

## Annual Community Survey 2015 Final Project Findings: Analysis Report

Prepared for



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## 1. Background

The City of Burnside is a Local Government area located within the Eastern Adelaide region with an approximate population of 44,000. Characterised primarily by residential areas and being one of the eastern suburbs adjacent to and entering the foothills, it is one of Adelaide's oldest residential areas well known for its tree lined streets, period architecture and plentiful reserves and gardens.

As a Council, the City of Burnside is committed to providing services to the community in the most cost effective manner possible, while at the same time constructing and properly maintaining vital infrastructure for the benefit of existing and future generations. In 2012, City of Burnside released its Strategic Community Plan 2012-2025 based on the outcomes of community engagement processes. The Plan outlines four *Strategic Directions*, namely "Our integrated and urban form and living spaces," "Our protected and valued environment," "Our diverse supportive, happy and healthy people" and "Our leading inclusive and connected Council," that will guide the delivery of the Council's and community's shared vision.

In February 2013 the City of Burnside conducted its first Annual Community Survey to measure residents' satisfaction with the indicators developed under each *Strategic Direction* to set their own benchmarks and work towards the outlined Strategic Directions. In order to seek community perceptions on similar issues and expose any significant changes over time, Council wished to undertake the Community Survey again in 2015 and sought to gain insights about services it can improve, add or remove from its portfolio and measure Council's overall performance across various KPIs.

This report details the major findings of this research and where possible tracks current data with past data obtained through a similar survey in 2013 and 2014.

## 2. Aims and objectives

The Annual Community Survey provides Council with relevant, timely and statistically valid information in relation to community satisfaction with services delivered by Council, services that the community would like to receive from Council, as well as perceptions about the services that are no longer needed in the community. As with the last rounds of the community survey, Council wishes to invite comment from residents on both current service delivery and key topical issues in 2015. Council also wishes to compare the results of 2013 and 2014 to those found in the 2015 survey.

The overarching aim of the research was to understand communities' perceptions of the City of Burnside service delivery performance in 2015 as well as over time and seek input from residents on key topical issues about the services Council can improve, add or remove from its portfolio. The results from this survey will be used to inform decision making internally at Council and to measure Council's performance across various KPIs.

Specifically, the research covers the following aspects:

- residents' satisfaction levels with Council's services delivered under each *Strategic Direction*
- residents' overall satisfaction with Council's performance in 2015
- assessment of changes over time against past data and established benchmark
- areas of service improvement under each *Strategic Direction*
- additional services that should be provided to residents, and
- services currently provided that are no longer required

### 3. Methodology and Sample

newfocus conducted a CATI (Computer Assisted Telephone Interviewing) survey with residents in the City of Burnside Council area. Residents were randomly selected from LGA (Local Government Area) postcodes drawn from the White Pages. Random sampling secured a good mix of respondents as well as providing the chance for every household in the area to be selected to respond to the survey.

To maintain consistency with previous research, a sample of 800 residents was chosen. Similar to the 2014 survey, the sample was stratified by age, gender and ward (based on ABS 2011 Census Data). During the fieldwork a sample of 802 respondents was achieved. The table below outlines the accuracy levels for the achieved and weighted samples relative to the total population in the City of Burnside Council area.

	Population	Sample <sup>1</sup>		Accuracy at one point in time*	Accuracy over time*
		Unweighted	Weighted		
Residents of the City of Burnside**	44,500	802	800	±3.4%	±4.8%

\*at 95% confidence level throughout

\*\* Estimated Resident Population 2013 (Community Profiles, ABS data)

<sup>1</sup> – For details on weighting please refer to Appendix 1

\*Accuracy at one point in time refers to the accuracy of results should a sample of the studied population be taken now compared to if you had results for every single member. Calculation of the level of accuracy is based on the size of the population that the sample is drawn from. The level of accuracy increases as the size of the sample approaches the size of the population. The calculation of accuracy over time is based on the sample size taken at each point in time. This accuracy level tells the percentage difference between the samples at each point in time that is required, before a statistically significant difference will be found, with the sample size obtained. For example, if you have a tracking survey where the sample at each point in time is 800 and you are quoted accuracy over time of ±4.8%, this means that there must be a difference of ±4.8% between the results achieved in each survey of 800 respondents for a statistically significant difference at the .05 level to be found.

Consistent with previous research, “last birthday method” was used to gain representation across life stages and ensure a good mix of respondents. Fieldwork was conducted between 27<sup>th</sup> January and 10<sup>th</sup> February 2015 by the newfocus in-house field team, who are fully trained to comply with International Standard ISO 20252:2012. As part of ISO requirements and newfocus’ commitment to data accuracy, 10% of interviews were validated to ensure reliability of results.

The survey instrument was based on the questionnaire used in the 2014 study and lasted an average of 14 minutes. The instrument can be found in Appendix 3 of the report.

The research was carried out in compliance with International Standard AS ISO 20252:2012, meeting the requirements of the Privacy (Market and Social Research) Code 2014 under the Australian Privacy Principles, and the AMSRS Code of Professional Behaviour.

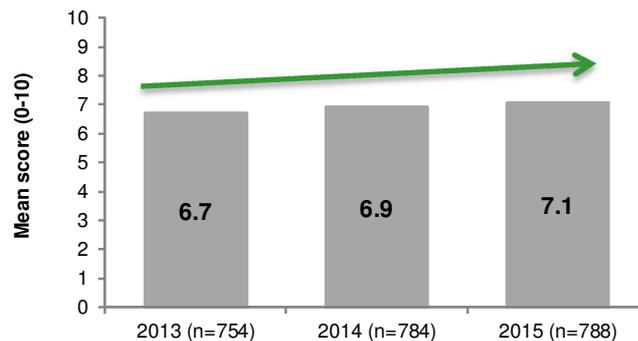
#### 3.1 Residents electing to participate in additional or follow-up research

At the conclusion of the survey, residents were provided with the option to put forward their name for participating in any future focus group discussions that may stem from the Annual Community Survey 2015. Similarly to 2014, just over one-third (37%) of residents involved in the survey have opted in to participate in these groups. The contact details for these individuals have been provided in a separate document, in line with the requirements of the Australian Privacy Principles.

## 4. Key Findings and Implications

### 4.1 Overall satisfaction with Council performance

In 2015 residents' satisfaction with Council's performance had an average of 7.1 out of 10, which was significantly higher than the score observed in 2013 (6.7 out of 10). As shown in the chart below, residents' perceptions have also been more positive in 2014 compared to 2013 indicating that Council is generally meeting residents' needs. However, the increases in overall satisfaction observed over time could result from generally more positive perceptions among the residents.



Using overall satisfaction as the main indicator of Council performance, the results in 2015 compare favourably against other South Australian Councils. With the proportion of residents satisfied with the City of Burnside's performance rising by thirteen percentage points in just two years, the Council is now among the best performers in South Australia.

### 4.2 Drivers of overall satisfaction

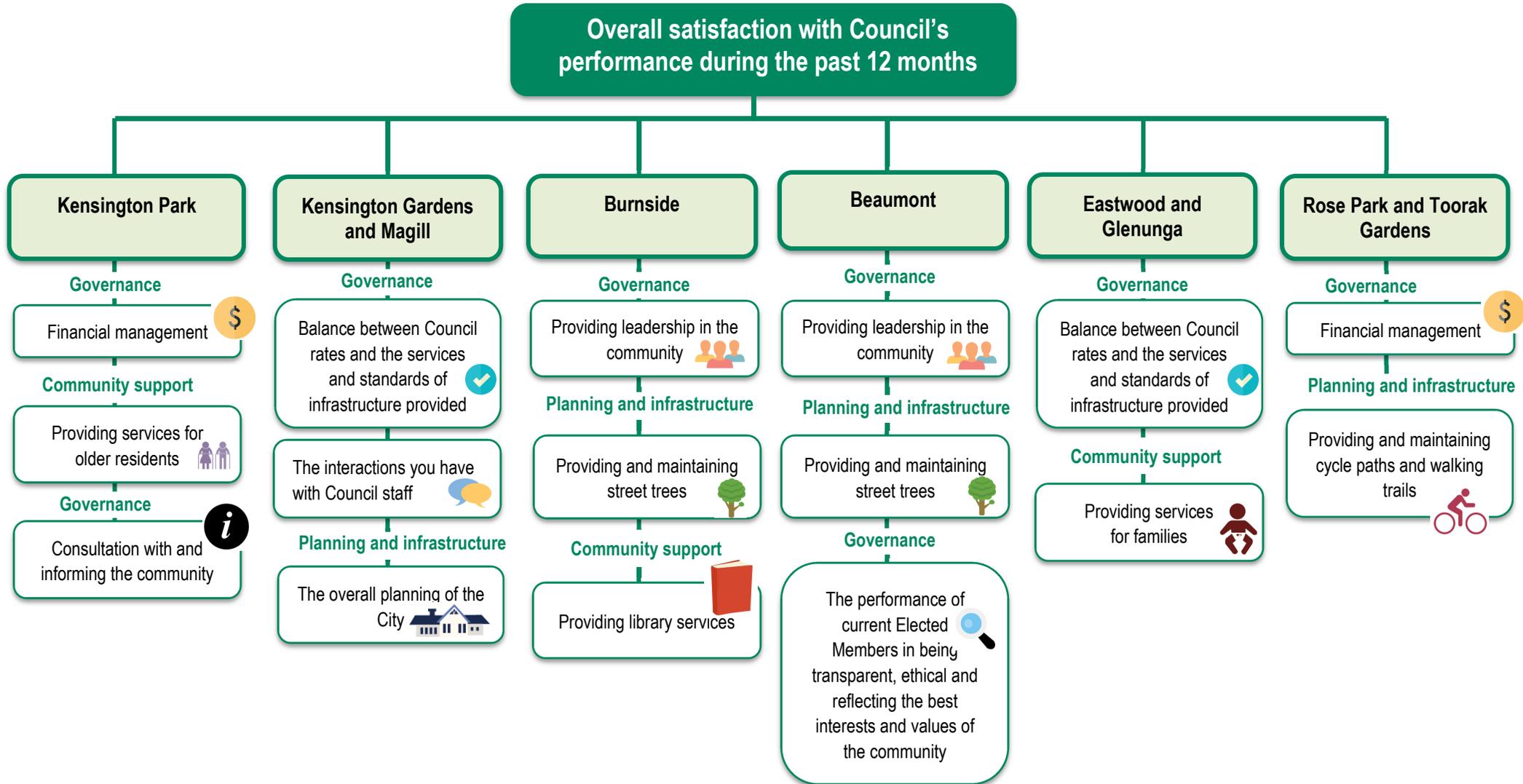
Residents' perceptions of Council's performance are not formed in isolation and it is important to understand the factors that most strongly influence how those perceptions were formed. Similar to 2014, multiple regression analysis was carried out to explore the key issues that most strongly impact on satisfaction. Four factors impacting on residents' overall satisfaction have been identified, and are listed below in order of their influence:

- Financial management
- The overall planning of the City
- Providing and maintaining street trees
- The interactions you have with Council staff

However, consistent with last year the key issues impacting on resident satisfaction vary at a ward level, and are graphically displayed on the following page in order of their strength. Consistent with past research, key areas of focus for the City of Burnside cluster around *governance, planning and infrastructure, community support and environment* with slight variations by ward.

The central implication of the regression modelling above and on the following page is that any changes in how each element is perceived by the community will most strongly influence overall satisfaction with Council's performance. This means that large falls and gains in satisfaction can result for changes to each area, and consequently all areas should be considered key areas of focus. It is important to keep in mind that as residents' satisfaction is based on how they perceive each area, improvements in delivery need to be demonstrable and accompanied by effective communication.

The factors within each ward that most strongly influence overall satisfaction with Council



Notes:

Identified drivers of overall satisfaction with Council's performance in each ward accounted for a large proportion of explained variance, ranging from 70% to 85%.

Across all wards *governance* represented the strongest driver of residents' satisfaction and within each ward at least one aspect of governance was identified as one of the top three most important factors. These factors include financial decision making, Council rates, leadership, informing the community, engagement and transparency. Of all wards, *balance between Council rates* was more prevalent in two wards – *Kensington Gardens and Magill* and *Eastwood and Glenunga*. Results in the latter may be explained by demographic differences, such as higher proportions (in the sample) of older residents, and those not currently working. Kensington Gardens and Magill, on the other hand, had a larger proportion of full-time employed residents, households of related and unrelated adults aged under 35 years and those aged 45-54 who could be paying off their mortgage or would still be at the early stages of their professional career development having lower disposable income.

The second most important factor impacting on residents' perceptions related to either *community support* or *planning and infrastructure*. With some slight ward variations, *community support* centred around services for older residents, services for families and library services. *Planning and infrastructure* related to city planning, street trees maintenance, cycling paths and walking trails, highlighting areas of importance for residents within each ward.

Continued work in those areas is highly encouraged to maintain high levels of community satisfaction in the areas identified above.

### **4.3 Changes in performance over time**

The graphic on the next page shows all survey measures as they relate to the four broad Strategic Directions outlined in the Strategic Community Plan 2012-2025. Almost all areas either improved satisfaction scores over the past 12 months or remained on par with the 2014 results. Overall, the Integrated Urban Form and Living Spaces, Our Protected and Valued Environment, and Our Diverse Supportive, Happy and Healthy People performed relatively better than the attribute of Our Leading, Inclusive and Connected Council, identifying an area where Council might consider engaging more with residents.

A decrease in mean score between 2014 and 2015 occurred in the case of *provision of passive recreation opportunities* (walking, picnic locations or pursuing hobbies), *community and cultural activities*, *financial management*, and *balance of rates and services/infrastructure standards*, where the last two represented factors impacting on residents' overall satisfaction with Council not only in 2015, but also 2014.

