

STRATEGIC COMMUNITY SURVEY

Final Report

February 2022

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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 serving the community in the most cost effective manner possible, while constructing and properly maintaining vital infrastructure for the benefit of existing and future generations.

In 2017 a strategic survey was undertaken to look into key areas to help with the further development of a Community Plan. In 2019, a second and third iteration of the strategic surveys were developed to inform budget and provide detailed insights into residents' views on key service delivery areas and areas for future development. The strategic survey was again conducted in December 2021 to inform Council on various current relevant issues and topics.

This report details the major findings of the research from December 2021 and looks at key differences between segments of the Council population.

2. Aims and objectives:

The results from this survey will be used to inform decision making internally at Council on a number of key topics identified by Council.

Specifically, the research covers the following aspects:

- Community connection, volunteering, and resident wellbeing
- Passive recreation
- Environmental sustainability
- Support for a 40 km/h local speed limit
- Support for the sale of community land to resolve residential encroachment issues
- Communication and engagement preferences

3. Methodology and Sample

newfocus conducted a CATI (Computer Assisted Telephone Interview) survey with residents in the City of Burnside Council area and supplemented this with an online sample gathered via Council's website. Residents from CATI 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.

The sample was stratified by age, gender and ward (based on ABS 2016 Census Data). During the fieldwork a sample of 850 respondents was achieved (n=50 from online sampling). The table below outlines the accuracy levels for the achieved unweighted sample relative to the total population in the City of Burnside Council area.

Population (aged 18+) ¹	Total unweighted sample	Accuracy at one point in time (at 95% confidence level) ²	Accuracy over time (at 95% confidence level) ³
43,911	850	±3.33%	±4.71%

1 - Estimated Resident Population 2016 (Community Profiles, ABS data). See Appendix 1 for weighting information

2 - Accuracy at one point in time refers to the accuracy of results for a sample compared to what we expect from the total population. Calculation of the level of accuracy is based on the size of the population that the sample is drawn from and increases as the size of the sample approaches the size of the population (census).

3 - 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.

Fieldwork was conducted between 25th November 2021 and 17th of December 2021, with the main CATI component conducted by 11 interviewers from the **newfocus** in-house field team. 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. 10% of CATI interviews were validated by a field supervisor.

The survey lasted an average of 16 minutes (excluding n=3 very large outliers from the online sample). The survey instrument can be found in Appendix 2 of this report.



Interpretation of Report

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.

Use of top/bottom-two box terminology

- top-2-box (T2B) refers to combined responses of *satisfied/very satisfied, agree/strongly agree, somewhat/very important* etc
- bottom-2-box (B2B) refers to combined responses of *dissatisfied/very dissatisfied* etc

Statistically significant differences

All changes reported as "significant" in this report indicate statistically significant differences.

A cross-tabulation or Z-test is a common method of describing whether a relationship exists between two or more variables, i.e. 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 (referenced later in the report as "significant" or "stat. sig.") if the P value (Z-test 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 $P < .05$.



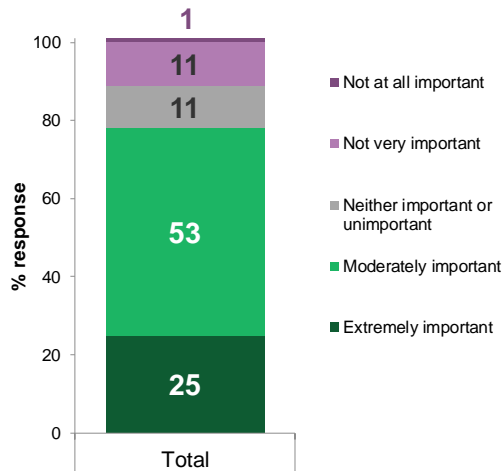
4. KEY FINDINGS AND IMPLICATIONS

Community Connection

- The large majority of residents think that it is important to feel connected to their community and slightly fewer attest to feeling this sense of connection. There is room to improve perceptions around Council’s role in fostering this.
- Females placed higher importance on community connection but did not feel a sense of it more than males, nor were they more satisfied with Council’s efforts in this space.
- Some other demographical differences were seen on these metrics:
 - Importance:** lower among under 35 y.o. and 85+ y.o.
 - Feeling connected:** highest for Burnside and Rose Park and Toorak Gardens residents
 - Satisfaction with Council in this area:** Highest among older residents (75 plus) but lower among those 55-64

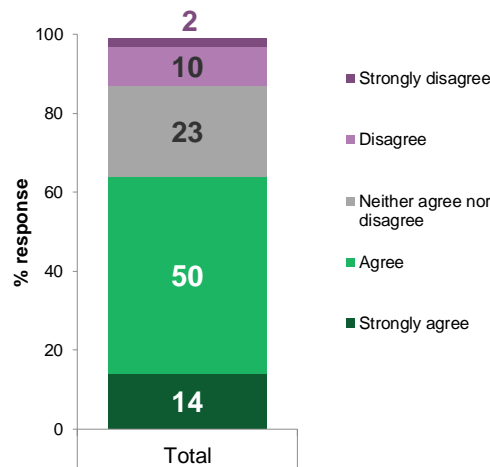
Importance of community connection

78%
T2B



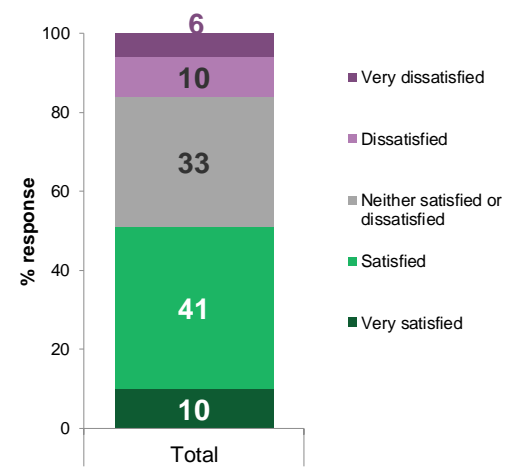
Agreement that this connection is felt

64%
T2B



Satisfaction with Council's efforts to build this

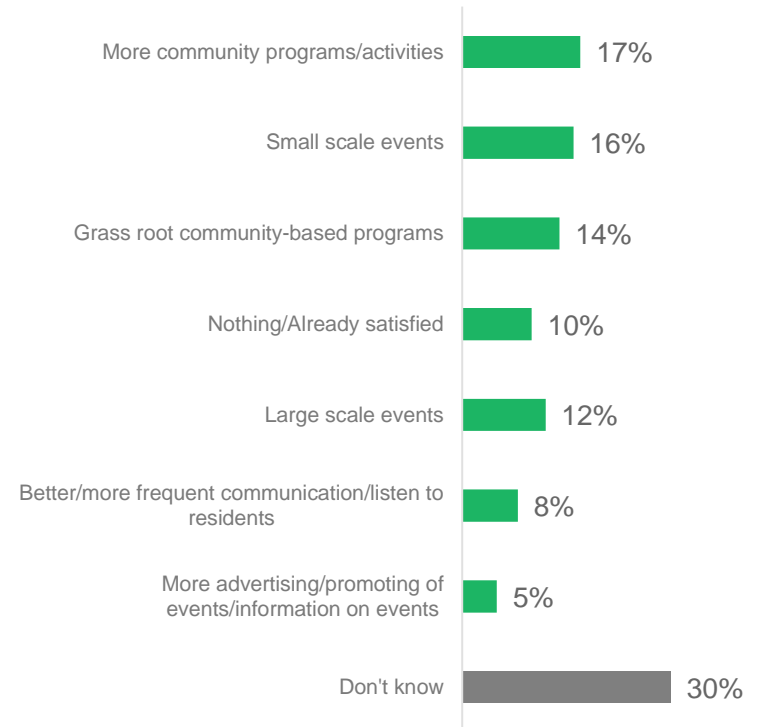
51%
T2B



Suggestions for how Council may improve community connection

- Almost 1 in 3 were not able to provide suggestions on how Council may help residents feel a stronger sense of community or connection with others in the area, and a further 1 in 10 mentioned that they were already satisfied
- 66% of those aged 85 plus were not able to suggest how Council could improve in this area
- 35-44 y.o. residents were more likely to suggest having more small scale events, whereas large scale events were more popular suggestions among this cohort and those under 35, as well as females (16% vs. 8% for males)
- Those aged under 35 were more likely to desire community programs and activities (25%)

Top suggestions to improve community connection

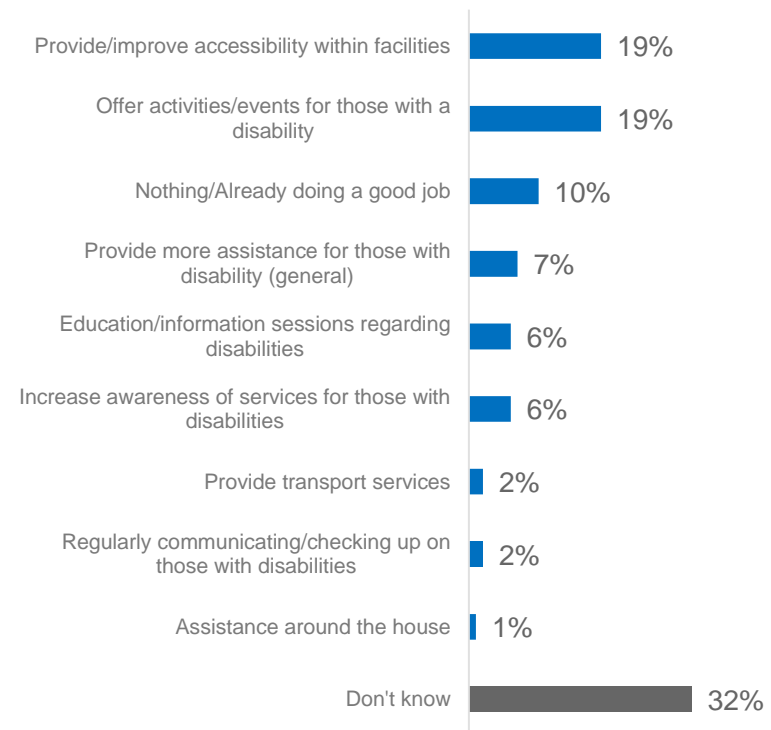


Community connection as it relates to living with a disability

- Those aged 44 or under were less likely to live with or know someone living with a disability in the Burnside area.
- 1 in 3 did not know how Council could improve to assist those with a disability to feel more connected to their community, and 10% went further by stating that no improvement is needed.
- In terms of suggestions to improve, differences by age group, gender or ward were seldom seen.



Suggestions to improve community connection for those living with a disability



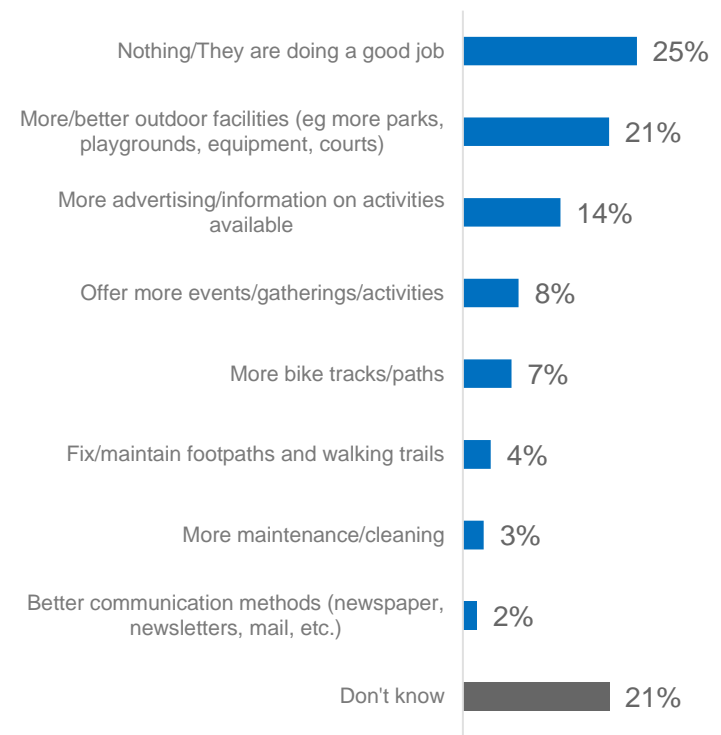
Passive recreation within the City of Burnside

- 9 in 10 appear satisfied with the amount of passive recreation opportunities in their area:
 - Higher endorsement was seen among those under 35 (95%).
 - Lower endorsement was seen among those living in the Eastwood and Glenunga ward (84%).
 - Older residents 75 plus were more likely to be unsure (approximately 1 in 10), which suggests that these groups are less aware of their options and/or are less physically active due to their age.
- The majority of residents appear content with Council on this domain, with 25% specifying that they are already encouraging passive recreation at a suitable level, and 21% unsure of how improvements could be made.
- Among the remaining proportion of residents, improving the quality and/or quantity of outdoor facilities was the top suggestion, followed by greater promotion of available activities. This reflects the findings from the strategic research undertaken mid-2021 on passive recreation in the area.
- Differences by ward, gender and age were not notable.

89%

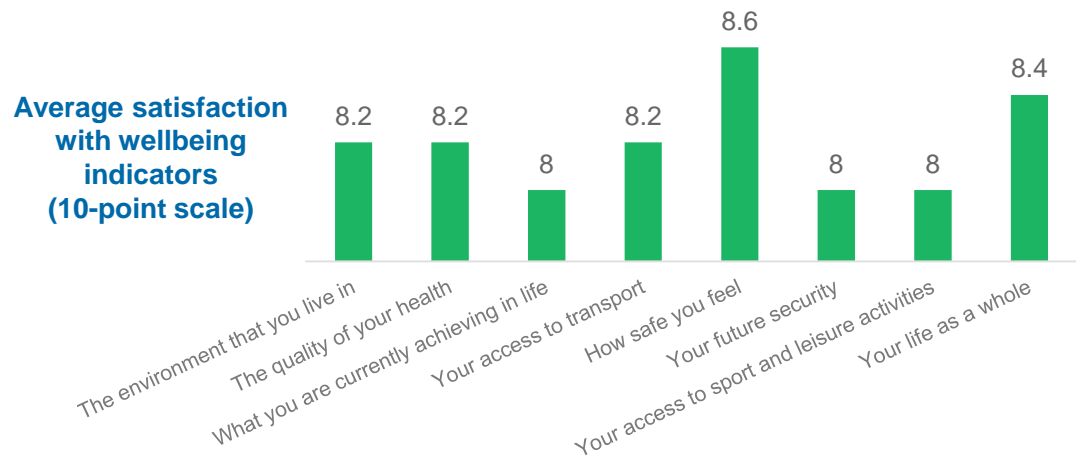
Feel there's enough recreation opportunities

Top suggestions on how Council can better facilitate residents' passive recreation activities

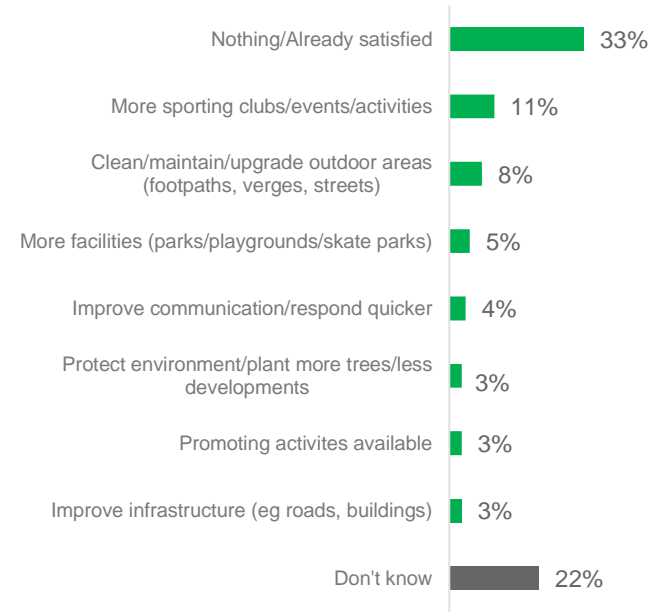


Resident wellbeing

- Residents feel safe living in Burnside, including the elderly, with those 75 plus having higher satisfaction than the overall sample
- Lower rated, but still with good levels of satisfaction, concerned personal life achievements, future security, and access to sports and leisure facilities.
- The latter appears more in Council's control, and they could therefore consider ways to improve accessibility to these types of facilities and activities. Here, focus could initially be on provision of suitable sports and leisure options for the oldest age cohort of 85+ y.o. residents, as reported lower satisfaction (7.4).
- This older cohort also had lower satisfaction on several metrics, and while less can be done for factors like one's health quality (naturally deteriorates with advanced age), Council could look at ways to improve 85+ y.o. residents' access to transportation (7.6 average satisfaction vs. 8.2 in the overall community).
- Majority of residents were not able to provide suggestions for how Council could assist in this domain (with around 1 in 3 satisfied).



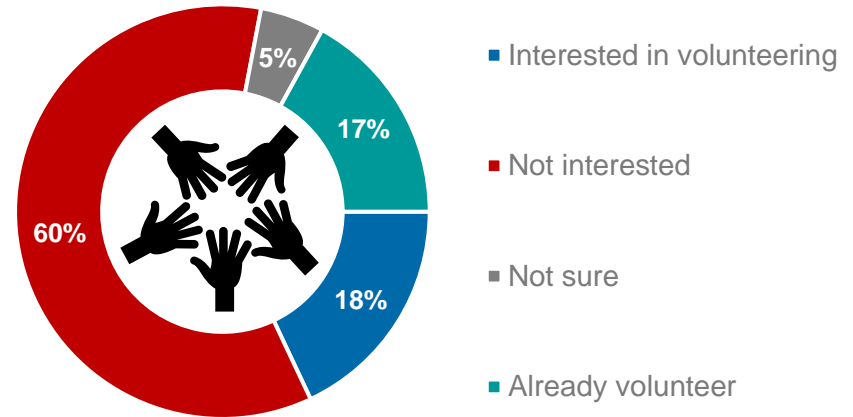
Top suggestions to improve general wellbeing



Volunteering

- Around 1 in 3 are either interested in volunteering in the community (18%) or are already doing so (17%).
- Current volunteers in the community are more likely to be aged 65-74 (33%), which aligns with this group being more likely to be recently retired.
- Those most interested in volunteering (but not currently doing so) are more likely to be 45-54 years old (31%).
- Interestingly, results did not differ by gender.
- Suggestions for Council to assist those open to volunteering (but not yet doing so) were closely linked to communication and promotion – and not so much the creation – of volunteering opportunities.
- Other suggestions included:
 - Providing opportunities outside work hours (6%)
 - Providing more detailed information (6%)
- 16% were unable to provide a suggestion.
- Those open to starting to volunteer were most interested in biodiversity/conservation programs, libraries (more so among females), community gardens, and community connection programs (latter less popular among Eastwood and Glenunga residents).

