	3%	
Generally cautious/concerned for safety	11% ↓	24%	20%	
Vandalism (cars, houses, letter boxes)	6%	3%	3%	
Neighbourhood unsafe (general mention)	2%	2%		
Hoon drivers/speeding/road rage on local streets	2%	8%	17%	
Lack of police presence in the area	2%	2%	8%	
Poor maintained roads/footpaths	2%	8%	3%	
Personal circumstances (i.e. Poor hearing, older age)	2%		6%	
Gangs/groups/people known for trouble behaviour		5%	15%	
Intimidated by local diversity (high mix of cultures and race)		2%	2%	
Unsafe paraphernalia found in public spaces (i.e. Drug litter, needles)		2%		
Don't know	2%	2%	2%	
Column n	47	66	66	0





Living in the  
City of Charles  
Sturt.

# Living in the City of Charles Sturt.

## We asked...

- Is the City of Charles Sturt a good place to live?
- Why is that?
- What is affordability like for renting? Owning? Investing?

The majority of residents surveyed agreed that the City of Charles Sturt is a great place to live (87%) – a slight decrease from the 90% in 2019.

For those who agree that it is a great place to live, their main reasons include that it is generally a good area (29%), it's close to open spaces such as the beach (27%) and it's close to a variety of facilities (24%).

The main reasons people were neutral about the City of Charles Sturt being a great place to live was due to 'safety concerns' (20%).

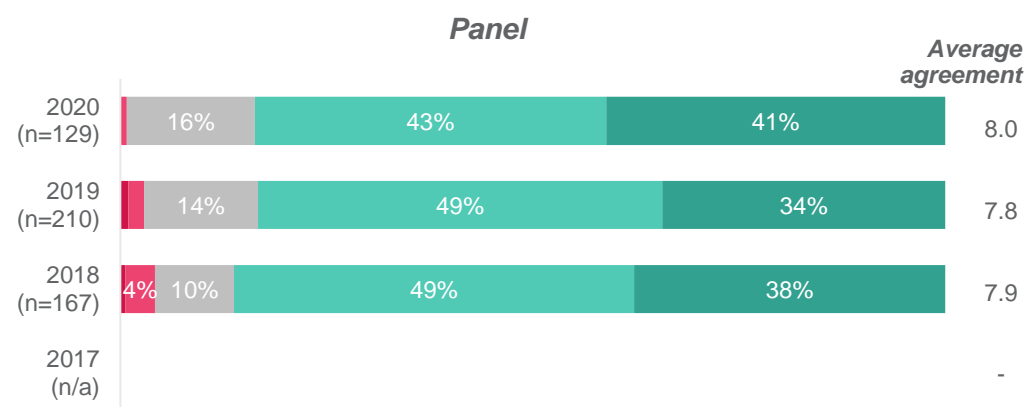
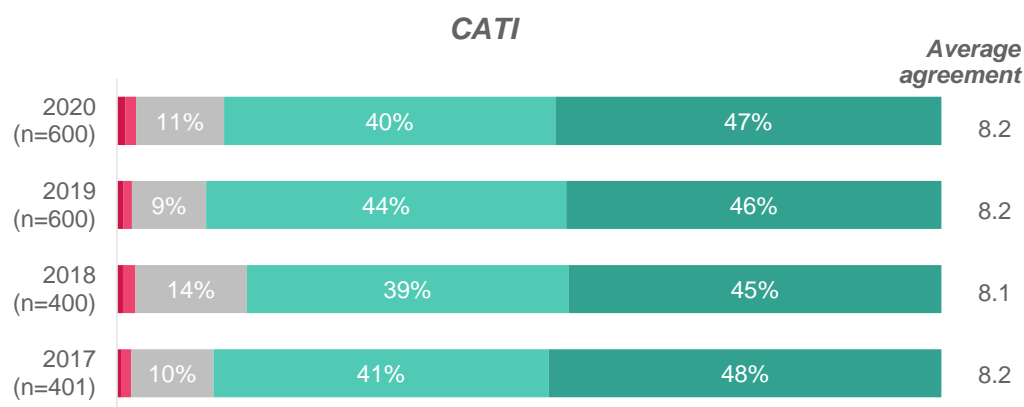
Investing in housing in the City of Charles Sturt is seen to be the most affordable (45% of residents indicated this), in comparison with renting or buying (both with 38% of residents indicating affordability).

2020 CATI	Measure	Change in Measure (Since 2019)
Agreement that the City of Charles Sturt is a great place to live	87%	-3%



# Living in the City of Charles Sturt.

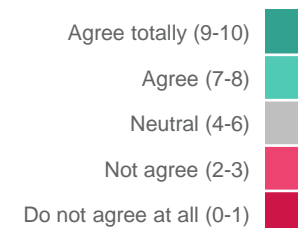
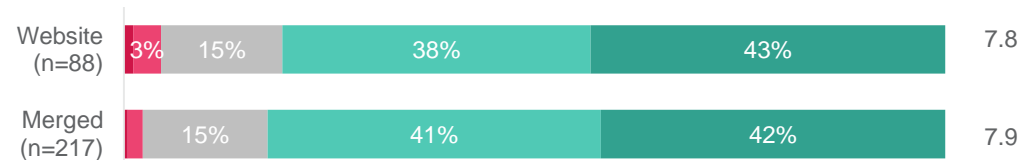
To what extent do you agree that Charles Sturt is a great place to live?



Agreement with the statement 'Charles Sturt is a great place to live' has remained consistent since 2017, with at least 80% agreeing.

No significant changes were measured between years.

## Merged Website + Panel (2020)



# Why give that rating?

## From CATI respondents that agreed the City of Charles Sturt is a great place to live (n=522)

Positive	Good area / No complaints (General comment)	29%
Positive	Close to open spaces (i.e. Beach, parks, playgrounds)	27%
Positive	Close to a variety of facilities (i.e. Shopping centres, hospitals, airport, transport, library, post office)	24%
Positive	Peaceful and quiet / Friendly locals / Community feel	18%
Positive	Easy access to the city	15%
Neutral	Only lived in this area / Lived here for a significant time period	15%
Positive	Reliable Council services and communication (i.e. Rubbish collection, resolving of maintenance problems, Council enquiry line)	12%
Positive	Well maintained area (i.e. Parks, roads, footpaths, playgrounds, sporting facilities, cycling paths)	11%
Positive	Accessibility	10%
Positive	Location (general mention)	10%
Positive	Feeling of safety in the area	7%
Positive	Positive neighbourhood appeal/nice homes/spacious/green area	5%
Negative	Area requires some maintenance (footpaths, roads, verges, street lighting, parks, ovals)	4%
Positive	Infrastructure / Development	3%
Negative	Unhappy with development (high levels of subdivision)/construction/road works in the area	3%
Negative	Safety concerns	3%
Positive	Proximity to good local schools	2%
Positive	There is always room for improvement	2%
--	Don't know	2%

# Why give that rating?

## From CATI respondents who were neutral that the City of Charles Sturt is a great place to live (n=97)

Negative	Safety concerns	20%
Negative	Lack of Council transparency and communication with residents	19%
Positive	Good area / No complaints (General comment)	17%
Positive	Easy access to the city	13%
Negative	Area requires some maintenance (footpaths, roads, verges, street lighting, parks, ovals)	13%
Negative	Local Council not proactive (i.e. In relation to addressing parking complaints, rubbish collection) / Council area too large to efficiently represent local opinions	13%
Positive	Close to a variety of facilities (i.e. Shopping centres, hospitals, airport, transport, library, post office)	8%
Positive	Close to open spaces (i.e. Beach, parks, playgrounds)	8%
Positive	Accessibility	8%
Negative	Lack of facilities (i.e. Free exercise equipment in local areas, library diversity, sport centres, community centres, swimming pools)	8%
Negative	Unhappy with development (high levels of subdivision)/construction/road works in the area	6%
Negative	Concerns with street appeal/attractiveness of suburbs (i.e. Run down houses)	5%
Negative	Lack of trees/greenery in the area	5%
Negative	Concerns with new people moving in to the area / Neighbours / Increasing population density	5%
Negative	High Council rates	5%
Negative	Concerns with shelters in the area (i.e. Rehabilitation centres)	5%
---	Don't know	5%

# Why give that rating?

## From CATI respondents that disagreed the City of Charles Sturt is a great place to live (n=19)

Negative	Area requires some maintenance (footpaths, roads, verges, street lighting, parks, ovals)	29%
Negative	Local Council not proactive (i.e. In relation to addressing parking complaints, rubbish collection) / Council area too large to efficiently represent local opinions	29%
Negative	Hoon drivers/speeding on local streets	21%
Negative	Concerns with street appeal/attractiveness of suburbs (i.e. Run down houses)	14%
Negative	Parking issues (i.e. Lack of parking availability, poor parking behaviour)	14%
Negative	Council spending not wise	14%
Negative	Lack of Council transparency and communication with residents	14%
Positive	Feeling of safety in the area	7%
Positive	Peaceful and quiet / Friendly locals / Community feel	7%
Neutral	I've seen better places than this	7%
Negative	High level of traffic on street/s	7%
Negative	Unhappy with development (high levels of subdivision)/construction/road works in the area	7%
Negative	Lack of trees/greenery in the area	7%
Negative	Concerns with new people moving in to the area / Neighbours / Increasing population density	7%
Negative	Lack of police presence / Poor at addressing local crime (i.e. Speeding)	7%
Negative	Not enough support for families or elderly in the local area	7%
Negative	Safety concerns	7%
Negative	High Council rates	7%



# Living in the City of Charles Sturt.

By sub-groups

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

2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Agree	8.2	8.3	8.5	8.1	8.6	8.1	8.2	8.0	7.6	8.0	8.3	8.1	8.1	8.3
Column n	600	76	76	71	82	76	55	76	88	284	316	141	260	199

Agreement with the statement 'Charles Sturt is a great place to live' is high, with an average score of 8.2.

No significant differences were measured between ward, gender or age brackets.





# Living in the City of Charles Sturt.

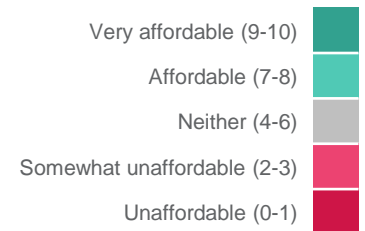
If housing affordability was rated on a scale of 0 to 10, how would you rate...



## CATI and Panel

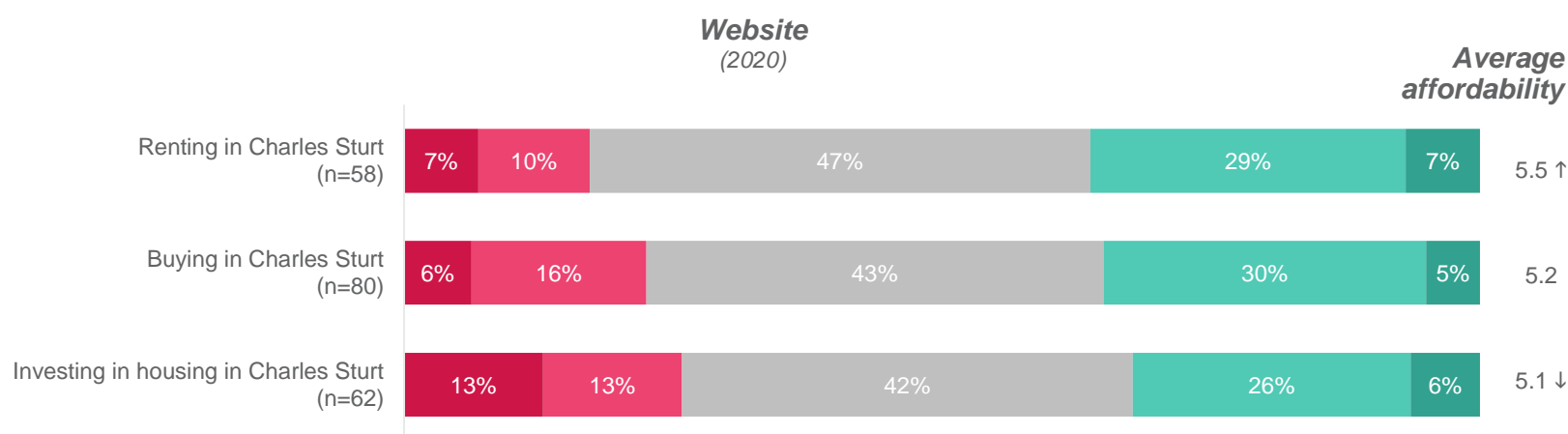
More than one-third (38%) of CATI respondents found renting affordable – this trend is consistent with buyers and investors. However, more than one-third indicated a ‘neither’ rating (4-6) suggesting some uncertainty amongst respondents about the affordability of housing.

