Annual Community Survey 2016

Prepared for

City of Burnside

integrity . clarity . insight

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November, 2016

nf: 8555-hc/am

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1. Background

The City of Burnside is a Local Government area located within the Eastern Adelaide region with an approximate population of 44,000. Characterised primarily by residential areas and being one of the eastern suburbs adjacent to and entering the foothills, it is one of Adelaide's oldest residential areas well known for its tree lined streets, period architecture and plentiful reserves and gardens. As a Council, the City of Burnside is committed to serving the community in the most cost effective manner possible, while constructing and properly maintaining vital infrastructure for the benefit of existing and future generations.

In 2012, City of Burnside released its Strategic Community Plan 2012-2025 based on the outcomes of a community engagement processes. The Plan outlined four *Strategic Directions*, namely "Our integrated and urban form and living spaces", "Our protected and valued environment", "Our diverse supportive, happy and healthy people" and "Our leading inclusive and connected Council", which have guided the delivery of the Council and community's shared vision.

In order to monitor resident satisfaction with each of the indicators developed for each strategic direction, the City of Burnside began conducting an Annual Community Survey. This first occurred in February 2013. In the following years similar surveys have been conducted to measure Council's progress across these issues. This is now the fifth survey of the series and the greater body of data is more useful in terms of identifying trends over time.

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 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 in October 2016 as well as over time. As with previous rounds of the community survey, Council is seeking comments from residents on both current service delivery and key topical issues. Council also wishes to compare the results with those of previous surveys.

The results from this survey will be used to inform decision making internally at Council and to measure Council's performance across various KPIs.

Specifically, the research covers the following aspects:

- residents' satisfaction levels with Council's services delivered under each *Strategic Direction*
- residents' overall satisfaction with Council's performance in October 2016
- assessment of changes over time against past data and established benchmarks
- areas of service improvement under each *Strategic Direction*
- additional services that should be provided to residents, and
- services currently provided that are no longer required

3. Methodology and Sample

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, this year the project introduced an online survey that was conducted concurrently. This generated an improved level of response by providing residents with another avenue to access the survey; and improving service by allowing participation without the inconvenience of a phone call.

To maintain consistency with previous research, a sample of 800 residents was chosen. Similar to the November 2015 survey, the sample was stratified by age, gender and ward (based on ABS 2011 Census Data). During the fieldwork a sample of **906** 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--	44,500	906	902	±3.23%	±4.57%

-at 95% confidence level throughout
-- Estimated Resident Population 2013 (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 800 and you are quoted accuracy over time of ±4.8%, this means that there must be a difference of ±4.8% between the results achieved in each survey of 800 respondents for a statistically significant difference at the .05 level to be found.

As with previous research, the project gained representation across life stages and ensured a good mix of respondents. Fieldwork was conducted between 11th and 28th October 2016 by 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 11.5 minutes. The instrument can be found in Appendix 3 of this report.

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

Residents electing to participate in additional or follow-up research

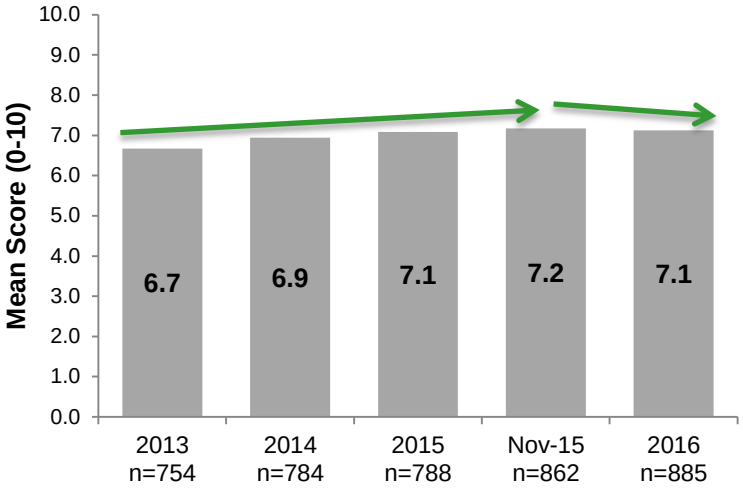
At the conclusion of the survey, residents were provided with the option to put forward their name for participating in any future focus group discussions that may stem from the Community Survey. Similarly to the 2015 survey, 39.5% of residents involved in the survey have opted in to participate in these groups; in 2015 36.6% opted in. The contact details for these individuals have been provided in a separate document, in line with the requirements of the Australian Privacy Principles.