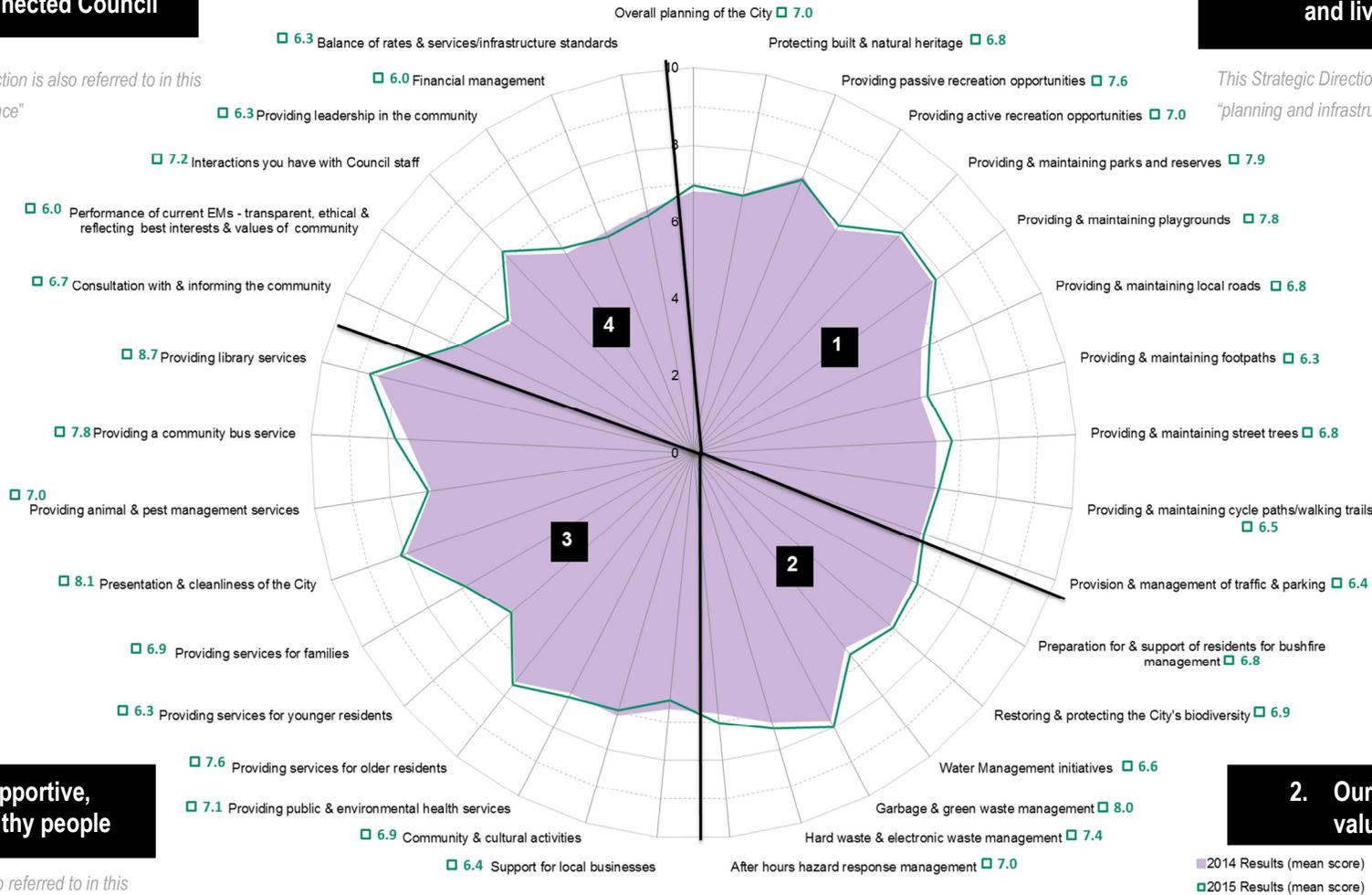
### Residents' perceptions: 2014 and 2015

#### 4. Our leading, inclusive and connected Council

*This Strategic Direction is also referred to in this report as "governance"*

#### 1. Our integrated Urban form and living spaces

*This Strategic Direction is also referred to in this report as "planning and infrastructure"*



#### How to read this chart:

- The purple shaded area presents the results of the 2014 Annual Community Survey
- The green line presents the results of the 2015 Annual Community survey
- Stronger performance in 2015 is indicated where the green line is outside of the purple area.
- Lesser performance in 2015 is indicated where the green line is inside the purple area

#### 3. Our diverse, supportive, happy and healthy people

*This Strategic Direction is also referred to in this report as "community support"*

#### 2. Our protected and valued environment

*This Strategic Direction is also referred to in this report as "environment"*

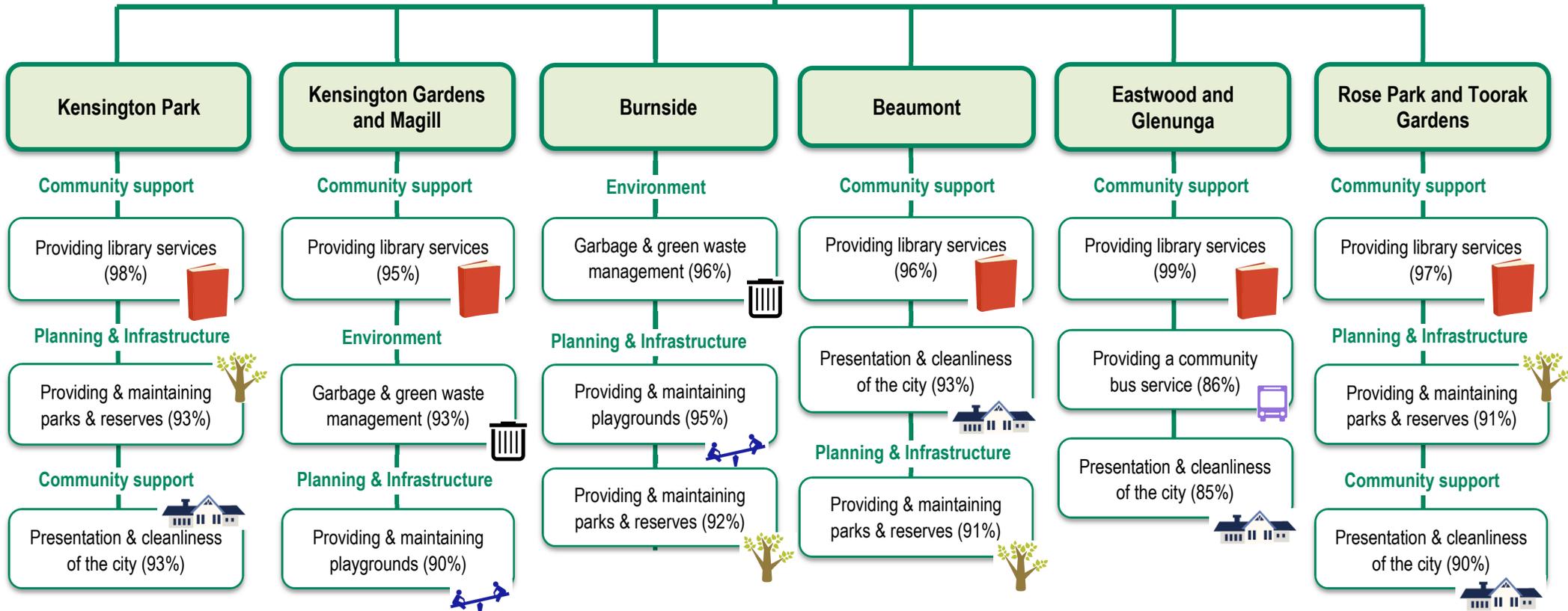
#### **4.4 Top areas of resident satisfaction by Ward**

The top three performing areas in terms of residents' satisfaction at a ward level have been depicted over the next page to highlight areas where residents' needs have been met by Council. In this analysis, the proportion of residents who rated their satisfaction as between 7 and 10 out of 10 has been considered.

There is a large degree of similarity between the wards in terms of the services that have the highest satisfaction levels among residents. In each ward the *provision of library services* had the highest (or equal highest) satisfaction levels except for Burnside. *Presentation and cleanliness of the City* and *provision and maintenance of parks and reserves* were also in the top three areas that residents were most satisfied with in four of the six Wards. *Garbage and green waste management*, *community bus service*, and *provision and maintenance of playgrounds* were mentioned in the top three for some wards.

### Top areas of resident satisfaction by ward

**Overall satisfaction with Council's performance during the past 12 months (Top 3 responses)**

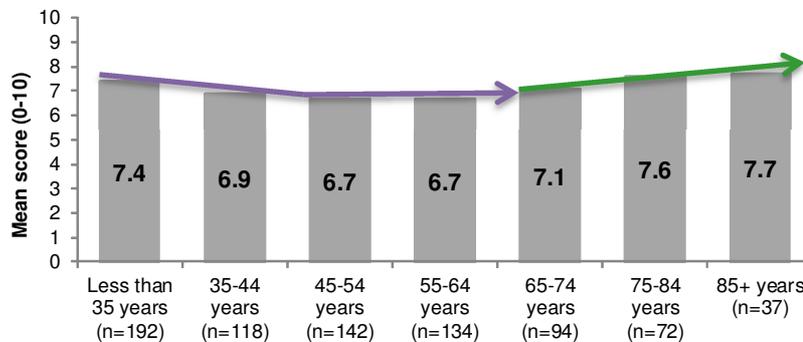


**Notes:**

Percentages designate the proportion of residents reporting satisfaction scores from 7 to 10 on a scale from 0 to 10.

#### 4.5 Analysis of relatively lower performance

In terms of overall satisfaction, there is significant variation by age group. At the overarching level, as shown in the chart below, mean score tends to be higher among the younger population (under 35 years) and also for the age groups past retirement age, while at the lowest levels among the age groups approaching retirement.



Further analysis was carried out to identify areas with the lowest and highest resident satisfaction as a result of age through standardised score analysis. This technique assesses the mean deviation across attributes for each age segment against the overall mean score for an age group (within age group variation), thus highlighting areas with the lowest or highest satisfaction within each age category. Results of this analysis with top and bottom four attributes which residents are satisfied or dissatisfied with are shown over the next page.

Results point to a consistency in areas where Council currently excels, such as library services, maintenance of parks and reserves/playgrounds, interactions with Council staff and garbage and green waste management. However, certain “pain points” are evident across age groups relating to:

- community and cultural events (under 35 years)
- traffic and parking
- water management (mostly people in their mid-life or retirement stage)
- services for families (55-64 years)
- preparation and support for bushfire management (35-44 and 65-74 years)
- performance of current Elected Members (older residents aged 65+)

Council might consider communication strategies to engage with specific age groups in relation to the above-mentioned aspects to inform the community about its services and work currently being done in those areas.

### Top and bottom areas of resident satisfaction and underperforming areas by age

	Less than 35 years	35-44 years	45-54 years	55-64 years	65-74 years	75+ years
Top 4 attributes with highest satisfaction	Providing library services	Interactions you have with Council staff	Providing library services	Providing library services	Providing library services	Providing library services
	Providing & maintaining parks & reserves	Providing library services	Providing & maintaining parks & reserves	Interactions you have with Council staff	Garbage & green waste management	Garbage & green waste management
	Garbage & green waste management	Providing & maintaining parks & reserves	Interactions you have with Council	Providing & maintaining parks & reserves	Providing & maintaining parks & reserves	Interactions you have with Council staff
	Presentation & cleanliness of the city	Garbage & green waste management	Garbage & green waste management	Providing & maintaining playgrounds	Providing & maintaining playgrounds	Providing & maintaining playgrounds

Bottom 4 attributes with lowest satisfaction	Provision & management of traffic & parking in city	Provision & management of traffic & parking in city	Water management initiatives	Providing services for families	Performance of current Elected Members in being transparent, ethical & reflecting best interests & values of community	Performance of current Elected Members in being transparent, ethical & reflecting best interests & values of community
	Community & cultural activities	Preparation for and support of residents for bushfire management	Providing & maintaining footpaths	Water management initiatives	Preparation for & support of residents for bushfire management	Water management initiatives
	Support for local businesses	Water management initiatives	Providing public & environmental health services	Provision & management of traffic & parking in city	Support for local businesses	Providing & maintaining footpaths
	Providing & maintaining cycle paths & walking trails	Support for local businesses	Support for local businesses	Support for local businesses	Support for local businesses	Providing & maintaining footpaths
					Providing & maintaining footpaths	Support for local businesses

#### 4.6 The importance of communication

The need for communication was consistently identified across all four Strategic Directions as an area where Council services could be improved. The type or nature of communication required for each Strategic Direction is summarised below.

Information type	Integrated Urban Form and Living Spaces	Protected and Valued Environment	Diverse Supportive, Happy and Healthy People	Leading, Inclusive and Connected Council
General updates	Communication and information about what Council is doing		Updates on what Council is doing	More communication about objectives, plans, use of ratepayers' money
Information about services		Information about general availability of services  Information about nearest hard waste dumps, bushfires, wetlands, the environment, plans for the future, hard and electronic waste services and collection dates	What services are available in general  Information about services and events for young people/ bus services for young families/ older people/ businesses	<b>Consultations</b>  Councillors approaching residents more proactively and more often – consult with the community on needs and take action accordingly.  Quarterly community meetings with residents at the Town Hall/ question time for residents at Council meetings.  More consultation/ transparency for developments
Resident Education		Explanation where waste from different bins goes Education about green waste		
Customer Updates	Response to queries			Better response/follow up with planning applications

It appears that residents would generally welcome more communication and information from Council, ranging from what Council is doing, general information about services currently offered to more educational information (ie garbage bin separations, green waste, etc).

The area of governance has more communication needs, especially in relation to the use of ratepayers' money and future plans. It also includes a consultation component, which needs to be addressed by Council. Given that Council offers a number of services already, it is a matter of better communication of those aspects to residents and proactive engagement with them through meetings, Q&A sessions and other forms of consultation where residents' opinions may be heard. Those strategies may have a potential to improve residents satisfaction for the governance area attributes as well as other Strategic Directions undertaken by the City of Burnside.

#### 4.7 Preferred communication channels

In many instances, the effectiveness of communication can influence the perception of openness and transparency, as important messages from Council are communicated in a clear and timely manner. When residents have provided opinions on the best mechanisms through which to communicate with them, email communication was by far the most preferred method. It was preferred over other means of communication, such as addressed letter/newsletter in the post and Council website.

However, there were slight age variations in preferred channels. Electronic communication was more frequently mentioned by the younger population, while older residents aged 75+ mentioned Council's quarterly newsletter. Council may assess its current strategies to inform the community and provide more communication and consultation opportunities to engage with the community using this segmented approach to communication channels.

Preferred communication channels continued

Method to obtain information from Council	Less than 35 years	35-44 years	45-54 years	55-64 years	65-74 years	75-84 years	85+ years
<b>1<sup>st</sup> most preferred</b>	Email @	Email @	Email @	Email @	Email @		
<b>2<sup>nd</sup> most preferred</b>	Addressed letter/news letter in the post 	www	www		Council flyers/posters 	The Messenger - local newspaper 	The Messenger - local newspaper 
<b>3<sup>rd</sup> most preferred</b>	www	Council flyers/posters 		Addressed letter/newsletter in the post 		Addressed letter/newsletter in the post 	

It is suggested in future that Council may consider community surveys or other resident engagement mechanisms to explore both the nature and effective communication of the information from each of the preferred communication channels, particularly the digital channels.

**4.8 Analysis of perceived areas of strength and opportunity for each Strategic Direction**

The overall satisfaction result outlined earlier provides a good benchmark from which to contextually assess satisfaction with elements of service delivery within each broad Strategic Direction. As was shown earlier, overall satisfaction with the performance of Council was at an average of 7.1 out of 10. The performance of the four broad Strategic Direction areas has been assessed in that context.

<b>Areas of strength</b> Where 70% or more residents have provided a satisfaction rating of between 7 and 10 out of 10, and the average rating is over 7.1 these areas are classified as areas of strength.	<b>Areas to monitor</b> Areas to monitor are those where less than the majority provide a satisfaction rating of between 7 and 10 out of 10.
<b>Areas of excellence</b> Excellence is achieved when the proportion of residents satisfied with a particular area meets or exceeds 85%.	<b>Areas to engage</b> Areas to engage are those where the proportion of dissatisfied residents has exceeded 10%. Dissatisfaction in this study is defined as those who have provided a rating of between 0 and 3 out of 10.

## Integrated Urban Form and Living Spaces

Consistent with last year, *passive recreation activities* remains an area of Council's strength with maintenance of parks and reserves being an area of excellence. It is also positive to see the provision and maintenance of playgrounds moving from an area of strength in 2014 to excellence this year.



### Areas of strength

*Providing passive recreation activities (82%)*

*Overall planning of the City (71%)*



### Areas to monitor

*Nil*



### Areas of excellence

*Providing & maintaining playgrounds (86%)*

*Providing & maintaining parks and reserves (90%)*



### Areas to engage

*Nil*

As shown below, residents' satisfaction when considering those providing a rating of 7 to 10 out of 10 has improved for 8 out of 11 items between 2013 and 2015.