‘Don’t know’ responses have been excluded from reporting; up to 41-50%, (renting) 10% (buying), 22-31% (investing) were excluded, depending on the sample.



# Living in the City of Charles Sturt.

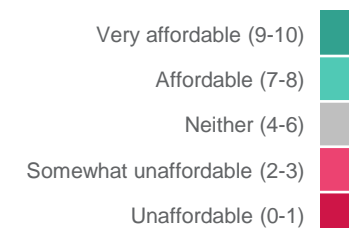
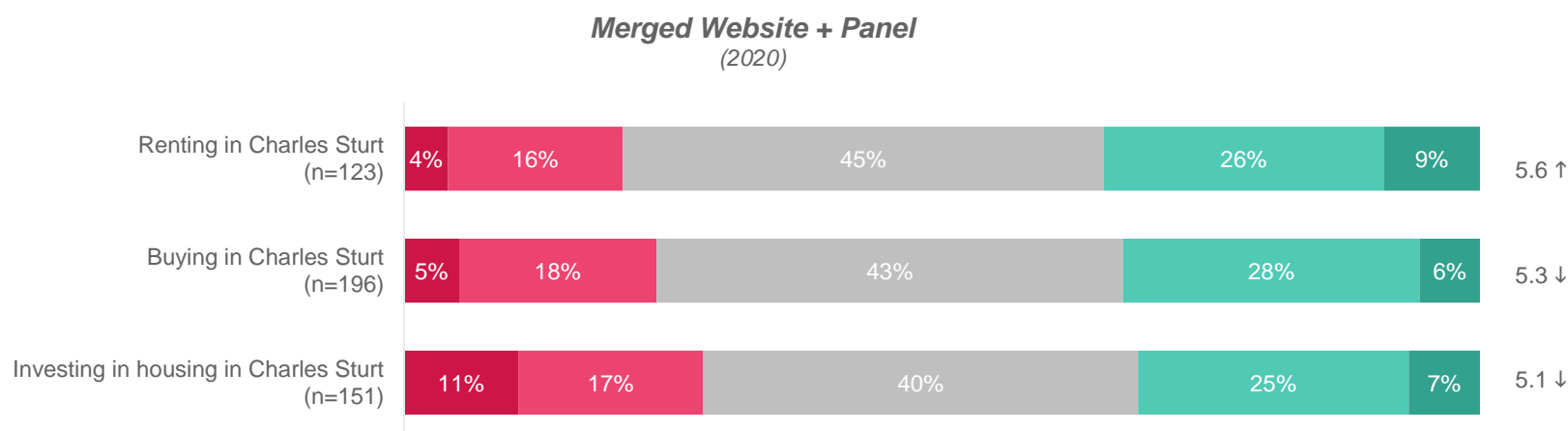
If housing affordability was rated on a scale of 0 to 10, how would you rate...



## Website and Panel

More than one-third of website respondents rate the affordability of renting (36%), buying (35%) or investing (32%) in Charles Sturt to be affordable. However, a large proportion (>40%) rate 'neither', suggesting uncertainty about the affordability of housing in Charles Sturt.

'Don't know' responses have been excluded from reporting; up to 41-50%, (renting) 10% (buying), 22-31% (investing) were excluded, depending on the sample.

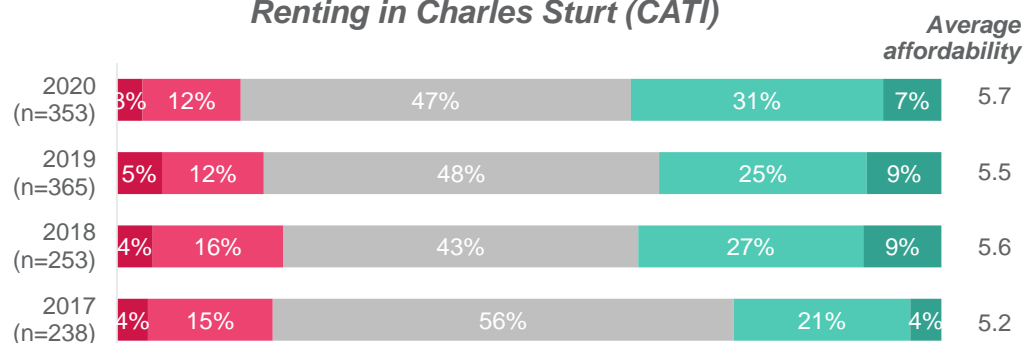


# Living in the City of Charles Sturt.

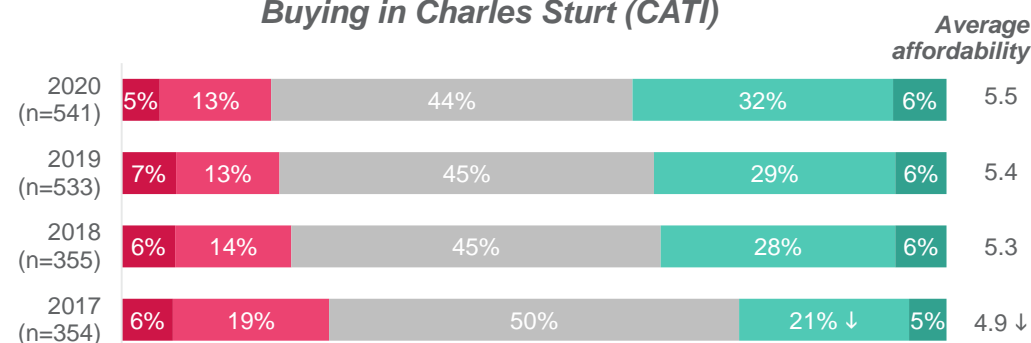
If housing affordability was rated on a scale of 0 to 10, how would you rate...

No significant differences were measures between 2019 and 2020. However, levels of residents indicating 'affordable' (i.e. rated 7-8) has increased since 2017 and maintained.

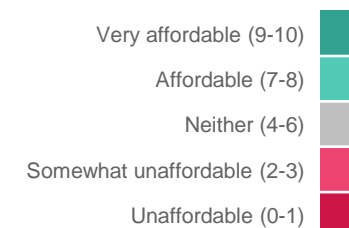
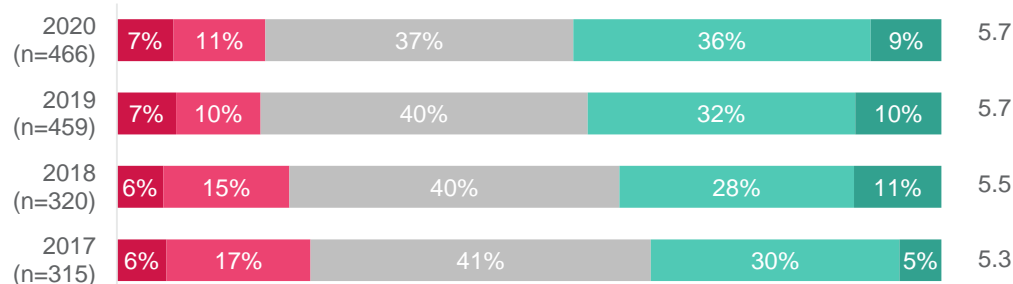
## Renting in Charles Sturt (CATI)



## Buying in Charles Sturt (CATI)



## Investing in Charles Sturt (CATI)





# Living in the City of Charles Sturt.

By sub-groups

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

2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Renting in Charles Sturt <i>Column n</i>	5.7 353	6.3 41	5.0 41	5.8 39	5.1 58	6.2 46	5.4 31	5.9 41	6.0 56	5.6 177	5.8 176	5.8 94	5.5 162	5.9 97
Buying in Charles Sturt <i>Column n</i>	5.5 541	6.1 68	5.6 67	5.6 62	4.6 ↓ 76	5.7 72	5.5 50	5.9 64	5.5 82	5.5 258	5.6 283	5.2 129	5.5 249	5.8 163
Investing in housing in Charles Sturt <i>Column n</i>	5.7 466	6.2 59	6.1 53	5.8 51	4.6 ↓ 70	6.0 64	5.8 44	6.3 56	5.5 69	5.8 229	5.7 237	5.4 110	5.6 211	6.2 145

Of the respondents of the CATI survey that provided a rating, those in Henley ward rated buying (4.6) and investing (4.6) as less affordable than the other wards. Beyond this, no significant differences were found between gender or age.



# Environmental and stormwater performance.



# Environmental performance.

## We asked...

- ➔ How satisfied are you with Council's environmental sustainability?
- ➔ Are you aware of any environmental efforts by the Council? Which ones?
- ➔ How satisfied are you with the Council's management and support of environmental issues?

A total of 59% of people are satisfied with Council's efforts regarding environmental issues, findings consistent with 2019 findings.

A new question was asked to understand more specifically the satisfaction of residents towards the Council's management and support of environmental issues – 57% indicated satisfaction.

Furthermore, respondents were also asked whether they were aware of any environmental efforts made by the Council – 42% indicated they were aware, setting an awareness benchmark for future surveys.

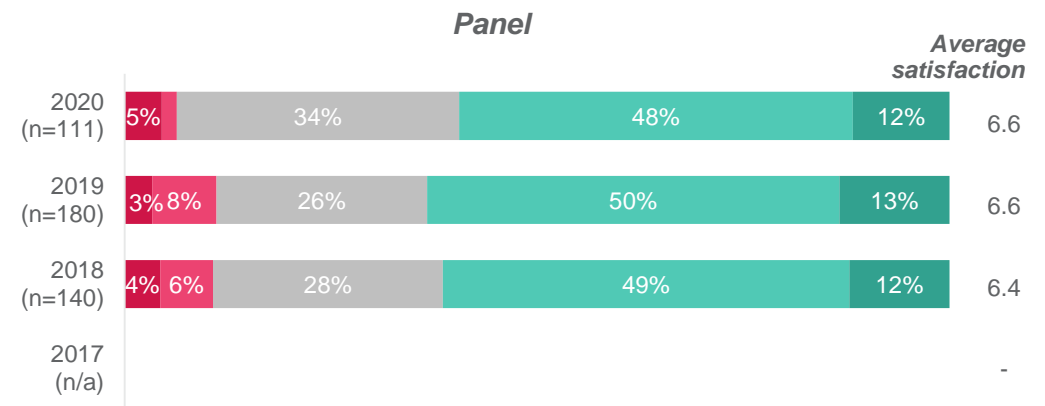
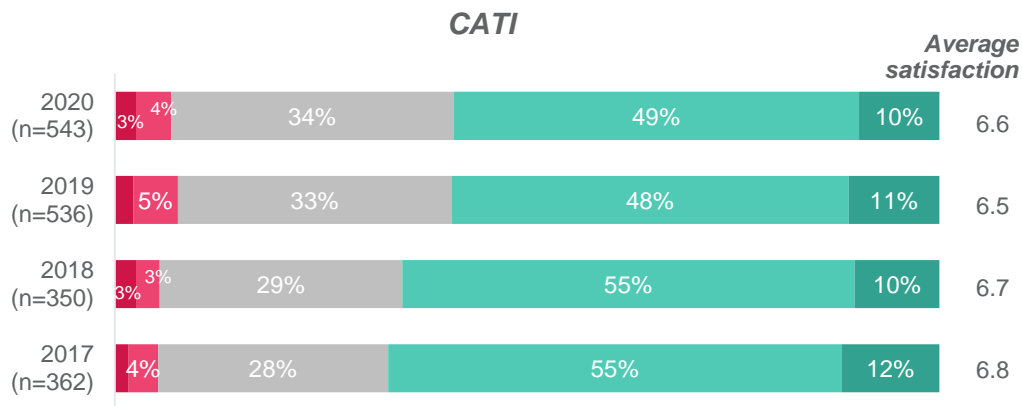
2020 CATI	Measure	Change in Measure (Since 2019)
Satisfaction with Council's performance re: environmental sustainability	59%	No change
Satisfaction with Council's management and support of environmental issues	57%	n/a
Awareness of environmental efforts	42%	n/a





