Annual Community Survey 2020
Report

Prepared for

City of Burnside

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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 2020, City of Burnside redeveloped its Strategic Community Plan 2012-2025 (now the Strategic Community Plan Burnside 2030) and now discusses four (4) key themes used for comparison:

- Governance and Finance
- Infrastructure and Planning
- Environment
- Community Support

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 and 2019 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, and 2018.)

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
- residents' overall satisfaction with Council's performance
- assessment of changes over time against past data and established benchmarks
- areas of service improvement
- additional services that should be provided to residents, and
- services currently provided that are no longer required.

3. Methodology and Sample

new**focus** 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 (n=4). This provided residents with another avenue to access the survey.

To maintain consistency with previous research, a sample of 801 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 n=805 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	805	804	±3.43%	±4.85%

-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 805 and you are quoted accuracy over time of ±4.9%, this means that there must be a difference of ±4.9% 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 13th November and 7th December 2020 by 10 of the new**focus** in-house field team, who are fully trained to comply with International Standard ISO 20252:2012. As part of ISO requirements and new**focus**' 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 16 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 Market and Social Research Privacy Code under the Australian Privacy Principles, and The Research Society Code of Professional Behaviour.

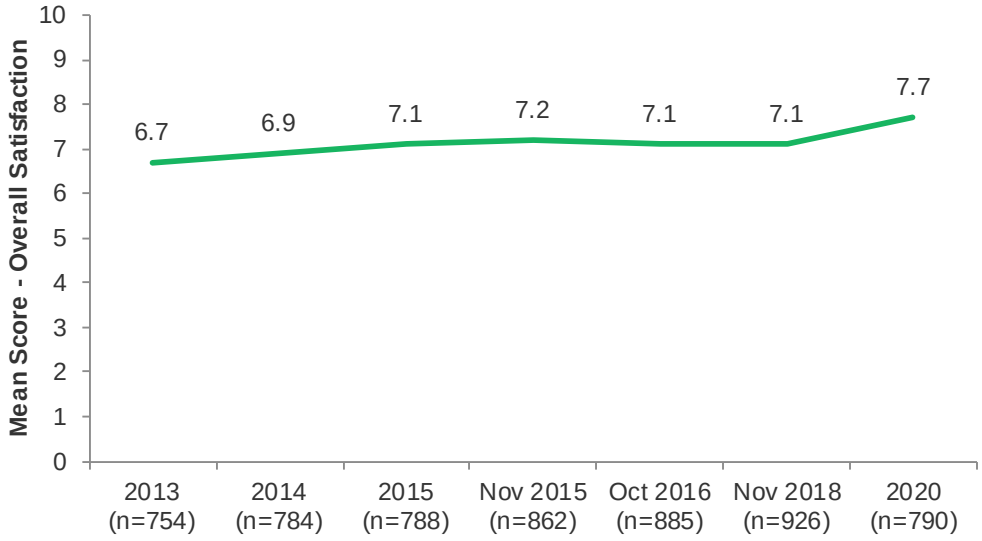
Residents electing to participate in additional or follow-up research

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. 27.2% of residents involved in the survey have opted in to participate in these groups (compared to approximately 36% 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.

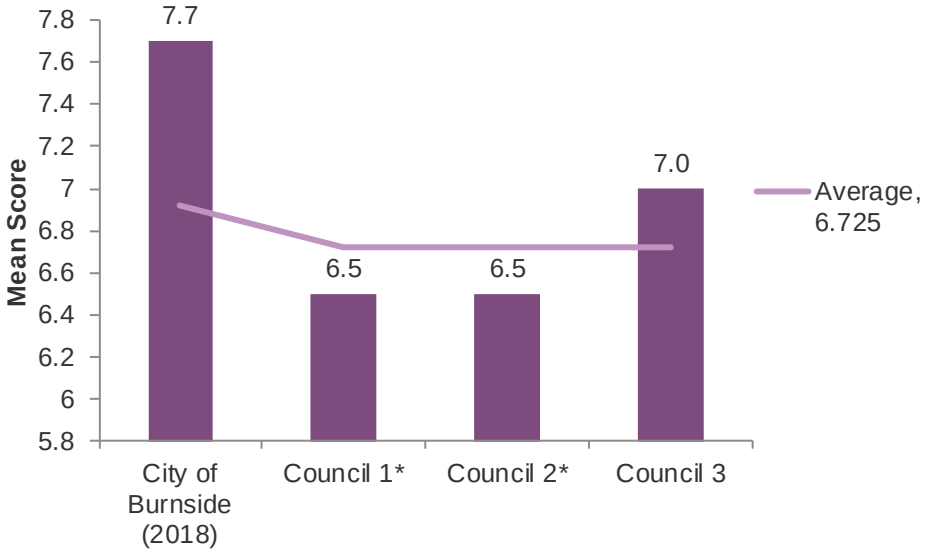
4. Key Findings and Implications

4.1 Overall satisfaction with Council performance

Overall satisfaction with Council has improved significantly since 2018, where it has been steady at around 7.1 since 2015. The mean score of 7.7 achieved this year is the highest recorded since this research began in 2013, and is driven by a statistically significant increase in those very satisfied (scoring 8-10 out of 10) with Council (60%, compared to 48% in 2018). This increase in overall satisfaction reflects increases in satisfaction across all tested areas (including key drivers of satisfaction as listed on the following page), suggesting any efforts made by Council over the past two years have been effective.



A comparison of City of Burnside to other ERA Councils shows Burnside in a strong position against similar measures of overall performance. Note: Overall performance data was only publicly available for three of the five ERA Councils, with two having published data from 2017 and the other showing minimal change since previous reporting.



*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 to analyse which metrics have the ability to best predict satisfaction on overall performance. Five items were identified as important to satisfaction with Council; three are part of the theme Community Support and two are part of the theme Governance and Finance. These items are as follows:

R squared of model 0.688

	Standardised Coefficients Beta	Significance
Providing leadership in the community	.218	.000
Providing services for families	.159	.002
Financial management	.278	.000
Presentation and cleanliness of the City	.178	.000
Providing public and environmental health services	.180	.000

All of the above drivers saw improvements in satisfaction levels from 2018, which has likely contributed to the increase in satisfaction with Council's performance overall. Once again, issues of governance are key priority items for Council to work on in order to build satisfaction with Council performance, while in 2020, issues of community were also very important.

Financial management and providing leadership in the community continue to be important to residents overall and across a number of wards. Both of these areas saw notable increases in satisfaction in 2020, so efforts made in these areas over the past two years should continue.

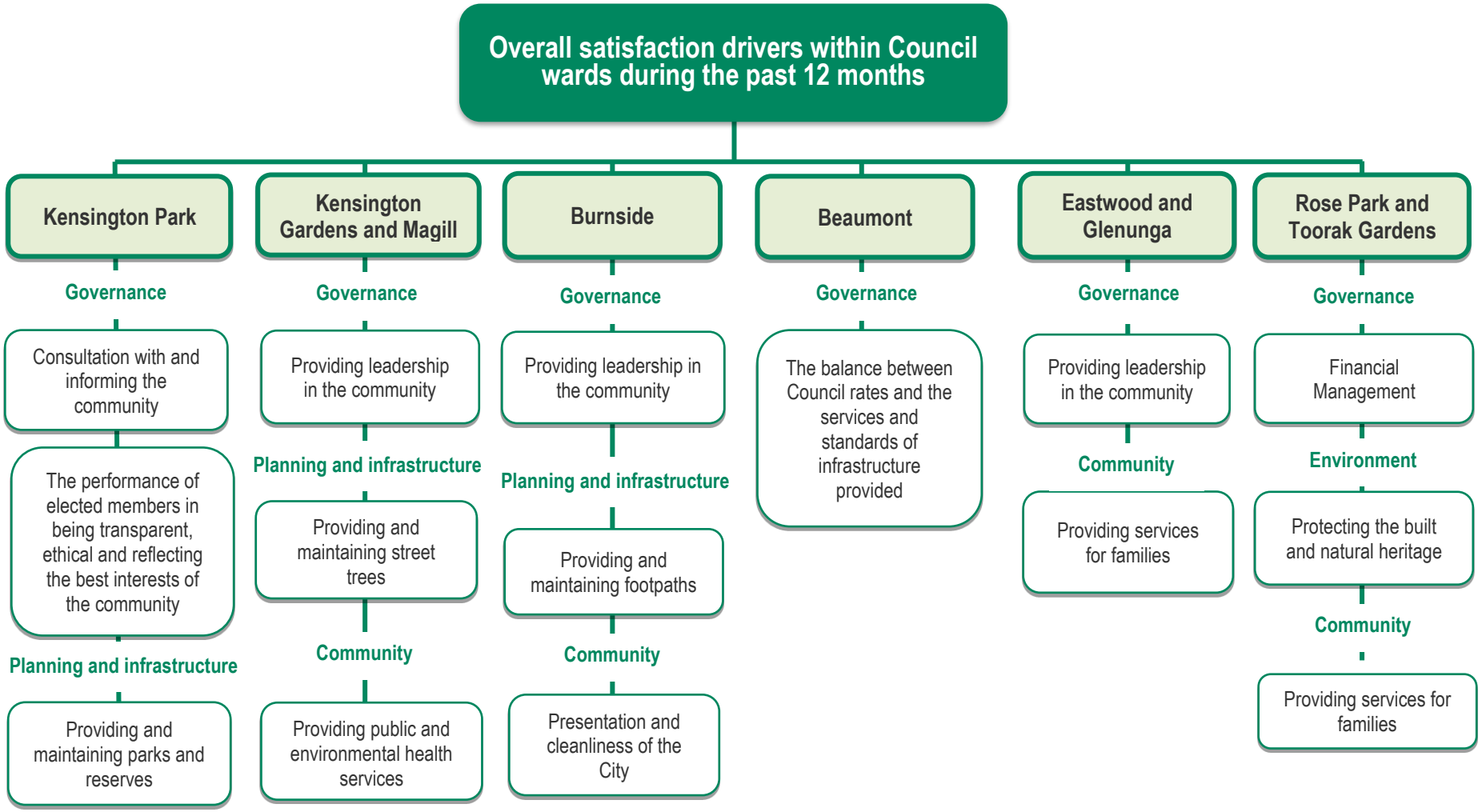
Providing services for families was a new driver this year, also impacting satisfaction across Eastwood and Glenunga and Rose Park and Toorak Gardens wards. Also new in 2020 was providing public and environmental health services and presentation and cleanliness of the City.

At a ward level, planning and infrastructure was also important for certain areas, with the provision and maintenance of parks and reserves important in Kensington Park, street trees in Kensington Gardens and Magill and footpaths in Burnside.

Rates was the only driver of overall satisfaction in Beaumont, while protecting the built and natural heritage was important among Rose Park and Toorak Gardens residents.

A full list of drivers per ward is displayed over the page.

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



Notes: Identified drivers of overall satisfaction with Council's performance in each ward accounted for an acceptable proportion of variance, between 60-70%

4.3 Changes in performance over time

The charts following provide a comparison for all survey items between 2018 and 2020. Improvements were seen across ALL attributes across all areas, a very positive result for Council. In particular, the strategic direction Governance and Finance saw the largest improvements, with the *performance of Elected Members in being transparent, ethical and reflecting the best interests and values of the community* seeing the largest improvement (increasing by 1.04 from 5.86 in 2018 to 6.9 in 2020). Next most improved was Council's *financial management*, improving by 0.89 to 6.86 in 2020, while the smallest increase in this area was still significant at 0.48 for *interactions had with Council staff* (from 7.22 in 2018 to 7.7 in 2020). This strategic direction has typically been the area of lowest satisfaction, and while it remains so, the larger improvements are a positive move in closing the gap.

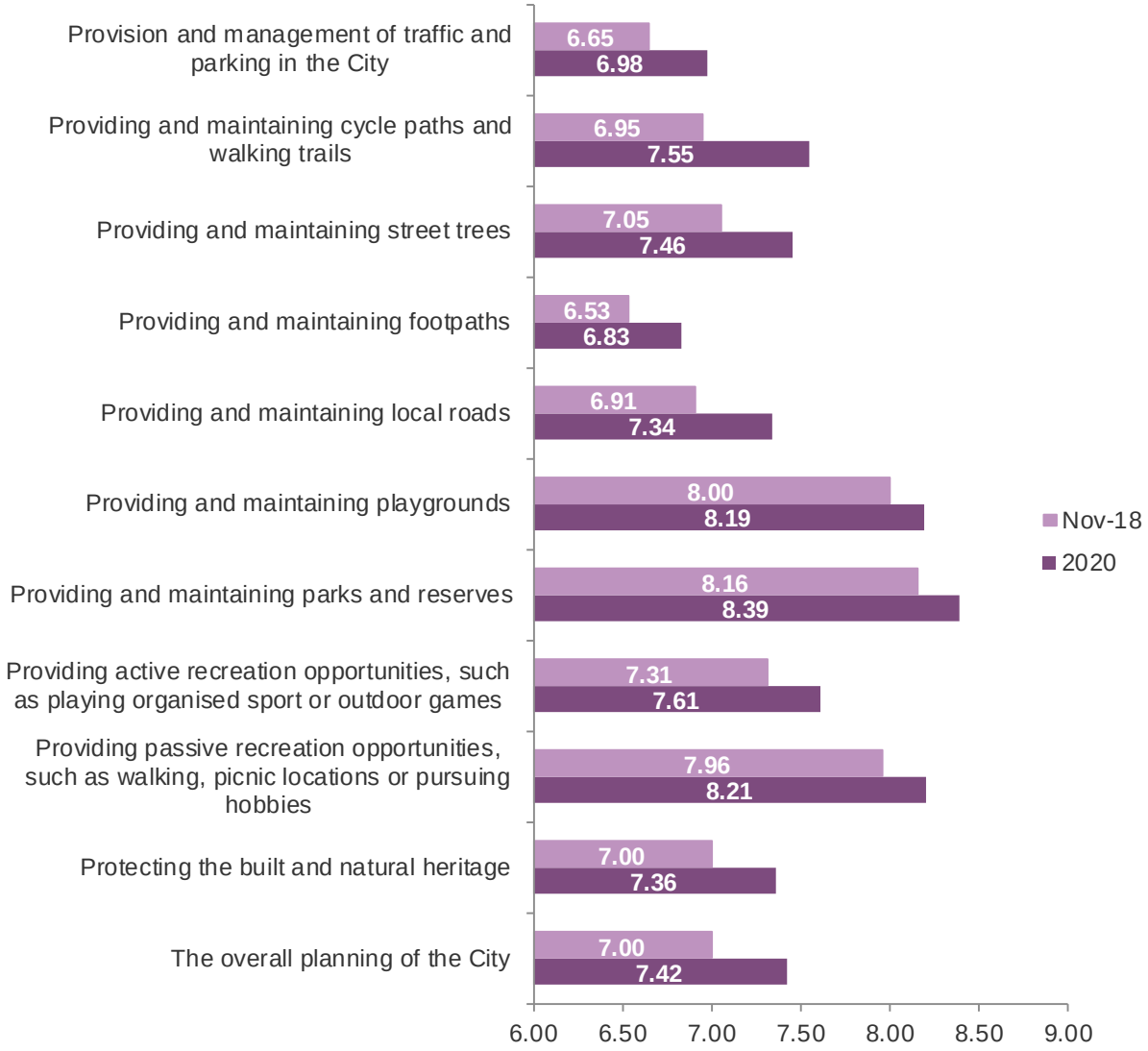
Infrastructure and Planning continued to earn higher levels of satisfaction from residents, with improvements seen across all attributes measured. The largest improvement in satisfaction related to *providing and maintaining cycle paths and walking trails*, improving by 0.6 from 6.95 in 2018 to 7.55 in 2020, with the smallest improvement being for *providing and maintaining playgrounds,* which has very high satisfaction at 8.19 (up 0.19 from 8.0 in 2018).

'Environment' also recorded some improvements, ranging from the largest of 0.42 for *preparation for and support of residents for bushfire management* (7.17 in 2018 to 7.59 in 2020) to the smallest improvement of 0.26 for *hard waste and electronic waste management* (7.06 in 2018 to 7.32 in 2020).

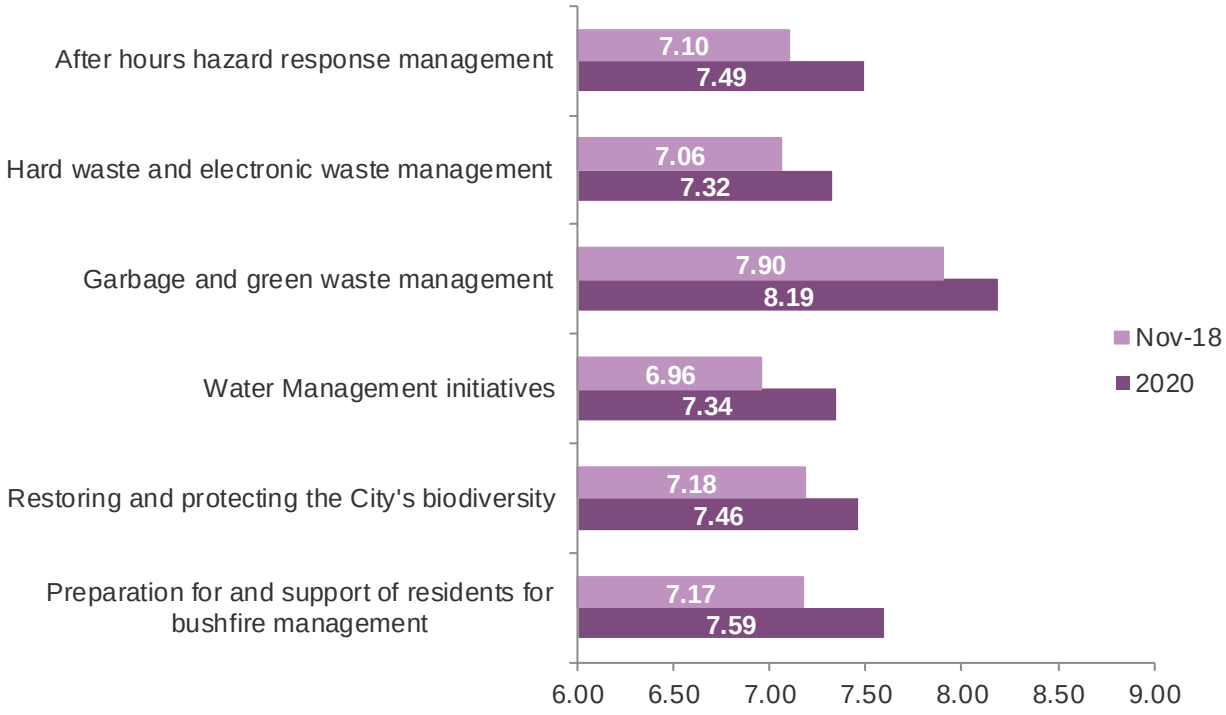
The community support area saw the smallest improvements overall, likely due to its strong performance, with satisfaction with most aspects very high. The largest improvement was recorded for *providing services for younger residents* (up 0.38 from 6.79 in 2018 to 7.17 in 2020). *Providing library services* saw the smallest improvement (up 0.13 from 2018), likely due to very high satisfaction previously (8.64 in 2018 and 8.77 in 2020), with *providing a community bus service* also improving 0.13 (to 7.95, from 7.82 in 2018).

Residents' perceptions: 2018 & 2020

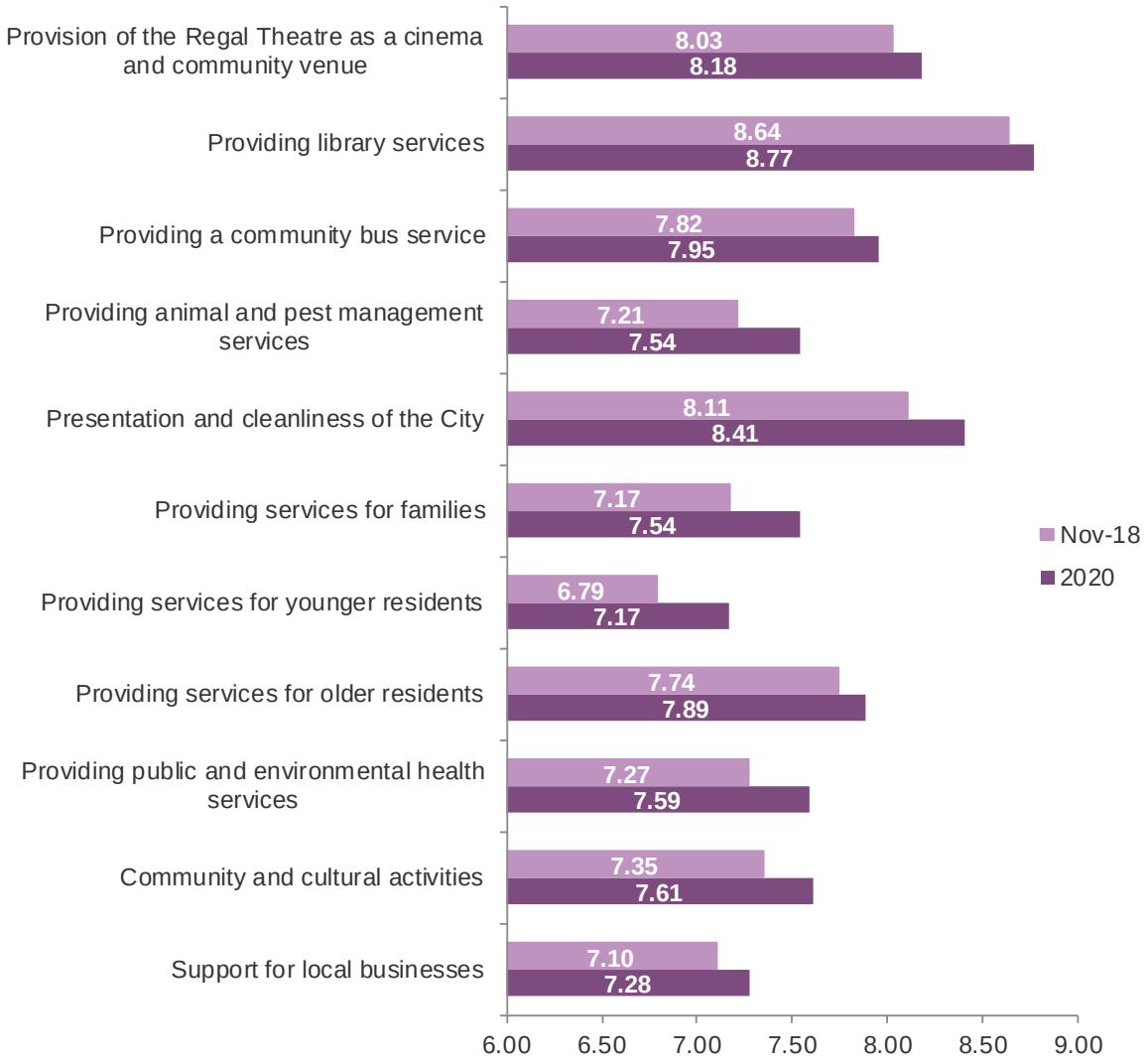
1. Infrastructure and Planning



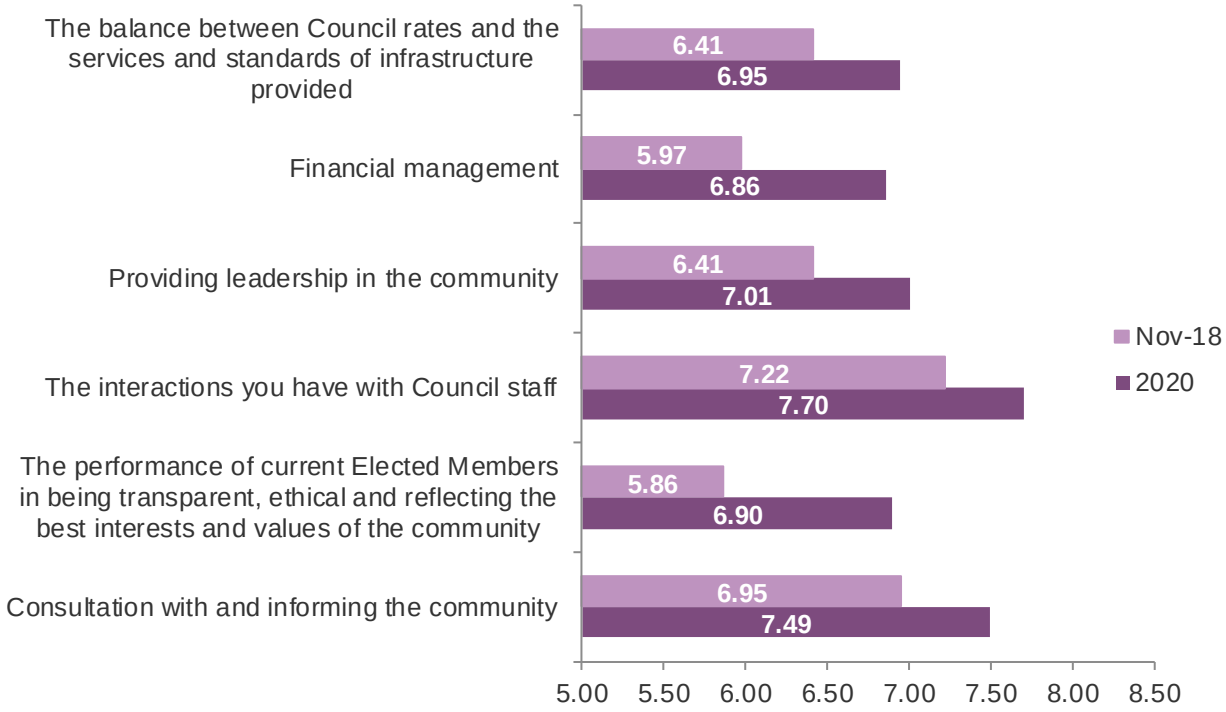
2. Environment



3. Community Support



4. Governance and Finance



4.4 Top areas of resident satisfaction by ward

Kensington Park residents were most satisfied with Council's performance overall (91% satisfaction, mean score 7.8), improving significantly since 2018 where this ward had the lowest satisfaction (63% satisfied). This was followed by Beaumont (87% satisfaction, 7.8 mean score) and Eastwood and Glenunga (84% satisfaction, 7.8 mean score).