4. Key Findings and Implications

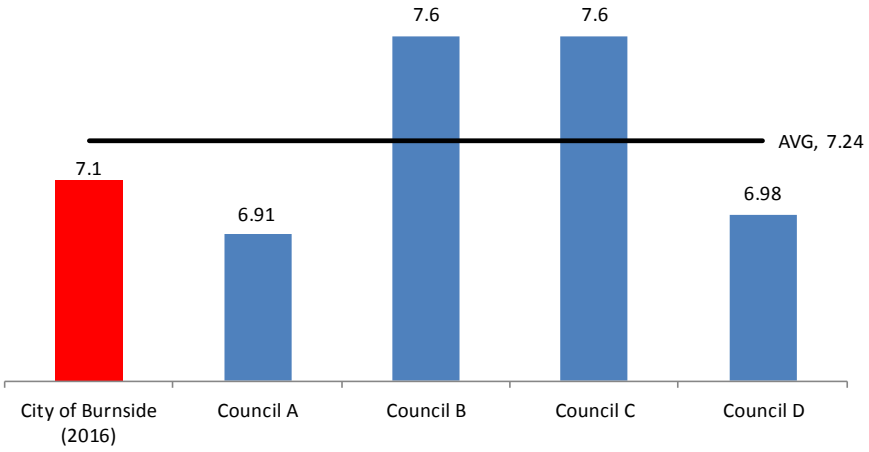
4.1 Overall satisfaction with Council performance

In the 2016 wave, residents' satisfaction with Council's performance scored an average of 7.1 out of 10, which was marginally against the trend of small, gradual but positive improvement that has been witnessed with each successive wave of this project. The change from the previous wave is a downward movement of 0.1 from 7.2.

As shown in later sections there were some sectors which showed significant decline and this has impacted the overall result.



Of the five other Councils in the Eastern Region Alliance (ERA) there is data available for four of them. The chart below demonstrates the performance of the City of Burnside against the other councils in overall satisfaction. The data shows that on a 10 point scale, the City of Burnside is only marginally below the average of 7.24, with two of the councils performing better and two scoring lower. City of Burnside's performance is comparable to its peers.



4.2 Drivers of overall satisfaction

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

- balance between Council rates and the services & infrastructure standards provided
- presentation and cleanliness of the city
- the performance of elected members in being transparent, ethical and reflecting the best interests of the community
- the overall planning of the city
- providing and maintaining playgrounds