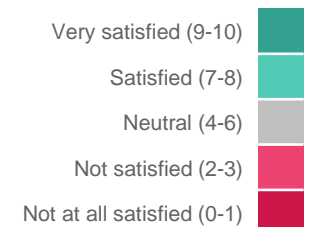
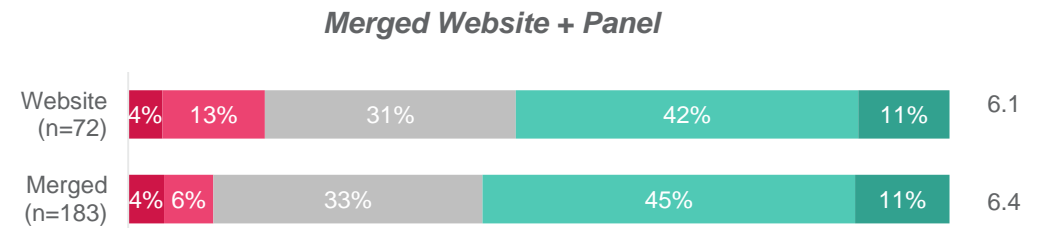
# Environmental performance.

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



While satisfaction with the Council's performance regarding environmental issues appears to be declining amongst the CATI sample, these differences are not statistically significant. Overall, more than half are satisfied and consistently less than 10% are dissatisfied.

'Don't know' responses have been excluded from reporting: Between 10-18% have been excluded, depending on the sample.







# Environmental performance.

By sub-groups

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

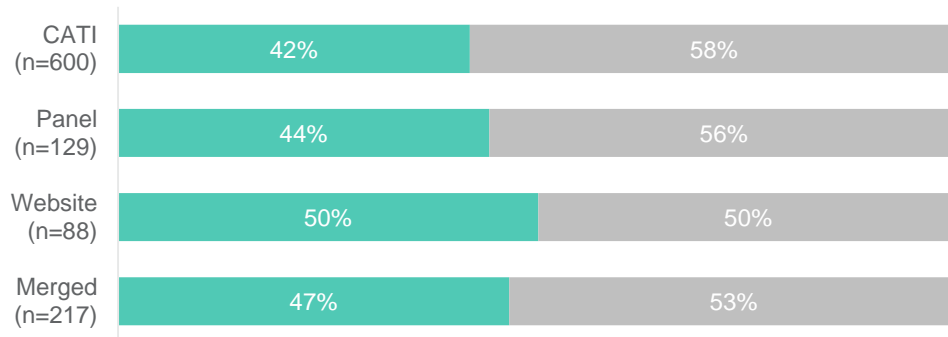
2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Environmental performance	6.6	6.9	6.6	6.7	6.5	6.5	6.4	6.7	6.3	6.5	6.6	6.6	6.5	6.7
Column n	543	69	65	67	74	68	49	72	79	264	279	119	240	184

In 2020, no significant differences were found between ward, gender or age bracket.

# Awareness of environmental efforts.

Are you aware of any environmental efforts by Council?

## Awareness of environmental efforts (2020)



## New to 2020

More than a third (42%) of the CATI respondents were aware of environmental efforts by Council.

This was consistent with the other survey samples; Panel (44%) and Website (50%).

Yes, aware of environmental efforts by Council

No, not aware of any environmental efforts





# Awareness of environmental efforts.

By sub-groups

Are you aware of any environmental efforts by Council?

2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Yes	42%	47%	34%	37%	46%	36%	45%	49%	41%	43%	41%	35%	46%	41%
No	58%	53%	66%	63%	54%	64%	55%	51%	59%	57%	59%	65%	54%	59%
Column n	600	76	76	71	82	76	55	76	88	284	316	141	260	199

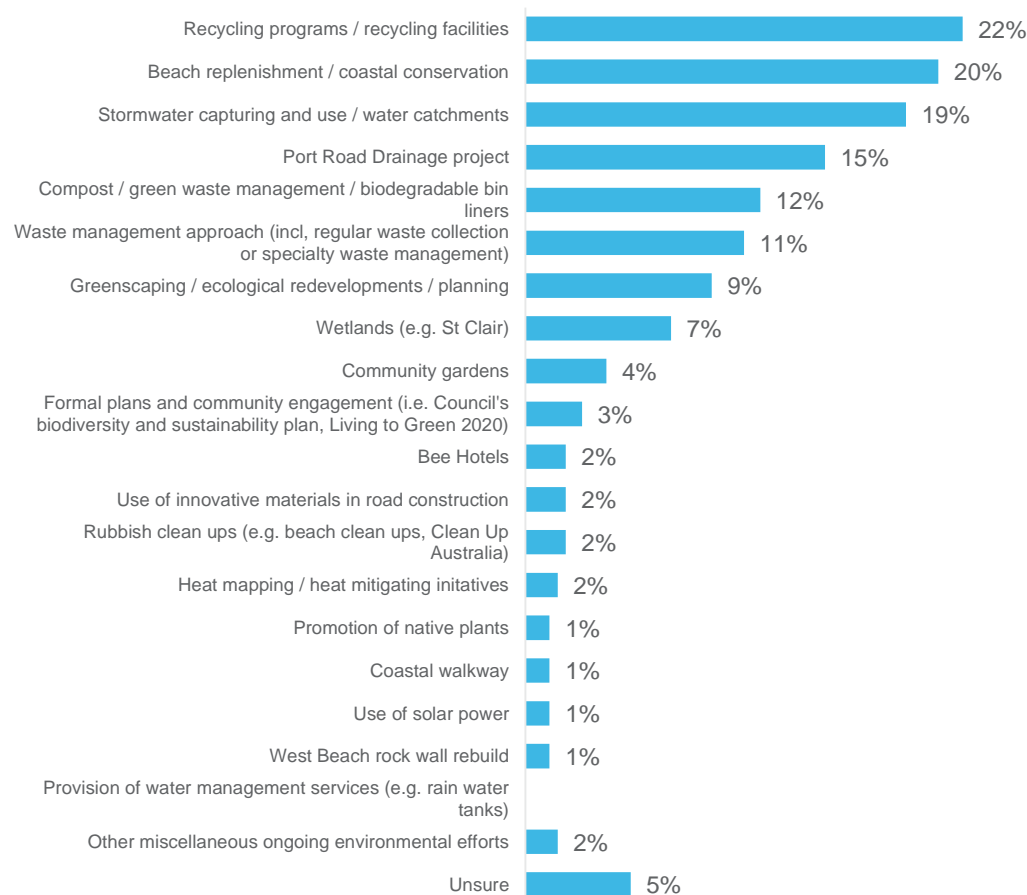
Overall, there are no significant differences between ward, gender or age bracket.



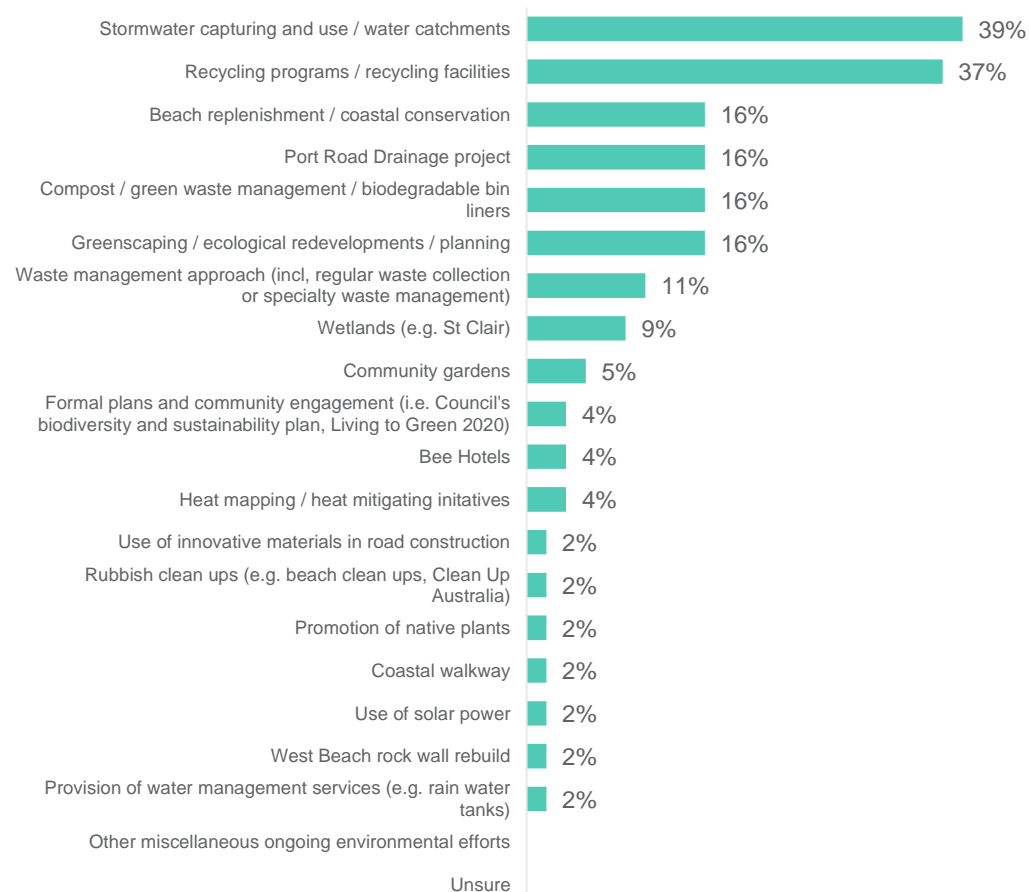
# Awareness of environmental efforts.

Which environmental programs, efforts or initiatives are you aware of?

**CATI (2020)**  
(n=352)



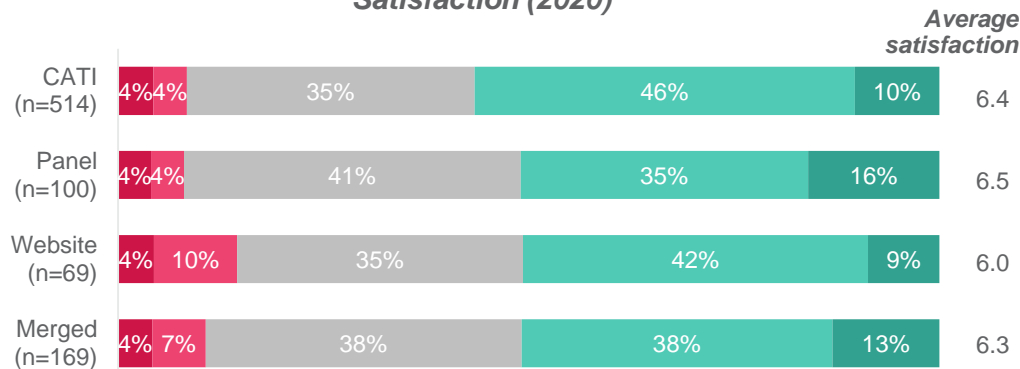
**Panel (2020)**  
(n=251)



# Council's support of environmental issues.

How satisfied are you with Council's management and support of environmental issues?