With lowest satisfaction was Kensington Gardens and Magill, however this was still high at 79% (and a mean score of 7.6) and Rose Park and Toorak Gardens (81% satisfaction, 7.5 mean score).

Providing library services was rated as a top area of satisfaction across multiple wards, as was providing and maintaining parks reserves and playgrounds as well as cleanliness and presentation of the City.

A number of *statistically significant* differences in satisfaction were identified by ward and highlighted below:

Kensington Park had significantly higher satisfaction on community and cultural activities and lower satisfaction on providing a community bus service.

Kensington Gardens and Magill had lower satisfaction on providing passive recreation opportunities, restoring and protecting the City's biodiversity, providing library services, the performance of elected members, providing leadership in the community and financial management.

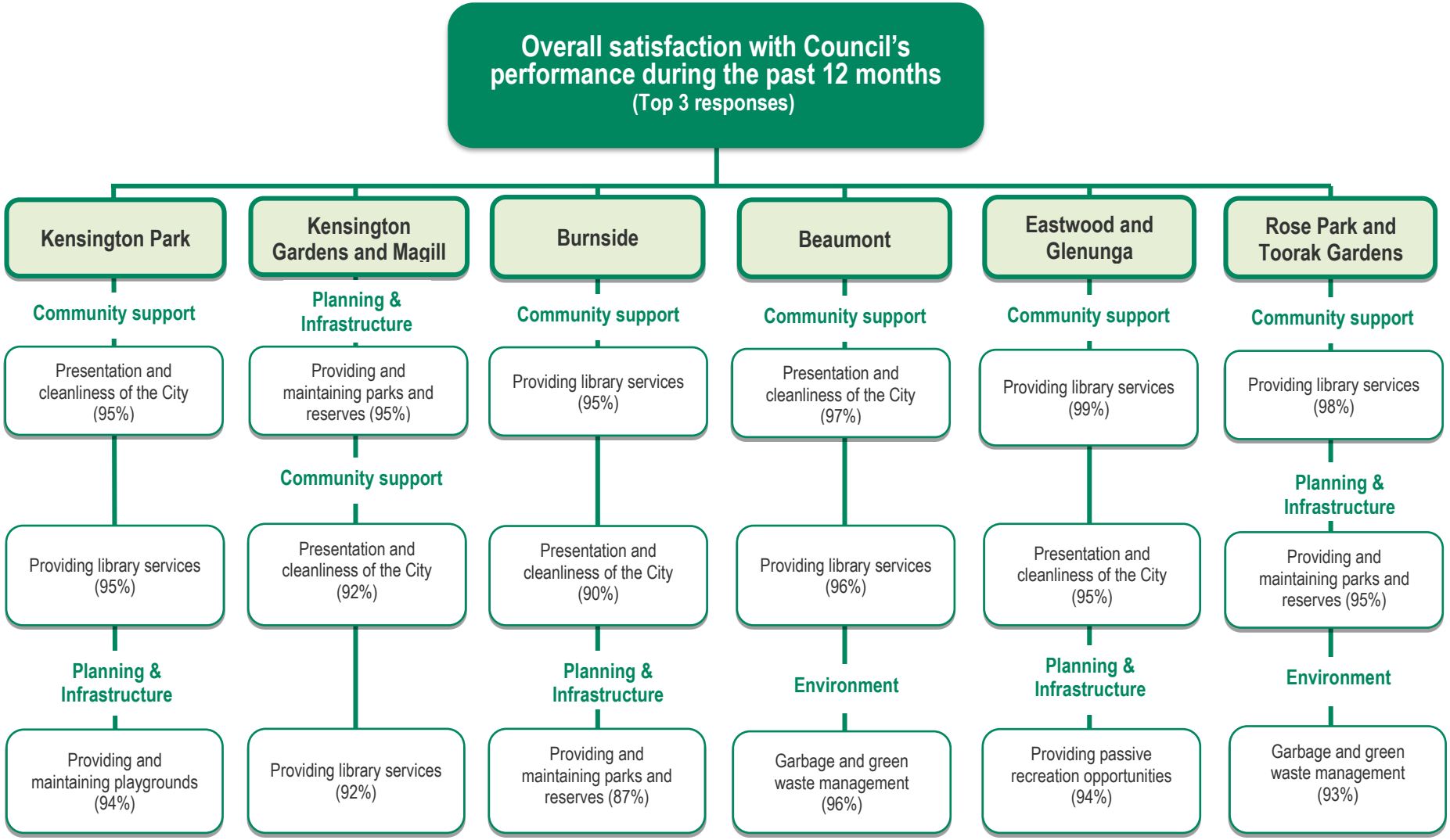
Burnside had lower satisfaction on waste management and community and cultural activities.

Beaumont had significantly higher satisfaction on Preparation for and support of residents for bushfire management, restoring and protecting the City's biodiversity, waste management, interactions with Council staff, providing leadership in the community and consultation with the community. Lower satisfaction was recorded on the overall planning of the City

Eastwood and Glenunga had higher satisfaction for overall planning of the City, providing passive recreation opportunities, providing active recreation activities, providing public and environmental health services, providing services for younger residents and providing library services. Lower satisfaction was seen for waste management.

Rose Park and Toorak Gardens had higher satisfaction on waste management and lower satisfaction on protecting the built and natural heritage.

Top areas of resident satisfaction by ward in 2020

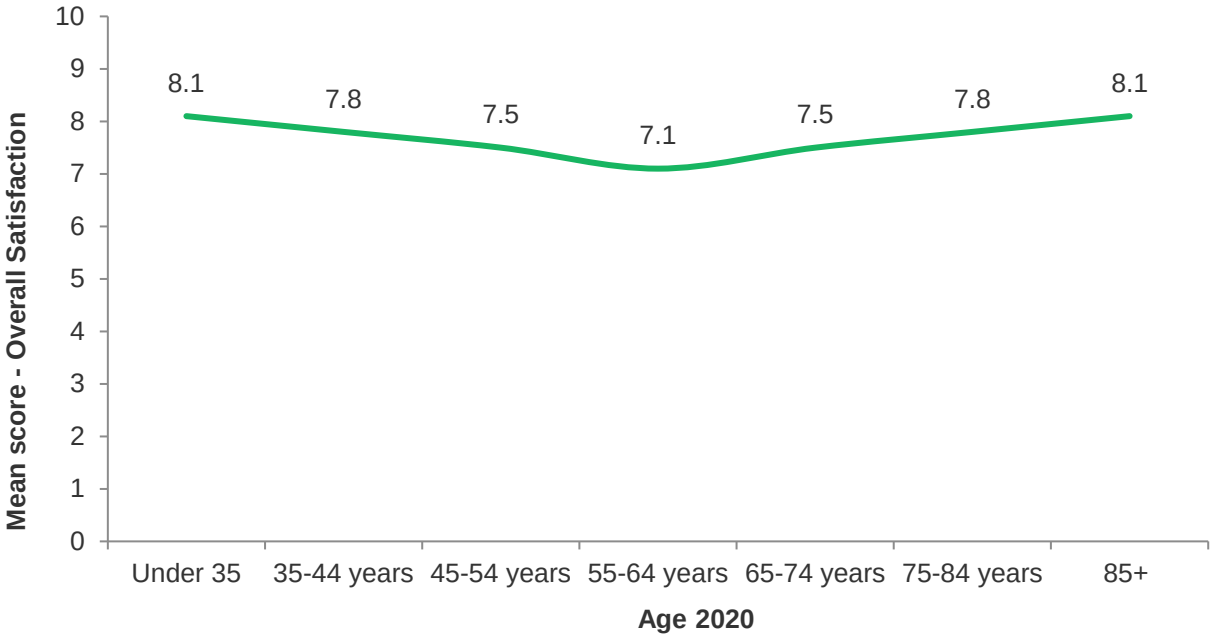


Notes: Percentages designate the proportion of residents reporting satisfaction scores from 7 to 10 on a scale from 0 to 10.

4.5 Variance in performance of different age groups

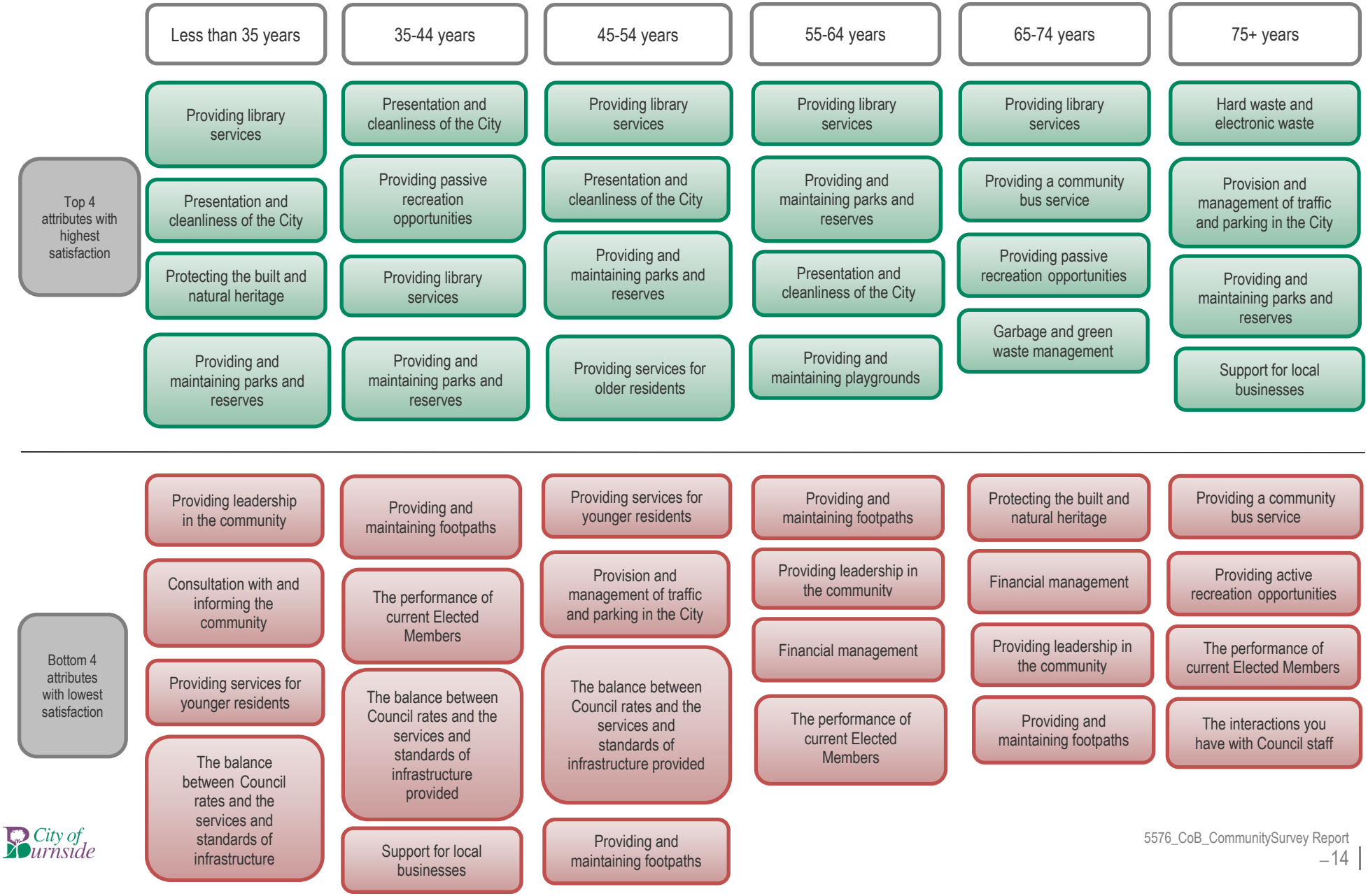
Overall satisfaction by age continues to show that the youngest and oldest residents are most satisfied. Those aged 55-64 were least satisfied and most dissatisfied, although a sizeable proportion (78%) still provided satisfied ratings (7-10 out of 10) and only 1 in 4 was dissatisfied. This suggests that although there was a shift in overall positive sentiment towards the Council, this has not been due to any particular age group or life-stage.

(Q13)



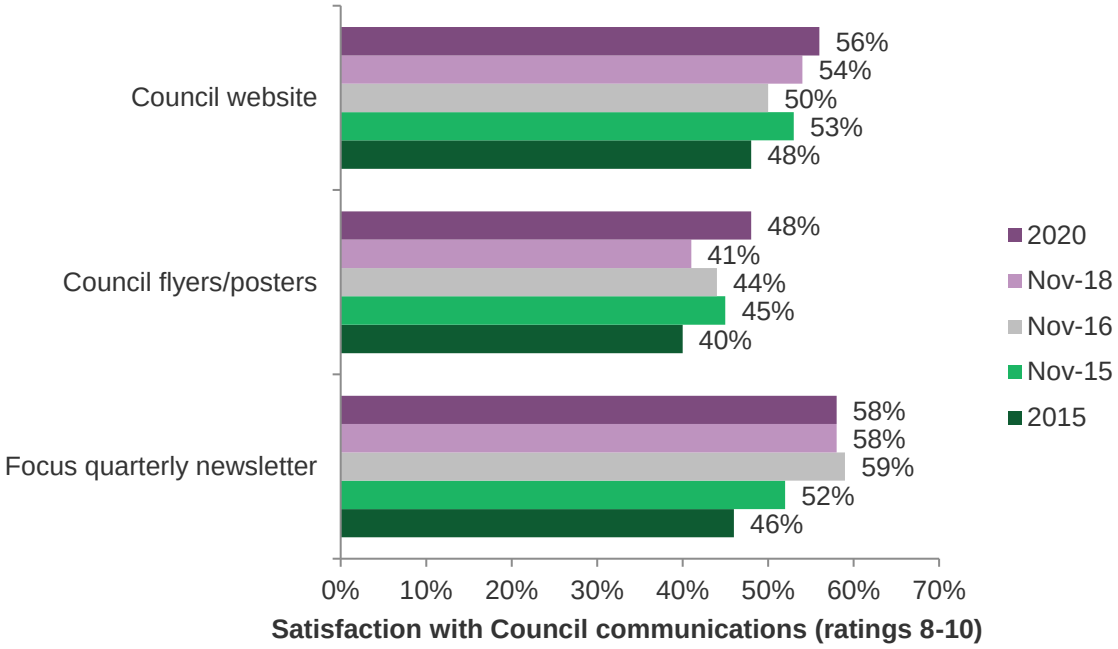
This pattern was generally seen across all areas measured, with the 55-64 years age groups statistically significantly less satisfied on the vast majority of aspects measured across the survey. Conversely, the under 35s were statistically significantly more likely to be satisfied on a number of these aspects.

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



4.6 Communications

Council communications has also improved from 2018, with the website continuing to improve over the last three waves and recording its highest score since 2015. Ratings of the Focus quarterly newsletter remained on par with 2018 and continues to be the channel of communication residents find most informative (followed very closely by the website). Ratings of Council flyers/posters improved significantly since 2018, halting a declining trend seen over the three previous waves.



4.7 Preferred communication channels

Email continues to be the main channel for obtaining information from Council, seeing a statistically significant increase in 2020 (54%) from 2018 (44%). Letters/direct mail remains an important communication channel, also increasing significantly from 2018 (from 33% in 2018 to 43% in 2020). Focus Quarterly newsletter and Council's website remained the next most preferred channels, however both saw non-significant decreases in popularity compared with 2018 (newsletter down just 2% and website down 5%).

Email was the preferred communication channel for those under 55, followed by letters/direct mail, with older residents preferring the opposite with letters/direct mail first, followed by email. The focus newsletter was the third most popular channel among those aged 45+, while those under 45 would prefer to obtain information from the Council website.

4.8 Analysis of perceived areas of strength and opportunity

The highest mean was observed for *Community Support theme* at 7.81, followed by *Infrastructure and Planning* at 7.58 and *Environment* at 7.57, with *Governance and Finance* recording the lowest mean at 7.15. The performance on each theme 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.

Infrastructure and Planning

Overall, this theme saw some key improvements in areas identified in 2018 as areas to monitor. While all areas of this theme continued to improve on past results, those items with highest satisfaction were static or saw marginal increases.

Areas of strength

- Strengths continue to be the provision and maintenance of parks, reserves and playgrounds and providing passive recreation opportunities. In a very positive result, a new area of strength was identified - providing and maintaining cycle paths and walking trails - after a significant increase in satisfaction from 2018 where it was identified as an area to monitor.

Areas to monitor

- Footpaths, traffic management and parking continue to be areas of lower satisfaction, however it is positive to note that both areas saw notable increases in satisfaction from 2018, recording their highest scores since 2015.
- Other areas identified in 2018 as areas to monitor have improved, with all attributes apart from the top-three recording record high satisfaction levels.

Integrated Urban Form and Living Spaces	2015	Nov 2015	Oct 2016	Nov 2018	2020	Change between 2018 & 2020
Providing and maintaining parks and reserves	90%	89%	90%	90%	92%	↑2%
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies	82%	82%	83%	86%	89%	↑3%
Providing and maintaining playgrounds	86%	87%	90%	89%	89%	-
Providing and maintaining cycle paths and walking trails	59%	66%	65%	65%	81%	↑16%
The overall planning of the City	71%	70%	67%	67%	78%	↑11%
Providing active recreation opportunities, such as playing organised sport or outdoor games	67%	72%	68%	71%	76%	↑5%
Providing and maintaining street trees	64%	69%	66%	69%	75%	↑6%
Protecting the built and natural heritage	67%	67%	67%	70%	74%	↑4%
Providing and maintaining local roads	65%	66%	60%	66%	74%	↑8%
Provision and management of traffic and parking in the City	56%	64%	64%	61%	68%	↑7%
Providing and maintaining footpaths	55%	56%	50%	57%	62%	↑5%

Amongst suggestions for improvement, 44% stated either “no” or “don’t know”. Reflecting satisfaction results, the two areas most suggested as areas for improvement related to the maintenance and provision of footpaths (mentioned by 16%) and car parking (mentioned by 12%), with various specific suggestions made including general car parking improvements and the need for more parking, more policing of car parking and reduction of parking restrictions.

Environment

All areas relating to this theme were rated higher in 2020, with most recording the highest levels of satisfaction since 2015. In particular, after hours hazard response and water management initiatives (previously identified as areas to monitor) saw notable increases of 10% and 9% respectively.

Areas of strength

- Garbage and green waste management improved further in 2020, continuing to be the area of highest satisfaction and returning to previous levels after a slight decline in 2018.

Areas to monitor

- While no areas within this theme recorded low satisfaction, the areas to monitor include after hours hazard response management (75%), water management initiatives (74%) and hard waste and electronic waste management (73%). Positively, all of these areas saw medium to notable increases in satisfaction from 2018, indicating that efforts made in these areas have potentially impacted and should continue.
- Hard waste and electronic waste management was identified as the area of lowest satisfaction, and despite an improvement in 2020 has still not returned to the high of 78% satisfaction recorded in 2015.

Protected and Valued Environment	2015	Nov 2015	Oct 2016	Nov 2018	2020	Change between 2018 & 2020
Garbage and green waste management	88%	88%	88%	85%	88%	↑3%
Restoring and protecting the City's biodiversity	69%	70%	72%	71%	79%	↑8%
Preparation for and support of residents for bushfire management	65%	68%	73%	69%	76%	↑7%
After hours hazard response management	65%	69%	63%	65%	75%	↑10%
Water Management initiatives	60%	66%	61%	65%	74%	↑9%
Hard waste and electronic waste management	78%	69%	60%	69%	73%	↑4%

Almost two-thirds could not provide any suggestions for improvement relating to this theme (65%). When suggestions were provided, the most common related to hard rubbish collections (more collections, communication/calls for pick-up, having a depot and picking up larger amounts), mentioned by 13%. A further 7% suggested more electronic waste collections and advertising of the service, having a recycling plan or depot for electronic waste.

Community Support

Performance on this theme continues to be a strength for Council and continues as the highest performer. All aspects of this theme improved in 2020, most notably for providing services for families and younger residents (both increasing by 7% since 2018). Many attributes saw record high satisfaction over the past five waves, including areas that were identified as areas to monitor in 2018. All items had very low *dissatisfaction* ratings, with satisfaction levels varying in line with the proportion of neutral ratings, suggesting a level of apathy on services which residents may not use or may not be personally impacted by.

Areas of strength

- Providing library services continues to be the key area of strength for Council, with almost all respondents satisfied and recording the highest satisfaction across all items measured in the survey at 96% (an increase of 2% from 2018).
- Presentation and cleanliness of the City was also a standout area of satisfaction, increasing by 5% to 94% satisfaction, while provision of the Regal Theatre as a cinema and community venue, providing services for older residents and providing a community bus service all continued as areas of strength.

Areas to monitor

- Providing services for younger residents continues to be an area to monitor, with 69% satisfaction. The lower satisfaction rating for this aspect was due to a larger proportion of neutral responses (29%, with just 2% dissatisfied). Unsurprisingly, satisfaction with this was higher among 35-44 year olds and lower among 55-64 year olds (in line with satisfaction ratings among this group across the board), while neutral ratings were statistically significantly higher among this 55-64 age group.

Diverse, Supportive, Happy and Healthy People	2015	Nov 2015	Oct 2016	Nov 2018	2020	Change between 2018 & 2020
Providing library services	95%	96%	95%	94%	96%	↑2%
Presentation and cleanliness of the City	90%	92%	92%	89%	94%	↑5%
Provision of the Regal Theatre as a cinema and community venue	-	-	-	87%	89%	↑2%
Providing services for older residents	82%	86%	86%	82%	85%	↑3%
Providing a community bus service	84%	86%	84%	81%	84%	↑3%
Community and cultural activities	69%	74%	73%	73%	79%	↑6%
Providing public and environmental health services	71%	72%	72%	73%	78%	↑5%
Providing services for families	65%	69%	72%	70%	77%	↑7%
Providing animal and pest management services	72%	75%	73%	74%	77%	↑3%
Support for local businesses	57%	61%	64%	69%	72%	↑3%
Providing services for younger residents	52%	55%	57%	62%	69%	↑7%

Almost 8 in 10 respondents (78%) had no suggestions for improving these areas (in line with 2018). More communication around services (availability, opening hours etc) was the main suggestion, offered by 5%.

Governance and Finance

Traditionally seeing lower levels of satisfaction, significant improvements from 2018 were seen for all areas of this theme (and all were statistically significant). Most notably were the large improvements seen in the performance of current elected members (increasing by 22%) and financial management (increasing by 18%), previously areas of very low satisfaction. As well as increases in satisfaction, decreases in *dissatisfaction* were also recorded for each aspect (with all being statistically significant aside from interactions with Council staff which decreased to 3% dissatisfaction from 5% in 2018). This is an extremely positive result for Council and efforts here should be commended, and continued.

Areas of strength

- Interactions with Council staff remains the key strength area in this strategic direction, increasing by 10% to 81% satisfaction (and halting a slight downward trend in satisfaction previously seen from Nov 2015 through to Nov 2018).

Areas to monitor

- In a very positive result, previous areas to monitor all saw significant improvement since 2018, and in fact recorded the highest satisfaction levels by quite a large margin. However despite large improvements, these areas should continue to be monitored, as they still have lower levels of satisfaction than other areas of Council. These areas include financial management, the balance between Council rates and the services and standards of infrastructure provided, the performance of elected members and providing leadership in the community.

Governance and Finance	2015	Nov 2015	Oct 2016	Nov 2018	2020	Change between 2018 & 2020
The interactions you have with Council staff	72%	75%	74%	71%	81%	↑10%
Consultation with and informing the community	63%	69%	70%	69%	76%	↑7%
Providing leadership in the community	55%	56%	62%	53%	67%	↑14%
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	47%	51%	48%	44%	66%	↑22%
The balance between Council rates and the services and standards of infrastructure provided	53%	59%	58%	56%	66%	↑10%
Financial management	50%	53%	56%	47%	65%	↑18%

Another indicator of the progress Council has made in this area is the number of respondents who could not provide any suggestions for improvement relating to these areas (76%, compared to 65% in 2018). Of those who could provide improvements, the most common suggestion included improved communication with residents (9%). A reduction in rates was suggested by 4%, while 3% suggested Council could be more honest and transparent in their dealings/finances.