	2013	2014	2015	Significant change between 2013 and 2015
<i>The overall planning of the City</i>	64%	67%	71%	↑7
<i>Protecting the built and natural heritage</i>	59%	66%	67%	↑8
<i>Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies</i>	72%	82%	82%	↑10
<i>Providing active recreation opportunities, such as playing organised sport or outdoor games</i>	60%	65%	67%	↑7
<i>Providing and maintaining parks and reserves</i>	80%	85%	90%	↑10
<i>Providing and maintaining playgrounds</i>	77%	83%	86%	↑9
<i>Providing and maintaining local roads</i>	55%	58%	65%	↑10
<i>Providing and maintaining footpaths</i>	49%	48%	55%	↑6

The majority of residents (57%) had suggestions on how Council could improve in relation to services under the urban form and living spaces Strategic Direction. Specifically, residents' main areas where residents were seeking improvement were consistent with 2014, and related to:

- footpaths (13%)
- parking (10%)
- trees (8%)
- road maintenance (6%)

Footpaths issues were mentioned by residents from all wards, although to a lesser extent by those residing in Burnside and Beaumont. Parking issues related to a reduction in restrictions, lower fines and permission for verge parking were more frequently mentioned as areas for improvement by the residents of Kensington Park. Road and tree maintenance was more of an issue in Burnside and Kensington Gardens & Magill.

### Protected and Valued Environment

Overall, the Protected and Valued Environment components of Council's performance received mostly positive responses. Consistent with the 2014 results, hard waste and electronic waste management represents an area of strength for Council, with garbage and green waste management falling into an area of excellence in 2015. No areas for monitoring or engagement were identified for Protected and Valued Environment attributes.

 <b>Areas of strength</b> <i>Hard waste and electronic waste management (78%)</i>	 <b>Areas to monitor</b> <i>Nil</i>
 <b>Areas of excellence</b> <i>Garbage and green waste management (88%)</i>	 <b>Areas to engage</b> <i>Nil</i>

In comparison to 2013, in 2015 resident satisfaction with the *restoration and protection of the City's biodiversity* and *hard waste and electronic waste management* increased significantly (when considering those providing a rating of between 7 and 10 out of 10). No areas had significant falls in satisfaction.

	2013	2014	2015	Change between 2013 and 2015
<i>Restoring and protecting the City's biodiversity</i>	60%	66%	69%	↑ 9
<i>Hard waste and electronic waste management</i>	60%	73%	78%	↑ 18

The majority of residents (67%) could not offer any suggestions on how Council could improve in this area. Where suggestions were offered, residents were consistently focused on waste collection/management services or information and communication with residents:

- more hard rubbish collection (eg quarterly or twice a year) (14%)
- electronic rubbish (4%)
- more rubbish collection (eg green waste picked up weekly/2 bins) (3%)
- more communication (3%):
  - information/pamphlet explaining where waste from different bins goes (under 35 years)
  - education about green waste/what happens to it; information about the nearest hard waste dumps; information about wetlands (35-64 years)
  - general availability of services; communication about the environment/plans for the future, hard and electronic waste services and collection dates (65+)
- more information about bushfires (3%)

## Diverse, Supportive, Happy and Healthy People

The diverse supportive, happy and healthy people components of Council's performance was generally perceived to be performing well, with four areas of strength identified in 2015 compared to just two in 2014. No area was identified as requiring close monitoring due to lower satisfaction.



### Areas of strength

Providing public and environmental health services (71%)

Providing animal and pest management services (72%)

Providing services for older residents (82%)

Providing a community bus service (84%)



### Areas to monitor

Nil



### Areas of excellence

Presentation and cleanliness of the City (90%)

Providing library services (95%)



### Areas to engage

Nil

However, the areas with lower satisfaction similarly to the last year related to *provision of services for younger residents* and *support for local businesses*. Having said that, lower perceptions about the *support of local businesses* could result from a prominent story in relation to Council's dealings with a local business, which appeared in the media five days before the community survey was launched.

Residents' satisfaction was significantly higher across two attributes over time as shown in the table below (when considering those providing a rating of between 7 and 10 out of 10).

	2013	2014	2015	Change between 2013 and 2015	Change between 2014 and 2015
Providing animal and pest management services	61%	69%	72%	↑11	↑3*
Providing a community bus service	80%	76%	84%	↑4*	↑8

Note:

\*Designates changes which were not statistically significant

While the majority of residents (75%) could not offer any suggestions on how Council could improve in this area, where suggestions were offered the following themes emerged:

- communication (5%):
  - information about services and events for young people (under 35 years)
  - updates on what Council is doing and what services are available; services for young families/older people/businesses; information about bus; targeted information based on age demographics (35-64 years)
- services for younger people (4%) (sought mostly by those under 54 years)
- library (4%) (sought mostly by those under 35 years)

## Leading Inclusive and Connected Council

While residents' perception for most aspects of the Leading Inclusive and Connect Council components of Council's performance were higher in 2015 compared to 2013, the research suggests that this area remains as a work in progress.

Two areas were identified as key areas to engage with the community, based on a higher proportion of residents who indicated they were dissatisfied – this included the *performance of current Elected Members* and *financial management*, where both represented drivers of overall satisfaction with Council's performance.

The *performance of current EMs* was identified as both an area to monitor and an area to engage due to satisfaction with this area falling below 50% (an area to monitor) and dissatisfaction being higher than 10% (an area to engage). Overall, the performance of Elected Members, financial management, and balance between Council rates and leadership in the community were the areas with much lower satisfaction levels compared to other Strategic Directions in 2015 (47%, 50%, 53% and 55%, T4B, respectively).

Of all aspects of this Strategic Direction, the *performance of the Elected Members* remains an area with the lowest level of satisfaction among residents in 2015, but as discussed above there are certain age differences at play that need to be considered. Perceptions around the performance of the current Elected Members in being transparent, ethical and reflecting the best interests and values of the community have remained at the same level over the last two years (47%, T4B).



### Areas of strength

*The interactions you have with Council staff (72%)*



### Areas to monitor

*Performance of current EMs in being transparent, ethical and reflecting the best interests and values of the community (47% satisfied)*



### Areas of excellence

*Nil*



### Areas to engage

*Performance of current EMs in being transparent, ethical and reflecting the best interests and values of the community (13% dissatisfied)*

*Financial management (13% dissatisfied)*

Between 2014 and 2015, a significant decrease in resident satisfaction was observed for *the balance between Council rates* (when considering those providing a rating of between 7 and 10 out of 10). Residents' perceptions were more positive for *leadership in the community* and *consultation with and informing the community* in 2015 compared to 2013.

	2013	2014	2015	Change between 2013 and 2015	Change between 2014 and 2015
<i>Consultation with and informing the community</i>	57%	61%	63%	↑6	↑2*
<i>Providing leadership in the community</i>	40%	51%	55%	↑15	↑4*
<i>The balance between Council rates and the services and standards of infrastructure provided</i>	55%	58%	53%	↓2*	↓5

Note:

\*Designates changes which were not statistically significant

Moving forward it will be important for the Council, staff and Elected Members to continue efforts to engage with the community to better understand expectations. The importance of continued engagement is further emphasised by the earlier results which showed one or both to be key drivers of satisfaction across all wards.

This conclusion is also supported by residents' suggestions regarding Council service improvements. Although the majority of residents (72%) could not offer any suggestions on how Council could improve in this area, where suggestions were offered:

- 8% were seeking greater levels of communication and consultation with residents:
  - more communication in relation to objectives, plans, use of ratepayers' money
  - Councillors approaching residents more proactively and more often – consult with the community on needs and take action accordingly
  - quarterly community meetings with residents at the Town Hall
  - more consultation/transparency for developments and new infrastructure
  - question time for residents at Council meetings
  - better response/follow up with planning applications
- 6% were seeking greater transparency in dealings (more prevalent among 35-54 age group)
- 6% were looking for reduction in rates (more prevalent among 45-64 age group)

#### **4.9 Future Council services**

The majority of residents (85%) did not have any suggestions for services they would like Council to provide which are not currently included in Council's portfolio. However, those who had suggestions mostly referred to *youth programs* (a need expressed predominantly by residents aged under 54 years), *services for young families/refugees/help with housing/community services* (Kensington Park) *waste collection services* (sought by older residents aged 45-74). The latter related mainly to bins for homes, collection by appointment, more hard waste collection and depots for hard, electronic, hazardous, green and general waste.

Only 2% of residents commented on services that Council currently provides that it should not. Such a low percentage of suggestions provides a clear indicator that resident preference lies more heavily towards improving the delivery of existing services over the creation of new service areas. It is also anticipated that by adopting a focus on improved service delivery, particularly in reference to improved communication with residents, over time residents' perceptions of the balance between Council rates and services will also improve.

## 5. Results

### How results are reported

Tables and charts are reported in percentage results. Due to rounding some scores may range from 99% to 101%.

#### **n = value**

The n= value in the tables and charts represents the total number of respondents included in the study and the number of respondents that answered a specific question (excluding 'don't know' responses except where noted).

#### **n ~ value**

In some cases n~ is used. This represents the average number of respondents across two or more questions.

### **Statistically significant differences between segments**

A cross-tabulation or chi-square statistic is a common method of describing whether a relationship exists between two or more variables, ie it allows us to statistically test whether the differences we note in the sample are genuine differences or simply chance occurrences.

Relationships are said to be statistically significant if the P value (chi-square statistic) is less than the chosen significance level. For example, if .05 (5%) is selected as that level, a P value less than .05 implies that there is a relationship between the two variables that have been cross-tabulated. The only outcomes which have been reported on are those found to be statistically significant at  $P < .05$ .

### **Use of top/bottom-two box terminology DP**

- top-4-box (T4B) refers to combined responses of 10 (*extremely satisfied*) to 7
- bottom-4-box (B4B) refers to combined responses of 0 (*extremely dissatisfied*) to 3

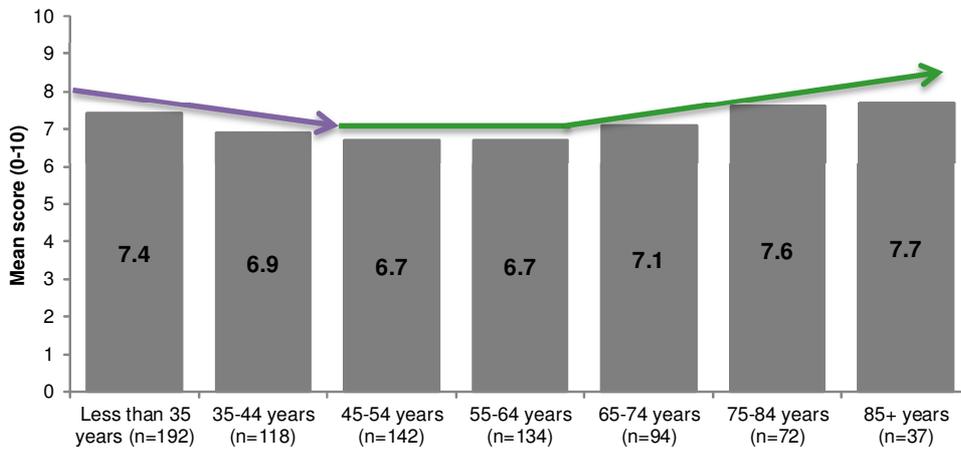
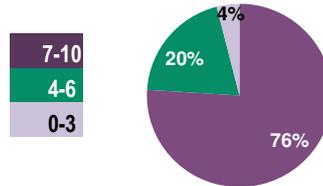
### 5.1 Overall Satisfaction

*On the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance over the past 12 months? (Q13)*

↑ Statistically significant mean increases between 2013 and 2014

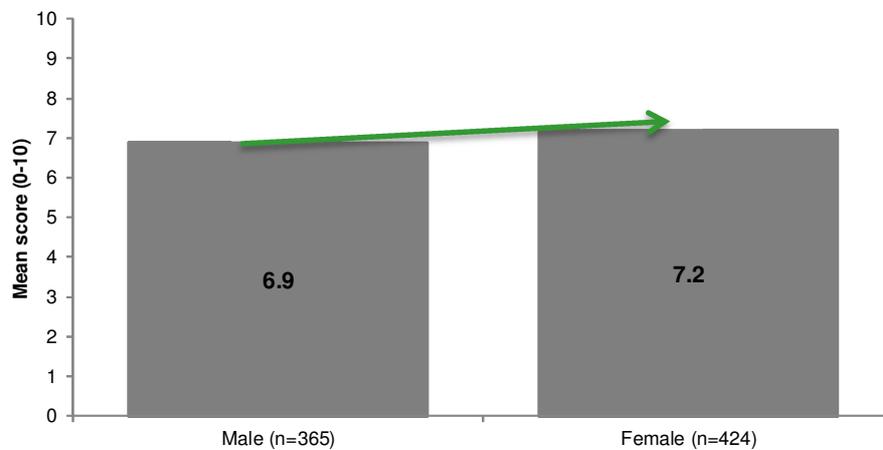
↑ Statistically significant mean increases between 2013 and 2015

	Mean score		
	2013 (n=754)	2014 (n=784)	2015 (n=788)
Average(Mean)	6.7	↑6.9	↑7.1



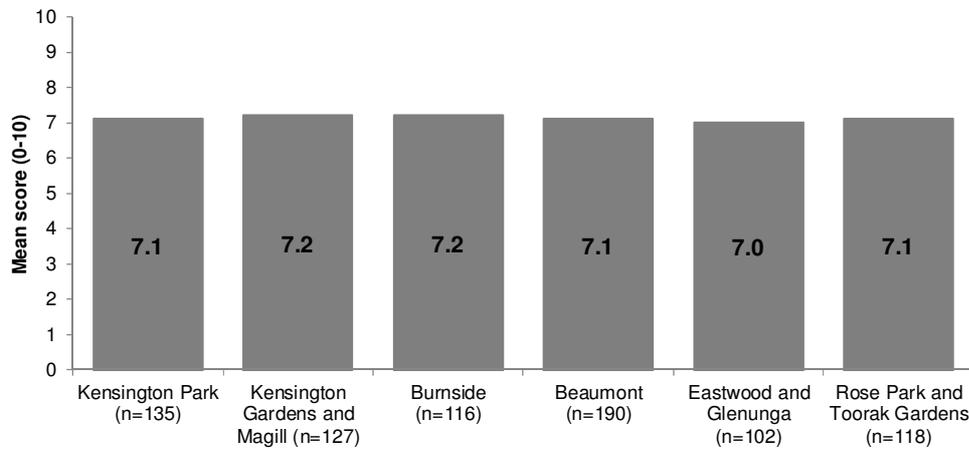
Statistically significant mean differences:

- Residents under 35 years and those aged 45-54 and 55-64
- Residents aged 45-54/55-64 years and those between 75 to 84 and 85+



Differences between females and males are statistically significant

On the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance over the past 12 months? (Q13) continued



Significant differences - 2015

Demographic differences:

Respondents under 35 years (89%) and those aged 75-84 years (85%) were more likely to be satisfied with Council's overall performance than those aged 45-54 years (60%) and 55-64 years (65%) (T4B)