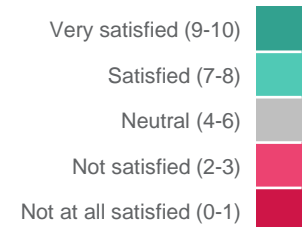
## Satisfaction (2020)



## New to 2020

Overall, residents are generally satisfied with the Council's management and support of environmental issues – typically less than 10% are dissatisfied, except amongst the Website sample (14% dissatisfied).

'Don't know' responses have been excluded from reporting: Between 14-22% have been excluded, depending on the sample.





# Council's support of environmental issues.

By sub-groups

How satisfied are you with Council's management and support of environmental issues?

2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Satisfaction	6.4	6.6	6.9	6.5	6.0	6.4	6.1	6.7	6.1	6.3	6.5	6.1	6.4	6.7
Column n	514	63	62	60	69	64	50	68	78	253	261	117	225	172

In 2020, no significant differences were found between ward, gender or age brackets.



Overall  
performance  
and value for  
money.



# Performance and value for money.

## We asked...

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

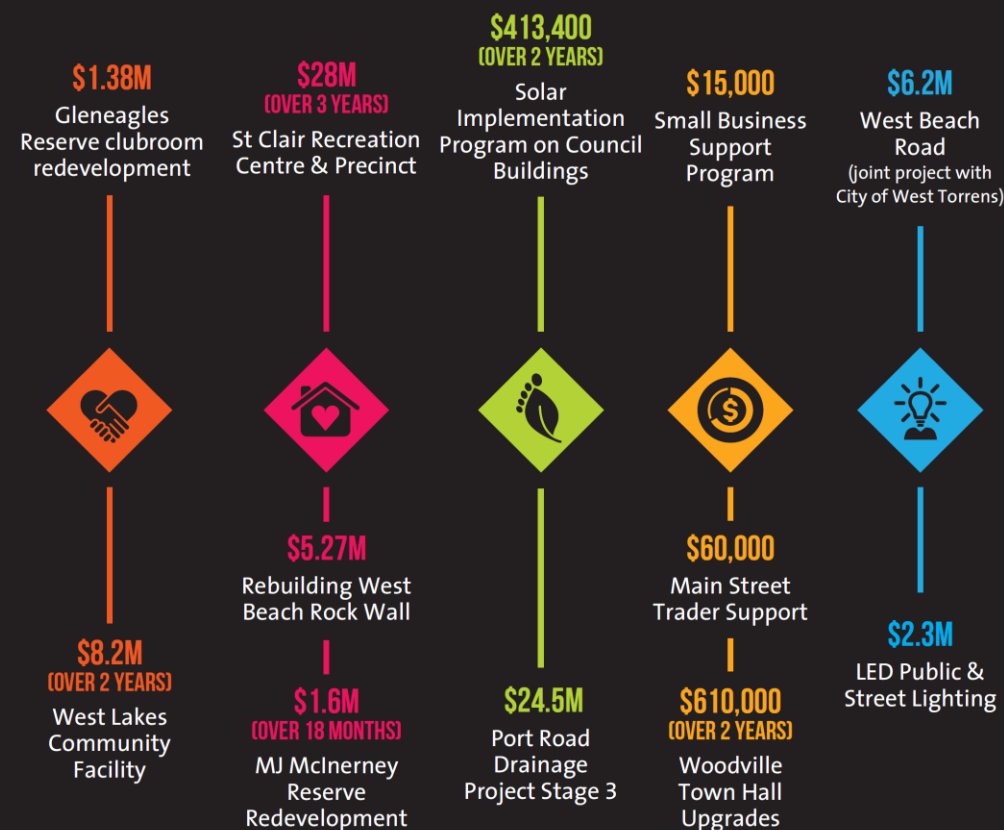
Overall, 71% of residents are satisfied with overall Council's performance. This is an improvement of 5% from 2019.

Similarly, residents satisfied they are receiving value for money in exchange for the rates they pay each year has increased 5% (from 48% to 53%).

Reasons for dissatisfaction regarding value for money include:

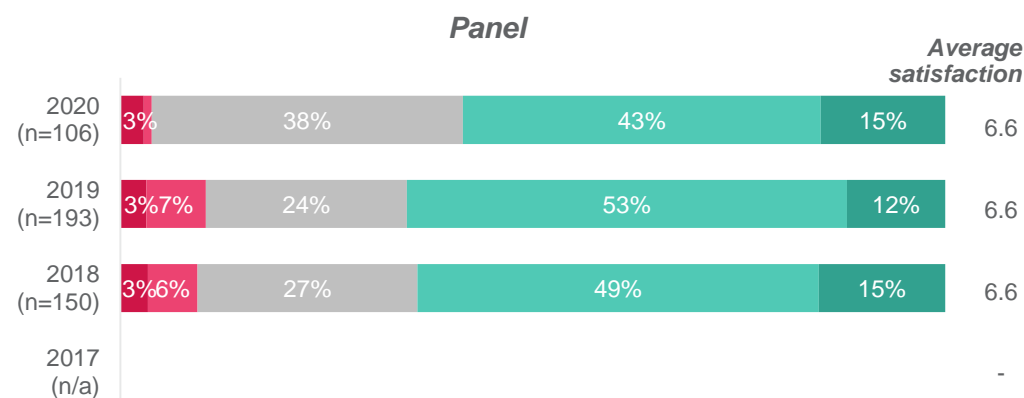
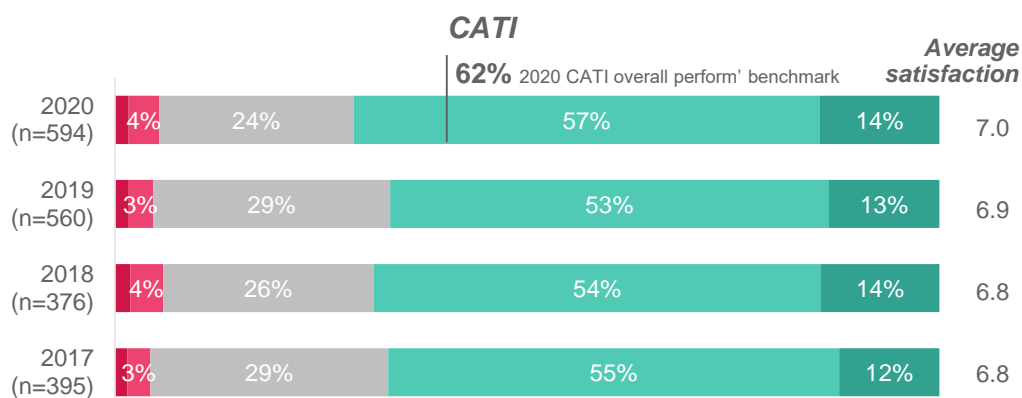
- High rates / not value for money (60%)
- Areas require maintenance (27%)

2020 CATI	Measure	Change in Measure (Since 2019)
Overall performance	71%	+5%
Value for money	53%	+5%



# Overall strategic performance.

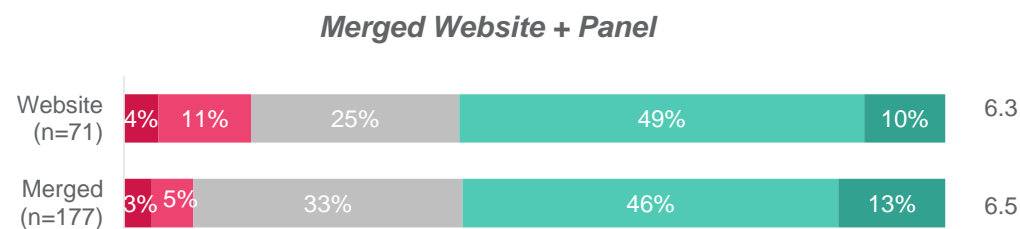
Taking all services Council provides into consideration, how satisfied are you with Council's performance?



The majority of residents are satisfied with Council's performance. While fewer than 10% of respondents consistently rate they are not satisfied, satisfaction is largely driven by those rating 7 or 8 (more than half of those surveyed).

Please note the benchmark percentage is 62%, which the current 2020 results surpasses easily (71%).

'Don't know' responses have been excluded from reporting: Between 1-19% have been excluded, depending on the sample and year.





# Overall strategic performance.

By sub-groups

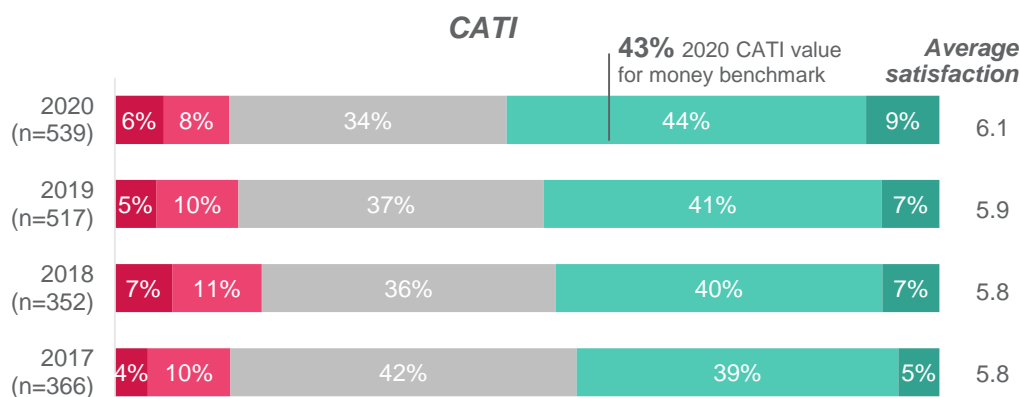
Taking all services Council provides into consideration, how satisfied are you with Council's performance?

2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Satisfaction	7.0	7.0	7.3	6.5	6.6	7.1	7.2	7.1	6.9	6.9	7.0	7.2	6.8	7.0
Column n	594	75	76	70	81	75	55	75	87	283	311	139	260	195

Average satisfaction is high and relatively consistent across ward, gender and age bracket. No significant differences were found between these groups.

# Value for money.

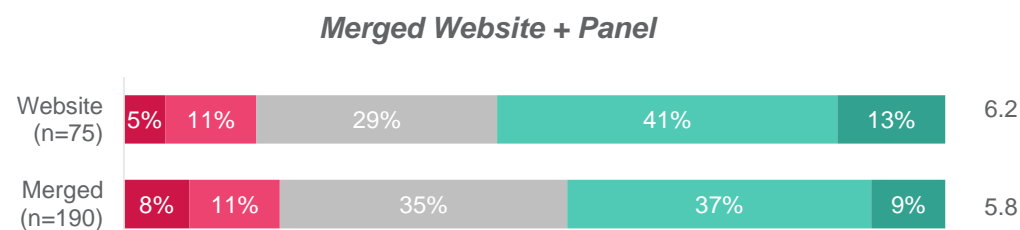
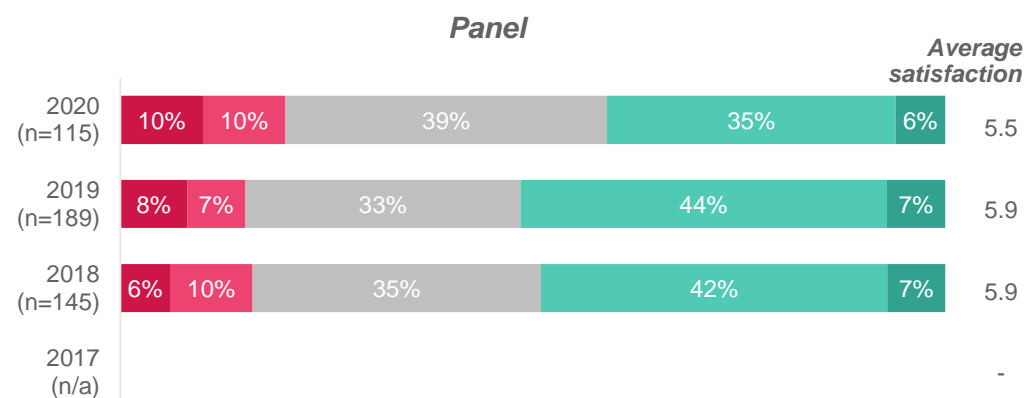
To what extent are you satisfied that Council rates provide value for money for residents?