4.9 Future Council services

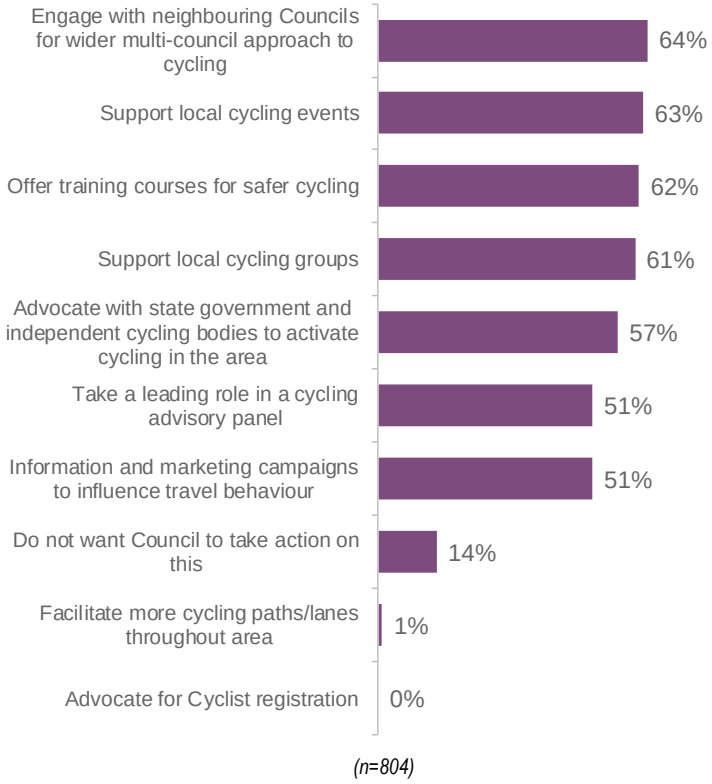
As seen in previous years, the majority of residents did not have requests for future services (75% had no suggestions while 6% were unsure) and among those who did have requests, the most requested included improvements regarding waste services and the timing, collection and accessibility of options for this (7%).

Almost all residents (98%) could not suggest any services that Council currently provides that it shouldn't.

4.10 Strategic questions

Cycling activation

Respondents were asked in which ways they would like to see Council take action on promoting cycling in the area. Engaging with neighbouring Councils for a wider multi-council approach to cycling was the most popular, followed by support of local cycling events and offering training courses for safer cycling. Only 14% did not want Council to take action on this.

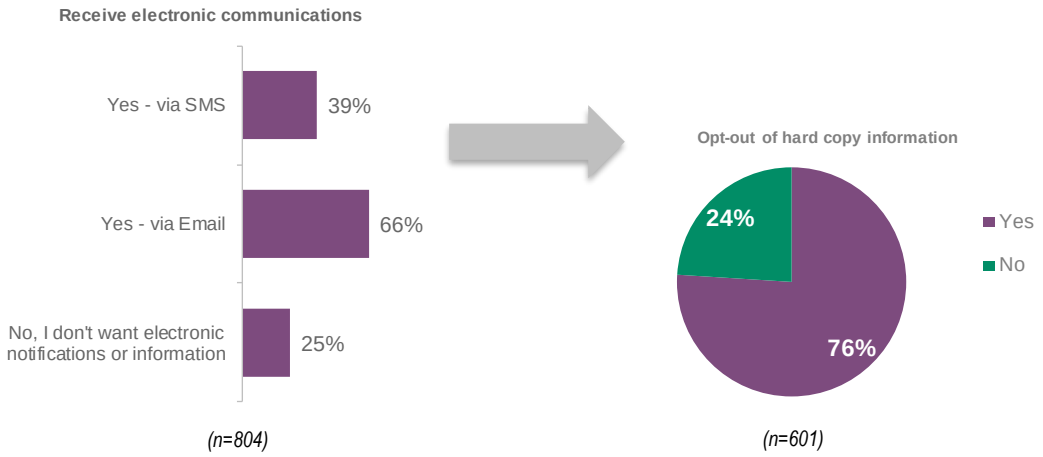


(n=804)

Electronic communications

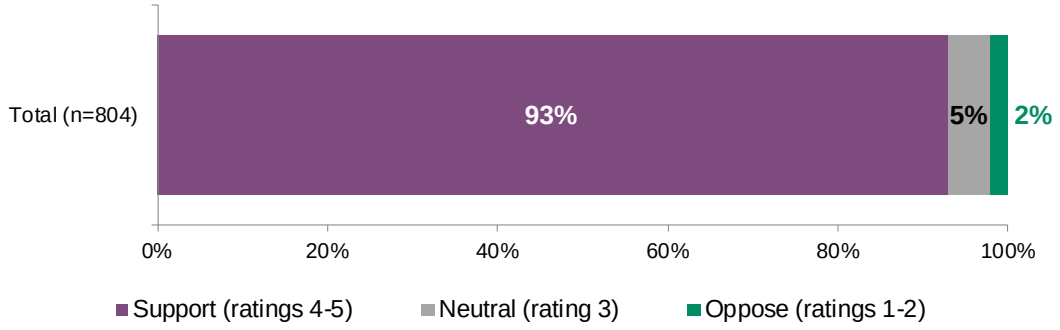
Three in four residents would be happy to receive electronic notifications, important reminders and consultation information from Council, with email being the preferred channel. Of those who would like to receive notifications, the majority would then opt out of receiving hard copy information.

The younger age groups were more likely to support electronic communications and to opt out of hard copy, with the older age groups less likely (but still with the majority supporting electronic communications). 85+ year olds were the only age group who did not want to receive electronic notifications or information (61%), with just 11% happy to receive SMS and 38% happy to receive emails.



Habitat Corridors

The vast majority of residents support the planting of more small plants and bushes in public spaces to support bird and animal habitats, with only a small number of residents opposing it. Results were similar across age group and gender, with slightly more variation among wards, where Burnside residents were less likely to support this action (but still with the majority at 89%).



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, i.e., it allows us to statistically test whether the differences we note in the sample are genuine differences or simply chance occurrences.

Relationships are said to be statistically significant 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.

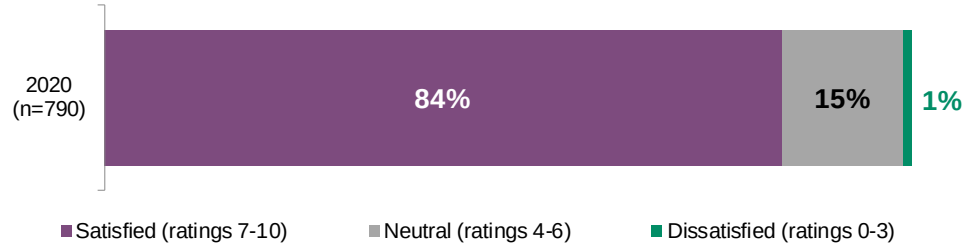
Use of top/bottom-two box terminology

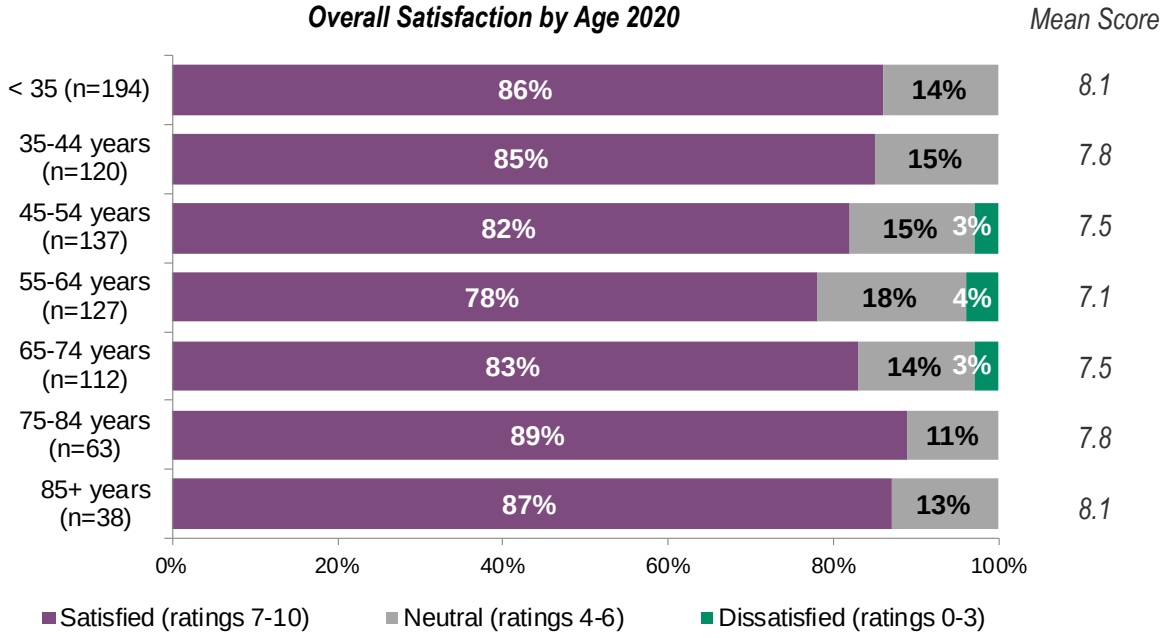
- top-4-box (T4B) refers to combined responses of *10 (extremely satisfied)* to 7
- bottom-4-box (B4B) refers to combined responses of *0 (extremely dissatisfied)* to *3*

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)

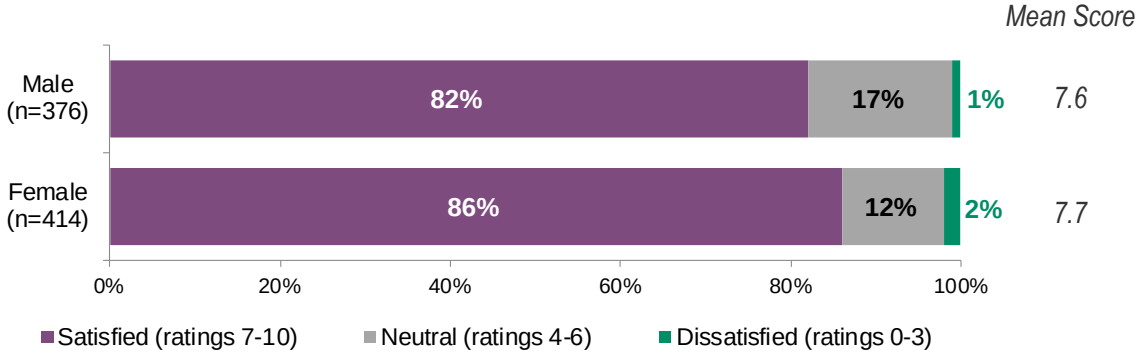
	Mean score						
	2013 (n=754)	2014 (n=784)	2015 (n=788)	Nov 2015 (n=862)	Oct 2016 (n=883)	Nov 2018 (n=926)	2020 (n=790)
Average (Mean)	6.7	6.9	7.1	7.2	7.1	7.1	7.7



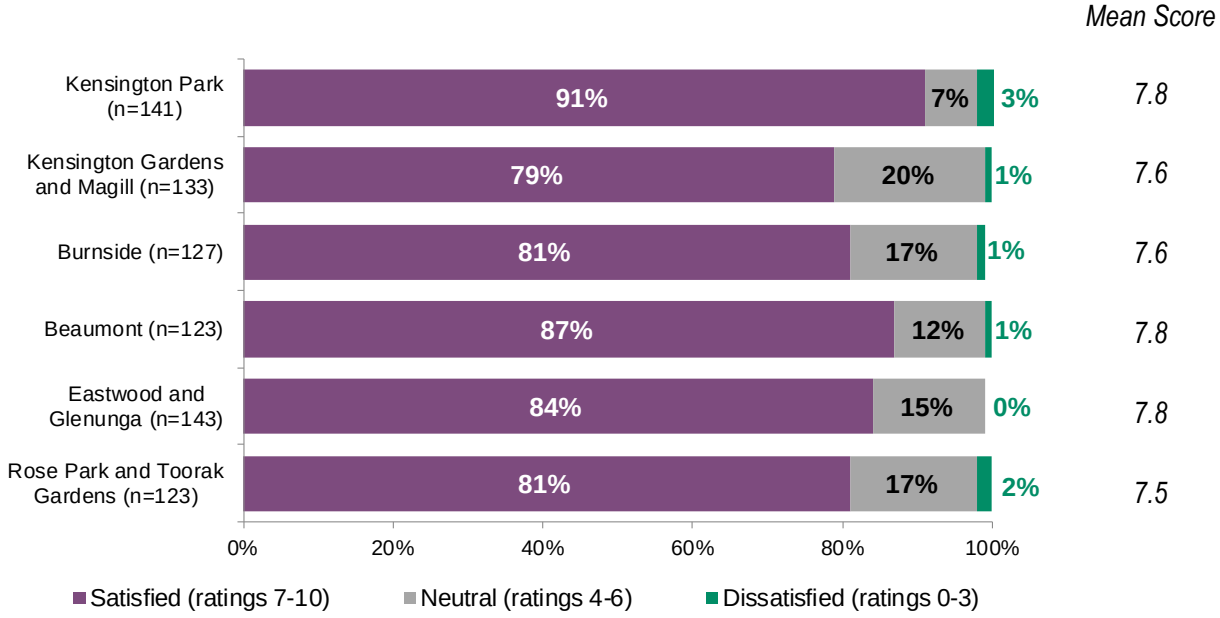


On the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance over the past 12 months? (Q13) continued

Overall Satisfaction by Gender



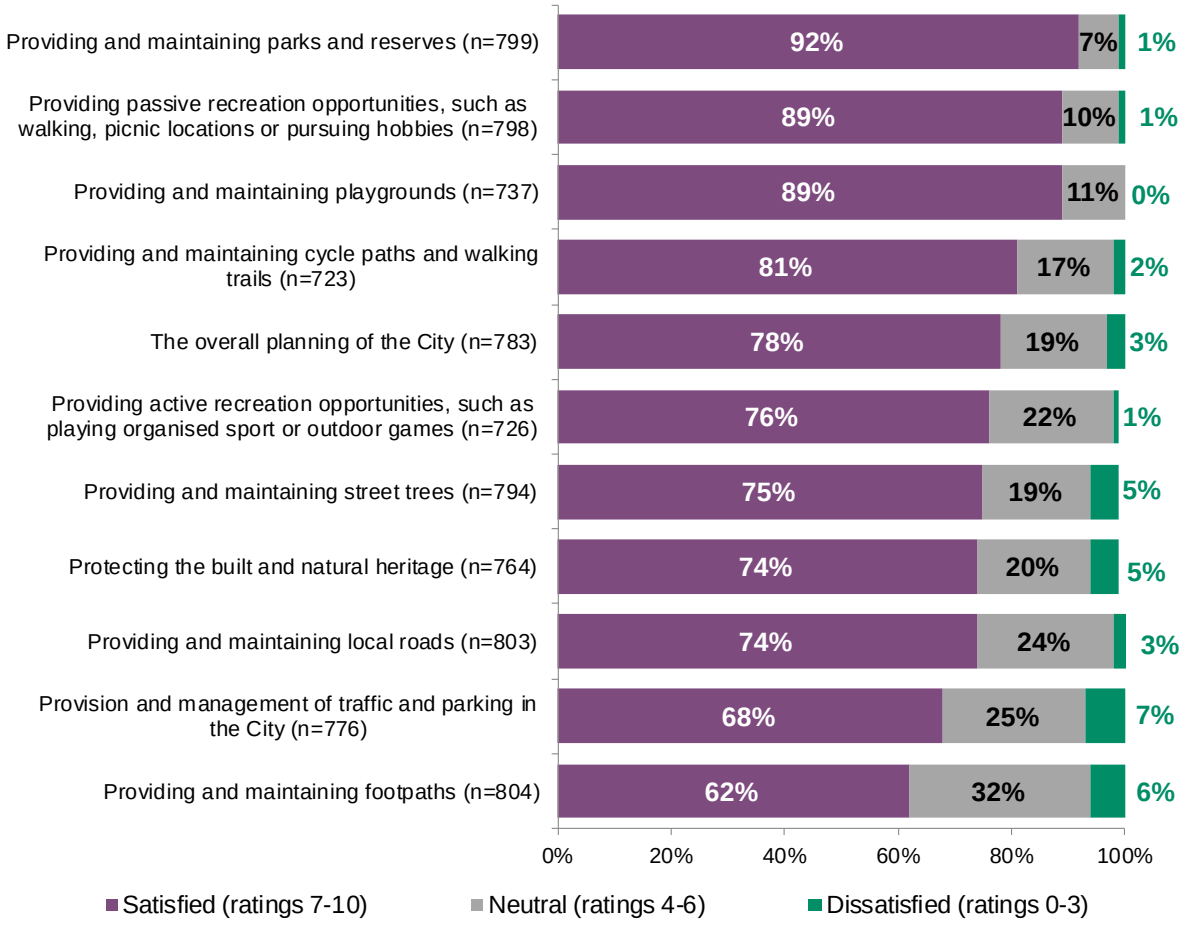
Overall Satisfaction by Ward



Note: 0% represents n=1

5.2 Infrastructure and Planning

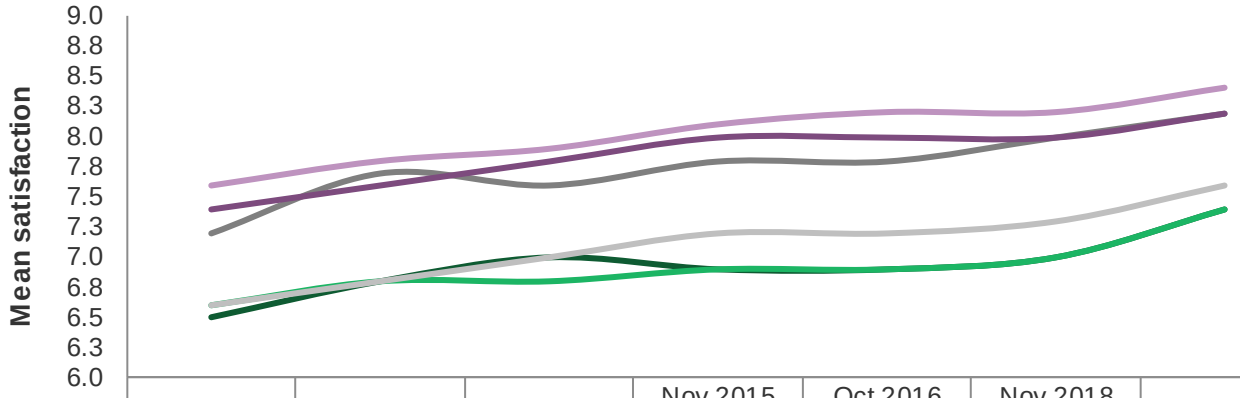
On a scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q3)



Note: 0% represents n=3

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

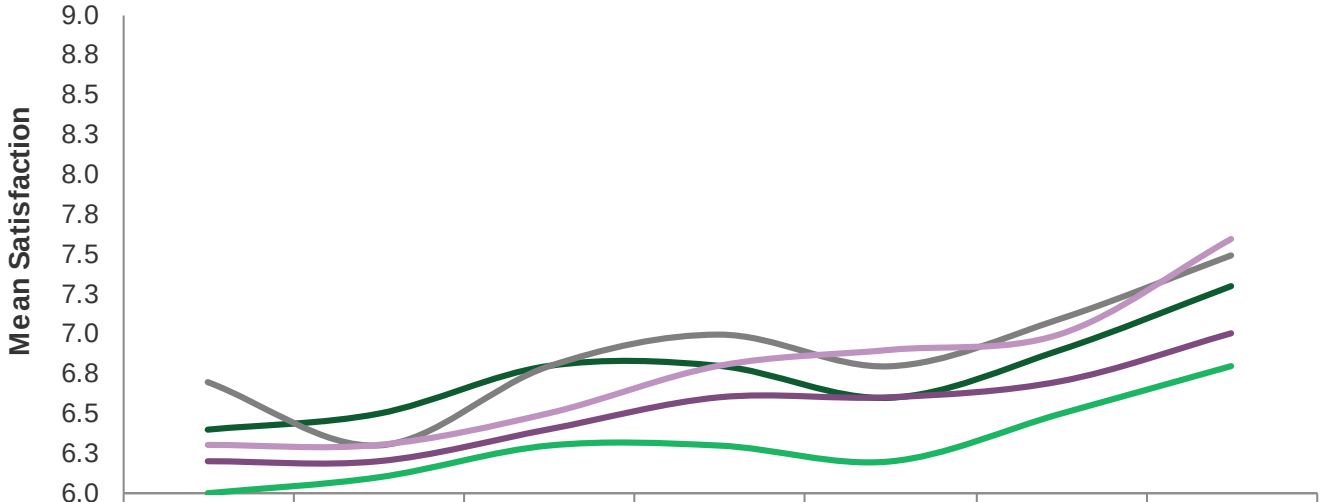
Ratings over time



	2013 (n~703)	2014 (n~754)	2015 (n~750)	Nov 2015 (n~818)	Oct 2016 (n~851)	Nov 2018 (n~890)	2020 (n~773)
The overall planning of the City	6.5	6.8	7.0	6.9	6.9	7.0	7.4
Protecting the built and natural heritage	6.6	6.8	6.8	6.9	6.9	7.0	7.4
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies	7.2	7.7	7.6	7.8	7.8	8.0	8.2
Providing active recreation opportunities, such as playing organised sport or outdoor games	6.6	6.8	7.0	7.2	7.2	7.3	7.6
Providing and maintaining parks and reserves	7.6	7.8	7.9	8.1	8.2	8.2	8.4
Providing and maintaining playgrounds	7.4	7.6	7.8	8.0	8.0	8.0	8.2

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

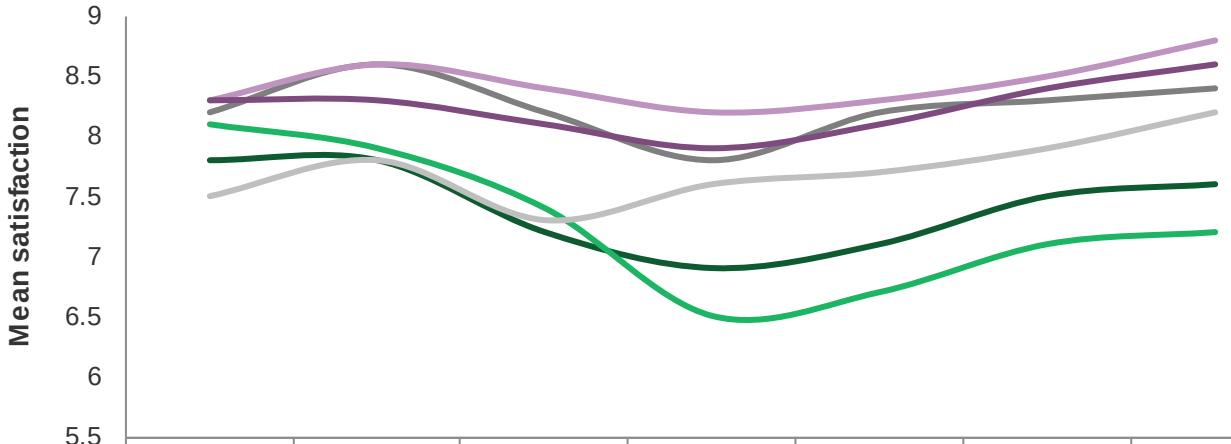
Ratings over time



	2013 (n~703)	2014 (n~754)	2015 (n~750)	Nov 2015 (n~818)	Oct 2016 (n~851)	Nov 2018 (n~890)	2020 (n~773)
Providing and maintaining local roads	6.4	6.5	6.8	6.8	6.6	6.9	7.3
Providing and maintaining footpaths	6.0	6.1	6.3	6.3	6.2	6.5	6.8
Providing and maintaining street trees	6.7	6.3	6.8	7.0	6.8	7.1	7.5
Providing and maintaining cycle paths and walking trails	6.3	6.3	6.5	6.8	6.9	7.0	7.6
Provision and management of traffic and parking in the City	6.2	6.2	6.4	6.6	6.6	6.7	7.0

