

Annual Community Survey 2018 Final Report

Prepared for



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Research
ISO 20252
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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 2012, City of Burnside released its Strategic Community Plan 2012-2025 based on the outcomes of a community engagement processes. The Plan outlined 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", which have guided the delivery of the Council's and community's shared vision.

In order to monitor resident satisfaction with each of the indicators developed for each strategic direction, the City of Burnside began conducting an Annual Community Survey. This first occurred in February 2013. In the following years similar surveys have been conducted to measure Council's progress across these issues. This is now the sixth survey of the series and the greater body of data is more useful in terms of identifying trends over time. (Note: In 2017 a different approach was adopted in order to gain deeper insights into the strategic findings of the previous years. As such, this report compares the findings against those from 2013-2016.)

The surveys also seek out community perceptions on the issues of the day, areas of immediate concern and future initiatives that are being considered. The information is used to gain insights about services Council can improve, add to 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 data obtained in previous years.

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. The overarching aim of the research was to understand the community's perceptions of the City of Burnside's service delivery performance this year, as well as over time. As with previous rounds of the community survey, Council sought comments from residents on both current service delivery and key topical issues. Council also wanted to compare the results with those of previous surveys to understand their performance over time.

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 2018
- assessment of changes over time against past data and established benchmarks
- 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. In addition, an online survey was conducted concurrently through Engage Burnside. This generated an improved level of response by providing residents with another avenue to access the survey; and improving service by allowing participation without the inconvenience of a phone call.

To maintain consistency with previous research, a sample of 800 residents was surveyed via telephone. Similar to previous iterations, the sample was stratified by age, gender and ward (based on ABS 2016 Census Data). During the fieldwork a sample of 944 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 ¹ | | Accuracy at one point in time- | Accuracy over time- |
|-------------------------------------|------------|---------------------|----------|--------------------------------|---------------------|
| | | Unweighted | Weighted | | |
| Residents of the City of Burnside-- | 43,911 | 944 | 948 | ±3.16% | ±4.46% |

-at 95% confidence level throughout

-- Estimated Resident Population 2016 (Community Profiles, ABS data)

1 – 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 944 and you are quoted accuracy over time of ±4.5%, this means that there must be a difference of ±4.5% between the results achieved in each survey of 800 respondents for a statistically significant difference at the .05 level to be found.

As with previous research, the project gained representation across life stages and ensured a good mix of respondents. Fieldwork was conducted between 15th November and 2nd December 2018 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 previous studies and lasted an average of 13 minutes. The instrument can be found in Appendix 2 of this report.

The research was carried out in compliance with 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.

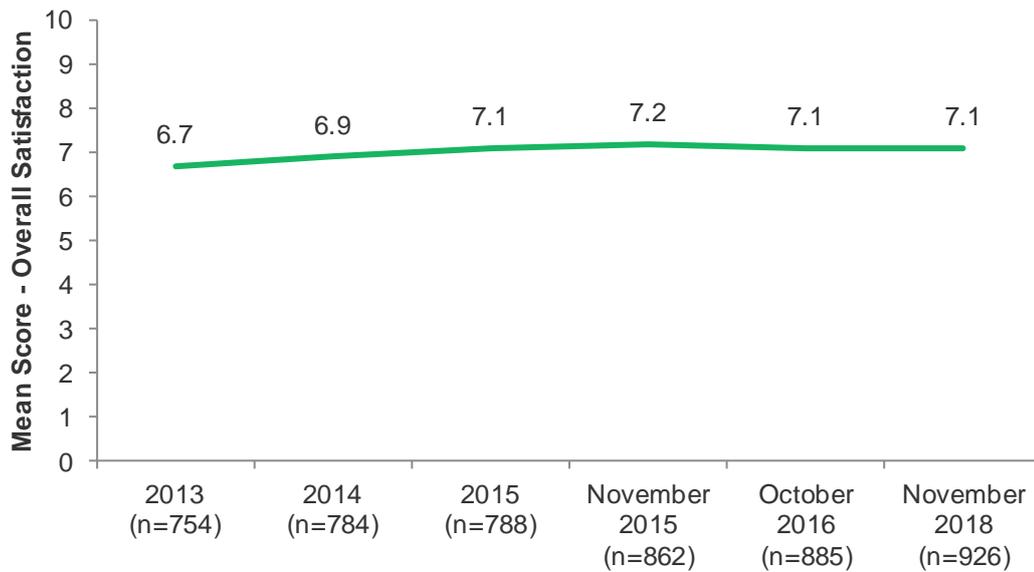
Residents electing to participate in additional or follow-up research

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 Community Survey. 34.1% of residents involved in the survey have opted in to participate in these groups (compared to approximately 37% in prior years). The contact details for these individuals have been provided in a separate document, in line with the requirements of the Australian Privacy Principles.

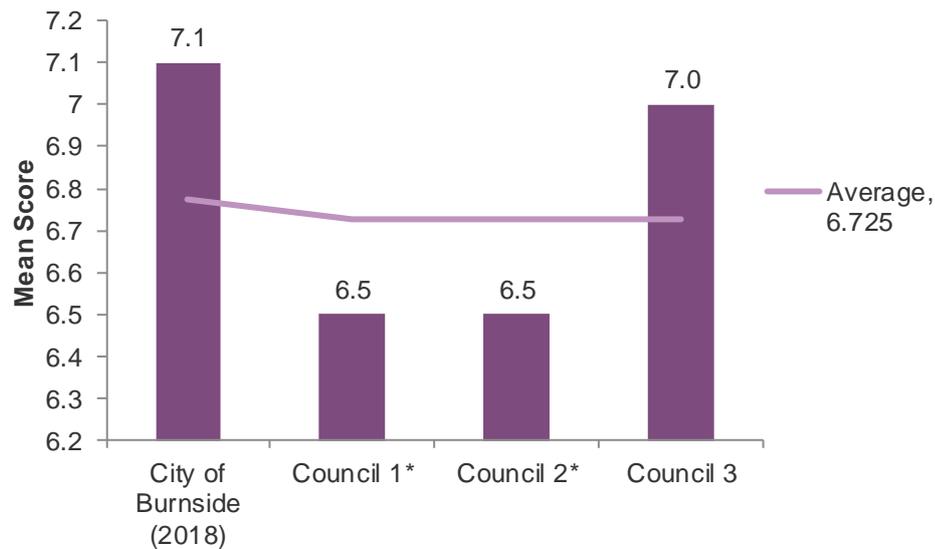
4. Key Findings and Implications

4.1 Overall satisfaction with Council performance

Overall satisfaction with Council continues to be high, with a mean score of 7.1 out of a possible 10 – steady from the 2016 wave. While not the highest score to date, this shows that the generally improved satisfaction from 2012 results has been maintained.



A comparison of City of Burnside to other ERA Councils shows strong performance amongst similar areas. Other data on satisfaction was available for three of the five Councils and shows that City of Burnside performs comparably with the best of these.



*Mean scores for Council's 1 & 2 derived from adjustment of 5 point scale scores and should be interpreted with caution.

4.2 Drivers of overall satisfaction

Regression analysis was undertaken again this year to analyse which metrics have the ability to best predict satisfaction on overall performance. Five items were identified as important to satisfaction with Council; several of them part of the objective *Our leading, connected and inclusive Council*. These items are as follows:

- Providing leadership in the community
- Financial management
- The balance between Council rates and the services and standards of infrastructure provided
- Water management initiatives
- Provision and management of traffic and parking in the City

R squared of model 0.661

| | Standardised Coefficients Beta | Significance |
|---|-----------------------------------|--------------|
| Providing leadership in the community | .307 | .000 |
| Financial management | .247 | .000 |
| The balance between Council rates and the services and standards of infrastructure provided | .177 | .005 |
| Water Management initiatives | .140 | .005 |
| Provision and management of traffic and parking in the City | .118 | .013 |

Once again, issues of governance are key priority items for Council to work on in order to build satisfaction with Council performance. This makes sense given that the Council performance is closely tied to effective financial management and the ability to lead the community. When reviewed by each ward (see next page) governance items were the top predictors across all locations.

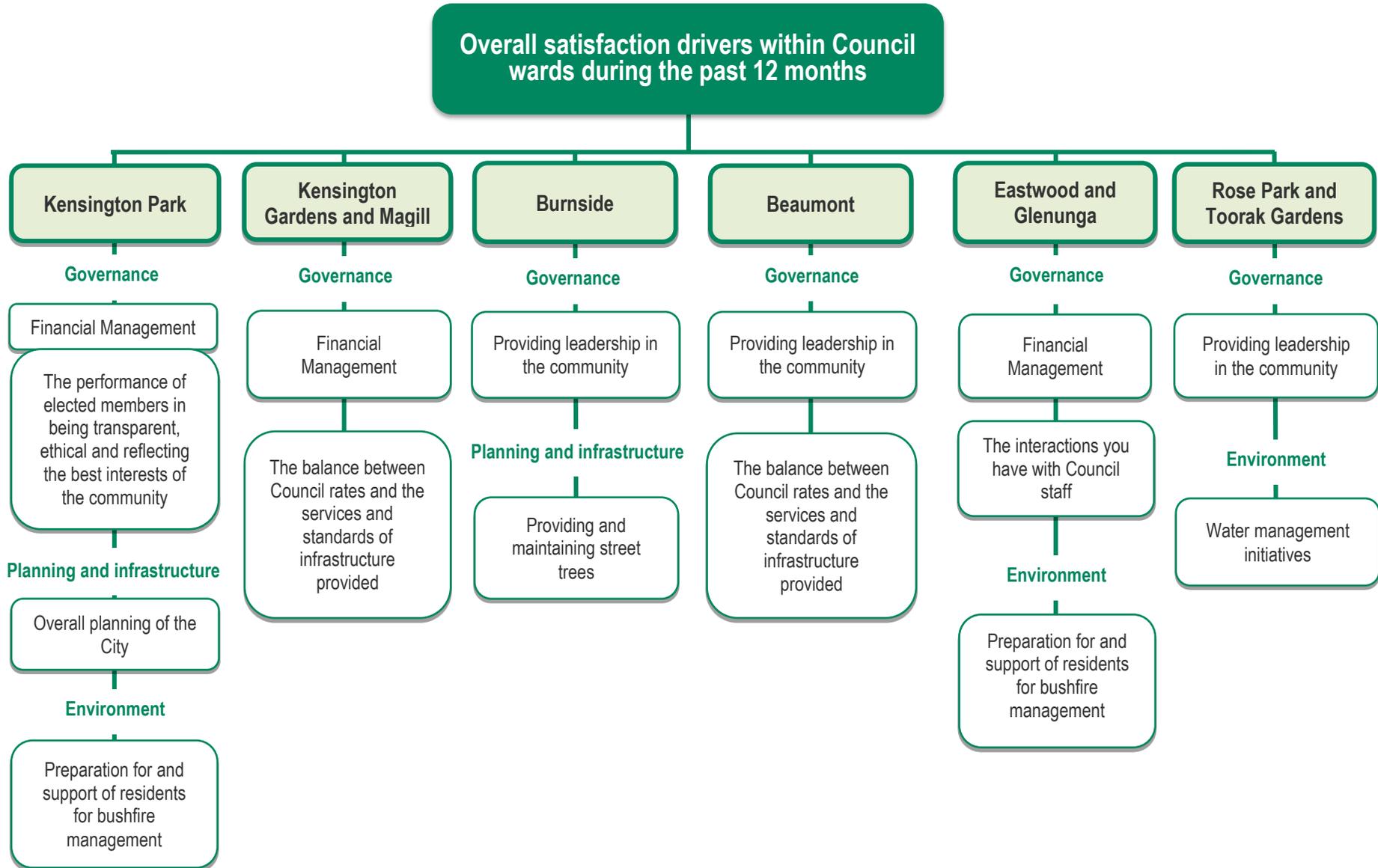
Water management initiatives remain important, particularly for those in Rose Park and Toorak Gardens ward. Environmental themes continue to impact across wards, with bushfire preparation a key item contributing to satisfaction scores for Eastwood and Glenunga, and Kensington Park wards.

Planning and infrastructure was also key for certain areas. The provision and management of traffic and parking was a more minor predictor overall. At ward level, provision of street trees remains a key predictor of overall satisfaction in Burnside ward.

It will be important for Council to address the governance items first and foremost in order to have the best impact on satisfaction scores. This includes more visible ways of providing community leadership in order to improve performance on this item, which has historically been an area of lower satisfaction and continues to require redress. Requests on this item specifically mentioned that Councillors should be more visible and engaged, as well as communicating more clearly on decisions and consulting residents before large investment in projects.

Financial transparency is currently attempted through the publication of spending but more promotion of this may be needed. The responses from residents show some desire to concentrate on the core services that are typically associated with Council (roads, rubbish, etc.) but other services are appreciated by and large, so it does not suggest a reduction in services per se. Comments on this item suggested that some felt spending on 'peripherals' (lunches, high quality print items and pavers etc.) was not necessary, but many focused on the costs of legal proceedings that have occurred where there have been problems between Councillors.

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



4.3 Changes in performance over time

The charts following provide a comparison for all survey items between 2016 and 2018. Notable improvements have been made, particularly for the objective *Our integrated urban form and living spaces*. There was an increase in mean score of 0.37 for provision and maintenance of footpaths, an excellent result for Council given that it has historically been an area of lower satisfaction. Also much improved was the provision and maintenance of local roads (increasing by 0.34).

Another area with notably improved mean scores was the objective *Our protected and valued environment*. Largest improvements were made for hard waste and electronic waste management (up 0.40) and water management initiatives (up 0.33). Similarly, the objective *Our diverse, supportive, happy and healthy people* had a few large gains in mean scores over the 2016-2018 period – e.g. support for local business (up 0.39).

Where gains had been made for the objective *Our leading, inclusive and connected Council* in 2016, this was an area of notable declines in 2018:

- financial management – down 0.43
- the performance of current elected members in being transparent, ethical and reflecting the best interests and values of the community – down 0.21
- providing leadership in the community – down 0.10

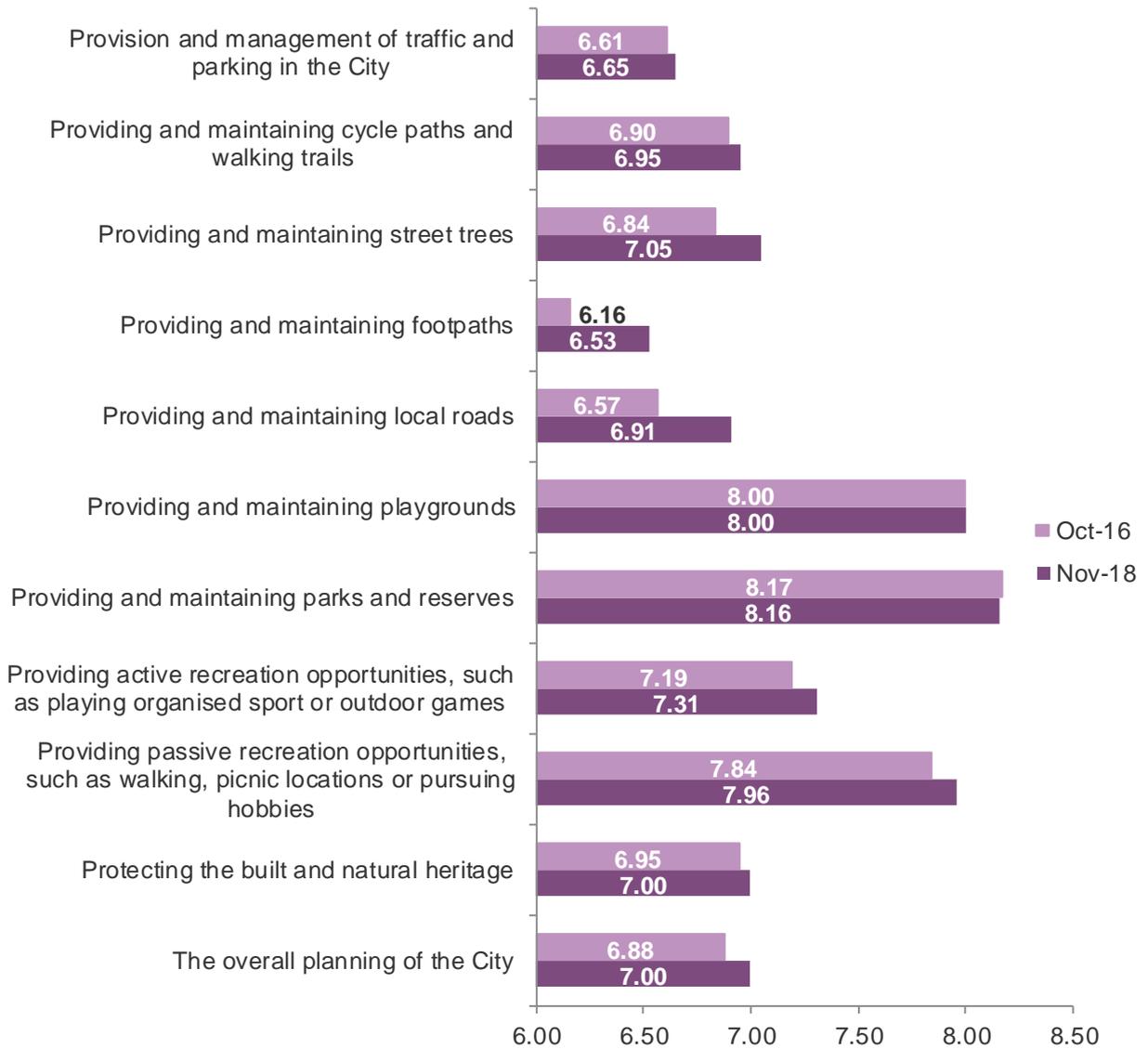
This may be partly due to the timing of the survey when elections had been held, causing some tendency towards neutral responses, however it is still a low result when compared to other election years.

Other declines were minor, being less than 0.10 and reflecting some expected variation. Most items were improved over 2016, reflecting positive outcomes of Council efforts.

Residents' perceptions: November 2016 & 2018

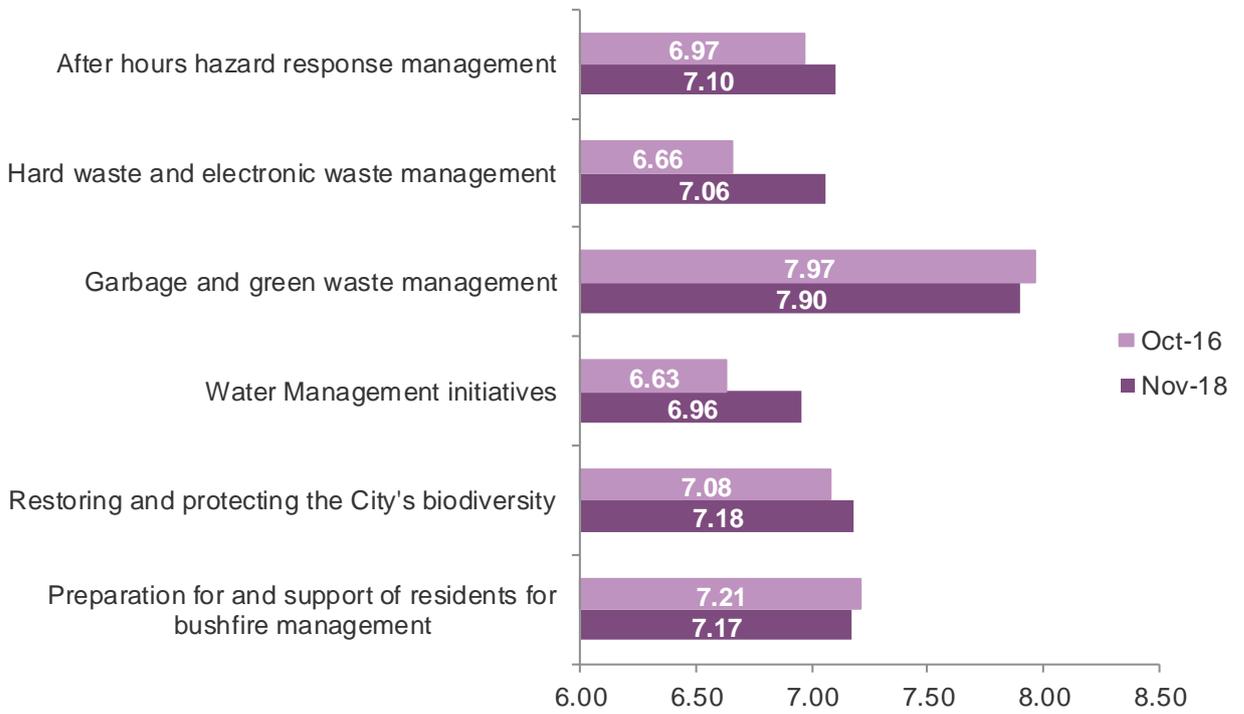
1. Our integrated urban form and living spaces

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



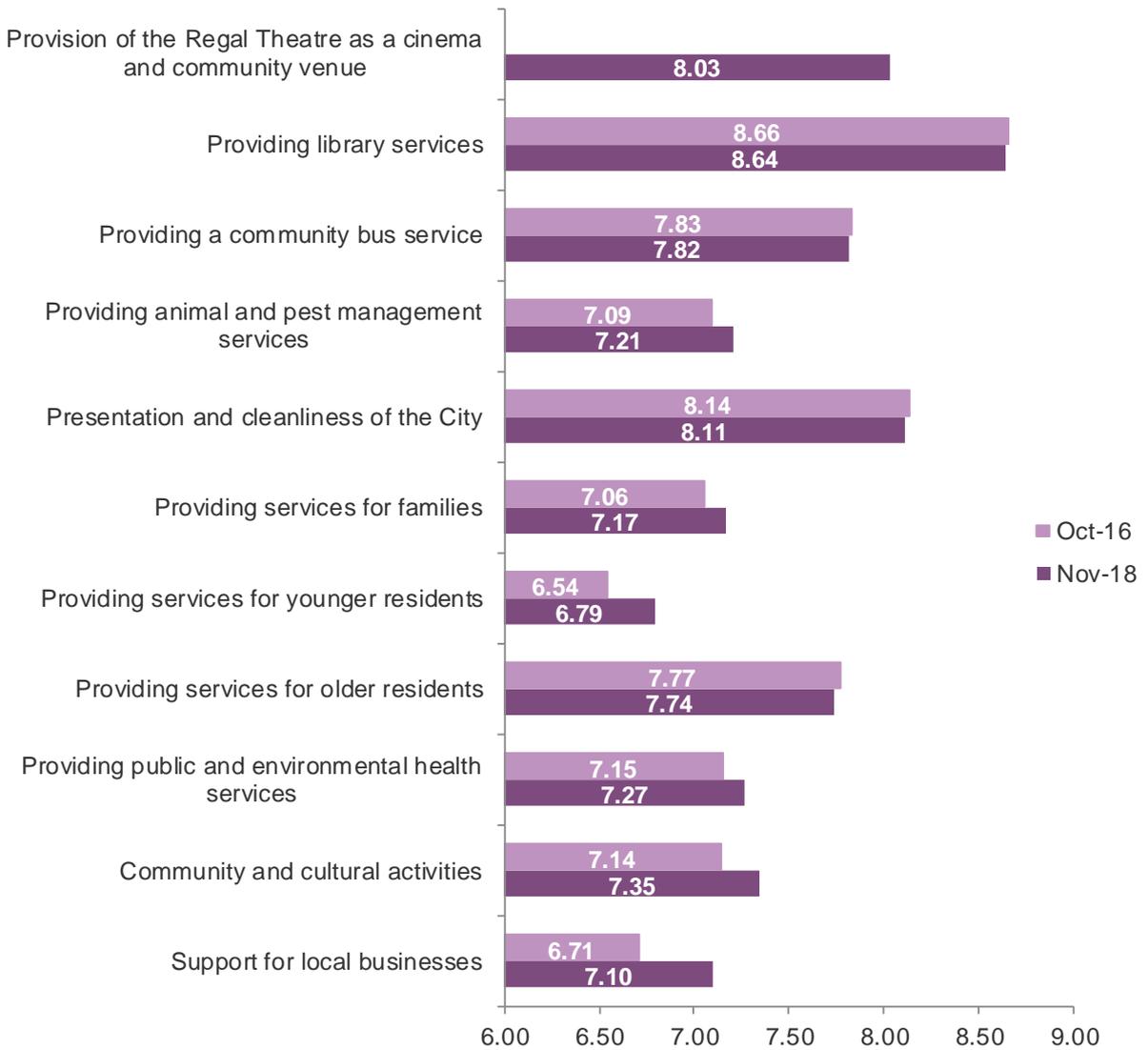
2. Our protected and valued environment

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



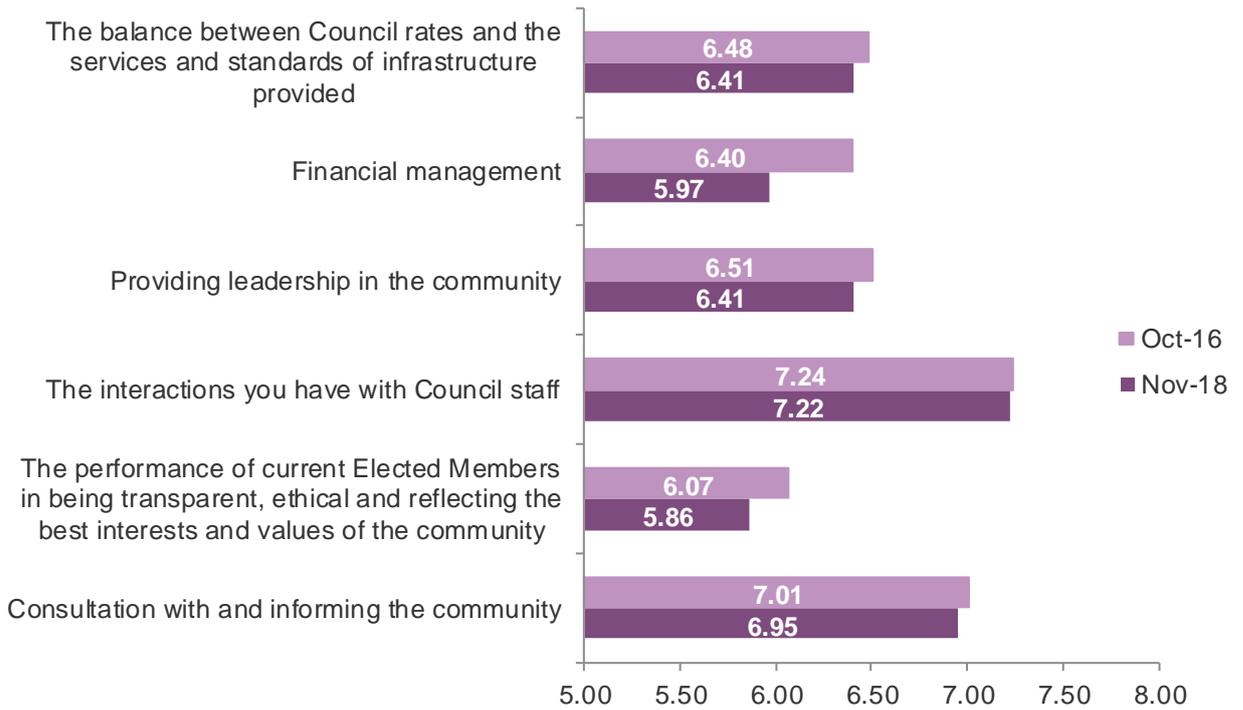
3. Our diverse, supportive, happy and healthy people

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



4. Our leading, inclusive and connected Council

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



4.4 Top areas of resident satisfaction by ward

Eastwood and Glenunga Ward and Beaumont Ward were both areas with highest overall satisfaction (77% and 78% satisfied respectively). The ward with lowest satisfaction with Council performance overall was Kensington Park (63% satisfied) followed by Rose Park and Toorak Gardens Ward (65% satisfied).