Volunteer status/interest



Top suggestions on how Council could assist people to start volunteering



44% - increase awareness of opportunities

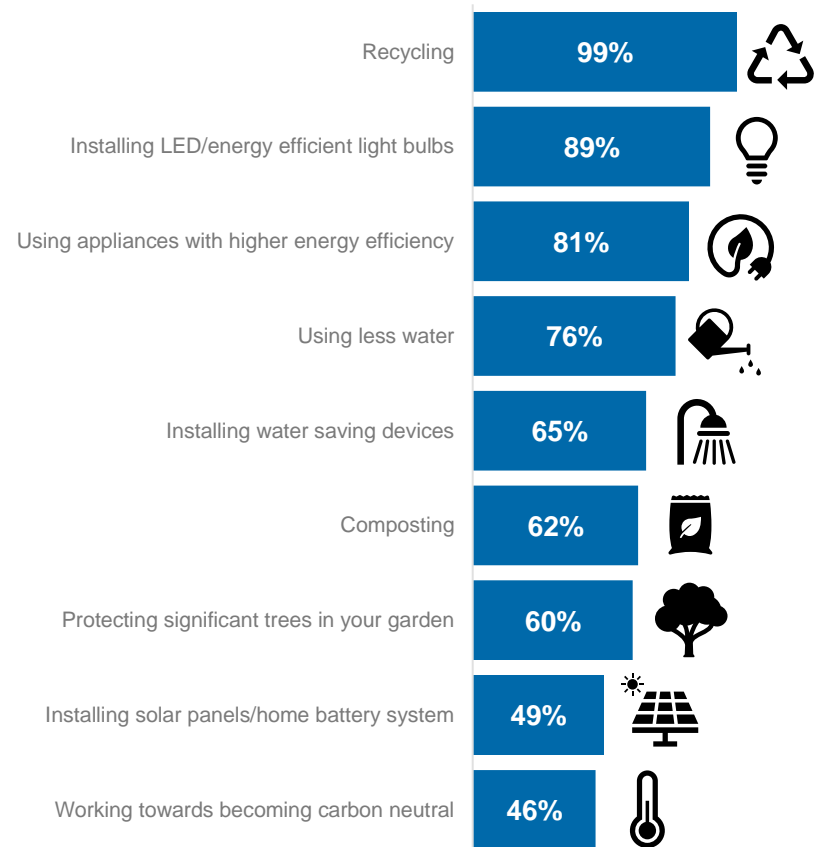


25% - communicate via phone or email

Environmental sustainability actions

- Recycling is almost universally undertaken by residents, but appears somewhat lower among those of advanced age (93%), which is perhaps due to aged care staff doing this on their behalf.
 - Consistent with this possibility, 85 plus y.o. were less likely to perform other actions such as installing solar or working towards being carbon neutral.
- Use of higher efficiency appliances increased with age up to 55-74 years (91%), before declining and again being lowest among those 85 and over (66%).
- Males and females did not often differ in their actions, but composting was more common among females (66%) than males (58%).
- Speaking of composting, this practice was higher among Burnside ward residents (72%) than in other wards.
- Suggestions on how Council could assist residents to become carbon neutral included providing information on what this means (32%) and/or providing tips and pointers on becoming carbon neutral (23%).

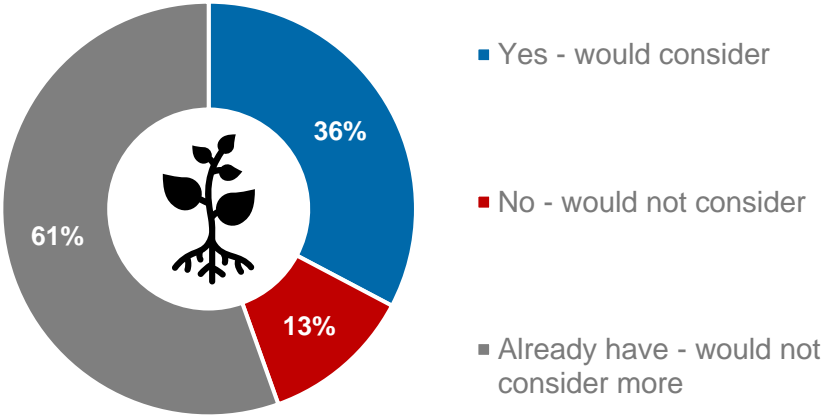
Environmentally friendly actions (Prompted)



Planting trees on one's property

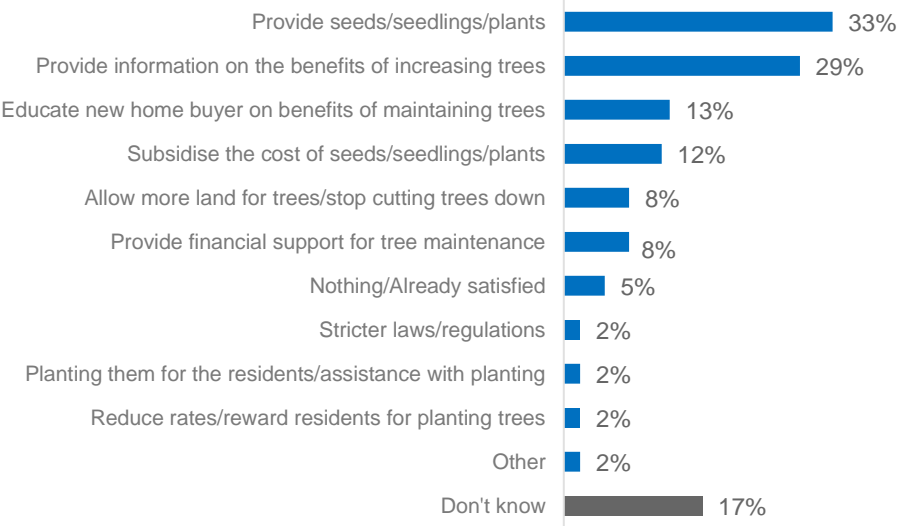
- Only 13% appear opposed to planting trees on their property.
- Consideration to plant trees was highest among 45-54 y.o. residents and decreased with increased age to just 3% among those 85 and over.
- All demographic cohorts had large proportions who had already planted some trees but would not consider further planting – a positive result overall, but it is not known what proportion could be planting more and what proportion simply have no room to do so.

Consideration – Planting trees on one's property



- Providing organic materials to plant trees was the top suggestion provided, and was more commonly made by 35-44 y.o. and 55-64 y.o. residents.
- Information on the benefits of tree planting/preservation was also a popular theme emerging from the research, and was higher among those under 35, which suggests that younger residents are less educated on this topic.
- Gender differences were not generally seen, but males more often mentioned the need to educate new home buyers on tree maintenance, whereas females were greater advocates for financial support for tree maintenance.

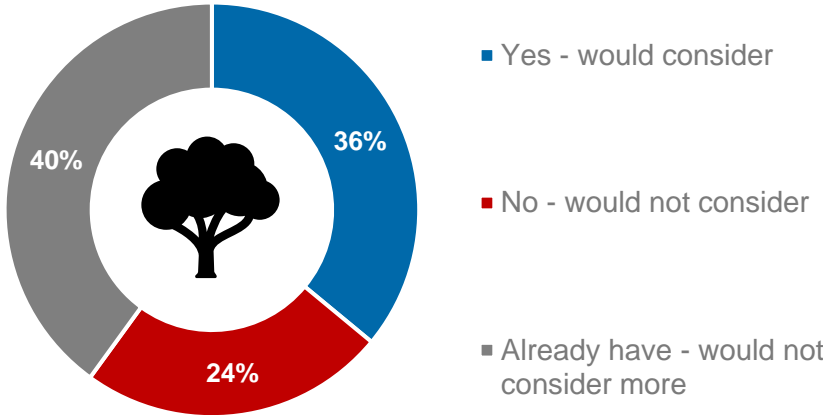
Suggestions for Council engagement on tree planting & preservation



Planting other indigenous vegetation on one's property

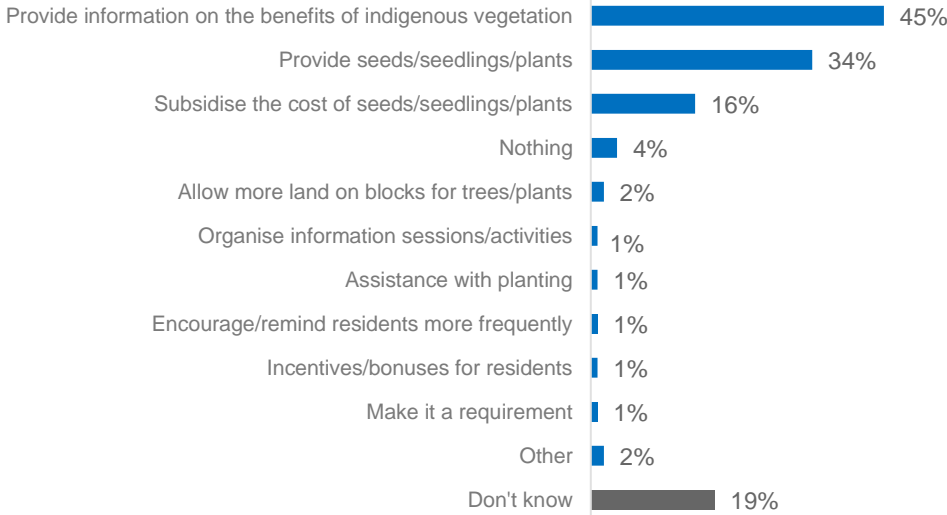
- 1 in 4 residents would not consider planting indigenous vegetation on their property, with 2 in 5 already having done so and not wishing to plant more
- Similar to trees, consideration increased up to 54 years of age before declining.
- Consideration to plant/plant more indigenous plant life was highest among 45-54-year-olds (49%), mirroring the result for trees (42%).

Consideration – Planting other indigenous vegetation on one's property



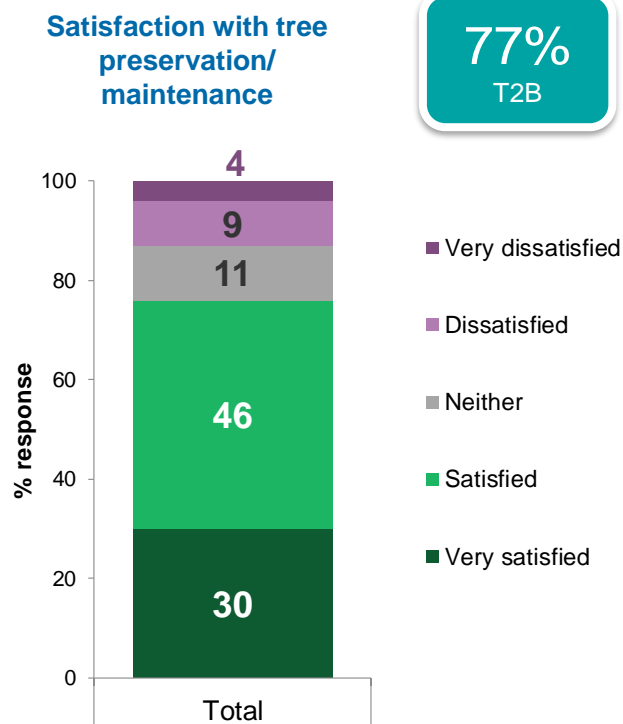
- The top suggestions mirrored that of trees (see previous page), but were actually more often made by residents, suggesting that there is both increased demand for this type of seeding materials from Council, as well as information on the benefits of indigenous vegetation.
- Desire for more information was highest among those aged under 35 at 63%, whereas 35-44- and 55-64-year-old residents more often suggested the provision of seedlings etc. from Council.
- Suggestions to subsidise the cost of seeds/seedlings/plants were more common among 35-54 y.o. residents, which could imply purchase intent among these cohorts.

Suggestions for Council engagement on other planting & preservation



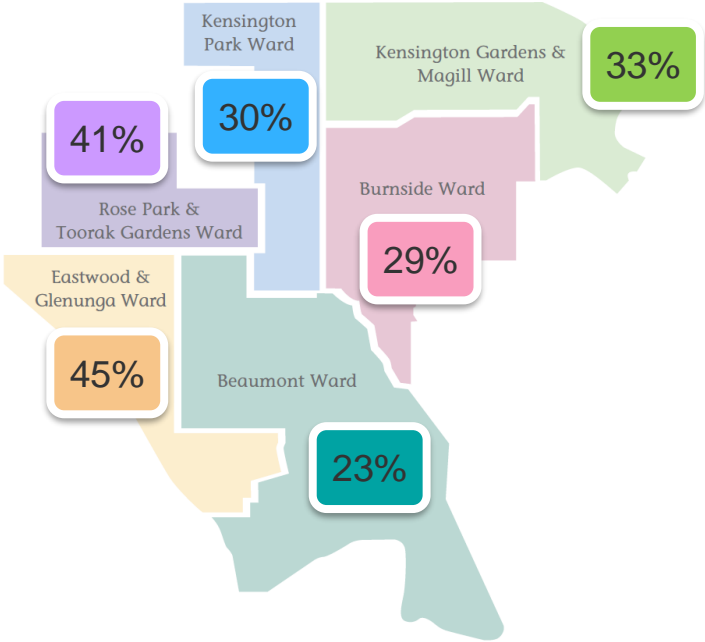
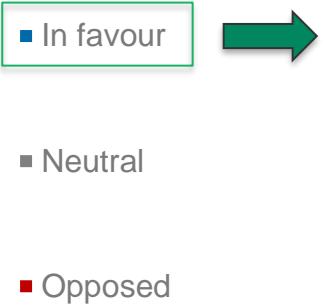
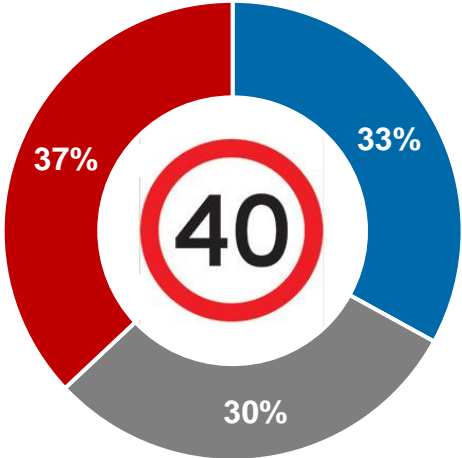
Satisfaction with preservation and maintenance of the tree canopy in streets and reserves within the Burnside area

- 3 in 4 residents appear satisfied or very satisfied with how trees are maintained and preserved in streets and reserves.
- Preservation and maintenance activities appear to be well dispersed across the municipality, with no notable difference in satisfaction (T2B - combined satisfied/very satisfied results) across wards.
- Residents with somewhat lower satisfaction (T2B) were 55-64 y.o. (66%) and 65-74 y.o. (68%), whereas younger residents under 35 appear the most satisfied (87% T2B).



40 km/hour speed limits on local roads

Support for 40 km/h speed limit introduction on local roads



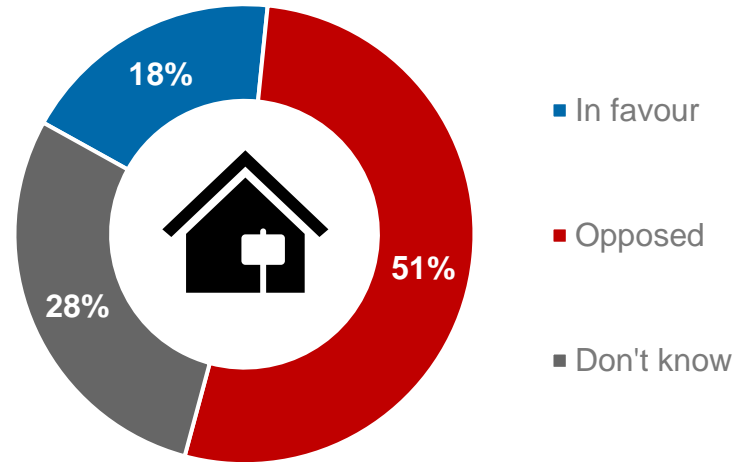
- Only 1 in 3 residents appear to strongly support the introduction of a lower speed limit on local roads, with roughly 1 in 3 relatively neutral, and the remaining third strongly opposed.
- Eastwood and Glenunga ward residents surveyed were more in favour (45%), whereas Beaumont residents were less in favour (23%) – this may present a challenge for Council as these two wards share borders with one another.
- Opposition was higher among males (43%) than females (32%).
- Overall, there appears division in the community on this topic, and pursuing a speed limit reduction on local roads will likely need to carefully argue the benefits to those less in favour of this change.

In favour = 8-10 favourability ratings
 Neutral = 3-7 favourability ratings
 Opposed = 0-2 favourability rating

Sale of community land for encroachment resolution

Support for community land sales to resolve residential encroachments

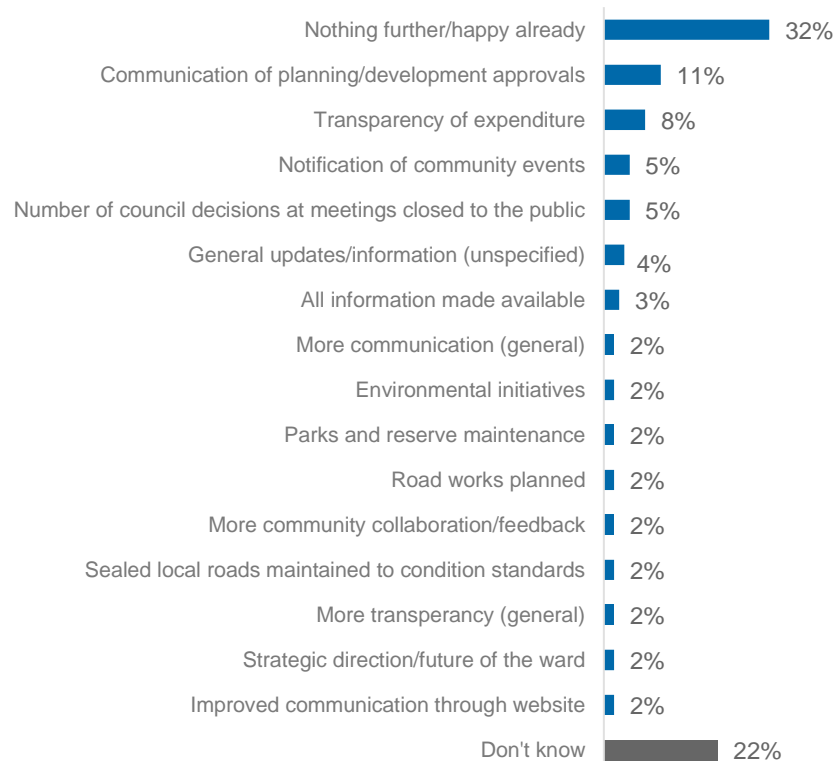
- Majority of residents surveyed indicated being opposed to selling community land to resolve residential encroachment issues.
- Opposition was highest among those living in the Kensington Park ward (60%), and highest among those 55-64 years (73%).
- Younger residents appear to be less knowledgeable on this topic, with 51% of under 35 y.o. residents not able to take a stance either way (also relatively high among 35-44 y.o. at 39% unsure).