The proportion of CATI respondents that are satisfied with Council rates providing value for money has been increasing, from 44% in 2017 to 53% in 2020.

The benchmark measure for this question is 43%, which the 2020 results surpass easily (53%).

'Don't know' responses have been excluded from reporting: Between 9-15% have been excluded, depending on the sample and year.



# Why do you say that?

## From Dissatisfied ratings in Q25 (n=73)

Negative	High Council rates / Not value for money	60%
Negative	Area requires some maintenance (footpaths, roads, verges, street lighting, parks, ovals, storm water drains)	27%
Negative	Local Council not proactive (i.e. In relation to addressing parking complaints, rubbish collection) / Council area too large to efficiently represent local opinions	12%
Negative	Council invests money in to unnecessary things / Do not focus on what is important	11%
Negative	Disapprove of the way that rates are calculated	5%
Negative	Lack of facilities (i.e. Free exercise equipment in local areas, library diversity, sport centres, community centres, swimming pools, hard rubbish removal service)	4%
Negative	Lack of trees/greenery in the area	3%
Neutral	Good as any area	1%
Negative	Parking issues (i.e. Lack of parking availability, poor parking behaviour)	1%
Negative	Council regulations (i.e. Building restrictions, lack of consultation with locals on new development)	1%
Negative	Not enough support for families or elderly in the local area	1%
Negative	Lack of Council transparency and communication with residents	1%

# Why do you say that?

## From Neutral ratings in Q25 (n=181)

Negative	High Council rates / Not value for money	44%
Negative	Area requires some maintenance (footpaths, roads, verges, street lighting, parks, ovals, storm water drains)	20%
Negative	Lack of Council transparency and communication with residents	10%
Negative	Council invests money in to unnecessary things / Do not focus on what is important	9%
Negative	Local Council not proactive (i.e. In relation to addressing parking complaints, rubbish collection) / Council area too large to efficiently represent local opinions	9%
Negative	Lack of facilities (i.e. Free exercise equipment in local areas, library diversity, sport centres, community centres, swimming pools, hard rubbish removal service)	7%
Positive	Good area / Reasonable rates / No complaints	6%
Positive	Reliable Council services and communication (i.e. Rubbish collection, resolving of maintenance problems, Council enquiry line)	5%
Negative	Parking issues (i.e. Lack of parking availability, poor parking behaviour)	3%
Positive	Close to a variety of facilities (i.e. Shopping centres, hospitals, airport, transport, library, post office)	2%
Negative	Unhappy with development (high levels of subdivision)/construction/road works in the area	2%
Negative	Not enough support for families or elderly in the local area	2%
Negative	Hoon drivers/speeding on local streets	2%
Positive	Well maintained area (i.e. Parks, roads, footpaths, playgrounds, sporting facilities, cycling paths)	1%
Positive	Close to open spaces (i.e. Beach, parks, playgrounds)	1%
Neutral	Good as any area	1%
Neutral	There is always room for improvement	1%
Neutral	I do not pay Council rates	1%
Neutral	Disapprove of the way that rates are calculated	1%
Neutral	I've seen better places than this	1%
Neutral	Could be worse	1%
Negative	Concerns with street appeal/attractiveness of suburbs (i.e. Run down houses)	1%
Negative	Council regulations (i.e. Building restrictions, lack of consultation with locals on new development)	1%
Negative	Safety concerns	1%
--	Don't know	6%



# Value for money.

By sub-groups

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

2020 CATI sample		Ward								Gender		Age (condensed)		
Average	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Satisfaction	6.1	6.2	6.3	5.6	6.0	6.5	6.3	5.8	5.9	6.0	6.1	6.3	6.0	6.1
Column n	539	74	69	64	72	62	50	68	80	263	276	109	245	185

In 2020, no significant differences were found between ward, gender or age bracket.





Council  
services.

# Council services.

## We asked...

- Which Council services do you value most?
- Are there any services missing? What is missing?
- Would you be willing to pay more rates to cover the cost of providing this service?
- Would you be willing to let service levels reduce to minimise rate increases?

The most valued services Council provides to residents are waste collection (57%), parks and reserves (45%), local roads (32%), libraries (31%) and footpaths (23%).

The majority (55%) agreed that no services are missing from Council's offering, however for the 31% that felt there was something missing, they were looking for:

- Community care services (24%)
- Hard rubbish collection / compost collection (16%)
- More or improved public facilities (16%)

For those looking for these additional services, only a minority (30%) were willing to pay higher rates to cover the cost of delivering these services.

2020 CATI	Measure	Change in Measure (Since 2019)
Missing services	31%	+1%
Preparedness to pay higher Council rates	30%	+3%

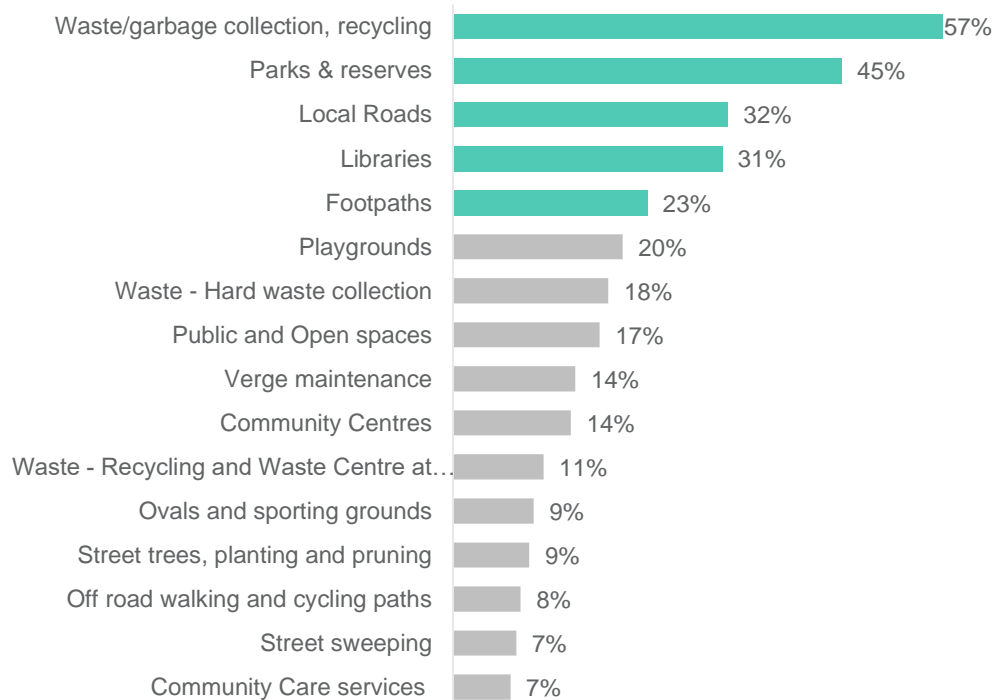


# Most valued services.

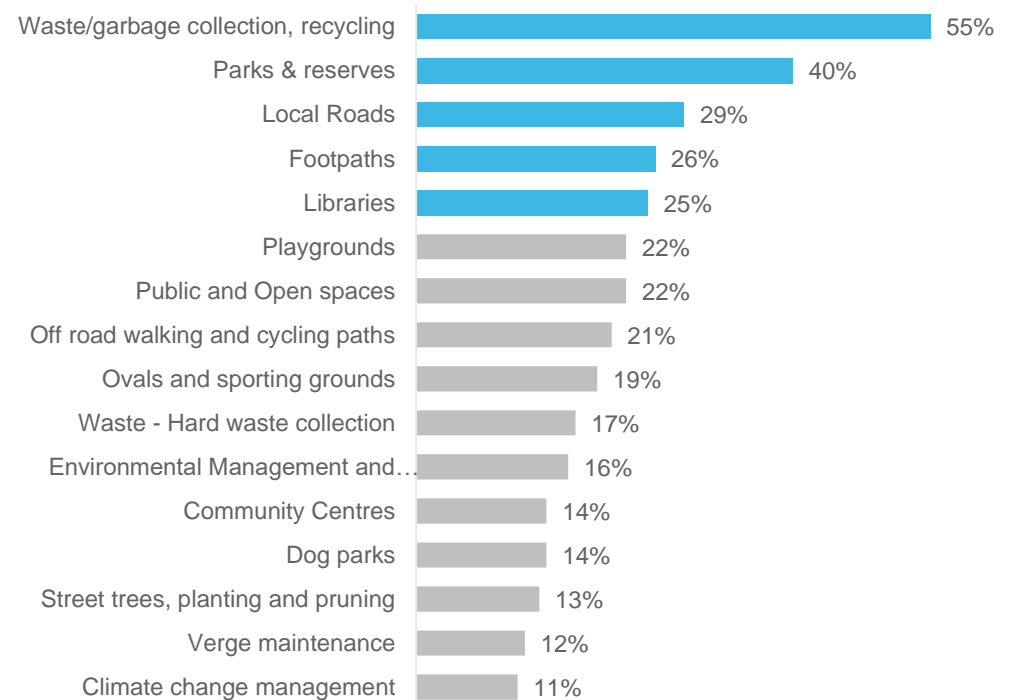
What would you say are the top 5 services you value from Council?

For CATI respondents, the top 5 services were waste/recycling collection (57%), parks and reserves (45%), local roads (32%), libraries (31%) and footpaths (23%). Amongst Panel respondents, these same 5 services were in the top 5, though footpaths (26%) and libraries (25%) were ordered differently.

**CATI (2020)**  
(n=600)



**Panel (2020)**  
(n=129)



# Most valued services.

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

CATI: Most commonly valued services from Council (1/2)

	2020	2019	2018	2017
Waste/garbage collection, recycling	57%	60%	51% ↓	67% ↑
Parks & reserves	45%	45%	37% ↓	51% ↑
Local Roads	32%	29%	26%	29%
Libraries (Woodville, Findon, Henley Beach, West Lakes, Hindmarsh)	31%	34%	40%	41% ↑
Footpaths	23%	21%	20%	0%
Playgrounds	20%	17%	18%	17%
Waste - Hard waste collection	18%	20%	25%	22%
Public and Open spaces	17%	18%	12%	0%
Verge maintenance	14%	11%	10%	18% ↑
Community Centres	14%	13%	12%	8% ↓
Waste - Recycling and Waste Centre at Beverley	11% ↑	8%	6%	1% ↓
Ovals and sporting grounds	9% ↓	18%	12%	24% ↑
Street trees, planting and pruning	9% ↓	9% ↓	12%	16% ↑
Off road walking and cycling paths	8% ↓	10% ↓	10%	24% ↑
Street sweeping	7%	8%	13% ↑	10%
Community Care services	7%	10%	9%	6%
Environmental Management and Sustainability	6%	5% ↓	5%	5%
Dog parks	5%	5%	5%	4%
Local Traffic management	5%	4%	4%	4%
Stormwater drainage	5%	4%	5%	5%
Column n	600	600	400	404

## CATI

Findings for 2020 are consistent with 2019, though there is a notable increase in residents valuing 'Waste – Recycling and Waste Centre at Beverley' (11%)

**More services can be found on the following page.**

# Most valued services.

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

CATI: Most commonly valued services from Council (2/2)

	2020	2019	2018	2017
Community Bus/Transport Service	5%	6%	5%	6%
Public litter bins	5%	2% ↓	3%	1% ↓
St Clair Recreation Centre	4%	5% ↑	0%	0%
Events	3%	3%	4%	<1% ↓
Environmental Health	3%	3%	2%	2%
Parking controls	3%	3%	2%	3%
Community Halls	2%	3%	2%	2%
Economic Development	2%	5% ↑	1% ↓	<1% ↓
Graffiti removal	2%	1% ↓	2%	4%
Public conveniences/toilets	2%	1% ↓	3%	2%
Animal management	2%	2%	4%	2%
Climate change management	2% ↓	0%	0%	0%
Justice of the Peace	2%	<1% ↓	3%	1%
Planning and Development Assessment	1% ↓	6% ↑	2%	2%
Recycled Water system	1%	1%	1%	1%
Marketing and communications	1%	1%	1%	1%
Volunteer services	1%	1%	2%	1%
Immunisation service	1% ↓	2%	3%	3%
Placemaking	1%	<1%	1%	<1%
Other	25% ↑	10% ↓	26% ↑	22% ↑
Column n	600	600	400	404

## CATI

Amongst the services valued by fewer residents, there are few significant changes from 2019 to 2020 – the proportion of residents that valued ‘Planning and Development Assessment’ decreased from 6% to 1%.