The provision and maintenance of parks and reserves is an area of strength for the Council, being very consistently rated across all wards (mean score of 8.1 to 8.2 for all areas). Provision and maintenance of street trees also was generally consistent (7.1 mean score for all except Rose Park and Toorak Gardens Ward). Items that were rated above 7 out of 10 for all wards were:

- Providing passive recreation opportunities, such as walking, picnic locations and pursuing hobbies
- Providing and maintaining playgrounds
- Restoring and protecting the city's biodiversity
- Garbage and green waste management
- Community and cultural activities
- Providing services for older residents
- Presentation and cleanliness of the city
- Providing animal and pest management services
- Providing a community bus service
- Providing library services
- Provision of the Regal Theatre as a cinema and community venue

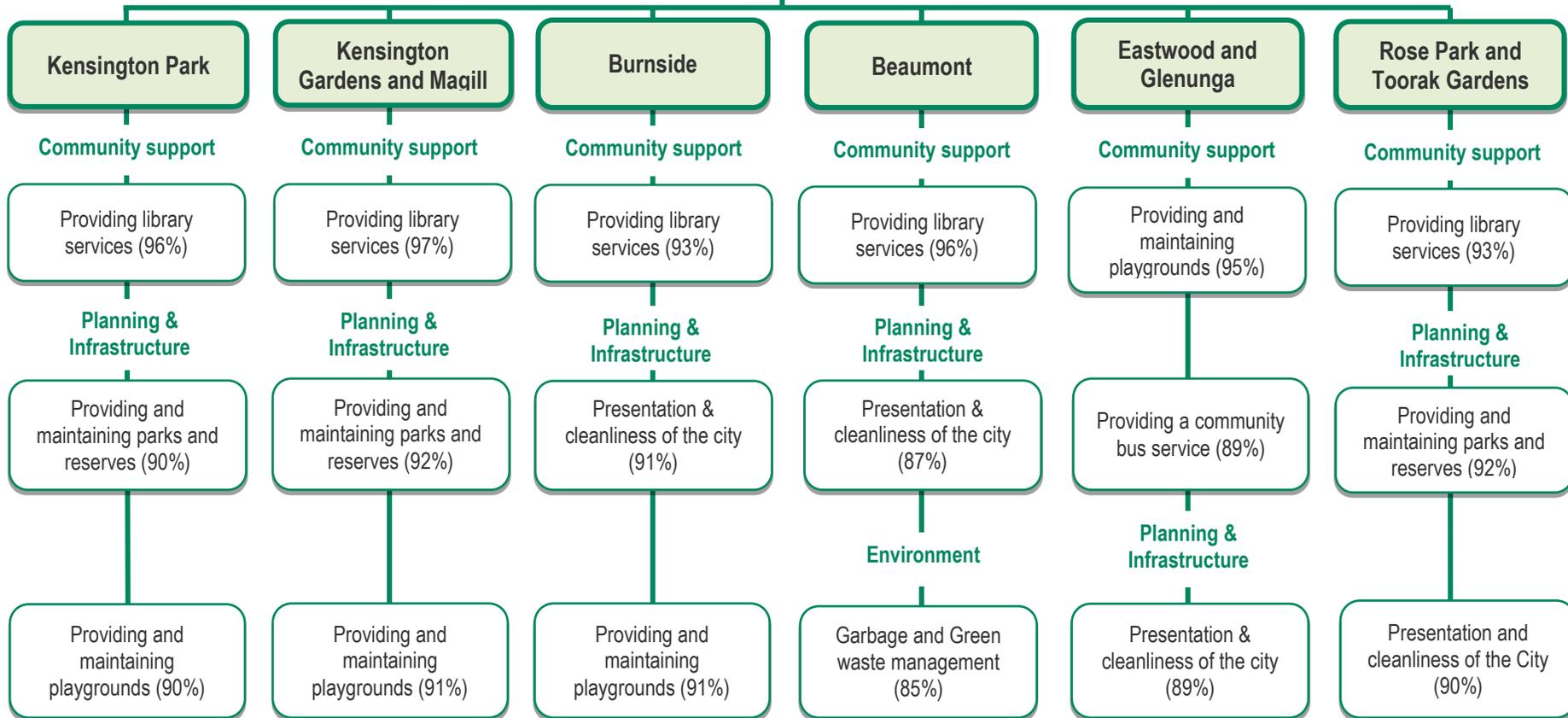
Rose Park and Toorak Gardens Ward had much lower ratings on the objective *Our leading, connected and inclusive Council*, with particularly low mean scores for providing leadership in the community, a mean score of 5.5 or 0.8 lower than the next lowest ward score. Other areas of lower ratings in this ward were on the performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community (mean score of 5.2, compared to overall average of 5.9), the services and standards of infrastructure provided (mean score of 5.7, compared to overall average of 6.4) and financial management (mean score of 5.3, compared to survey average of 6.0).

This Ward also gave lower ratings for the provision of services for youth and families and the provision of active recreation opportunities, suggesting a need to focus any activities and promotion of such around this area (and also potentially around Kensington Park, as well as Kensington Gardens and Magill Wards, as these areas had lower ratings on this item also). Waste services were another area of lower ratings for Toorak Gardens and Rose Park.

While Kensington Park had much lower overall satisfaction with Council performance, there were few areas that stood out as having much lower mean scores for this area. They had similar ratings of the provision and management of traffic and parking as Rose Park and Toorak Gardens, which were also slightly lower on this item. All other items were generally comparable for this ward so may reflect less connection with Council and a more neutral perspective (31% gave neutral ratings on overall satisfaction with Council performance).

Top areas of resident satisfaction by ward

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

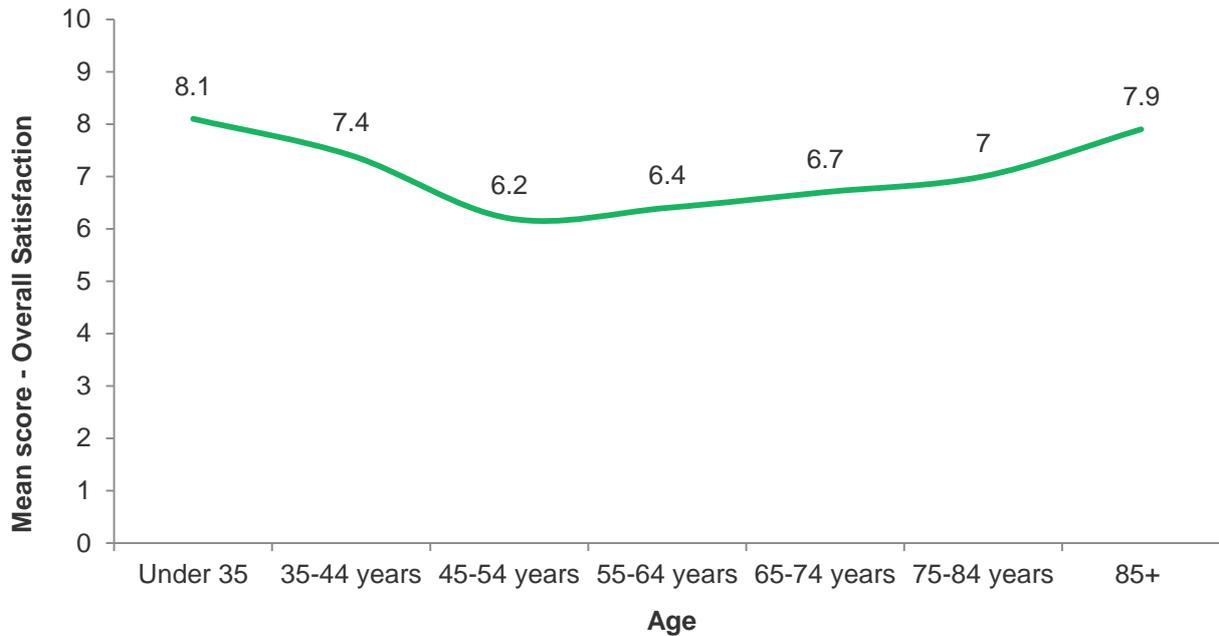


Notes: Percentages designate the proportion of residents reporting satisfaction scores from 7 to 10 on a scale from 0 to 10.

4.5 Variance in performance of different age groups

Overall satisfaction by age continues to show that the youngest and oldest residents are more satisfied than those who are middle-aged (particularly 45-64 years). Those aged 45-54 were least satisfied and most likely dissatisfied, although a sizeable proportion remains neutral – only 1 in 7 was dissatisfied. This suggests that there are lifestyle factors that may be influencing a disconnect with Council, but also leading to higher expectations from a minority.

(Q13)



This lower satisfaction was reflected throughout survey components, with most items showing lower satisfaction from those in the 45-54 year old age bracket. The most notable items with lower ratings from this group were on:

- The performance of current Elected Members in being transparent, ethical and reflecting the best interests of the community – mean score of 4.7 compared to average of 5.9
- Financial management – mean score of 4.9 compared to average of 6
- The balance between Council rates and the services and standards of infrastructure provided – mean score of 5.4 compared to average of 6.4

These are historically areas of lower satisfaction, particularly for this age cohort.

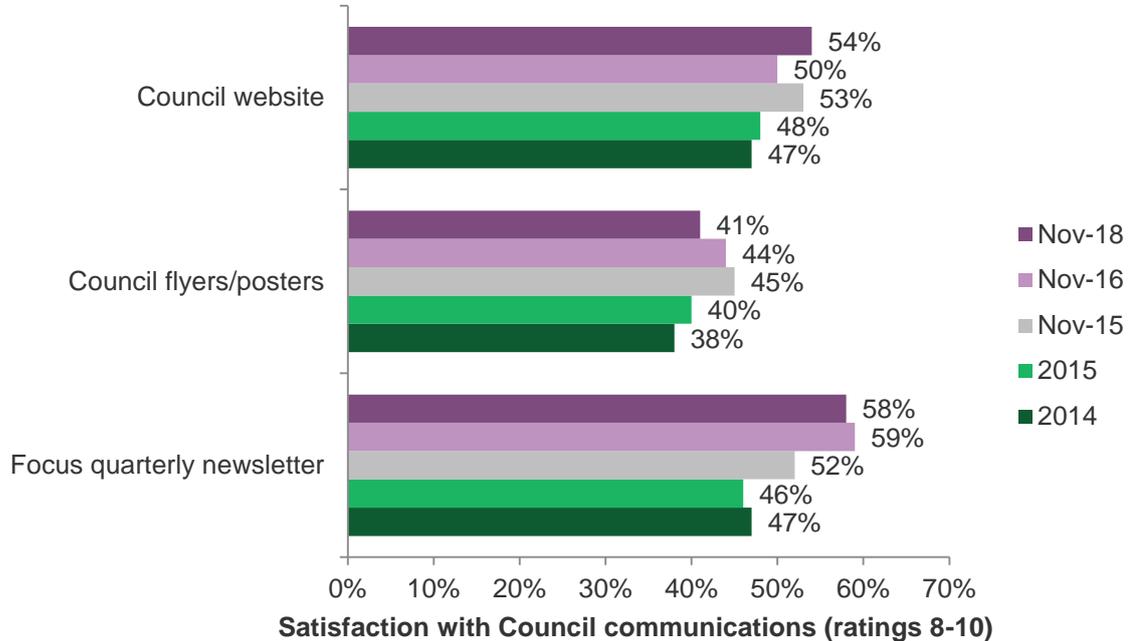
Top and bottom areas of resident satisfaction and underperforming areas by age

| | 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 and maintaining parks and reserves | Providing library services | Providing library services | Providing library services | Providing library services | Providing library services |
| | Presentation and cleanliness of the city | Providing services for older residents | Providing & maintaining playgrounds | Providing & maintaining parks & reserves | Providing & maintaining playgrounds | Presentation & cleanliness of the city |
| | Provision of the Regal Theatre as a cinema and community venue | Providing & maintaining playgrounds | Presentation and cleanliness of the city | Providing & maintaining playgrounds | Providing & maintaining parks & reserves | Providing a community bus service |
| | Providing library services | Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies | Provision of the Regal Theatre as a cinema and community venue | Presentation & cleanliness of the city | Presentation & cleanliness of the city | Providing & maintaining parks & reserves |

| | | | | | | |
|--|--|--|--|--|--|--|
| Bottom 4 attributes with lowest satisfaction | Preparation for and support of residents for bushfire management | Providing and maintaining street trees | Financial management | Providing Leadership in the community | Provision & management of traffic & parking in the City | Providing leadership in the community |
| | Water management initiatives | Providing leadership in the community | Providing leadership in the community | The balance between Council rates and the services and standards of infrastructure | Providing & maintaining footpaths | Providing & maintaining footpaths |
| | Community and cultural activities | Financial Management | The balance between Council rates and the services and standards of infrastructure | Financial management | Financial management | Financial management |
| | Financial Management | Performance of Elected Members in being transparent, ethical & reflecting best interests & values of community | Performance of Elected Members in being transparent, ethical & reflecting best interests & values of community | Performance of Elected Members in being transparent, ethical & reflecting best interests & values of community | Performance of Elected Members in being transparent, ethical & reflecting best interests & values of community | Performance of Elected Members in being transparent, ethical & reflecting best interests & values of community |

4.6 Communications

Satisfaction with Council communications continues to improve, particularly for the Focus Quarterly newsletter and the Council website, while satisfaction with Council flyers and posters continues to diminish. Again, satisfaction was lowest with these items for those aged 45-54, followed by those aged 55-64.



4.7 Preferred communication channels

Preferred communication channels remain consistent with results seen in 2016. Email continues to grow in preference as a communication channel with Council – up 1% to 44% mentioning this as their preferred method. Nevertheless, letters and direct mail also continue to be popular, mentioned by a third of those surveyed. Over 1 in 5 also mentioned the Focus newsletter and Council website as a preferred method, showing the continuing importance that these methods and the continuing need to ensure that satisfaction with these channels is maintained. Only 1 in 10 mentioned the flyers and posters as a preferred method, with higher mentions by those 35-44 years and those 85 years or older. Email is the most preferred method of contact for those aged up to 74 years, while letters and direct mail as well as the Focus newsletter are more preferred methods for the oldest age cohorts.

| Total | Less than 35 years | 35-44 years | 45-54 years | 55-64 years | 65-74 years | 75+ years |
|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Email | Email | Email | Email | Email | Email | Letters/ direct mail |
| Letters/ direct mail | Focus newsletter |
| Focus newsletter | Council website | Focus newsletter | Focus newsletter | Focus newsletter | Focus newsletter | Email |

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

Three of the four objectives for the Strategic Directions had overall mean scores above the mean score for satisfaction with Council performance (7.1). The highest mean was observed for *Our diverse, supportive, happy and healthy people* at 7.57, while both *Integrated urban form and living spaces* and *Our protected and valued environment* achieved overall mean satisfaction of 7.23. The only area to perform below expectations was *Our leading, inclusive and connected Council* (achieved overall mean satisfaction of 6.47). The performance on each Strategic Direction is assessed in detail below to give insights into areas of strength for the Council, as well as areas to monitor and potentially increase efforts in.

Integrated urban form and living spaces

Overall, this objective is one where Council continues to go from strength to strength. Some important areas of improvement that were identified in 2016 have shown much higher satisfaction in 2018, which is an excellent result. While all areas of this objective continue to improve on the 2014 results, there were some marginal declines and static items and these can provide new areas for Council to monitor.



Areas of strength

- Strengths continue to be the provision and maintenance of outdoor areas, in particular parks, reserves and playgrounds. While the lattermost has seen a marginal decline in satisfaction since 2016, it is still a highly regarded service. Providing passive recreation opportunities has also become a key strength area for Council, with 86% satisfied with performance on this item.



Areas to monitor

- After falling satisfaction was observed in the 2016 survey on roads and footpaths, this has now recovered to 2015 levels of satisfaction, up by 6% and 7% respectively. This is an excellent result for Council. Nevertheless, it is still an area of low satisfaction – particularly for footpaths which continues to have the lowest satisfaction rating of all items. Efforts in this area should be continued.
- Provision and management of traffic and parking in the City has seen declined satisfaction since 2016, down 3% to 61% satisfied. This suggests that there may be changing traffic needs in some areas and this may need to be carefully reviewed – both Kensington Park and Rose Park and Toorak Gardens wards had lower satisfaction on this item.
- Provision and maintenance of cycle paths and walking trails is another area that has remained steady and is an area of moderate satisfaction for residents (65% satisfied). This item should be monitored.

| Integrated urban Form and Living Spaces | 2014 | 2015 | Nov-15 | 2016 | 2018 | Change between 2016 & 2018 |
|---|------|------|--------|------|------|----------------------------|
| Providing and maintaining parks and reserves | 85% | 90% | 89% | 90% | 90% | - |
| Providing and maintaining playgrounds | 83% | 86% | 87% | 90% | 89% | ↓ 1% |
| Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies | 82% | 82% | 82% | 83% | 86% | ↑ 3% |
| Providing active recreation opportunities, such as playing organised sport or outdoor games | 65% | 67% | 72% | 68% | 71% | ↑ 3% |
| The overall planning of the City | 67% | 71% | 70% | 67% | 67% | - |
| Protecting the built and natural heritage | 66% | 67% | 67% | 67% | 70% | ↑ 3% |
| Providing and maintaining street trees | 55% | 64% | 69% | 66% | 69% | ↑ 3% |
| Providing and maintaining cycle paths and walking trails | 55% | 59% | 66% | 65% | 65% | - |
| Provision and management of traffic and parking in the City | 55% | 56% | 64% | 64% | 61% | ↓ 3% |
| Providing and maintaining local roads | 58% | 65% | 66% | 60% | 66% | ↑ 6% |
| Providing and maintaining footpaths | 48% | 55% | 56% | 50% | 57% | ↑ 7% |

Amongst suggestions for improvement, 45% stated either “no” or “don’t know”. Footpaths continue to be an area with high suggested improvements (better maintained and both sides of the road). Car parking also had suggestions from 13% of residents regarding more restrictions for non-residents and easier access for residents.

Protected and valued environment

This objective is overall also an area where Council has continued to improve since the beginning of the survey in 2013. Areas which were marked as items to monitor in 2016 are now increasing in satisfaction. However, this is an area of mixed results this year, as it was in 2016. Both significant improvements and declines have been observed on items in this strategic direction.



Areas of strength

- Garbage and green waste management continues to be a highly rated item, with 85% satisfied. However, this has declined by 3% and should also be considered as a potential area to monitor and review any changes made since 2016.



Areas to monitor

- Preparation for and support of residents for bushfire management had a top-4-box satisfaction decline of 4%. Although this also continues to be well above results from the beginning of the survey, this is an area that could benefit from review of any changes in implementation that have occurred.
- After hours response management, water management initiatives and hard waste and electronic waste management have all improved over the past two years, but still remain below previous satisfaction ratings achieved in 2015 (and prior in the case of hard waste/electronic waste). Efforts here need to continue in order to build back to peak ratings.

| Protected and Valued Environment | 2014 | 2015 | Nov-15 | 2016 | 2018 | Change between 2016 & 2018 |
|--|------|------|--------|------|------|----------------------------|
| Garbage and green waste management | 84% | 88% | 88% | 88% | 85% | ↓ 3% |
| Preparation for and support of residents for bushfire management | 58% | 65% | 68% | 73% | 69% | ↓ 4% |
| Restoring and protecting the City's biodiversity | 66% | 69% | 70% | 72% | 71% | ↓ 1% |
| After hours hazard response management | 56% | 65% | 69% | 63% | 65% | ↑ 2% |
| Water Management initiatives | 54% | 60% | 66% | 61% | 65% | ↑ 4% |
| Hard waste and electronic waste management | 73% | 78% | 69% | 60% | 69% | ↑ 9% |

There was an increase in residents who were unable to provide any further feedback on Council's performance on this strategic direction – up to 69% this year (7% increase over 2016 results). Most common feedback continues to be on hard waste, with suggestions for increased communications and quantities allowed, as well as a return to the previous system.

Diverse, supportive, happy and healthy people

Performance on this strategic direction is a strength for Council and continues as the highest performing objective. Some of the focal areas from previous survey years have had good increases since 2016. This being said, it is an area for potential review as there have been some minor declines in satisfaction. These are noticeable once the percentage of satisfied residents is reviewed, and suggests that most items are areas that require monitoring to ensure that there is no further reduction in satisfaction.



Areas of strength

- Providing library services continues to be a key area of strength for Council, with satisfaction at 94%, indicating best practice on this service.
- Presentation and cleanliness of the City, services for older residents and the community bus service are also continuing areas of high satisfaction (over 80%). However, all have seen declines of 3-4% over the previous years. In order for these to continue to be strength areas for Council, some review should be undertaken to indicate any potential reasons for these declines, especially on the community bus which also had a decline in 2016.



Areas to monitor

- Support for local businesses and providing services for younger residents have shown good improvement in satisfaction over the 2016-2018 period (both up 5%). While these continue to be the lowest rated items and hence areas that will need to be monitored still, their substantial improvement over the results since the beginning of the survey in 2013 testify to the effectiveness of Council initiatives in both these areas
- The provision of services for families is an area of moderate satisfaction and had a marginal decline in satisfaction from 2016 to the present (2% lower to 70%). This is an aspect that requires further Council work and should be a key priority.
- Community and cultural activities and providing public and environmental health services are also areas to monitor, with moderate satisfaction and generally stable results over the past three surveys.

| Diverse, Supportive, Happy and Healthy People | 2014 | 2015 | Nov-15 | 2016 | 2018 | Change between 2016 & 2018 |
|--|------|------|--------|------|------|----------------------------|
| Providing library services | 94% | 95% | 96% | 95% | 94% | ↓ 1% |
| Presentation and cleanliness of the City | 89% | 90% | 92% | 92% | 89% | ↓ 3% |
| Providing services for older residents | 80% | 82% | 86% | 86% | 82% | ↓ 4% |
| Providing a community bus service | 76% | 84% | 86% | 84% | 81% | ↓ 3% |
| Providing animal and pest management services | 69% | 72% | 75% | 73% | 74% | ↑ 1% |
| Community and cultural activities | 71% | 69% | 74% | 73% | 73% | - |
| Providing public and environmental health services | 69% | 71% | 72% | 72% | 73% | ↑ 1% |
| Providing services for families | 65% | 65% | 69% | 72% | 70% | ↓ 2% |
| Support for local businesses | 59% | 57% | 61% | 64% | 69% | ↑ 5% |
| Providing services for younger residents | 48% | 52% | 55% | 57% | 62% | ↑ 5% |
| Provision of the Regal Theatre as a cinema and community venue | - | - | - | - | 87% | N/A |

The strength of this area is indicated in that 77% of respondents had no further suggestions for improvements in this area (no or don't know responses). The most mentioned improvements continue to be around the communication and accessibility of these services (6%). All other suggestions had 3% or fewer mentions.

Provision of the Regal Theatre as a cinema and community venue was added to the survey this year. It is an area of strength for the Council, with 87% satisfied. An additional question was included to gauge if residents were aware that this was under Council management. 63% were aware of this and being aware made little difference to satisfaction ratings on this item.

Leading inclusive and connected Council

While the historical issues which impacted Council some years ago continue to cloud residents' perceptions in this area, Council continues to accrue incremental gains as it regains the trust of the community. While not all of the metrics increased, those that dropped did so by small amounts which were not statistically significant.



Areas of strength

- Interaction with Council staff remains the key strength area in this strategic direction, but again has seen declining satisfaction and is achieving moderate rather than strong results. Even this item should be considered as an area where new programs can be implemented to ensure that further declines are curbed.