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

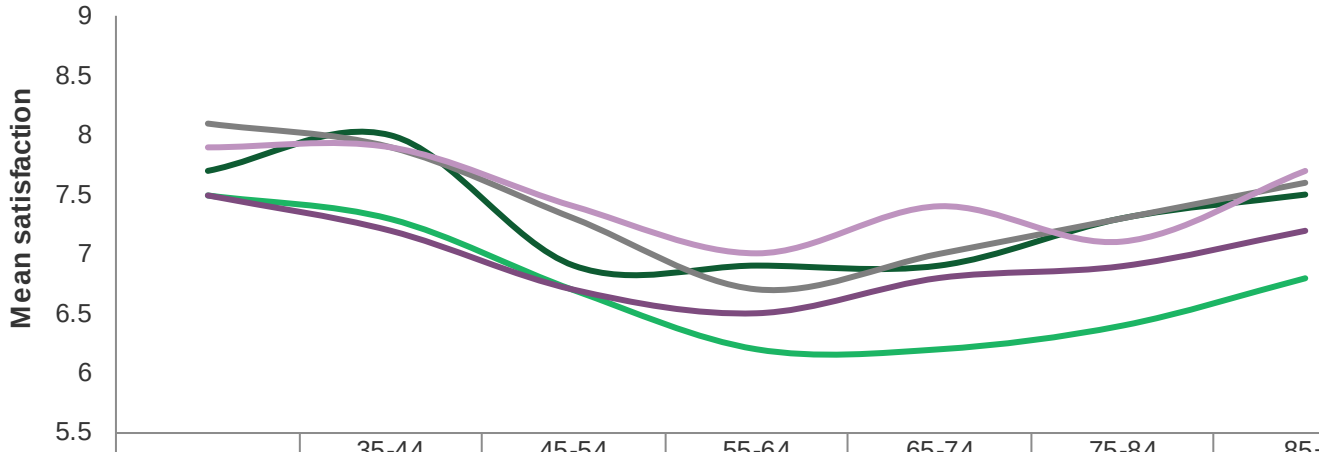
Mean scores by age 2020



	< 35 (n~196)	35-44 years (n~118)	45-54 years (n~134)	55-64 years (n~124)	65-74 years (n~108)	75-84 years (n~60)	85+ years (n~34)
The overall planning of the City	7.8	7.8	7.2	6.9	7.1	7.5	7.6
Protecting the built and natural heritage	8.1	7.9	7.4	6.5	6.7	7.1	7.2
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies	8.2	8.6	8.2	7.8	8.2	8.3	8.4
Providing active recreation opportunities, such as playing organised sport or outdoor games	7.5	7.8	7.3	7.6	7.7	7.9	8.2
Providing and maintaining parks and reserves	8.3	8.6	8.4	8.2	8.3	8.5	8.8
Providing and maintaining playgrounds	8.3	8.3	8.1	7.9	8.1	8.4	8.6

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

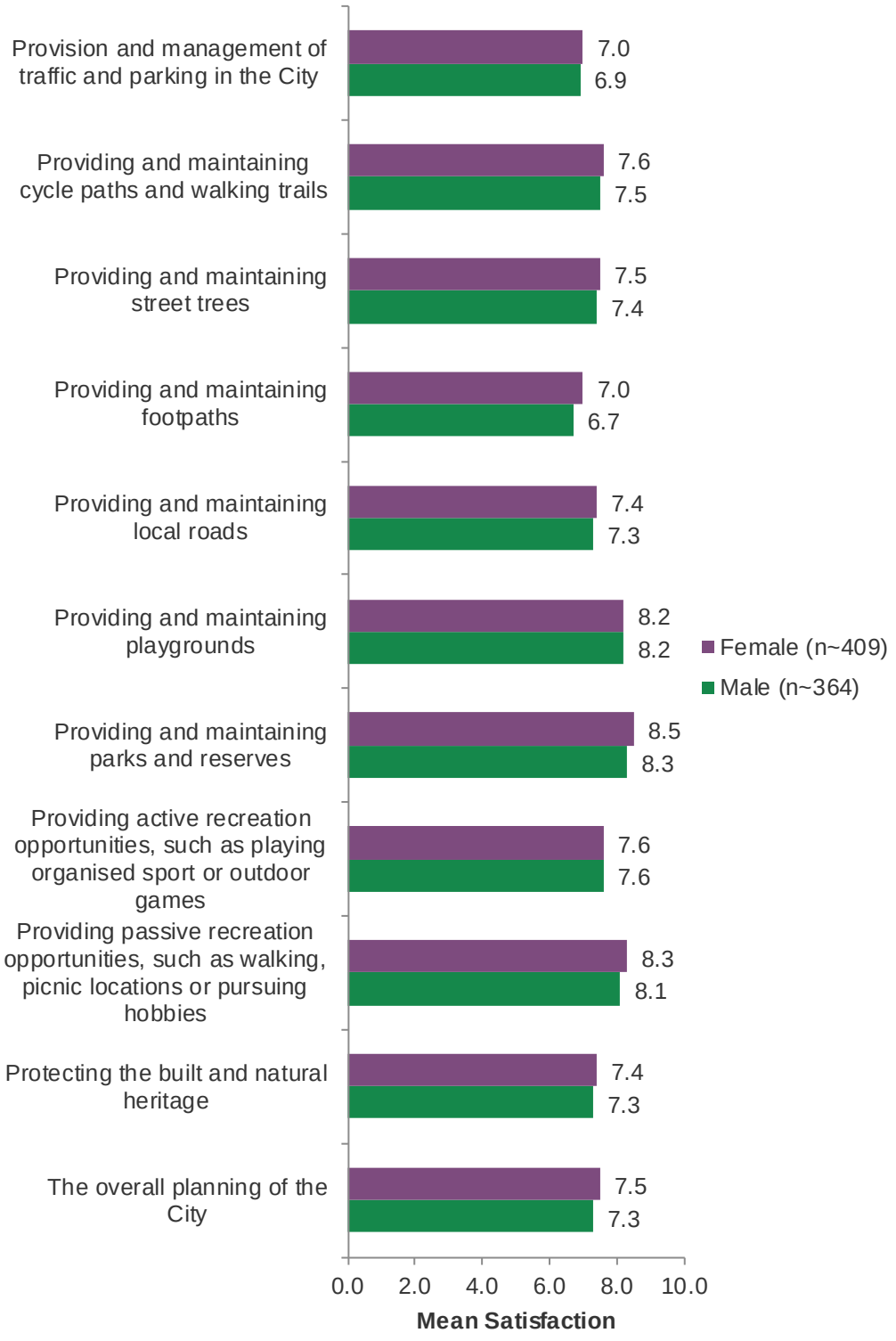
Mean scores by age



	< 35 (n~196)	35-44 years (n~118)	45-54 years (n~134)	55-64 years (n~124)	65-74 years (n~108)	75-84 years (n~60)	85+ years (n~34)
Providing and maintaining local roads	7.7	8	6.9	6.9	6.9	7.3	7.5
Providing and maintaining footpaths	7.5	7.3	6.7	6.2	6.2	6.4	6.8
Providing and maintaining street trees	8.1	7.9	7.3	6.7	7.0	7.3	7.6
Providing and maintaining cycle paths and walking trails	7.9	7.9	7.4	7.0	7.4	7.1	7.7
Provision and management of traffic and parking in the City	7.5	7.2	6.7	6.5	6.8	6.9	7.2

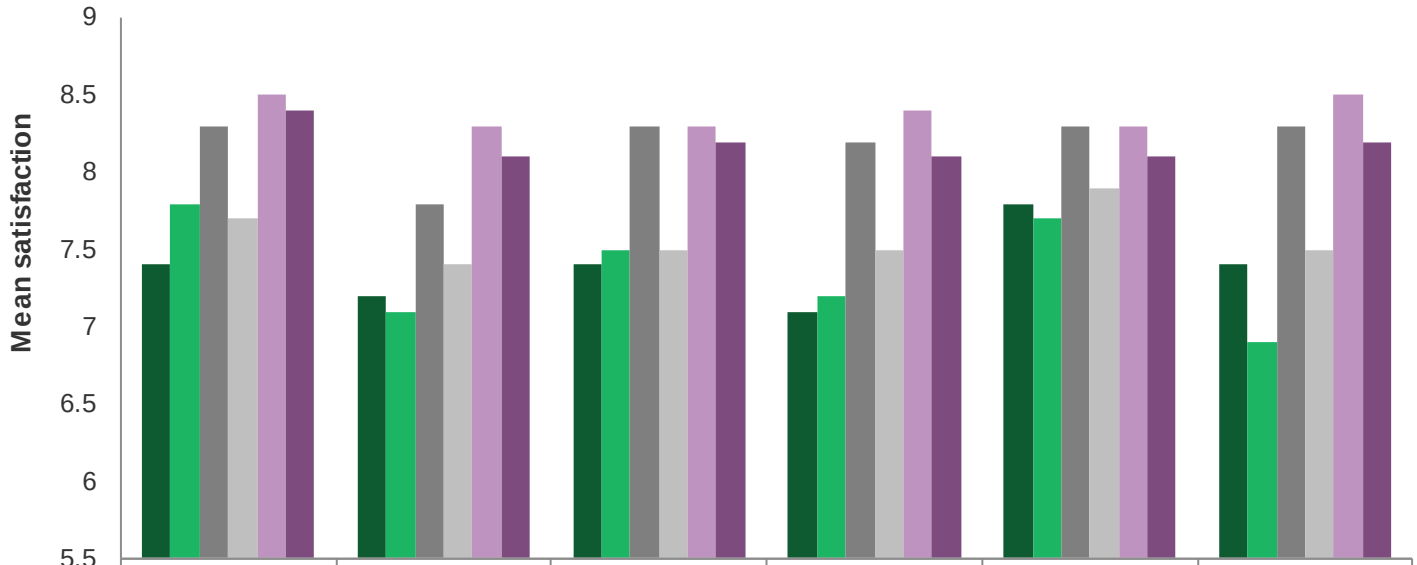
On a scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following… (Q3) continued

Mean scores by gender 2020



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

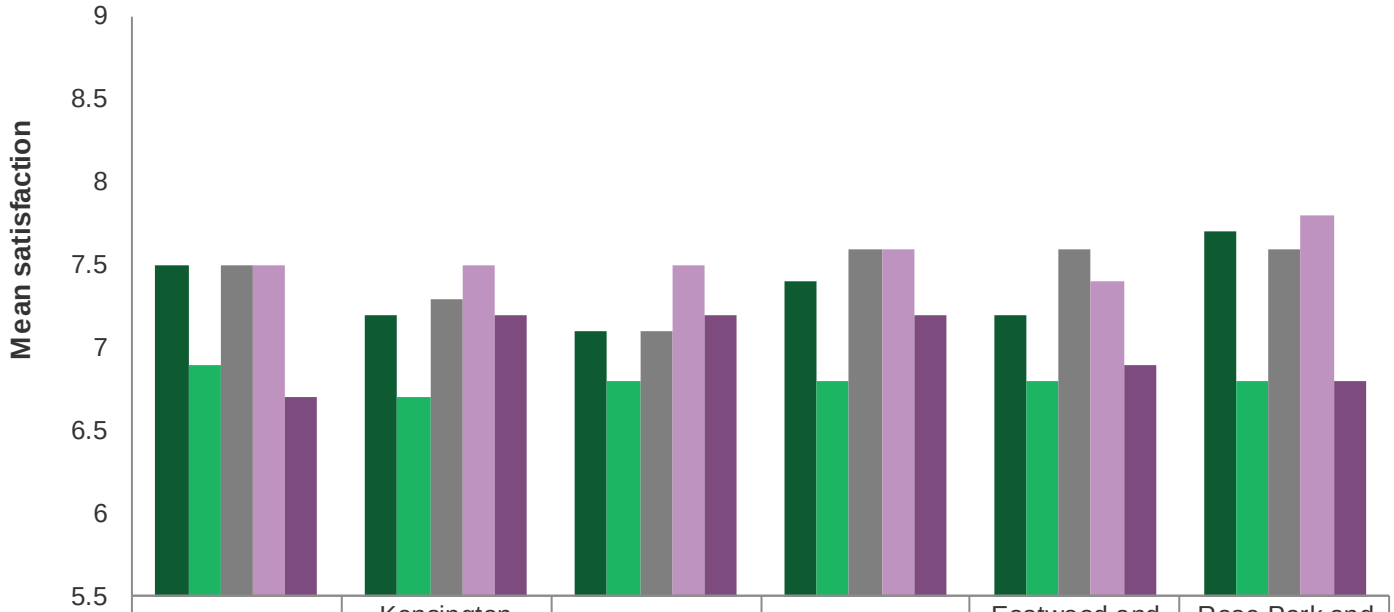
Mean scores by ward 2020



	Kensington Park (n~135)	Kensington Gardens and Magill (n~130)	Burnside (n~127)	Beaumont (n~118)	Eastwood and Glenunga (n~141)	Rose Park and Toorak Gardens (n~124)
The overall planning of the City	7.4	7.2	7.4	7.1	7.8	7.4
Protecting the built and natural heritage	7.8	7.1	7.5	7.2	7.7	6.9
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies	8.3	7.8	8.3	8.2	8.3	8.3
Providing active recreation opportunities, such as playing organised sport or outdoor games	7.7	7.4	7.5	7.5	7.9	7.5
Providing and maintaining parks and reserves	8.5	8.3	8.3	8.4	8.3	8.5
Providing and maintaining playgrounds	8.4	8.1	8.2	8.1	8.1	8.2

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 2020



	Kensington Park (n~135)	Kensington Gardens and Magill (n~130)	Burnside (n~127)	Beaumont (n~118)	Eastwood and Glenunga (n~141)	Rose Park and Toorak Gardens (n~124)
Providing and maintaining local roads	7.5	7.2	7.1	7.4	7.2	7.7
Providing and maintaining footpaths	6.9	6.7	6.8	6.8	6.8	6.8
Providing and maintaining street trees	7.5	7.3	7.1	7.6	7.6	7.6
Providing and maintaining cycle paths and walking trails	7.5	7.5	7.5	7.6	7.4	7.8
Provision and management of traffic and parking in the City	6.7	7.2	7.2	7.2	6.9	6.8

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

	% response				
	2015 (n=800)	**Nov 2015 (n=874)**	**Oct 2016 (n=898)**	**Nov 2018 (n=947)**	**2020 (n=804)**
No	34	34	31	33	39
Don't know	9	15	13	12	4
Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides	13	13	14	13	16
Car parking	12	9	11	13	11
Improved car parking/not enough street parking/handicapped parking/high density housing/narrow streets/around shopping centres/schools/Waterfall Gully	5	2	3	6	6
Car parking/more parking inspectors/police parking restrictions in residential streets/resident parking only/provide permits/clear line marking/signs so people know/parking on one side only/time limits	5	7	7	8	6
Reduce parking restrictions/for residents/lower fines/allow verge parking/for residents	3	1	1	1	1
Road maintenance/kerbs/resurfacing/quicker response/quality standard/better planning	6	6	8	6	10
Trees/more maintenance/check for issues, especially around playgrounds/parks/quicker response/too many restrictions on pruning/even dangerous trees/have council aware signs on problem trees	8	6	4	5	8
Streetscape/verge maintenance/water/prune trees/hedges/street sweeping/clean up after	4	2	7	5	7
More/better parks/play/exercise equipment/shade/better maintained/watered/playgrounds add secure fences/more dog parks	4	3	5	3	6
Traffic control management/road closures/speed humps/road signs/need roundabouts/improved safety/speed limits	3	3	4	4	5
Building regulations/no high rise developments/no subdivision/keep as they are/in keeping with surrounding heritage homes/more input from rate payers	2	1	2	4	4
More bike/walking paths/lanes/safer/improve/more dedicated cycling/walking trails/clearly marked/raise awareness of them	4	6	5	5	4
Preservation of trees/private and public/too many being cut down/less brutal pruning/replace dead trees	2	1	1	3	3
Heritage listed/historic buildings maintained/preserved/communicate heritage plans	1	2	1	1	3
Improved communication/through various channels/more consultation/discussions /respond to queries/online portal	2	3	5	2	3
Planning/building/development approvals/sensible approach/maintain hill views/no modern homes/flexible	1	2	1	2	2
Planning/infrastructure/improved/get rate payers' opinions/quicker/transparent /poor department/needs improvements	4	1	2	1	2

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

	% response				
	2015 (n=800)	**Nov 2015 (n=874)**	**Oct 2016 (n=898)**	**Nov 2018 (n=947)**	**2020 (n=804)**
Provide more facilities for young people/skate park	-	-	0	0	1
Select a better species of street tree/not messy ones that drop flowers/nuts/dangerous berries/use natives	1	1	1	1	1
Sports/more hockey/football fields/tennis courts/indoor stadium/more focus on junior sports/more ovals	4	2	2	1	1
Lighting/more street lights/parks and ovals better lit	1	0	0	1	1
All council areas should be treated equally/some areas maintained others neglected	0	1	0	0	1
Portrush Road - improve traffic flow (i.e., Cator St)/add an extra lane for traffic	-	-	-	-	1
Maintain public facilities/toilets/public seating	-	0	0	-	0
More indoor recreational sites for winter	-	-	-	0	0
Wildlife signage/more around to make people aware	-	-	-	-	0
Allow development/high rise buildings/subdivision/not so restrictive due to heritage properties	-	0	0	0	0
Dog Parks/include section for small dogs	-	-	-	0	0
Lobby against new state govt. planning policies	-	-	-	0	0
Allow home owners to handle tree management	-	-	-	0	0
Implement solar access rights/use solar lighting in parks/reserves etc	-	-	-	0	0
Use Hub more for children's activities	-	-	-	0	0
Get rid of bike lanes/too dangerous/too many cyclists on road/charge them to ride bikes	0	1	0	0	0
Creek/waterway management	-	-	-	0	0
Dump/look after it more	-	-	-	-	0
Too much sidewalk signage/chairs blocking footpath/unsightly	-	0	-	-	0
Use of artwork on stobie poles (i.e., Indigenous art)	-	-	-	-	0
Fix issues/more action & less talk	-	-	-	0	0
Pest control/Feral cats	-	-	-	-	0
Burnside pool/provide cover for year round use/extend swimming seasons	-	-	0	-	0
Rebuild/repair community centres	-	-	-	-	0

Note: 0% represents n=4 or less. These results are also presented by age group, gender and Ward for 2020 on the following pages.

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

2020	% response						
	< 35 (n=205)	35-44 years (n=120)	45-54 years (n=137)	55-64 years (n=127)	65-74 years (n=113)	75-84 years (n=64)	85+ years (n=38)
No	58	38	34	26	25	38	44
Don't know	2	7	1	7	4	7	10
Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides	15	9	16	17	21	21	20
Car parking	3	12	16	14	12	14	10
Improved car parking/not enough street parking/handicapped parking/high density housing/narrow streets/around shopping centres/schools/Waterfall Gully	3	2	11	8	6	9	7
Car parking/more parking inspectors/police parking restrictions in residential streets/resident parking only/provide permits/clear line marking/signs so people know/parking on one side only/time limits	-	9	9	8	6	8	6
Streetscape/verge maintenance/water/prune trees/hedges/street sweeping/clean up after	9	6	7	6	8	5	7
Traffic control management/road closures/speed humps/road signs/need roundabouts/improved safety/speed limits	3	6	6	5	5	4	5
Building regulations/no high rise developments/no subdivision/keep as they are/in keeping with surrounding heritage homes/more input from rate payers	-	3	4	6	10	5	4
More/better parks/play/exercise equipment/shade/better maintained/watered/playgrounds add secure fences/more dog parks	5	11	3	9	4	2	3
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	15	4	11	10	7	2
Heritage listed/historic buildings maintained/preserved/communicate heritage plans	-	1	5	3	9	2	1
Road maintenance/kerbs/resurfacing/quicker response/quality standard/better planning	12	8	16	6	8	7	1
Preservation of trees/private and public/too many being cut down/less brutal pruning/replace dead trees	2	3	3	5	8	3	1
More bike/walking paths/lanes/safer/improve/more dedicated cycling/walking trails/clearly marked/raise awareness of them	1	3	7	7	2	3	1

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

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

2020	% response	
	Male (n=378)	**Female (n=426)**
No	40	38
Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides	18	15
Car parking	11	11
Improved car parking/not enough street parking/handicapped parking/high density housing/narrow streets/around shopping centres/schools/Waterfall Gully	7	6
Car parking/more parking inspectors/police parking restrictions in residential streets/resident parking only/provide permits/clear line marking/signs so people know/parking on one side only/time limits	5	6
Road maintenance/kerbs/resurfacing/quicker response/quality standard/better planning	10	9
Streetscape/verge maintenance/water/prune trees/hedges/street sweeping/clean up after	7	8
More/better parks/play/exercise equipment/shade/better maintained/watered/playgrounds add secure fences/more dog parks	2	9
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	7

Note: Only results with >5% response shown

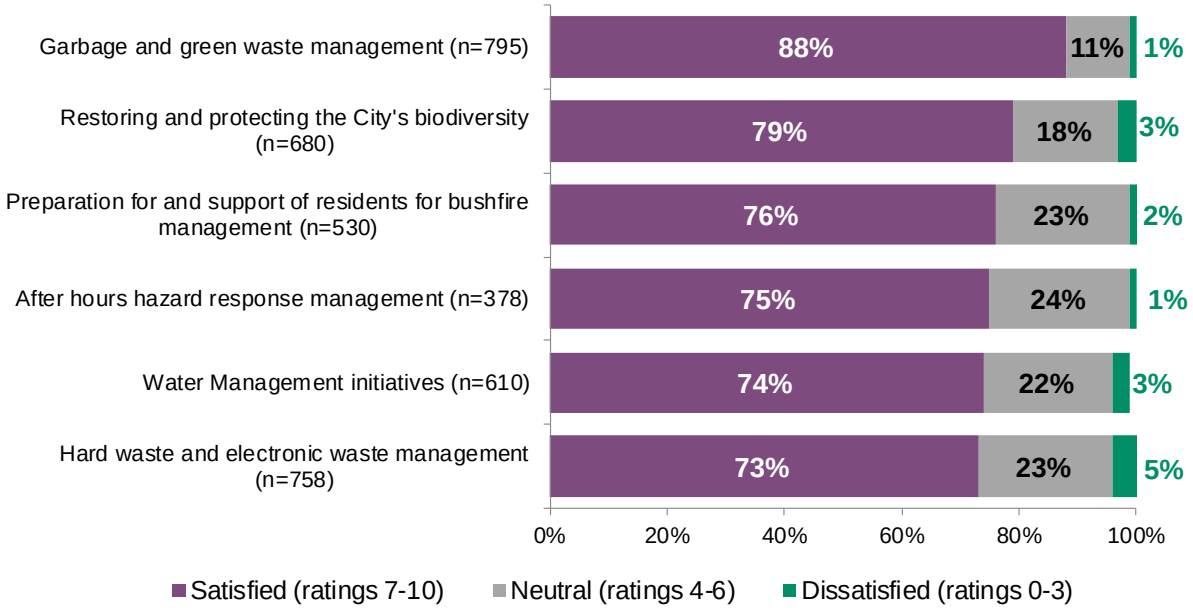
Are there any other ways in which these areas of Council business could be improved? (Q4) continued

2020	% response					
	Kensington Park (n=140)	Kensington Gardens and Magill (n=133)	Burnside (n=131)	Beaumont (n=124)	Eastwood and Glenunga (n=148)	Rose Park and Toorak Gardens (n=128)
No	38	33	43	39	45	35
Don't know	6	2	6	6	4	3
Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides	19	22	11	15	14	17
Car parking	17	8	7	11	8	15
Improved car parking/not enough street parking/handicapped parking/high density housing/narrow streets/around shopping centres/schools/Waterfall Gully	10	4	3	9	4	8
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	4	4	4	6	9
Streetscape/verge maintenance/water/prune trees/hedges/street sweeping/clean up after	12	3	6	8	7	9
Road maintenance/kerbs/resurfacing/quicker response/quality standard/better planning	10	13	6	7	15	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	8	7	14	4	5	8
Heritage listed/historic buildings maintained/preserved/communicate heritage plans	4	0	2	1	3	6
Traffic control management/road closures/speed humps/road signs/need roundabouts/improved safety/speed limits	4	12	1	3	6	3
More/better parks/play/exercise equipment/shade/better maintained/watered/playgrounds add secure fences/more dog parks	3	8	5	4	8	7
More bike/walking paths/lanes/safer/improve/more dedicated cycling/walking trails/clearly marked/raise awareness of them	3	5	4	6	2	2
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	4	6	3	7