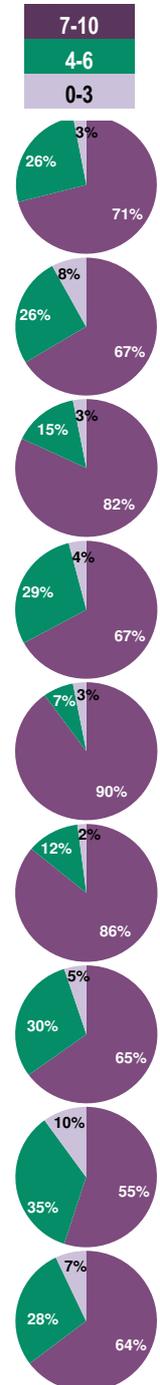
## 5.2 Integrated urban form and living spaces

On a scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q3)

↑ Statistically significant mean increases between 2013 and 2014  
↓ Statistically significant mean decrease between 2013 and 2014

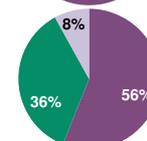
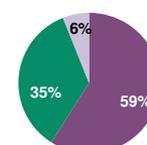
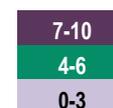
↑ Statistically significant mean increases between 2013 and 2015  
↑ Statistically significant mean increases between 2014 and 2015

	Mean score		
	2013 (n~703)	2014 (n~754)	2015 (n~750)
The overall planning of the City	6.5	<span style="color: green;">↑</span> 6.8	<span style="color: red;">↑</span> 7.0
Protecting the built and natural heritage	6.6	<span style="color: green;">↑</span> 6.8	<span style="color: red;">↑</span> 6.8
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies	7.2	<span style="color: green;">↑</span> 7.7	<span style="color: red;">↑</span> 7.6
Providing active recreation opportunities, such as playing organised sport or outdoor games	6.6	<span style="color: green;">↑</span> 6.8	<span style="color: red;">↑</span> 7.0
Providing and maintaining parks and reserves	7.6	<span style="color: green;">↑</span> 7.8	<span style="color: red;">↑</span> 7.9
Providing and maintaining playgrounds	7.4	<span style="color: green;">↑</span> 7.6	7.8
Providing and maintaining local roads	6.4	6.5	<span style="color: blue;">↑</span> 6.8
Providing and maintaining footpaths	6.0	6.1	<span style="color: blue;">↑</span> 6.3
Providing and maintaining street trees	6.7	<span style="color: red;">↓</span> 6.3	<span style="color: blue;">↑</span> 6.8



On a scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q3) continued

	Mean score		
	2013 (n~703)	2014 (n~754)	2015 (n~750)
Providing and maintaining cycle paths and walking trails	6.3	6.3	6.5
Provision and management of traffic and parking in the City	6.2	6.2	6.4



	Mean score						
	Less than 35 years (n~182)	35-44 years (n~116)	45-54 years (n~135)	55-64 years (n~128)	65-74 years (n~89)	75-84 years (n~65)	85+ years (n~35)
The overall planning of the City <sup>1</sup>	7.5	6.9	6.4	6.7	6.7	7.4	7.1
Protecting the built and natural heritage <sup>1</sup>	7.5	6.7	6.3	6.3	6.7	7.2	7.2
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies <sup>2</sup>	8.0	7.5	7.3	7.2	7.6	7.9	8.3
Providing active recreation opportunities, such as playing organised sport or outdoor games <sup>3</sup>	7.2	7.0	6.5	6.7	7.1	7.8	7.7
Providing and maintaining parks and reserves	8.1	8.0	7.6	7.7	7.9	8.1	7.9
Providing and maintaining playgrounds <sup>4</sup>	8.0	7.8	7.4	7.6	7.8	8.0	8.2
Providing and maintaining local roads	7.5	6.8	6.2	6.5	6.5	6.9	6.8
Providing and maintaining footpaths <sup>5</sup>	6.9	6.3	5.7	6.1	6.0	6.4	6.3
Providing and maintaining street trees <sup>6</sup>	7.5	6.8	6.1	6.3	6.7	7.0	6.9
Providing and maintaining cycle paths and walking trails	6.7	6.3	6.2	6.3	6.4	6.8	7.1
Provision and management of traffic and parking in the City <sup>7</sup>	6.8	6.2	6.0	5.9	6.5	6.8	7.0

Notes:

Statistically significant mean differences:

- 1 - Residents under 35 years and those aged 35-74; 55-64 and 75-84 years
- 2 - Residents under 35 years and those aged 45-64; 55-64 and 85+
- 3 - Residents aged 45-54 and 75 years and over
- 4 - Residents aged 45-54 and 85+
- 5 - Residents under 35 years and those aged 45-74
- 6 - Residents under 35 years and those aged 35-74
- 7 - Residents under 35 years and those aged 35-64; 45-54/55-64 and 85+

On a scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q3) continued

	Mean score	
	Male (n~350)	Female (n~400)
The overall planning of the City	6.8	7.0
Protecting the built and natural heritage	6.8	6.8
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies <sup>1</sup>	7.5	7.7
Providing active recreation opportunities, such as playing organised sport or outdoor games	6.9	7.1
Providing and maintaining parks and reserves <sup>1</sup>	7.7	8.1
Providing and maintaining playgrounds <sup>1</sup>	7.6	7.9
Providing and maintaining local roads	6.7	6.8
Providing and maintaining footpaths	6.4	6.2
Providing and maintaining street trees	6.8	6.8
Providing and maintaining cycle paths and walking trails	6.5	6.4
Provision and management of traffic and parking in the City <sup>1</sup>	6.2	6.5

Notes:

1 - Differences between females and males are statistically significant

	Mean score					
	Kensington Park (n~128)	Kensington Gardens and Magill (n~118)	Burnside (n~115)	Beaumont (n~179)	Eastwood and Glenunga (n~99)	Rose Park and Toorak Gardens (n~112)
The overall planning of the City	7.0	7.1	7.1	6.8	6.7	7.0
Protecting the built and natural heritage <sup>1</sup>	7.0	7.2	7.1	6.4	6.5	6.8
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies <sup>2</sup>	7.8	8.1	7.7	7.4	7.4	7.4
Providing active recreation opportunities, such as playing organised sport or outdoor games	7.2	7.5	6.8	6.8	7.0	6.8
Providing and maintaining parks and reserves <sup>3</sup>	8.2	7.7	7.9	7.9	7.6	7.9
Providing and maintaining playgrounds <sup>3,4</sup>	8.1	7.8	8.0	7.6	7.4	7.8
Providing and maintaining local roads	7.0	6.5	7.0	6.9	6.4	6.6
Providing and maintaining footpaths	6.2	6.2	6.6	6.4	6.0	6.2
Providing and maintaining street trees	6.9	6.7	7.1	6.9	6.4	6.6
Providing and maintaining cycle paths and walking trails	6.5	6.5	6.4	6.6	6.2	6.5
Provision and management of traffic and parking in the City	6.4	6.6	6.5	6.6	6.0	6.0

Notes:

Statistically significant mean differences:

1 – Beaumont and Kensington Gardens and Magill/Burnside

2 – Kensington Gardens and Magill and Beaumont/Eastwood and Glenunga/Rose Park and Toorak Gardens

3 – Kensington Park and Eastwood and Glenunga

3 – Eastwood and Glenunga and Burnside

On a scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q3) continued

### Significant differences - 2015

#### Ward:

- *Protecting the built and natural heritage* – highest satisfaction in Burnside (78%, T4B), lowest in Eastwood and Glenunga (58%, T4B)
- *Providing active recreation opportunities (playing organised sport or outdoor games)* - highest satisfaction in Kensington Gardens and Magill (75%, T4B), lowest in Beaumont (60%, T4B)
- *Providing and maintaining playgrounds* – highest satisfaction in Burnside (95%, T4B), lowest in Eastwood and Glenunga (75%, T4B)
- *Providing and maintaining footpaths* – highest satisfaction in Burnside (64%, T4B), lowest in Eastwood and Glenunga (44%, T4B)
- *Providing and maintaining street trees* – highest satisfaction in Burnside (74%, T4B), lowest in Eastwood and Glenunga (52%, T4B)

#### Demographic differences:

Respondents under 35 years were more likely to be satisfied than older people with:

- *Overall planning of the city* (87% compared to 59% among 45-54 years and 65% among 55-64 years, T4B)
- *Protecting the built and natural heritage* (82% compared to 55% among 45-54 years and 54% among 55-64 years, T4B)
- *Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies* (89% compared to 76% among 45-54 years and 76% among 55-64 years, T4B). However, higher satisfaction for this attribute was observed among 85+ (93%)
- *Providing and maintaining local roads* (76% compared to 45% among 45-54 years, T4B)
- *Providing and maintaining footpaths* (70% compared to 45% among 45-54 years, T4B)
- *Providing and maintaining street trees* (80% compared to 49% among 45-54 years and 52% among 55-64 years, T4B)

#### Gender:

Females were more likely to be satisfied with:

- *Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies* (85% vs 78% T4B among males)
- *Provision and management of traffic and parking in the City* (60% vs 51% T4B among males)

#### Employment status:

Students reported significantly higher satisfaction across all *planning and infrastructure* attributes than those with full-time employment

### Are there any other ways in which these areas of Council business could be improved? (Q4)

The results below present additional resident feedback provided as it relates to aspects of *integrated urban form and living spaces*. Rather than present the results in sentence form, the results have been grouped thematically. Where residents did not feel there were any other ways Council business could be improved, a “no” response was recorded. Where residents felt aspects could be improved, but were unable to articulate a suggestion, a “don’t know” response was recorded. The remainder of responses reflect the themes from the comments provided.

	% response		
	2013 (n=765)	2014 (n=797)	2015 (n=800)
No	32	32	34
Don't know	11	8	9
Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides	16	17	13
Trees/more maintenance/check for issues, especially around playgrounds/parks/quicker response/too many restrictions on pruning/even dangerous trees/have council aware signs on problem trees	-	9	8
Road maintenance/kerbs/resurfacing/quicker response/quality standard	8	11	6
Improved car parking/not enough street parking/handicapped parking/high density housing/narrow streets/around shopping centres/schools/Waterfall Gully	-	5	5
Car parking/more parking inspectors/police parking restrictions in residential streets/resident parking only/provide permits/clear line marking/signs so people know/parking on one side only/time limits	6	6	5
Planning/infrastructure/improved/get rate payers' opinions/be more open/transparent about plans/poor department/needs improvements	-	2	4
Streetscape/verge maintenance/water/prune trees/hedges/street sweeping	15	6	4
More bike/walking paths/lanes/safer/improve/more dedicated cycling/walking trails/clearly marked/raise awareness of them	7	7	4
More/better parks/play/exercise equipment/shade/better maintained/watered/playgrounds add secure fences/more dog parks	7	3	4
Sports/more hockey/football fields/tennis courts/indoor stadium/more focus on junior sports	0	1	4
Traffic control management/road closures/speed humps/road signs/need roundabouts/improved safety	3	2	3
Reduce parking restrictions/for residents/lower fines/allow verge parking/for residents	-	2	3
Preservation of trees/private and public/too many being cut down/less brutal pruning/replace dead trees	-	1	2
Improved communication/through various channels/more information about what they are doing/budgeting/respond to queries	3	4	2
Building regulations/no high rise developments/no subdivision/keep as they are/in keeping with surrounding heritage homes/more input from rate payers	6	3	2
Select a better species of street tree/not messy ones that drop flowers/nuts/dangerous berries/use natives	-	2	1
Lighting/more street lights/parks and ovals better lit	-	0	1
Heritage listed/historic buildings maintained/preserved/communicate heritage plans	3	1	1
Planning/building/development approvals/quicker/more consistent	-	1	1
All council areas should be treated equally/some areas maintained others neglected	-	0	0
Get rid of bike lanes/too dangerous/too many cyclists on road/charge them to ride bikes	-	0	0

Note: 0% represents n=3 or less

These results are also presented by age group, gender and Ward on the following pages.

Are there any other ways in which these areas of Council business could be improved? (Q4) continued

	% response						
	Less than 35 years (n=192)	35-44 years (n=120)	45-54 years (n=144)	55-64 years (n=136)	65-74 years (n=96)	75-84 years (n=72)	85+ years (n=40)
No	42	30	27	30	32	44	40
Don't know	6	8	10	11	7	10	8
Improved car parking/not enough street parking/handicapped parking/high density housing/narrow streets/around shopping centres/schools/Waterfall Gully	9	2	3	5	3	5	7
Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides	8	17	19	12	14	13	11
Sports/more hockey/football fields/tennis courts/indoor stadium/more focus on junior sports	8	3	4	1	1	-	1
Traffic control management/road closures/speed humps/road signs/need roundabouts/improved safety	5	2	3	5	4	2	-
Streetscape/verge maintenance/water/prune trees/hedges/street sweeping	5	2	1	5	3	7	3
Road maintenance/kerbs/resurfacing/quicker response/quality standard	4	8	9	5	7	4	6
More bike/walking paths/lanes/safer/improve/more dedicated cycling/walking trails/clearly marked/raise awareness of them	4	6	2	3	4	2	3
Reduce parking restrictions/for residents/lower fines/allow verge parking/for residents	2	7	2	3	3	3	2
Trees/more maintenance/check for issues, especially around playgrounds/parks/quicker response/too many restrictions on pruning/even dangerous trees/have council aware signs on problem trees	2	7	12	12	9	6	7
Car parking/more parking inspectors/police parking restrictions in residential streets/resident parking only/provide permits/clear line marking/signs so people know/parking on one side only/time limits	2	6	5	6	8	7	5
More/better parks/play/exercise equipment/shade/better maintained/watered/playgrounds add secure fences/more dog parks	-	7	6	4	4	2	-
Planning/infrastructure/improved/get rate payers' opinions/be more open/transparent about plans/poor department/needs improvements	-	8	4	4	4	2	7

Note: Only results with >5% response in at least one age group shown

Are there any other ways in which these areas of Council business could be improved? (Q4) continued

	% response	
	Male (n=369)	Female (n=431)
No	36	33
Don't know	10	8
Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides	13	14
Trees/more maintenance/check for issues, especially around playgrounds/parks/quicker response/too many restrictions on pruning/even dangerous trees/have council aware signs on problem trees	8	7
Road maintenance/kerbs/resurfacing/quicker response/quality standard	7	6
Car parking/more parking inspectors/police parking restrictions in residential streets/resident parking only/provide permits/clear line marking/signs so people know/parking on one side only/time limits	6	4
Improved car parking/not enough street parking/handicapped parking/high density housing/narrow streets/around shopping centres/schools/Waterfall Gully	5	5
Traffic control management/road closures/speed humps/road signs/need roundabouts/improved safety	1	5

Note: Only results with >5% response shown

Are there any other ways in which these areas of Council business could be improved? (Q4) continued