Information preferences around Council business and activities

- Over 1 in 2 residents were either already happy with information delivery regarding Council operations or unable to provide suggestions on how to improve in this space.
 - Contentment was higher (and increased with age) among older residents aged 65 and over, whereas 'don't know' responses were more common among younger residents 44 and under.
- For the remaining proportion of residents, there appears relatively high demand for communications concerning planning and development approvals, as well as transparency around expenditure.

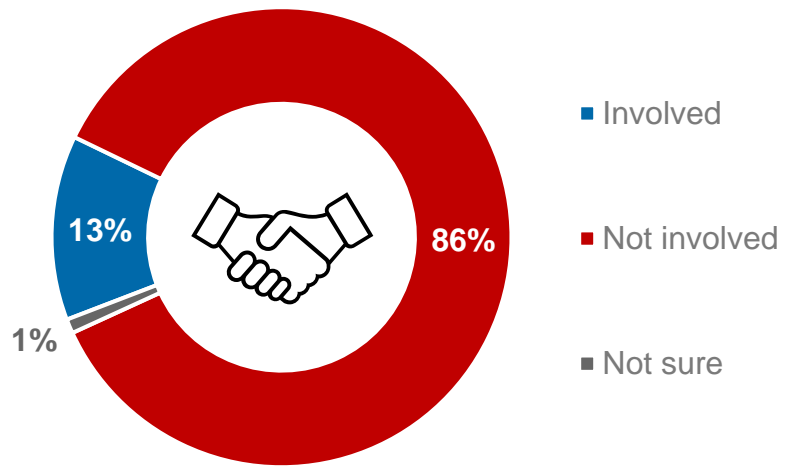
Topics and information to make readily available to residents



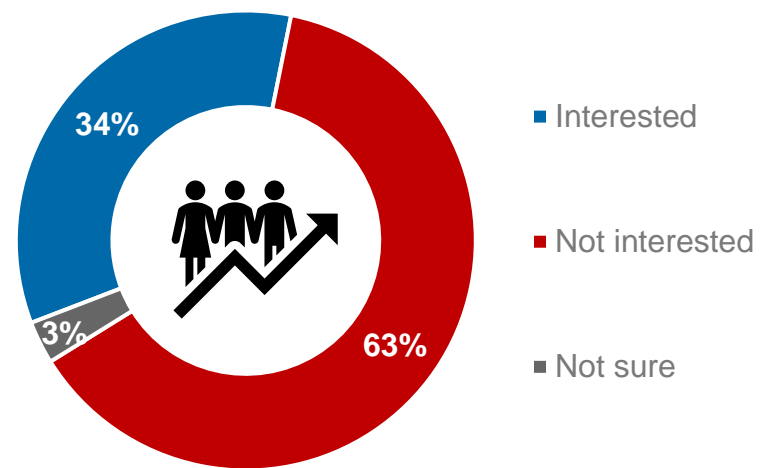
Involvement in community engagement activities with Council and interest in joining a panel

- Involvement in community engagement activities with Council (including via *Engage Burnside* website feedback) appears low at 13%, but was higher among 45-54 y.o. (22%) and 65-74 y.o. (19%) – perhaps these age groups have more time for involvement due to lifestyle changes (e.g. children leaving home and entering retirement, respectively).

Current involvement in community engagement activities with Council



Interest in being involved via a panel

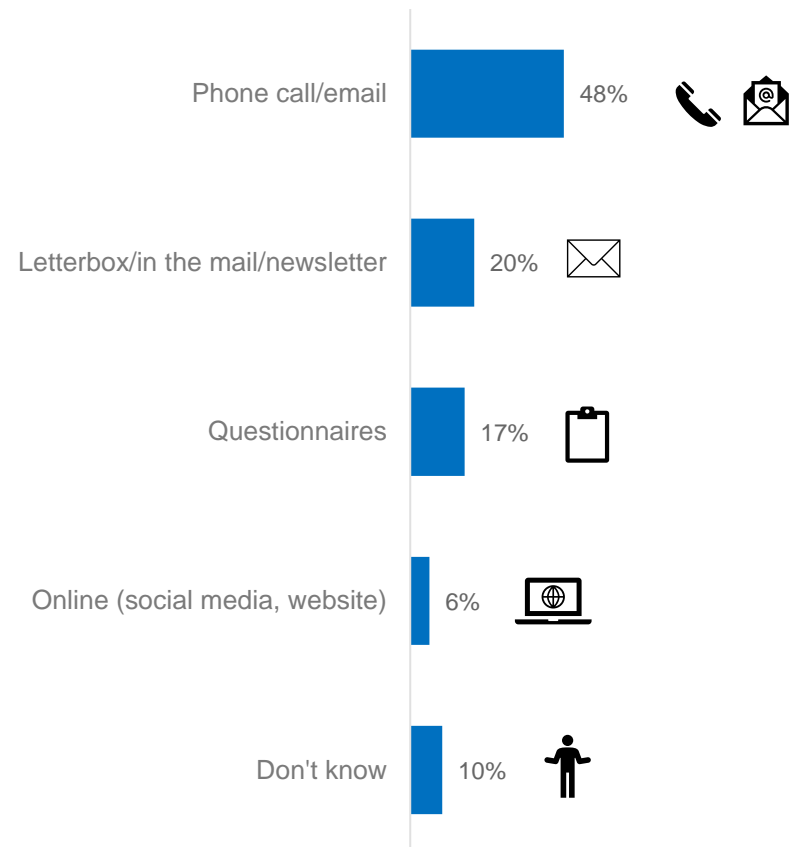


- Interest in being involved via a panel appears more than twice as high as current involvement via various other means (see above), which suggests that this type of engagement is appealing to residents (perhaps due to convenience factors and low time commitment via only having to answer “a few questions a few times a year”).
- Panel registration is much more likely to be from 45-54 y.o. residents (52% interested) and 65-74 y.o. residents (39% interested) – the same two age cohorts more likely to already be involved in community engagement activities.

How to engage and gather feedback from residents

- Approximately 1 in 5 residents do not want engagement (5%), are already satisfied with current engagement (5%), or are otherwise unsure about how Council can improve in this space (10%).
 - Older residents 85+ were more likely to fit into one of the aforementioned categories.
- Among those who could offer suggestions, phone and/or email contact appears preferred, followed by paper-based communication, and questionnaires.
 - Phone and/or email contact was more commonly suggested by those 54 and under, whereas letterbox communication was consistent across all age groups.
- Engagement via online channels was not as commonly mentioned, which suggests that engagement to inform future planning and meeting community needs is seen as less appropriate via public discourse on the internet - rather, it is likely that residents want more direct, private interactions on these matters.

Top suggestions on how to engage with residents / get feedback



5. FULL RESULTS



How results are reported

Statistically significant differences

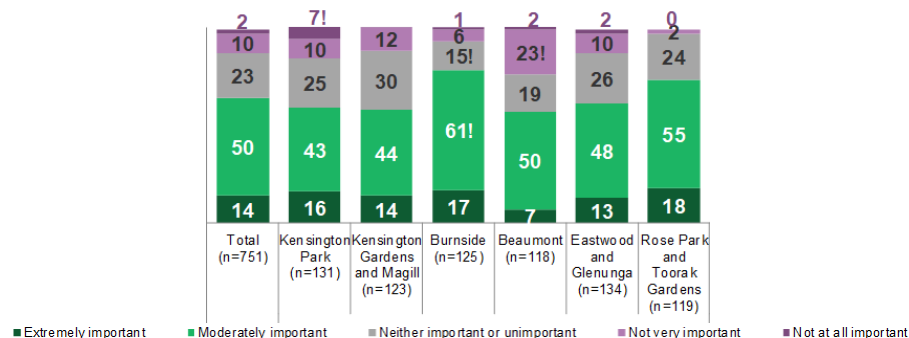
Statistically significant results in data presented in tabular format are indicated through the use of **red text (which indicates a statistically significantly higher result)** compared to results across other segments) or **green text (indicates a statistically significantly lower result)**.

For example, the figure to the right indicates a statistically significantly higher result for Kensington Park and Kensington Gardens & Magill compared to other wards, and a statistically significantly lower results for Eastwood and Glenunga.

Kensington Park (n=131)	Kensington Gardens and Magill (n=123)	Burnside (n=125)	Beaumont (n=118)	Eastwood and Glenunga (n=134)
28%	13%	25%	14%	8%

Where results are displayed in chart format, statistically significant differences are indicated through the use of **!** Where results are higher, and **!!** Where results are lower compared to other segments.

For example, the figure to the right indicates a statistically significantly higher proportion on Kensington Park residents rated the item as *not at all important* compared to other wards, while Beaumont recorded a significantly higher proportion of *not very important* ratings, and Burnside a significantly higher proportion of *neither important or unimportant* ratings.

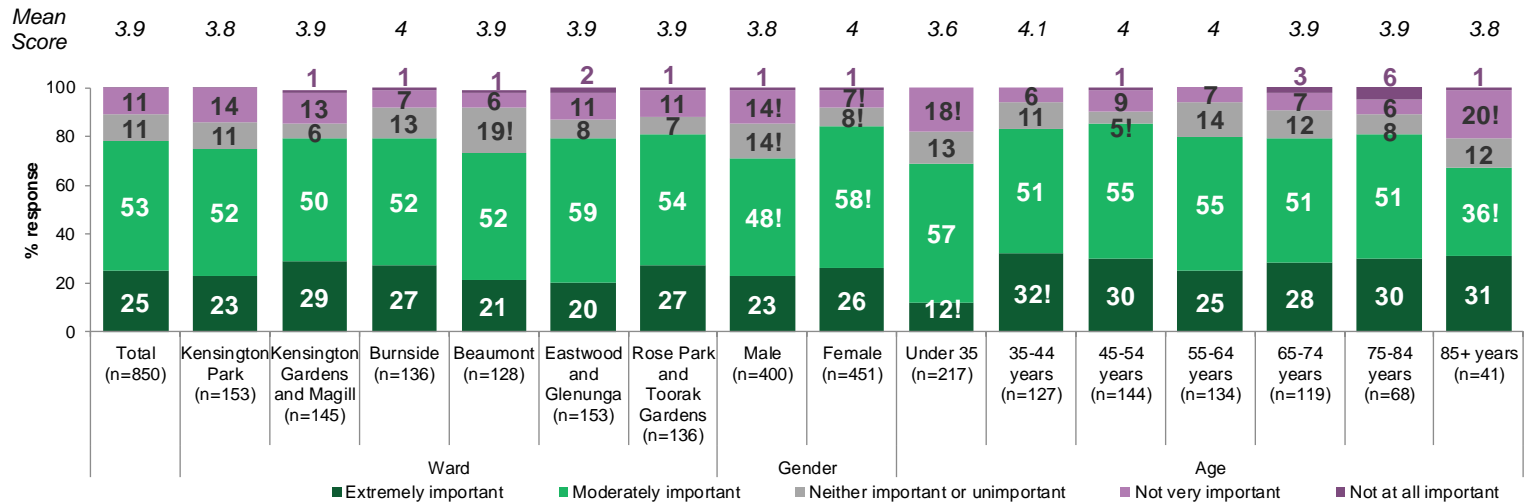


Mean scores

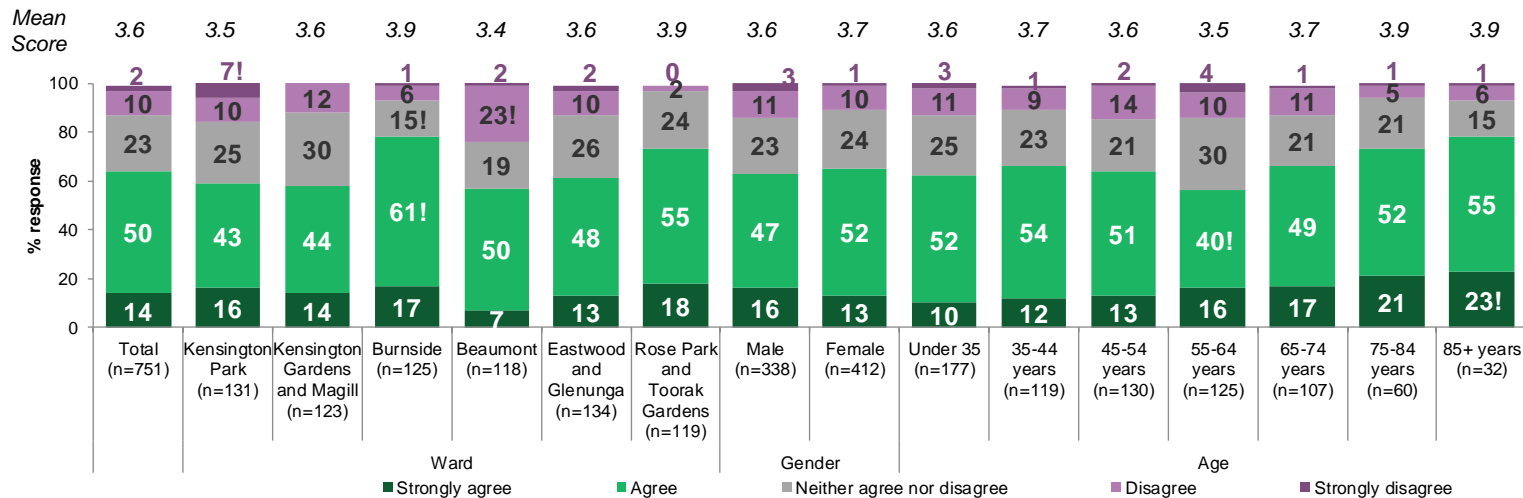
Mean scores are calculated as the average rating given on a rating scale of 1 - 5 or 0 - 10.

5.1 Community connection

Q1 – How important is it to you to feel a sense of community or connection to others in your local area? Is it...

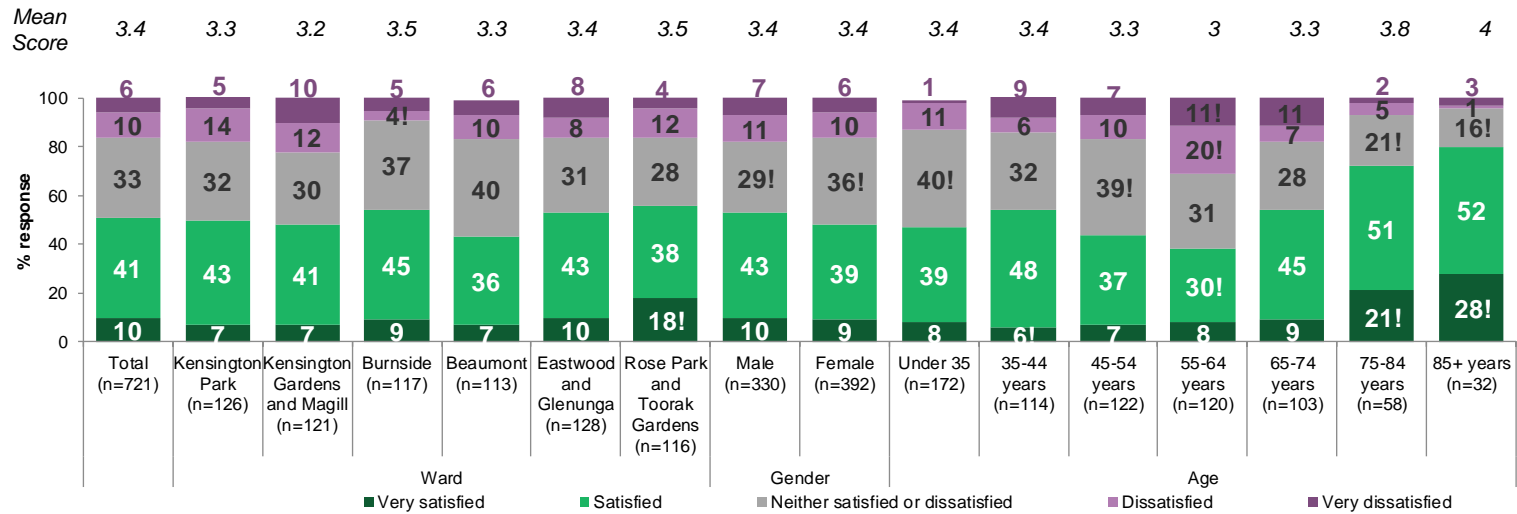


Q2 – How strongly do you agree or disagree that you feel a sense of community or connection with your local community? Do you...



5.1 Community connection (continued)

Q3 – How satisfied are you with Council’s efforts to help build a sense of community and connection among its residents?



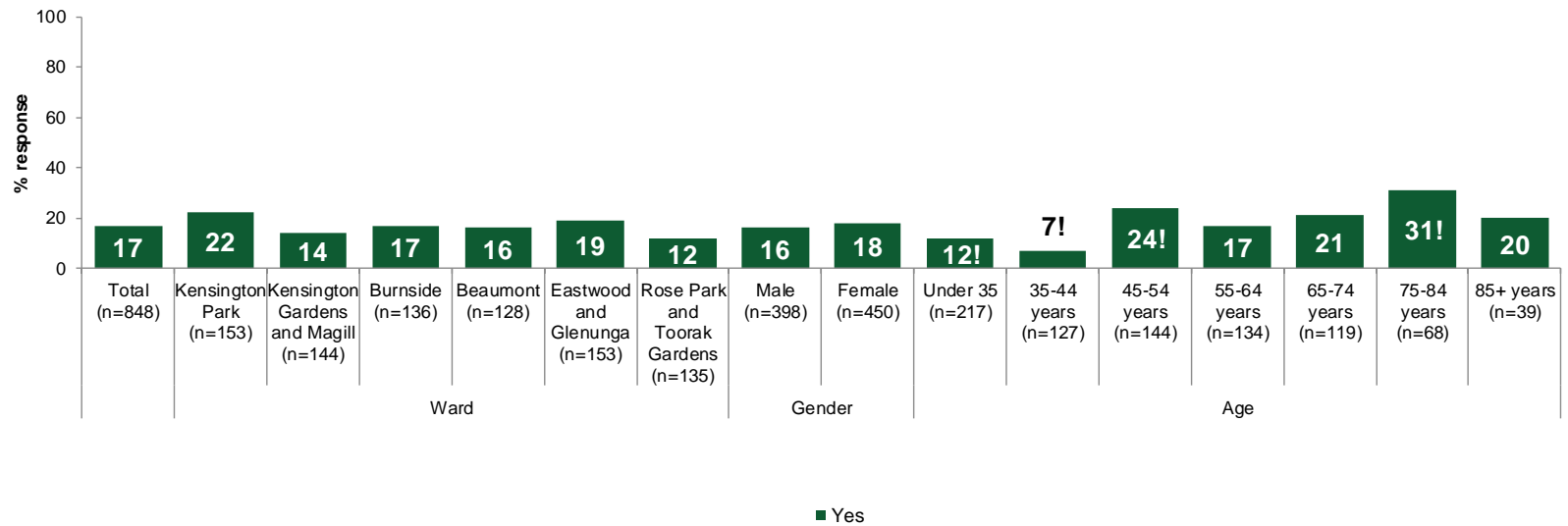
5.1 Community connection (continued)

Q4 – In what way do you feel Council could help residents feel a stronger sense of community or connection with others in the area?