Areas to monitor

- Both financial management and the performance of current elected members have fallen to their lowest satisfaction rating since the survey started (5% and 8% respectively below their lowest levels). These items should be reviewed as satisfaction is now below 50% of respondents. Financial management was the hardest hit of these, seeing a 9% decline since 2016. As above, spending on legal fees has been a point of dissatisfaction for residents. There may also be external factors influencing this, e.g. issues of rate capping and Council spending in the state as a whole. However these points should still be reviewed to ensure that spending is carefully decided, transparent and clearly explained to residents.
- Providing leadership in the community has again seen a decline, also of 9% over the 2016-2018 period. This is a continuing area for improvement for Council and was part of the strategic survey of 2017. New methods may be required and a review of the information found in that survey undertaken in order to build satisfaction on this item.
- Other items had minimal declines also. In general, all items on this strategic objective require more work in order to build satisfaction to moderate levels.

| Leading, inclusive and connected Council | 2014 | 2015 | Nov-15 | 2016 | 2018 | Change between 2016 & 2018 |
|--|------|------|--------|------|------|----------------------------|
| The interactions you have with Council staff | 68% | 72% | 75% | 74% | 71% | ↓ 3% |
| Consultation with and informing the community | 61% | 63% | 69% | 70% | 69% | ↓ 1% |
| Providing leadership in the community | 51% | 55% | 56% | 62% | 53% | ↓ 9% |
| The balance between Council rates and the services and standards of infrastructure provided | 58% | 53% | 59% | 58% | 56% | ↓ 2% |
| Financial management | 50% | 50% | 53% | 56% | 47% | ↓ 9% |
| The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community | 47% | 47% | 51% | 48% | 44% | ↓ 4% |

46% of residents had no suggestions for ways to improve in this area, while 19% were not sure. Most common items regarded communications and budgeting:

- Communicate with residents/listen/consult/meetings/keep informed of pending works/future plans/developments – 8%
- Honest/transparent about their dealings/financial transparency/working for the benefit of the community – 5%
- Reduce rates/greater concessions/base rates on property value/how many people live in the house/size of block/cap rates – 4%
- Cut down on excess spending /reduce costs/monitor budget/less legal fees – 4%
- Better budgeting/realistic goals/don't waste money/qualified staff to manage finances/accountability/forward planning – 4%

Other items are included in Section 5.

4.9 Future Council services

The majority of residents did not have requests for future services – 69% had no suggestions while 8% were unsure. The most mentioned improvements regarded waste services and potential improvements to the timing, collection and accessibility of options for this (5%). Improvements to the maintenance of trees, streets and footpaths were also mentioned by 3%.

Suggestions for reduction of services were infrequent and varied. 80% had no suggestions for services to discontinue while 16% were unsure. All are listed in Section 5 of this document.

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 $P < .05$.

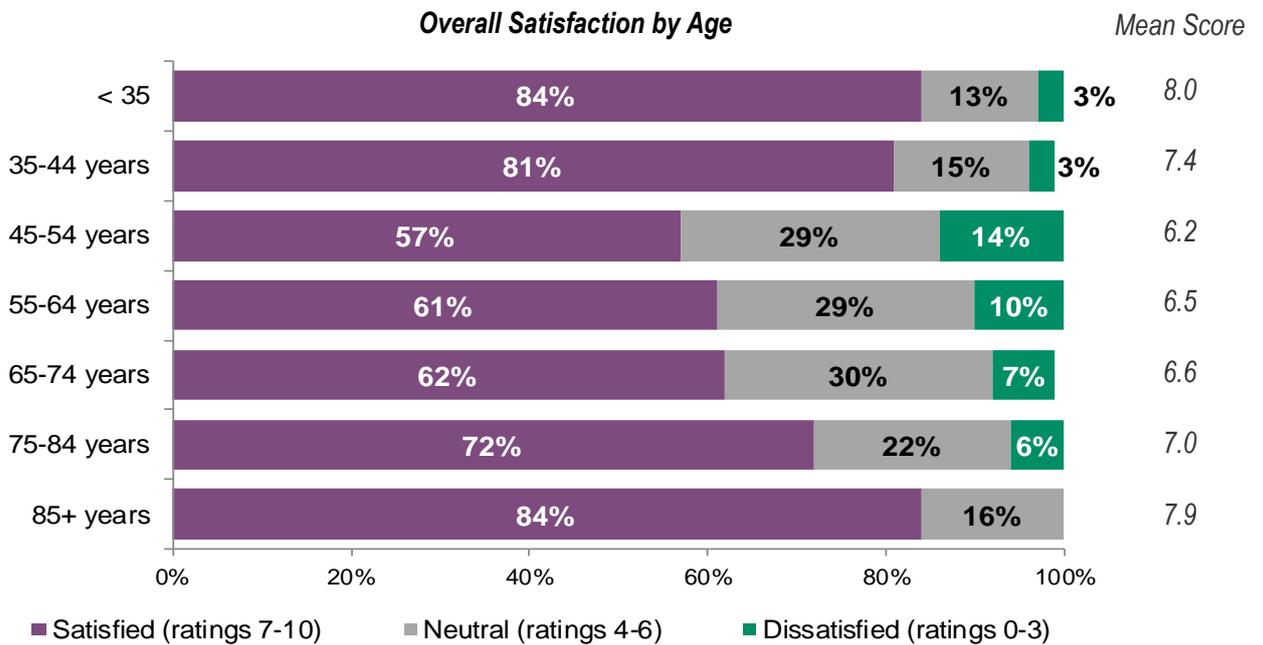
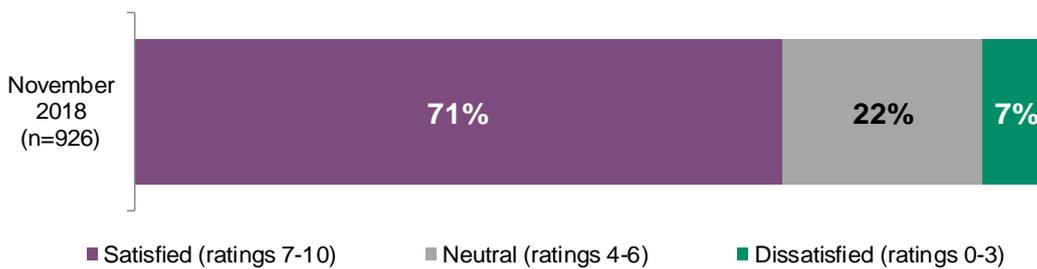
Use of top/bottom-two box terminology

- 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

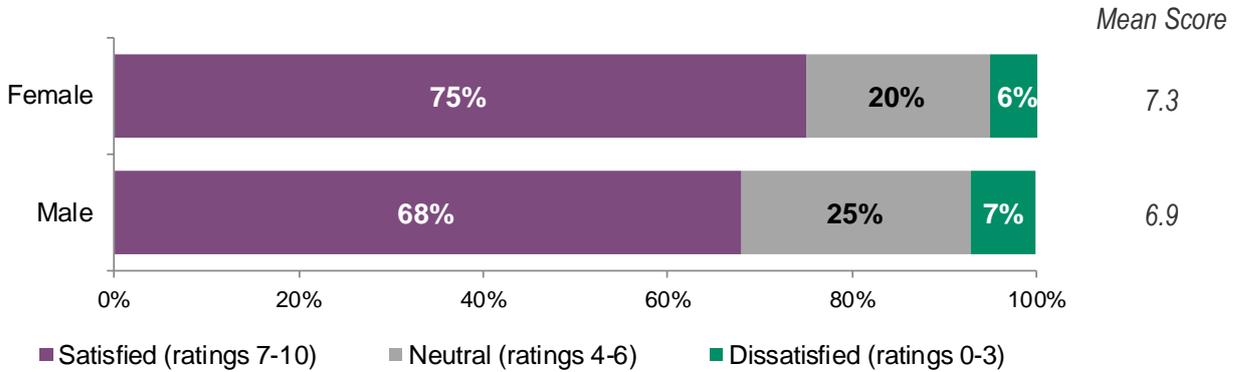
On the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance over the past 12 months? (Q13)

| | Mean score | | | | | |
|---------------|-----------------|-----------------|-----------------|---------------------|---------------------|---------------------|
| | 2013 (n=754) | 2014 (n=784) | 2015 (n=788) | Nov 2015 (n=862) | Oct 2016 (n=883) | Nov 2018 (n=926) |
| Average(Mean) | 6.7 | 6.9 | 7.1 | 7.2 | 7.1 | 7.1 |

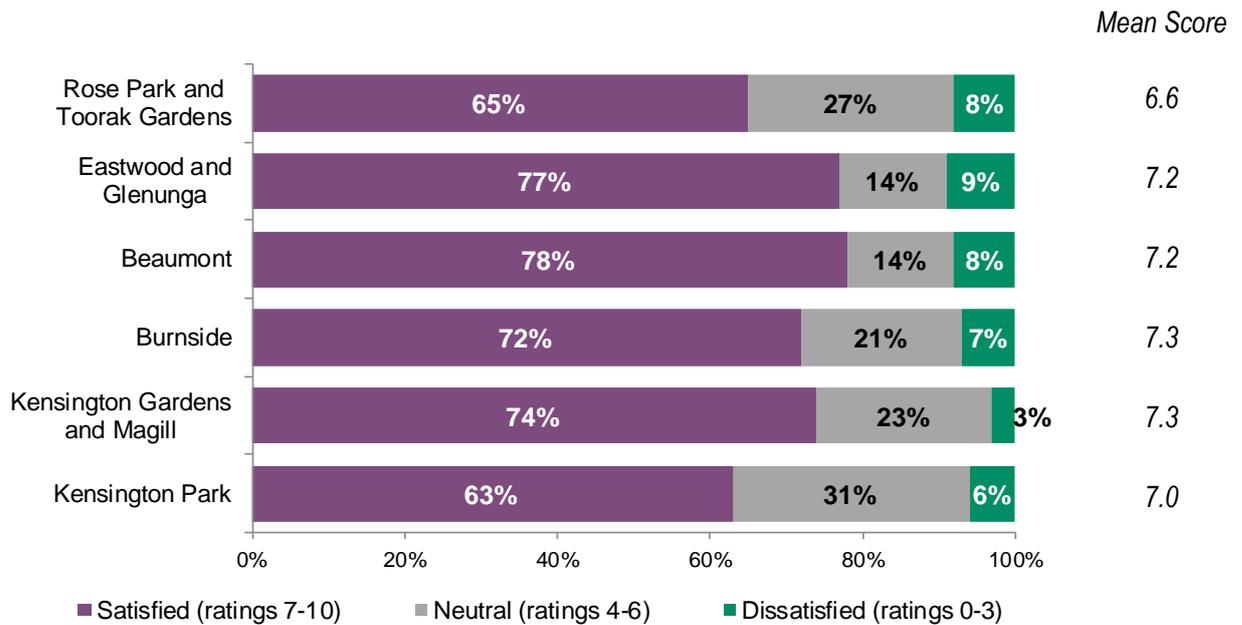


On the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance over the past 12 months? (Q13) continued

Overall Satisfaction by Gender

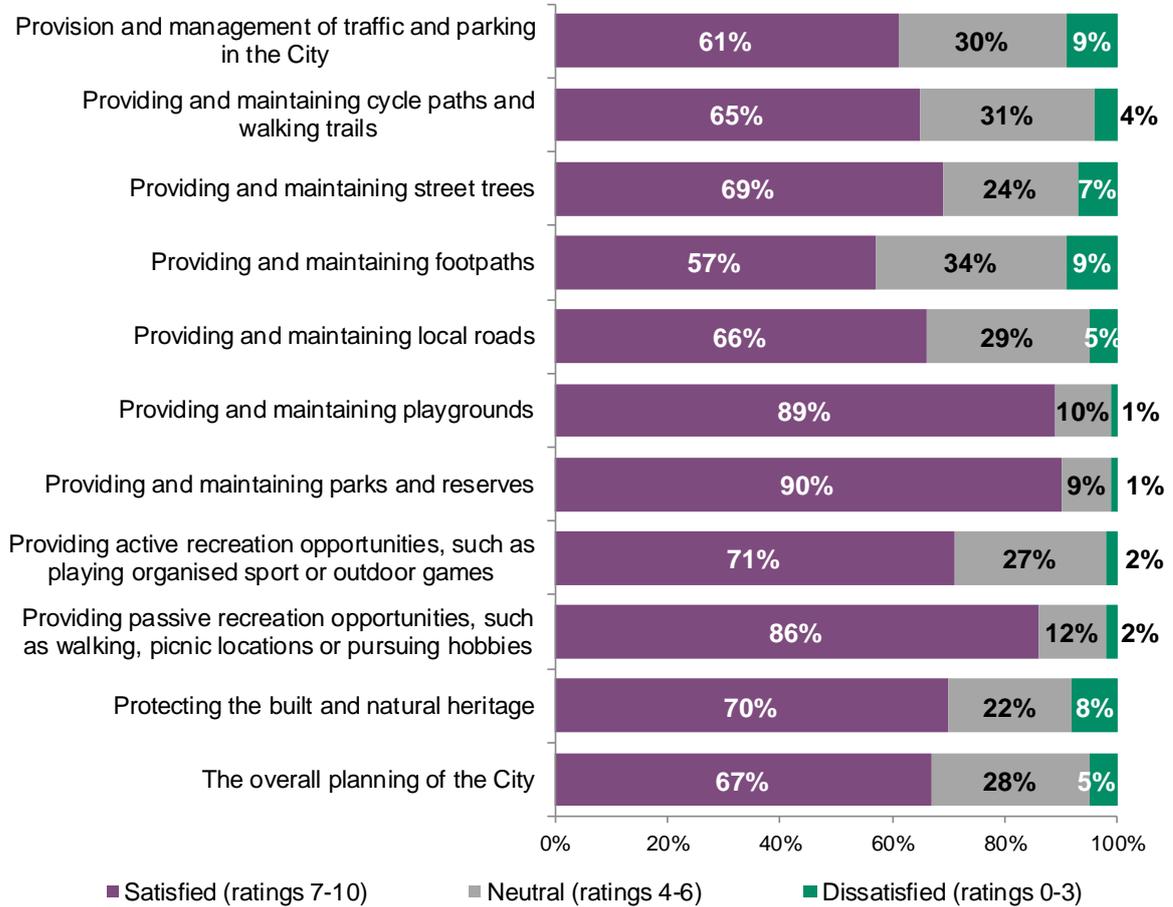


Overall Satisfaction by Ward



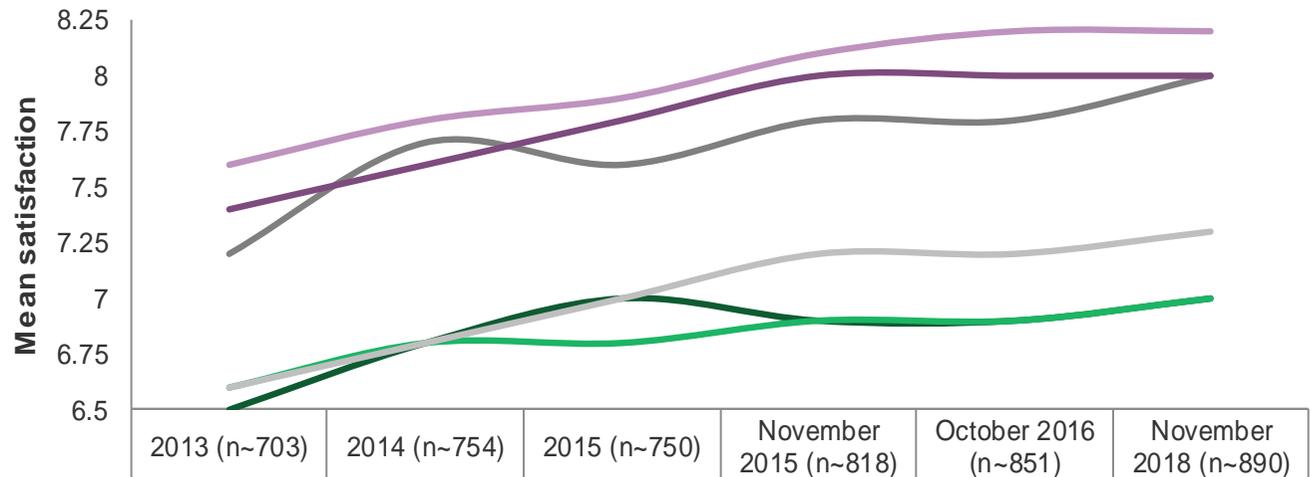
5.2 Integrated urban form and living spaces

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)



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

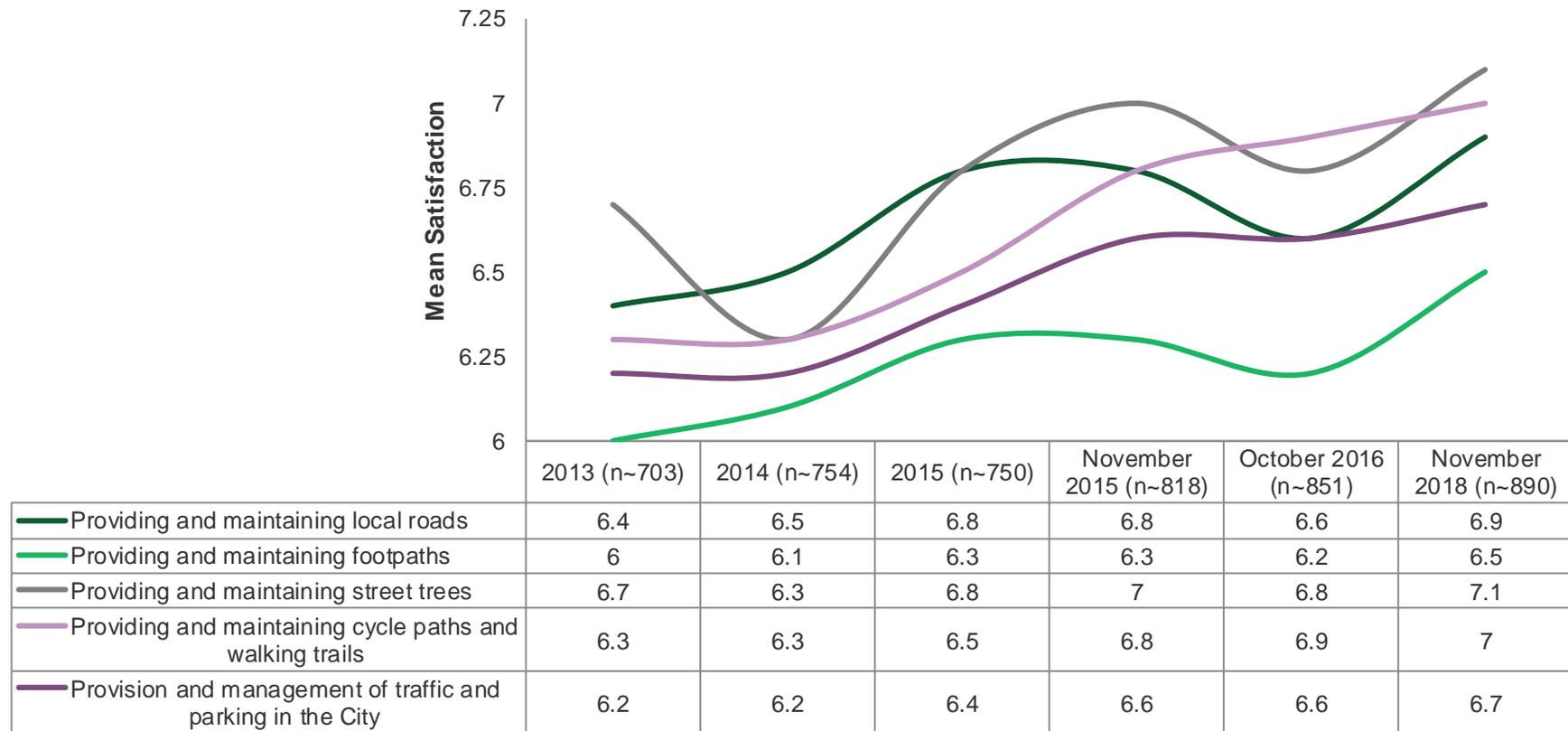
Ratings over time



| | 2013 (n~703) | 2014 (n~754) | 2015 (n~750) | November 2015 (n~818) | October 2016 (n~851) | November 2018 (n~890) |
|---|--------------|--------------|--------------|-----------------------|----------------------|-----------------------|
| — The overall planning of the City | 6.5 | 6.8 | 7 | 6.9 | 6.9 | 7 |
| — Protecting the built and natural heritage | 6.6 | 6.8 | 6.8 | 6.9 | 6.9 | 7 |
| — Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies | 7.2 | 7.7 | 7.6 | 7.8 | 7.8 | 8 |
| — Providing active recreation opportunities, such as playing organised sport or outdoor games | 6.6 | 6.8 | 7 | 7.2 | 7.2 | 7.3 |
| — Providing and maintaining parks and reserves | 7.6 | 7.8 | 7.9 | 8.1 | 8.2 | 8.2 |
| — Providing and maintaining playgrounds | 7.4 | 7.6 | 7.8 | 8 | 8 | 8 |

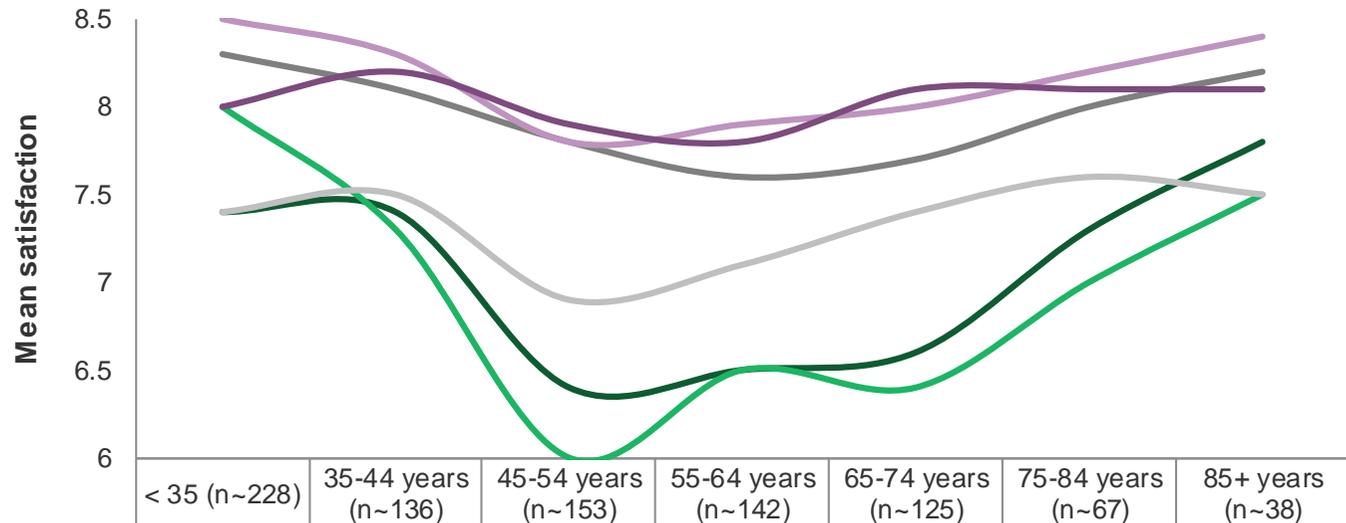
On a scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q3) continued

Ratings over time



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

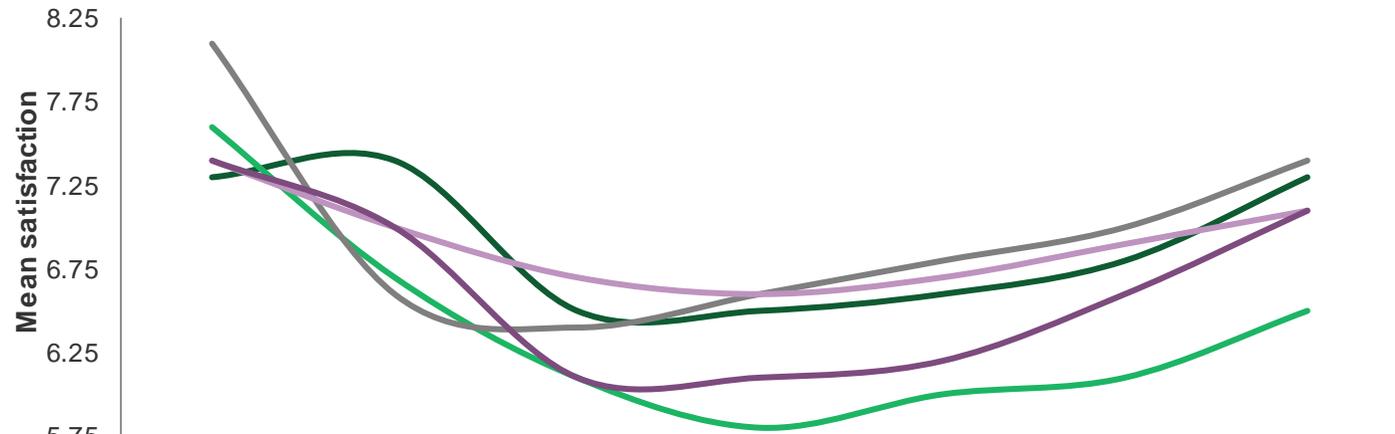
Mean scores by age



| | < 35 (n~228) | 35-44 years (n~136) | 45-54 years (n~153) | 55-64 years (n~142) | 65-74 years (n~125) | 75-84 years (n~67) | 85+ years (n~38) |
|---|--------------|---------------------|---------------------|---------------------|---------------------|--------------------|------------------|
| — The overall planning of the City | 7.4 | 7.4 | 6.4 | 6.5 | 6.6 | 7.3 | 7.8 |
| — Protecting the built and natural heritage | 8 | 7.3 | 6 | 6.5 | 6.4 | 7 | 7.5 |
| — Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies | 8.3 | 8.1 | 7.8 | 7.6 | 7.7 | 8 | 8.2 |
| — Providing active recreation opportunities, such as playing organised sport or outdoor games | 7.4 | 7.5 | 6.9 | 7.1 | 7.4 | 7.6 | 7.5 |
| — Providing and maintaining parks and reserves | 8.5 | 8.3 | 7.8 | 7.9 | 8 | 8.2 | 8.4 |
| — Providing and maintaining playgrounds | 8 | 8.2 | 7.9 | 7.8 | 8.1 | 8.1 | 8.1 |

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 scores by age



| | < 35 (n~228) | 35-44 years (n~136) | 45-54 years (n~153) | 55-64 years (n~142) | 65-74 years (n~125) | 75-84 years (n~67) | 85+ years (n~38) |
|---|-----------------|---------------------------|---------------------------|---------------------------|---------------------------|--------------------------|------------------------|
| — Providing and maintaining local roads | 7.3 | 7.4 | 6.5 | 6.5 | 6.6 | 6.8 | 7.3 |
| — Providing and maintaining footpaths | 7.6 | 6.7 | 6.1 | 5.8 | 6 | 6.1 | 6.5 |
| — Providing and maintaining street trees | 8.1 | 6.6 | 6.4 | 6.6 | 6.8 | 7 | 7.4 |
| — Providing and maintaining cycle paths and walking trails | 7.4 | 7 | 6.7 | 6.6 | 6.7 | 6.9 | 7.1 |
| — Provision and management of traffic and parking in the City | 7.4 | 7 | 6.1 | 6.1 | 6.2 | 6.6 | 7.1 |