	% response					
	Kensington Park (n=136)	Kensington Gardens and Magill (n=128)	Burnside (n=120)	Beaumont (n=192)	Eastwood and Glenunga (n=104)	Rose Park and Toorak Gardens (n=120)
No	28	32	40	41	35	29
Don't know	9	12	8	6	10	8
Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides	18	16	10	9	14	16
More bike/walking paths/lanes/safer/improve/more dedicated cycling/walking trails/clearly marked/raise awareness of them	8	2	1	3	4	4
Reduce parking restrictions/for residents/lower fines/allow verge parking/for residents	7	1	3	3	4	1
Car parking/more parking inspectors/police parking restrictions in residential streets/resident parking only/provide permits/clear line marking/signs so people know/parking on one side only/time limits	6	4	3	6	5	6
Planning/infrastructure/improved/get rate payers' opinions/be more open/transparent about plans/poor department/needs improvements	5	1	3	6	6	1
Road maintenance/kerbs/resurfacing/ quicker response/quality standard	5	10	9	6	3	4
Traffic control management/road closures/speed humps/road signs/need roundabouts/improved safety	5	6	1	1	2	6
Preservation of trees/private and public/ too many being cut down/less brutal pruning/replace dead trees	5	1	2	4	2	-
Improved car parking/not enough street parking/handicapped parking/high density housing/narrow streets/around shopping centres/schools/Waterfall Gully	4	8	6	3	3	8
Trees/more maintenance/check for issues, especially around playgrounds/ parks/quicker response/too many restrictions on pruning/ even dangerous trees/have 'council aware' signs on problem trees	3	13	11	6	5	9
Sports/more hockey/football fields/tennis courts/indoor stadium/more focus on junior sports	2	2	1	11	0	1
Select a better species of street tree/not messy ones that drop flowers/nuts/ dangerous berries/use natives	1	-	1	0	5	1
More/better parks/play/exercise equipment/shade/better maintained/ watered/ playgrounds add secure fences/more dog parks	1	0	5	5	9	1
Streetscape/verge maintenance/water/ prune trees/hedges/street sweeping	1	2	5	3	4	8
Improved communication/through various channels/more information about what they are doing/budgeting/respond to queries	0	1	1	1	5	6

Note: Only results with >5% response for at least one ward shown; 0% represents n<1

*Are there any other ways in which these areas of Council business could be improved? (Q4) continued*

Significant differences – 2015

Ward

*Trees maintenance* was more frequently mentioned in Kensington Gardens and Magill (13%), whereas *sports (more hockey, football fields, etc.)* was more frequent in Beaumont (11%)

*Differences over time*

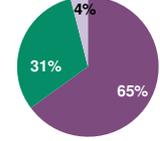
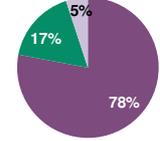
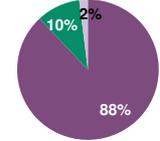
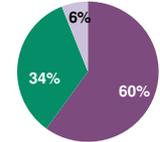
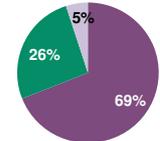
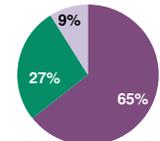
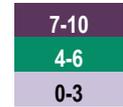
Decrease in *streetscape/verge maintenance/water/prune trees/hedges/street sweeping* from 2013 to 2015.

### 5.3 Protected and valued environment

Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q5)

- ↑ Statistically significant mean increases between 2013 and 2014
- ↑ Statistically significant mean increases between 2013 and 2015

	Mean score		
	2013 (n~556)	2014 (n~602)	2015 (n~593)
Preparation for and support of residents for bushfire management	6.3	6.6	<span style="color: red;">↑</span> 6.7
Restoring and protecting the City's biodiversity	6.7	6.8	<span style="color: red;">↑</span> 6.9
Water Management initiatives	6.4	6.4	6.6
Garbage and green waste management	7.7	7.8	<span style="color: red;">↑</span> 8.0
Hard waste and electronic waste management	6.7	<span style="color: green;">↑</span> 7.2	<span style="color: red;">↑</span> 7.4
After hours hazard response management	6.6	6.7	<span style="color: red;">↑</span> 7.0



Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q5) continued

	Mean score						
	Less than 35 years (n~161)	35-44 years (n~88)	45-54 years (n~100)	55-64 years (n~98)	65-74 years (n~68)	75-84 years (n~51)	85+ years (n~27)
Preparation for and support of residents for bushfire management <sup>1</sup>	7.7	5.8	6.3	6.2	6.2	7.2	7.7
Restoring and protecting the City's biodiversity <sup>2</sup>	7.4	6.8	6.5	6.5	6.9	7.1	7.6
Water Management initiatives <sup>3</sup>	7.7	5.8	6.0	6.0	6.4	7.1	6.5
Garbage and green waste management <sup>4</sup>	8.5	7.5	7.6	7.6	8.2	8.6	8.5
Hard waste and electronic waste management	8.0	6.8	7.2	7.2	7.4	8.0	7.6
After hours hazard response management	7.5	6.7	6.4	6.6	6.8	7.5	7.3

Notes:

Statistically significant mean differences:

- 1 - Residents under 35 years and those aged 35-74; 55-64/65-74 and 85+
- 2 - Residents under 35 years and those aged 45-64; 45-54/55-64 and 85+
- 3 - Residents under 35 years and those aged 35-74; 45-54/55-64 and 75-84 years
- 4 - Residents under 35 years and those aged 35-64; 45-54/55-64 and 75 years and over
- 5 - Residents under 35 years and those aged 35-64 years

	Mean score	
	Male (n~288)	Female (n~305)
Preparation for and support of residents for bushfire management <sup>1</sup>	7.1	6.4
Restoring and protecting the City's biodiversity	6.9	6.9
Water Management initiatives	6.7	6.5
Garbage and green waste management	8.1	7.9
Hard waste and electronic waste management	7.5	7.4
After hours hazard response management	7.2	6.8

Notes:

- 1 - Differences between females and males are statistically significant

Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q5) continued

	Mean score					
	Kensington Park (n~101)	Kensington Gardens and Magill (n~98)	Burnside (n~97)	Beaumont (n~144)	Eastwood and Glenunga (n~74)	Rose Park and Toorak Gardens (n~80)
Preparation for and support of residents for bushfire management	6.7	6.9	6.8	6.5	6.5	7.4
Restoring and protecting the City's biodiversity	7.0	7.1	7.1	6.5	6.8	7.1
Water Management initiatives	6.6	6.8	6.7	6.5	6.6	6.6
Garbage and green waste management	7.8	8.1	8.1	8.0	7.9	8.0
Hard waste and electronic waste management	7.2	7.4	7.5	7.7	7.3	7.4
After hours hazard response management	6.9	7.2	7.0	6.9	7.0	7.1

#### Significant differences - 2015

##### Ward:

- *Restoring and protecting the City's biodiversity* – highest satisfaction in Burnside (79%, T4B), lowest in Beaumont (61%, T4B)
- *Garbage and green waste management* – highest satisfaction in Burnside (99%, T4B), lowest in Kensington Park (80%, T4B)

##### Demographic differences:

Respondents aged under 35 years were more likely to be satisfied than older people with:

- *Restoring and protecting the City's biodiversity* (83% compared to 58% among 45-54 years and 54% among 55-64 years, T4B)
- *Water Management initiatives* (85% compared to 39% among 35-44 years, 49% among 45-54 years and 44% among 55-64 years, T4B)
- *Garbage and green waste management* (96% compared to 79% among 35-44 years, 82% among 45-54 years and 82% among 55-64 years, T4B). However, higher satisfaction for this attribute was observed among 85+ (98%).
- *Hard waste and electronic waste management* (92% compared to 64% among 35-44 years and 71% among 45-54 years, T4B)

### Are there any other ways in which these areas of Council business could be improved? (Q6)

The results below present additional resident feedback provided as it relates to aspects of *protected and valued environment*. Rather than present the results in sentence form, the results have been grouped thematically. Where residents did not feel there were any other ways Council business could be improved, a “no” response was recorded. Where residents felt aspects could be improved, but were unable to articulate a suggestion, a “don’t know” response was recorded. The remainder of responses reflect the themes from the comments provided.

	% response		
	2013 (n=738)	2014 (n=797)	2015 (n=799)
No	49	53	55
Don't know	10	10	12
More hard rubbish collections/communication about hard rubbish service/call for collection/stop it sitting on roadside/have a depot in area	16	15	14
More electronic waste collections/more recycling plan for electronic waste/advertise service/have depot in area	6	6	4
	6	2	3
More rubbish collections/waste/green/weekly/in hot weather/after storms/don't forget/provide more/larger bins for larger properties	10	4	3
More information about bushfire management/enforce bushfire safety measures on high risk properties/improve fire prevention for public areas	3	2	3
Better water management/maintenance of catchments/retaining storm water/wetlands/more recycled water/water saving programs	4	3	2
Hazardous waste/recycling plant/somewhere to drop off/have a collection for these types of materials	3	2	2
Maintenance/trees/parks/verges/footpaths/roads/lighting/walking trails	4	1	2
Trees/remove dead trees/fallen limbs/quicker response after storms/assess trees for safety/make sensible decisions	-	2	1
Biodiversity/more funding/larger focus on this/council not doing enough	-	1	1
Promote environmental sustainability/initiatives/being more energy efficient/solar panels	-	-	1
Rubbish collectors/truck/service squeaky breaks/avoid spilling rubbish/don't damage bins	-	-	1
Improve waste management /get rid of current bin system/3 bins/too hard to use	-	1	1
More frequent recycling pick up/larger bins	-	2	0
Hazard response being available when needed	0	-	0
Have a green waste depot residents can use to drop off excess green waste	-	0	0
Nothing wrong with the old wastage (bin) system	2	-	0
After hours service/improve response/use council as call centre doesn't know area/advertise phone number	-	1	0
Reduce price for second bins	-	0	0

Note: 0% represents n=4 or less

These results are also presented by age group, gender and Ward on the following pages.

Are there any other ways in which these areas of Council business could be improved? (Q6) continued

	% response						
	Less than 35 years (n=192)	35-44 years (n=120)	45-54 years (n=144)	55-64 years (n=136)	65-74 years (n=95)	75-84 years (n=72)	85+ years (n=40)
No	67	48	48	42	54	62	68
Don't know	15	10	11	8	13	13	16
More electronic waste collections/more recycling plan for electronic waste/advertise service/have depot in area	4	3	3	6	7	4	2
More hard rubbish collections/communication about hard rubbish service/call for collection/stop it sitting on roadside/have a depot in area	3	17	23	17	16	12	6
More information about bushfire management/enforce bushfire safety measures on high risk properties/improve fire prevention for public areas	2	3	2	6	1	3	-
More/better/information/communication with residents/easily accessible/easy to understand/website/newsletter	2	3	3	6	6	1	-
Better water management/maintenance of catchments/retaining storm water/wet-lands/more recycled water/water saving programs	2	2	-	2	1	1	7
More rubbish collections/waste/green/weekly/in hot weather/after storms/don't forget/provide more/larger bins for larger properties	-	5	6	6	2	1	-
Maintenance/trees/parks/verges/footpaths/roads/lighting/walking trails	-	7	2	-	1	1	-

Note: Only results with >5% response in at least one age group shown

	% response	
	Male (n=368)	Female (n=431)
No	59	51
Don't know	14	11
More hard rubbish collections/communication about hard rubbish service/call for collection/stop it sitting on roadside/have a depot in area	9	18

Note: Only results with >5% response shown

Are there any other ways in which these areas of Council business could be improved? (Q6) continued

	% response					
	Kensington Park (n=136)	Kensington Gardens and Magill (n=128)	Burnside (n=120)	Beaumont (n=192)	Eastwood and Glenunga (n=104)	Rose Park and Toorak Gardens (n=120)
No	49	56	60	56	61	45
Don't know	10	11	12	13	8	17
More hard rubbish collections/communication about hard rubbish service/call for collection/stop it sitting on roadside/have a depot in area	20	11	6	11	13	22
More/better/information/communication with residents/easily accessible/easy to understand/ website/newsletter	9	1	3	2	2	2
Biodiversity/more funding/larger focus on this/ council not doing enough	5	0	1	-	-	1
More electronic waste collections/more recycling plan for electronic waste/advertise service/have depot in area	4	6	6	2	5	5
More rubbish collections/waste/green/weekly/ in hot weather/after storms/don't forget/provide more/larger bins for larger properties	4	4	3	-	7	3

Note: Only results with >5% response for at least one ward shown; 0% represents n<1

Significant differences - 2015

Ward and demographics

More rubbish collection was mentioned more frequently by the residents of Kensington Park (20%) and Rose Park and Toorak Gardens (22%) and those aged 45-54 years (23%)

Differences over time

Decrease in more rubbish collections/waste/green/weekly/in hot weather/after storms/don't forget/provide more/larger bins for larger properties from 2013 to 2015.

### 5.4 Diverse supportive, happy and healthy people

Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q7)

- ↑ Statistically significant mean increases between 2013 and 2014
- ↑ Statistically significant mean increases between 2013 and 2015
- ↑ Statistically significant mean increases between 2014 and 2015

	Mean score			<div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 15px; height: 15px; background-color: #4a7c59; margin-bottom: 2px;"></div> 7-10  <div style="width: 15px; height: 15px; background-color: #2e8b57; margin-bottom: 2px;"></div> 4-6  <div style="width: 15px; height: 15px; background-color: #c0c0c0; margin-bottom: 2px;"></div> 0-3                 </div>
	2013 (n~543)	2014 (n~603)	2015 (n~600)	
Support for local businesses	6.2	↑ 6.6	6.4	
Community and cultural activities	6.8	↑ 7.1	6.9	
Providing public and environmental health services	7.0	7.0	7.1	
Providing services for older residents	7.6	7.5	7.6	
Providing services for younger residents	6.3	6.2	6.3	
Providing services for families	6.9	6.8	6.9	
Presentation and cleanliness of the City	8.0	7.9	↑ 8.1	
Providing animal and pest management services	6.7	6.9	↑ 7.0	
Providing a community bus service	7.6	7.4	7.8	
Providing library services	8.4	8.4	↑↑ 8.7	

Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q7) continued

	Mean score						
	Less than 35 years (n~159)	35-44 years (n~90)	45-54 years (n~107)	55-64 years (n~99)	65-74 years (n~68)	75-84 years (n~51)	85+ years (n~26)
Support for local businesses <sup>1</sup>	7.0	6.1	5.7	6.1	6.4	6.4	7.2
Community and cultural activities <sup>2</sup>	7.1	6.8	6.4	6.5	7.1	7.7	7.8
Providing public and environmental health services <sup>3</sup>	7.6	7.4	6.0	6.8	6.8	7.5	7.7
Providing services for older residents <sup>4</sup>	7.9	8.0	7.3	7.3	7.4	7.8	8.4
Providing services for younger residents <sup>5</sup>	6.6	6.2	5.7	6.0	6.4	7.3	7.8
Providing services for families <sup>6</sup>	7.6	6.7	6.3	6.4	6.7	7.6	7.6
Presentation and cleanliness of the City <sup>7</sup>	8.4	8.0	7.8	7.9	7.9	8.2	8.3
Providing animal and pest management services <sup>8</sup>	7.4	6.9	6.6	6.6	7.0	7.2	7.4
Providing a community bus service	7.9	7.8	7.4	7.5	7.9	8.3	8.4
Providing library services	8.9	8.7	8.4	8.6	8.7	9.0	9.0

Notes:

Statistically significant mean differences:

- 1 - Residents under 35 years and those aged 35-64; 35-54 and 85+
- 2 - Residents under 35 years and those aged 45-54; 35-64 and 75 and over
- 3 - Residents under 35 years and those aged 45-74; 45-54 and 75 and over
- 4 - Residents under 35 years and those aged 55-64; 45-74 and 85+
- 5 - Residents under 35 years and those aged 45-54/85+; 35-64 and 75 and over
- 6 - Residents under 35 years and those aged 35-74; 35-55 and 75 and over
- 7 - Residents under 35 years and those aged 45-74
- 8 - Residents under 35 years and those aged 45-74