		Ward							Gender		Age						
		Total (n=751)	Kensington Park (n=131)	Kensington Gardens and Magill (n=123)	Burnside (n=125)	Beaumont (n=118)	Eastwood and Glenunga (n=134)	Rose Park and Toorak Gardens (n=119)	Male (n=338)	Female (n=412)	Under 35 (n=177)	35-44 years (n=119)	45-54 years (n=130)	55-64 years (n=125)	65-74 years (n=107)	75-84 years (n=60)	85+ years (n=32)
In what way do you feel Council could help residents feel a stronger sense of community or connection with others in the area?	More community programs/activities	17%	28%	13%	25%	14%	8%	14%	16%	18%	25%	18%	19%	16%	14%	5%	1%
	Small scale events	16%	12%	19%	9%	20%	18%	15%	13%	17%	17%	22%	21%	12%	11%	8%	*
	Grass root community-based programs	14%	5%	12%	15%	15%	21%	14%	15%	13%	19%	16%	11%	11%	11%	13%	10%
	Large scale events	12%	13%	14%	9%	9%	16%	12%	8%	16%	17%	21%	16%	8%	4%	4%	*
	Nothing/Already satisfied	10%	11%	5%	8%	6%	15%	17%	9%	11%	6%	8%	13%	9%	13%	18%	13%
	Better/more frequent communication/listen to residents	8%	8%	9%	7%	9%	8%	6%	8%	7%	4%	6%	10%	10%	11%	9%	6%
	More advertising/promoting of events/information on events	5%	2%	5%	7%	3%	8%	5%	4%	5%	4%	1%	6%	10%	5%	1%	1%
	More facilities (parks, dog parks, etc.)	3%	1%	*	3%	5%	2%	7%	3%	2%	2%	1%	3%	6%	3%	0%	*
	Maintaining cleanliness of outdoor areas	1%	1%	3%	2%	1%	*	*	3%	*	*	3%	1%	2%	1%	*	2%
	Volunteering programs	1%	1%	1%	2%	*	*	1%	0%	1%	*	*	3%	*	1%	1%	*
	Family events/events for young children	1%	3%	1%	*	1%	*	*	0%	1%	*	4%	*	1%	1%	1%	*
	More involvement in project planning	1%	1%	0%	0%	2%	*	0%	1%	0%	*	*	1%	1%	1%	2%	*
	Provide transport (eg buses)	0%	1%	*	1%	0%	0%	*	0%	1%	*	*	*	1%	1%	1%	*
	Assisting elderly residents/help out around the home	0%	1%	*	*	0%	1%	1%	0%	1%	*	*	1%	1%	1%	1%	*
	More security/safety	0%	1%	*	*	1%	1%	*	0%	1%	*	1%	*	*	1%	1%	*
	Reduce rates	0%	1%	*	*	0%	1%	*	1%	*	*	*	*	1%	1%	0%	*
	Don't know	30%	28%	36%	27%	37%	26%	29%	29%	31%	28%	25%	20%	34%	31%	42%	66%
	Other	2%	3%	2%	3%	1%	2%	1%	3%	2%	1%	3%	1%	2%	4%	3%	1%

5.1 Community connection (continued)

Q5 – Do you, or anyone you know from the City of Burnside area, live with a disability?



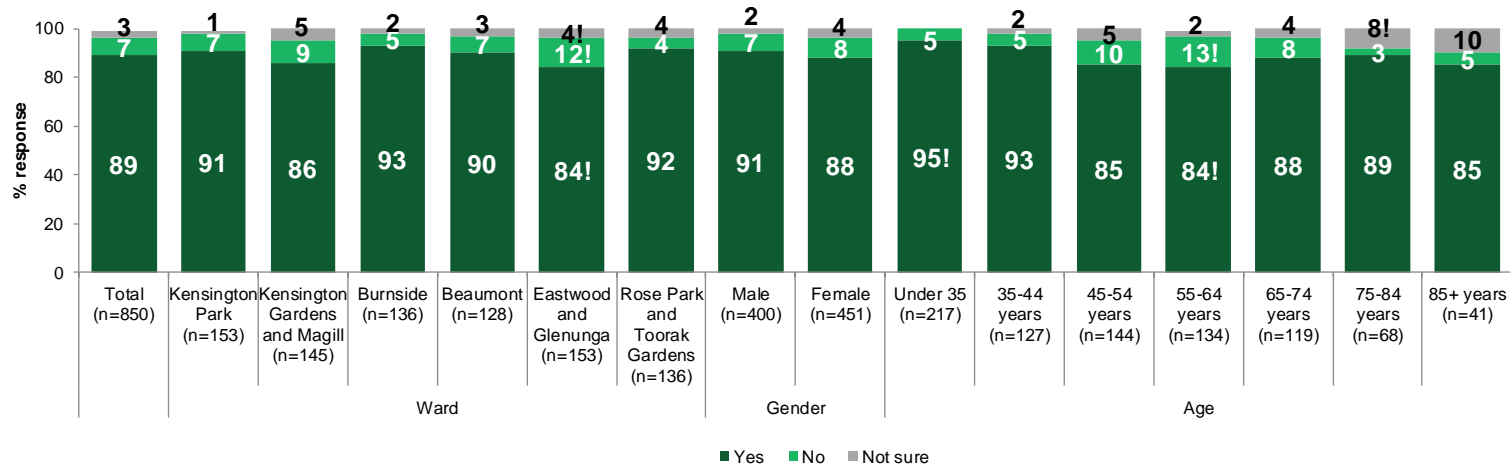
5.1 Community connection (continued)

Q6 – In what ways could Council assist those living with disability to feel a stronger sense of community or connection with others in the area?

	Total (n=144)	Ward						Gender		Age						
		Kensington Park (n=34)	Kensington Gardens and Magill (n=21)	Burnside (n=24)	Beaumont (n=20)	Eastwood and Glenunga (n=29)	Rose Park and Toorak Gardens (n=16)	Male (n=62)	Female (n=82)	Under 35 (n=25)	35-44 years (n=8)	45-54 years (n=34)	55-64 years (n=23)	65-74 years (n=25)	75-84 years (n=21)	85+ years (n=8)
Provide/improve accessibility within facilities	19%	33%	12%	14%	24%	15%	7%	14%	23%	33%	27%	21%	21%	8%	10%	10%
Offer activities/events for those with a disability	19%	10%	16%	9%	4%	47%	20%	12%	24%	15%	53%	32%	11%	14%	9%	*
Nothing/Already doing a good job	10%	10%	19%	7%	8%	4%	18%	13%	9%	*	*	4%	10%	23%	15%	29%
Provide more assistance for those with disability (general)	7%	11%	9%	9%	6%	1%	8%	11%	5%	*	*	17%	12%	4%	1%	5%
Education/information sessions regarding disabilities	6%	*	*	35%	*	1%	4%	13%	1%	32%	*	*	*	3%	3%	*
Increase awareness of services for those with disabilities	6%	4%	11%	8%	8%	4%	*	6%	6%	*	*	14%	6%	4%	7%	*
Provide transport services	2%	5%	6%	*	*	1%	*	1%	3%	*	*	*	8%	*	6%	*
Regularly communicating/checking up on those with disabilities	2%	2%	*	4%	4%	*	*	1%	3%	*	*	*	4%	3%	2%	4%
Assistance around the house	1%	2%	7%	*	*	*	*	2%	1%	*	*	*	3%	*	5%	6%
Don't know	32%	24%	28%	21%	51%	32%	42%	32%	31%	20%	38%	26%	25%	41%	44%	46%

5.2 Passive recreation

Q7 – Do you feel there are enough opportunities for passive recreation activities (such as walking, running, riding bikes, picnicking, bird watching etc) within the City of Burnside?



5.2 Passive recreation

Q8 – In what ways could Council encourage you and other residents to undertake more passive recreation activities in the area?

	Total (n=850)	Ward						Gender		Age						
		Kensington Park (n=153)	Kensington Gardens and Magill (n=145)	Burnside (n=136)	Beaumont (n=128)	Eastwood and Glenunga (n=153)	Rose Park and Toorak Gardens (n=136)	Male (n=400)	Female (n=451)	Under 35 (n=217)	35-44 years (n=127)	45-54 years (n=144)	55-64 years (n=134)	65-74 years (n=119)	75-84 years (n=68)	85+ years (n=41)
Nothing/They are doing a good job	25%	29%	19%	23%	27%	30%	21%	25%	25%	26%	22%	19%	28%	26%	28%	33%
More/better outdoor facilities (eg more parks, playgrounds, equipment, courts)	21%	23%	21%	18%	25%	16%	22%	19%	22%	25%	25%	30%	17%	16%	8%	6%
More advertising/information on activities available	14%	8%	21%	13%	13%	12%	13%	13%	14%	10%	22%	9%	16%	15%	14%	9%
Offer more events/gatherings/activities	8%	4%	13%	9%	7%	12%	5%	8%	8%	12%	4%	11%	8%	6%	7%	4%
More bike tracks/paths	7%	8%	5%	7%	4%	7%	9%	7%	7%	8%	6%	12%	7%	4%	2%	*
Fix/maintain footpaths and walking trails	4%	1%	4%	11%	5%	5%	1%	3%	6%	2%	4%	6%	6%	7%	3%	6%
More maintenance/cleaning	3%	3%	3%	5%	4%	1%	3%	2%	4%	2%	3%	4%	6%	2%	2%	1%
Better communication methods (newspaper, newsletters, mail, etc.)	2%	3%	2%	2%	4%	0%	1%	2%	2%	*	1%	5%	1%	2%	7%	*
Planting more trees	1%	1%	1%	0%	0%	0%	3%	0%	1%	1%	*	*	1%	1%	1%	*
Provide transport/improve car parks/reduce traffic	1%	1%	1%	1%	*	0%	0%	1%	1%	*	*	1%	1%	2%	1%	*
Stricter rules/regulations	0%	0%	1%	0%	1%	*	*	1%	0%	*	*	2%	0%	0%	*	*
Financial assistance with activities	0%	*	*	*	*	0%	0%	0%	0%	*	*	*	*	1%	1%	*
Other	1%	1%	0%	1%	1%	2%	3%	2%	1%	*	1%	1%	4%	1%	2%	2%
Don't know	21%	25%	19%	17%	16%	22%	22%	23%	18%	20%	19%	16%	12%	25%	32%	42%

5.3 Wellbeing

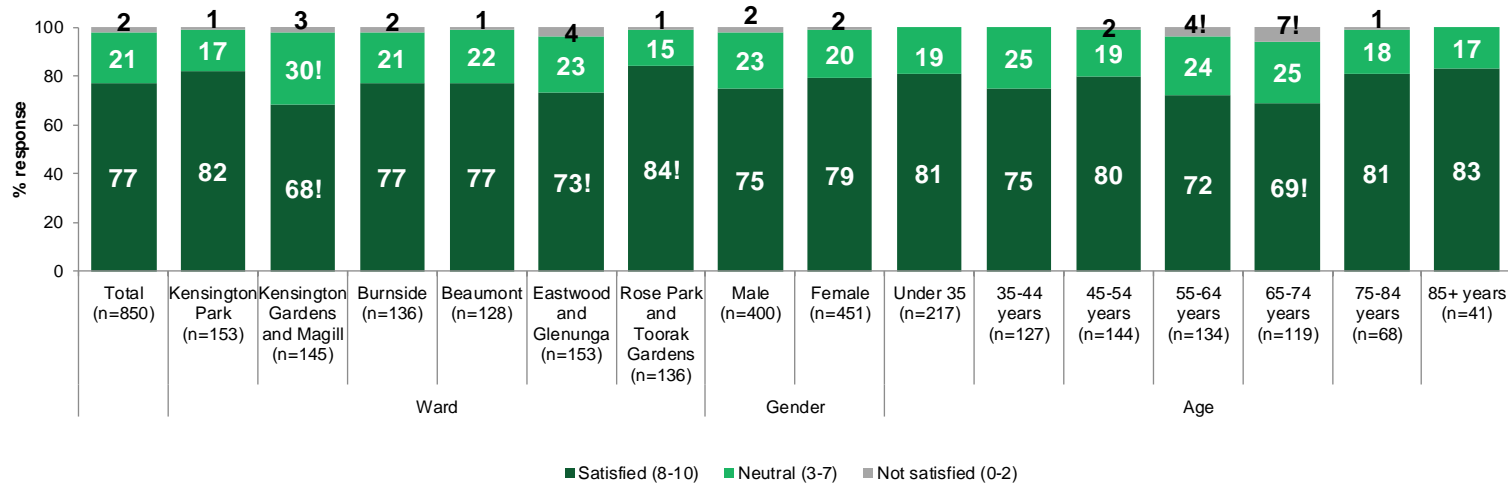
Q9 – Council is interested in understanding the wellbeing of residents. I'm going to ask how satisfied you feel on a scale of 0 to 10. Zero means you feel not at all satisfied and 10 means you feel completely satisfied. Thinking about your own life and circumstances how satisfied are you with? (Mean score)

		Ward							Gender		Age						
		Total (n=838)	Kensington Park (n=152)	Kensington Gardens and Magill (n=141)	Burnside (n=135)	Beaumont (n=124)	Eastwood and Glenunga (n=150)	Rose Park and Toorak Gardens (n=135)	Male (n=395)	Female (n=443)	Under 35 (n=217)	35-44 years (n=125)	45-54 years (n=142)	55-64 years (n=134)	65-74 years (n=114)	75-84 years (n=66)	85+ years (n=40)
Council is interested in understanding the wellbeing of residents. Thinking about your own life and circumstances how satisfied are you with?	The environment that you live in	8.2	8.3	7.9	8.1	8.2	8.1	8.6	8.2	8.2	8.5	8.3	8.2	7.8	7.8	8.5	8.7
	The quality of your health	8.2	8	8.3	8.4	8.5	7.9	8.4	8.2	8.3	8.6	8.4	8.3	8.2	8	7.8	7.4
	What you are currently achieving in life	8	7.9	7.9	7.8	8.2	8.2	8.1	7.8	8.2	8.1	7.8	8.1	8.1	8.1	8.1	7
	Your access to transport	8.2	8.8	7.9	8.3	7.7	8.2	8.5	8.4	8.1	7.9	8.3	8.3	8.5	8.5	8.4	7.6
	How safe you feel	8.6	8.7	8.4	8.8	8.5	8.3	8.7	8.7	8.5	8.7	8.6	8.5	8.4	8.3	9	8.7
	Your future security	8	8	7.7	8.1	8.3	8	8.3	8	8.1	7.8	8	7.8	8	8.2	8.7	8.6
	Your access to sport and leisure activities	8	8.1	7.8	8.3	8	7.9	8	8	8.1	8.1	8.1	7.9	7.9	7.9	8.2	7.4
	Your life as a whole	8.4	8.5	8.3	8.6	8.6	8.3	8.4	8.3	8.6	8.6	8.5	8.1	8.4	8.5	8.6	8.4

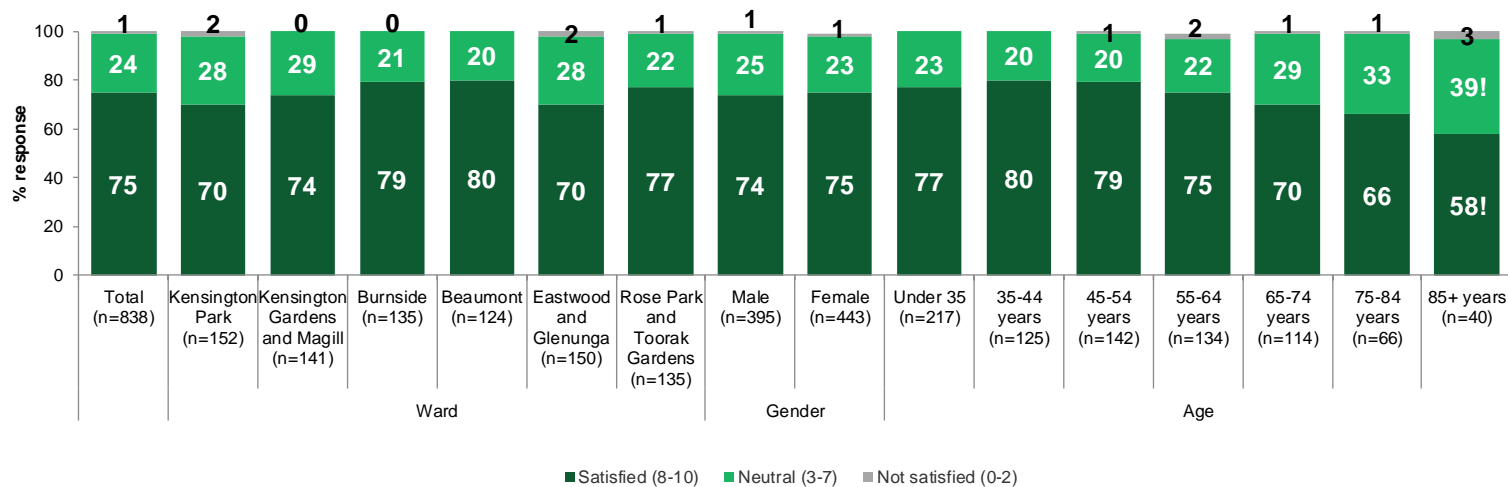
5.3 Wellbeing (continued)

Q9 – Council is interested in understanding the wellbeing of residents. I'm going to ask how satisfied you feel on a scale of 0 to 10. Zero means you feel not at all satisfied and 10 means you feel completely satisfied. Thinking about your own life and circumstances how satisfied are you with...? (continued)