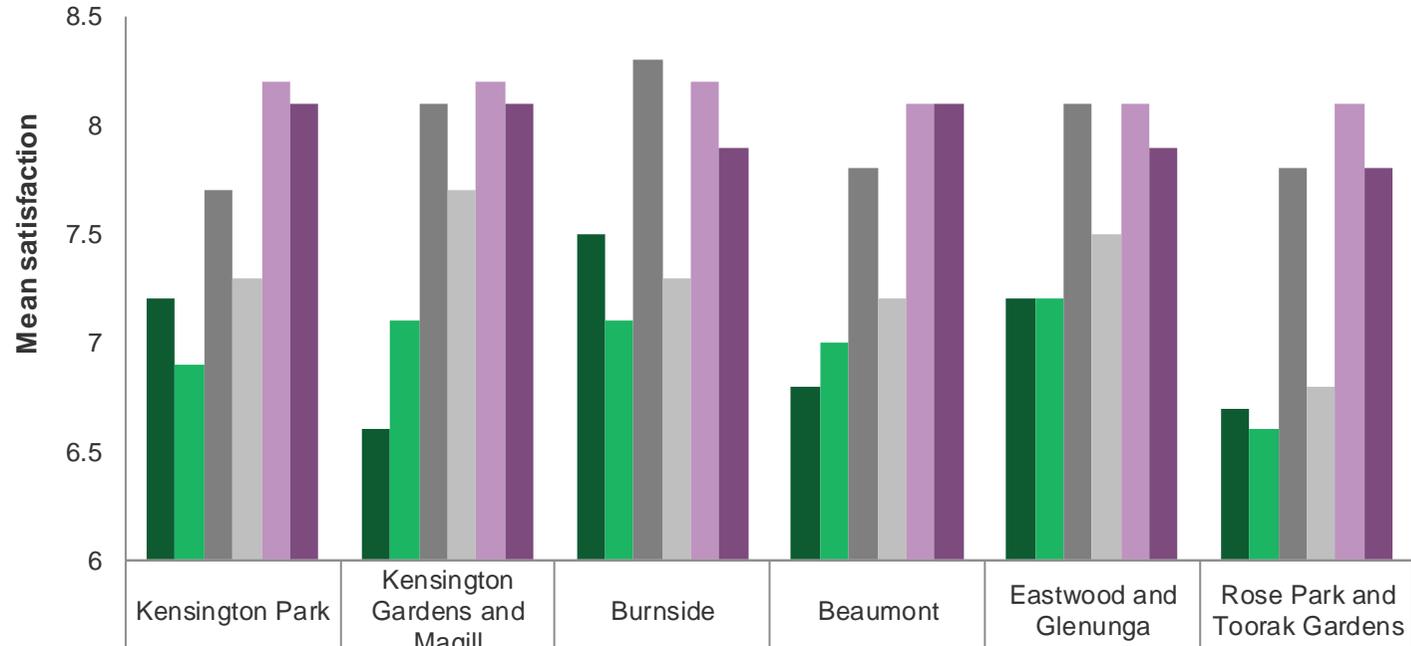
On a scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q3) continued

Mean scores by gender



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

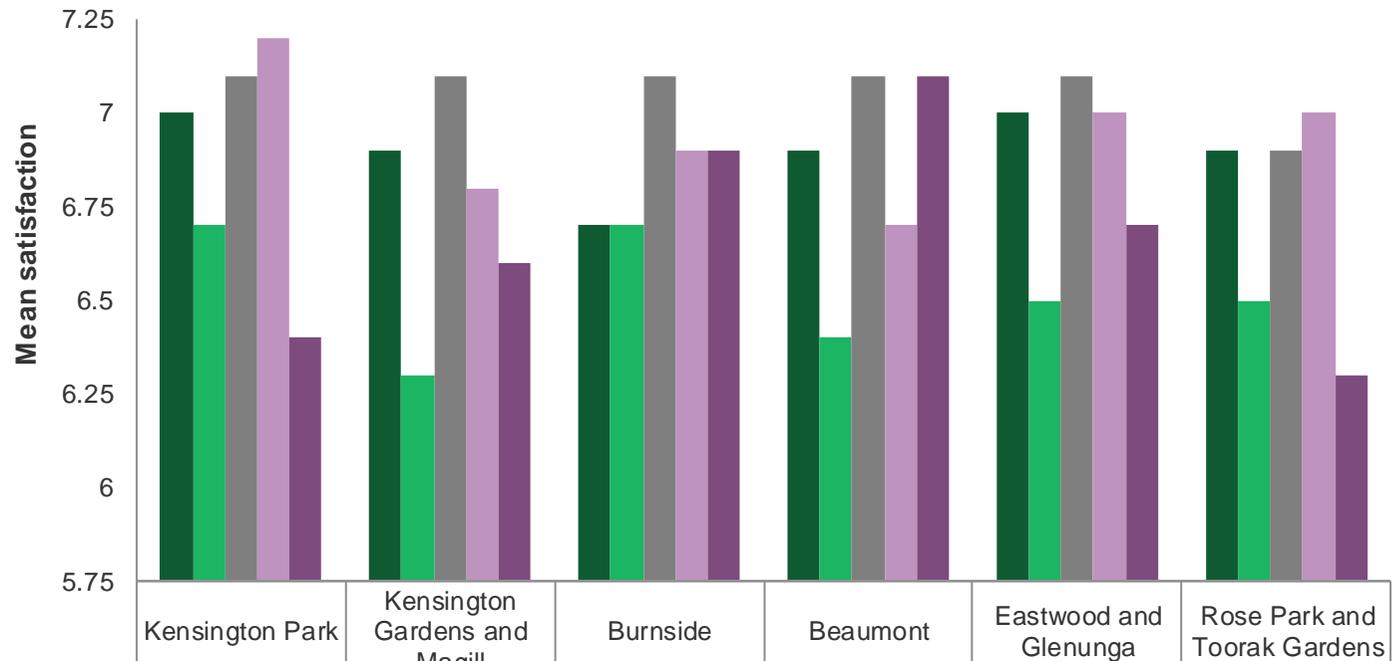
Mean scores by ward



| | Kensington Park | Kensington Gardens and Magill | Burnside | Beaumont | Eastwood and Glenunga | Rose Park and Toorak Gardens |
|---|-----------------|-------------------------------|----------|----------|-----------------------|------------------------------|
| ■ The overall planning of the City | 7.2 | 6.6 | 7.5 | 6.8 | 7.2 | 6.7 |
| ■ Protecting the built and natural heritage | 6.9 | 7.1 | 7.1 | 7.0 | 7.2 | 6.6 |
| ■ Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies | 7.7 | 8.1 | 8.3 | 7.8 | 8.1 | 7.8 |
| ■ Providing active recreation opportunities, such as playing organised sport or outdoor games | 7.3 | 7.7 | 7.3 | 7.2 | 7.5 | 6.8 |
| ■ Providing and maintaining parks and reserves | 8.2 | 8.2 | 8.2 | 8.1 | 8.1 | 8.1 |
| ■ Providing and maintaining playgrounds | 8.1 | 8.1 | 7.9 | 8.1 | 7.9 | 7.8 |

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 scores by ward



| | Kensington Park | Kensington Gardens and Magill | Burnside | Beaumont | Eastwood and Glenunga | Rose Park and Toorak Gardens |
|---|-----------------|-------------------------------|----------|----------|-----------------------|------------------------------|
| Providing and maintaining local roads | 7 | 6.9 | 6.7 | 6.9 | 7 | 6.9 |
| Providing and maintaining footpaths | 6.7 | 6.3 | 6.7 | 6.4 | 6.5 | 6.5 |
| Providing and maintaining street trees | 7.1 | 7.1 | 7.1 | 7.1 | 7.1 | 6.9 |
| Providing and maintaining cycle paths and walking trails | 7.2 | 6.8 | 6.9 | 6.7 | 7 | 7 |
| Provision and management of traffic and parking in the City | 6.4 | 6.6 | 6.9 | 7.1 | 6.7 | 6.3 |

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 | | | | |
|---|-----------------|-----------------|------------------------|------------------------|------------------------|
| | 2014 (n=797) | 2015 (n=800) | Nov 2015 (n=874) | Oct 2016 (n=898) | Nov 2018 (n=947) |
| No | 32 | 34 | 34 | 31 | 33 |
| Don't know | 8 | 9 | 15 | 13 | 12 |
| Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides | 17 | 13 | 13 | 14 | 13 |
| Car parking | 13 | 12 | 9 | 11 | 13 |
| 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 | 5 | 7 | 7 | 8 |
| Improved car parking/not enough street parking/handicapped parking/high density housing/narrow streets/around shopping centres/schools/Waterfall Gully | 5 | 5 | 2 | 3 | 6 |
| Reduce parking restrictions/for residents/lower fines/allow verge parking/for residents | 2 | 3 | 1 | 1 | 1 |
| Road maintenance/kerbs/resurfacing/quicker response/quality standard/better planning | 11 | 6 | 6 | 8 | 6 |
| More bike/walking paths/lanes/safer/improve/more dedicated cycling/walking trails/clearly marked/raise awareness of them | 7 | 4 | 6 | 5 | 5 |
| 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 | 6 | 4 | 5 |
| Streetscape/verge maintenance/water/prune trees/hedges/street sweeping/clean up after | 6 | 4 | 2 | 7 | 5 |
| Traffic control management/road closures/speed humps/road signs/need roundabouts/improved safety/speed limits | 2 | 3 | 3 | 4 | 4 |
| Building regulations/no high rise developments/no subdivision/keep as they are/in keeping with surrounding heritage homes/more input from rate payers | 3 | 2 | 1 | 2 | 4 |
| Preservation of trees/private and public/too many being cut down/less brutal pruning/replace dead trees | 1 | 2 | 1 | 1 | 3 |
| More/better parks/play/exercise equipment/shade/better maintained/watered/playgrounds add secure fences/more dog parks | 3 | 4 | 3 | 5 | 3 |
| Improved communication/through various channels/more consultation/discussions /respond to queries/online portal | 4 | 2 | 3 | 5 | 2 |
| Planning/building/development approvals/sensible approach/maintain hill views/no modern homes/flexible | 1 | 1 | 2 | 1 | 2 |
| Heritage listed/historic buildings maintained/preserved/communicate heritage plans | 1 | 1 | 2 | 1 | 1 |
| Planning/infrastructure/improved/get rate payers' opinions/quicker/transparent /poor department/needs improvements | 2 | 4 | 1 | 2 | 1 |
| Sports/more hockey/football fields/tennis courts/indoor stadium/more focus on junior sports/more ovals | 1 | 4 | 2 | 2 | 1 |

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

| | % response | | | | |
|---|-----------------|-----------------|------------------------|------------------------|------------------------|
| | 2014 (n=797) | 2015 (n=800) | Nov 2015 (n=874) | Oct 2016 (n=898) | Nov 2018 (n=947) |
| Lighting/more street lights/parks and ovals better lit | 0 | 1 | 0 | 0 | 1 |
| Allow development/high rise buildings/subdivision/not so restrictive due to heritage properties | 0 | - | 0 | 0 | 0 |
| Reduce spend on kerb/footpath replacement | - | - | - | 0 | 0 |
| Provide more facilities for young people/skate park | - | - | - | 0 | 0 |
| All council areas should be treated equally/some areas maintained others neglected | 0 | 0 | 1 | 0 | 0 |
| Reserves/provide more/natural looking | - | - | - | - | 0 |
| Allow home owners to handle tree management | - | - | - | - | 0 |
| More contemporary/unique house frontages/use quality architects/engineers | - | - | - | - | 0 |
| Transport/more frequent/ bus routes that does not go via city | - | - | 0 | 0 | 0 |
| More indoor recreational sites for winter | - | - | - | - | 0 |
| Fix issues/more action & less talk | - | - | - | - | 0 |
| No parking inspectors | - | - | - | 0 | 0 |
| Use Hub more for children's activities | - | - | - | - | - |
| Close the gate between the old Glenside site and Amber Woods estate area | - | - | - | - | 0 |
| Lobby against new state govt. planning policies | - | - | - | - | 0 |
| Dog Parks/include section for small dogs | - | - | - | - | 0 |
| Reduce council expenditure | - | - | 1 | 0 | 0 |
| Creek/waterway management | - | - | - | - | 0 |
| Electrical charging points for vehicles | - | - | - | - | 0 |
| Fix Haywood Way walking trail (blocked after filling in a natural water course) | - | - | - | - | 0 |
| Implement solar access rights | - | - | - | - | 0 |
| Get rid of bike lanes/too dangerous/too many cyclists on road/charge them to ride bikes | 0 | 0 | 1 | 0 | 0 |
| Provide something for children's unstructured play | - | - | - | - | 0 |
| Address abandoned houses/communicate the law/rules | - | - | - | - | 0 |
| Have a map of laneways and walkways in area | - | - | - | - | 0 |
| Disabled access/wheelchair friendly access to Beaumont common | - | - | 1 | - | 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? (Q4) continued

| | % response | | | | | | |
|---|-----------------|---------------------------|---------------------------|---------------------------|---------------------------|--------------------------|------------------------|
| | < 35 (n=241) | 35-44 years (n=141) | 45-54 years (n=161) | 55-64 years (n=150) | 65-74 years (n=132) | 75-84 years (n=76) | 85+ years (n=44) |
| No | 53 | 30 | 18 | 20 | 25 | 34 | 46 |
| Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides | 3 | 18 | 10 | 21 | 18 | 19 | 18 |
| Car parking | 11 | 16 | 12 | 13 | 14 | 10 | 15 |
| Improved car parking/not enough street parking/handicapped parking/high density housing/narrow streets/around shopping centres/schools/Waterfall Gully | 5 | 9 | 4 | 5 | 6 | 4 | 11 |
| 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 | 9 | 10 | 7 | 8 | 9 | 8 | 4 |
| Don't know | 8 | 4 | 16 | 18 | 15 | 13 | 11 |
| 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 | 12 | 4 | 4 | 4 | 5 | 4 |
| Streetscape/verge maintenance/water/prune trees/hedges/street sweeping/clean up after | 3 | 3 | 6 | 6 | 5 | 6 | 4 |
| Traffic control management/road closures/speed humps/road signs/need roundabouts/improved safety/speed limits | 3 | 6 | 7 | 4 | 2 | 3 | 2 |
| Preservation of trees/private and public/too many being cut down/less brutal pruning/replace dead trees | 3 | 7 | 1 | 3 | 4 | 2 | 2 |
| Road maintenance/kerbs/resurfacing/quicker response/quality standard/better planning | 6 | 4 | 7 | 7 | 5 | 4 | 2 |
| Sports/more hockey/football fields/tennis courts/indoor stadium/more focus on junior sports/more ovals | * | 5 | 1 | 1 | * | * | * |
| More bike/walking paths/lanes/safer/improve/more dedicated cycling/walking trails/clearly marked/raise awareness of them | 11 | 5 | 4 | 3 | 3 | 1 | * |
| More/better parks/play/exercise equipment/shade/better maintained/watered/playgrounds add secure fences/more dog parks | * | 5 | 5 | 4 | 3 | 1 | * |
| Building regulations/no high rise developments/no subdivision/keep as they are/in keeping with surrounding heritage homes/more input from rate payers | * | 3 | 9 | 6 | 6 | 3 | * |
| Improved communication/through various channels/more consultation/discussions /respond to queries/online portal | * | 2 | 4 | 3 | 5 | 2 | * |

Note: Only results with >5% response in at least one age group shown. 0% represents n=1

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

| | % response | |
|---|-----------------|-------------------|
| | Male (n=444) | Female (n=500) |
| No | 30 | 35 |
| Car parking | 13 | 13 |
| 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 | 8 | 8 |
| Improved car parking/not enough street parking/handicapped parking/high density housing/narrow streets/around shopping centres/schools/Waterfall Gully | 7 | 5 |
| Don't know | 13 | 11 |
| Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides | 12 | 14 |
| Road maintenance/kerbs/resurfacing/quicker response/quality standard/better planning | 9 | 3 |
| More bike/walking paths/lanes/safer/improve/more dedicated cycling/walking trails/clearly marked/raise awareness of them | 6 | 4 |
| Streetscape/verge maintenance/water/prune trees/hedges/street sweeping/clean up after | 4 | 6 |

Note: Only results with >5% response shown

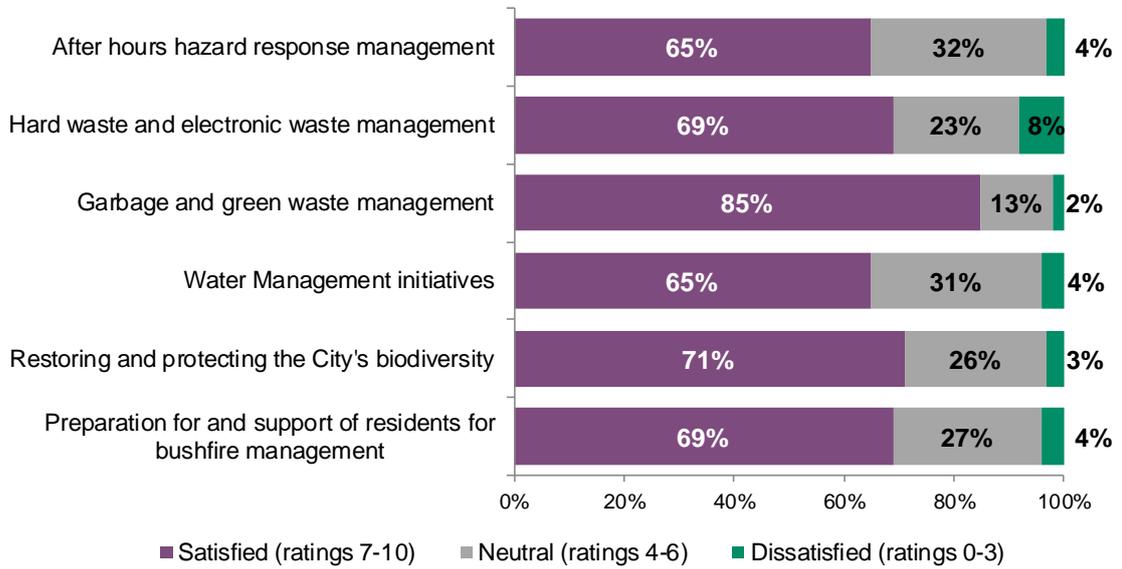
Are there any other ways in which these areas of Council business could be improved? (Q4) continued

| | % response | | | | | |
|---|-------------------------|---------------------------------------|------------------|------------------|-------------------------------|--------------------------------------|
| | Kensington Park (n=168) | Kensington Gardens and Magill (n=156) | Burnside (n=153) | Beaumont (n=146) | Eastwood and Glenunga (n=173) | Rose Park and Toorak Gardens (n=150) |
| No | 36 | 31 | 35 | 33 | 30 | 31 |
| Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides | 16 | 12 | 9 | 17 | 9 | 18 |
| Car parking | 13 | 15 | 5 | 10 | 17 | 17 |
| 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 | 10 | 12 | 3 | 3 | 10 | 10 |
| Improved car parking/not enough street parking/handicapped parking/high density housing/narrow streets/around shopping centres/schools/Waterfall Gully | 5 | 4 | 2 | 8 | 10 | 6 |
| Traffic control management/road closures/speed humps/road signs/need roundabouts/improved safety/speed limits | 7 | 7 | 2 | 5 | 3 | 2 |
| Don't know | 7 | 12 | 12 | 14 | 12 | 15 |
| 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 | 5 | 4 | 7 | 6 | 4 | 2 |
| Preservation of trees/private and public/too many being cut down/less brutal pruning/replace dead trees | 4 | 3 | 6 | 1 | 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 | 4 | 3 | 1 | 6 | 4 | 7 |
| Streetscape/verge maintenance/water/prune trees/hedges/street sweeping/clean up after | 3 | 2 | 5 | 5 | 4 | 9 |
| More bike/walking paths/lanes/safer/improve/more dedicated cycling/walking trails/clearly marked/raise awareness of them | 3 | 7 | 8 | 5 | 5 | 2 |
| Road maintenance/kerbs/resurfacing/quicker response/quality standard/better planning | 2 | 9 | 4 | 9 | 5 | 4 |
| Planning/building/development approvals/sensible approach/maintain hill views/no modern homes/flexible | 1 | * | 1 | 3 | 2 | 6 |

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

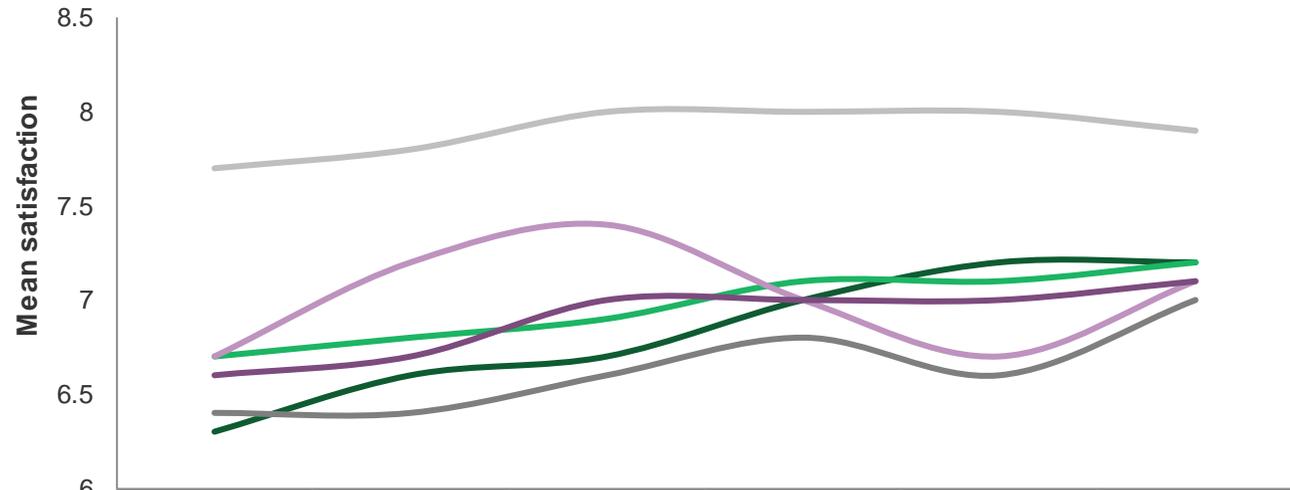
5.3 Protected and valued environment

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)



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

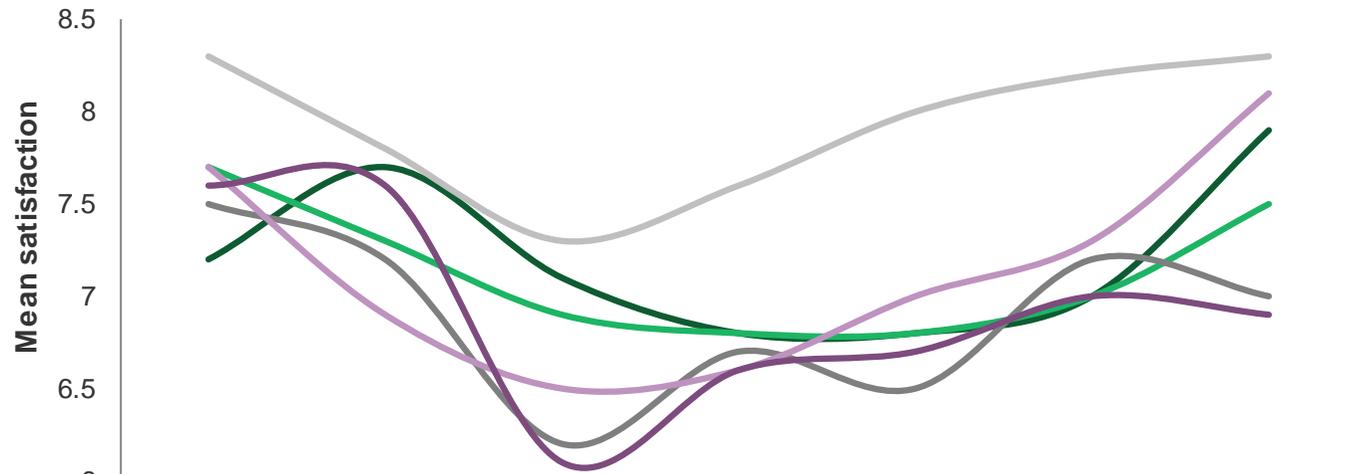
Ratings over time



| | 2013 (n~556) | 2014 (n~602) | 2015 (n~593) | November 2015 (n~617) | October 2016 (n~691) | November 2018 (n~693) |
|--|--------------|--------------|--------------|-----------------------|----------------------|-----------------------|
| — Preparation for and support of residents for bushfire management | 6.3 | 6.6 | 6.7 | 7 | 7.2 | 7.2 |
| — Restoring and protecting the City's biodiversity | 6.7 | 6.8 | 6.9 | 7.1 | 7.1 | 7.2 |
| — Water Management initiatives | 6.4 | 6.4 | 6.6 | 6.8 | 6.6 | 7 |
| — Garbage and green waste management | 7.7 | 7.8 | 8 | 8 | 8 | 7.9 |
| — Hard waste and electronic waste management | 6.7 | 7.2 | 7.4 | 7 | 6.7 | 7.1 |
| — After hours hazard response management | 6.6 | 6.7 | 7 | 7 | 7 | 7.1 |