	Mean score	
	Male (n~281)	Female (n~319)
Support for local businesses	6.5	6.4
Community and cultural activities	7.0	6.9
Providing public and environmental health services	7.2	7.0
Providing services for older residents	7.6	7.7
Providing services for younger residents	6.2	6.4
Providing services for families	6.9	6.8
Presentation and cleanliness of the City	8.0	8.2
Providing animal and pest management services	6.8	7.2
Providing a community bus service	7.8	7.8
Providing library services	8.6	8.8

Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q7) continued

	Mean score					
	Kensington Park (n~98)	Kensington Gardens and Magill (n~95)	Burnside (n~93)	Beaumont (n~145)	Eastwood and Glenunga (n~80)	Rose Park and Toorak Gardens (n~89)
Support for local businesses	6.3	6.4	6.6	6.4	6.4	6.5
Community and cultural activities	7.0	7.0	7.0	6.7	7.0	7.1
Providing public and environmental health services	6.8	7.0	7.1	7.0	7.2	7.7
Providing services for older residents	7.7	7.5	7.5	7.9	7.7	7.5
Providing services for younger residents	6.3	6.6	6.5	5.9	6.3	6.4
Providing services for families	7.1	7.0	6.9	6.7	6.8	6.9
Presentation and cleanliness of the City	8.2	8.0	8.1	8.2	7.9	8.0
Providing animal and pest management services	6.9	7.2	7.2	6.9	7.3	6.7
Providing a community bus service	7.5	7.7	7.8	7.9	8.0	7.8
Providing library services	8.8	8.4	8.5	8.8	8.8	8.8

### Significant differences - 2015

#### Ward:

- *Providing public and environmental health services* – highest satisfaction in Rose Park and Toorak Gardens (87%, T4B), lowest in Kensington Park (55%, T4B)
- *Providing a community bus service* – lowest satisfaction in Kensington Park (77%, T4B)
- *Providing library services* – highest satisfaction in Eastwood and Glenunga (99%, T4B), lowest satisfaction in Burnside (87%, T4B)

#### Demographic differences:

Those aged under 35 years were more likely to be satisfied than older people with:

- *Support for local businesses* (73% compared to 42% among 35-44 years and 35% among 45-54 years, T4B)
- *Community and cultural activities* (74% compared to 56% among 45-54 years and 61% among 55-64 years, T4B)
- *Providing public and environmental health services* (79% compared to 51% among 45-54 years, T4B)
- *Providing services for younger residents* (60% compared to 34% among 35-44 years and 40% among 45-54 years, T4B)
- *Providing services for families* (83% compared to 47% among 45-54 years and 57% among 55-64 years, T4B)
- *Providing animal and pest management services* (80% compared to 62% among 55-64 years, T4B)

### Are there any other ways in which these areas of Council business could be improved? (Q8)

The results below present additional resident feedback provided as it relates to aspects of *diverse supportive, happy and healthy people*. Rather than present the results in sentence form, the results have been grouped thematically. Where residents did not feel there were any other ways Council business could be improved, a “no” response was recorded. Where residents felt aspects could be improved, but were unable to articulate a suggestion, a “don’t know” response was recorded. The remainder of responses reflect the themes from the comments provided. These results are also presented by age group below and gender and Ward on the following pages.

	% response		
	2013 (n=733)	2014 (n=797)	2015 (n=799)
No	64	66	63
Don't know	12	11	12
More communication/more information/advertising of services and facilities/ flyers/website/mobile app/find out what community wants/be more accessible/transparent	6	9	5
More facilities/activities/services for younger people and the younger disabled/ counselling for young people	5	2	4
Library/more child friendly/quieter/more funding/more and better books, DVDs/ combine services with state wide libraries/more staff/longer opening hours	4	3	4
More cultural and community/family events and services	2	1	2
Dog and cat management/cat registration/barking dogs	1	1	2
Pest control/management of possums and feral animals/European wasps	1	3	2
More leisure/activities/sports areas/fields/arenas	-	0	2
More aged care services/home support/subsidised exercise classes/gym/meals at council/not just for over 80s	3	1	1
Community bus services/more/cater for all types/allow bus volunteers to accept gifts/over 80s to drive bus/provide a step into the bus	1	1	1
More/better health services/support	-	-	1
Provide more services for business/zoning/promote/hold community events near businesses	-	1	1
Maintenance of roads/street sweeping/trees/walking tracks/verges and rubbish removal/public toilets/footpaths/graffiti	4	2	0
Provide more parking/at the library/cinema/regulate parking near small businesses	-	0	0
Create more jobs within council/at the library/encourage/support volunteers	-	0	0
More dog friendly areas/parks	-	1	0

Note: 0% represents n=4 or less

Are there any other ways in which these areas of Council business could be improved? (Q8) continued

	% response						
	Less than 35 years (n=192)	35-44 years (n=120)	45-54 years (n=144)	55-64 years (n=136)	65-74 years (n=95)	75-84 years (n=72)	85+ years (n=40)
No	70	56	58	56	64	72	74
Don't know	7	16	12	12	16	16	16
Library/more child friendly/quieter/more funding/more and better books, DVDs/combine services with state wide libraries/more staff/longer opening hours	7	4	2	3	4	-	2
More facilities/activities/services for younger people and the younger disabled/counselling for young people	6	5	7	3	1	1	-
More communication/more information/advertising of services and facilities/flyers/website/mobile app/find out what community wants/be more accessible/transparent	2	8	6	6	5	1	2
More cultural and community/family events and services	-	10	1	3	1	1	-

Note: Only results with >5% response for at least one age group shown

	% response	
	Male (n=368)	Female (n=431)
No	66	60
Don't know	12	13
More communication/more information/advertising of services and facilities/flyers/website/mobile app/find out what community wants/be more accessible/transparent	4	5
More facilities/activities/services for younger people and the younger disabled/counselling for young people	3	5
Library/more child friendly/quieter/more funding/more and better books, DVDs/combine services with state wide libraries/more staff/longer opening hours	2	5

Note: Only results with >5% response shown

Are there any other ways in which these areas of Council business could be improved? (Q8) continued

	% response					
	Kensington Park (n=136)	Kensington Gardens and Magill (n=128)	Burnside (n=120)	Beaumont (n=191)	Eastwood and Glenunga (n=104)	Rose Park and Toorak Gardens (n=120)
No	65	69	68	59	67	52
Don't know	9	15	15	10	12	14
Library/more child friendly/quieter/more funding/more and better books, DVDs/combine services with state wide libraries/more staff/longer opening hours	6	4	1	1	4	7
Dog and cat management/cat registration/barking dogs	6	1	1	1	1	3
More communication/more information/advertising of services and facilities/flyers/website/mobile app/find out what community wants/be more accessible/transparent	5	4	4	4	4	6
More facilities/activities/services for younger people and the younger disabled/counselling for young people	4	2	2	7	2	7

Note: Only results with >5% response for at least one ward shown

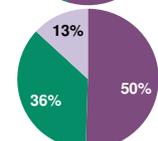
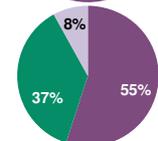
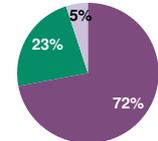
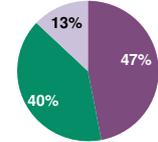
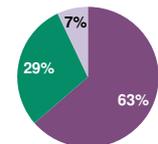
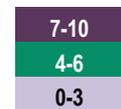
## 5.5 Leading inclusive and connected Council

Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q9)

↑ Statistically significant mean increases between 2013 and 2014

↑ Statistically significant mean increases between 2013 and 2015

	Mean score		
	2013 (n~583)	2014 (n~640)	2015 (n~637)
Consultation with and informing the community	6.3	↑6.7	↑6.7
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	5.6	5.8	↑5.9
The interactions you have with Council staff	6.9	7.1	↑7.2
Providing leadership in the community	5.6	↑6.1	↑6.3
Financial management	5.6	↑6.1	↑6.0
The balance between Council rates and the services and standards of infrastructure provided	6.2	6.4	6.3



	Mean score						
	Less than 35 years (n~143)	35-44 years (n~95)	45-54 years (n~117)	55-64 years (n~116)	65-74 years (n~79)	75-84 years (n~57)	85+ years (n~31)
Consultation with and informing the community	7.0	6.1	6.6	6.3	6.8	7.4	7.5
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	6.5	5.4	5.6	5.5	6.0	6.7	6.5
The interactions you have with Council staff	6.9	7.3	7.0	7.1	7.4	8.0	8.2
Providing leadership in the community	6.7	5.9	5.9	5.9	6.4	7.2	7.3
Financial management	6.5	5.5	5.5	5.6	6.2	7.0	6.8
The balance between Council rates and the services and standards of infrastructure provided	6.7	5.9	6.0	5.8	6.6	6.7	6.8

Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q9) continued

	Mean score	
	Male (n~305)	Female (n~332)
Consultation with and informing the community	6.6	6.8
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	6.0	5.9
The interactions you have with Council staff <sup>1</sup>	7.0	7.5
Providing leadership in the community	6.3	6.4
Financial management	6.2	5.9
The balance between Council rates and the services and standards of infrastructure provided	6.4	6.2

Notes:

1 - Differences between females and males are statistically significant

	Mean score					
	Kensington Park (n~96)	Kensington Gardens and Magill (n~99)	Burnside (n~99)	Beaumont (n~154)	Eastwood and Glenunga (n~90)	Rose Park and Toorak Gardens (n~99)
Consultation with and informing the community	6.7	7.0	6.9	6.6	6.5	6.6
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	5.8	6.1	6.0	5.6	6.0	6.3
The interactions you have with Council staff	6.9	7.1	7.2	7.6	7.2	7.1
Providing leadership in the community	6.4	6.5	6.3	6.2	6.1	6.4
Financial management <sup>1</sup>	5.8	6.3	6.2	5.5	6.1	6.6
The balance between Council rates and the services and standards of infrastructure provided	6.1	6.4	6.6	6.1	6.4	6.2

Notes:

1 - Statistically significant mean differences between Beaumont and Rose Park and Toorak Gardens

Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q9) continued

#### Significant differences - 2015

##### Ward:

- *The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community* – highest satisfaction in Rose Park and Toorak Gardens (61%, T4B), lowest in Kensington Park (39%, T4B)
- *The interactions you have with Council staff* – highest satisfaction in Beaumont (77%, T4B), lowest in Kensington Park (63%, T4B)
- *Financial management* – highest satisfaction in Rose Park and Toorak Gardens (63%, T4B), lowest in Kensington Park (37%, T4B)
- *The balance between Council rates and the services and standards of infrastructure provided* – highest satisfaction in Eastwood and Glenunga (62%, T4B), lowest in Kensington Park (41%, T4B)

##### Demographic differences:

Respondents under 35 years and older people were more likely to be satisfied with:

- *Consultation with and informing the community* (77% among those aged less than 35 years and 78% among 85+ compared to 49% among 35-44 years, 56% among 45-54 years and 54% among 55-64 years, T4B)
- *The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community* (59% among those aged less than 35 years and 62% among 75-84 years compared to 26% among 35-44 years, T4B)
- *Providing leadership in the community* (63% among those aged less than 35 years and 74% among 75-84 years compared to 39% among 35-44 years and 46% among 45-54 years, T4B)

**Are there any other ways in which these areas of Council business could be improved? (Q10)**

The results below present additional resident feedback provided as it relates to aspects of *leading inclusive and connected Council*. Rather than present the results in sentence form, the results have been grouped thematically. Where residents did not feel there were any other ways Council business could be improved, a “no” response was recorded. Where residents felt aspects could be improved, but were unable to articulate a suggestion, a “don’t know” response was recorded. The remainder of responses reflect the themes from the comments provided. These results are also presented by age group, gender and Ward on the following pages.

	% response		
	2013 (n=713)	2014 (n=797)	2015 (n=799)
No	58	58	53
Don't know	14	12	19
Communicate with residents/listen/consult/meetings/keep informed of pending works/future plans/developments	12	8	8
Honest/transparent about their dealings/less sneaky/working for the benefit of the community/access to reports/council rules/minutes of meetings	8	7	6
Reduce rates/greater concessions/aged/base rates on property value/how many people live in the house/size of block	3	5	6
Provide value for services returned/rates too high for services/facilities provided/need to spend more of the rates on infrastructure/street sweeping/throughout council	-	3	2
Better budgeting/realistic goals/don't waste money/qualified staff to manage finances/notifying where and how their money is being spent/forward planning	4	4	2
Elected council members should contact residents/get to know their constituents/not seen or heard from elected member	4	2	2
Review of services that are offered/be fair in serving the residents	-	0	2
Staff can be rude/more approachable/knowledgeable/friendly/helpful/staff need to be reviewed	2	1	1
Inform the community of what services are available	-	0	1
Staff be more responsive/within time frame/respond to requests/letters/building approvals/return phone calls	-	3	0
More frequent newsletters/services available/provide planning information/changes to road laws	-	0	0
Be more involved with community services/voluntary organisations	-	0	0
Be proactive/actually put ideas into practice/adhere to long term plans	-	1	0
Waste collection/better management/stop changing the system/allow for more green waste	-	1	0
Leadership needs attention/stronger leadership	-	0	0
Cut down on excess spending on staff/council members should not receive pay rises every year	-	0	0
Use new technology to communicate/e-newsletters	-	-	0
Amalgamation/collaboration with other councils	-	0	0
Take a leadership role in environmental issues/email communication/conserving energy/sustainable housing assistance	-	0	0
Website/improve/provide more information/heritage/environment	-	0	0
Should not fund things that don't serve the wider community/library/community bus/cinema/sporting facilities	-	0	0
Dysfunctional/stop the in house fighting/council is too political/poor image in the media	2	1	0
Council workers in the field put more effort into working/getting the job done and not standing around	-	0	0

Note: 0% represents n=4 or less

Are there any other ways in which these areas of Council business could be improved? (Q10) continued

	% response						
	Less than 35 years (n=192)	35-44 years (n=120)	45-54 years (n=144)	55-64 years (n=135)	65-74 years (n=96)	75-84 years (n=72)	85+ years (n=40)
No	64	43	41	48	53	63	70
Don't know	25	13	18	18	16	21	17
Communicate with residents/listen/consult/ meetings/keep informed of pending works/future plans/developments	9	5	8	13	8	5	6
Review of services that are offered/be fair in serving the residents	2	5	1	1	0	-	-
Reduce rates/greater concessions/aged/base rates on property value/how many people live in the house/size of block	-	7	11	9	5	5	4
Honest/transparent about their dealings/less sneaky/working for the benefit of the community/ access to reports/council rules/minutes of meetings	-	14	12	5	7	1	-
Elected council members should contact residents/ get to know their constituents/not seen or heard from elected member	-	1	4	2	5	2	3

Note: Only results with >5% response for at least one age group shown; 0% represents n<1

	% response	
	Male (n=368)	Female (n=430)
No	54	51
Don't know	19	19
Communicate with residents/listen/consult/meetings/keep informed of pending works/future plans/developments	9	8
Honest/transparent about their dealings/less sneaky/working for the benefit of the community/access to reports/council rules/minutes of meetings	6	6
Better budgeting/realistic goals/don't waste money/qualified staff to manage finances/notifying where and how their money is being spent/forward planning	4	1
Reduce rates/greater concessions/aged/base rates on property value/how many people live in the house/size of block	3	8

Note: Only results with >5% response shown

Are there any other ways in which these areas of Council business could be improved? (Q10) continued

	% response					
	Kensington Park (n=135)	Kensington Gardens and Magill (n=128)	Burnside (n=120)	Beaumont (n=192)	Eastwood and Glenunga (n=104)	Rose Park and Toorak Gardens (n=120)
No	56	56	59	44	56	50
Don't know	16	22	21	22	11	20
Communicate with residents/listen/consult/ meetings/keep informed of pending works/future plans/developments	9	6	9	5	14	10
Reduce rates/greater concessions/aged/base rates on property value/how many people live in the house/size of block	6	6	1	8	8	3
Honest/transparent about their dealings/less sneaky/working for the benefit of the community/ access to reports/council rules/minutes of meetings	3	9	3	8	8	5
Provide value for services returned/rates too high for services/facilities provided/need to spend more of the rates on infrastructure/street sweeping/ throughout council	2	1	2	5	1	2
Staff can be rude/more approachable/ knowledgeable/friendly/helpful/staff need to be reviewed	1	-	0	2	-	5

Note: Only results with >5% response for at least one ward shown; 0% represents n<1

## 5.6 Future services

### *Is there any service that you would like Council to provide that it currently does not? (Q11)*

The results below present the results grouped thematically. Where residents did not feel there were any other services that they would like Council to provide, a “no” response was recorded. Where residents felt there were additional services, but were unable to articulate a suggestion, a “don’t know” response was recorded. The remainder of responses reflect the themes from the comments provided. These results are also presented by age group, gender and Ward on the following pages.