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

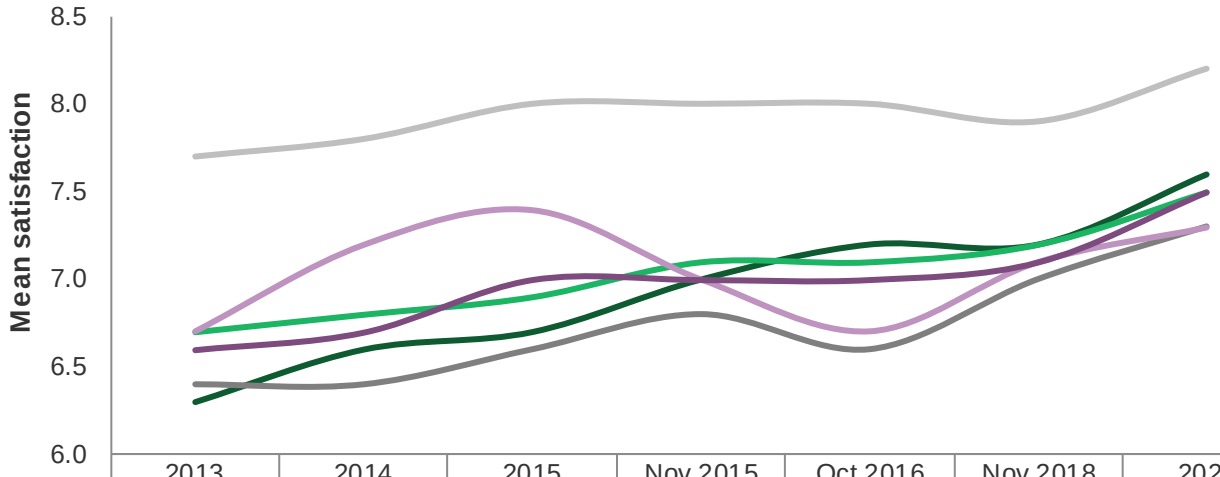
5.3 Environment

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) - 2020



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

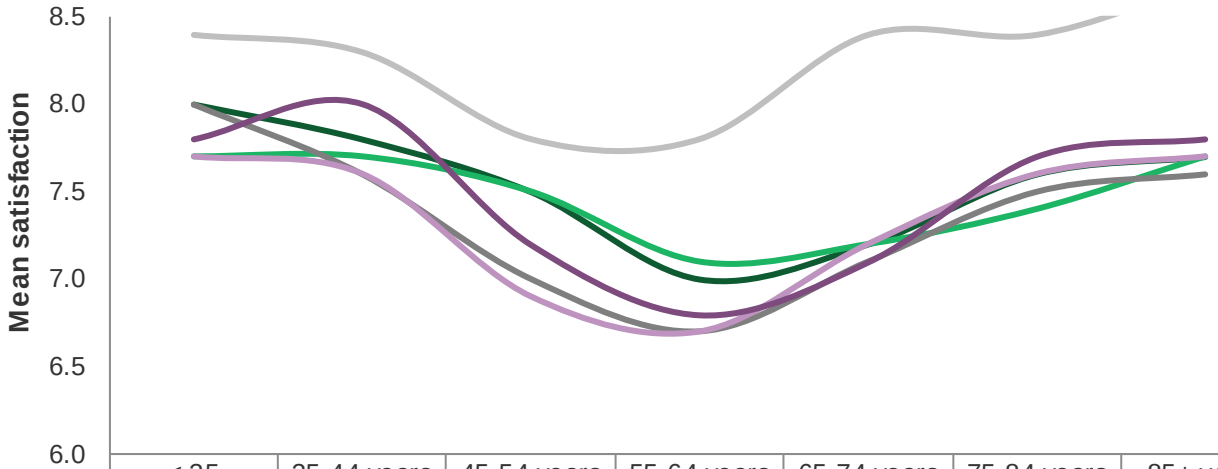
Ratings over time



	2013 (n~556)	2014 (n~602)	2015 (n~593)	Nov 2015 (n~617)	Oct 2016 (n~691)	Nov 2018 (n~693)	2020 (n~625)
Preparation for and support of residents for bushfire management	6.3	6.6	6.7	7.0	7.2	7.2	7.6
Restoring and protecting the City's biodiversity	6.7	6.8	6.9	7.1	7.1	7.2	7.5
Water Management initiatives	6.4	6.4	6.6	6.8	6.6	7.0	7.3
Garbage and green waste management	7.7	7.8	8.0	8.0	8.0	7.9	8.2
Hard waste and electronic waste management	6.7	7.2	7.4	7.0	6.7	7.1	7.3
After hours hazard response management	6.6	6.7	7.0	7.0	7.0	7.1	7.5

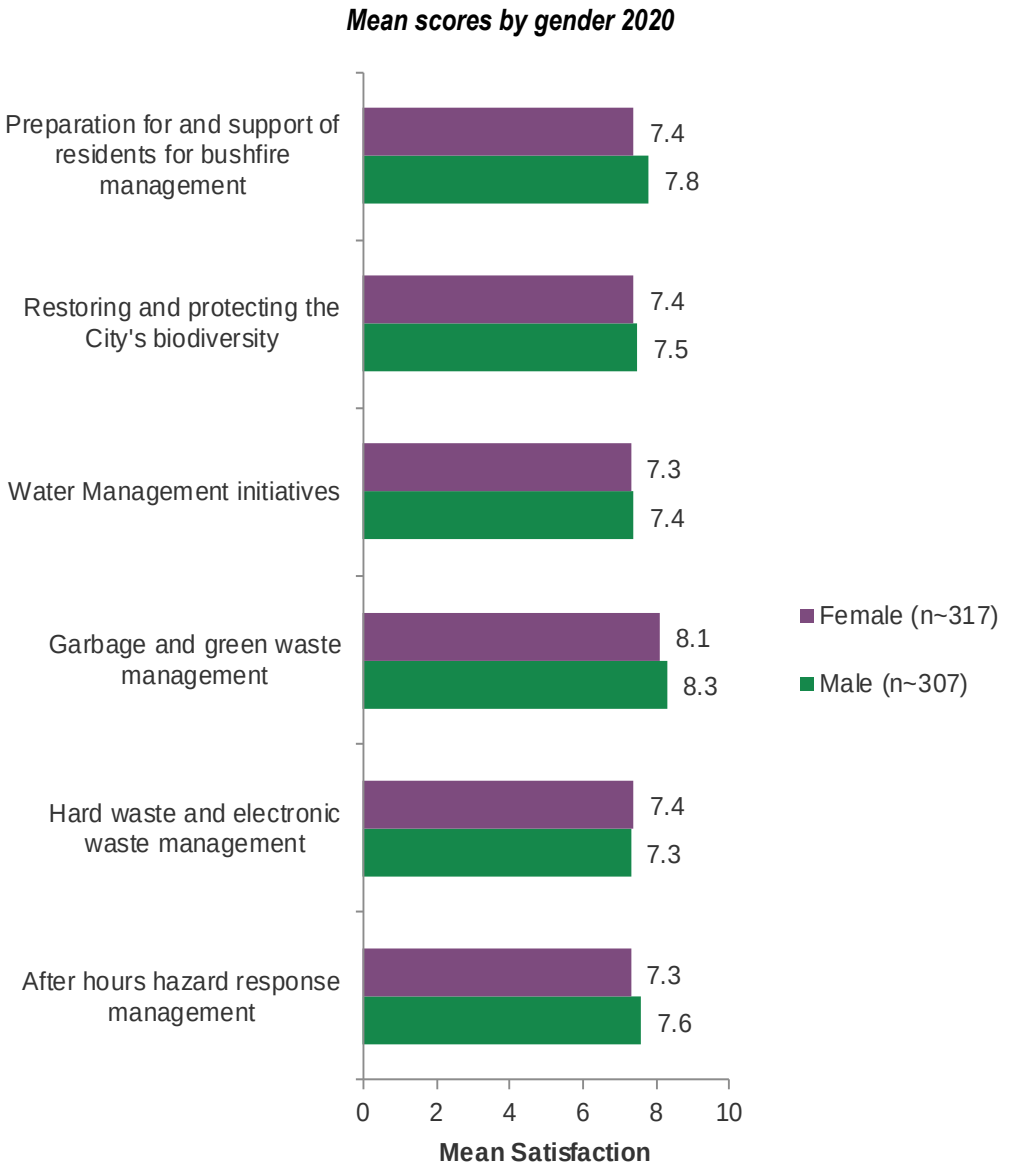
Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following… (Q5) continued

Mean scores by age 2020



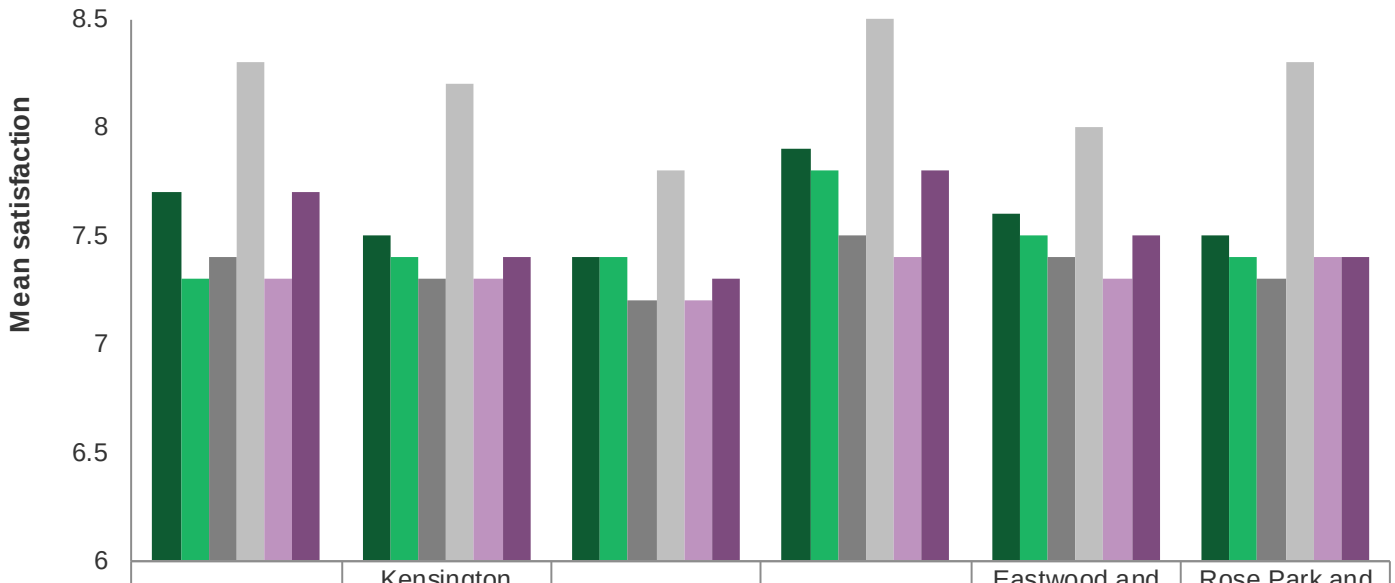
	< 35 (n~159)	35-44 years (n~99)	45-54 years (n~112)	55-64 years (n~100)	65-74 years (n~84)	75-84 years (n~47)	85+ years (n~25)
Preparation for and support of residents for bushfire management	8.0	7.8	7.5	7.0	7.2	7.6	7.7
Restoring and protecting the City's biodiversity	7.7	7.7	7.5	7.1	7.2	7.4	7.7
Water Management initiatives	8.0	7.6	7.0	6.7	7.1	7.5	7.6
Garbage and green waste management	8.4	8.3	7.8	7.8	8.4	8.4	8.7
Hard waste and electronic waste management	7.7	7.6	6.9	6.7	7.2	7.6	7.7
After hours hazard response management	7.8	8.0	7.2	6.8	7.1	7.7	7.8

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



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 2020



	Kensington Park (n~109)	Kensington Gardens and Magill (n~105)	Burnside (n~108)	Beaumont (n~94)	Eastwood and Glenunga (n~114)	Rose Park and Toorak Gardens (n~95)
Preparation for and support of residents for bushfire management	7.7	7.5	7.4	7.9	7.6	7.5
Restoring and protecting the City's biodiversity	7.3	7.4	7.4	7.8	7.5	7.4
Water Management initiatives	7.4	7.3	7.2	7.5	7.4	7.3
Garbage and green waste management	8.3	8.2	7.8	8.5	8.0	8.3
Hard waste and electronic waste management	7.3	7.3	7.2	7.4	7.3	7.4
After hours hazard response management	7.7	7.4	7.3	7.8	7.5	7.4

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

	% response				
	2015 (n=799)	**Nov 2015 (n=863)**	**Oct 2016 (n=897)**	**Nov 2018 (n=948)**	**2020 (n=804)**
No	55	53	46	52	58
Don't know	12	14	16	17	7
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	14	3	11	8	13
More electronic waste collections/more recycling plan for electronic waste/advertise service/have depot in area	4	2	6	3	7
More/better/ information/communication with residents/easily accessible/easy to understand/website/newsletter	3	1	2	4	3
More rubbish collections/waste/green/weekly/in hot weather/after storms/provide more/larger bins for larger properties	3	3	2	3	2
More information about bushfire management/enforce bushfire safety measures on high risk properties/improve fire prevention for public areas	3	1	1	2	2
Annual hard waste pick up/reintroduce/set date(s)/return to old system	-	14	9	5	2
Maintenance/trees/parks/verges/footpaths/roads/lighting/walking trails	2	1	2	1	2
Better water management/maintenance of catchments/retaining storm water/wet-lands/more recycled water/water saving programs	2	2	4	3	2
More information on recycling practices/tours of recycling sites/transparency	-	-	-	0	2
More frequent recycling pick up/larger bins	0	2	1	1	1
Biodiversity/more funding/larger focus on this/council not doing enough	1	0	1	1	1
Hazardous waste/recycling plant/somewhere to drop off/have a collection for these types of materials	2	1	1	1	1
Promote environmental sustainability/initiatives/being more energy efficient/solar panels	1	0	2	1	1
Compost bags/provide free of charge	-	-	0	1	1
Rubbish collectors/truck/service squeaky brakes/avoid spilling rubbish/don't damage bins/reduce speed	1	0	-	0	1
Have a green waste depot residents can use to drop off excess green waste	0	0	0	0	1
Emergency response/faster/more manpower available to help/better communication	-	-	1	-	1
More bins available in public spaces	-	-	-	1	1
Trees/remove dead trees/fallen limbs/replant after removing unsafe trees/ensure suitable type selected	1	1	1	2	1

	% response				
	2015 (n=799)	Nov 2015 (n=863)	Oct 2016 (n=897)	Nov 2018 (n=948)	2020 (n=804)
Reduce frequency of waste collection/fortnightly	-	-	-	0	0
Pictures on bins identifying which items go in which bins	-	-	-	-	0
Deliver green waste bags	-	-	-	-	0
More responsive to reports of hazards/on roads footpaths/maintenance requests	-	-	0	0	0
More outlets for soft plastic recycling	-	-	-	0	0
More information about water management	-	-	-	-	0
Control pets/cats/inside at night	-	-	-	-	0
Green waste skips/larger/second skip required/cater for all residents	-	-	-	0	0
Collect/pick up bins with old lids	-	-	-	0	0
Residential planning/attention to detail/limit number of houses being demolished/less two storey houses	-	-	0	1	0
Apply more/better practices used by surrounding councils	-	-	-	-	0
Rubbish collection/after 6 am/fortnightly not weekly	-	1	0	-	0
Green waste collection - weekly	-	-	-	-	0
Bin management/fines/bring in from street	-	-	-	-	0
Ensure 60% limit of building to plot size in Historic conservation areas	-	0	-	-	0
More care in conducting council meetings	-	-	0	-	0

Note: 0% represents n=4 or less

These results are also presented by age group, gender and Ward for 2020 on the following pages.

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

2020	% response						
	< 35 (n=205)	35-44 years (n=120)	45-54 years (n=137)	55-64 years (n=127)	65-74 years (n=113)	75-84 years (n=64)	85+ years (n=38)
No	65	68	54	44	50	69	65
Don't know	2	11	2	14	7	7	19
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	14	7	14	18	16	8	7
More electronic waste collections/more recycling plan for electronic waste/advertise service/have depot in area	5	4	5	15	10	9	4
More/better/ information/communication with residents/easily accessible/easy to understand/website/newsletter	3	1	8	3	3	1	-
Annual hard waste pick up/reintroduce/set date(s)/return to old system	-	1	3	3	6	3	-
More information about bushfire management/enforce bushfire safety measures on high risk properties/improve fire prevention for public areas	3	-	3	1	5	2	-
More rubbish collections/waste/green/weekly/in hot weather/after storms/provide more/larger bins for larger properties	2	5	4	1	3	1	1
Hazardous waste/recycling plant/somewhere to drop off/have a collection for these types of materials	1	-	1	-	5	1	-

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

2020	% response	
	Male (n=378)	Female (n=426)
No	55	61
Don't know	7	7
More electronic waste collections/more recycling plan for electronic waste/advertise service/have depot in area	10	5
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	11
More/better/ information/communication with residents/easily accessible/easy to understand/website/newsletter	3	4
More rubbish collections/waste/green/weekly/in hot weather/after storms/provide more/larger bins for larger properties	1	4
More information about bushfire management/enforce bushfire safety measures on high risk properties/improve fire prevention for public areas	3	2
Annual hard waste pick up/reintroduce/set date(s)/return to old system	2	3
More information on recycling practices/tours of recycling sites/transparency	3	0

Note: Only results with >=3% response shown; 0% represents n=2

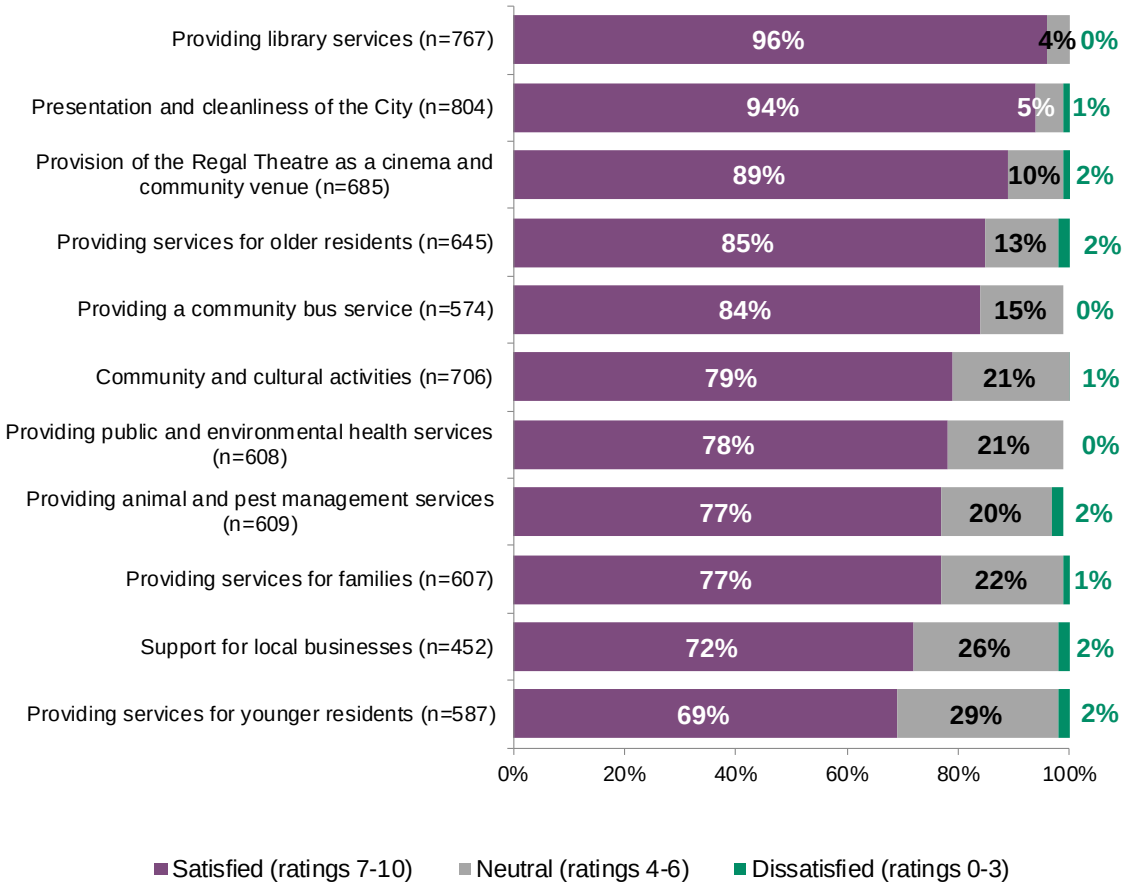
Are there any other ways in which these areas of Council business could be improved? (Q6) continued

2020	% response					
	Kensington Park (n=141)	Kensington Gardens and Magill (n=133)	Burnside (n=131)	Beaumont (n=124)	Eastwood and Glenunga (n=148)	Rose Park and Toorak Gardens (n=128)
No	48	59	63	68	53	61
Don't know	12	8	6	5	8	4
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	19	10	12	10	17	10
More electronic waste collections/more recycling plan for electronic waste/advertise service/have depot in area	7	11	7	11	3	7
More rubbish collections/waste/green/weekly /in hot weather/after storms/provide more/larger bins for larger properties	2	1	3	1	6	1
Annual hard waste pick up/reintroduce/set date(s)/return to old system	1	5	2	2	2	1
More information about bushfire management/enforce bushfire safety measures on high risk properties/improve fire prevention for public areas	1	2	3	1	6	0
Maintenance/trees/parks/verges/footpaths/roads/lighting/walking trails	0	1	1	0	2	8
More/better/ information/communication with residents/easily accessible/easy to understand/website/newsletter	-	4	2	2	8	4

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

5.4 Community Support

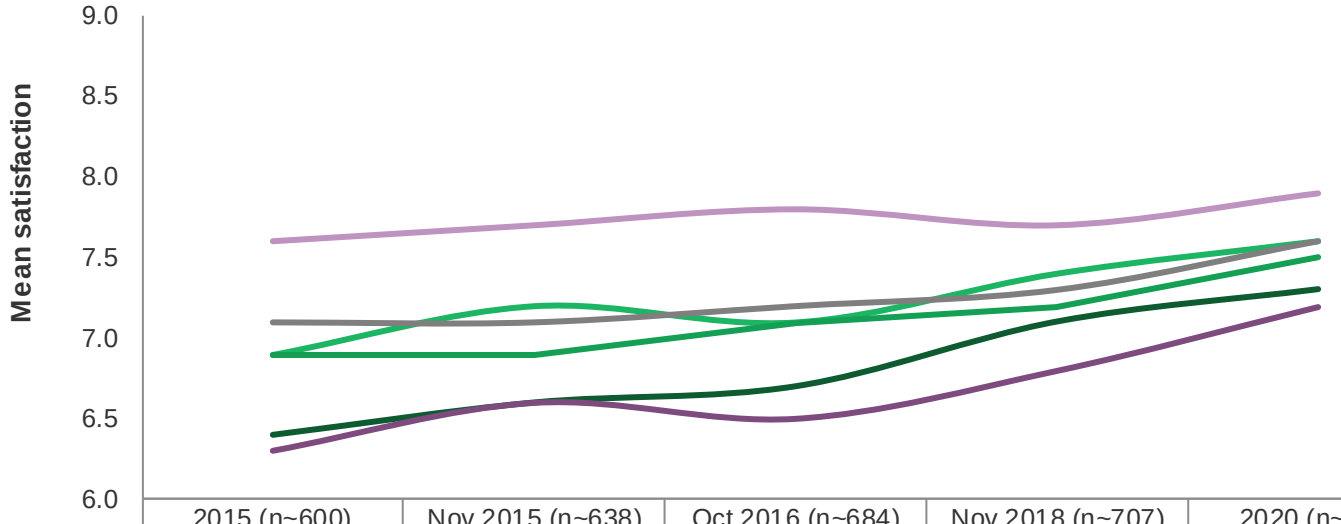
Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q7) - 2020



Note: 0% represents n=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… (Q7) continued

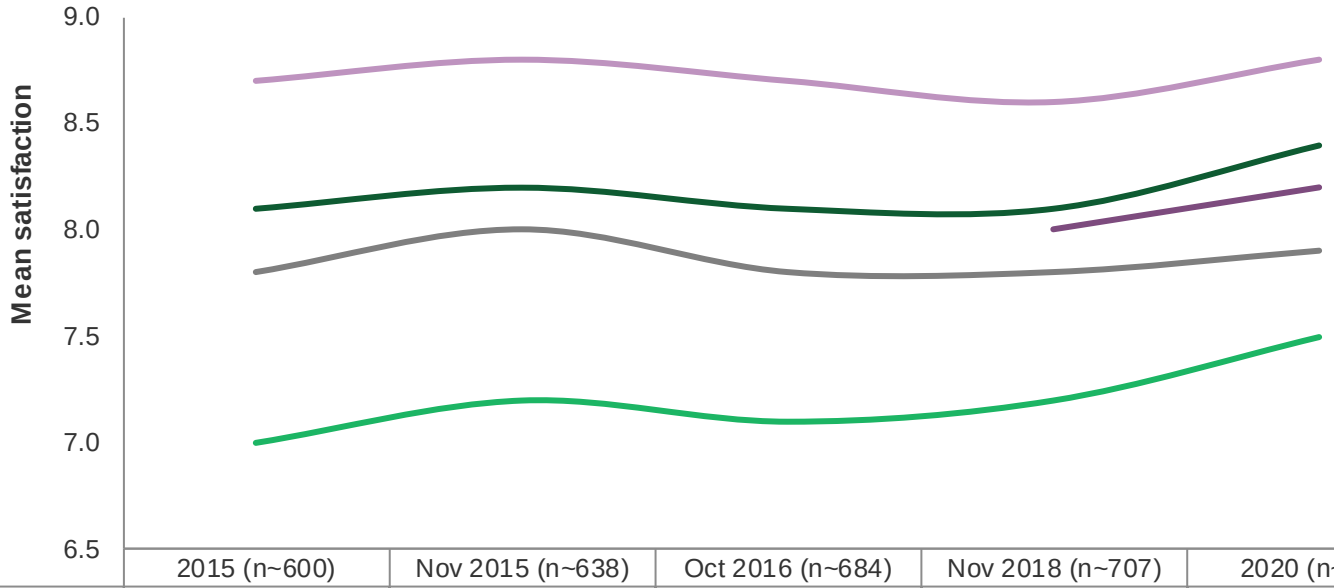
Ratings over time



	2015 (n~600)	Nov 2015 (n~638)	Oct 2016 (n~684)	Nov 2018 (n~707)	2020 (n~640)
Support for local businesses	6.4	6.6	6.7	7.1	7.3
Community and cultural activities	6.9	7.2	7.1	7.4	7.6
Providing public and environmental health services	7.1	7.1	7.2	7.3	7.6
Providing services for older residents	7.6	7.7	7.8	7.7	7.9
Providing services for younger residents	6.3	6.6	6.5	6.8	7.2
Providing services for families	6.9	6.9	7.1	7.2	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… (Q7) continued