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

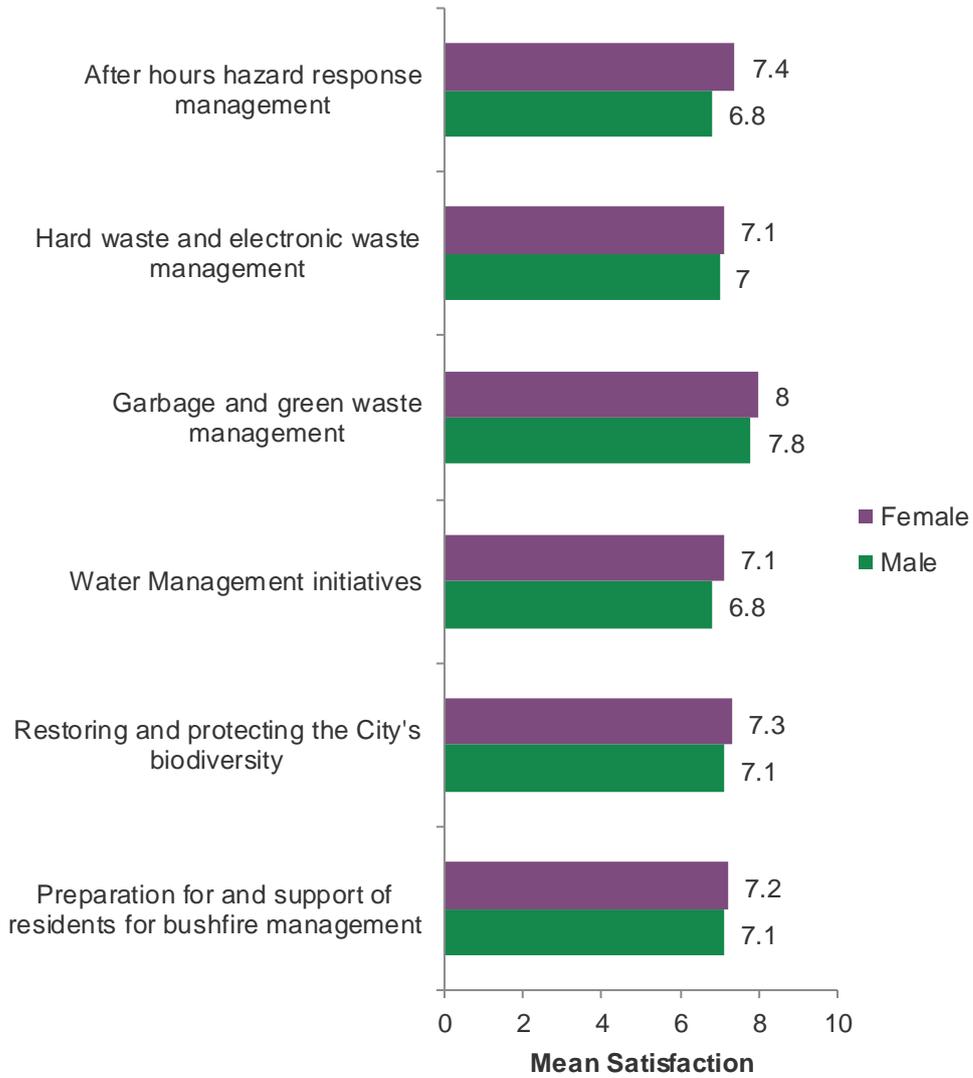
Mean scores by age



| | < 35 (n~191) | 35-44 years (n~105) | 45-54 years (n~107) | 55-64 years (n~109) | 65-74 years (n~97) | 75-84 years (n~53) | 85+ years (n~30) |
|--|-----------------|------------------------|------------------------|------------------------|-----------------------|-----------------------|---------------------|
| — Preparation for and support of residents for bushfire management | 7.2 | 7.7 | 7.1 | 6.8 | 6.8 | 7 | 7.9 |
| — Restoring and protecting the City's biodiversity | 7.7 | 7.3 | 6.9 | 6.8 | 6.8 | 7 | 7.5 |
| — Water Management initiatives | 7.5 | 7.2 | 6.2 | 6.7 | 6.5 | 7.2 | 7 |
| — Garbage and green waste management | 8.3 | 7.8 | 7.3 | 7.6 | 8 | 8.2 | 8.3 |
| — Hard waste and electronic waste management | 7.7 | 6.9 | 6.5 | 6.6 | 7 | 7.3 | 8.1 |
| — After hours hazard response management | 7.6 | 7.6 | 6.1 | 6.6 | 6.7 | 7 | 6.9 |

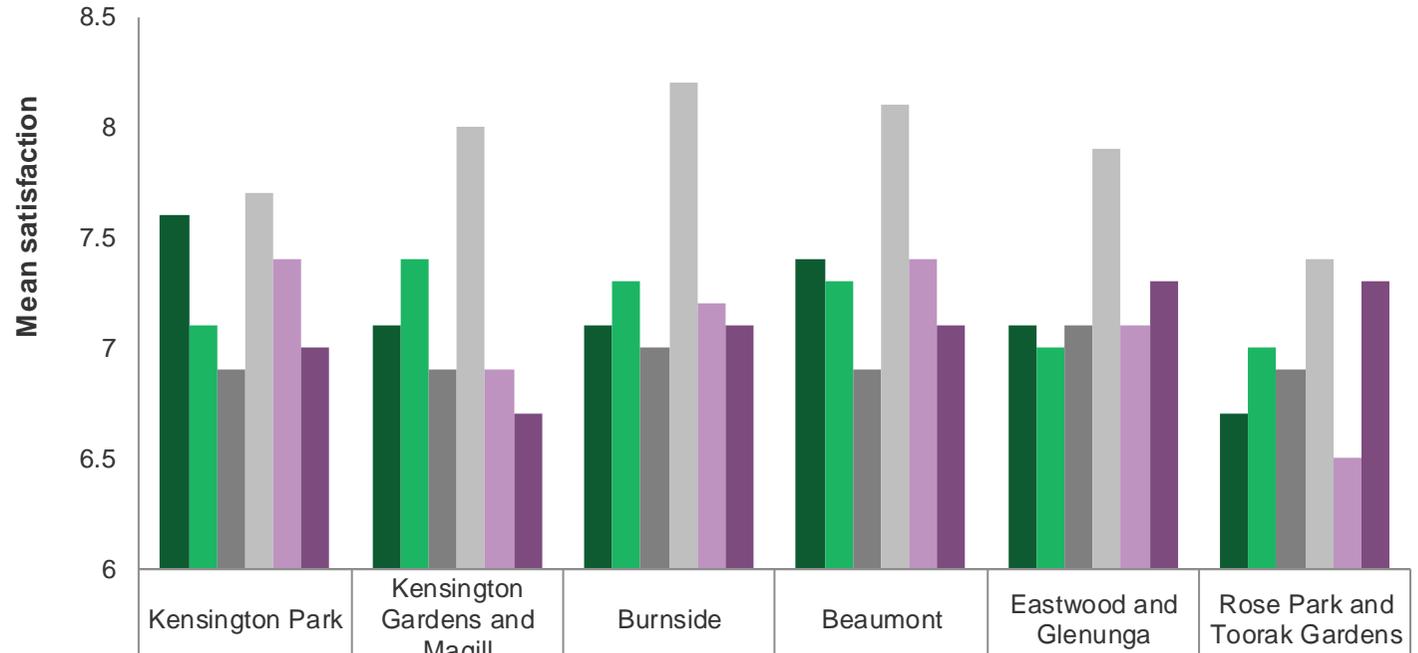
Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q5) continued

Mean scores by gender



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 scores by ward



| | Kensington Park | Kensington Gardens and Magill | Burnside | Beaumont | Eastwood and Glenunga | Rose Park and Toorak Gardens |
|--|-----------------|-------------------------------|----------|----------|-----------------------|------------------------------|
| ■ Preparation for and support of residents for bushfire management | 7.6 | 7.1 | 7.1 | 7.4 | 7.1 | 6.7 |
| ■ Restoring and protecting the City's biodiversity | 7.1 | 7.4 | 7.3 | 7.3 | 7 | 7 |
| ■ Water Management initiatives | 6.9 | 6.9 | 7 | 6.9 | 7.1 | 6.9 |
| ■ Garbage and green waste management | 7.7 | 8 | 8.2 | 8.1 | 7.9 | 7.4 |
| ■ Hard waste and electronic waste management | 7.4 | 6.9 | 7.2 | 7.4 | 7.1 | 6.5 |
| ■ After hours hazard response management | 7 | 6.7 | 7.1 | 7.1 | 7.3 | 7.3 |

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 | | | | |
|---|-----------------|-----------------|------------------------|------------------------|------------------------|
| | 2014 (n=797) | 2015 (n=799) | Nov 2015 (n=863) | Oct 2016 (n=897) | Nov 2018 (n=948) |
| No | 53 | 55 | 53 | 46 | 52 |
| Don't know | 10 | 12 | 14 | 16 | 17 |
| More hard rubbish collections/communication about hard rubbish service/call for collection/stop it sitting on roadside/have a depot in area/pickup larger amounts | 15 | 14 | 3 | 11 | 8 |
| Annual hard waste pick up/reintroduce/set date(s)/return to old system | * | * | 14 | 9 | 5 |
| More/better/ information/communication with residents/easily accessible/easy to understand/website/newsletter | 2 | 3 | 1 | 2 | 4 |
| More electronic waste collections/more recycling plan for electronic waste/advertise service/have depot in area | 6 | 4 | 2 | 6 | 3 |
| More rubbish collections/waste/green/weekly/in hot weather/after storms/provide more/larger bins for larger properties | 4 | 3 | 3 | 2 | 3 |
| Better water management/maintenance of catchments/retaining storm water/wet-lands/more recycled water/water saving programs | 3 | 2 | 2 | 4 | 3 |
| Trees/remove dead trees/fallen limbs/replant after removing unsafe trees/ensure suitable type selected | 2 | 1 | 1 | 1 | 2 |
| More information about bushfire management/enforce bushfire safety measures on high risk properties/improve fire prevention for public areas | 2 | 3 | 1 | 1 | 2 |
| Biodiversity/more funding/larger focus on this/council not doing enough | 1 | 1 | 0 | 1 | 1 |
| Maintenance/trees/parks/verges/footpaths/roads/lighting/walking trails | 1 | 2 | 1 | 2 | 1 |
| Hazardous waste/recycling plant/somewhere to drop off/have a collection for these types of materials | 2 | 2 | 1 | 1 | 1 |
| More frequent recycling pick up/larger bins | 2 | 0 | 2 | 1 | 1 |
| More bins available in public spaces | - | - | - | - | 1 |
| Promote environmental sustainability/initiatives/being more energy efficient/solar panels | - | 1 | 0 | 2 | 1 |
| Residential planning/attention to detail/limit number of houses being demolished/less two storey houses | - | - | - | 0 | 1 |
| Compost bags/provide free of charge | - | - | - | 0 | 1 |
| Have a green waste depot residents can use to drop off excess green waste | 0 | 0 | 0 | 0 | 0 |
| More information on recycling practices/tours of recycling sites/transparency | - | - | - | - | 0 |
| After hours service/improve response/use council as call centre doesn't know area/advertise phone number | 1 | 0 | - | 0 | 0 |
| Funding/put more money towards these areas/stop wasting money | 1 | - | - | 0 | 0 |

| | % response | | | | |
|---|-----------------|-----------------|------------------------|------------------------|------------------------|
| | 2014 (n=797) | 2015 (n=799) | Nov 2015 (n=863) | Oct 2016 (n=897) | Nov 2018 (n=948) |
| More responsive to reports of hazards/on roads footpaths/maintenance requests | 1 | - | - | 0 | 0 |
| Better hazard response management | * | 0 | 1 | 0 | 0 |
| Rubbish collectors/truck/service squeaky brakes/avoid spilling rubbish/don't damage bins | * | 1 | 0 | * | 0 |
| Reduce price for second bins | 0 | 0 | * | * | 0 |
| Use of green infrastructure/consider natural resources in design/planning process | * | * | * | * | 0 |
| Improve waste management /get rid of current bin system/3 bins/too hard to use | 1 | 1 | 1 | 0 | 0 |
| Reduce frequency of waste collection/fortnightly | * | * | * | * | 0 |
| Collect/pick up bins with old lids | * | * | * | * | 0 |
| More outlets for soft plastic recycling | * | * | * | * | 0 |
| Don't use Roundup (weed killer) | * | * | * | * | 0 |
| Work with the Stonyfell quarry to stop dust during summer/inconvenience to residents due to trucks entering/exiting | 0 | * | * | * | 0 |
| Green waste skips/larger/second skip required/cater for all residents | * | * | * | * | 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 | | | | | | |
|---|-----------------|---------------------------|---------------------------|---------------------------|---------------------------|--------------------------|------------------------|
| | < 35 (n=241) | 35-44 years (n=141) | 45-54 years (n=161) | 55-64 years (n=150) | 65-74 years (n=134) | 75-84 years (n=75) | 85+ years (n=44) |
| No | 70 | 54 | 32 | 42 | 46 | 52 | 68 |
| Don't know | 17 | 13 | 19 | 18 | 19 | 22 | 15 |
| Annual hard waste pick up/reintroduce/set date(s)/return to old system | * | 5 | 7 | 8 | 8 | 7 | 6 |
| More electronic waste collections/more recycling plan for electronic waste/advertise service/have depot in area | * | 4 | 4 | 7 | 3 | 2 | 2 |
| More/better/ information/communication with residents/easily accessible/easy to understand/website/newsletter | 5 | 5 | 4 | 4 | 3 | 3 | * |
| More rubbish collections/waste/green/weekly/in hot weather/after storms/provide more/larger bins for larger properties | * | 2 | 7 | 5 | 1 | 2 | 2 |
| More hard rubbish collections/communication about hard rubbish service/call for collection/stop it sitting on roadside/have a depot in area/pickup larger amounts | 3 | 10 | 16 | 9 | 8 | 5 | * |
| Trees/remove dead trees/fallen limbs/replant after removing unsafe trees/ensure suitable type selected | * | 3 | 3 | 1 | 5 | 1 | * |

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

| | % response | |
|---|-----------------|-------------------|
| | Male (n=444) | Female (n=501) |
| No | 57 | 48 |
| Don't know | 15 | 20 |
| More hard rubbish collections/communication about hard rubbish service/call for collection/stop it sitting on roadside/have a depot in area/pickup larger amounts | 7 | 9 |
| Annual hard waste pick up/reintroduce/set date(s)/return to old system | 4 | 6 |

Note: Only results with >5% response shown

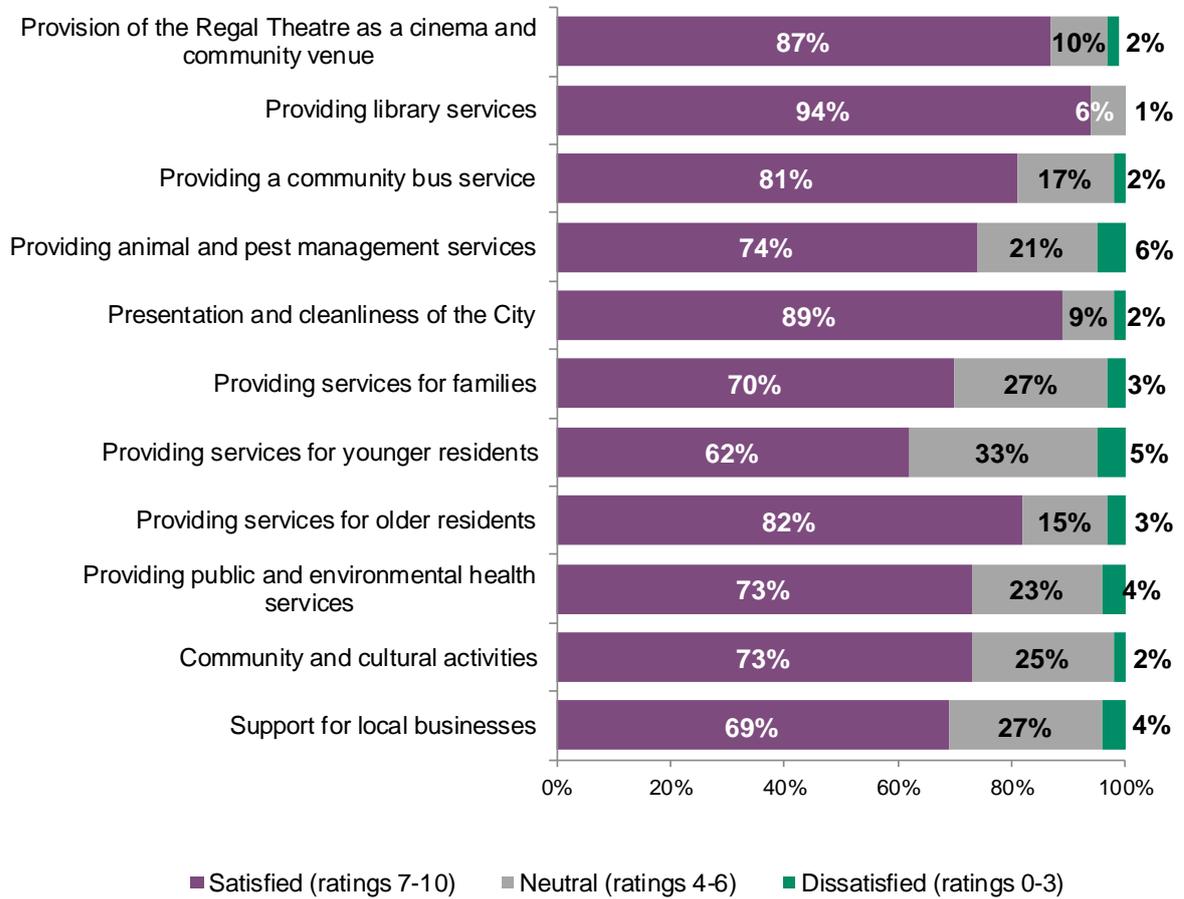
Are there any other ways in which these areas of Council business could be improved? (Q6) continued

| | % response | | | | | |
|---|-------------------------|---------------------------------------|------------------|------------------|-------------------------------|--------------------------------------|
| | Kensington Park (n=168) | Kensington Gardens and Magill (n=156) | Burnside (n=153) | Beaumont (n=146) | Eastwood and Glenunga (n=173) | Rose Park and Toorak Gardens (n=150) |
| No | 61 | 46 | 55 | 49 | 52 | 46 |
| Don't know | 13 | 21 | 11 | 22 | 19 | 19 |
| Annual hard waste pick up/reintroduce/set date(s)/return to old system | 4 | 3 | 3 | 6 | 7 | 8 |
| More/better/information/communication with residents/easily accessible/easy to understand/website/newsletter | 4 | 5 | 2 | 3 | 8 | 2 |
| More hard rubbish collections/communication about hard rubbish service/call for collection/stop it sitting on roadside/have a depot in area/pickup larger amounts | 2 | 16 | 7 | 6 | 8 | 7 |
| More rubbish collections/waste/green/weekly/in hot weather/after storms/provide more/larger bins for larger properties | 1 | 4 | 4 | 2 | 0 | 5 |
| More information about bushfire management/enforce bushfire safety measures on high risk properties/improve fire prevention for public areas | * | 3 | 2 | 1 | 0 | 5 |

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

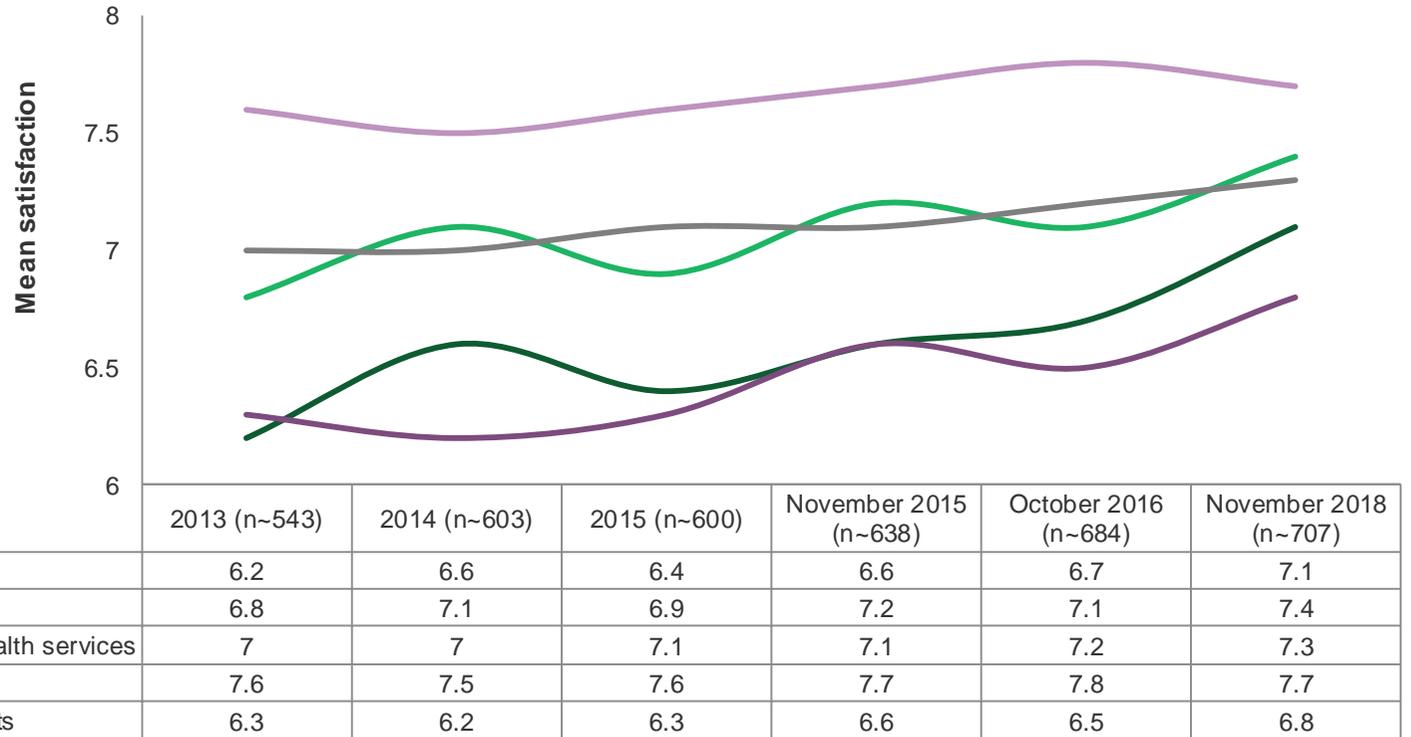
5.4 Diverse supportive, happy and healthy people

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)



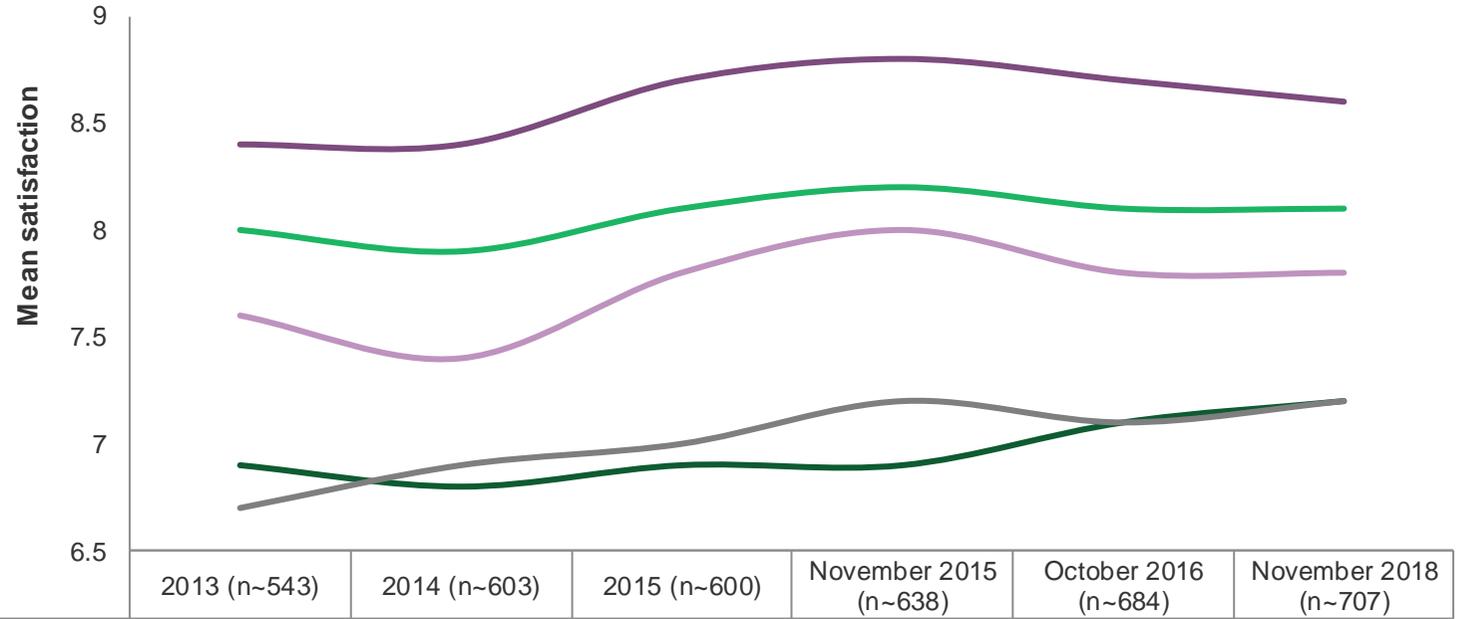
Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q7) continued