The environment that you live in



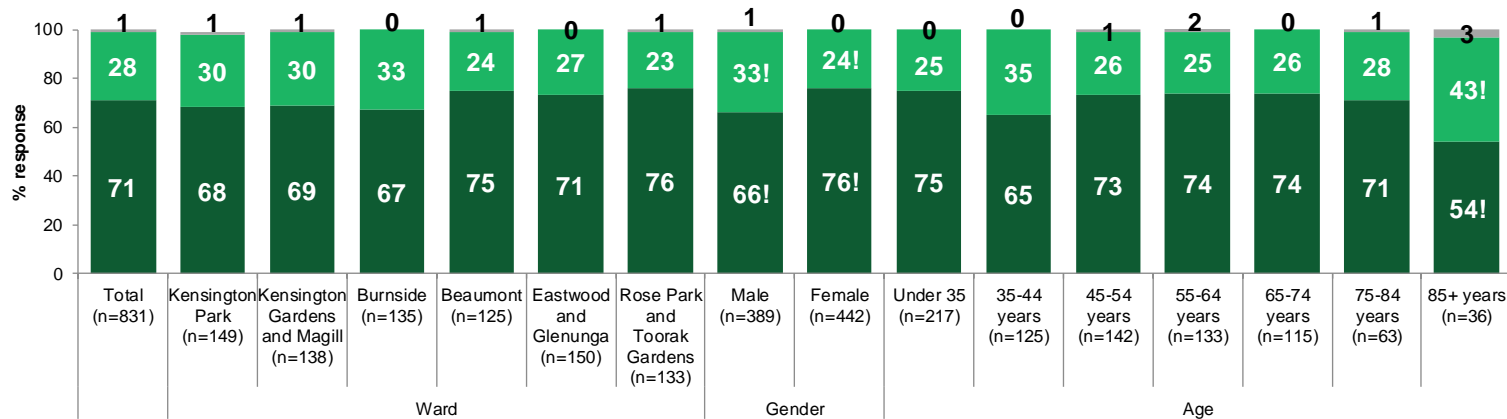
The quality of your health



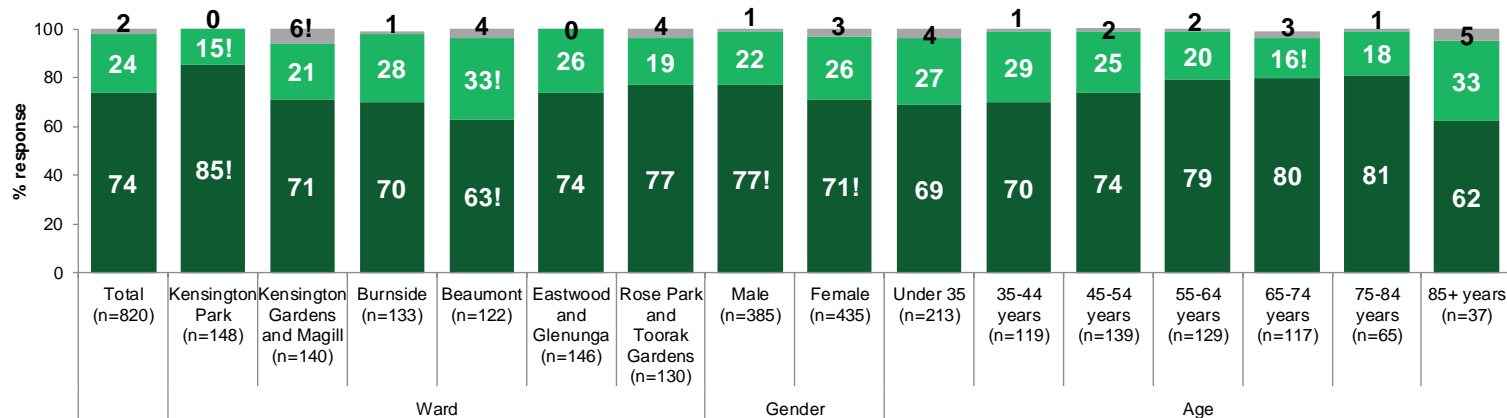
5.3 Wellbeing (continued)

Q9 – Council is interested in understanding the wellbeing of residents. I'm going to ask how satisfied you feel on a scale of 0 to 10. Zero means you feel not at all satisfied and 10 means you feel completely satisfied. Thinking about your own life and circumstances how satisfied are you with? (continued)

What you are currently achieving in life



Your access to transport

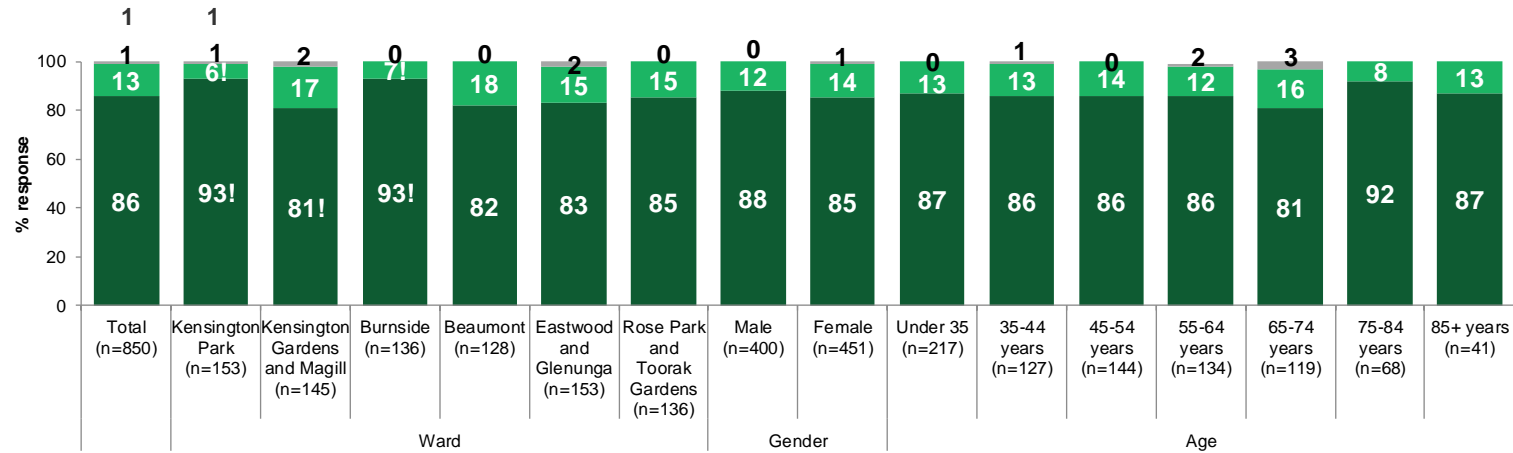


■ Satisfied (8-10) ■ Neutral (3-7) ■ Not satisfied (0-2)

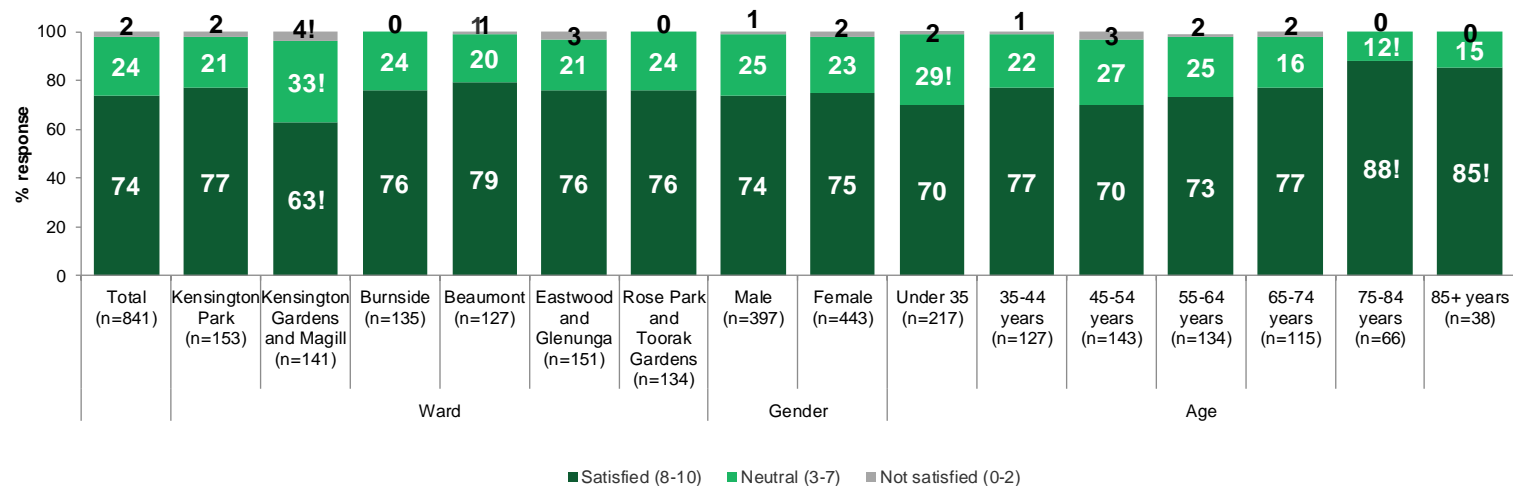
5.3 Wellbeing (continued)

Q9 – Council is interested in understanding the wellbeing of residents. I'm going to ask how satisfied you feel on a scale of 0 to 10. Zero means you feel not at all satisfied and 10 means you feel completely satisfied. Thinking about your own life and circumstances how satisfied are you with? (continued)

How safe you feel



Your future security

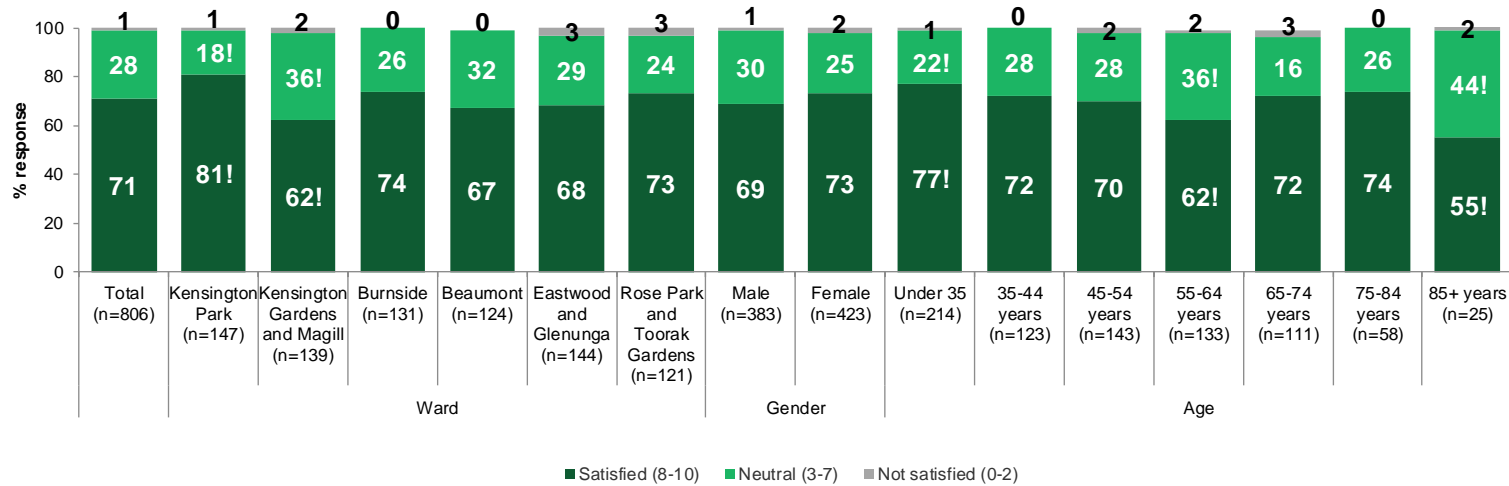


■ Satisfied (8-10) ■ Neutral (3-7) ■ Not satisfied (0-2)

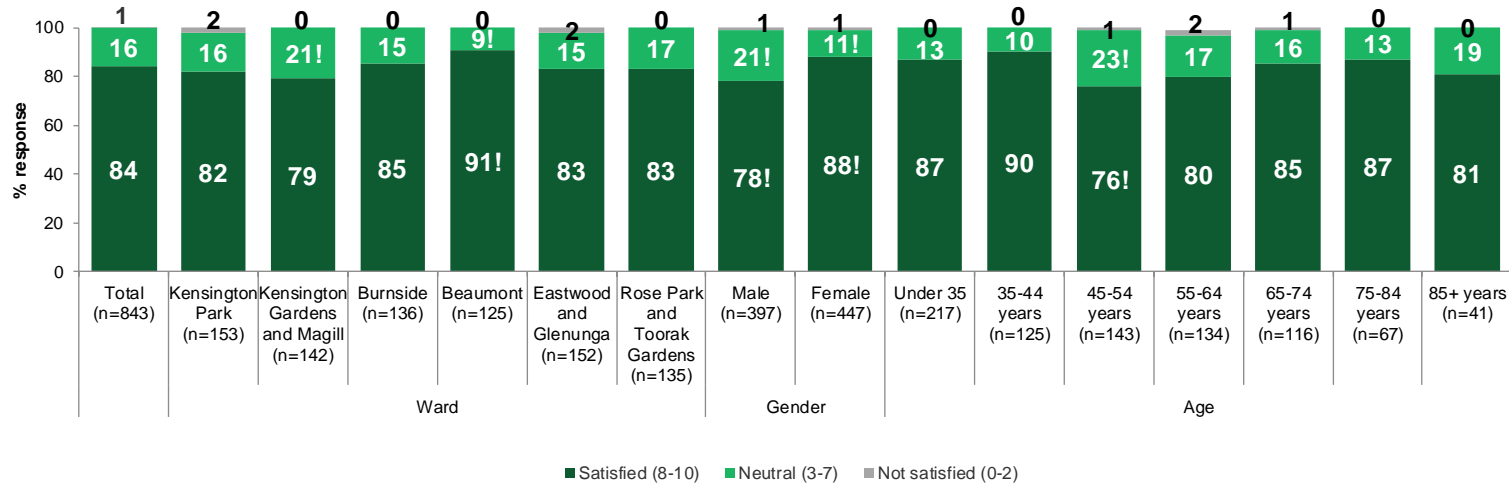
5.3 Wellbeing (continued)

Q9 – Council is interested in understanding the wellbeing of residents. I'm going to ask how satisfied you feel on a scale of 0 to 10. Zero means you feel not at all satisfied and 10 means you feel completely satisfied. Thinking about your own life and circumstances how satisfied are you with? (continued)

Your access to sport and leisure activities



Your life as a whole



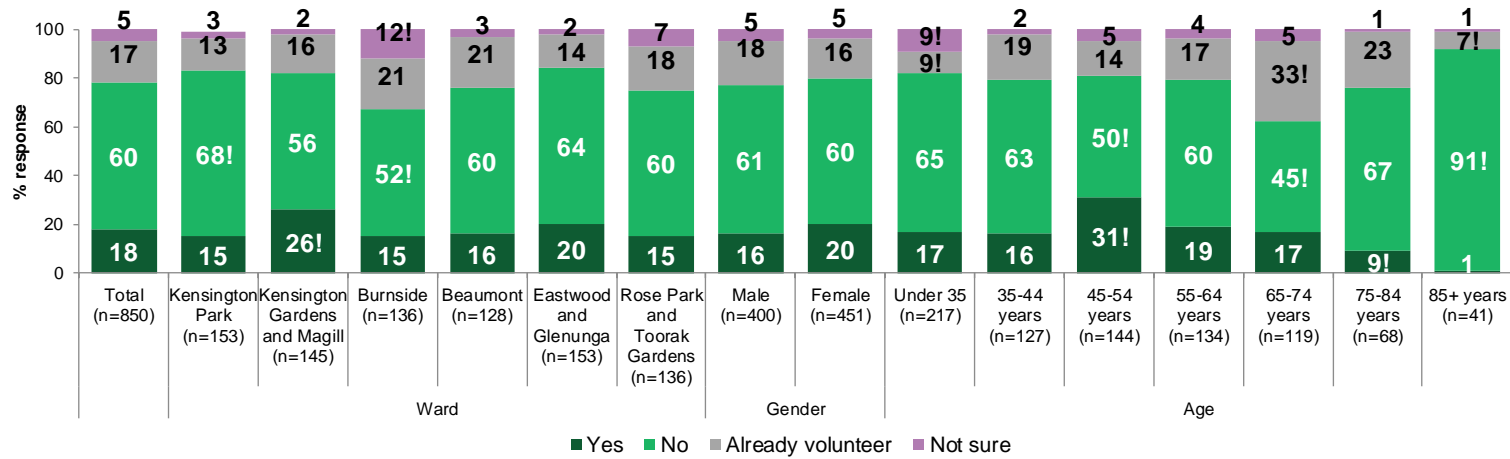
5.3 Wellbeing (continued)

Q10 – In what ways could Council assist you to improve your general wellbeing?

				Ward					Gender		Age						
		Total (n=829)	Kensington Park (n=152)	Kensington Gardens and Magill (n=140)	Burnside (n=130)	Beaumont (n=126)	Eastwood and Glenunga (n=151)	Rose Park and Toorak Gardens (n=131)	Male (n=392)	Female (n=437)	Under 35 (n=209)	35-44 years (n=127)	45-54 years (n=143)	55-64 years (n=130)	65-74 years (n=116)	75-84 years (n=64)	85+ years (n=40)
In what ways could Council assist you to improve your general wellbeing?	Nothing/Already satisfied	33%	34%	23%	31%	37%	42%	33%	34%	33%	38%	29%	32%	29%	28%	42%	46%
	More sporting clubs/events/activities	11%	14%	9%	21%	6%	8%	8%	12%	10%	15%	14%	14%	8%	8%	4%	1%
	Clean/maintain/upgrade outdoor areas (footpaths, verges, streets)	8%	10%	8%	9%	9%	4%	7%	7%	8%	3%	5%	7%	13%	12%	10%	12%
	More facilities (parks/playgrounds/skate parks)	5%	5%	4%	8%	6%	4%	2%	5%	5%	8%	4%	6%	6%	1%	2%	1%
	Improve communication/respond quicker	4%	1%	3%	2%	5%	5%	6%	5%	3%	2%	1%	5%	5%	8%	2%	3%
	Protect environment/plant more trees/less developments	3%	5%	4%	3%	1%	3%	2%	2%	5%	2%	2%	4%	5%	6%	1%	1%
	Promoting activities available	3%	4%	2%	1%	4%	0%	6%	2%	3%	2%	2%	3%	3%	5%	5%	*
	Provide domestic services/help elderly	2%	1%	3%	4%	2%	2%	4%	1%	3%	*	*	3%	3%	6%	9%	1%
	Improve security/safety	2%	0%	7%	1%	2%	3%	2%	2%	3%	4%	3%	1%	3%	1%	1%	*
	Lower council rates/lower activity fees	2%	3%	6%	1%	0%	1%	2%	3%	2%	3%	1%	3%	3%	2%	1%	*
	Improve infrastructure (eg roads, buildings)	2%	0%	4%	2%	2%	1%	5%	2%	3%	*	3%	3%	2%	2%	4%	4%
	Provide/improve transport	2%	1%	1%	1%	3%	4%	3%	1%	3%	1%	2%	3%	*	5%	1%	6%
	Improve regulations/policies	1%	1%	1%	0%	3%	0%	*	1%	0%	*	*	1%	1%	3%	2%	*
	Talks related to health (mental health, nutrition, etc.)	1%	*	1%	*	*	2%	1%	1%	1%	2%	1%	*	*	1%	*	*
	Assistance with job opportunities	1%	*	2%	1%	*	*	*	1%	*	*	3%	1%	*	*	*	*
	Information sessions/involvement with planning	0%	0%	*	2%	1%	0%	*	0%	1%	*	2%	1%	*	*	1%	1%
	Other	3%	2%	4%	2%	0%	5%	3%	3%	2%	3%	5%	1%	2%	3%	2%	3%
	Don't know	22%	21%	25%	18%	26%	20%	25%	24%	21%	22%	27%	21%	24%	18%	21%	26%

5.4 Volunteering

Q11 – Are you interested in volunteering within your community?