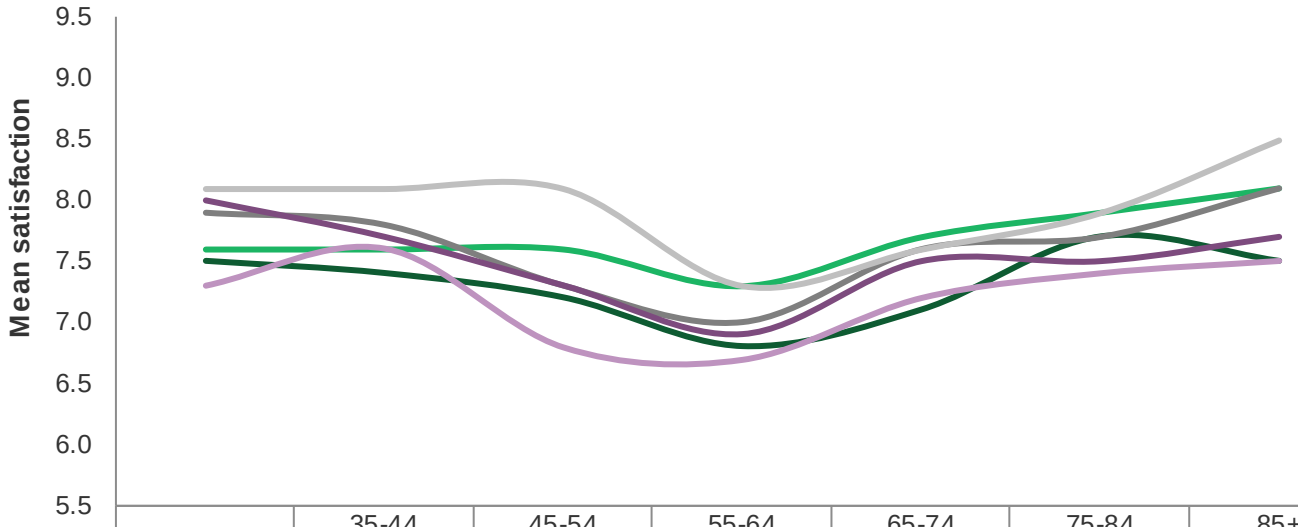
Ratings over time



	2015 (n~600)	Nov 2015 (n~638)	Oct 2016 (n~684)	Nov 2018 (n~707)	2020 (n~640)
Presentation and cleanliness of the City	8.1	8.2	8.1	8.1	8.4
Providing animal and pest management services	7.0	7.2	7.1	7.2	7.5
Providing a community bus service	7.8	8.0	7.8	7.8	7.9
Providing library services	8.7	8.8	8.7	8.6	8.8
Provision of the Regal Theatre as a cinema and community venue				8.0	8.2

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

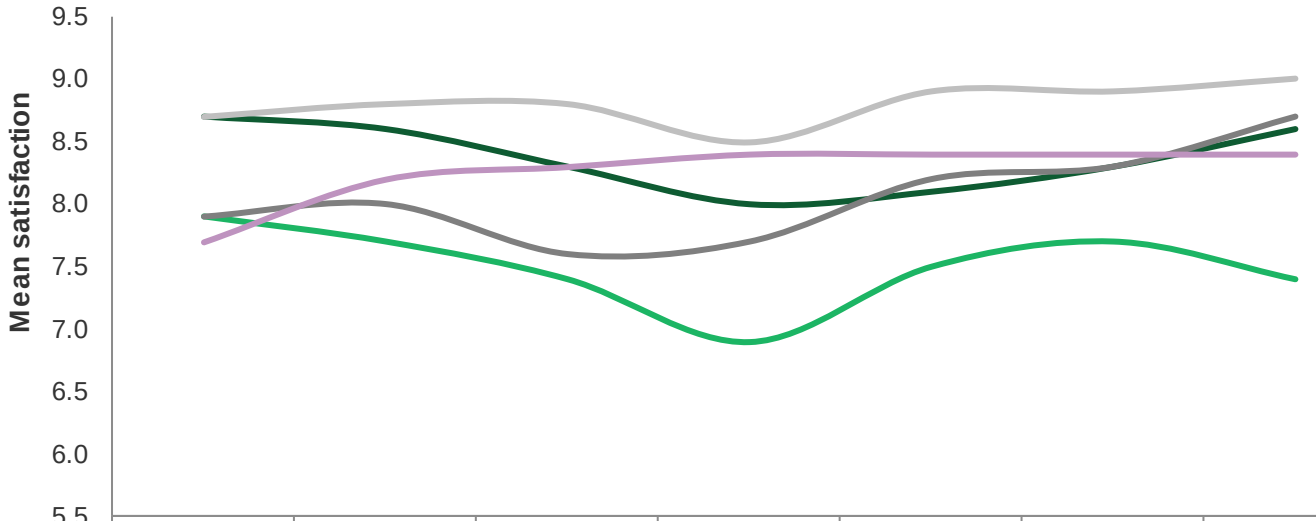
Mean scores by age 2020



	< 35 (n~165)	35-44 years (n~100)	45-54 years (n~115)	55-64 years (n~102)	65-74 years (n~83)	75-84 years (n~49)	85+ years (n~26)
Support for local businesses	7.5	7.4	7.2	6.8	7.1	7.7	7.5
Community and cultural activities	7.6	7.6	7.6	7.3	7.7	7.9	8.1
Providing public and environmental health services	7.9	7.8	7.3	7.0	7.6	7.7	8.1
Providing services for older residents	8.1	8.1	8.1	7.3	7.6	7.9	8.5
Providing services for younger residents	7.3	7.6	6.8	6.7	7.2	7.4	7.5
Providing services for families	8.0	7.7	7.3	6.9	7.5	7.5	7.7

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

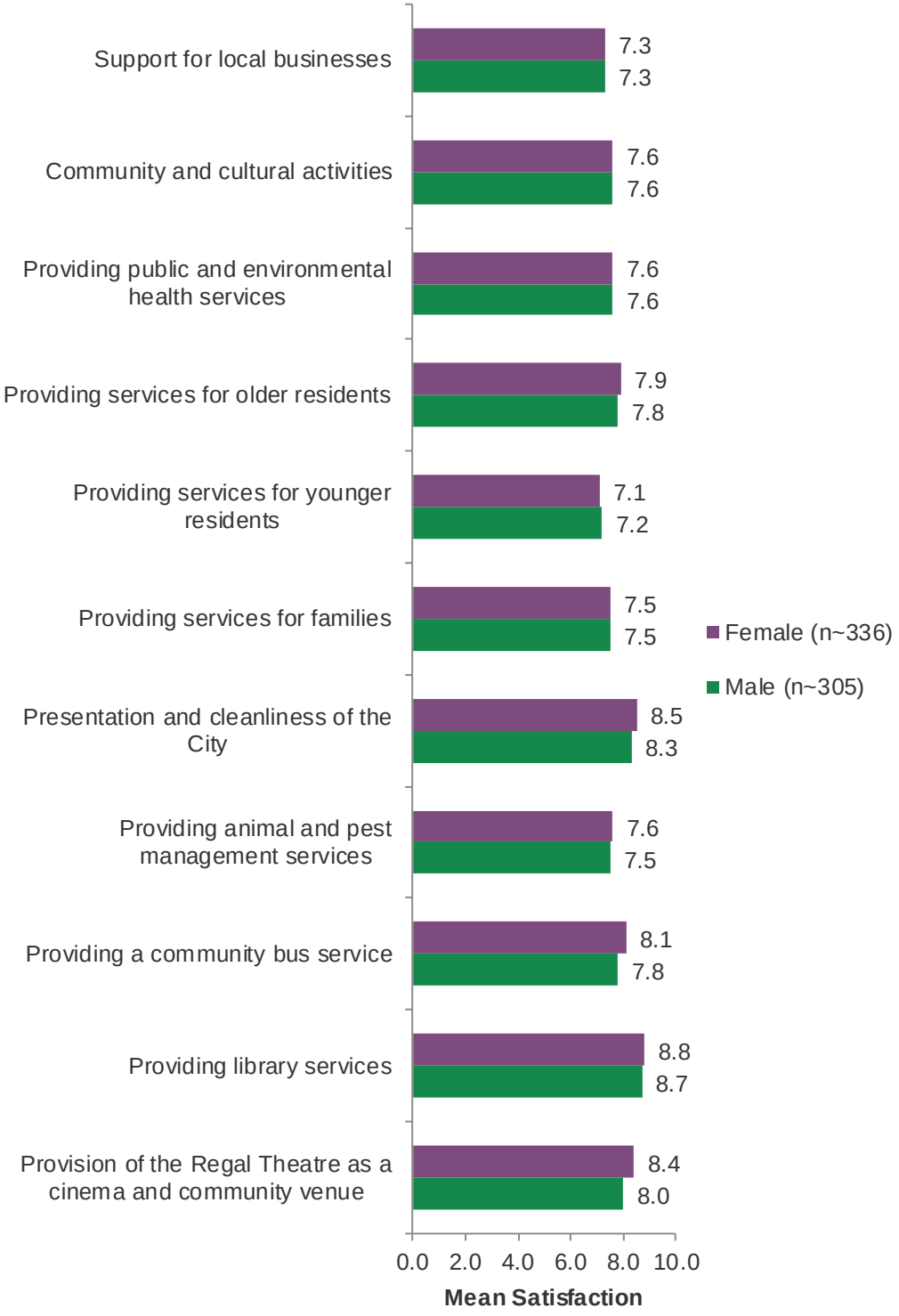
Mean scores by age 2020



	< 35 (n~165)	35-44 years (n~100)	45-54 years (n~115)	55-64 years (n~102)	65-74 years (n~83)	75-84 years (n~49)	85+ years (n~26)
Presentation and cleanliness of the City	8.7	8.6	8.3	8.0	8.1	8.3	8.6
Providing animal and pest management services	7.9	7.7	7.4	6.9	7.5	7.7	7.4
Providing a community bus service	7.9	8.0	7.6	7.7	8.2	8.3	8.7
Providing library services	8.7	8.8	8.8	8.5	8.9	8.9	9.0
Provision of the Regal Theatre as a cinema and community venue	7.7	8.2	8.3	8.4	8.4	8.4	8.4

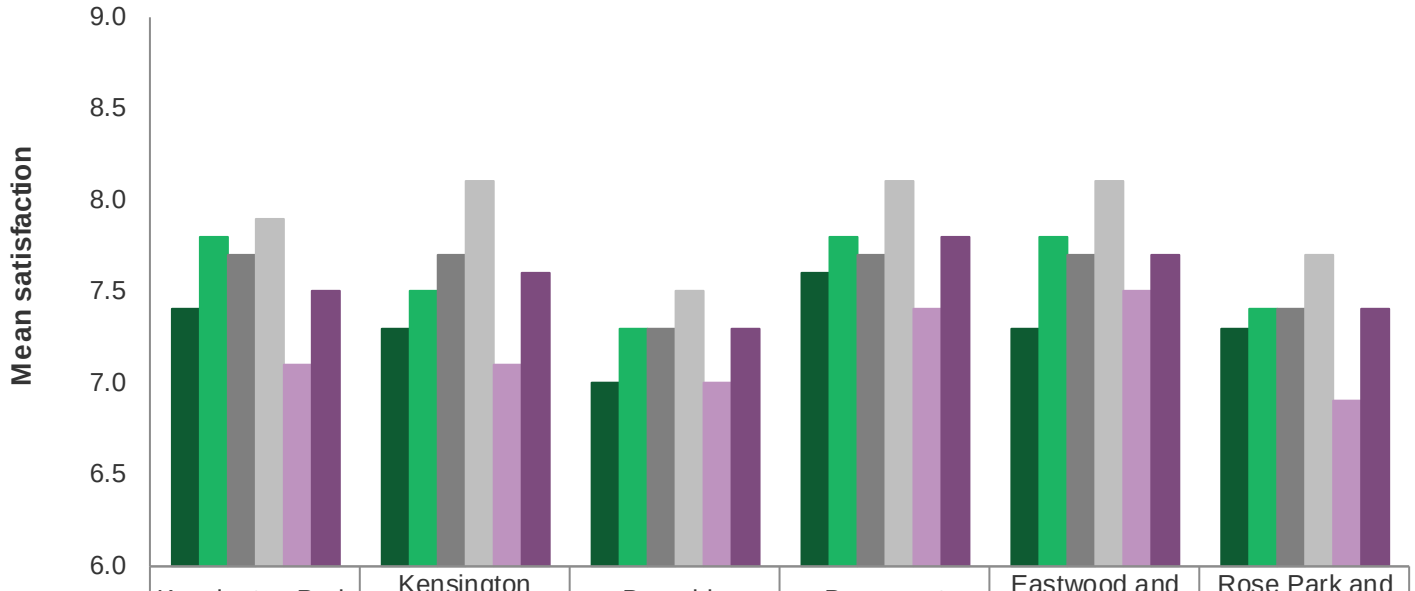
Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following… (Q7) continued

Mean scores by gender 2020



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

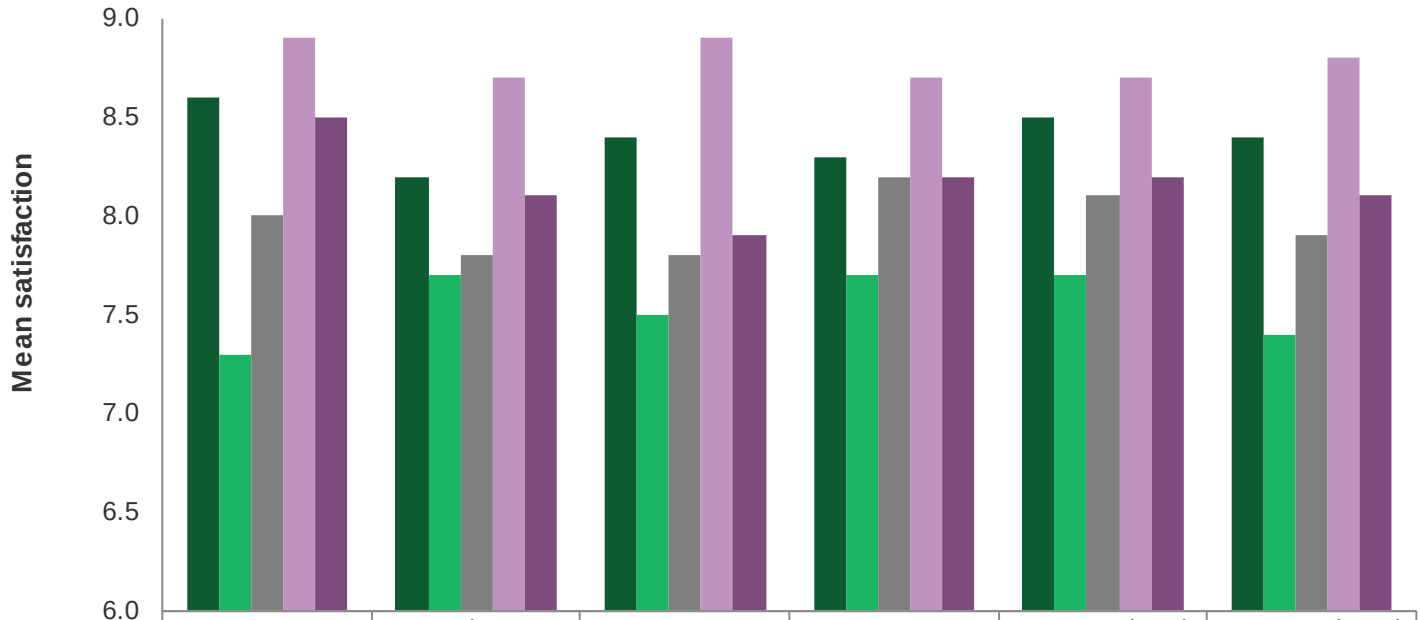
Mean scores by ward 2020



	Kensington Park (n~114)	Kensington Gardens and Magill (n~107)	Burnside (n~108)	Beaumont (n~95)	Eastwood and Glenunga (n~115)	Rose Park and Toorak Gardens (n~102)
Support for local businesses	7.4	7.3	7.0	7.6	7.3	7.3
Community and cultural activities	7.8	7.5	7.3	7.8	7.8	7.4
Providing public and environmental health services	7.7	7.7	7.3	7.7	7.7	7.4
Providing services for older residents	7.9	8.1	7.5	8.1	8.1	7.7
Providing services for younger residents	7.1	7.1	7.0	7.4	7.5	6.9
Providing services for families	7.5	7.6	7.3	7.8	7.7	7.4

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 2020



	Kensington Park (n~114)	Kensington Gardens and Magill (n~107)	Burnside (n~108)	Beaumont (n~95)	Eastwood and Glenunga (n~115)	Rose Park and Toorak Gardens (n~102)
Presentation and cleanliness of the City	8.6	8.2	8.4	8.3	8.5	8.4
Providing animal and pest management services	7.3	7.7	7.5	7.7	7.7	7.4
Providing a community bus service	8.0	7.8	7.8	8.2	8.1	7.9
Providing library services	8.9	8.7	8.9	8.7	8.7	8.8
Provision of the Regal Theatre as a cinema and community venue	8.5	8.1	7.9	8.2	8.2	8.1

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

	% response				
	2015 (n=799)	**Nov 2015 (n=868)**	**Oct 2016 (n=897)**	**Nov 2018 (n=947)**	**2020 (n=804)**
No	63	61	53	57	69
Don't know	12	17	21	20	9
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	5	5	4	6	5
More cultural and community/family events and services/geared towards all ages	2	2	2	2	3
More leisure suitable for teenagers/activities/sports areas/fields/arenas/skate park	2	2	1	1	2
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 Wi-Fi/re-introduce human staff	4	2	3	2	2
Maintenance of roads/street sweeping/trees/those affecting roof gutters/walking tracks/verges and rubbish removal/public toilets/footpaths/graffiti/bus shelters	0	1	3	1	2
Dog and cat management/registration/after hours number for lost animals/enforce on leash in public spaces/cats confined to property	2	3	2	3	2
More facilities/activities/services for younger people and the younger disabled/counselling for young people	4	2	2	1	2
Regal Theatre - to host more events/activities	-	-	-	-	2
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	2	2	1	2
More aged care services/home support/subsidised exercise classes/gym/meals at council/not just for over 80s	1	2	1	2	2
Regal theatre upgrade/maintenance/promote	-	-	-	3	1
Provide more services for business/zoning/promote small business/hold community events near businesses	1	1	2	0	1
Pest control/management of possums and feral animals/European wasps	2	1	2	1	1
Cultural awareness - support for people from different backgrounds	-	-	-	-	0
Provide more parking/at the library/cinema/regulate parking near small businesses	0	-	0	1	0
More rubbish bins in parks	-	-	-	-	0
Get rid of Regal theatre/sell/Council should not manage	-	-	-	1	0
Cut red tape - easier processes for business approvals/signage changes	-	-	-	-	0
More dog friendly areas/parks/outdoor eating areas	0	1	0	0	0
Wildlife rescue services/improve knowledge	-	-	1	0	0
More considerate approach to all fines/late registrations	-	1	-	-	0

Note: 0% represents n=4 or less

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

	% response				
	2015 (n=799)	**Nov 2015 (n=868)**	**Oct 2016 (n=897)**	**Nov 2018 (n=947)**	**2020 (n=804)**
Community centres/one in each suburb/area/upgrade existing centres	-	-	-	0	0
More childcare/facilities for babies/preschool children	-	-	0	-	0
Enforce residents keeping property tidy/clear up litter etc	-	0	0	0	0
More diligent with traffic control/speeding	-	-	0	-	0
Support and services for indigenous community	-	-	0	-	0
Create more jobs within council/at the library/encourage/support volunteers	0	-	0	0	0
Equal consideration given to all ages/all areas /not just the flats/civic centre areas	-	0	0	0	0
Hazelwood Park - build a health/fitness centre	-	-	-	-	0
More/better health services/support	1	0	0	-	0
Cut community centre fees	-	-	-	-	0
More environmental practices	-	-	-	-	0
Spend money on ventures to benefit the community, not to line Council pockets	-	-	-	0	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

2020	% response						
	< 35 (n=205)	35-44 years (n=120)	45-54 years (n=137)	55-64 years (n=127)	65-74 years (n=113)	75-84 years (n=64)	85+ years (n=38)
No	74	72	58	62	67	78	78
Don't know	7	5	10	11	9	7	15
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	6	6	5	5	2	-
More cultural and community/family events and services/geared towards all ages	5	3	4	1	1	-	-
More facilities/activities/services for younger people and the younger disabled/counselling for young people	2	3	5	2	1	-	-
More leisure suitable for teenagers/activities/sports areas/fields/arenas/skate park	2	3	6	2	1	-	-
Dog and cat management/registration/after hours number for lost animals/enforce on leash in public spaces/cats confined to property	-	5	3	3	2	1	3
More aged care services/home support/subsidised exercise classes/gym/meals at council/not just for over 80s	-	-	2	2	5	2	-

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

2020	% response	
	Male (n=378)	Female (n=426)
No	69	68
Don't know	9	8
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	4
Maintenance of roads/street sweeping/trees/those affecting roof gutters/walking tracks/verges and rubbish removal/public toilets/footpaths/graffiti/bus shelters	3	1
More cultural and community/family events and services/geared towards all ages	2	3
Dog and cat management/registration/after hours number for lost animals/enforce on leash in public spaces/cats confined to property	2	3
More leisure suitable for teenagers/activities/sports areas/fields/arenas/skate park	1	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 Wi-Fi/re-introduce human staff	1	3

Note: Only results with >=3% response shown

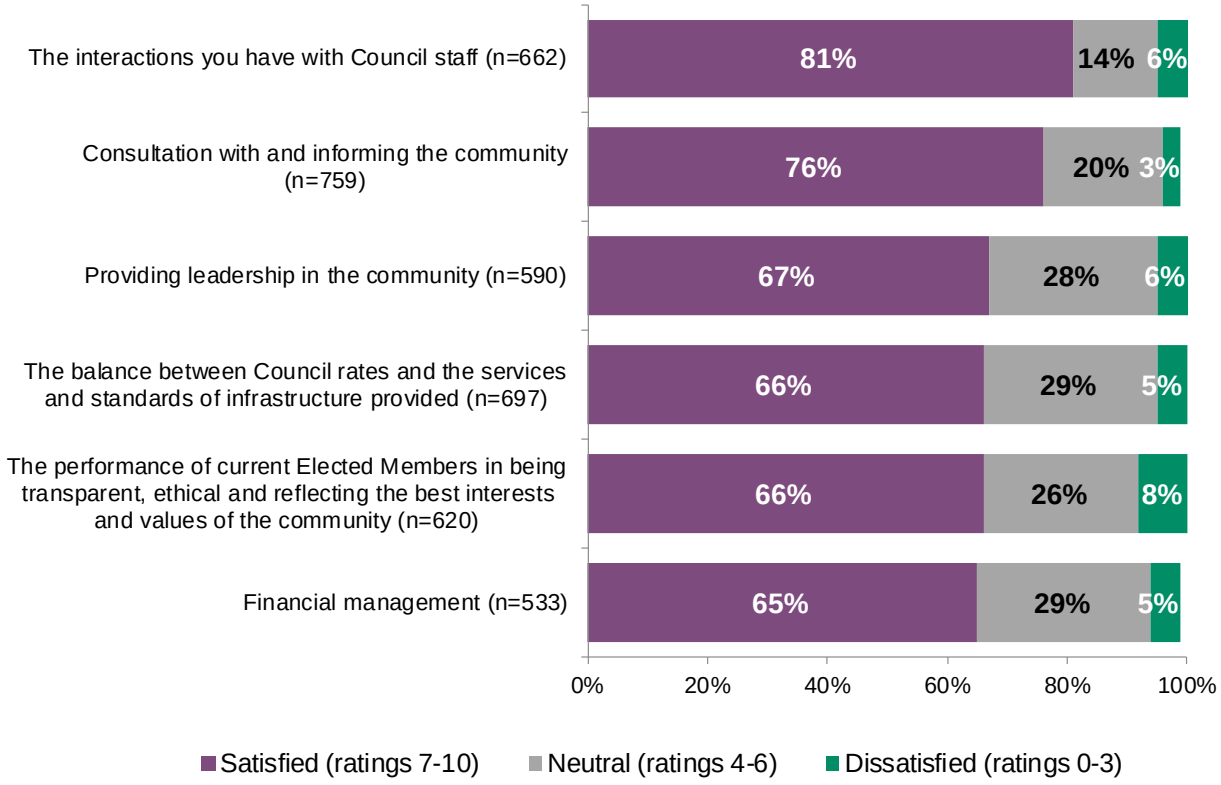
Are there any other ways in which these areas of Council business could be improved? (Q8) continued