Ratings over time



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

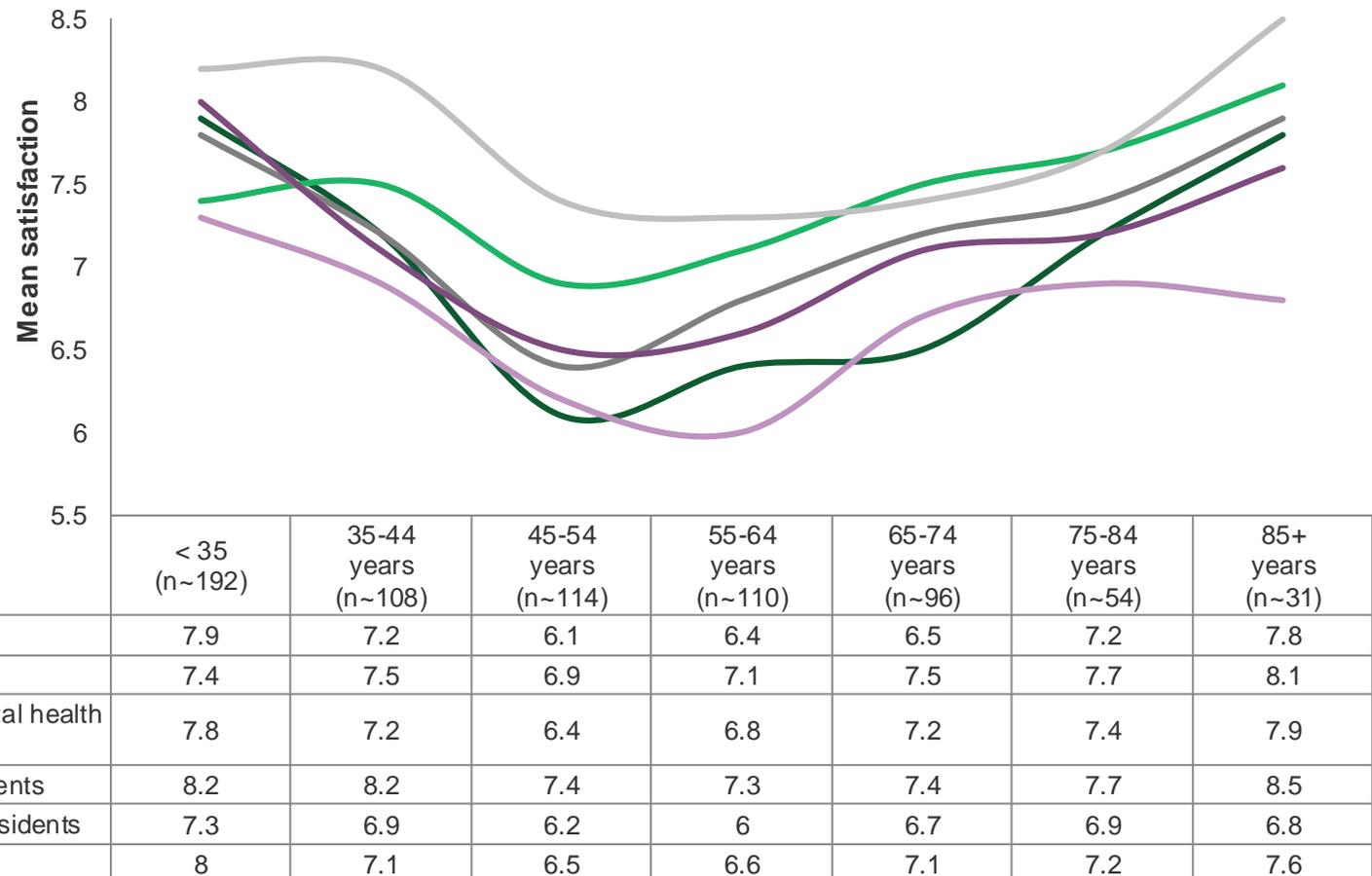
Ratings over time



| | 2013 (n~543) | 2014 (n~603) | 2015 (n~600) | November 2015 (n~638) | October 2016 (n~684) | November 2018 (n~707) |
|---|--------------|--------------|--------------|-----------------------|----------------------|-----------------------|
| Providing services for families | 6.9 | 6.8 | 6.9 | 6.9 | 7.1 | 7.2 |
| Presentation and cleanliness of the City | 8.0 | 7.9 | 8.1 | 8.2 | 8.1 | 8.1 |
| Providing animal and pest management services | 6.7 | 6.9 | 7.0 | 7.2 | 7.1 | 7.2 |
| Providing a community bus service | 7.6 | 7.4 | 7.8 | 8.0 | 7.8 | 7.8 |
| Providing library services | 8.4 | 8.4 | 8.7 | 8.8 | 8.7 | 8.6 |

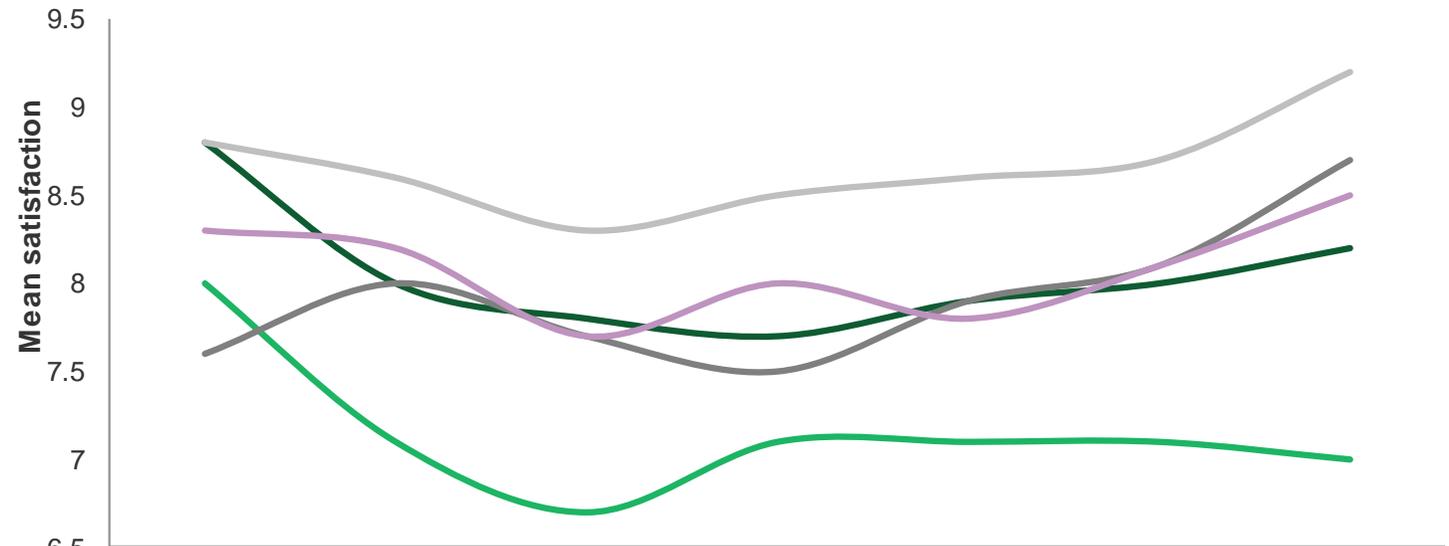
Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q7) continued

Mean scores by age



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

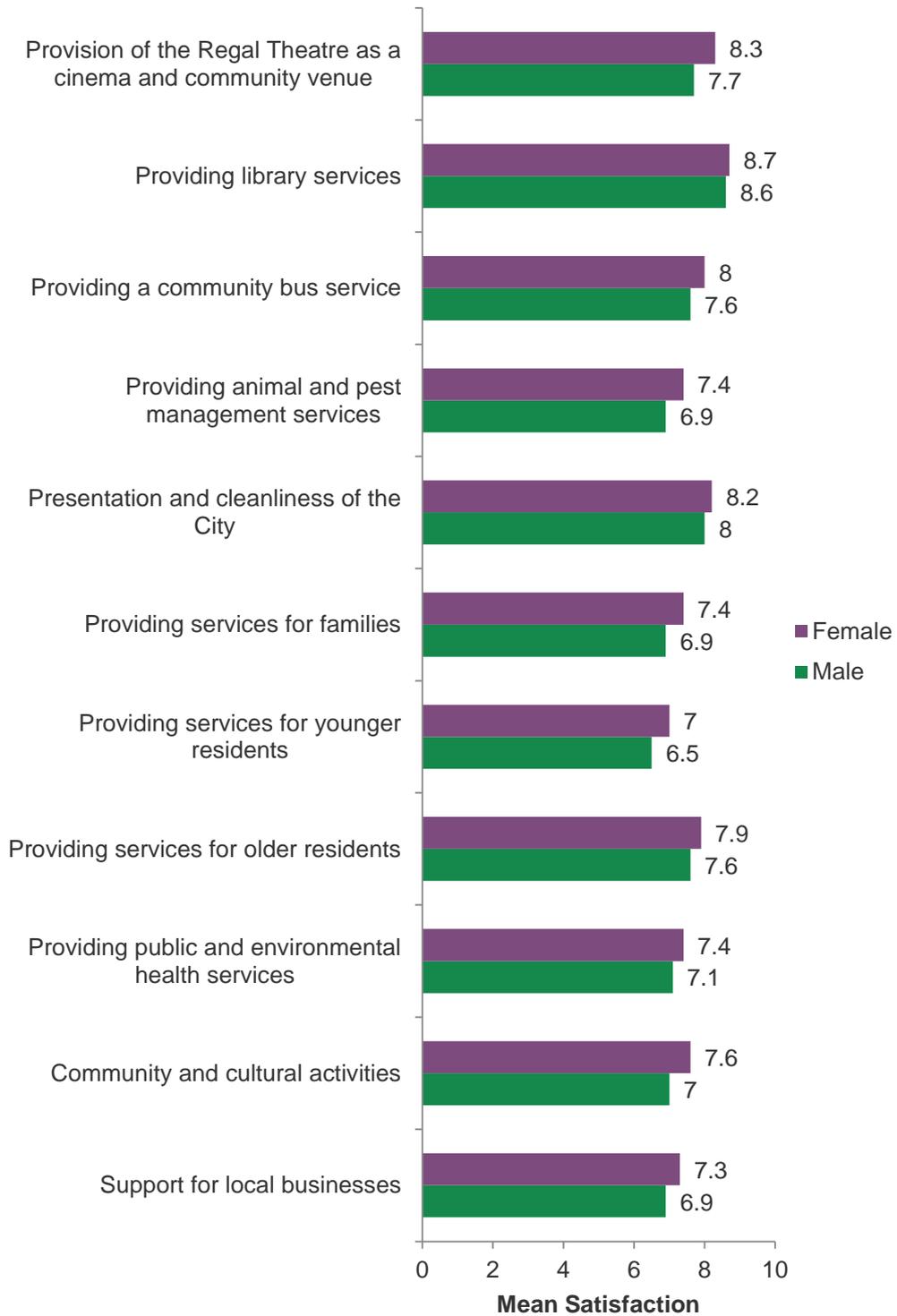
Mean scores by age



| | < 35 (n~192) | 35-44 years (n~108) | 45-54 years (n~114) | 55-64 years (n~110) | 65-74 years (n~96) | 75-84 years (n~54) | 85+ years (n~31) |
|--|-----------------|---------------------------|---------------------------|---------------------------|--------------------------|--------------------------|------------------------|
| — Presentation and cleanliness of the City | 8.8 | 8 | 7.8 | 7.7 | 7.9 | 8 | 8.2 |
| — Providing animal and pest management services | 8 | 7.1 | 6.7 | 7.1 | 7.1 | 7.1 | 7 |
| — Providing a community bus service | 7.6 | 8 | 7.7 | 7.5 | 7.9 | 8.1 | 8.7 |
| — Providing library services | 8.8 | 8.6 | 8.3 | 8.5 | 8.6 | 8.7 | 9.2 |
| — Provision of the Regal Theatre as a cinema and community venue | 8.3 | 8.2 | 7.7 | 8 | 7.8 | 8.1 | 8.5 |

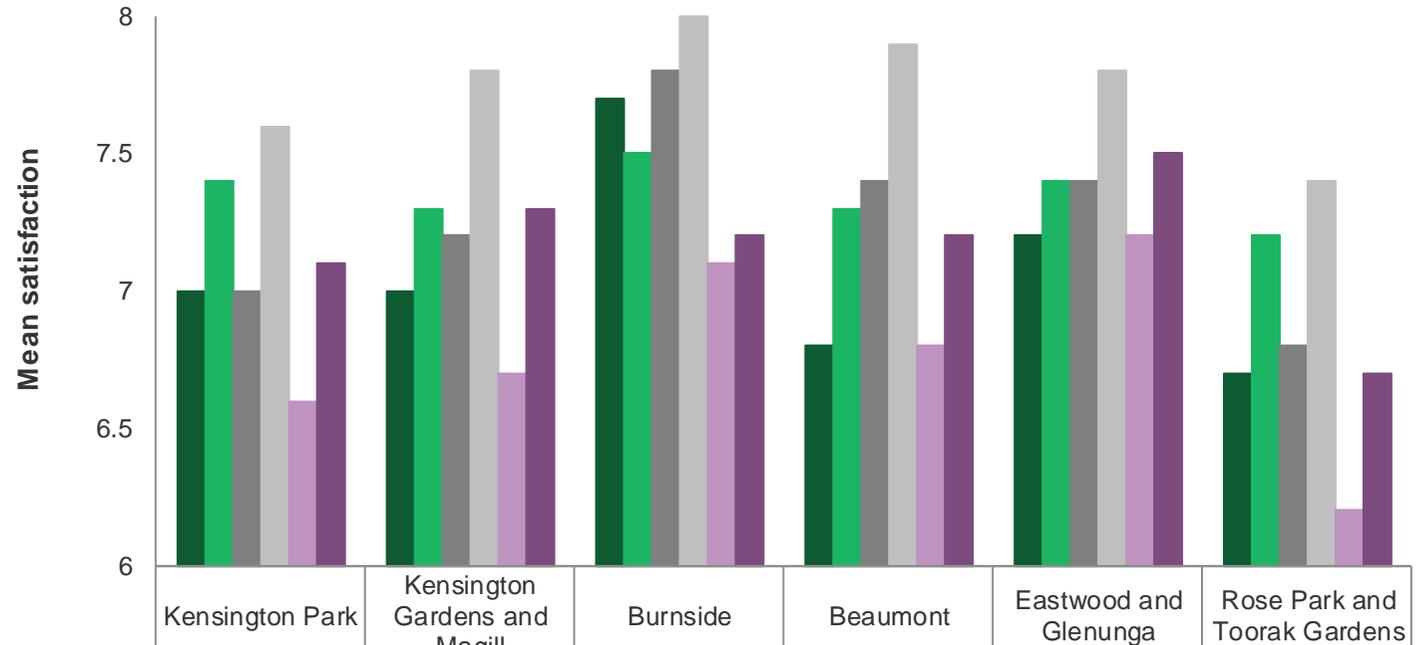
Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q7) continued

Mean scores by gender



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

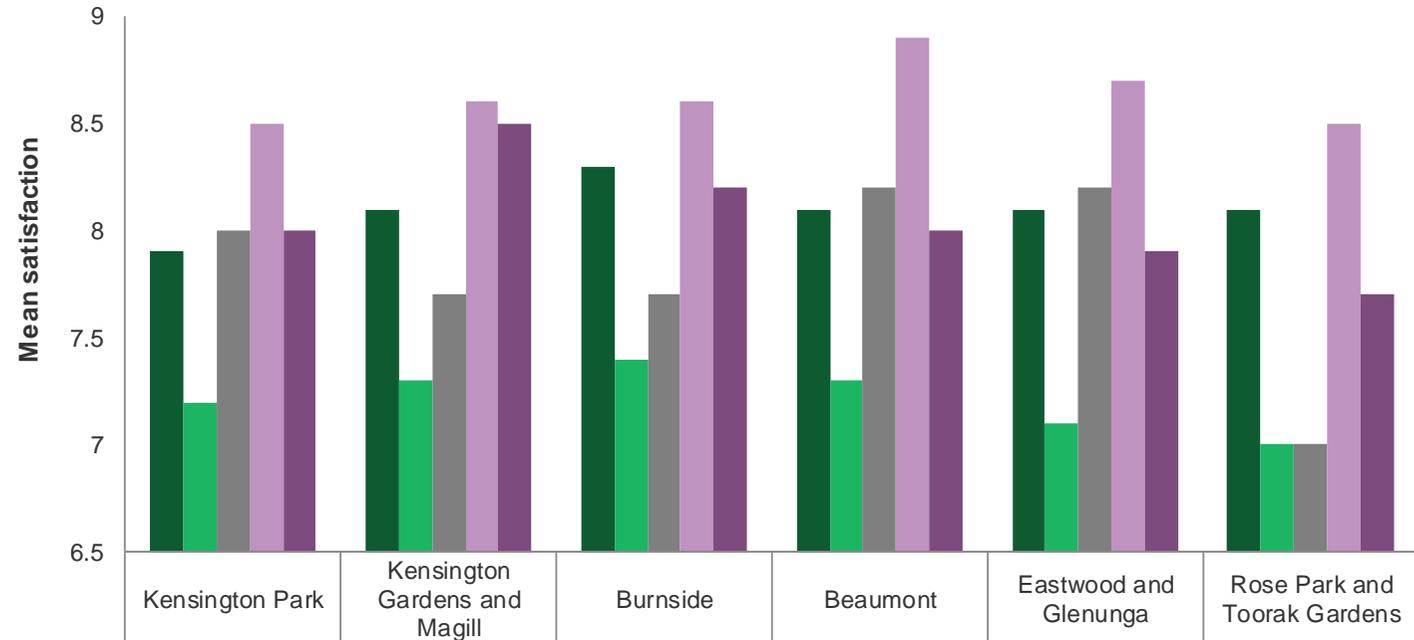
Mean scores by ward



| | | | | | | |
|--|-----|-----|-----|-----|-----|-----|
| ■ Support for local businesses | 7 | 7 | 7.7 | 6.8 | 7.2 | 6.7 |
| ■ Community and cultural activities | 7.4 | 7.3 | 7.5 | 7.3 | 7.4 | 7.2 |
| ■ Providing public and environmental health services | 7 | 7.2 | 7.8 | 7.4 | 7.4 | 6.8 |
| ■ Providing services for older residents | 7.6 | 7.8 | 8 | 7.9 | 7.8 | 7.4 |
| ■ Providing services for younger residents | 6.6 | 6.7 | 7.1 | 6.8 | 7.2 | 6.2 |
| ■ Providing services for families | 7.1 | 7.3 | 7.2 | 7.2 | 7.5 | 6.7 |

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 scores by ward



| | | | | | | |
|--|-----|-----|-----|-----|-----|-----|
| ■ Presentation and cleanliness of the City | 7.9 | 8.1 | 8.3 | 8.1 | 8.1 | 8.1 |
| ■ Providing animal and pest management services | 7.2 | 7.3 | 7.4 | 7.3 | 7.1 | 7 |
| ■ Providing a community bus service | 8 | 7.7 | 7.7 | 8.2 | 8.2 | 7 |
| ■ Providing library services | 8.5 | 8.6 | 8.6 | 8.9 | 8.7 | 8.5 |
| ■ Provision of the Regal Theatre as a cinema and community venue | 8 | 8.5 | 8.2 | 8 | 7.9 | 7.7 |

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 | | | | |
|---|-----------------|-----------------|-----------------------------|----------------------------|-----------------------------|
| | 2014 (n=797) | 2015 (n=799) | November 2015 (n=868) | October 2016 (n=897) | November 2018 (n=947) |
| No | 66 | 63 | 61 | 53 | 57 |
| Don't know | 11 | 12 | 17 | 21 | 20 |
| More communication/information of opening hours of all services/advertising of health services information/flyers/website/mobile app/find out what community wants/be more accessible/transparent/promote cinema | 9 | 5 | 5 | 4 | 6 |
| Regal theatre upgrade/maintenance/promote | * | * | * | * | 3 |
| Dog and cat management/registration/after hours number for lost animals/enforce on leash in public spaces/cats confined to property | 1 | 2 | 3 | 2 | 3 |
| Library/more child friendly/quieter/more funding/better books, DVDs/combine services with state wide libraries/more staff/longer opening hours/have mobile library/cleaner library/better WiFi/re-introduce human staff | 3 | 4 | 2 | 3 | 2 |
| More cultural and community/family events and services/geared towards all ages | 1 | 2 | 2 | 2 | 2 |
| More aged care services/home support/subsidised exercise classes/gym/meals at council/not just for over 80s | 1 | 1 | 2 | 1 | 2 |
| Maintenance of roads/street sweeping/trees/those affecting roof gutters/walking tracks/verges and rubbish removal/public toilets/footpaths/graffiti/bus shelters | 2 | 0 | 1 | 3 | 1 |
| More facilities/activities/services for younger people and the younger disabled/counselling for young people | 2 | 4 | 2 | 2 | 1 |
| More leisure suitable for teenagers/activities/sports areas/fields/arenas/skate park | 0 | 2 | 2 | 1 | 1 |
| Pest control/management of possums and feral animals/European wasps | 3 | 2 | 1 | 2 | 1 |
| Get rid of Regal theatre/sell/Council should not manage | * | * | * | * | 1 |
| Provide more parking/at the library/cinema/regulate parking near small businesses | 0 | 0 | * | 0 | 1 |
| Community bus services/more/cater for all types/allow bus volunteers to accept gifts/more information about service/provide a step into the bus/longer route | 1 | 1 | 2 | 2 | 1 |
| More dog friendly areas/parks/outdoor eating areas | 1 | 0 | 1 | 0 | 0 |
| Recreational activities for mums and children/walking groups | * | * | * | * | 0 |
| Better support for the disadvantaged | * | * | * | 0 | 0 |
| Provide more services for business/zoning/promote small business/hold community events near businesses | 1 | 1 | 1 | 2 | 0 |
| Do not increase business rates/do not approve this proposal | * | * | * | * | 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 | | | | |
|--|-----------------|-----------------|-----------------------------|----------------------------|-----------------------------|
| | 2014 (n=797) | 2015 (n=799) | November 2015 (n=868) | October 2016 (n=897) | November 2018 (n=947) |
| Community centres/one in each suburb/area/upgrade existing centres | * | * | * | * | 0 |
| Spend money on ventures to benefit the community, not to line Council pockets | * | * | * | * | 0 |
| Council trying to do too much/wind back/concentrate on fewer projects | * | * | * | * | 0 |
| Cafes/restaurants/bars | 0 | * | * | * | 0 |
| Enforce residents keeping property tidy/clear up litter etc | 0 | * | 0 | 0 | 0 |
| More funding for community art/gallery | * | * | * | * | 0 |
| Wildlife rescue services/improve knowledge | * | * | * | 1 | 0 |
| Create more jobs within council/at the library/encourage/support volunteers | 0 | 0 | * | 0 | 0 |
| Don't have too many services as rates will increase | * | * | * | 0 | 0 |
| Equal consideration given to all ages/all areas /not just the flats/civic centre areas | * | * | 0 | 0 | 0 |

Note: 0% represents n=4 or less

| | % response | | | | | | |
|---|-----------------|---------------------------|---------------------------|---------------------------|---------------------------|--------------------------|------------------------|
| | < 35 (n=241) | 35-44 years (n=141) | 45-54 years (n=161) | 55-64 years (n=149) | 65-74 years (n=133) | 75-84 years (n=76) | 85+ years (n=44) |
| No | 67 | 57 | 46 | 49 | 54 | 63 | 61 |
| Don't know | 17 | 17 | 24 | 20 | 22 | 21 | 22 |
| Dog and cat management/registration/after hours number for lost animals/enforce on leash in public spaces/cats confined to property | * | 3 | 5 | 2 | 3 | 3 | 5 |
| Regal theatre upgrade/maintenance/promote | 3 | 2 | 1 | 5 | 5 | 6 | 4 |
| More communication/information of opening hours of all services/advertising of health services information/flyers/website/mobile app/find out what community wants/be more accessible/transparent/promote cinema | 6 | 7 | 8 | 7 | 6 | 2 | 4 |
| More cultural and community/family events and services/geared towards all ages | * | 8 | 4 | 2 | 1 | * | 2 |
| Pest control/management of possums and feral animals/European wasps | * | * | 5 | 1 | 1 | 0 | * |
| Library/more child friendly/quieter/more funding/better books, DVDs/combine services with state wide libraries/more staff/longer opening hours/have mobile library/cleaner library/better WiFi/re-introduce human staff | 5 | 1 | 1 | 2 | 2 | 1 | * |

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

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

| | % response | |
|--|-----------------|-------------------|
| | Male (n=443) | Female (n=501) |
| No | 57 | 57 |
| Don't know | 17 | 23 |
| More communication/information of opening hours of all services/advertising of health services information/flyers/website/mobile app/find out what community wants/be more accessible/transparent/promote cinema | 8 | 4 |

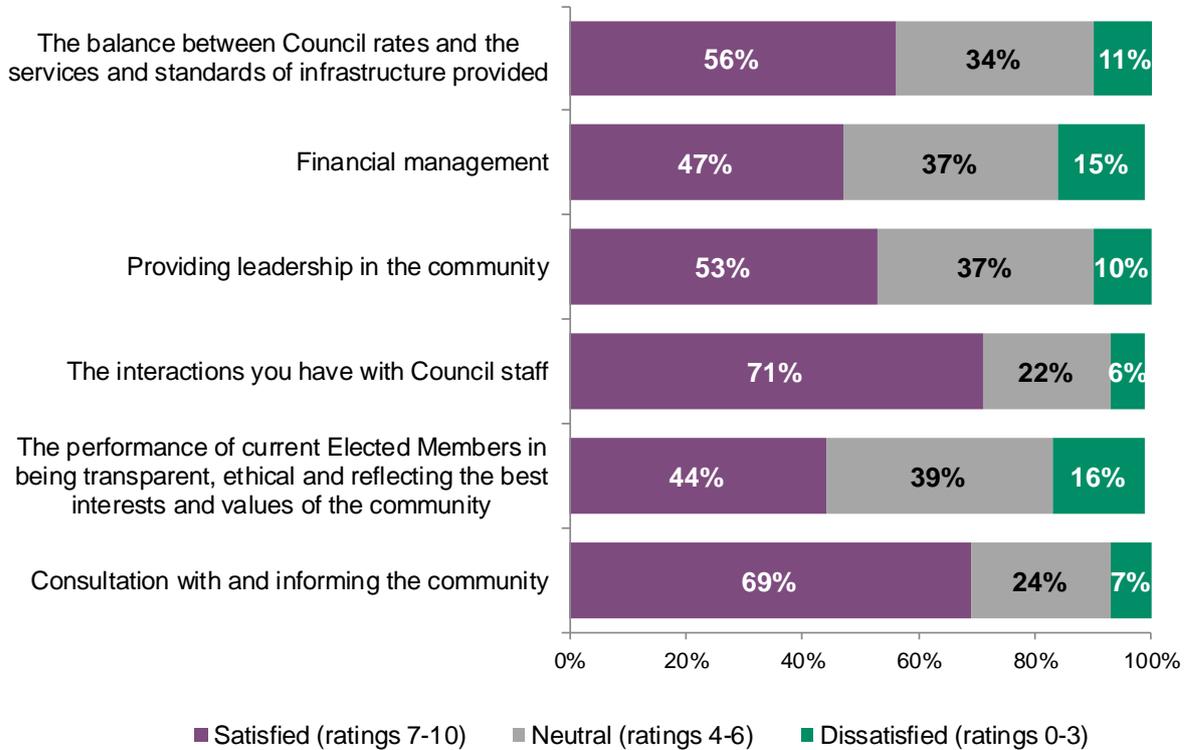
Note: Only results with >5% response shown

| | % response | | | | | |
|---|----------------------------|--|---------------------|---------------------|--|--|
| | Kensington Park (n=168) | Kensington Gardens and Magill (n=156) | Burnside (n=153) | Beaumont (n=146) | Eastwood and Glenunga (n=173) | Rose Park and Toorak Gardens (n=150) |
| No | 65 | 54 | 59 | 56 | 55 | 51 |
| Don't know | 18 | 23 | 17 | 19 | 21 | 21 |
| More communication/information of opening hours of all services/advertising of health services information/flyers/website/mobile app/find out what community wants/be more accessible/transparent/promote cinema | 4 | 10 | 3 | 6 | 7 | 8 |
| Regal theatre upgrade/maintenance/promote | 2 | 4 | 2 | 5 | 1 | 7 |
| More facilities/activities/services for younger people and the younger disabled/counselling for young people | 1 | - | 1 | 1 | 5 | - |
| Library/more child friendly/quieter/more funding/better books, DVDs/combine services with state wide libraries/more staff/longer opening hours/have mobile library/cleaner library/better WiFi/re-introduce human staff | 1 | 0 | 10 | 4 | - | 0 |