5.4 Volunteering

Q13 – In what ways could Council assist you to begin volunteering within the community?

	Total (n=194)	Ward						Rose Park and Toorak Gardens (n=30)	Gender		Age						
		Kensington Park (n=28)	Kensington Gardens and Magill (n=41)	Burnside (n=37)	Beaumont (n=25)	Eastwood and Glenunga (n=34)	Male (n=84)		Female (n=110)	Under 35 (n=55)	35-44 years (n=23)	45-54 years (n=52)	55-64 years (n=30)	65-74 years (n=27)	75-84 years (n=7)	85+ years (n=1)	
In what ways could Council assist you to begin volunteering within the community?	Increase awareness of opportunities within the community	44%	35%	42%	53%	49%	35%	49%	48%	41%	52%	50%	42%	44%	29%	35%	*
	Communicate opportunities via email/phone	25%	23%	41%	11%	31%	16%	28%	20%	29%	24%	35%	10%	34%	39%	31%	*
	Provide more detailed information about opportunities	6%	*	10%	13%	5%	5%	*	1%	10%	14%	*	6%	*	3%	3%	*
	Nothing they can do/already registered to volunteer	6%	8%	*	8%	3%	13%	4%	4%	7%	*	*	8%	7%	18%	7%	52%
	Provide opportunities outside of working hours	6%	8%	2%	8%	3%	13%	*	3%	7%	6%	3%	6%	6%	6%	*	*
	Not interested in volunteering	4%	12%	*	1%	6%	5%	2%	6%	3%	*	*	9%	*	9%	8%	*
	Offer more opportunities	1%	6%	*	3%	*	*	*	*	2%	*	8%	*	3%	*	*	*
	Other	3%	5%	5%	3%	3%	*	*	6%	1%	*	3%	7%	4%	*	*	*
	Don't know	10%	8%	10%	*	5%	15%	19%	15%	6%	10%	*	13%	8%	8%	20%	48%

5.4 Volunteering (continued)

	Total (n=154)	Ward							Gender		Age						
		Kensington Park (n=23)	Kensington Gardens and Magill (n=38)	Burnside (n=21)	Beaumont (n=21)	Eastwood and Glenunga (n=30)	Rose Park and Toorak Gardens (n=20)	Male (n=66)	Female (n=88)	Under 35 (n=37)	35-44 years (n=20)	45-54 years (n=45)	55-64 years (n=25)	65-74 years (n=21)	75-84 years (n=6)	85+ years (n=0)	
Community connection programs (e.g. running cooking classes, activity sessions)	40%	44%	48%	34%	47%	18%	51%	33%	45%	33%	47%	42%	51%	31%	26%	*	
Transport services (bus, driving) as a driver	20%	22%	30%	15%	15%	14%	14%	38%	6%	6%	39%	13%	29%	23%	37%	*	
Transport services as an assistant	32%	44%	29%	15%	35%	31%	40%	36%	29%	11%	49%	39%	40%	25%	50%	*	
Library and toy library	51%	57%	37%	74%	58%	45%	50%	38%	61%	58%	39%	47%	55%	56%	47%	*	
Conservation and biodiversity programs	51%	84%	43%	44%	32%	57%	48%	49%	53%	47%	49%	49%	68%	48%	43%	100%	
Justice of the Peace	21%	35%	11%	9%	22%	25%	31%	29%	15%	*	49%	23%	33%	11%	33%	*	
Community Centre reception desk	29%	52%	35%	12%	11%	22%	41%	32%	27%	20%	55%	28%	23%	29%	38%	*	
Community Garden	41%	63%	35%	45%	38%	38%	33%	36%	45%	39%	31%	49%	56%	24%	35%	*	
Language conversation	27%	22%	32%	36%	26%	21%	24%	27%	27%	9%	38%	30%	45%	21%	28%	*	
Waste education	26%	32%	21%	35%	29%	30%	10%	28%	25%	21%	38%	28%	24%	23%	21%	*	
Pepper Street Arts Centre gift shop	24%	40%	31%	17%	10%	21%	21%	17%	30%	20%	38%	28%	19%	19%	22%	*	
Pepper Street Arts Centre coffee shop	21%	34%	23%	6%	15%	19%	25%	22%	20%	9%	38%	26%	28%	6%	16%	*	
Pepper Street Arts Centre reception desk	19%	39%	26%	8%	10%	10%	15%	15%	21%	20%	29%	14%	20%	14%	23%	*	
Graffiti removal team	10%	7%	11%	7%	13%	10%	11%	18%	4%	6%	23%	5%	12%	13%	7%	*	
Youth programs	34%	38%	32%	21%	38%	31%	44%	39%	30%	18%	42%	45%	44%	20%	31%	*	
Aged care programs	35%	36%	31%	33%	24%	29%	62%	30%	39%	9%	47%	49%	40%	37%	24%	*	
Library Home Service	40%	32%	53%	21%	52%	25%	53%	41%	39%	21%	74%	37%	51%	36%	33%	*	
Local History	30%	34%	23%	39%	29%	21%	44%	34%	27%	20%	18%	41%	28%	37%	28%	*	
Heritage Reference Group	23%	24%	23%	31%	21%	10%	35%	23%	23%	15%	*	29%	39%	29%	14%	*	
Not interested in volunteering	2%	3%	*	*	4%	4%	*	3%	1%	*	*	*	*	11%	7%	*	
Other	3%	4%	*	*	*	11%	*	*	5%	9%	*	*	*	4%	*	*	

5.5 Environmental sustainability

Q14 – Which of the following actions have you/your household taken in your home or life to be more environmentally friendly?

		Total (n=850)	Ward						Gender		Age						
			Kensington Park (n=153)	Kensington Gardens and Magill (n=145)	Burnside (n=136)	Beaumont (n=128)	Eastwood and Glenunga (n=153)	Rose Park and Toorak Gardens (n=136)	Male (n=400)	Female (n=451)	Under 35 (n=217)	35-44 years (n=127)	45-54 years (n=144)	55-64 years (n=134)	65-74 years (n=119)	75-84 years (n=68)	85+ years (n=41)
Which of the following actions have you/your household taken in your home or life to be more environmentally friendly?	Recycling	99%	100%	100%	97%	100%	100%	96%	99%	99%	99%	98%	100%	99%	100%	99%	93%
	Installing LED/energy efficient light bulbs	89%	93%	91%	91%	83%	88%	89%	89%	90%	84%	84%	93%	96%	92%	92%	88%
	Using appliances with higher energy efficiency	81%	86%	86%	80%	85%	72%	79%	81%	81%	73%	79%	87%	91%	89%	75%	66%
	Using less water	76%	77%	71%	84%	81%	74%	72%	75%	78%	82%	86%	72%	73%	73%	66%	69%
	Installing water saving devices such as showerheads and taps	65%	73%	65%	63%	65%	66%	57%	65%	65%	58%	61%	67%	76%	70%	64%	58%
	Composting	62%	67%	61%	72%	54%	52%	66%	58%	66%	56%	63%	68%	63%	67%	60%	53%
	Protecting significant trees in your garden	60%	68%	64%	65%	66%	46%	55%	58%	62%	61%	57%	55%	63%	60%	67%	65%
	Installing solar panels/home battery system	49%	48%	54%	44%	64%	37%	50%	51%	48%	49%	39%	47%	56%	59%	53%	34%
	Working towards becoming carbon neutral	46%	45%	50%	42%	46%	40%	52%	46%	45%	42%	48%	45%	55%	50%	37%	30%
	Gardening/planting trees	2%	4%	0%	2%	2%	3%	1%	2%	2%	*	*	4%	4%	4%	4%	1%
Other	2%	5%	2%	0%	3%	0%	*	1%	2%	3%	*	3%	0%	1%	3%	1%	

5.5 Environmental sustainability (continued)

Q15 – What can Council do to assist your household in becoming carbon neutral?

		Total (n=850)	Ward						Gender		Age							
			Kensington Park (n=153)	Kensington Gardens and Magill (n=144)	Burnside (n=136)	Beaumont (n=128)	Eastwood and Glenunga (n=153)	Rose Park and Toorak Gardens (n=136)	Male (n=399)	Female (n=451)	Under 35 (n=121)	35-44 years (n=121)	45-54 years (n=121)	55-64 years (n=121)	65-74 years (n=121)	75-84 years (n=121)	85+ years (n=121)	
What can Council do to assist your household in becoming carbon neutral?	Provide information on what carbon neutral means	32%	29%	35%	30%	37%	29%	35%	29%	35%	45%	34%	27%	28%	23%	27%	23%	
	Provide tips and pointers on how households can become carbon neutral	23%	22%	21%	17%	28%	28%	25%	22%	25%	26%	37%	23%	21%	15%	18%	9%	
	Nothing/already satisfied	9%	11%	9%	6%	8%	10%	13%	11%	8%	1%	5%	14%	14%	15%	12%	15%	
	Rebates/subsidies on solar power/battery	5%	9%	6%	3%	3%	6%	3%	7%	3%	4%	7%	8%	5%	4%	3%	*	
	Incentives/rebates/subsidies	5%	6%	5%	6%	5%	3%	3%	7%	3%	4%	9%	8%	6%	1%	2%	*	
	Encourage use of electric vehicles/EV charging stations	2%	5%	4%	1%	1%	2%	1%	2%	2%	2%	*	4%	4%	3%	0%	*	
	More frequent recycling/bin collection	2%	4%	2%	1%	1%	1%	0%	2%	1%	3%	*	3%	1%	1%	1%	*	
	Don't know	34%	31%	35%	44%	26%	36%	32%	34%	34%	29%	33%	28%	32%	40%	44%	58%	

5.5 Environmental sustainability (continued)

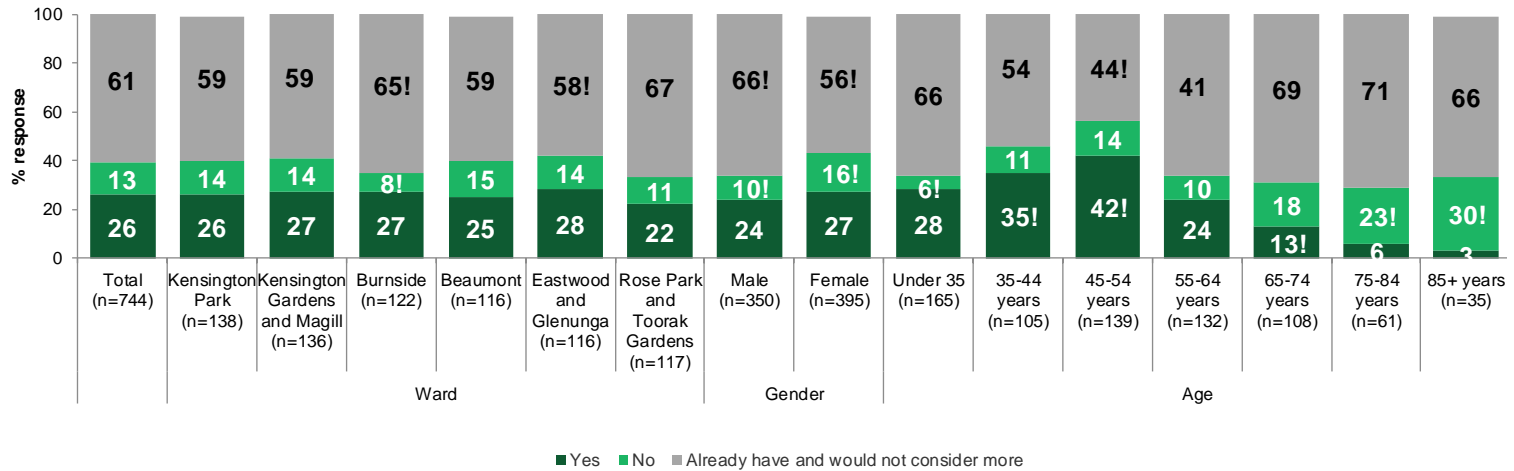
Q17 – What can Council do to assist your household to reduce your waste that goes to landfill and increase recycling?

		Total (n=850)	Ward					Rose Park and Toorak Gardens (n=136)	Gender		Age						
			Kensington Park (n=153)	Kensington Gardens and Magill (n=145)	Burnside (n=136)	Beaumont (n=128)	Eastwood and Glenunga (n=153)		Male (n=400)	Female (n=451)	Under 35 (n=217)	35-44 years (n=127)	45-54 years (n=144)	55-64 years (n=134)	65-74 years (n=119)	75-84 years (n=68)	85+ years (n=41)
What can Council do to assist your household to reduce your waste that goes to landfill and increase recycling?	Nothing/Satisfied	28%	24%	24%	34%	25%	29%	28%	27%	28%	15%	15%	27%	38%	34%	45%	51%
	Provide more information on what can be recycled	16%	26%	14%	18%	14%	12%	14%	20%	13%	21%	21%	12%	9%	19%	12%	11%
	More frequent recycling (yellow lid) bin collection	14%	11%	15%	14%	23%	10%	9%	13%	14%	16%	27%	17%	8%	4%	6%	2%
	More frequent organic (green lid) bin collection	12%	13%	10%	12%	17%	14%	7%	10%	14%	10%	12%	16%	14%	14%	7%	9%
	Provide tips and pointers on how households can reduce waste production	8%	11%	7%	7%	7%	6%	12%	8%	9%	8%	9%	8%	10%	9%	5%	6%
	Provide more/bigger bins/bags	6%	8%	8%	5%	6%	4%	6%	7%	6%	2%	14%	11%	9%	3%	1%	2%
	Less frequent general waste (red lid) bin collection	3%	3%	5%	5%	1%	2%	2%	3%	3%	3%	5%	1%	5%	4%	1%	3%
	Other	3%	5%	2%	1%	2%	6%	2%	3%	3%	5%	*	3%	3%	4%	2%	*
	More information on e-waste recycling locations	3%	7%	3%	0%	1%	2%	2%	4%	2%	5%	4%	1%	1%	3%	1%	1%
	More frequent hard waste collection	2%	0%	4%	2%	2%	3%	1%	2%	2%	2%	1%	3%	2%	2%	3%	1%
	Encourage reduction of packaging	2%	3%	1%	2%	2%	1%	3%	1%	2%	1%	3%	1%	2%	3%	3%	*
	Provide bin for soft plastics	2%	2%	3%	1%	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%	*
	Don't know	18%	15%	23%	15%	19%	22%	17%	17%	20%	25%	12%	18%	14%	17%	19%	23%

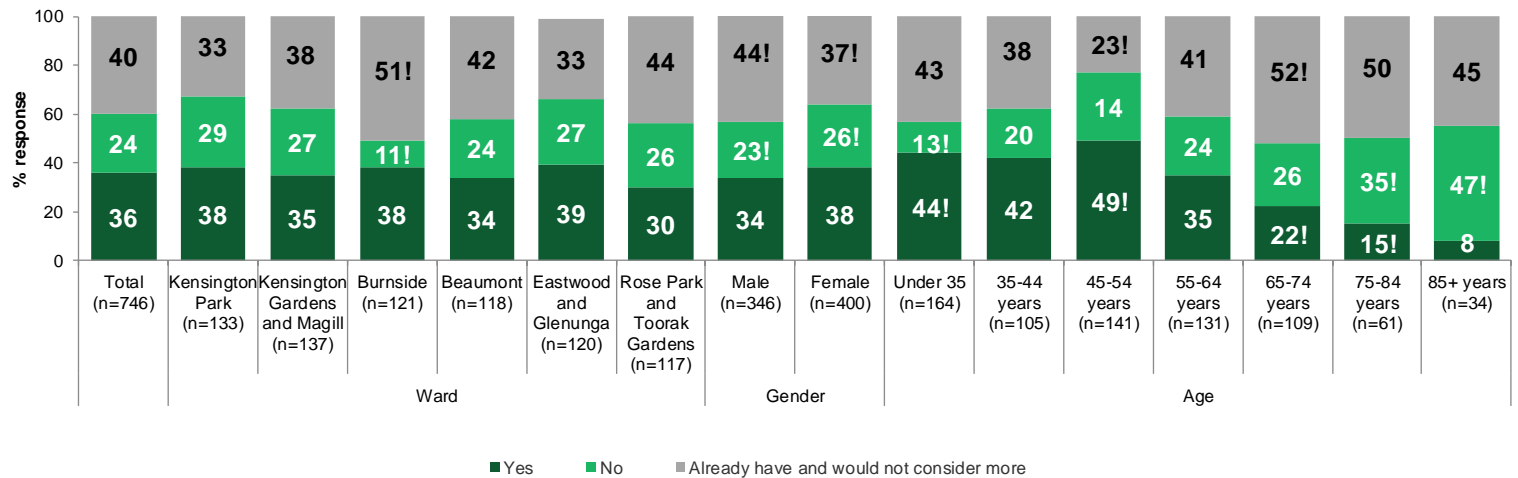
5.5 Environmental sustainability (continued)

Q18 – *Would you consider:*

Planting trees on your property



Planting other indigenous vegetation on your property



5.5 Environmental sustainability (continued)

Q19 – What do you think Council could do to encourage more residents to plant or preserve trees on their properties, to assist with increasing the tree canopy in the area?