	% response		
	2013 (n=724)	2014 (n=797)	2015 (n=800)
No	64	71	74
Don't know	18	7	11
Youth programs/assistance/meeting place	-	0	2
Waste collection/more hard waste collection/depots for hard, electronic, hazardous, green and general waste/dumping location within council area/extra bins for homes/collection by appointment	6	3	2
Elderly/disability services in home assistance/transport/shopping/gardening/exercising/more facilities/general assistance	2	2	1
Engage with local community/monthly emails/meetings/more information/involve community/consult via phone/in person	2	1	1
Improved general maintenance/verge/trees pruned/footpaths swept/levelled to avoid tripping hazard/road gutters swept	5	4	1
Improve traffic management/speeding trucks/hoon drivers/pedestrian crossings/traffic lights	-	0	1
Young families/refugees/help with housing/budgeting/community activities	-	1	1
Trees/significant trees/reduce risk of damage during storm/consult with residents on planting/use deciduous trees/provide information/list of recommended arborists/respond to queries	-	1	1
Cyclists/more services/assistance/better paths/reduce danger	-	0	1
Adequate cat/dog control	-	0	1
Provide more/better parking/in side/narrow streets/at the library	-	1	1
More recreational facilities/open areas/BBQs/seating/shaded areas/walking, cycling trails/dog park/BMX/skateboard/hire areas at parks	3	3	1
Pest control service/eradicate possums/European wasps	-	1	1
Improve public transport/restore route 147	-	0	1
Physical fitness/public exercise sessions/gym equipment in public parks	-	-	0
Public swimming pool/complete upgrade/extend hours/classes/aqua aerobics/indoor pool section	0	0	0
Community clubs/centre to learn new skills/after school care/immigrant orientation into Australian society/lunches	-	0	0
Improve planning department/advice service/allow residents to see proposed plans/voice any concerns/simplify approval process	-	0	0
Provide more community events/festivals/advertise in local shopping centres	-	1	0
Better community bus service	-	0	0
Mediation service/neighbourhood disputes	-	0	0
Mobile library	-	0	0
JP service available on Saturday	-	-	0
Building inspector/notify of council requirements to build/renovate/check building sites are kept tidy	-	0	0
A clear outline of areas within the Burnside council that are/are not high fire danger zones	-	-	0
List of available services/contact information provided with the rates notice	-	-	0
Improve website/more frequent updates/keep informed of current happenings/regulations	-	0	0
Preservation of listed buildings/offer assistance to residents of Heritage properties/development opportunities	-	1	0
More sporting clubs/more financial support	-	1	0

Note: 0% represents n=4 or less

Is there any service that you would like Council to provide that it currently does not? (Q11) continued

	% response						
	Less than 35 years (n=192)	35-44 years (n=120)	45-54 years (n=144)	55-64 years (n=136)	65-74 years (n=96)	75-84 years (n=72)	85+ years (n=40)
No	73	75	69	72	75	79	85
Don't know	9	17	13	12	9	10	11
Youth programs/assistance/meeting place	5	3	4	-	-	-	-
Waste collection/more hard waste collection/depots for hard, electronic, hazardous, green and general waste/ dumping location within council area/extra bins for homes/collection by appointment	-	1	5	3	4	1	-

\*Note: Only results with >5% response for at least one age group shown

	% response	
	Male (n=369)	Female (n=431)
No	79	70
Don't know	11	12

Note: Only results with >5% response shown

	% response					
	Kensington Park (n=136)	Kensington Gardens and Magill (n=128)	Burnside (n=120)	Beaumont (n=192)	Eastwood and Glenunga (n=104)	Rose Park and Toorak Gardens (n=120)
No	67	72	82	77	81	66
Don't know	14	12	7	12	8	15
Young families/refugees/help with housing/budgeting/community activities	5	-	-	-	-	-

Note: Only results with >5% response for at least one ward shown

**Is there any service Council currently provides that it should not? (Q12)**

	% response		
	2013 (n=751)	2014 (n=797)	2015 (n=800)
No	73	84	83
Don't know	26	13	15
Meal service/cheap or free meals for the elderly	0	0	1
Swimming pool/does not generate any profit/other council residents use it	-	-	0
Community grants	-	-	0
Just provide core services/road/waste/footpaths/lighting	-	0	0
Small business support/leadership in the community/should not be involved in this	-	-	0
Reduce the number of council departments/sub-committee/bureaucracy/too many staff	-	0	0
New bin system too complex/did not need to change	0	-	0
Preserving trees/should be handled by professional arborists/Council go overboard	-	0	0
The Men's Shed	-	0	0
Community buses	-	0	0
Programs for young people	-	0	0
Planning/too inefficient/approvals take too long	-	0	0
Hard waste/people should take this to the dump	-	-	0
Community Art Centres/amalgamate to minimise costs	-	-	0
Bicycle lanes/spending too much money on the installation of these	-	-	0

Note: 0% represents n=3 or less

Due to the low number of suggestions, responses have not been split by age, gender or ward.

## 5.7 Communication

*Through which methods do you prefer to obtain information from Council? (Q14)*

	% response	
	2014 (n=797)	2015 (n=800)
Email	29	35
Addressed letter/newsletter in the post	21	25
Council website	18	23
Focus quarterly newsletter	21	21
Council flyers/posters	19	18
The Messenger - local newspaper	16	17
Telephone	8	8
Council office/front counter/help desk	5	5
Letterbox drop/to the home owner	3	3
Social Media	2	1
Council/community meetings	1	1
Don't know	1	1
Library/notice boards	1	1
Face to face/elected members/door knocking	0	1
Don't currently receive information from Council	1	0
SMS/text message	0	0
Non-Council initiated communication	0	0
None	0	0
Speeches/openings	0	0
The Grapevine newsletter	-	0

*Note: 0% represents n=4 or less*

	% response						
	Less than 35 years (n=192)	35-44 years (n=120)	45-54 years (n=144)	55-64 years (n=136)	65-74 years (n=96)	75-84 years (n=72)	85+ years (n=40)
Email	39	46	40	32	37	19	9
Addressed letter/newsletter in the post	32	19	24	25	19	27	16
Council website	29	36	30	15	16	6	-
Focus quarterly newsletter	13	12	27	27	21	31	31
Council flyers/posters	11	24	15	17	24	25	11
Telephone	9	5	10	5	9	9	20
Council office/front counter/help desk	6	-	6	3	9	5	9
The Messenger - local newspaper	5	19	19	20	19	27	23
Council/community meetings	-	-	1	2	1	-	6
Letterbox drop/to the home owner	-	-	3	5	5	6	5

*Note: Only results with >5% response for at least one age group shown*

Through which methods do you prefer to obtain information from Council? (Q14) continued

	% response	
	Male (n=369)	Female (n=431)
Email	37	34
Addressed letter/newsletter in the post	24	25
Council website	21	24
Focus quarterly newsletter	21	21
Council flyers/posters	16	19
The Messenger - local newspaper	11	21
Telephone	8	9
Council office/front counter/help desk	5	5

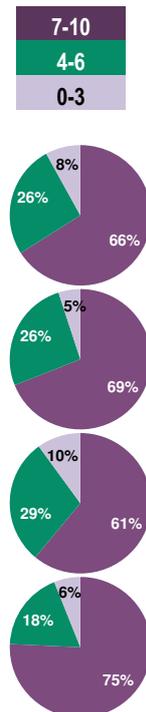
Note: Only results with >5% response shown

	% response					
	Kensington Park (n=136)	Kensington Gardens and Magill (n=128)	Burnside (n=120)	Beaumont (n=192)	Eastwood and Glenunga (n=104)	Rose Park and Toorak Gardens (n=120)
Email	30	37	30	40	20	51
Addressed letter/newsletter in the post	25	21	30	20	24	30
Council website	23	19	18	22	28	26
Focus quarterly newsletter	20	20	12	24	27	23
The Messenger - local newspaper	14	19	26	11	22	12
Council flyers/posters	11	24	19	15	27	13
Council office/front counter/help desk	10	5	3	5	3	4
Telephone	10	10	15	4	7	8
Social Media	-	-	0	1	2	5

Note: Only results with >5% response for at least one ward shown; 0% represents n<1

**Thinking about the different ways that you can obtain information from Council, how informative are the following (10 is very informative, 0 is not at all informative) (Q15)**

	% response	
	2014 (n~628)	2015 (n~643)
Focus quarterly newsletter	6.8	6.8
Council website	7	7.1
Council flyers/posters	6.4	6.5
The Messenger - local newspaper	7.4	7.3



Significant differences - 2015

Ward:

- *Council flyers/posters* – highest satisfaction in Kensington Gardens and Magill (80%, T4B), lowest in Burnside (51%, T4B)
- *The Messenger - local newspaper* – highest satisfaction in Kensington Gardens and Magill and Burnside (82%, T4B), lowest in Kensington Park (60%, T4B)

Demographic differences:

- *Council flyers/posters* – highest satisfaction among those aged 75-84 years (75%, T4B), lowest among those aged 45-54 years (49%, T4B)
- *Focus quarterly newsletter* – highest satisfaction among 85+ (82%, T4B), lowest among those aged 45-54 years (55%, T4B)

## 5.8 Demographics

### Age group (Q16)

	% response (n=800)
Less than 35 years	24
35-44 years	15
45-54 years	18
55-64 years	17
65-74 years	12
75-84 years	9
85+ years	5

### Gender (Q17)

	% response (n=800)
Male	46
Female	54

### Household situation (Q18)

	% response (n=798)
Lone person household	15
Group household of related or unrelated adults	15
Young couple, no children	3
Older couple, no children at home	21
Couple or single with parent with mainly pre-school aged children	2
Couple or single parent with mainly primary-school aged children	14
Couple or single parent with mainly teenaged children	16
Couple or single parent with mainly adult children still living at home	13

### Employment status (Q19)

	% response (n=799)
Part-time employment	27
Full-time employment	26
Unemployed	3
Home duties	5
Pensioner (non-age pension)	3
Retired/age pensioner	25
Students	11

### Suburb (Q20)

	% response (n=800)
Beaumont	9
Linden Park	7
Magill	7
Burnside	6
Kensington Park	6
Hazelwood Park	5
Toorak Gardens	5
St Georges	5
Kensington Gardens	5
Dulwich	4
Glenside	4
Erindale	4
Beulah Park	3
Wattle Park	3
Rose Park	3
Glen Osmond - West of Sunnyside Road (Eastwood/Glenunga ward)	3
Glenunga	3
Tusmore	3
Leabrook	3
Frewville	2
Rossllyn Park	2
Mount Osmond	2
Stonyfell	2
Auldana	1
Eastwood	1
Glen Osmond - East of Sunnyside Road (Beaumont Ward)	1
Skye	1
Waterfall Gully	0

Note: 0% represents n=2

### Housing status (Q21)

	% response (n=800)
Owner occupied	92
Rented/tenanted	8

### Business ownership (Q22)

	% response (n=800)
No, don't own a business	75
In business premises outside of Burnside Council area	10
A home-based business	10
Based in business premises within Burnside Council area	3
At various locations / clients' premises (eg builder, contract work, driver etc)	2
Something else	0

Note: 0% represents n=3

## Appendix 1: Data weighting

A detailed breakdown of raw (n=802) and weighted data (n=800) is displayed below. The variation between the raw and weighted samples occurred due to refusals of 2 respondents to provide their age. Although this variation slightly affected the weights, they are minor and acceptable for the purposes of data analysis.

Data for weighting was sourced from the most recently available from the Australian Bureau of Statistics (2011) and was based on population aged 18 years and over to be consistent with the sampling methodology of residents. Data for ward weighting was based on population aged 15 years and over due to limitations of available data, which however, was not expected to impact on the results of the survey.