2020	% response					
	Kensington Park (n=141)	Kensington Gardens and Magill (n=133)	Burnside (n=131)	Beaumont (n=124)	Eastwood and Glenunga (n=148)	Rose Park and Toorak Gardens (n=128)
No	66	61	62	79	72	71
Don't know	10	8	10	3	11	8
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	5	9	3	3	7	4
Maintenance of roads/street sweeping/trees/those affecting roof gutters/walking tracks/verges and rubbish removal/public toilets/footpaths/graffiti/bus shelters	5	3	0	1	1	2
More cultural and community/family events and services/geared towards all ages	2	2	2	2	1	7
More leisure suitable for teenagers/activities/sports areas/fields/arenas/skate park	4	3	4	3		1
Dog and cat management/registration/after hours number for lost animals/enforce on leash in public spaces/cats confined to property	4	1	3	0	1	3
More facilities/activities/services for younger people and the younger disabled/counselling for young people	4	3	1	2	2	1
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 Wi-Fi/re-introduce human staff	1	3	4	3	2	
More aged care services/home support/subsidised exercise classes/gym/meals at council/not just for over 80s	0	1	3	0	0	4

Note: Only results with >=4% response for at least one ward shown; 0% represents n=1

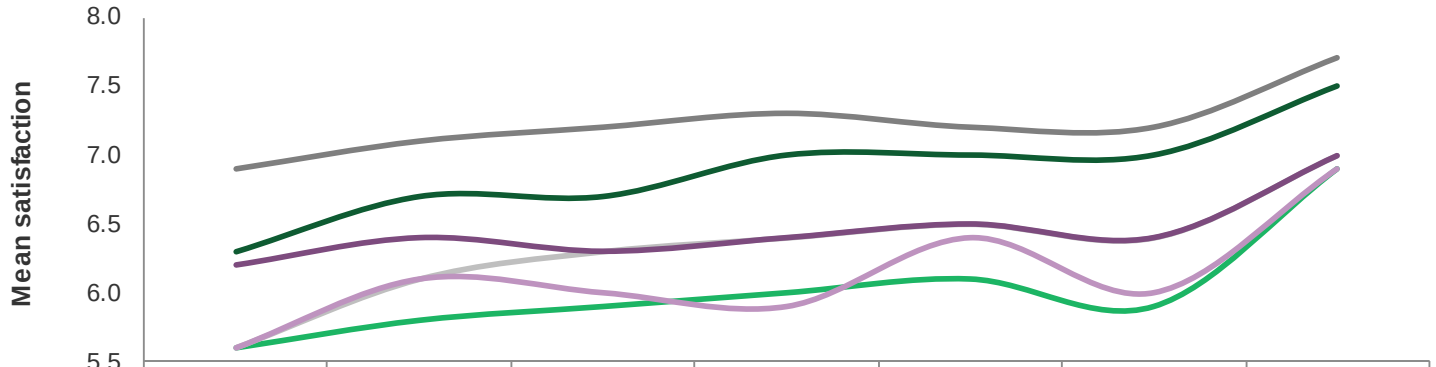
5.5 Governance and Finance

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) – 2020



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

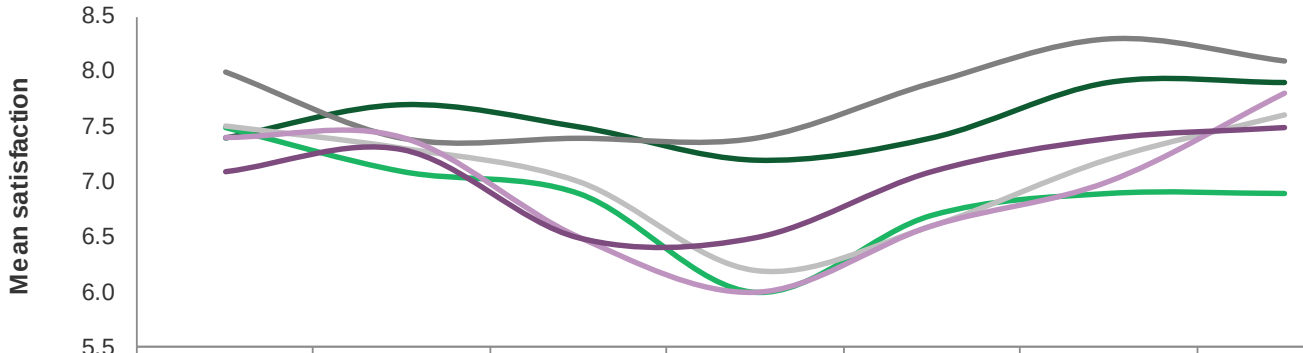
Ratings over time



	2013 (n~583)	2014 (n~640)	2015 (n~637)	Nov 2015 (n~648)	Oct 2016 (n~713)	Nov 2018 (n~756)	2020 (n~644)
Consultation with and informing the community	6.3	6.7	6.7	7.0	7.0	7.0	7.5
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	5.6	5.8	5.9	6.0	6.1	5.9	6.9
The interactions you have with Council staff	6.9	7.1	7.2	7.3	7.2	7.2	7.7
Providing leadership in the community	5.6	6.1	6.3	6.4	6.5	6.4	7.0
Financial management	5.6	6.1	6.0	5.9	6.4	6.0	6.9
The balance between Council rates and the services and standards of infrastructure provided	6.2	6.4	6.3	6.4	6.5	6.4	7.0

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

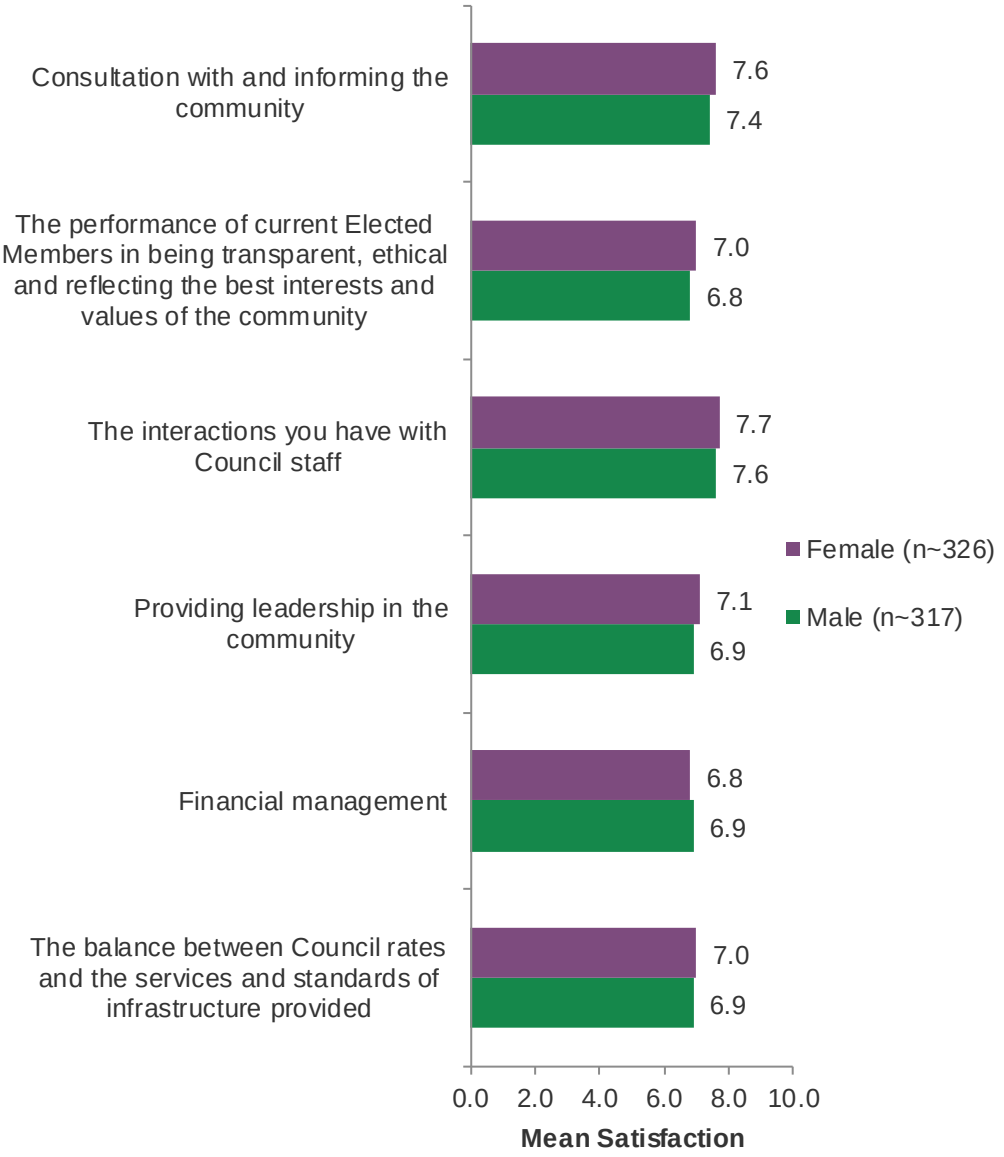
Mean scores by age 2020



	< 35 (n~144)	35-44 years (n~101)	45-54 years (n~117)	55-64 years (n~108)	65-74 years (n~95)	75-84 years (n~52)	85+ years (n~27)
Consultation with and informing the community	7.4	7.7	7.5	7.2	7.4	7.9	7.9
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	7.5	7.1	6.9	6.0	6.7	6.9	6.9
The interactions you have with Council staff	8.0	7.4	7.4	7.4	7.9	8.3	8.1
Providing leadership in the community	7.5	7.3	7.0	6.2	6.6	7.2	7.6
Financial management	7.4	7.4	6.5	6.0	6.6	7.0	7.8
The balance between Council rates and the services and standards of infrastructure provided	7.1	7.3	6.5	6.5	7.1	7.4	7.5

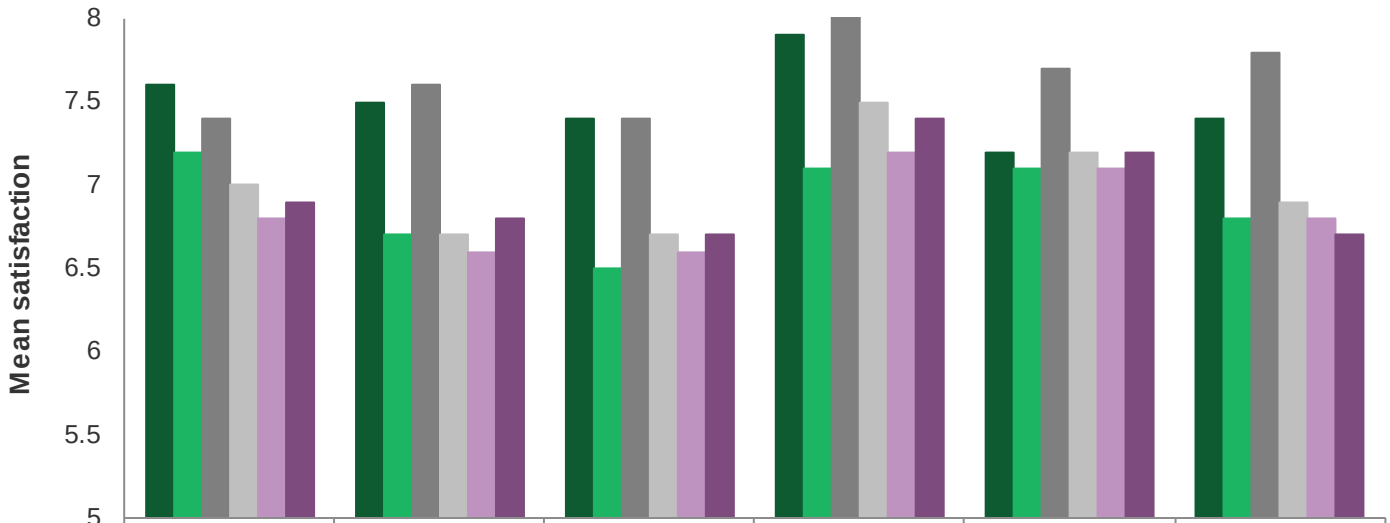
Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following… (Q9) continued

Mean scores by gender 2020



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 2020



	Kensington Park (n~117)	Kensington Gardens and Magill (n~107)	Burnside (n~104)	Beaumont (n~100)	Eastwood and Glenunga (n~114)	Rose Park and Toorak Gardens (n~100)
Consultation with and informing the community	7.6	7.5	7.4	7.9	7.2	7.4
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	7.2	6.7	6.5	7.1	7.1	6.8
The interactions you have with Council staff	7.4	7.6	7.4	8.2	7.7	7.8
Providing leadership in the community	7	6.7	6.7	7.5	7.2	6.9
Financial management	6.8	6.6	6.6	7.2	7.1	6.8
The balance between Council rates and the services and standards of infrastructure provided	6.9	6.8	6.7	7.4	7.2	6.7

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

	% response				
	2015 (n=799)	**Nov 2015 (n=870)**	**Oct 2016 (n=898)**	**Nov 2018 (n=947)**	**2020 (n=804)**
No	53	55	53	46	68
Don't know	19	19	21	19	8
Communicate with residents/listen/consult/meetings/ keep informed of pending works/future plans/ developments	8	6	9	8	9
Reduce rates/greater concessions/base rates on property value/how many people live in the house/size of block/cap rates	6	3	3	4	4
Honest/transparent about their dealings/financial transparency/working for the benefit of the community/	6	4	2	5	3
Dysfunctional/stop the in house fighting/council is too political/poor image in the media	0	1	1	3	2
Elected council members should contact residents/get to know their constituents/not seen or heard from elected member	2	1	2	3	2
Better budgeting/realistic goals/don't waste money/qualified staff to manage finances/accountability/forward planning	2	1	1	4	2
Provide value for services returned/rates too high for services/be cost conscious	2	1	0	2	2
Staff be more responsive/within time frame/respond to requests/building approvals/return phone calls	0	1	1	1	2
Better maintenance of all council property/roads/footpaths/improve infrastructure	-	-	2	1	1
Cut down on excess spending /reduce costs/monitor budget/less legal fees	0	5	2	4	1
Review of services that are offered/be fair in serving the residents	2	0	0	1	1
Website/improve/provide more information/heritage/environment	0	-	0	1	1
More frequent newsletters/services available/provide planning information/changes to road laws	0	0	0	1	1
Staff can be rude/more approachable/knowledgeable/friendly/helpful/staff need to be reviewed	1	1	0	2	1
Use new technology to communicate/e-newsletters	0	-	0	1	1
Council workers in the field put more effort into working/efficiently/consistently	0	1	0	0	0
Be proactive/actually put ideas into practice/adhere to long term plans	0	-	0	1	0
More realistic valuation of houses	-	-	0	0	0

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

	% response				
	2015 (n=799)	**Nov 2015 (n=870)**	**Oct 2016 (n=898)**	**Nov 2018 (n=947)**	**2020 (n=804)**
Inform the community of what services are available	1	1	-	0	0
Elected Council members should be representative of all ages/genders/cultural groups	-	-	-	-	0
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
Improve Library Services/more books	-	-	-	-	0
More activities held at Glenunga Hub	-	-	-	-	0
Publish commission findings/when will we get to see the release of the report	-	-	0	0	0
Further assistance for older residents	-	-	0	-	0
More information given about recycling practices	-	-	-	-	0
Waste collection/better management/stop changing the system/allow for more green waste	0	0	0	0	0
No/happy with everything	-	-	0	-	0
State Government/better coordination/stand up to them/council should be making planning decisions not State Government	-	-	-	0	0
Amalgamation/collaboration with other councils	0	-	0	0	0
Inform the community of what services are available	1	1	-	0	0
Elected Council members should be representative of all ages/genders/cultural groups	-	-	-	-	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

2020	% response						
	< 35 (n=205)	35-44 years (n=120)	45-54 years (n=137)	55-64 years (n=127)	65-74 years (n=113)	75-84 years (n=64)	85+ years (n=38)
No	82	71	63	55	59	74	72
Don't know	6	5	9	11	9	9	19
Communicate with residents/listen/consult/meetings/keep informed of pending works/future plans/developments	7	11	6	14	12	4	5
Reduce rates/greater concessions/base rates on property value/how many people live in the house/size of block/cap rates	4	4	5	5	5	3	2
Dysfunctional/stop the in house fighting/council is too political/poor image in the media	2	-	1	3	7	3	-
Honest/transparent about their dealings/financial transparency/working for the benefit of the community/	-	4	6	2	4	2	-
Staff be more responsive/within time frame/respond to requests/building approvals/return phone calls	-	6	2	-	1	1	2
Elected council members should contact residents/get to know their constituents/not seen or heard from elected member	2	-	3	4	2	3	2
Better maintenance of all council property/roads/footpaths/improve infrastructure	2	1	1	3	1	1	-
Elected council members should contact residents/get to know their constituents/not seen or heard from elected member	2	-	3	4	2	3	2
Provide value for services returned/rates too high for services/be cost conscious	-	1	3	3	2	1	-
Cut down on excess spending /reduce costs/monitor budget/less legal fees	-	-	-	3	3	2	-
Better budgeting/realistic goals/don't waste money/qualified staff to manage finances/accountability/forward planning	-	3	3	1	3	2	-
More frequent newsletters/services available/provide planning information/changes to road laws	-	3	-	-	1	0	-

Note: Only results with >=3% response for at least one age group shown; 0% represents n=1

2020	% response	
	Male (n=378)	Female (n=426)
No	69	68
Don't know	7	9
Communicate with residents/listen/consult/meetings/keep informed of pending works/future plans/developments	10	8
Reduce rates/greater concessions/base rates on property value/how many people live in the house/size of block/cap rates	4	5
Honest/transparent about their dealings/financial transparency/working for the benefit of the community/	2	3

Note: Only results with >=3% response shown in at least one sub-group

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

2020	% response					
	Kensington Park (n=141)	Kensington Gardens and Magill (n=133)	Burnside (n=131)	Beaumont (n=124)	Eastwood and Glenunga (n=148)	Rose Park and Toorak Gardens (n=128)
No	65	72	62	79	67	67
Don't know	13	4	15	2	7	9
Communicate with residents/listen/consult/meetings/keep informed of pending works/future plans/developments	12	7	9	7	13	4
Reduce rates/greater concessions/base rates on property value/how many people live in the house/size of block/cap rates	2	3	5	4	6	7
Dysfunctional/stop the in house fighting/council is too political/poor image in the media	1	7	0	3	2	1
Honest/transparent about their dealings/financial transparency/working for the benefit of the community/	1	3	4	3	-	5
Staff be more responsive/within time frame/respond to requests/building approvals/return phone calls	2	1	-	2	4	0
Provide value for services returned/rates too high for services/be cost conscious	1	0	1	4	1	2
Review of services that are offered/be fair in serving the residents	0	2	1	-	-	3
Elected council members should contact residents/get to know their constituents/not seen or heard from elected member	0	4	1	-	3	4
Website/improve/provide more information/heritage/environment	3	-	0	-	-	1

Note: Only results with >=3% response for at least one ward shown; 0% represents n=1

5.6 Future services

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

	% response				
	2015 (n=800)	Nov 2015 (n=873)	Oct 2016 (n=899)	Nov 2018 (n=948)	2020 (n=804)
No	74	68	69	69	75
Don't know	11	13	12	8	6
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	2	3	5	5	7
Improved general maintenance/verge/trees pruned/footpaths swept/levelled to avoid tripping hazard/road gutters swept	1	2	4	3	2
More recreational facilities/open areas/BBQ's/seating/shaded areas/walking, cycling trails/dog park/BMX/skateboard/hire areas at parks	1	3	2	2	2
Elderly/disability services in home assistance/transport/shopping/gardening/exercising/more facilities/general assistance/meals/digital training	1	2	2	2	2
Engage with local community/monthly emails/meetings/more information/involve community/consult/respond/follow up/in person	1	1	1	1	1
Improve website/more frequent updates/keep informed of current happenings/regulations	0	0	-	0	1
More sporting clubs/more financial support	0	0	-	0	1
Provide more/better parking/inside/narrow streets/at the library	1	0	-	0	1
More community garden spaces	-	0	0	0	1
Improve traffic management/speeding trucks/hoon drivers/pedestrian crossings/traffic lights	1	1	0	0	1
Physical fitness/public exercise sessions/gym equipment in parks public	0	0	0	0	0
Young families/refugees/help with housing/budgeting/community activities	1	0	0	1	0
Provide more community events/festivals/funding for arts	0	1	0	2	0
Pet registration/cats	-	-	0	0	0
Preservation of listed buildings/offer assistance to residents of Heritage properties/development opportunities	0	0	0	0	0
Protection of wildlife	-	-	-	0	0
List of available services/contact information provided with the rates notice	0	-	-	-	0
Parking inspectors available	-	-	-	-	0

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

	% response				
	2015 (n=800)	**Nov 2015 (n=873)**	**Oct 2016 (n=899)**	**Nov 2018 (n=948)**	**2020 (n=804)**
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	0
Better community bus service	0	0	0	0	0
Recycling and renewable energy plan/information	-	-	1	1	0
Women's shed - a place where women can meet/engage in activities	-	-	-	-	0
Pest control service/eradicate possums/European wasps	1	0	-	0	0
More security/CCTV	-	-	-	-	0
Special group support/activities/men's/single parents	-	0	-	0	0
Youth programs/assistance/meeting place	2	1	1	1	0
Support services for people in isolation due to COVID - (i.e., mental health)	-	-	-	-	0
Water/storage/Wattle Park reservoir/rainwater	-	-	0	-	0
Telecommunications/more internet access/Burnside Village/Telstra black spots/NBN	-	0	0	0	0
Recycle bottles separately from other recycling	-	-	0	0	0
Reduce/cut rates	-	-	-	0	0
Energy saving measures- LED street lighting	-	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
Support for local business	-	-	0	-	0
Upgrade community centres/Beaumont common	-	-	-	-	0
Fines for building development breaches	-	-	-	-	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

2020	% response						
	< 35 (n=205)	35-44 years (n=120)	45-54 years (n=137)	55-64 years (n=127)	65-74 years (n=113)	75-84 years (n=64)	85+ years (n=38)
No	83	72	73	66	74	80	85
Don't know	4	9	4	9	5	6	5
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	7	4	10	7	7	4	1
Improved general maintenance/verge/trees pruned/footpaths swept/levelled to avoid tripping hazard/road gutters swept	2	3	-	5	4	3	-
More recreational facilities/open areas/BBQ's/seating/shaded areas/walking, cycling trails/dog park/BMX/skateboard/hire areas at parks	2	3	5	3	1	-	-
Elderly/disability services in home assistance/transport/shopping/gardening/exercising/more facilities/general assistance/meals/digital training	-	1	1	3	2	4	4

Note: Only results with >=4% response for at least one age group shown

2020	% response	
	Male (n=378)	Female (n=426)
No	76	75
Don't know	5	7
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	8	6
Improved general maintenance/verge/trees pruned/footpaths swept/levelled to avoid tripping hazard/road gutters swept	2	3
Elderly/disability services in home assistance/transport/shopping/gardening/exercising/more facilities/general assistance/meals/digital training	1	3

Note: Only results with >=3% response shown

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

2020	% response					
	Kensington Park (n=141)	**Kensington Gardens and Magill (n=133)**	**Burnside (n=131)**	**Beaumont (n=124)**	**Eastwood and Glenunga (n=148)**	**Rose Park and Toorak Gardens (n=128)**
No	72	76	79	71	79	74
Don't know	6	5	5	4	7	6
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	10	6	1	9	8	5
Improved general maintenance/verge/trees pruned/footpaths swept/levelled to avoid tripping hazard/road gutters swept	-	3	3	2	1	6
Engage with local community/monthly emails/meetings/more information/involve community/consult/respond/follow up/in person	0	5	-	4	-	-
More recreational facilities/open areas/BBQ's/seating/shaded areas/walking, cycling trails/dog park/BMX/skateboard/hire areas at parks	2	3	4	4	-	-
More sporting clubs/more financial support	1	-	3	-	-	-
Elderly/disability services in home assistance/transport/shopping/gardening/exercising/more facilities/general assistance/meals/digital training	1	3	3	1	0	2
Physical fitness/public exercise sessions/gym equipment in parks public	-	-	-	3	-	-

Note: Only results with >=3% response for at least one ward shown; 0% represents n=1