		Total (n=850)	Ward						Gender		Age							
			Kensington Park (n=153)	Kensington Gardens and Magill (n=144)	Burnside (n=136)	Beaumont (n=128)	Eastwood and Glenunga (n=153)	Rose Park and Toorak Gardens (n=136)	Male (n=399)	Female (n=451)	Under 35 (n=121)	35-44 years (n=121)	45-54 years (n=121)	55-64 years (n=121)	65-74 years (n=121)	75-84 years (n=121)	85+ years (n=121)	
What do you think Council could do to encourage more residents to plant or preserve trees on their properties, to assist with increasing the tree canopy in the area??	Provide seeds/seedlings/plants	33%	35%	31%	33%	32%	27%	36%	34%	31%	21%	46%	36%	43%	29%	33%	17%	
	Provide information on the benefits of increasing the tree canopy in the area	29%	29%	33%	41%	23%	31%	17%	29%	29%	40%	29%	27%	27%	22%	22%	21%	
	Provide education to new home buyer on the benefits of maintaining trees	13%	12%	14%	16%	15%	14%	7%	17%	9%	15%	11%	9%	16%	12%	15%	14%	
	Subsidise the cost of seeds/seedlings/plants	12%	15%	7%	13%	20%	12%	6%	13%	11%	11%	11%	16%	15%	11%	9%	6%	
	Allow more land for trees/stop cutting trees down	8%	10%	8%	6%	9%	9%	6%	7%	9%	2%	1%	11%	13%	16%	14%	4%	
	Provide financial support for tree maintenance	8%	9%	6%	6%	13%	8%	7%	5%	11%	6%	17%	8%	6%	5%	7%	4%	
	Nothing/Already satisfied	5%	3%	7%	3%	4%	3%	7%	5%	4%	2%	9%	5%	3%	6%	5%	12%	
	Stricter laws/regulations	2%	4%	2%	1%	2%	2%	2%	2%	2%	2%	*	1%	3%	4%	4%	2%	
	Planting them for the residents/assistance with planting	2%	1%	1%	1%	2%	2%	6%	2%	2%	1%	1%	4%	2%	3%	2%	3%	
	Reduce rates/reward residents for planting trees	2%	3%	4%	*	1%	3%	0%	2%	2%	1%	1%	3%	2%	3%	1%	1%	
	Other	2%	2%	0%	6%	4%	2%	0%	2%	2%	2%	*	4%	5%	3%	2%	1%	
Don't know	17%	14%	17%	16%	7%	23%	24%	16%	18%	23%	16%	13%	10%	16%	16%	31%		

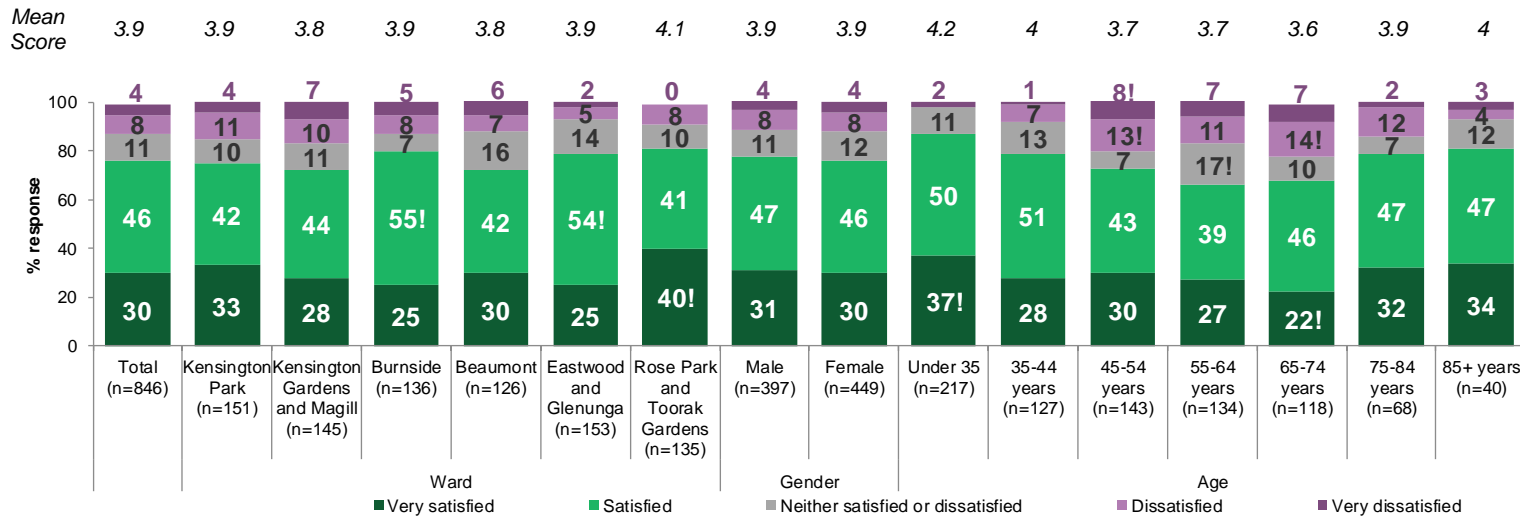
5.5 Environmental sustainability (continued)

Q20a– What do you think Council could do to encourage more residents to plant indigenous vegetation on their properties?

	Total (n=850)	Ward							Gender		Age						
		Kensington Park (n=153)	Kensington Gardens and Magill (n=144)	Burnside (n=136)	Beaumont (n=128)	Eastwood and Glenunga (n=153)	Rose Park and Toorak Gardens (n=136)	Male (n=399)	Female (n=451)	Under 35 (n=121)	35-44 years (n=121)	45-54 years (n=121)	55-64 years (n=121)	65-74 years (n=121)	75-84 years (n=121)	85+ years (n=121)	
Provide information on the benefits of indigenous vegetation	49%	53%	47%	64%	40%	49%	38%	50%	48%	63%	46%	51%	42%	43%	34%	31%	
Provide seeds/seedlings/plants	34%	33%	29%	38%	31%	40%	31%	34%	34%	21%	48%	38%	43%	30%	39%	22%	
Subsidise the cost of seeds/seedlings/plants	16%	21%	12%	15%	20%	15%	15%	17%	16%	8%	24%	22%	22%	17%	12%	9%	
Nothing	3%	2%	6%	1%	2%	3%	3%	2%	3%	2%	1%	1%	5%	4%	5%	10%	
Allow more land on blocks for trees/plants	2%	3%	3%	2%	2%	2%	1%	3%	2%	*	*	4%	4%	3%	5%	1%	
Organise information sessions/activities	1%	2%	0%	2%	1%	2%	1%	1%	2%	*	*	2%	2%	3%	3%	*	
Assistance with planting	1%	1%	3%	*	1%	3%	0%	1%	2%	2%	*	1%	2%	1%	2%	1%	
Encourage/remind residents more frequently	1%	0%	1%	1%	1%	1%	*	1%	1%	*	*	*	2%	2%	3%	*	
Incentives/bonuses for residents	1%	0%	1%	2%	*	0%	*	1%	0%	*	3%	1%	*	0%	*	1%	
Other	2%	1%	3%	3%	0%	2%	1%	2%	2%	2%	3%	1%	3%	2%	1%	1%	
Don't know	17%	14%	15%	7%	22%	17%	30%	17%	18%	19%	16%	16%	9%	18%	22%	35%	

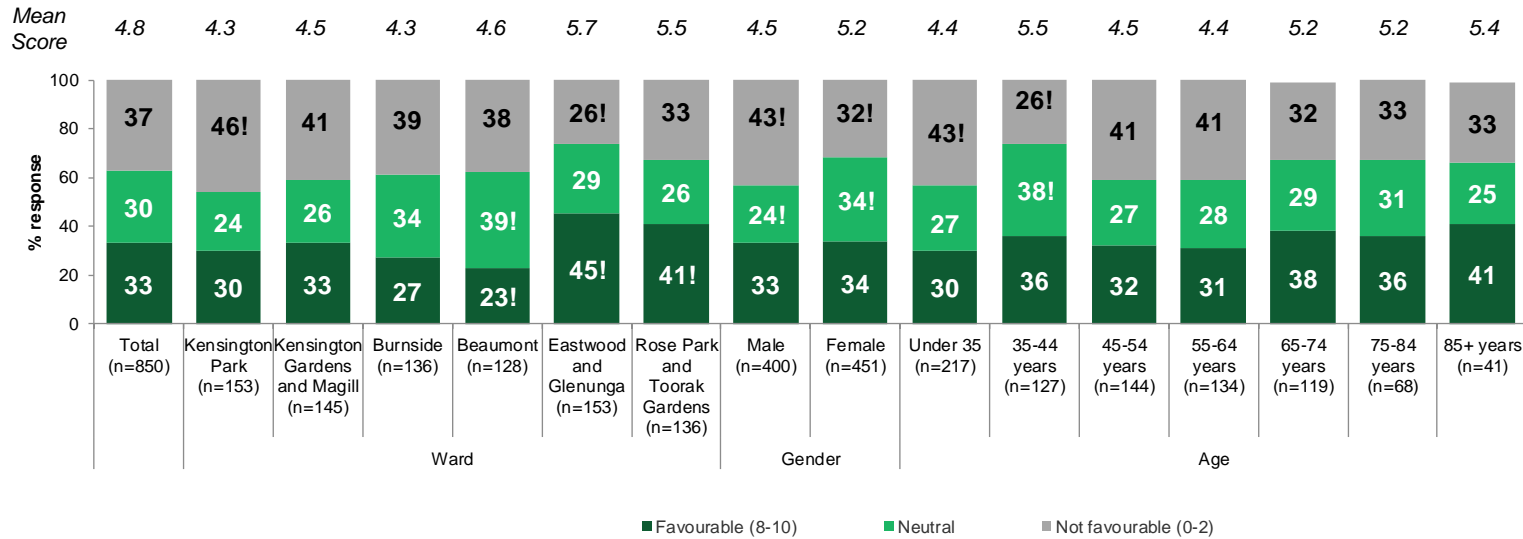
5.5 Environmental sustainability (continued)

Q21 – How satisfied are you with the preservation and maintenance of the tree canopy in streets and reserves within the City of Burnside area?

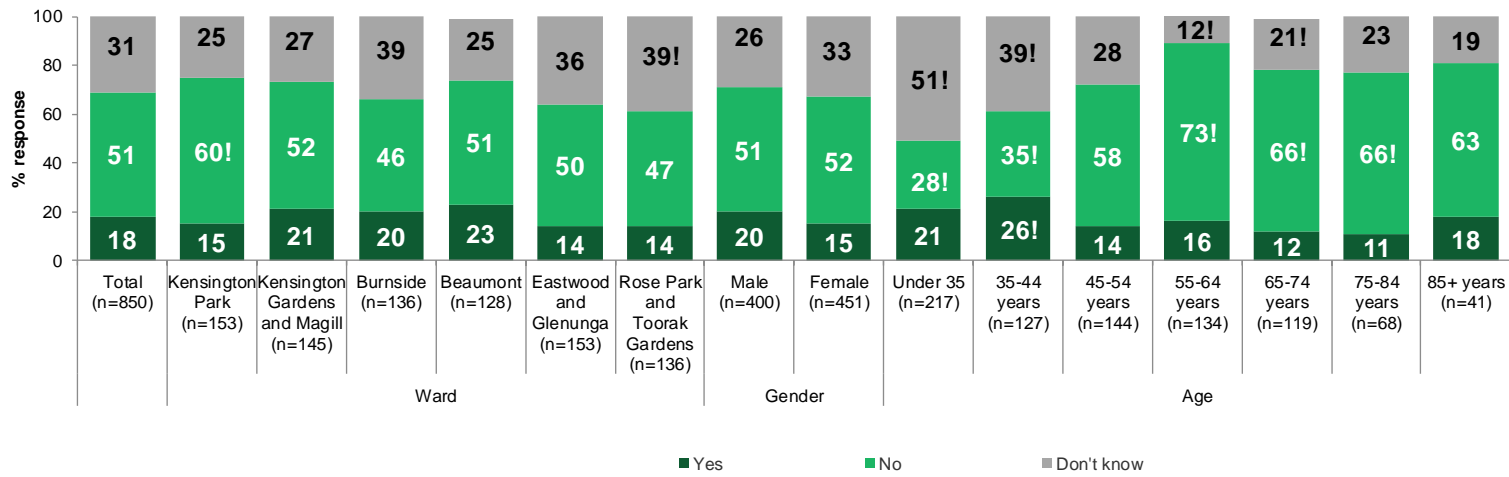


5.5 Support of 40 km/hour speed limit on local roads / support for sale of community land to resolve encroachment

Q22 – On a scale of 10 to 0, where 10 is extremely favourable and 0 is not at all favourable, how favourable do you feel towards the introduction of 40km/hour speed limits on local roads in the City of Burnside area?



Q22a – Do you support the sale of community land to resolve encroachments from residential structures?



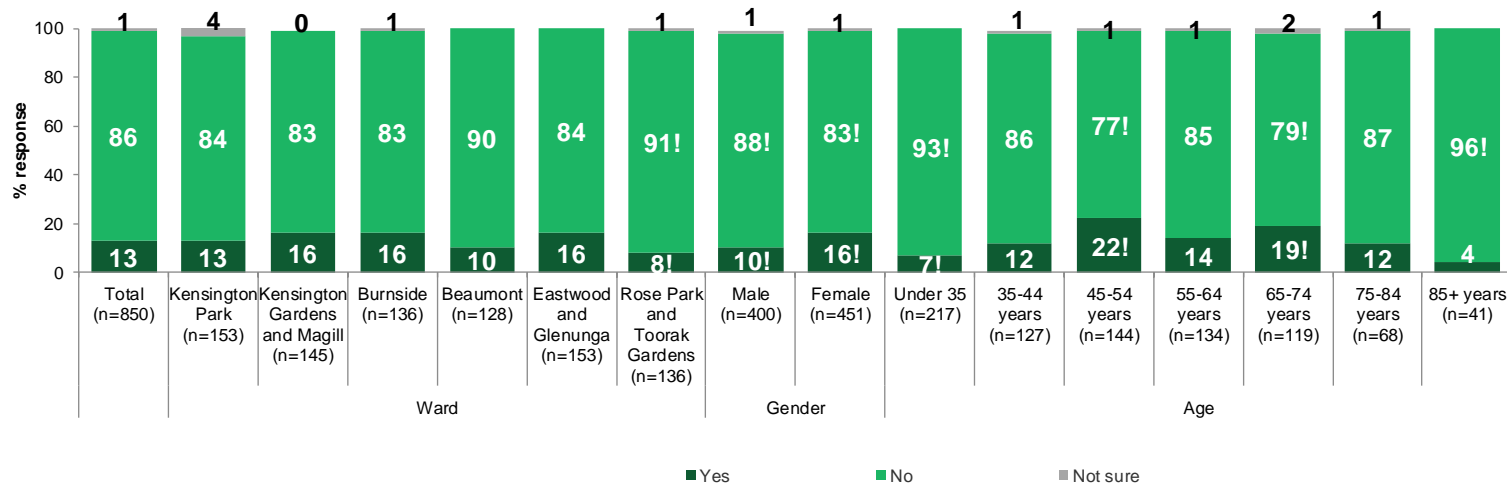
5.6 Information needs

Q23 – What information about Council business and activities would you like to be made readily available to residents?

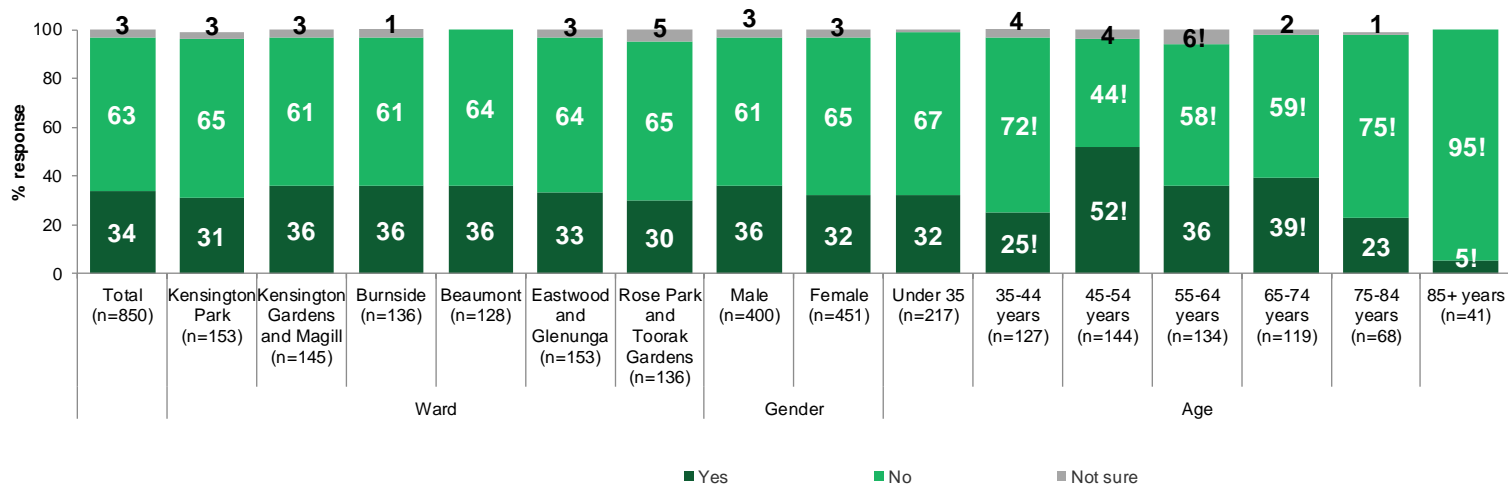
	Total (n=850)	Ward							Gender		Age						
		Kensington Park (n=153)	Kensington Gardens and Magill (n=145)	Burnside (n=136)	Beaumont (n=128)	Eastwood and Glenunga (n=153)	Rose Park and Toorak Gardens (n=136)	Male (n=400)	Female (n=451)	Under 35 (n=217)	35-44 years (n=127)	45-54 years (n=144)	55-64 years (n=134)	65-74 years (n=119)	75-84 years (n=68)	85+ years (n=41)	
Nothing further/happy already	32%	31%	25%	26%	42%	37%	30%	29%	34%	25%	26%	27%	30%	41%	49%	54%	
Communication of planning/development approvals	11%	13%	11%	9%	14%	9%	10%	12%	10%	5%	14%	10%	19%	15%	6%	3%	
Transparency of expenditure	8%	5%	9%	15%	3%	6%	7%	9%	6%	6%	6%	14%	9%	4%	6%	1%	
Notification of community events	5%	5%	4%	9%	7%	5%	2%	4%	7%	9%	11%	3%	3%	2%	*	3%	
Number of council decisions at meetings closed to the public	5%	7%	4%	7%	3%	6%	5%	6%	4%	2%	2%	7%	9%	8%	9%	2%	
General updates/information (unspecified)	4%	1%	6%	1%	1%	7%	6%	3%	4%	7%	1%	3%	2%	4%	3%	3%	
All information made available	3%	3%	4%	5%	4%	3%	0%	2%	4%	4%	3%	3%	4%	4%	1%	2%	
More communication (general)	2%	3%	3%	1%	3%	2%	2%	3%	2%	*	3%	2%	2%	7%	5%	3%	
Environmental initiatives	2%	3%	1%	2%	2%	4%	0%	2%	2%	4%	1%	2%	1%	1%	3%	3%	
Parks and reserve maintenance	2%	6%	3%	0%	*	*	3%	1%	2%	5%	*	1%	1%	1%	1%	*	
Road works planned	2%	3%	1%	*	4%	1%	2%	1%	3%	5%	2%	*	1%	1%	*	1%	
More community collaboration/opportunities to provide feedback	2%	2%	2%	1%	1%	3%	1%	2%	1%	*	*	1%	4%	5%	2%	*	
Sealed local roads maintained to condition standards	2%	3%	3%	*	*	3%	0%	2%	2%	2%	*	6%	1%	*	1%	*	
More transparency (general)	2%	2%	1%	1%	2%	2%	1%	2%	2%	*	*	2%	6%	2%	1%	1%	
Strategic direction/future of the ward	2%	0%	2%	1%	1%	2%	3%	2%	2%	*	1%	*	6%	3%	1%	1%	
Improved communication through website	2%	2%	3%	2%	*	1%	1%	2%	1%	*	1%	4%	1%	2%	2%	*	
Don't know	22%	21%	27%	26%	15%	15%	29%	22%	22%	31%	31%	22%	11%	13%	15%	25%	

5.7 Engagement panel

Q24 – Have you been involved in any community engagement activities with Council, including providing feedback through the Engage Burnside website in the last few months?



Q26 – Would you be interested in potentially joining a panel in the future where you may be asked a few questions a few times a year on important issues facing Council?