Variables:	Raw data #	Raw data %	Weighted data #	Weighted data %
<b>Gender:</b>				
Male	401	50%	369	46.1%
Female	401	50%	431	53.9%
<b>Total</b>	<b>802</b>	<b>100%</b>	<b>800</b>	<b>100%</b>
<b>Age:</b>				
<35 yrs	42	5%	192	24%
35-44 yrs	49	6%	120	15%
45-54 yrs	121	15%	144	18%
55-64 yrs	141	18%	136	17%
65-74 yrs	251	31%	96	12%
75-84 yrs	143	18%	72	9%
85+ yrs	53	7%	40	5%
Refused	2	0%	-	-
<b>Total</b>	<b>802</b>	<b>100%</b>	<b>800</b>	<b>100%</b>

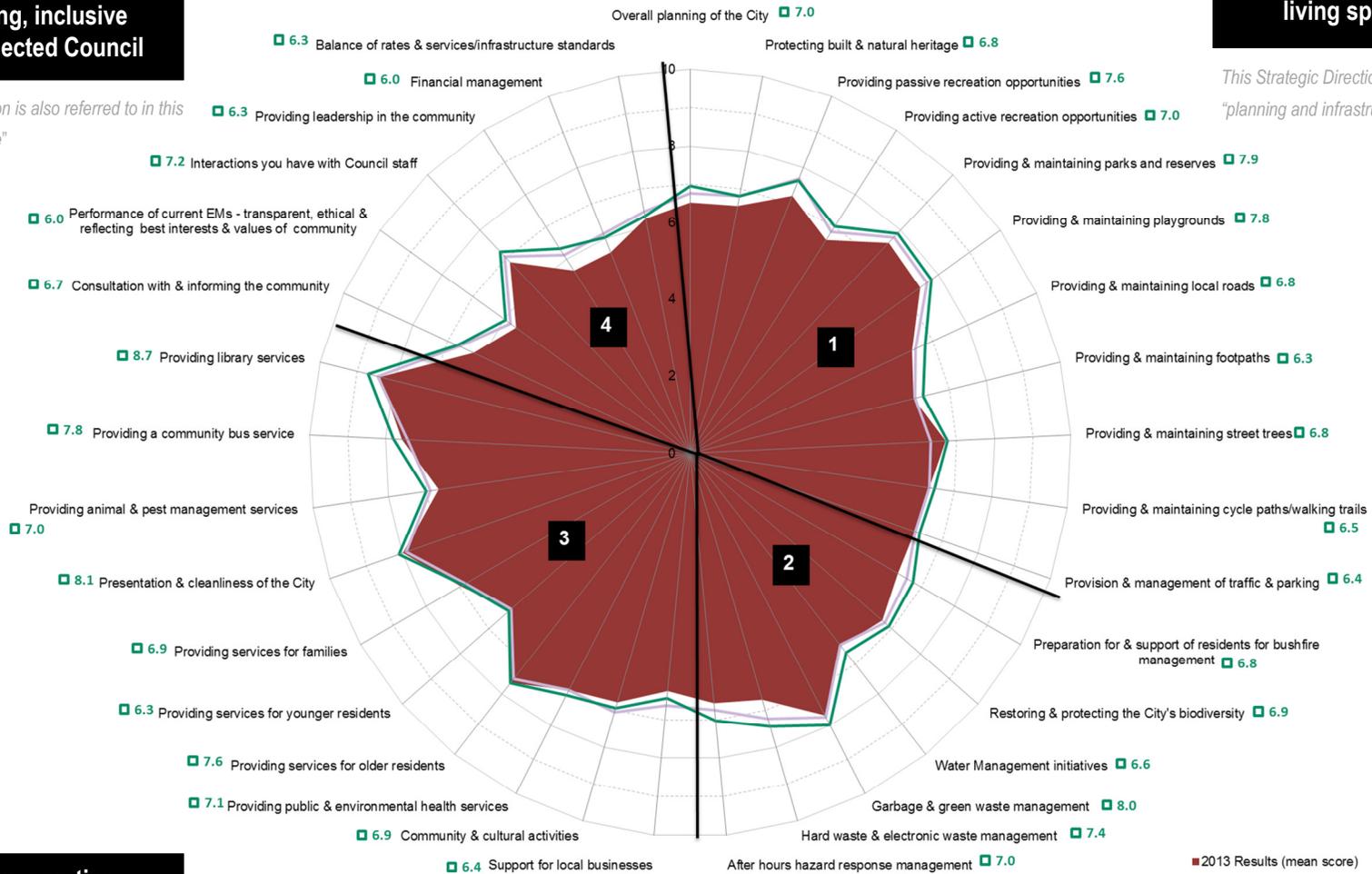
Variables:	Raw data #	Raw data %	Weighted data #	Weighted data %
<b>Ward:</b>				
Kensington Park	146	18%	136	17%
Kensington Gardens and Magill	133	17%	128	16%
Burnside	130	16%	120	15%
Beaumont	128	16%	192	24%
Eastwood and Glenunga	135	17%	104	13%
Rose Park and Toorak Gardens	130	16%	120	15%
<b>Total</b>	<b>802</b>	<b>100%</b>	<b>800</b>	<b>100%</b>

## Appendix 2: Residents' perceptions over time (2013-2015)

## Residents' perceptions compared over time

### 4. Our leading, inclusive and connected Council

*This Strategic Direction is also referred to in this report as "governance"*



### 1. Our integrated Urban form and living spaces

*This Strategic Direction is also referred to in this report as "planning and infrastructure"*

#### How to read this chart:

- The red shaded area presents the results of the 2013 Annual Community Survey
- The purple line presents the results of the 2014 Annual Community survey
- The green line presents the results of the 2015 Annual Community survey
- Stronger performance in 2015 is indicated where the green line is outside of the red area.
- Lesser performance in 2015 is indicated where the green line is inside the red area

### 3. Our diverse, supportive, happy and healthy people

*This Strategic Direction is also referred to in this report as "community support"*

### 2. Our protected and valued environment

*This Strategic Direction is also referred to in this report as "environment"*  
4667\_CoB\_CommunitySurvey Report

### Appendix 3: The Questionnaire

*Please note: the research instrument/s attached appear/s in a format used electronically with our CATI system and as such is/are not formatted to presentation standards.*

**Q1.** Good afternoon/evening, my name is ..... from newfocus, a market and social research organization. We are conducting research with residents of the City of Burnside to understand more about your satisfaction with various aspects of Council services. Can I speak to the person in the household aged over 18 who most recently had a birthday?

**Q2.** Interviewer note: Repeat intro and then ask...Do you currently live in the Burnside Council area and would you be willing to participate? All newfocus research is carried out in compliance with the Australian Privacy Principles.

(If asked: survey is approx 10 minutes) <br>

Yes	1	
No	2	End

Q2

**Q3.** I am going to read you some statements and I want you to respond with a number out of 10, where 10 is extremely satisfied and 0 is extremely dissatisfied... Thinking first about planning and infrastructure in the council area, how satisfied are you with Council's performance on the following...

	Ext	9	8	7	6	5	4	3	2	1	Ext	Do
	rem										rem	n't
	ely										ely	kn
	sati										dis	w
	sfi										sati	
	d -										sfi	
	10										d -	
											0	
The overall planning of the City	10	9	8	7	6	5	4	3	2	1	11	999
Protecting the built and natural heritage	10	9	8	7	6	5	4	3	2	1	11	999
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies	10	9	8	7	6	5	4	3	2	1	11	999
Providing active recreation opportunities, such as playing organised sport or outdoor games	10	9	8	7	6	5	4	3	2	1	11	999
Providing and maintaining parks and reserves	10	9	8	7	6	5	4	3	2	1	11	999
Providing and maintaining playgrounds	10	9	8	7	6	5	4	3	2	1	11	999
Providing and maintaining local roads	10	9	8	7	6	5	4	3	2	1	11	999
Providing and maintaining footpaths	10	9	8	7	6	5	4	3	2	1	11	999
Providing and maintaining street trees	10	9	8	7	6	5	4	3	2	1	11	999
Providing and maintaining cycle paths and walking trails	10	9	8	7	6	5	4	3	2	1	11	999
Provision and management of traffic and parking in the City	10	9	8	7	6	5	4	3	2	1	11	999

Q3\_1  
 Q3\_2  
 Q3\_3  
 Q3\_4  
 Q3\_5  
 Q3\_6  
 Q3\_7  
 Q3\_8  
 Q3\_9  
 Q3\_10  
 Q3\_11

**Q4.** Are there any other ways in which these areas of Council business could be improved?

No	2
Don't know	999

Q4  
 Q4

**Q5. Again on that 10 to 0 scale, where 10 is extremely satisfied and 0 is extremely dissatisfied...Thinking about the environment, how satisfied are you with Council on the following:**

	Ext	9	8	7	6	5	4	3	2	1	Ext	Do	
	rem										rem	n't	
	ely										ely	kn	
	Sati										dis	w	
	sfi										sati		
	d -										sfi		
	10										d -		
											0		
Preparation for and support of residents for bushfire management	10	9	8	7	6	5	4	3	2	1	11	999	Q5_1
Restoring and protecting the City's biodiversity	10	9	8	7	6	5	4	3	2	1	11	999	Q5_2
Water Management initiatives	10	9	8	7	6	5	4	3	2	1	11	999	Q5_3
Garbage and green waste management	10	9	8	7	6	5	4	3	2	1	11	999	Q5_4
Hard waste and electronic waste management	10	9	8	7	6	5	4	3	2	1	11	999	Q5_5
After hours hazard response management	10	9	8	7	6	5	4	3	2	1	11	999	Q5_6

**Q6. Are there any other ways in which these areas of Council business could be improved?**

No	2													
Don't know	999													

**Q7. Thinking about supporting the community, and again out of 10, how satisfied are you with the way Council has performed the following**

	Ext	9	8	7	6	5	4	3	2	1	Ext	Do	
	rem										rem	n't	
	ely										ely	kn	
	Sati										dis	w	
	sfi										sati		
	d -										sfi		
	10										d -		
											0		
Support for local businesses	10	9	8	7	6	5	4	3	2	1	11	999	Q7_1
Community and cultural activities	10	9	8	7	6	5	4	3	2	1	11	999	Q7_2
Providing public and environmental health services	10	9	8	7	6	5	4	3	2	1	11	999	Q7_3
Providing services for older residents	10	9	8	7	6	5	4	3	2	1	11	999	Q7_4
Providing services for younger residents	10	9	8	7	6	5	4	3	2	1	11	999	Q7_5
Providing services for families	10	9	8	7	6	5	4	3	2	1	11	999	Q7_6
Presentation and cleanliness of the City	10	9	8	7	6	5	4	3	2	1	11	999	Q7_7
Providing animal and pest management services	10	9	8	7	6	5	4	3	2	1	11	999	Q7_8
Providing a community bus service	10	9	8	7	6	5	4	3	2	1	11	999	Q7_9
Providing library services	10	9	8	7	6	5	4	3	2	1	11	999	Q7_10

**Q8. Are there any other ways in which these areas of Council business could be improved?**

No	2												
Don't know	999												

**Q9. How satisfied are you with Council on the following...**

	Ext	9	8	7	6	5	4	3	2	1	Ext	Do	
	rem										rem	n't	
	ely										ely	kn	
	Sati										dis	w	
	sfi										sati		
	d -										sfi		
	10										d -		
											0		
Consultation with and informing the community	10	9	8	7	6	5	4	3	2	1	11	999	Q9_1
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	10	9	8	7	6	5	4	3	2	1	11	999	Q9_2
The interactions you have with Council staff	10	9	8	7	6	5	4	3	2	1	11	999	Q9_3
Providing leadership in the community	10	9	8	7	6	5	4	3	2	1	11	999	Q9_4
Financial management	10	9	8	7	6	5	4	3	2	1	11	999	Q9_5
The balance between Council rates and the services and standards of infrastructure provided	10	9	8	7	6	5	4	3	2	1	11	999	Q9_6

**Q10. Are there any other ways in which these areas of Council business could be improved?**

No	2													
Don't know	999													Q10

**Q11. Is there any service that you would like Council to provide that it currently does not?**

No	2													
Don't know	999													Q11

**Q12. Is there any service Council currently provides that it should not?**

No	2													
Don't know	999													Q12

**Q13. On the same scale as before, where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's overall performance over the past 12 month**

Extremely satisfied - 10	10													
9	9													
8	8													
7	7													
6	6													
5	5													
4	4													
3	3													
2	2													
1	1													
Extremely dissatisfied - 0	11													
Don't know	999													Q13

**Q14. Through which methods do you prefer to obtain information from Council**

**Unprompted, multiple response**

Focus quarterly newsletter	1	Q14_1
Council website	2	Q14_2
Council flyers/posters	3	Q14_3
The Messenger - local newspaper	4	Q14_4
Email	5	Q14_5
Council office/front counter/help desk	6	Q14_6
Telephone	7	Q14_7
Social Media	14	Q14_8
Council/community meetings	8	Q14_9
Speeches/openings	9	Q14_10
Non-Council initiated communication	10	Q14_11
Other methods	11	Q14_12
Don't know	999	Q14_13
Don't currently receive information from Council	998	Q14_14
		Q14_0

**Q15. Thinking about the different ways that you can obtain information from Council, how informative are the following?(Again, where 10 is very informative, and 0 is not at all informative)**

	Ver	9	8	7	6	5	4	3	2	1	Not	Do	
	y										at	n't	
	info										all	kn	
	rma										info	w	
	tive										rma		
	- 10										tive		
											- 0		
Focus quarterly newsletter	10	9	8	7	6	5	4	3	2	1	11	999	Q15_1
Council website	10	9	8	7	6	5	4	3	2	1	11	999	Q15_2
Council flyers/posters	10	9	8	7	6	5	4	3	2	1	11	999	Q15_3
The Messenger - local newspaper	10	9	8	7	6	5	4	3	2	1	11	999	Q15_4

**Q16. We are almost at the end of the survey, I just have a few demographic questions to ask to better understand a bit about you. Please be reminded that all of our research is carried out in compliance with the Australian Privacy Principles. In which year were you born?**

Q16

**Q17. Record gender (do not ask)**

Male	1	
Female	2	Q17

**Q18. Which of the following best describes your household**

Lone person household	1	
Group household of related or unrelated adults	2	
Young couple, no children	3	
Older couple, no children at home	4	
Couple or single with parent with mainly pre-school aged children	5	Q18
Couple or single parent with mainly primary-school aged children	6	
Couple or single parent with mainly teenaged children	7	
Couple or single parent with mainly adult children still living at home	8	
Refused	888	

**Q19. What is your current employment status**

Part-time employment	1	
Full-time employment	2	
Unemployed	3	
Home duties	4	
Pensioner (non-age pension)	5	Q19
Retired/age pensioner	6	
Students	7	
Refused	888	

**Q20. What suburb do you live in?**

Auldana	1	
Beaumont	2	
Beulah Park	3	
Burnside	4	
Dulwich	5	
Eastwood	6	
Erindale	7	
Frewville	8	
Glenside	9	
Glen Osmond - East of Sunnyside Road (Beaumont Ward)	30	
Glen Osmond - West of Sunnyside Road (Eastwood/Glenunga ward)	31	
Glenunga	11	
Hazelwood Park	12	
Kensington Gardens	13	
Kensington Park	14	Q20
Leabrook	15	
Leawood Gardens	16	
Linden Park	17	
Magill	18	
Mount Osmond	19	
Rose Park	20	
Rosslyn Park	21	
Skye	22	
St Georges	23	
Stonyfell	24	
Toorak Gardens	25	

	Tusmore	26	
	Waterfall Gully	27	
	Wattle Park	28	
<b>Q21.</b>	<b>Is this house..</b>		
	Owner occupied	1	
	Rented/tenanted	2	Q21
<b>Q22.</b>	<b>Do you or anyone in this household own a business?</b>		
	A home-based business	1	
	Based in business premises within Burnside Council area	2	
	In business premises outside of Burnside Council area	3	
	At various locations / clients' premises (eg builder, contract work, driver etc)	4	Q22
	Something else	5	
	No, don't own a business	6	
<b>Q23.</b>	<b>Council is interested in seeking further information from people in the form of focus groups or group discussions. Is this something you might be interested in over the next 12 months? If asked:- you might not necessarily asked to participate - they will be asking people randomly- you are able to change your mind and decline at any time- your contact details will be deleted this time next year when this community survey is run again</b>		
	Yes	1	
	No	2	Q23
<b>*Q24.</b>	<b>Can I please have your...</b>		
	<i>Answer If Attribute "Yes" from Q23 is SELECTED</i>		
	<b><i>details required for future Burnside council focus groups or group discussions</i></b>		
	Name	1	Q24_1_1
	Best contact number	2	Q24_1_2
	Email address	3	Q24_1_3
<b>QWard.</b>	<b>Ward (Autopopulate)</b>		
	<i>Do not answer if true</i>		
	Kensington Park	1	
	Kensington Gardens and Magill	2	
	Burnside	3	
	Beaumont	4	QWard
	Eastwood and Glenunga	5	
	Rose Park and Toorak Gardens	6	
<b>Q25.</b>	<b>Thank you for your time. In case you missed it, my name is ..... from newfocus. As part of our quality standards, my supervisor validates 10% of our interviews so you may get a quick call from her to validate this survey. If you have any questions about this research you can telephone our office on 1800 010 310. You can provide additional comments to Council via Council's website or by calling the Customer Service Desk on 8366 4200 on any subject including residential growth.</b>		