# Most valued services.

By sub-groups

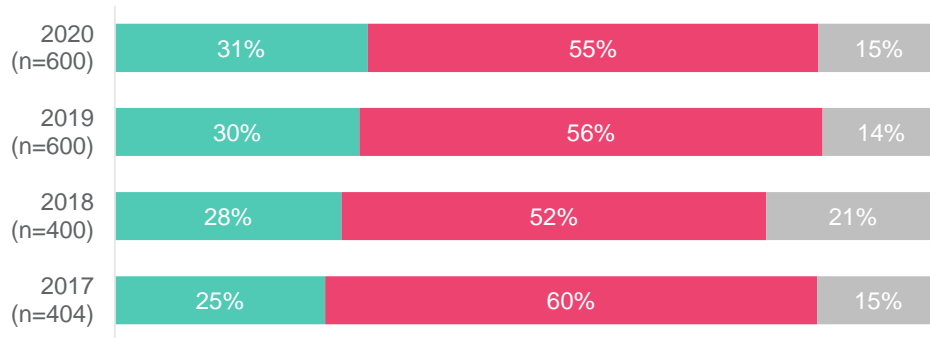
What would you say are the top 5 services you value from Council?

2020 CATI sample Top 20 services		Ward								Gender		Age (condensed)		
Column %	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Waste/garbage collection, recycling	57%	61%	51%	61%	60%	62%	49%	58%	51%	60%	53%	45% ↓	60%	61%
Parks & reserves	45%	39%	49%	38%	46%	59%	47%	39%	42%	48%	43%	55%	47%	35% ↓
Local Roads	32%	33%	36%	30%	28%	33%	33%	33%	31%	36%	28%	27%	33%	34%
Libraries	31%	37%	29%	31%	26%	39%	35%	29%	26%	25%	37%	35%	32%	27%
Footpaths	23%	24%	22%	25%	23%	22%	24%	16%	24%	21%	23%	23%	22%	23%
Playgrounds	20%	17%	20%	15%	22%	22%	16%	20%	23%	17%	22%	31% ↑	21%	10% ↓
Waste - Hard waste collection	18%	21%	17%	20%	15%	25%	15%	20%	13%	18%	18%	15%	20%	17%
Public and Open spaces	17%	13%	18%	20%	18%	22%	20%	11%	15%	15%	18%	23%	16%	14%
Verge maintenance	14%	24%	16%	17%	10%	9%	7%	13%	16%	15%	13%	9%	13%	20%
Community Centres	14%	9%	16%	13%	16%	11%	15%	14%	16%	10%	17%	11%	15%	14%
Recycling +Waste Centre @ Beverley	11%	22% ↑	8%	10%	9%	11%	4%	11%	9%	13%	8%	9%	12%	10%
Ovals and sporting grounds	9%	4%	13%	7%	15%	7%	16%	7%	8%	14% ↑	5% ↓	12%	13%	3% ↓
Street trees, planting and pruning	9%	11%	5%	7%	6%	11%	11%	7%	14%	9%	9%	9%	9%	9%
Off road walking and cycling paths(	8%	9%	8%	6%	6%	8%	11%	4%	11%	8%	8%	18% ↑	7%	2% ↓
Street sweeping	7%	11%	9%	11%	7%	5%	5%	4%	6%	9%	6%	4%	8%	9%
Community Care services	7%	5%	5%	8%	15%	1%	5%	8%	5%	5%	8%	1% ↓	6%	12% ↑
Environ. Managm't + Sustainability	6%	9%	5%	6%	10%	7%		3%	6%	6%	6%	5%	8%	4%
Dog parks	5%	3%	9%	4%	5%	3%	7%	5%	5%	3%	7%	7%	5%	3%
Local Traffic management	5%	3%	5%	8%	4%	5%	4%	9%	1%	6%	4%	4%	3%	8%
Stormwater drainage	5%	11%	3%	7%	2%	1%	4%	8%	3%	5%	4%	3%	4%	7%
Column n	600	76	76	71	82	76	55	76	88	284	316	141	260	199

# Missing services.

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

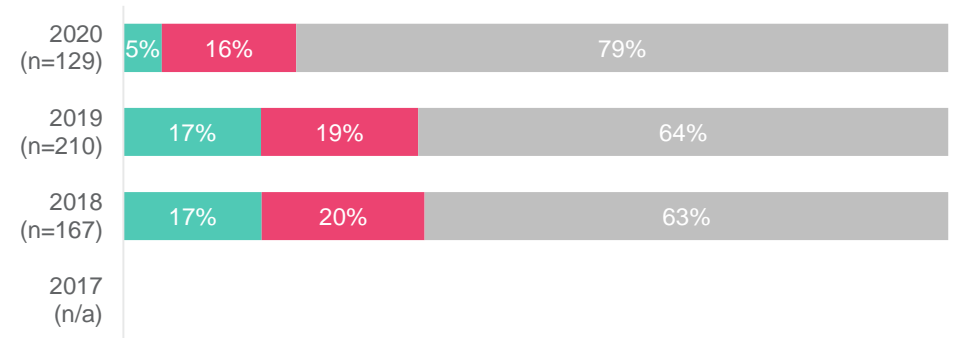
**CATI**



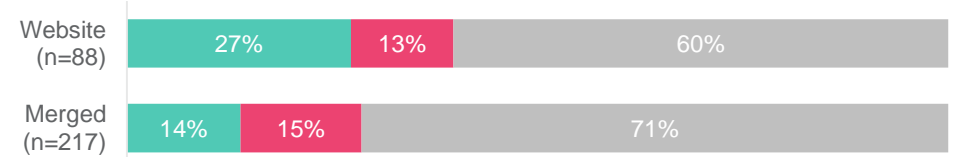
Consistent with previous years, approximately one-third (31%) of CATI respondents believe there is a service the City of Charles Sturt does not currently provide that should be provided, while more than half (55%) indicated 'no'.

The majority of panel respondents typically are unsure, potentially highlighting a difference between the CATI and online survey formats.

**Panel**



**Merged Website + Panel**



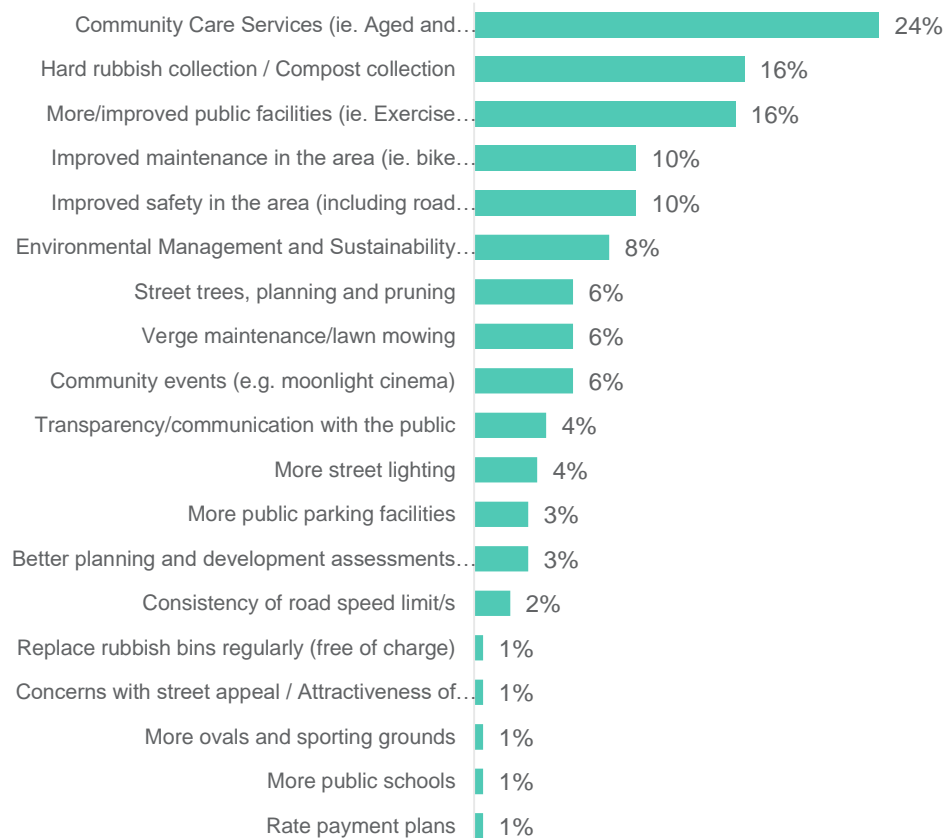
Yes, Council can provide another service  
No  
Not sure, can't say



# Missing services.

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

**CATI (2020)**  
(Coded, n=184)



**Panel (2020)**

Only 6 respondents indicated a service. To avoid inflating the differences in the proportions, the services have simply been listed below (un-coded)

- Cleaning up the walkway next door to us
- Extra recycle bin separating glass from other recyclables
- Provide a response when requested. Twice I have contacted Council and been promised a response but twice I have heard nothing back.
- Soft plastic recycling
- The coast path from Grange to Semaphore
- The CSC area needs more tree cover. I would like to see the Council advocate for more resident friendly planning and development regulations and to do more to resist developments that don't enhance neighbourhoods or don't improve the liveability of the western suburbs. We need development that takes us into the future in a positive way but much of the development we are seeing will have negative effects in the long run.



# Missing services.

By sub-groups

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

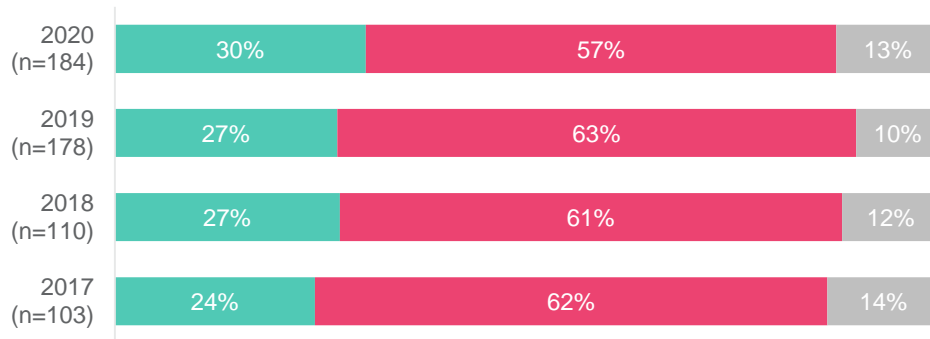
2020 CATI sample		Ward								Gender		Age (condensed)		
Column %	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Yes	31%	36%	26%	21%	27%	33%	25%	32%	42%	29%	32%	27%	33%	31%
No	55%	55%	55%	66%	61%	53%	55%	55%	40%	57%	53%	56%	53%	56%
Not sure, can't say	15%	9%	18%	13%	12%	14%	20%	13%	18%	14%	16%	17%	14%	14%
Column n	600	76	76	71	82	76	55	76	88	284	316	141	260	199

In 2020, no significant differences were found between ward, gender or age bracket.

