



# City of Charles Sturt.

## 2018 Community Survey.

Summary Report.





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# Introduction.



# Background and objectives.

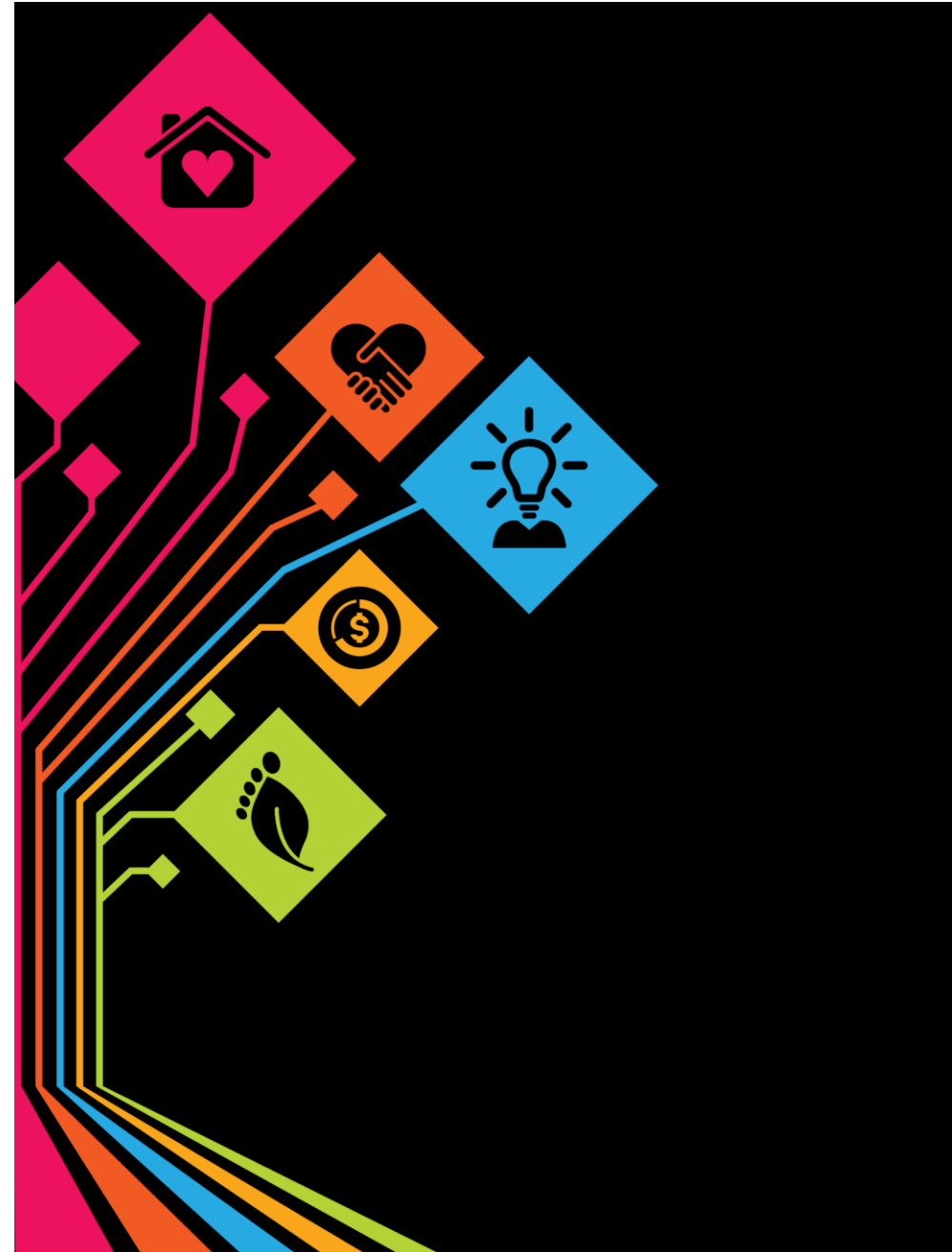
The City of Charles Sturt is a vibrant and thriving Local Government Authority that celebrates culture, diversity and ideas.

In 2016, Council developed their Community and Corporate Plan, to set the strategic direction for the next 4 years. These plans are centred around the themes of Community, Liveability, Environment, Economy and Leadership.

Under each theme sit a range of indicators to measure Council's progress against each. Some of these rely on the thoughts, perceptions and satisfaction levels of the community, and to measure these, a Community Survey was developed and conducted in 2017 and repeated in 2018. 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.

This document presents the summary findings of the 2018 research. For further detail, please refer to the 2018 Community Survey Full Report.





# Methodology.





# Methodology.

To conduct this research, a 10 minute telephone survey was conducted in March 2018 with 400 residents of the City of Charles Sturt.

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

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

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

The total sample sizes were as follows:

- Telephone sample n=400
- E-Panel sample n=167

This report presents the key findings from this research.





Key findings.