5.7 Engagement panel (continued)

Q25 – Your feedback is extremely important to Council in ensuring future planning reflects the needs of the whole community. How can Council better engage with you personally to gather your feedback on issues?

		Total (n=736)	Ward						Gender		Age						
			Kensington Park (n=133)	Kensington Gardens and Magill (n=121)	Burnside (n=114)	Beaumont (n=114)	Eastwood and Glenunga (n=128)	Rose Park and Toorak Gardens (n=125)	Male (n=358)	Female (n=378)	Under 35 (n=201)	35-44 years (n=111)	45-54 years (n=113)	55-64 years (n=116)	65-74 years (n=96)	75-84 years (n=60)	85+ years (n=39)
How can Council better engage with you personally to gather your feedback on issues?	Phone call/email	48%	52%	44%	43%	58%	46%	42%	46%	49%	60%	53%	53%	43%	37%	32%	15%
	Letterbox/in the mail/newsletter	20%	18%	18%	23%	23%	21%	20%	20%	21%	17%	15%	21%	24%	23%	24%	25%
	Questionnaires	17%	22%	23%	11%	16%	9%	23%	14%	21%	15%	25%	19%	13%	21%	17%	10%
	Online (social media, website)	6%	11%	5%	8%	7%	1%	7%	8%	5%	13%	10%	4%	5%	1%	0%	*
	Not interested in engagement	5%	4%	10%	6%	4%	2%	6%	4%	7%	3%	1%	3%	8%	7%	9%	18%
	Nothing/Satisfied	5%	6%	3%	5%	7%	3%	4%	6%	4%	1%	5%	5%	6%	5%	8%	13%
	Meetings/info sessions	3%	6%	1%	3%	2%	1%	2%	4%	1%	2%	2%	4%	5%	2%	2%	1%
	Communication/staying informed about council plans	2%	1%	2%	5%	1%	3%	3%	2%	3%	*	1%	5%	5%	2%	5%	2%
	Face to face	2%	2%	3%	1%	0%	3%	3%	2%	1%	*	*	3%	4%	4%	3%	2%
	Improve communication/response times - general	1%	0%	2%	2%	2%	1%	1%	2%	1%	*	1%	2%	2%	4%	1%	*
	Other	0%	*	*	0%	1%	*	*	0%	*	*	*	*	1%	*	0%	*
	Don't know	10%	7%	11%	7%	6%	18%	13%	11%	10%	13%	8%	7%	10%	8%	11%	22%

5.9 Demographics

The report aims to reflect a genuine representation of the community in the City of Burnside and all the elements within it. This is why the characteristics of the respondents are recorded to ensure that no single element is disproportionately represented and able to skew the results. Subsequently, the information in the report broadly reflects the community's opinions without being dominated by any sectional interest.

Age Groups (QAge)

	% response Dec 21 (n=850)
Less than 35 years	25
35-44 years	15
45-54 years	17
55-64 years	16
65-74 years	14
75-84 years	8
85+ years	5

Gender (QGender)

	% response Dec 21 (n=850)
Male	47
Female	53

Ward (QWard)

	% response Dec 21 (n=850)
Kensington Park	18
Kensington Gardens and Magill	17
Burnside	16
Beaumont	15
Eastwood and Glenunga	18
Rose Park and Toorak Gardens	16

5.9 Demographics (continued)

Suburb (Q20)

	% response Dec 21 (n=850)
Auldana	1
Beaumont	4
Beulah Park	3
Burnside	6
Dulwich	3
Eastwood	1
Erindale	3
Frewville	2
Glenside	7
Glen Osmond - East of Sunnyside Road (Beaumont Ward)	2
Glen Osmond - West of Sunnyside Road (Eastwood/Glenunga ward)	3
Glenunga	5
Hazelwood Park	6
Kensington Gardens	6
Kensington Park	6
Leabrook	3
Leawood Gardens	0
Linden Park	6
Magill	6
Mount Osmond	1
Rose Park	2
Rossllyn Park	3
Skye	1
St Georges	2
Stonyfell	3
Toorak Gardens	5
Tusmore	5
Waterfall Gully	0
Wattle Park	4

5.9 Demographics (continued)

Household situation (Q29)

	% response Dec 21 (n=843)
Lone person household	13
Group household of related or unrelated adults	9
Young couple, no children	7
Older couple, no children at home	23
Couple or single parent with mainly pre-school aged children	5
Couple or single parent with mainly primary-school aged children	13
Couple or single parent with mainly teenaged children	12
Couple or single parent with mainly adult children still living at home	18

Employment status (Q30)

	% response Dec 21 (n=841)
Part-time employment	20
Full-time employment	39
Unemployed	3
Home duties	3
Pensioner (non-age pension)	1
Retired/age pensioner	27
Student	6

Is your house...? (Q31)

	% response Dec 21 (n=833)
Owner occupied	84
Rented/tenanted	16

5.9 Demographics (continued)

Business ownership (Q32)

	% response Dec 21 (n=850)
Owner occupied	84
Rented/tenanted	16
No, don't own a business	75
Yes, a home-based business	8
Yes, based in business premises within Burnside Council area	3
Yes, in business premises outside of Burnside Council area	9
Yes, at various locations/clients' premises (e.g. builder, contract work, driver etc)	5
Yes, something else	0

APPENDIX 1

DATA WEIGHTING



A detailed breakdown of raw and weighted data is displayed via the table on the right.

Data for weighting was sourced from the most recently available statistics from the Australian Bureau of Statistics (2016) 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 total due to limitations of available data, which however, is not expected to impact on the results of the survey.

Variables	Raw Data #	Raw Data %	Weighted Data #	Weighted Data %
Overall	850	100%	850	100%
Gender				
Male	421	50%	488	47%
Female	429	50%	550	53%
Total	850	100%	850	100%
Age				
< 35	60	7%	217	26%
35-44 years	77	9%	127	15%
45-54 years	105	12%	144	17%
55-64 years	137	16%	134	16%
65-74 years	189	22%	119	14%
75-84 years	183	22%	68	8%
85+ years	98	12%	41	5%
Total	849	100%	850	100%
Ward				
Kensington Park	150	18%	153	18%
Kensington Gardens and Magill	145	17%	145	17%
Burnside	143	17%	136	16%
Beaumont	142	17%	128	15%
Eastwood and Glenunga	137	16%	153	18%
Rose Park and Toorak Gardens	133	16%	136	16%
Total	850	100%	850	100%



APPENDIX 2

SURVEY INSTRUMENT

Version 1
5714_CoB_CommSurvey2021_CATI
Last modified:23/12/2021 3:05:15 PM

QIntro Good afternoon/evening, my name is from newfocus, a market and social research organisation. 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?

QScreeener1. Interviewer note: Repeat intro and then... All newfocus research is carried out in compliance with the Australian Privacy Principles. Would you be willing to participate?

(IF ASKED: survey is approx 14 minutes)

Yes	1	
No	2	End

QScreeener1

QScreeener2. Can I confirm that you live in the City of Burnside Council area?

Yes	1	
No	2	End

QScreeener2

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
Leabrook	15
Leawood Gardens	16
Linden Park	17
Magill	18
Mount Osmond	19
Rose Park	20

Q20

Rosslyn Park	21	
Skye	22	
St Georges	23	
Stonyfell	24	
Toorak Gardens	25	
Tusmore	26	
Waterfall Gully	27	
Wattle Park	28	
None of the above	998	End

QWard Ward (Autopopulate)
d.

Do not answer If true

Kensington Park	1	
Kensington Gardens and Magill	2	
Burnside	3	
Beaumont	4	
Eastwood and Glenunga	5	
Rose Park and Toorak Gardens	6	

QWard

QBda In which year were you born?
y.

Do not answer If true

QBday

QAge. What is your age?

< 35	1	
35-44 years	2	
45-54 years	3	
55-64 years	4	
65-74 years	5	
75-84 years	6	
85+ years	7	
888 refused	8	

QAge

QGen Record gender (do not ask)
der.

Male	1	
Female	2	

QGender

Q1. How important is it to you to feel a sense of community or connection to others in your local area? Is it....

Extremely important	5	
Moderately important	4	
Neither important or unimportant	3	
Not very important	2	
Not at all important	1	

Q1

Q2. How strongly do you agree or disagree that you feel a sense of community or connection with your local community? Do you...

*Answer If Attribute "Neither important or unimportant" from Q1 is SELECTED OR
 Answer If Attribute "Moderately important" from Q1 is SELECTED OR
 Answer If Attribute "Extremely important" from Q1 is SELECTED*

Strongly agree	5
Agree	4
Neither agree nor disagree	3
Disagree	2
Strongly disagree	1

Q2

Q3. How satisfied are you with Council's efforts to help build a sense of community and connection among its residents?

*Answer If Attribute "Extremely important" from Q1 is SELECTED OR
 Answer If Attribute "Moderately important" from Q1 is SELECTED OR
 Answer If Attribute "Neither important or unimportant" from Q1 is SELECTED*

Very satisfied	5
Satisfied	4
Neither satisfied or dissatisfied	3
Dissatisfied	2
Very dissatisfied	1
Don't know	999

Q3

Q4. In what way do you feel Council could help residents feel a stronger sense of community or connection with others in the area?

*Answer If Attribute "Moderately important" from Q1 is SELECTED OR
 Answer If Attribute "Neither important or unimportant" from Q1 is SELECTED OR
 Answer If Attribute "Extremely important" from Q1 is SELECTED*

Unprompted

Volunteering programs	4
Grass root community-based programs	1
Small scale events	2
Large scale events	3

Q4_1
 Q4_2
 Q4_3
 Q4_4
 Q4_O

Q5. Do you, or anyone you know from the City of Burnside area, live with a disability?

Yes	1
No	2
Prefer not to say	888

Q5

Q6. In what ways could Council assist those living with disability to feel a stronger sense of community or connection with others in the area?

Answer If Attribute "Yes" from Q5 is SELECTED

Q6

Q7. Do you feel there are enough opportunities for passive recreation activities (such as walking, running, riding bikes, picnicking, bird watching etc) within the City of Burnside?

Yes	1
No	2
Not sure	999

Q7

Q8. In what ways could Council encourage you and other residents to undertake more passive recreation activities in the area?

Q8

Q9. Council is interested in understanding the wellbeing of residents. I'm going to ask how satisfied you feel on a scale of 0 to 10. Zero means you feel not at all satisfied and 10 means you feel completely satisfied. Thinking about your own life and circumstances how satisfied are you with?

	10	9	8	7	6	5	4	3	2	1	0	Not Not app sati lica sfie ble d at all
The environment that you live in	10	9	8	7	6	5	4	3	2	1	11	555
The quality of your health	10	9	8	7	6	5	4	3	2	1	11	555
What you are currently achieving in life	10	9	8	7	6	5	4	3	2	1	11	555
Your access to transport	10	9	8	7	6	5	4	3	2	1	11	555
How safe you feel	10	9	8	7	6	5	4	3	2	1	11	555
Your future security	10	9	8	7	6	5	4	3	2	1	11	555
Your access to sport and leisure activities	10	9	8	7	6	5	4	3	2	1	11	555
Your life as a whole	10	9	8	7	6	5	4	3	2	1	11	555

Q9_1
Q9_2
Q9_3
Q9_4
Q9_5
Q9_6
Q9_7
Q9_8

Q10. In what ways could Council assist you to improve your general wellbeing?

*Do not answer If Attribute "The environment that you live in" from Q9 is 10 - Completely satisfied AND
Do not answer If Attribute "The quality of your health" from Q9 is 10 - Completely satisfied AND
Do not answer If Attribute "What you are currently achieving in life" from Q9 is 10 - Completely satisfied AND
Do not answer If Attribute "Your access to transport" from Q9 is 10 - Completely satisfied AND
Do not answer If Attribute "How safe you feel" from Q9 is 10 - Completely satisfied AND
Do not answer If Attribute "Your future security" from Q9 is 10 - Completely satisfied AND
Do not answer If Attribute "Your access to sport and leisure activities" from Q9 is 10 - Completely satisfied AND
Do not answer If Attribute "Your life as a whole" from Q9 is 10 - Completely satisfied*

Q10

Q11. Are you interested in volunteering within your community?

Yes	1
No	2
Already volunteer	3
Not sure	999

Q11

Q12. Which of the local volunteering opportunities would you be interested in?

Answer If Attribute "Yes" from Q11 is SELECTED

Read out options

community connection programs (e.g. running cooking classes, activity sessions)	1	Q12_1
transport services (bus, driving) as a driver	2	Q12_2
transport services as an assistant	3	Q12_3
library and toy library	4	Q12_4
conservation and biodiversity programs	5	Q12_5
Justice of the Peace	6	Q12_6
Community Centre reception desk	7	Q12_7
Community Garden	8	Q12_8
Language conversation	9	Q12_9
Waste education	10	Q12_10
Pepper Street Arts Centre gift shop	11	Q12_11
Pepper Street Arts Centre coffee shop	12	Q12_12
Pepper Street Arts Centre reception desk	13	Q12_13
Graffiti removal team	14	Q12_14
Youth programs	15	Q12_15
Aged care programs	16	Q12_16
Library Home Service	17	Q12_17
Local History	18	Q12_18
Heritage Reference Group	19	Q12_19
		Q12_0

Q13. In what ways could Council assist you to begin volunteering within the community?

*Answer If Attribute "Yes" from Q11 is SELECTED OR
Answer If Attribute "Not sure" from Q11 is SELECTED*

Q13

Q14. Which of the following actions have you/your household taken in your home or life to be more environmentally friendly?

Read out options. Prompt anything else.

Using appliances with higher energy efficiency	1	Q14_1
Installing solar panels/home battery system	2	Q14_2
Installing LED/energy efficient light bulbs	3	Q14_3
Installing water saving devices such as showerheads and taps	4	Q14_4
Using less water	5	Q14_5
Working towards becoming carbon neutral	6	Q14_6
Recycling	7	Q14_7
Composting	8	Q14_8
Protecting significant trees in your garden	9	Q14_9
		Q14_0

Q15. What can Council do to assist your household in becoming carbon neutral?

Unprompted. Don't read out.

Provide information on what carbon neutral means	1
Provide tips and pointers on how households can become carbon neutral	2

Q15_1
Q15_2
Q15_O

Q17. What can Council do to assist your household to reduce your waste that goes to landfill and increase recycling?

Unprompted, don't read out.

More frequent recycling (yellow lid) bin collection	1
Provide more information on what can be recycled	2
Provide tips and pointers on how households can reduce waste production	3
Smaller general waste (red lid) bins	4
More frequent organic (green lid) bin collection	5
More information on e-waste recycling locations	6
Less frequent general waste (red lid) bin collection	7

Q17_1
Q17_2
Q17_3
Q17_4
Q17_5
Q17_6
Q17_7
Q17_O

Q18. Would you consider:

Read out

	Yes	No	Already have and would not consider more	N/A
Planting trees on your property	1	2	3	555
Planting other indigenous vegetation on your property	1	2	3	555

Q18_1
Q18_2

Q19. What do you think Council could do to encourage more residents to plant or preserve trees on their properties, to assist with increasing the tree canopy in the area?

Unprompted

Provide information on the benefits of increasing the tree canopy in the area	1
Subsidise the cost of seeds/seedlings/plants	2
Provide seeds/seedlings/plants	3
Provide financial support for tree maintenance	4
Provide education to new home buyer on the benefits of maintaining trees	5

Q19_1
Q19_2
Q19_3
Q19_4
Q19_5
Q19_O

Q20a. What do you think Council could do to encourage more residents to plant indigenous vegetation on their properties?

Unprompted, don't read out

Provide information on the benefits of indigenous vegetation	1	Q20a_1
Subsidise the cost of seeds/seedlings/plants	2	Q20a_2
Provide seeds/seedlings/plants	3	Q20a_3
		Q20a_O

Q21. How satisfied are you with the preservation and maintenance of the tree canopy in streets and reserves within the City of Burnside area?

Very satisfied	5	
Satisfied	4	
Neither	3	
Dissatisfied	2	Q21
Very dissatisfied	1	
Don't know	999	

Q22. On a scale of 10 to 0, where 10 is extremely favourable and 0 is not at all favourable, how favourable do you feel towards the introduction of 40km/hour speed limits on local roads in the City of Burnside area?

10 - Very favourable	10	
9	9	
8	8	
7	7	
6	6	
5	5	Q22
4	4	
3	3	
2	2	
1	1	
0 - Not at all favourable	11	

Q22a. Do you support the sale of community land to resolve encroachments from residential structures?

Yes	1	
No	2	Q22a
Don't know	999	

Q23. What information about Council business and activities would you like to be made readily available to residents?

Q23

Q24. Have you been involved in any community engagement activities with Council, including providing feedback through the Engage Burnside website in the last few months?

Yes	1	
No	2	Q24
Not sure	999	

Q25. Your feedback is extremely important to Council in ensuring future planning reflects the needs of the whole community. How can Council better engage with you personally to gather your feedback on issues?

*Answer If Attribute "Not sure" from Q24 is SELECTED OR
Answer If Attribute "No" from Q24 is SELECTED*

Q25

Q26. Would you be interested in potentially joining a panel in the future where you may be asked a few questions a few times a year on important issues facing Council?

Yes	1	
No	2	Q26
Not sure	999	

Q27. May we provide your name, email address and phone number to Council so that they can contact you directly with information about joining the panel? Your details would be held separately to the results of this survey so that your answers here can't be linked back to you, and would just be passed onto Council for the purpose of contacting you about joining the panel. Once your details are passed on, they will be deleted from our records and the panel and management thereof will be undertaken by Council directly.

*Answer If Attribute "Yes" from Q26 is SELECTED OR
Answer If Attribute "Not sure" from Q26 is SELECTED*

Yes	1	
No	2	Q27

Q28. Record details:

Answer If Attribute "Yes" from Q27 is SELECTED

Full name	1	Q28_1_1
Email address	2	Q28_1_2
Phone number	3	Q28_1_3

Q29. 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 parent with mainly pre-school aged children	5	Q29
Couple or single parent with mainly primary-school aged	6	

children	
Couple or single parent with mainly teenaged children	7
Couple or single parent with mainly adult children still living at home	8
Prefer not to say	888

Q30. What is your current employment status?

Part-time employment	1
Full-time employment	2
Unemployed	3
Home duties	4
Pensioner (non-age pension)	5
Retired/age pensioner	6
Student	7
Prefer not to say	888

Q30

Q31. Is your house...?

Owner occupied	1
Rented/tenanted	2
Prefer not to say	888

Q31

Q32. Do you or anyone in this household own a business?

No, don't own a business	1
Yes, a home-based business	2
Yes, based in business premises within Burnside Council area	3
Yes, in business premises outside of Burnside Council area	4
Yes, at various locations/clients' premises (e.g. builder, contract work, driver etc)	5
Yes, something else	6

Q32

Q33. Thank you for your time. In case you missed it, my name is from newfocus. The research is carried out in compliance with the Australian Privacy Principles and the information you provided will be used only for research purposes. 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. If you'd like to read our Privacy Collection Statement you can visit our website www.newfocus.com.au . You can also 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.