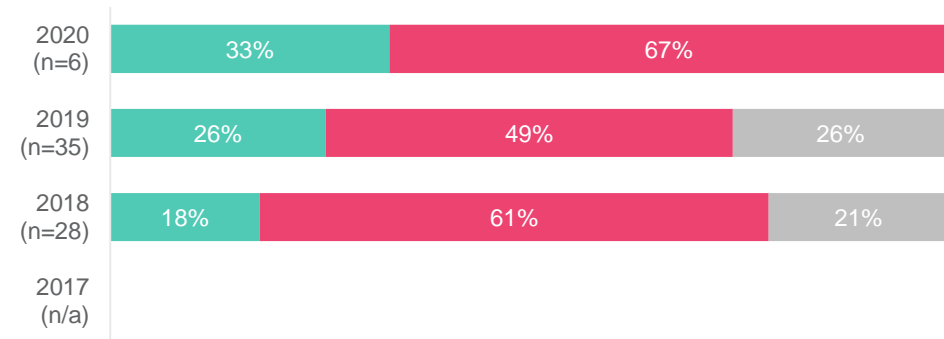
# Preparedness to pay higher Council rates.

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

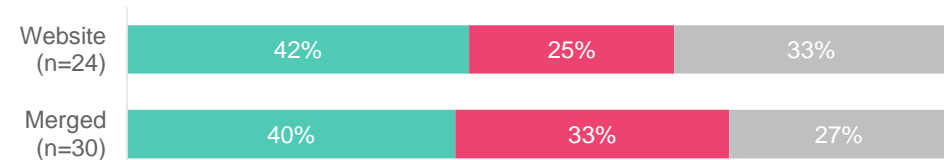
**CATI**



**Panel**



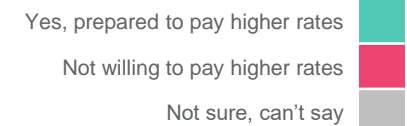
**Merged Website + Panel**



This question was asked of those who wanted Council to provide additional services.

Amongst this group, the majority (i.e. more than half) were not prepared to pay higher rates in exchange for these services. These results are consistent with previous years, particularly for the CATI sample.

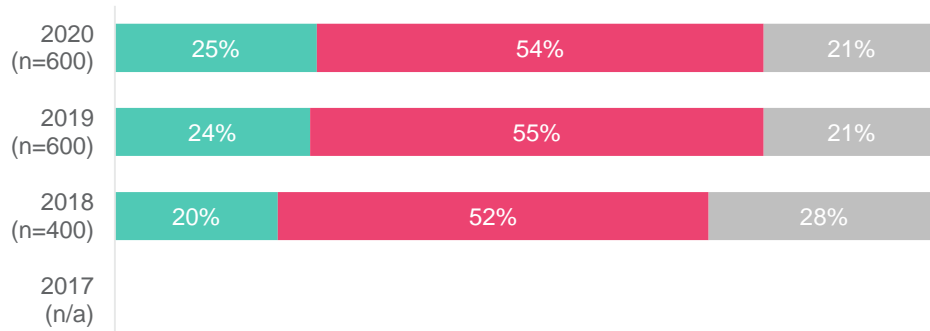
While the changes over time were not statistically significant, a clear trend of increasing preparedness to pay higher Council rates has been measured from 2017 to 2020. Across this time frame, an increasing proportion of respondents are prepared to pay higher rates.



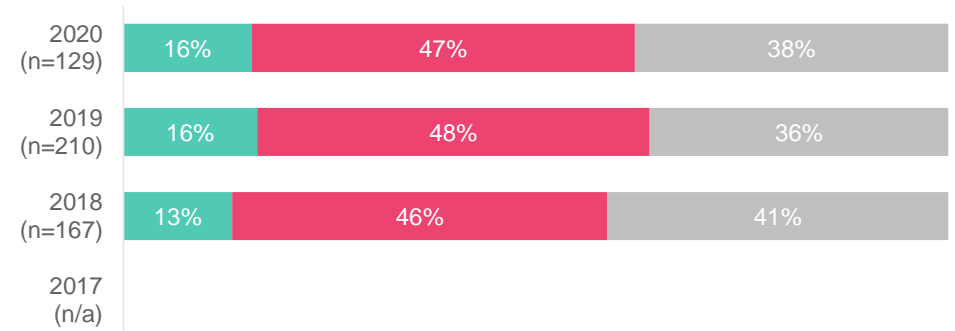
# Reduction in services.

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

**CATI**

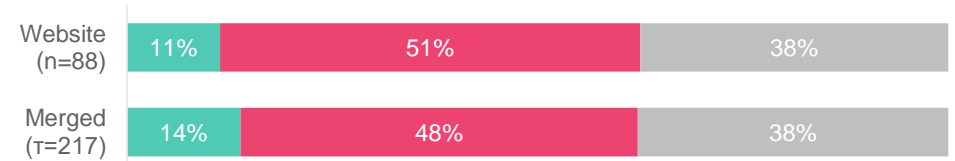


**Panel**



Approximately half of those surveyed are unwilling to accept a reduction in services to minimise rate increases. This trend is consistent across years.

**Merged Website + Panel**

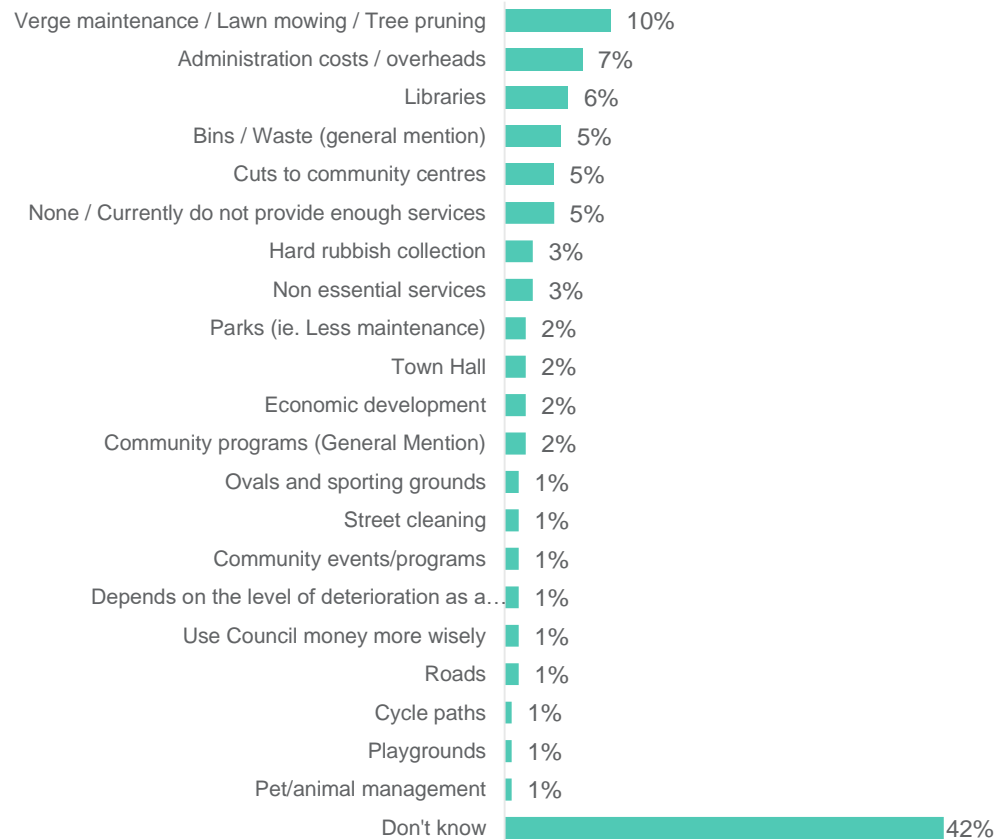


Yes, willing to accept a reduction in services to reduce rates  
 Not willing to accept a reduction in services  
 Not sure, can't say

# Reduction in services.

Which services would you reduce to minimise Council rates?

**CATI (2020)**  
(n=147)



**Panel (2020)**  
(n=20)



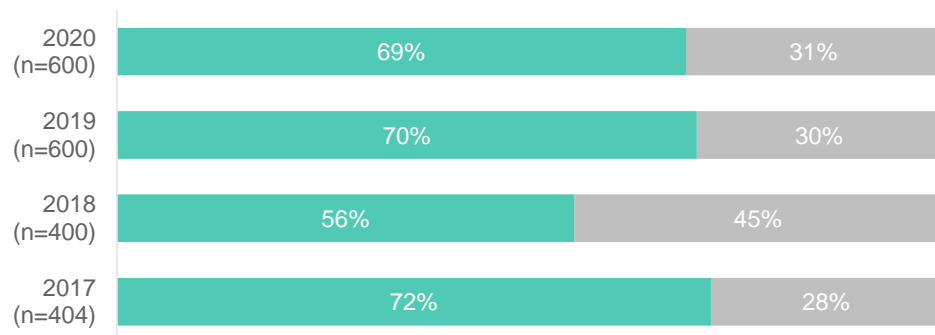


Mode of travel  
to work.

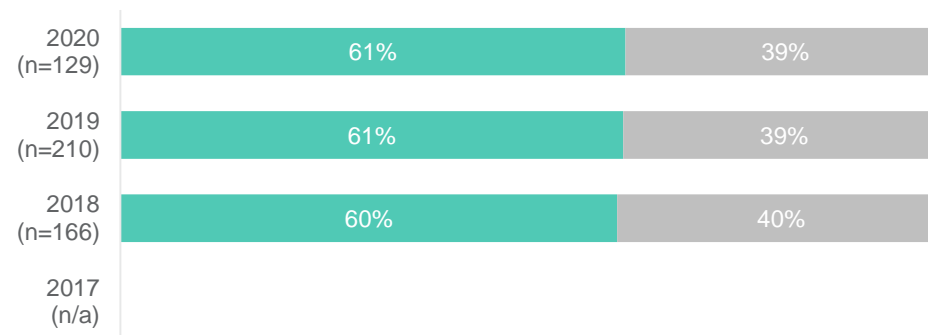
# Employment & mode of travel to work.

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

**CATI**

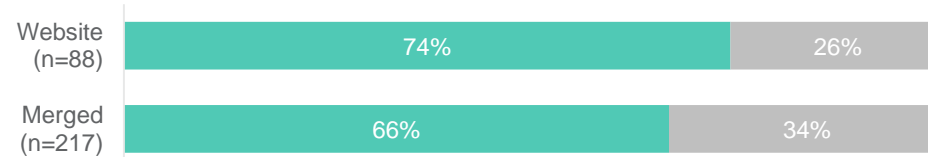


**Panel**



Two-thirds of the CATI sample were in paid employment (69%) – modes of transport of these residents can be found on the following page.