# Community facilities.

*We asked...*  
*How important are our facilities?*  
*Do you use them?*  
*How satisfied are you with them?*  
*Are our facilities clean? Safe? Accessible? Well maintained?*

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

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

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

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







# Infrastructure.

*We asked...*

*How important is our infrastructure?*

*How satisfied are you with our infrastructure?*

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

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

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

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







# Parks and open space.

*We asked...*

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

Like infrastructure, parks and open spaces are incredibly important to the community of the City of Charles Sturt. Satisfaction remains consistently high with results achieved in 2017.

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





# 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?*

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

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

The vast majority (96%) of residents felt as though if they needed help in an emergency they would be able to ask for help from friends, neighbours or family. Just 4% felt that they had no one nearby that they could ask for help.







# Safety.

*We asked...*

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

*What about at night?*

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

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

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







# Living in the City of Charles Sturt.

*We asked...*

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

*Why is that?*

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

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

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

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

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







# Environmental and Stormwater performance.

*We asked...*

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

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

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

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





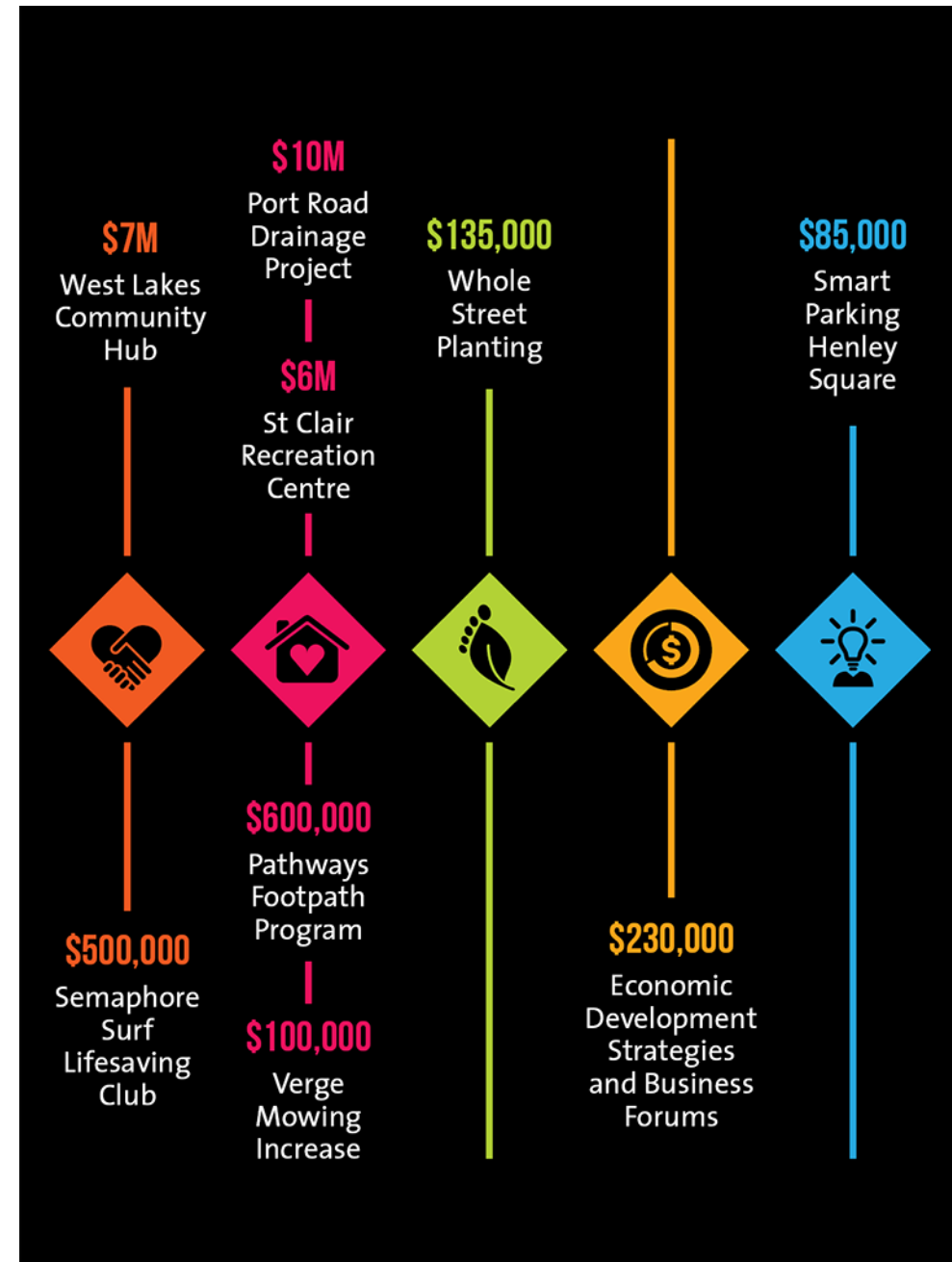
# Performance and Value for Money.

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

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

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

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







# Council services.

*We asked...*

*Which Council services do you value most?*

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

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

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

The most valued services Council provides to residents are waste collection (51%), libraries (40%) and parks and reserves (37%).

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

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

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