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

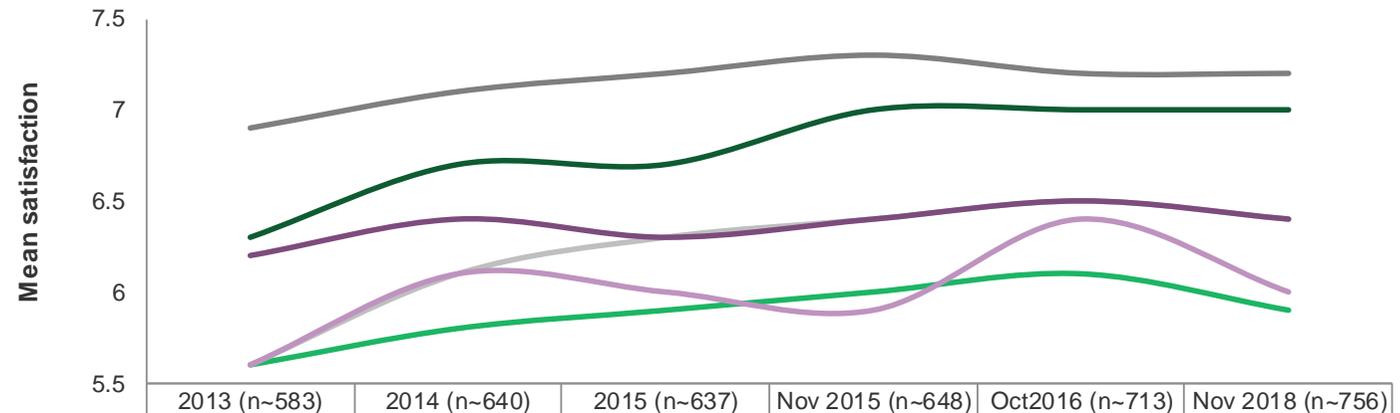
5.5 Leading inclusive and connected Council

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)



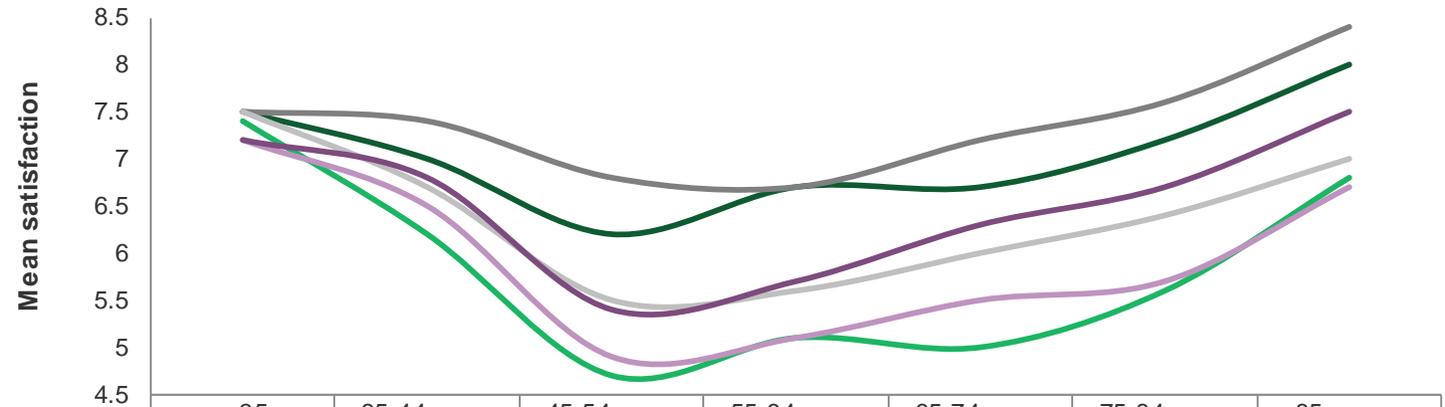
Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q9) continued

Ratings over time



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

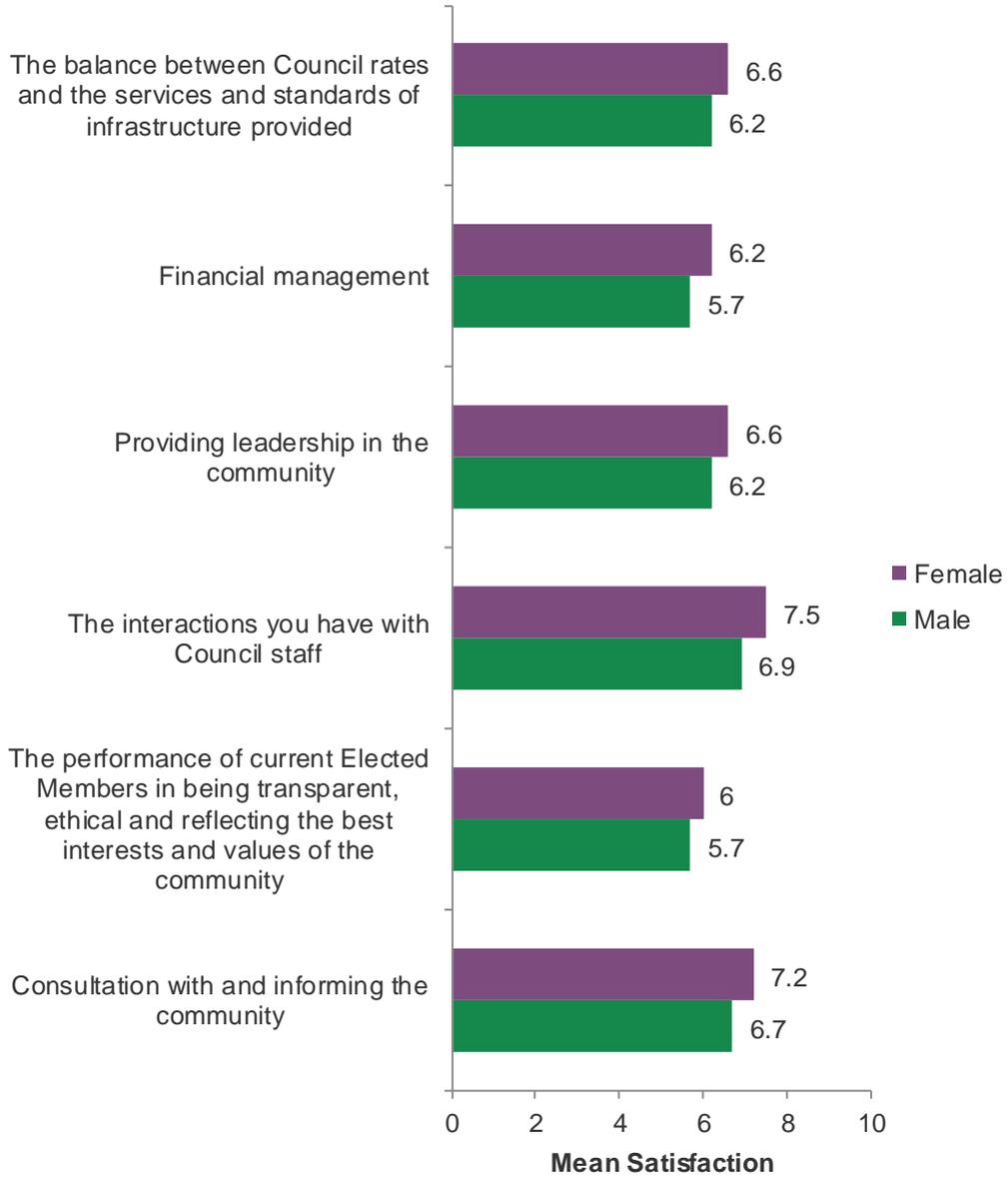
Mean scores by age



| | < 35 | 35-44 years | 45-54 years | 55-64 years | 65-74 years | 75-84 years | 85+ years |
|--|------|-------------|-------------|-------------|-------------|-------------|-----------|
| — Consultation with and informing the community | 7.5 | 7 | 6.2 | 6.7 | 6.7 | 7.2 | 8 |
| — The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community | 7.4 | 6.2 | 4.7 | 5.1 | 5 | 5.6 | 6.8 |
| — The interactions you have with Council staff | 7.5 | 7.4 | 6.8 | 6.7 | 7.2 | 7.6 | 8.4 |
| — Providing leadership in the community | 7.5 | 6.7 | 5.5 | 5.6 | 6 | 6.4 | 7 |
| — Financial management | 7.2 | 6.5 | 4.9 | 5.1 | 5.5 | 5.7 | 6.7 |
| — The balance between Council rates and the services and standards of infrastructure provided | 7.2 | 6.8 | 5.4 | 5.7 | 6.3 | 6.7 | 7.5 |

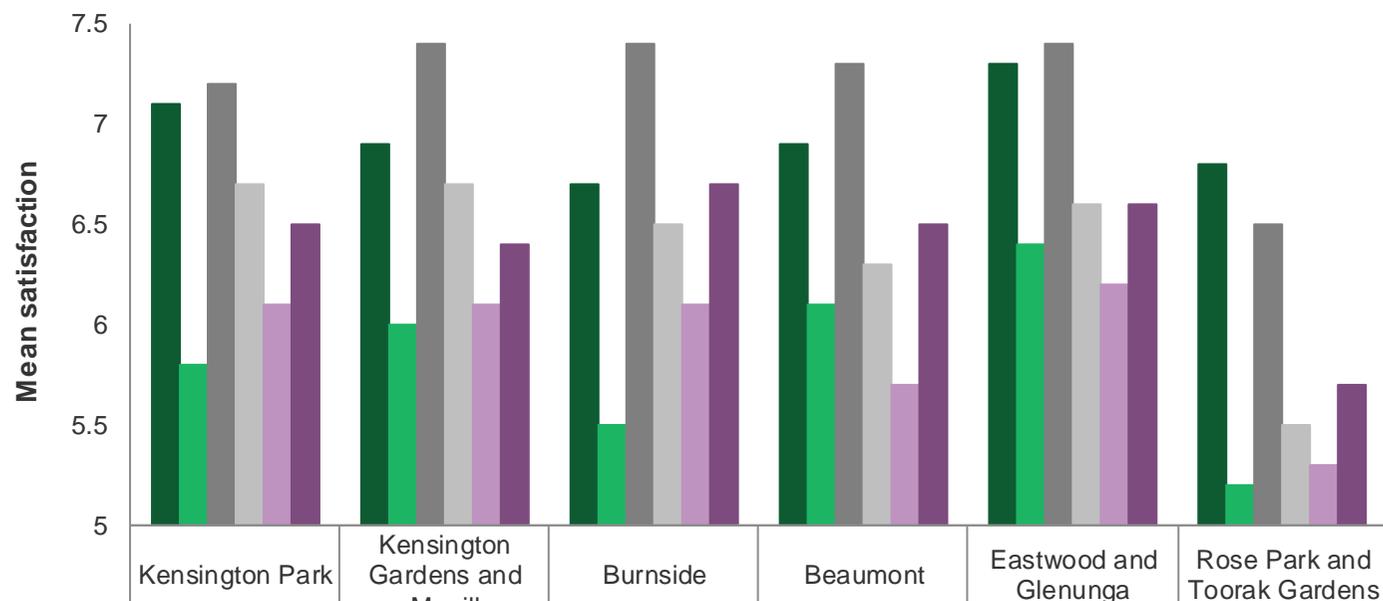
Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q9) continued

Mean scores by gender



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 scores by Ward



| | | | | | | |
|--|-----|-----|-----|-----|-----|-----|
| ■ Consultation with and informing the community | 7.1 | 6.9 | 6.7 | 6.9 | 7.3 | 6.8 |
| ■ The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community | 5.8 | 6 | 5.5 | 6.1 | 6.4 | 5.2 |
| ■ The interactions you have with Council staff | 7.2 | 7.4 | 7.4 | 7.3 | 7.4 | 6.5 |
| ■ Providing leadership in the community | 6.7 | 6.7 | 6.5 | 6.3 | 6.6 | 5.5 |
| ■ Financial management | 6.1 | 6.1 | 6.1 | 5.7 | 6.2 | 5.3 |
| ■ The balance between Council rates and the services and standards of infrastructure provided | 6.5 | 6.4 | 6.7 | 6.5 | 6.6 | 5.7 |

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 | | | | |
|---|-----------------|-----------------|----------------------|---------------------|---------------------|
| | 2014 (n=797) | 2015 (n=799) | Nov 2015 (n=870) | Oct 2016 (n=898) | Nov 2018 (n=947) |
| No | 58 | 53 | 55 | 53 | 46 |
| Don't know | 12 | 19 | 19 | 21 | 19 |
| Communicate with residents/listen/consult/meetings/keep informed of pending works/future plans/developments | 8 | 8 | 6 | 9 | 8 |
| Honest/transparent about their dealings/financial transparency/working for the benefit of the community/ | 7 | 6 | 4 | 2 | 5 |
| Reduce rates/greater concessions/base rates on property value/how many people live in the house/size of block/cap rates | 5 | 6 | 3 | 3 | 4 |
| Cut down on excess spending /reduce costs/monitor budget/less legal fees | 0 | 0 | 5 | 2 | 4 |
| Better budgeting/realistic goals/don't waste money/qualified staff to manage finances/accountability/forward planning | 4 | 2 | 1 | 1 | 4 |
| Dysfunctional/stop the in house fighting/council is too political/poor image in the media | 1 | 0 | 1 | 1 | 3 |
| Elected council members should contact residents/get to know their constituents/not seen or heard from elected member | 2 | 2 | 1 | 2 | 3 |
| Provide value for services returned/rates too high for services/be cost conscious | 3 | 2 | 1 | 0 | 2 |
| Staff can be rude/more approachable/knowledgeable/friendly/helpful/staff need to be reviewed | 1 | 1 | 1 | 0 | 2 |
| Staff be more responsive/within time frame/respond to requests/building approvals/return phone calls | 3 | 0 | 1 | 1 | 1 |
| Better maintenance of all council property/roads/footpaths/improve infrastructure | * | * | * | 2 | 1 |
| More frequent newsletters/services available/provide planning information/changes to road laws | 0 | 0 | 0 | 0 | 1 |
| Be proactive/actually put ideas into practice/adhere to long term plans | 1 | 0 | * | 0 | 1 |
| Website/improve/provide more information/heritage/environment | 0 | 0 | * | 0 | 1 |
| Be more involved with community services/voluntary organisations | 0 | 0 | 0 | 0 | 1 |
| Use new technology to communicate/e-newsletters | * | 0 | * | 0 | 1 |
| Review of services that are offered/be fair in serving the residents | 0 | 2 | 0 | 0 | 1 |
| Leadership needs attention/stronger leadership/fresh blood | 0 | 0 | 1 | 1 | 1 |

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

| | % response | | | | |
|--|-----------------|-----------------|---------------------|---------------------|---------------------|
| | 2014 (n=797) | 2015 (n=799) | Nov 2015 (n=870) | Oct 2016 (n=898) | Nov 2018 (n=947) |
| Staff take on responsibilities that council are empowered to/be accountable/compliance monitoring/provide feedback on action taken | 0 | * | 0 | 0 | 0 |
| Take a leadership role in environmental issues/email communication/conserving energy/sustainable housing assistance | 0 | 0 | 0 | * | 0 |
| Inform the community of what services are available | 0 | 1 | 1 | * | 0 |
| Elected members should not be driven by self interests | * | * | * | 0 | 0 |
| Publish commission findings/when will we get to see the release of the report | 0 | * | * | 0 | 0 |
| Should not fund things that don't serve the wider community/library/community bus/cinema/sporting facilities | 0 | 0 | 0 | 0 | 0 |
| More realistic valuation of houses | * | * | * | 0 | 0 |
| Waste collection/better management/stop changing the system/allow for more green waste | 1 | 0 | 0 | 0 | 0 |
| Improve consistency and cohesion within Council | * | * | * | 0 | 0 |
| State Government/better coordination/stand up to them/council should be making planning decisions not State Government | 0 | * | * | * | 0 |
| Council workers in the field put more effort into working/efficiently/consistently | 0 | 0 | 1 | 0 | 0 |
| Amalgamation/collaboration with other councils | 0 | 0 | * | 0 | 0 |
| Be more innovative/forward thinking/not so conservative | 0 | * | 0 | 0 | 0 |
| Council elections/make voting mandatory | * | * | * | * | 0 |
| Improve bill paying methods/pay in cash for older residents/paperless bills | * | * | * | 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 | | | | | | |
|---|-----------------|---------------------------|---------------------------|---------------------------|---------------------------|--------------------------|------------------------|
| | < 35 (n=241) | 35-44 years (n=141) | 45-54 years (n=161) | 55-64 years (n=150) | 65-74 years (n=133) | 75-84 years (n=76) | 85+ years (n=43) |
| No | 67 | 49 | 24 | 36 | 39 | 47 | 62 |
| Don't know | 22 | 20 | 20 | 12 | 19 | 20 | 22 |
| Staff be more responsive/within time frame/respond to requests/building approvals/return phone calls | * | * | 1 | 4 | 3 | 1 | 5 |
| Dysfunctional/stop the in house fighting/council is too political/poor image in the media | * | 2 | 2 | 7 | 5 | 6 | 3 |
| Communicate with residents/listen/consult/meetings/keep informed of pending works/future plans/developments | 3 | 12 | 13 | 13 | 9 | 5 | 2 |
| Elected council members should contact residents/get to know their constituents/not seen or heard from elected member | * | 3 | 2 | 6 | 4 | 1 | 2 |
| Honest/transparent about their dealings/financial transparency/working for the benefit of the community/ | * | 3 | 10 | 8 | 8 | 6 | 2 |
| Staff can be rude/more approachable/knowledgeable/friendly/helpful/staff need to be reviewed | * | 3 | 5 | 1 | 2 | 1 | 2 |
| Cut down on excess spending /reduce costs/monitor budget/less legal fees | * | * | 5 | 7 | 8 | 7 | * |
| Provide value for services returned/rates too high for services/be cost conscious | * | 2 | 7 | 3 | 1 | 2 | * |
| Reduce rates/greater concessions/base rates on property value/how many people live in the house/size of block/cap rates | 5 | 1 | 5 | 5 | 3 | 2 | * |
| Better budgeting/realistic goals/don't waste money/qualified staff to manage finances/accountability/forward planning | * | 3 | 8 | 5 | 5 | 3 | * |

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

| | % response | |
|---|-----------------|-------------------|
| | Male (n=443) | Female (n=501) |
| No | 48 | 45 |
| Don't know | 16 | 23 |
| Communicate with residents/listen/consult/meetings/keep informed of pending works/future plans/developments | 7 | 9 |

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=168) | Kensington Gardens and Magill (n=156) | Burnside (n=153) | Beaumont (n=145) | Eastwood and Glenunga (n=173) | Rose Park and Toorak Gardens (n=151) |
| No | 56 | 40 | 40 | 50 | 54 | 35 |
| Don't know | 14 | 26 | 18 | 19 | 21 | 18 |
| Communicate with residents/listen/consult/meetings/keep informed of pending works/future plans/developments | 7 | 9 | 12 | 8 | 4 | 12 |
| Honest/transparent about their dealings/financial transparency/working for the benefit of the community/ | 6 | 2 | 6 | 7 | 4 | 6 |
| Reduce rates/greater concessions/base rates on property value/how many people live in the house/size of block/cap rates | 4 | 3 | 6 | 3 | 1 | 6 |
| Dysfunctional/stop the in house fighting/council is too political/poor image in the media | 3 | 2 | 5 | 2 | 2 | 5 |
| Better budgeting/realistic goals/don't waste money/qualified staff to manage finances/accountability/forward planning | 2 | 4 | 2 | 5 | 3 | 5 |

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

5.6 Future services

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

Due to the unrestricted comments that residents are able to provide in this section; the responses have been grouped into themes that allow the results to be compared over time. 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 | | | | |
|---|-----------------|-----------------|---------------------|---------------------|---------------------|
| | 2014 (n=797) | 2015 (n=800) | Nov 2015 (n=873) | Oct 2016 (n=899) | Nov 2018 (n=948) |
| No | 71 | 74 | 68 | 69 | 69 |
| Don't know | 7 | 11 | 13 | 12 | 8 |
| Waste collection/annual hard waste collection/depots for hard, electronic, hazardous, green and general waste/dumping location within council area/extra bins for homes/collection by appointment | 3 | 2 | 3 | 5 | 5 |
| Improved general maintenance/verge/trees pruned/footpaths swept/levelled to avoid tripping hazard/road gutters swept | 4 | 1 | 2 | 4 | 3 |
| Elderly/disability services in home assistance/transport/shopping/gardening/exercising/more facilities/general assistance/meals/digital training | 2 | 1 | 2 | 2 | 2 |
| More recreational facilities/open areas/BBQ's/seating/shaded areas/walking, cycling trails/dog park/BMX/skateboard/hire areas at parks | 3 | 1 | 3 | 2 | 2 |
| Provide more community events/festivals/funding for arts | 1 | 0 | 1 | 0 | 2 |
| Engage with local community/monthly emails/meetings/more information/involve community/consult/respond/follow up/in person | 1 | 1 | 1 | 1 | 1 |
| Youth programs/assistance/meeting place | 0 | 2 | 1 | 1 | 1 |
| Recycling and renewable energy plan/information | * | * | * | 1 | 1 |
| Community clubs/centre to learn new skills/after school care/immigrant orientation into Australian society/lunches | 0 | 0 | 0 | 0 | 1 |
| Young families/refugees/help with housing/budgeting/community activities | 1 | 1 | 0 | 0 | 1 |
| Web access to the library/more library facilities/stock | * | * | * | 0 | 1 |
| Trees/reduce risk of damage during storm/consult with residents on planting/use deciduous trees/provide information/list of recommended arborists/native trees and plants | 1 | 1 | 1 | * | 1 |
| Building inspector/notify of council requirements to build/renovate/check building sites are kept tidy | 0 | 0 | * | * | 1 |
| Improve traffic management/speeding trucks/hoon drivers/pedestrian crossings/traffic lights | 0 | 1 | 1 | 0 | 0 |
| Better community bus service | 0 | 0 | 0 | 0 | 0 |
| Physical fitness/public exercise sessions/gym equipment in parks public | * | 0 | 0 | 0 | 0 |
| Telecommunications/more internet access/Burnside Village/Telstra black spots/NBN | 0 | * | 0 | 0 | 0 |
| Preservation of listed buildings/offer assistance to residents of Heritage properties/development opportunities | 1 | 0 | 0 | 0 | 0 |

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

| | % response | | | | |
|---|-----------------|-----------------|---------------------|---------------------|---------------------|
| | 2014 (n=797) | 2015 (n=800) | Nov 2015 (n=873) | Oct 2016 (n=899) | Nov 2018 (n=948) |
| Public swimming pool/complete upgrade/extend hours/classes/aqua aerobics/indoor pool section | 0 | 0 | * | 0 | 0 |
| Improve planning department/advice service/allow residents to see proposed plans/voice any concerns/simplify approval process | 0 | 0 | 0 | 0 | 0 |
| Bushfire management and information programmes/information | * | * | 0 | 0 | 0 |
| More community garden spaces | 0 | * | 0 | 0 | 0 |
| Pet registration/cats | * | * | * | 0 | 0 |
| Mediation service/neighbourhood disputes | 0 | 0 | * | 0 | 0 |
| Flexibility on payment of rates | * | * | * | 0 | 0 |
| Neighbourhood watch/make clear who is paying for this | * | * | * | 0 | 0 |
| Indigenous/services/support/flag | * | * | * | 0 | 0 |
| A working home assist line | * | * | * | 0 | 0 |
| Recycle bottles separately from other recycling | * | * | * | 0 | 0 |
| Diversity/multicultural activities | * | * | 0 | 0 | 0 |
| Retirement seminars/pre and post/lifestyle/emotional support/information | * | * | * | * | 0 |
| Messenger Newspaper/Courier | * | * | * | * | 0 |
| Reduce/cut rates | * | * | * | * | 0 |
| Protection of wildlife | * | * | * | * | 0 |
| On the spot fines for people not cleaning up after their dogs n public areas | * | * | * | * | 0 |
| Bollards supplied free/to close off streets for parties | 0 | * | * | * | 0 |
| Pest control service/eradicate possums/European wasps | 1 | 1 | 0 | * | 0 |
| Provide more bus shelters | 0 | * | * | * | 0 |
| Cyclists/more services/assistance/better paths/reduce danger/cycle parking in city | 0 | 1 | 0 | * | 0 |
| More sporting clubs/more financial support | 1 | 0 | 0 | * | 0 |
| Improve website/more frequent updates/keep informed of current happenings/regulations | 0 | 0 | 0 | * | 0 |
| Provide more/better parking/in side/narrow streets/at the library | 1 | 1 | 0 | * | 0 |
| Special group support/activities/mens/single parents | * | * | 0 | * | 0 |
| Adequate cat/dog control/better management/catchers to carry microchip readers | 0 | 1 | 1 | * | 0 |
| Energy saving measures- LED street lighting | * | * | 0 | * | 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 | | | | | | |
|---|-----------------|---------------------------|---------------------------|---------------------------|---------------------------|--------------------------|------------------------|
| | < 35 (n=241) | 35-44 years (n=141) | 45-54 years (n=161) | 55-64 years (n=150) | 65-74 years (n=134) | 75-84 years (n=76) | 85+ years (n=44) |
| No | 77 | 63 | 62 | 59 | 69 | 74 | 84 |
| Don't know | 3 | 14 | 8 | 12 | 10 | 8 | 2 |
| Provide more community events/festivals/funding for arts | 5 | * | * | 1 | 1 | * | 2 |
| Youth programs/assistance/meeting place | 5 | * | * | * | 0 | * | * |
| Waste collection/annual hard waste collection/depots for hard, electronic, hazardous, green and general waste/dumping location within council area/extra bins for homes/collection by appointment | 3 | 7 | 8 | 7 | 3 | 3 | 2 |
| Elderly/disability services in home assistance/transport/shopping/gardening/exercising/more facilities/general assistance/meals/digital training | * | * | 5 | 4 | 2 | 5 | 2 |