**Merged Website + Panel**



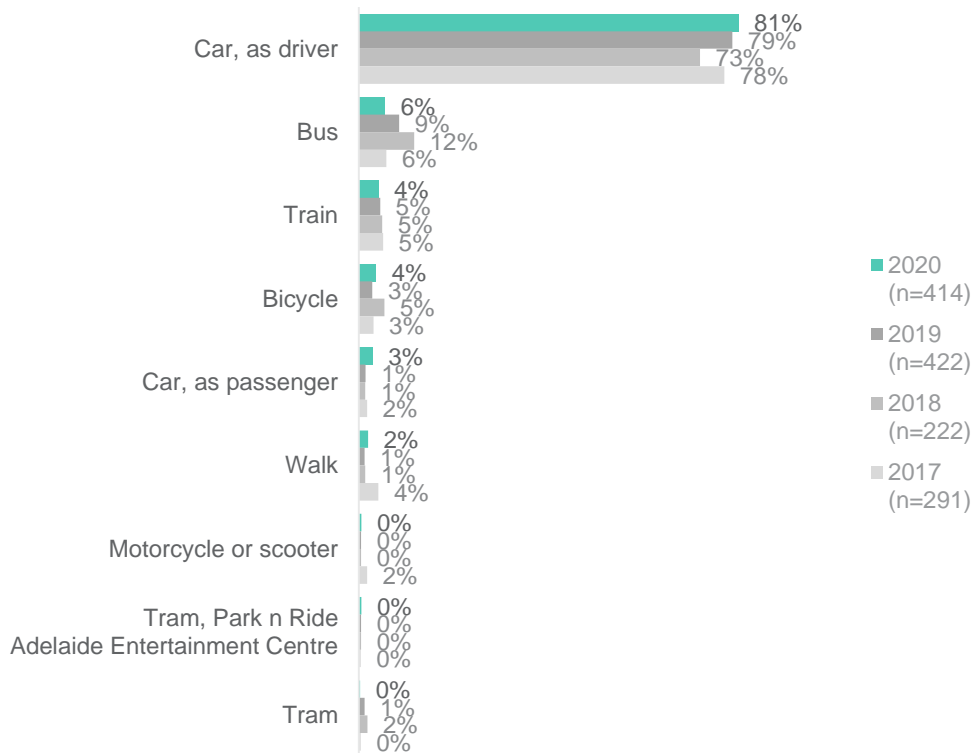
In paid employment  
Not in paid employment

# Employment & mode of travel to work.

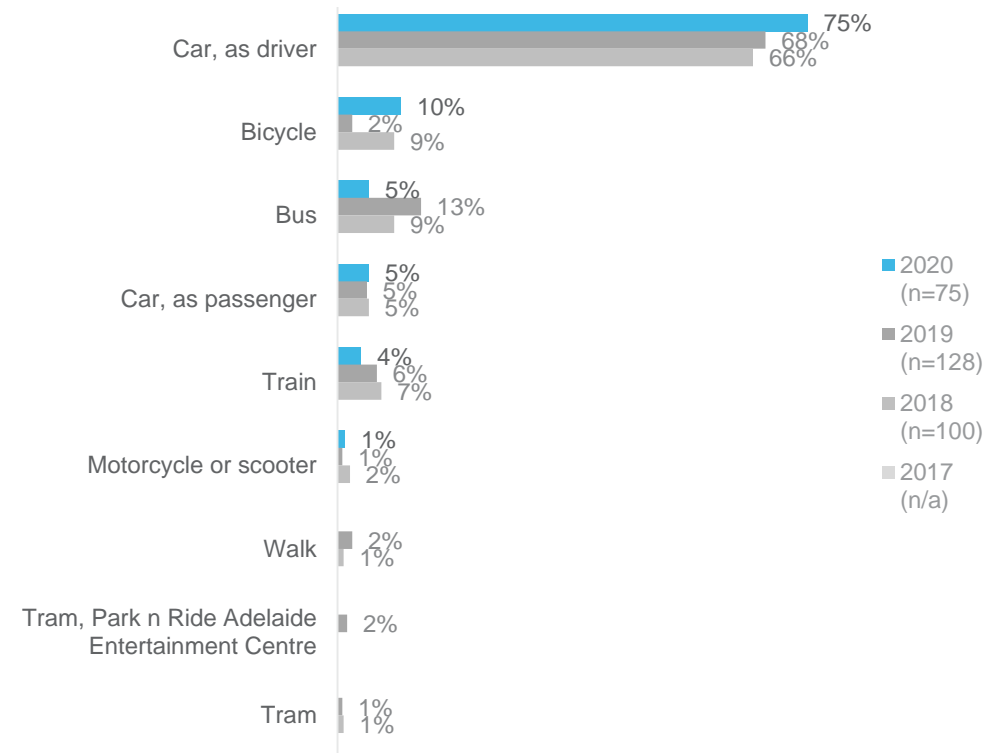
If you are in paid employment, what is your usual mode of travel to work?

Of those in paid employment, the majority traveled to work via car (81% CATI, 75% panel).

**CATI (2020)**  
(n=414)



**Panel (2020)**  
(n=79)







# Employment & mode of travel to work.

By sub-groups

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

2020 CATI sample		Ward								Gender		Age (condensed)		
Column %	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
In paid employment	69%	59%	54% ↓	59%	74%	83%↑	73%	64%	83%↑	69%	69%	93%↑	88%↑	28% ↓
Not in paid employment	31%	41%	46% ↑	41%	26%	17% ↓	27%	36%	17% ↓	31%	31%	7% ↓	12% ↓	72%↑
Column n	600	76	76	71	82	76	55	76	88	284	316	141	260	199

2020 CATI sample		Ward								Gender		Age (condensed)		
Column %	Total	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville	Male	Female	18-34	35-59	60+
Car, as driver	81%	84%	83%	83%	87%	75%	90%	76%	74%	82%	79%	70% ↓	86%	85%
Bus	6%	2%	7%	5%	10%	6%	3%	8%	3%	5%	6%	9%	2% ↓	11%
Train	4%	0%	0%	5%	0%	5%	3%	6%	11% ↑	4%	5%	8%	3%	0%
Bicycle	4%	4%	5%	2%	2%	6%	0%	2%	5%	5%	3%	5%	4%	0%
Car, as passenger	3%	2%	5%	2%	0%	6%	3%	2%	3%	3%	3%	2%	4%	2%
Walk	2%	0%	0%	0%	0%	2%	3%	6%	4%	1%	3%	3%	2%	0%
Motorcycle or scooter	<1%	2%	0%	0%	2%	0%	0%	0%	0%	1%	<1%	1%	<1%	0%
Tram, Park n Ride Adel. Entertainment Centre	<1%	2%	0%	2%	0%	0%	0%	0%	0%	1%	<1%	0%	<1%	2%
Tram	<1%	2%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%
Column n	414	45	41	42	61	63	40	49	73	196	218	131	228	55



# Demographics.

# Demographics.

2020: Age bracket (by Ward)								
Column %	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville
18-34	13%	16%	17%	13%	38% ↑	35%	28%	31%
35-59	38%	33%	37%	55%	46%	47%	34%	55%
60+	49% ↑	51% ↑	46% ↑	32%	16% ↓	18% ↓	38%	15% ↓
Column n	76	76	71	82	76	55	76	88

2020: Age brackets (by Survey)				
	CATI	Panel	Website	Merged
18-24	6%	0%	0%	<1%
25-34	17%	14%	1%	11%
35-49	27%	25%	7%	32%
50-59	17%	19%	43%	22%
60-69	16%	25%	26%	23%
70-84	14%	16%	19%	11%
85+	4%	2%	3%	1%
Column n	600	129	88	217



# Demographics.

2020: Gender(by Ward)								
Column %	Beverley	Findon	Grange	Henley	Hindmarsh	Semaphore Park	West Woodville	Woodville
Male	43%	47%	45%	46%	50%	45%	45%	55%
Female	57%	53%	55%	54%	50%	55%	55%	45%
Column n	76	76	71	82	76	55	76	88

2020: Gender (by Survey)				
	CATI	Panel	Website	Merged
Male	47%	56% ↑	30% ↓	45%
Female	53%	44% ↓	70% ↑	55%
Column n	600	129	88	217



# Demographics.

2020: Household composition (by Survey)				
Column %	CATI	Panel	Website	Merged
Single people living without children	15%	12%	11%	12%
Couple who are married or living together with no children in the home	21%	29%	27%	28%
Family as a couple or single parent with most children under 6 years	13%	13%	13%	13%
Family as a couple or single parent with most children aged from 6-15 years	17%	16%	14%	15%
Family as a couple or single parent with most children >15 years and at least one still living at home	23%	9%	14%	11%
Couple or single person in middle to late age groups with no children in the home	11%	19%	11%	16%
I prefer to not answer	1%	2%	10%	5%
Column n	600	129	88	217



# Demographics.

2020: Ward (by Survey)				
Column %	CATI	Panel	Website	Merged
Beverley	13%	10%	6%	8%
Findon	13%	9%	7%	8%
Grange	12%	17%	8%	13%
Henley	14%	16%	16%	16%
Hindmarsh	13%	9%	34% ↑	19%
Semaphore Park	9%	16% ↑	3%	11%
West Woodville	13% ↑	6%	5%	6% ↓
Woodville	15%	16%	22%	18%
Column n	600	129	88	217



# Appendix.





# 2020 Survey Instrument.



## City of Charles Sturt. 2020 Community Survey.



Good morning/afternoon, my name is \_\_\_\_\_. I am calling from Colmar Brunton Research on behalf of the City of Charles Sturt. We are calling residents to invite them to participate in a community-wide survey to provide feedback to Council. The City of Charles Sturt is keen to understand your perceptions of the local Council in which you live and the services, facilities and infrastructure provided. We value your input and would like approximately 15 minutes of your time to achieve this.

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

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

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

(IF CONCERNED ABOUT VALIDITY) - advise them that Alyssa Todd, Corporate Project Officer for Council is the Contact if they wish to verify the research project. Her number is: 8408 1212.

(IF UNWILLING TO COMPLETE SURVEY OVER PHONE) – If you'd like to complete the survey online in your own time, you can visit the website <https://www.yoursaycharlessturt.com.au/> and follow the links to the survey there.

Q1. Firstly, which suburb do you live in?

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

colmar brunton.

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

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

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

IF 1 OR 9 IN Q2A ABORT

Q3. (DO NOT ASK) Gender

CODE	RESPONSE OPTIONS	ROUTING
1	Male	CHECK QUOTAS
2	Female	

colmar brunton.



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

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

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

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

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

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

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

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

CODE	RESPONSE OPTIONS	ROUTING
3	Community Centres	CONTINUE
4	Libraries	

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

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

CODE	RESPONSE OPTIONS	ROUTING
1	Local roads (i.e. non-main roads)	CONTINUE
2	Footpaths	
3	Off road shared use walking and cycling paths such as Linear Park along the River Torrens or the path along the coast	

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

CODE	RESPONSE OPTIONS	ROUTING
1	Local roads (i.e. non-main roads)	CONTINUE
2	Footpaths	
3	Off road shared use walking and cycling paths, such as Linear Park along the River Torrens or the path along the coast	

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

CODE	RESPONSE OPTIONS	ROUTING
0	0 - Not at all satisfied	CONTINUE
1	1	
2	2	
3	3	
4	4	
5	5	
6	6	
7	7	
8	8	
9	9	
10	10 - Very satisfied	
99	Don't know	



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

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

CODE	RERESPONSE OPTIONS	ROUTING
1	Public and open spaces	CONTINUE
2	Parks, reserves or playing fields	
3	Playgrounds	

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

CODE	RERESPONSE OPTIONS	ROUTING
1	Public and open spaces	CONTINUE
2	Parks, reserves or playing fields	
3	Playgrounds	

#### Thinking about the community now...

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

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

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

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

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

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

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



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

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

CODE	RERESPONSE OPTIONS	ROUTING
0	0 – No say at all	CONTINUE
1	1	
2	2	
3	3	
4	4	
5	5	
6	6	
7	7	
8	8	
9	9	
10	10 – Plenty of say	
99	Don't know	

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

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

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

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

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

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

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

Q22a. Are you aware of any environmental programs, efforts or initiatives by the Council?

CODE	RERESPONSE OPTIONS	ROUTING
1	Yes	CONTINUE
2	No	

Q22b. Which environmental programs, efforts or initiatives are you aware of? OPEN-ENDED, PROBE

Q22c. Overall, how satisfied are you with Council's management and support of environmental issues?

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



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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

CODE	RERESPONSE OPTIONS	ROUTING
1	Single people living without children	CONTINUE
2	Couple who are married or living together with no children in the home	
3	Family as a couple or single parent with most children under 6 years	
4	Family as a couple or single parent with most children aged from 6-15 years	
5	Family as a couple or single parent with most children over 15 years and at least one still living at home	
6	Couple or single person in middle to late age groups with no children in the home.	
7	I prefer to not answer	

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

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

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

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

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

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

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