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

	% response				
	2015 (n=800)	**Nov 2015 (n=872)**	**Oct 2016 (n=898)**	**Nov 2018 (n=948)**	**2020 (n=804)**
No	83	75	83	80	90
Don't know	15	20	14	16	8
Building regulations/inspections	-	-	0	0	1
Regal Theatre	-	-	-	1	0
Just provide core services/road/waste/footpaths/lighting	0	1	1	0	0
Cut out public entertainment, sports clubs and community program spending	-	0	0	0	0
Street art in heritage areas - does not belong	-	-	-	-	0
Do not send pamphlets for community feedback - wasteful/ends up in bin	-	-	-	-	0
Bicycle lanes/spending too much money on the installation of these	0	-	0	-	0
Reduce the number of council departments/subcommittee/bureaucracy/too many staff/duplicate services	0	0	0	0	0
The Men's Shed/cooking/special men's focus	0	0	-	0	0
Small business support/leadership in the community/should not be involved in this	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
Planning/too inefficient/approvals take too long	0	-	0	-	0
Programs for young people	0	-	0	-	0
Exclusion of wheelchairs and walkers from community bus - fix this	-	-	-	-	0
Too many multicultural activities	-	0	-	0	0
Community buses	0	0	0	0	0
Parks/dog/exercise	-	-	0	-	0
Meal service/cheap or free meals for the elderly/pensioners	1	1	0	0	0
Improve monitoring of street parking	-	-	-	-	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				
	2015 (n=800)	Nov 2015 (n=858)	Oct 2016 (n=902)	Nov 2018 (n=948)	2020 (n=797)
Email	35	38	43	44	54
Letters/direct mail	-	-	-	33	43
Focus quarterly newsletter	21	22	27	23	21
Council website	23	21	20	21	16
Council flyers/posters	18	21	13	11	9
Telephone	8	6	5	5	7
Social Media	1	5	5	4	6
SMS/text message	0	1	-	2	3
Council office/front counter/help desk	5	4	3	5	3
Don't currently receive information from Council	0	1	1	0	1
Council/community meetings	1	1	2	1	1
Local newspaper	17	18	12	11	1
Addressed letter/newsletter in the post	25	21	29	0	0
Face to face/elected members/door knocking	1	0	0	0	0
AdelaideNow online	-	-	-	-	0
Library/notice boards/handouts	1	1	1	1	0
Speeches/openings	0	0	0	0	0

Note: 0% represents n=4 or less

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

2020	% response						
	< 35 (n=202)	35-44 years (n=118)	45-54 years (n=137)	55-64 years (n=126)	65-74 years (n=113)	75-84 years (n=64)	85+ years (n=38)
Email	58	71	62	42	51	36	31
Letters/direct mail	37	33	43	46	51	53	59
Council website	25	18	13	17	10	7	-
Social Media	15	4	5	5	1	-	-
SMS/text message	7	1	3	1	0	1	-
Telephone	7	10	5	5	4	11	14
Council flyers/posters	5	9	11	13	12	6	7
Focus quarterly newsletter	4	16	27	26	34	31	33
Don't currently receive information from Council	4	-	-	-	-	-	3
Council office/front counter/help desk	-	3	2	4	2	5	11
Addressed letter/newsletter in the post	-	-	-	-	3	1	-

Note: Only results with >=3% response for at least one age group shown; 0% represents n=1

2020	% response	
	Male (n=378)	Female (n=419)
Email	52	56
Letters/direct mail	44	42
Focus quarterly newsletter	22	20
Council website	19	13
Council flyers/posters	9	9
Telephone	7	7
Social Media	6	6
SMS/text message	3	3
Council office/front counter/help desk	2	3

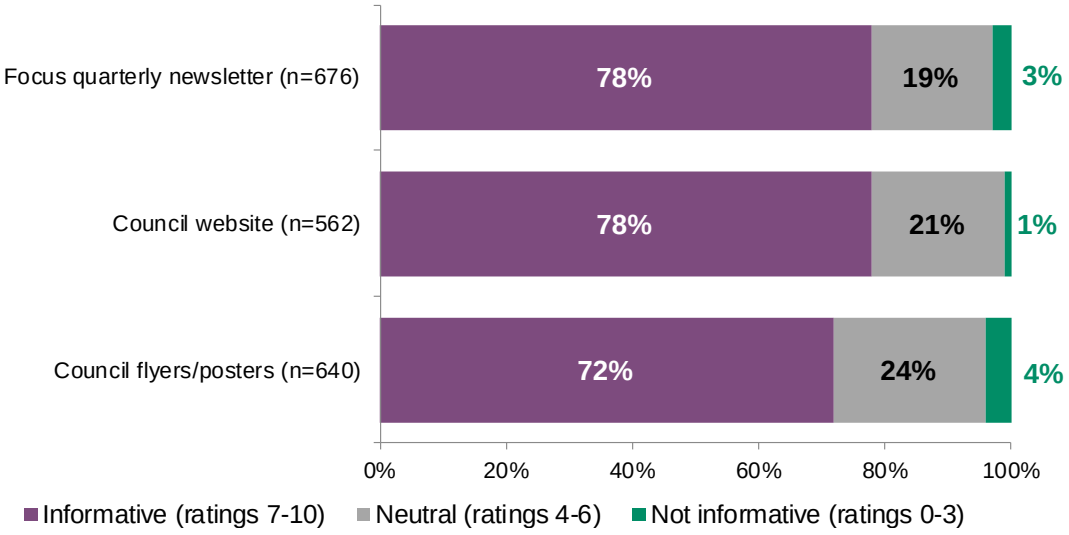
Note: Only results with >=3% response shown

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

	% response					
	Kensington Park (n=140)	**Kensington Gardens and Magill (n=130)**	**Burnside (n=127)**	**Beaumont (n=124)**	**Eastwood and Glenunga (n=148)**	**Rose Park and Toorak Gardens (n=128)**
Email	55	50	55	59	53	54
Letters/direct mail	44	37	46	43	42	47
Focus quarterly newsletter	31	15	15	23	19	23
Council website	16	21	16	17	12	14
Council flyers/posters	9	6	8	10	11	11
Council office/front counter/help desk	5	1	2	0	5	1
Social Media	5	15	5	2	8	1
Telephone	3	4	6	6	14	8
SMS/text message	3	6	-	5	-	2
Don't currently receive information from Council	0	-	3	-	3	-

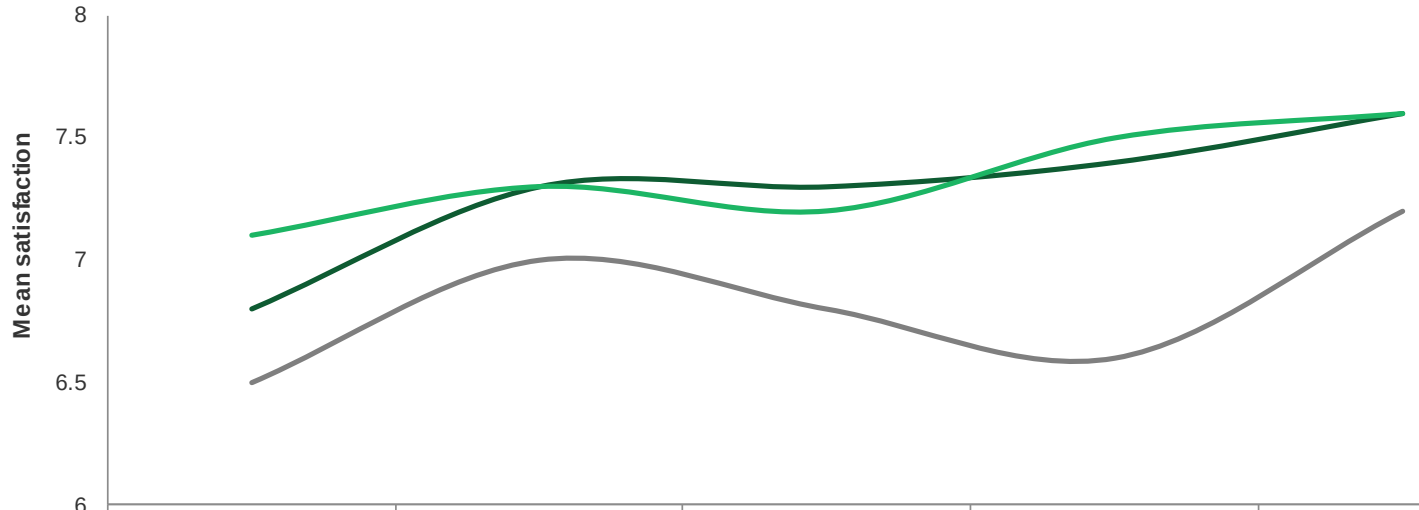
Note: Only results with >=3% response for at least one ward shown; 0% represents n=1

Thinking about the different ways that you can obtain information from Council, how informative are the following (10 is very informative, 0 is not at all informative) (Q15) - 2020



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



	2015 (n~608)	Nov 2015 (n~634)	Oct 2016 (n~715)	Nov 2018 (n~732)	2020 (n~626)
Focus quarterly newsletter	6.8	7.3	7.3	7.4	7.6
Council website	7.1	7.3	7.2	7.5	7.6
Council flyers/posters	6.5	7.0	6.8	6.6	7.2

5.8 Strategic questions

In which of the following ways would you like to see Council take action on promoting cycling in the area (Q1n20)

	% response
	2020 (n=804)
Engage with neighbouring Councils for wider multi-council approach to cycling	64
Support local cycling events	63
Offer training courses for safer cycling	62
Support local cycling groups	61
Advocate with state government and independent cycling bodies to activate cycling in the area	57
Take a leading role in a cycling advisory panel	51
Information and marketing campaigns to influence travel behaviour	51
Do not want Council to take action on this	14
Facilitate more cycling paths/lanes throughout area	1
Advocate for Cyclist registration	0

Note: 0% represents n=1

2020	% response						
	< 35 (n=205)	**35-44 years (n=120)**	**45-54 years (n=137)**	**55-64 years (n=127)**	**65-74 years (n=113)**	**75-84 years (n=64)**	**85+ years (n=38)**
Support local cycling events	62	66	74	64	61	47	45
Support local cycling groups	60	67	70	58	60	51	43
Offer training courses for safer cycling	57	70	69	61	60	55	53
Engage with neighbouring Councils for wider multi-council approach to cycling	57	64	76	68	69	51	46
Advocate with state government and independent cycling bodies to activate cycling in the area	47	59	67	65	62	47	39
Information and marketing campaigns to influence travel behaviour	40	52	67	53	56	43	33
Take a leading role in a cycling advisory panel	40	53	63	59	52	42	41
Do not want Council to take action on this	9	13	13	13	17	26	26
Advocate for Cyclist registration	-	-	-	1	-	-	-
Facilitate more cycling paths/lanes throughout area	-	1	2	3	2	-	-

In which of the following ways would you like to see Council take action on promoting cycling in the area (Q1n20) (continued)

	% response	
	Male (n=378)	**Female (n=426)**
Engage with neighbouring Councils for wider multi-council approach to cycling	62	65
Support local cycling events	60	65
Offer training courses for safer cycling	58	65
Support local cycling groups	57	64
Advocate with state government and independent cycling bodies to activate cycling in the area	55	58
Take a leading role in a cycling advisory panel	49	52
Information and marketing campaigns to influence travel behaviour	47	54
Do not want Council to take action on this	16	12
Facilitate more cycling paths/lanes throughout area	2	1
Advocate for Cyclist registration	-	0

Note: 0% represents n=1

	% response					
	Kensington Park (n=141)	**Kensington Gardens and Magill (n=133)**	**Burnside (n=131)**	**Beaumont (n=124)**	**Eastwood and Glenunga (n=148)**	**Rose Park and Toorak Gardens (n=128)**
Engage with neighbouring Councils for wider multi-council approach to cycling	68	65	59	58	65	66
Support local cycling events	68	64	62	55	61	67
Advocate with state government and independent cycling bodies to activate cycling in the area	65	54	49	55	54	63
Support local cycling groups	60	66	58	55	58	70
Take a leading role in a cycling advisory panel	58	50	39	50	48	58
Information and marketing campaigns to influence travel behaviour	54	46	49	43	54	56
Offer training courses for safer cycling	53	69	65	58	63	64
Do not want Council to take action on this	15	11	18	18	11	14
Advocate for Cyclist registration	-	-	-	-	1	-
Facilitate more cycling paths/lanes throughout area	-	1	3	2	1	1

Would you be happy to receive electronic notifications, important reminders and consultation information from Council via SMS text message or email? (Q2n20a)

	% response
	2020 (n=804)
Yes - via SMS	39
Yes - via Email	66
No, I don't want electronic notifications or information	25

	% response						
	< 35 (n=205)	**35-44 years (n=120)**	**45-54 years (n=137)**	**55-64 years (n=127)**	**65-74 years (n=113)**	**75-84 years (n=64)**	**85+ years (n=38)**
Yes - via SMS	51	53	47	31	24	20	11
Yes - via Email	61	82	69	72	65	58	38
No, I don't want electronic notifications or information	22	12	21	23	30	37	61

	% response	
	Male (n=378)	**Female (n=426)**
Yes - via SMS	39	40
Yes - via Email	67	66
No, I don't want electronic notifications or information	25	24

	% response					
	Kensington Park (n=141)	**Kensington Gardens and Magill (n=133)**	**Burnside (n=131)**	**Beaumont (n=124)**	**Eastwood and Glenunga (n=148)**	**Rose Park and Toorak Gardens (n=128)**
Yes - via SMS	34	39	38	43	44	39
Yes - via Email	69	63	61	69	66	70
No, I don't want electronic notifications or information	24	21	29	24	27	21

Would you be happy to opt-out of receiving hard copy information if it was provided via these electronic options? (Q2n20b)

	% response
	2020 (n=601)
Yes	76
No	24

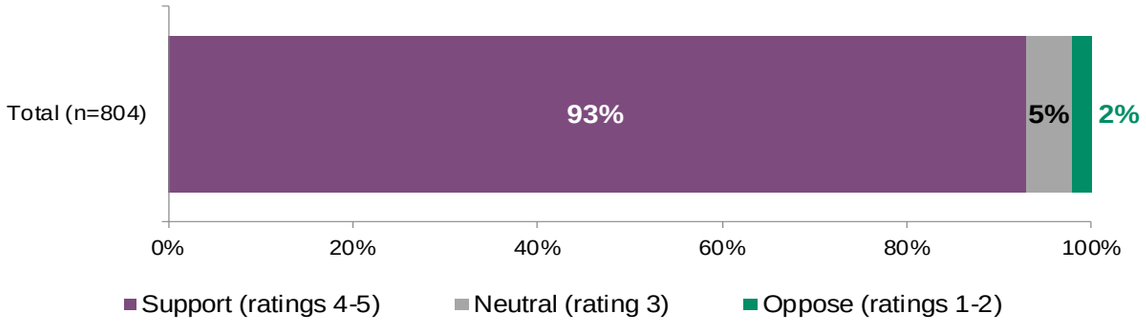
	% response						
	< 35 (n=160)	**35-44 years (n=105)**	**45-54 years (n=108)**	**55-64 years (n=98)**	**65-74 years (n=77)**	**75-84 years (n=39)**	**85+ years (n=14)**
Yes	79	86	84	70	59	64	63
No	21	14	16	30	41	36	37

	% response	
	Male (n=281)	**Female (n=320)**
Yes	74	78
No	26	22

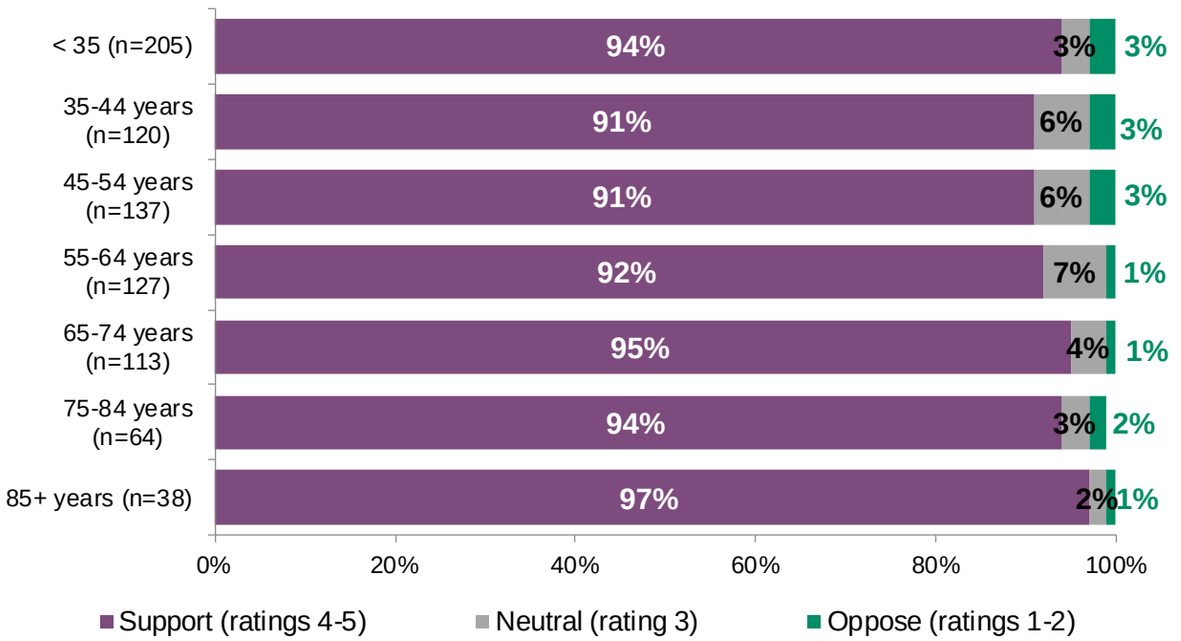
	% response					
	Kensington Park (n=106)	**Kensington Gardens and Magill (n=102)**	**Burnside (n=91)**	**Beaumont (n=94)**	**Eastwood and Glenunga (n=107)**	**Rose Park and Toorak Gardens (n=101)**
Yes	76	77	75	77	81	68
No	24	23	25	23	19	32

Note: Only asked of those who said they would be happy to receive electronic notifications, important reminders and consultation information via SMS or email at Q2n20a

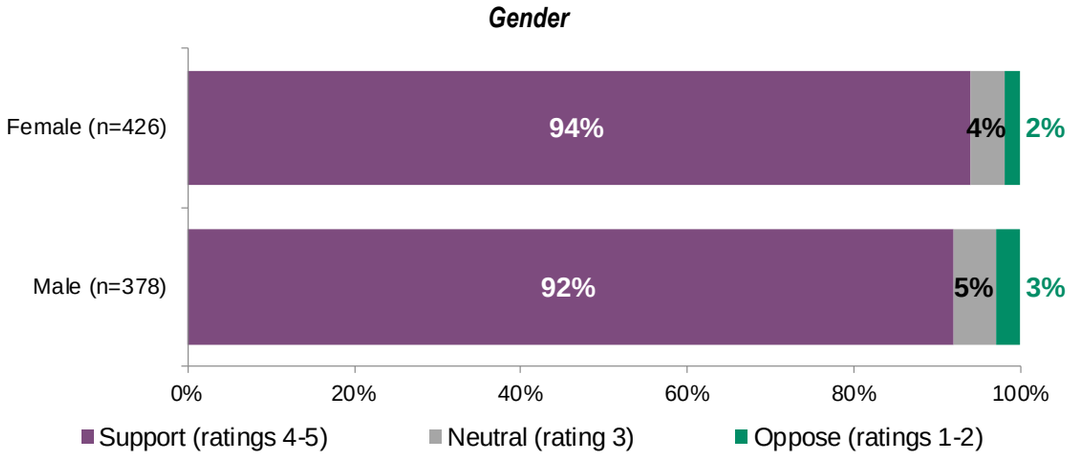
Council is considering planting more small plants and bushes in public spaces like parks to support bird and animal habitats. On a scale from 5 – Strongly support to 1 – Strongly oppose, how strongly do you support or oppose this action? (Q3n20)

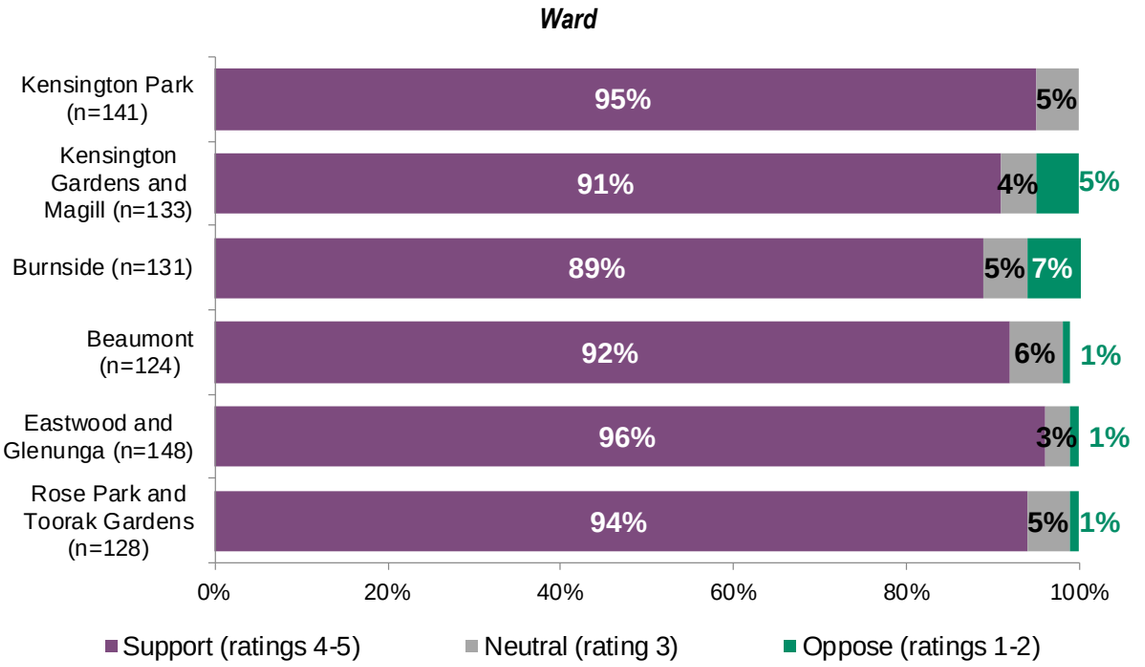


Age



Council is considering planting more small plants and bushes in public spaces like parks to support bird and animal habitats. On a scale from 5 – Strongly support to 1 – Strongly oppose, how strongly do you support or oppose this action? (Q3n20) (Continued)





5.9 Demographics

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

Age group (Q16)

	% response (n=804)
Less than 35 years	26
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=804)
Male	47
Female	53

Household situation (Q18)

	% response (n=803)
Lone person household	13
Group household of related or unrelated adults	7
Young couple, no children	6
Older couple, no children at home	21
Couple or single with parent with mainly pre-school aged children	5
Couple or single parent with mainly primary-school aged children	19
Couple or single parent with mainly teenaged children	16
Couple or single parent with mainly adult children still living at home	23

Employment status (Q19)

	% response (n=802)
Part-time employment	22
Full-time employment	35
Unemployed	2
Home duties	4
Pensioner (non-age pension)	1
Retired/age pensioner	26
Students	10

Suburb (Q20)

	% response (n=804)
Burnside	7
Linden Park	7
Magill	7
Glenside	6
Glenunga	6
Toorak Gardens	6
Kensington Park	6
Beaumont	5
Beulah Park	4
Rosslyn Park	4
Tusmore	4
Leabrook	4
Kensington Gardens	4
Dulwich	4
Erindale	4
Hazelwood Park	4
Wattle Park	3
Glen Osmond - West of Sunnyside Road (Eastwood/Glenunga ward)	3
St Georges	2
Stonyfell	2
Frewville	2
Rose Park	2
Auldana	1
Eastwood	1
Glen Osmond - East of Sunnyside Road (Beaumont Ward)	1
Mount Osmond	1
Skye	0
Waterfall Gully	0

Note: 0% represents n=4 or less

Housing status (Q21)

	% response (n=804)
Owner occupied	83
Rented/tenanted	17

Business ownership (Q22)

	% response (n=804)
No, don't own a business	76
In business premises outside of Burnside Council area	9
A home-based business	8
Based in business premises within Burnside Council area	3
At various locations / clients' premises (e.g., builder, contract work, driver etc)	3
Something else	0

Note: 0% represents n=2

Appendix 1: Data weighting

A detailed breakdown of raw (n=805) and weighted data (n=804) 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	403	50	378	47
Female	401	50	426	53
Age				
< 35 years	58	7	205	26
35-44 years	71	9	120	15
45-54 years	104	13	137	17
55-64 years	110	14	127	16
65-74 years	188	23	113	14
75-84 years	194	24	64	8
85+ years	80	10	38	5
Ward				
Kensington Park	134	17	141	18
Kensington Gardens and Magill	134	17	133	17
Burnside	139	17	131	16
Beaumont	129	16	124	15
Eastwood and Glenunga	137	17	148	18
Rose Park and Toorak Gardens	132	16	128	16
Total	**805**	**100%**	**804**	**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.