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

| | % response | |
|---|-----------------|-------------------|
| | Male (n=445) | Female (n=501) |
| No | 72 | 66 |
| Don't know | 6 | 11 |
| Waste collection/annual hard waste collection/depots for hard, electronic, hazardous, green and general waste/dumping location within council area/extra bins for homes/collection by appointment | 4 | 6 |

Note: Only results with >5% response shown

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

| | % response | | | | | |
|---|-------------------------|---------------------------------------|------------------|------------------|-------------------------------|--------------------------------------|
| | Kensington Park (n=168) | Kensington Gardens and Magill (n=156) | Burnside (n=153) | Beaumont (n=146) | Eastwood and Glenunga (n=173) | Rose Park and Toorak Gardens (n=151) |
| No | 68 | 65 | 72 | 68 | 74 | 63 |
| Don't know | 9 | 8 | 11 | 6 | 9 | 6 |
| More recreational facilities/open areas/BBQ's/seating/shaded areas/walking, cycling trails/dog park/BMX/skateboard/hire areas at parks | 6 | 1 | 1 | 1 | 1 | 2 |
| Waste collection/annual hard waste collection/depots for hard, electronic, hazardous, green and general waste/dumping location within council area/extra bins for homes/collection by appointment | 3 | 8 | 8 | 4 | 2 | 6 |
| Improved general maintenance/verge/trees pruned/footpaths swept/levelled to avoid tripping hazard/road gutters swept | 2 | 2 | 1 | 2 | 1 | 9 |
| Web access to the library/more library facilities/stock | * | 5 | * | 0 | * | 0 |
| Young families/refugees/help with housing/budgeting/community activities | * | * | * | * | 1 | 6 |
| Provide more community events/festivals/funding for arts | * | 1 | * | 5 | 1 | 4 |

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 | | | | |
|---|-----------------|-----------------|---------------------|---------------------|---------------------|
| | 2014 (n=797) | 2015 (n=800) | Nov 2015 (n=872) | Oct 2016 (n=898) | Nov 2018 (n=948) |
| No | 84 | 83 | 75 | 83 | 80 |
| Don't know | 13 | 15 | 20 | 14 | 16 |
| Regal Theatre | 0 | * | * | * | 1 |
| Just provide core services/road/waste/footpaths/lighting | 0 | 0 | 1 | 1 | 0 |
| Reduce the number of council departments/sub committee/bureaucracy/too many staff/duplicate services | 0 | 0 | 0 | 0 | 0 |
| Cut out public entertainment, sports clubs and community program spending | * | * | 0 | 0 | 0 |
| Community buses | 0 | 0 | 0 | 0 | 0 |
| Preserving trees/should be handled by professional arborists/Council go overboard | 0 | 0 | 0 | 0 | 0 |
| Dog catchers should not have the decision of putting dogs down | * | * | * | 0 | 0 |
| Too much paving | * | * | * | 0 | 0 |
| New bin system too complex/did not need to change | * | 0 | 0 | 0 | 0 |
| Should not be making decisions on population density/high rise buildings/should be done by specialised State Government staff | 0 | * | 0 | 0 | 0 |
| Verge maintenance/residents can take care of/mow their own | 0 | * | 0 | 0 | 0 |
| Meal service/cheap or free meals for the elderly/pensioners | 0 | 1 | 1 | 0 | 0 |
| Building regulations/inspections | * | * | * | 0 | 0 |
| Library services | 0 | * | 0 | 0 | 0 |
| Burnside Focus Newsletter | * | * | * | 0 | 0 |
| Pepper Street gallery open too long/reduce hours | * | * | * | 0 | 0 |
| Financial advice services | * | * | * | * | 0 |
| Upgrading street gutters/waste of money | * | * | * | * | 0 |
| Community buses for residents of Council area only | * | * | * | * | 0 |
| Consultation with residents regarding streetscape/s | * | * | * | * | 0 |
| General waste collection/too frequent/collect fortnightly | * | * | * | * | 0 |
| Duplication of letters/information to residents/one letter/flyer per household | * | * | * | * | 0 |
| Do not provide newspapers/end up in bin | * | * | * | * | 0 |
| Only do verge maintenance for the elderly residents/too much elderly focus | 0 | * | 0 | * | 0 |
| Paid for replacing water pipes for a privately owned water company | 0 | * | * | * | 0 |
| Inspectors/parking/swimming pool | 0 | * | * | * | 0 |
| The Men's Shed/cooking/special men's focus | 0 | 0 | 0 | * | 0 |
| Community Art Centres/amalgamate to minimise costs | * | 0 | 0 | * | 0 |
| Immunisation | * | * | 0 | * | 0 |
| Too many multicultural activities | 0 | * | 0 | * | 0 |
| Small business support/leadership in the community/should not be involved in this | * | 0 | 0 | * | 0 |
| Swimming pool/does not generate any profit/other council residents use it | * | 0 | * | * | 0 |

Note: 0% represents n=4 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) | Nov 2015 (n=858) | Oct 2016 (n=902) | Nov 2018 (n=948) |
| Email | 29 | 35 | 38 | 43 | 44 |
| Letters/Direct Mail | 21 | 25 | 21 | 29 | 33 |
| Focus quarterly newsletter | 21 | 21 | 22 | 27 | 23 |
| Council website | 18 | 23 | 21 | 20 | 21 |
| Council flyers/posters | 19 | 18 | 21 | 13 | 11 |
| The Messenger - local newspaper | 16 | 17 | 18 | 12 | 11 |
| Telephone | 8 | 8 | 6 | 5 | 5 |
| Council office/front counter/help desk | 5 | 5 | 4 | 3 | 5 |
| Social Media | 2 | 1 | 5 | 5 | 4 |
| SMS/text message | 0 | 0 | 1 | * | 2 |
| Council/community meetings | 1 | 1 | 1 | 2 | 1 |
| Library/notice boards/handouts | 1 | 1 | 1 | 1 | 1 |
| Speeches/openings | 0 | 0 | 0 | 0 | 0 |
| Face to face/elected members/door knocking | 0 | 1 | 0 | 0 | 0 |
| Community centres/noticeboards | * | * | * | * | 0 |
| The Grapevine newsletter | * | 0 | 0 | * | 0 |
| Don't currently receive information from Council | 1 | 0 | 1 | 1 | 0 |
| Don't know | 1 | 1 | * | 1 | 2 |

Note: 0% represents n=4 or less

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

| | % response | | | | | | |
|--|-----------------|---------------------------|---------------------------|---------------------------|---------------------------|--------------------------|------------------------|
| | < 35 (n=241) | 35-44 years (n=141) | 45-54 years (n=161) | 55-64 years (n=150) | 65-74 years (n=134) | 75-84 years (n=76) | 85+ years (n=44) |
| Email | 44 | 54 | 51 | 44 | 47 | 28 | 11 |
| Letters/Direct Mail | 30 | 31 | 27 | 37 | 36 | 45 | 46 |
| Council website | 29 | 21 | 24 | 17 | 17 | 8 | 7 |
| Focus quarterly newsletter | 11 | 23 | 27 | 28 | 31 | 29 | 28 |
| Social Media | 9 | 3 | 4 | 2 | 2 | 0 | * |
| Council flyers/posters | 8 | 15 | 16 | 7 | 8 | 7 | 15 |
| SMS/text message | 5 | 3 | * | * | * | * | * |
| Council office/front counter/help desk | 3 | 5 | 6 | 6 | 7 | 6 | 6 |
| The Messenger - local newspaper | 2 | 12 | 18 | 13 | 17 | 13 | 9 |
| Telephone | * | 10 | 4 | 5 | 4 | 13 | 15 |
| Don't know | 6 | 2 | * | 1 | 1 | 1 | 2 |

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

| | % response | |
|--|--------------|----------------|
| | Male (n=445) | Female (n=501) |
| Email | 46 | 42 |
| Letters/Direct Mail | 33 | 34 |
| Council website | 27 | 15 |
| Focus quarterly newsletter | 22 | 24 |
| The Messenger - local newspaper | 10 | 12 |
| Council flyers/posters | 8 | 13 |
| Council office/front counter/help desk | 5 | 5 |
| Telephone | 4 | 6 |
| Social Media | 3 | 5 |

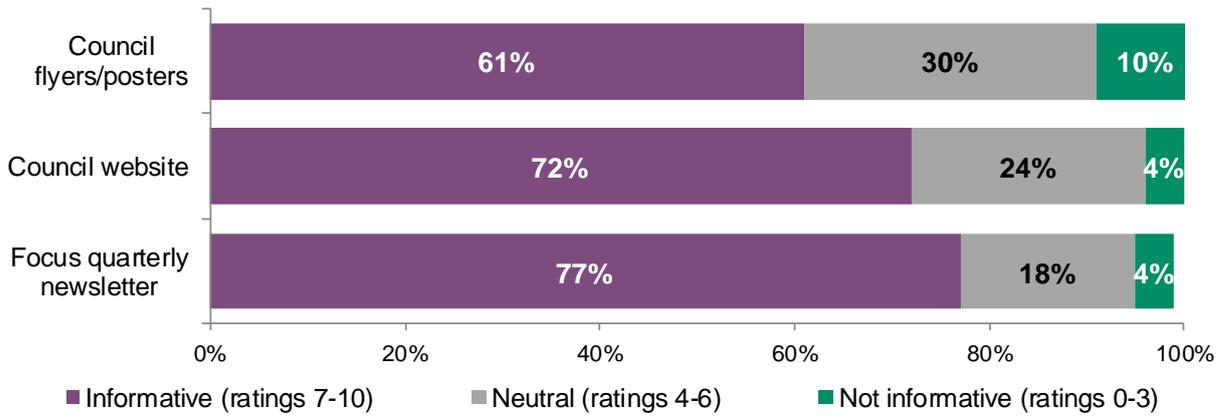
Note: Only results with >5% response shown

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

| | % response | | | | | |
|--|-------------------------|---------------------------------------|------------------|------------------|-------------------------------|--------------------------------------|
| | Kensington Park (n=168) | Kensington Gardens and Magill (n=156) | Burnside (n=153) | Beaumont (n=146) | Eastwood and Glenunga (n=173) | Rose Park and Toorak Gardens (n=151) |
| Email | 49 | 42 | 41 | 44 | 44 | 47 |
| Council website | 26 | 21 | 26 | 13 | 21 | 18 |
| Letters/Direct Mail | 26 | 42 | 35 | 36 | 35 | 27 |
| Focus quarterly newsletter | 18 | 22 | 25 | 23 | 29 | 22 |
| The Messenger - local newspaper | 9 | 12 | 7 | 14 | 10 | 17 |
| Telephone | 9 | 4 | 3 | 5 | 7 | 4 |
| Council flyers/posters | 6 | 7 | 6 | 14 | 10 | 20 |
| Council office/front counter/help desk | 6 | 4 | 3 | 5 | 9 | 3 |
| Social Media | * | 8 | 5 | 3 | 5 | 5 |
| Don't know | 2 | 5 | 4 | 2 | 0 | 1 |

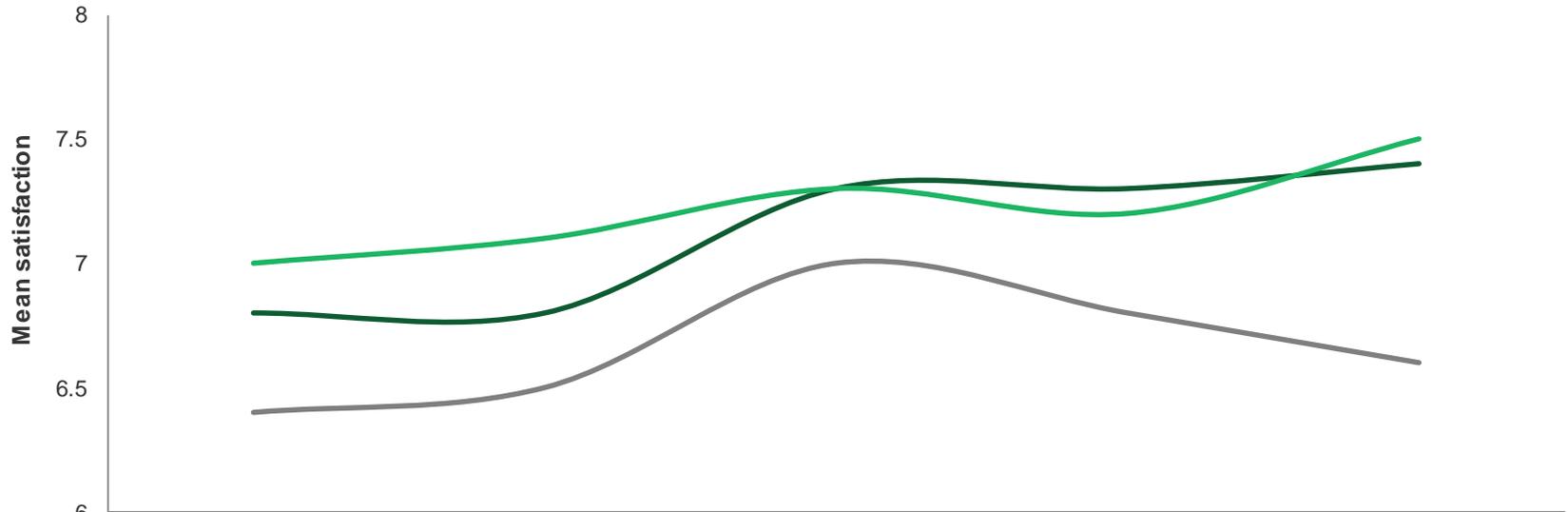
Note: Only results with >5% response for at least one ward shown

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)



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) continued

Ratings over time



| | 2014 (n~592) | 2015 (n~608) | November 2015 (n~634) | October 2016 (n~715) | November 2018 (n=803) |
|----------------------------|--------------|--------------|-----------------------|----------------------|-----------------------|
| Focus quarterly newsletter | 6.8 | 6.8 | 7.3 | 7.3 | 7.4 |
| Council website | 7 | 7.1 | 7.3 | 7.2 | 7.5 |
| Council flyers/posters | 6.4 | 6.5 | 7 | 6.8 | 6.6 |

5.8 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 group (Q16)

| | % response (n=946) |
|--------------------|-----------------------|
| 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 (Q17)

| | % response (n=946) |
|--------|-----------------------|
| Male | 47 |
| Female | 53 |

Household situation (Q18)

| | % response (n=931) |
|---|-----------------------|
| Lone person household | 15 |
| Group household of related or unrelated adults | 11 |
| Young couple, no children | 3 |
| Older couple, no children at home | 26 |
| Couple or single with parent with mainly pre-school aged children | 9 |
| Couple or single parent with mainly primary-school aged children | 10 |
| Couple or single parent with mainly teenaged children | 14 |
| Couple or single parent with mainly adult children still living at home | 13 |

Employment status (Q19)

| | % response (n=926) |
|-----------------------------|-----------------------|
| Part-time employment | 23 |
| Full-time employment | 34 |
| Unemployed | 4 |
| Home duties | 2 |
| Pensioner (non-age pension) | 1 |
| Retired/age pensioner | 28 |
| Students | 8 |

Suburb (Q20)

| | % response (n=948) |
|---|-----------------------|
| Toorak Gardens | 7 |
| Glenside | 7 |
| Kensington Park | 6 |
| Burnside | 6 |
| Beaumont | 6 |
| Linden Park | 5 |
| Rossllyn Park | 5 |
| Kensington Gardens | 5 |
| Magill | 5 |
| Hazelwood Park | 5 |
| Glenunga | 5 |
| Stonyfell | 4 |
| Leabrook | 4 |
| Dulwich | 4 |
| Erindale | 3 |
| Wattle Park | 3 |
| Beulah Park | 3 |
| Rose Park | 3 |
| Eastwood | 3 |
| Tusmore | 2 |
| St Georges | 2 |
| Glen Osmond - West of Sunnyside Road (Eastwood/Glenunga ward) | 2 |
| Frewville | 2 |
| Glen Osmond - East of Sunnyside Road (Beaumont Ward) | 1 |
| Auldana | 1 |
| Mount Osmond | 1 |
| Skye | 0 |
| Waterfall Gully | 0 |

Note: 0% represents n=3 or less

Housing status (Q21)

| | % response (n=948) |
|-----------------|-------------------------------|
| Owner occupied | 86 |
| Rented/tenanted | 14 |

Business ownership (Q22)

| | % response (n=948) |
|--|-------------------------------|
| No, don't own a business | 74 |
| In business premises outside of Burnside Council area | 10 |
| A home-based business | 8 |
| At various locations / clients' premises (e.g. builder, contract work, driver, etc.) | 4 |
| Based in business premises within Burnside Council area | 3 |
| Something else | 1 |

Appendix 1: Data weighting

A detailed breakdown of raw (n=944) and weighted data (n=948) is displayed below. The variation between the raw and weighted samples occurred due to a minor number of respondents who did not give their details in a way to allow weighting and were therefore remaining unweighted. 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 (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 total population within each area due to limitations of the available data, however is not expected to affect results.

| | Raw n value | Raw % | Weighted n value | Weighted % |
|----------------------------------|-------------|-------------|------------------|-------------|
| Gender | | | | |
| Male | 484 | 51 | 445 | 47 |
| Female | 458 | 49 | 501 | 53 |
| Age | | | | |
| < 35 years | 36 | 4 | 241 | 25 |
| 35-44 years | 60 | 6 | 141 | 15 |
| 45-54 years | 107 | 11 | 161 | 17 |
| 55-64 years | 173 | 18 | 150 | 16 |
| 65-74 years | 306 | 32 | 134 | 14 |
| 75-84 years | 214 | 23 | 76 | 8 |
| 85+ years | 46 | 5 | 44 | 5 |
| Ward | | | | |
| Kensington Park | 160 | 17 | 168 | 18 |
| Kensington Gardens and Magill | 149 | 16 | 156 | 16 |
| Burnside | 154 | 16 | 153 | 16 |
| Beaumont | 158 | 17 | 146 | 15 |
| Eastwood and Glenunga | 158 | 17 | 173 | 18 |
| Rose Park and Toorak Gardens | 165 | 17 | 151 | 16 |
| Total | 944 | 100% | 948 | 100% |

Appendix 2: The Questionnaire

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

Version 1

5284_CoB_CommSurvey_2018_CATI

Last modified:7/11/2018 9:41:21 AM

Q1. 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?

Q2. 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 | Q2 |

Q2n18 Can I confirm that you live in the City of Burnside Council area?

| | | | |
|-----|---|-----|-------|
| Yes | 1 | | |
| No | 2 | End | Q2n18 |

Q20. What suburb do you live in?

| | | | |
|-------------|---|--|--|
| Aldana | 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 |
| Rossllyn Park | 21 |
| Skye | 22 |
| St Georges | 23 |
| Stonyfell | 24 |
| Toorak Gardens | 25 |
| Tusmore | 26 |
| Waterfall Gully | 27 |
| Wattle Park | 28 |

Q20

QWard Ward (Autopopulate)

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

Q16. In which year were you born?

Q16a. Age coded

Do not answer If true

| | |
|-------------|---|
| < 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 |

Q16a

Q17. Record gender (do not ask)

| | |
|--------|---|
| Male | 1 |
| Female | 2 |

Q17

Q1n15 Have you completed a community feedback survey on the Engage Burnside website in the last 2 weeks?

| | | |
|-----|---|-----|
| Yes | 1 | End |
| No | 2 | |

Q1n15

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...

| | | | | | | | | | |
|--------|---|---|---|---|---|---|---|---|---------|
| Extr 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | Extr Do |
|--------|---|---|---|---|---|---|---|---|---------|

| | em | ely | sati | sfie | d - | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | em n't | ely kno | diss w | atis | fied | - 0 | |
|---|----|-----|------|------|-----|----|---|---|---|---|----|-----|---|---|---|--------|---------|--------|------|------|-----|-------|
| The overall planning of the City | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 11 | 999 | | | | | | | | | | Q3_1 |
| Protecting the built and natural heritage | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 11 | 999 | | | | | | | | | | Q3_2 |
| Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 11 | 999 | | | | | | | | | | Q3_3 |
| Providing active recreation opportunities, such as playing organised sport or outdoor games | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 11 | 999 | | | | | | | | | | Q3_4 |
| Providing and maintaining parks and reserves | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 11 | 999 | | | | | | | | | | Q3_5 |
| Providing and maintaining playgrounds | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 11 | 999 | | | | | | | | | | Q3_6 |
| Providing and maintaining local roads | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 11 | 999 | | | | | | | | | | Q3_7 |
| Providing and maintaining footpaths | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 11 | 999 | | | | | | | | | | Q3_8 |
| Providing and maintaining street trees | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 11 | 999 | | | | | | | | | | Q3_9 |
| Providing and maintaining cycle paths and walking trails | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 11 | 999 | | | | | | | | | | Q3_10 |
| Provision and management of traffic and parking in the City | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 11 | 999 | | | | | | | | | | Q3_11 |

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

Interviewer note: planning and infrastructure areas as previous, i.e. planning, heritage, recreation areas and activities, roads, footpaths, street trees, trails, traffic

| | | | | | | | | | | | | | | | | | | | | | | | |
|------------|-----|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|----|
| No | 2 | | | | | | | | | | | | | | | | | | | | | | |
| Don't know | 999 | | | | | | | | | | | | | | | | | | | | | | 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:

| | Extr 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | Extr Do | em n't | ely kno |
|--|--------|---|---|---|---|---|---|---|---|---------|--------|---------|
| | | | | | | | | | | | | |

| | Sati | | | | | | | | | | | diss w | |
|--|------|---|---|---|---|---|---|---|---|---|----|--------|------|
| | sfie | | | | | | | | | | | atis | |
| | d - | | | | | | | | | | | fied | |
| | 10 | | | | | | | | | | | - 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 ways in which these areas of Council business could be improved?

Interviewer note: environment areas as previous question i.e. bushfire management, biodiversity, water management, waste, hazard response

| | | |
|------------|-----|----|
| No | 2 | |
| Don't know | 999 | Q6 |
| <hr/> | | |
| <hr/> | | |

Q1n18 Were you aware that City of Burnside Council has recently taken over management of the Regal Theatre in Kensington Park?

Interviewer note: Was previously the Chelsea Theatre, is on Kensington Road

| | | |
|-----|---|-------|
| Yes | 1 | |
| No | 2 | Q1n18 |

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

| | | | | | | | | | | | |
|--|------|---|---|---|---|---|---|---|---|---|---------|
| | Extr | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | Extr Do |
|--|------|---|---|---|---|---|---|---|---|---|---------|

| | em | ely | Sati | sfie | d - | 10 | em | n't | ely | kno | diss w | atis | fied | - 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 |
| Provision of the Regal Theatre as a cinema and community venue | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 11 | 999 | | | Q7_11 |

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

Interviewer note: community support as in previous question i.e. businesses support, activities, health, services for families/elderly/youth, presentation of area, animal/pest management, community bus, library, Regal Theatre

| | | |
|------------|-----|--|
| No | 2 | |
| Don't know | 999 | |

Q8
Q8

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

| | Extr | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | Extr | Do |
|------|------|---|---|---|---|---|---|---|---|---|------|-----|
| em | | | | | | | | | | | em | n't |
| ely | | | | | | | | | | | ely | kno |
| Sati | | | | | | | | | | | diss | w |
| sfie | | | | | | | | | | | atis | |

| | d - | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 11 | 999 | |
|--|-----|----|---|---|---|---|---|---|---|---|---|----|-----|------|
| 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 ways in which these areas of Council business could be improved?

Interviewer note: items as in previous question, i.e. community consultation/information, elected member performance, council staff contact, leadership, finances, rates vs services provided

| | | |
|------------|-----|------------|
| No | 2 | |
| Don't know | 999 | Q10 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 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 months

| | |
|----------------------------|-----|
| 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_O |

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 | know | |
| | 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 |
| <i>Do not answer If true</i> | | | | | | | | | | | | | |
| The Messenger - local newspaper | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 11 | 999 | Q15_4 |

Q18. 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. 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 | 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 |
| Retired/age pensioner | 6 |
| Student | 7 |
| Refused | 888 |

Q19

Q21. Is this house..

| | |
|-----------------|---|
| Owner occupied | 1 |
| Rented/tenanted | 2 |

Q21

Q22. Do you or anyone in this household own a business?

| | |
|--|---|
| 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 |
| Something else | 5 |
| No, don't own a business | 6 |

Q22

Q23. Council is interested in seeking further information from people via of focus group discussions. Is this something you might be interested in over the next 12 months?

If asked:- participants are selected randomly and you may or may not be contacted - you are able to change your mind and decline at any time- contact details are passed on to Council

| | |
|---|---|
| <i>separate from survey responses and are only held for one year</i> | |
| Yes | 1 |
| <i>details required for future Burnside council focus groups or group discussions</i> | |
| No | 2 |

Q23

***Q24. Can I please have your...**

Answer If Attribute "Yes" from Q23 is SELECTED

| |
|---|
| <i>details required for future Burnside council focus groups or group discussions</i> |
|---|

| | | |
|---------------------|---|---------|
| Name | 1 | Q24_1_1 |
| Best contact number | 2 | Q24_1_2 |
| Email address | 3 | Q24_1_3 |

Q25. 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. 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.