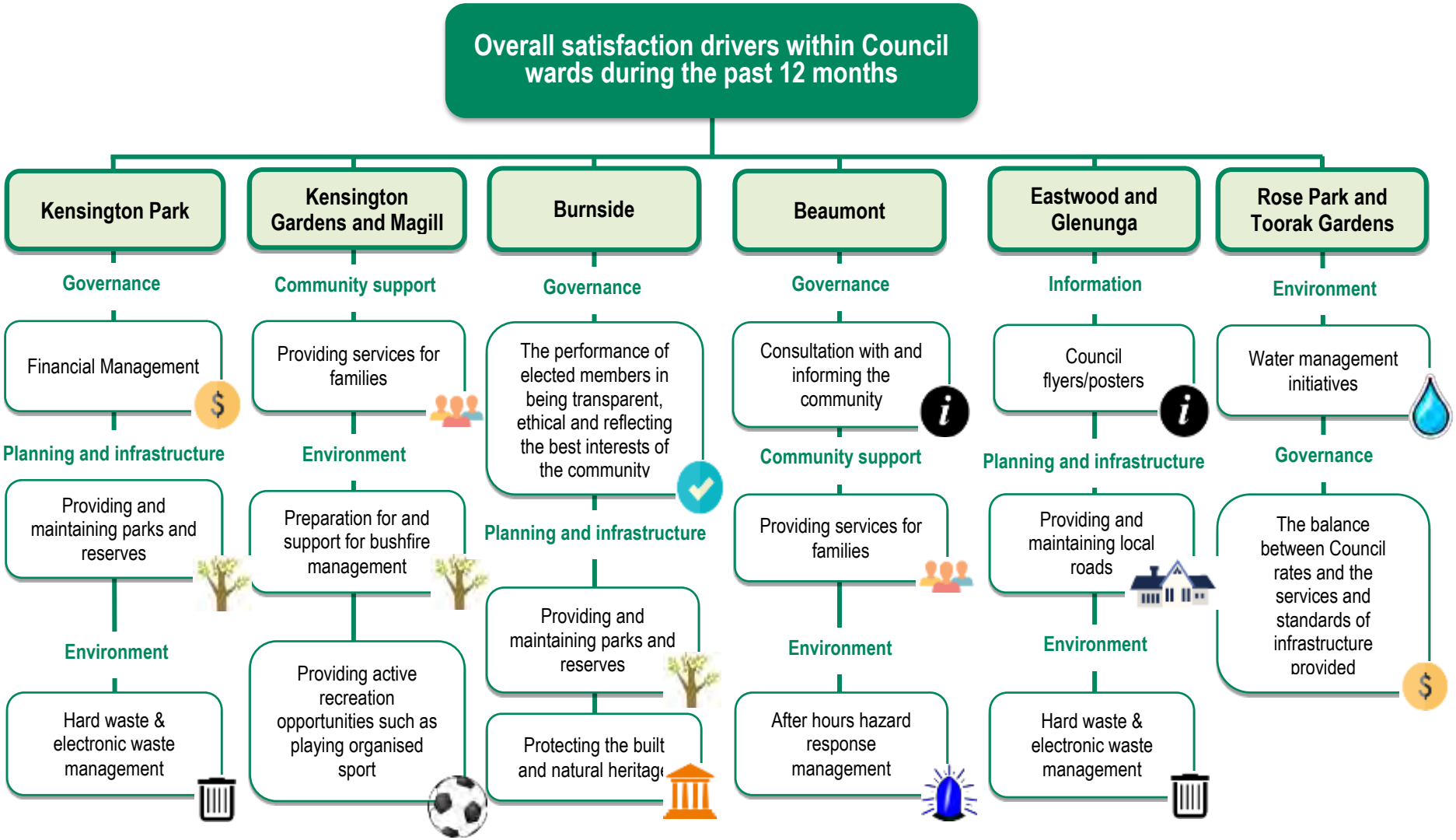
R squared of model 0.835

	Standardised Coefficients Beta	Significance
(Constant)		.010
Balance between Council rates and the services & infrastructure standards provided	.234	.000
Presentation and cleanliness of the city	.223	.000
The performance of elected members in being transparent, ethical and reflecting the best interests of the community	.220	.000
The overall planning of the city	.215	.001
Providing and maintaining playgrounds	.158	.006

These results indicate an emphasis on sound stable management of the City. Three of the top 5 drivers of satisfaction relate to balance, high-level planning and prudent management. The second strongest driver was presentation and cleanliness of the city; this is understandable considering City of Burnside's reputation as an affluent leafy area of the Eastern suburbs. A generally affluent area, a significant element of the attraction of living in the area is the aesthetics, which also influences the property prices in the area. The emergence of the provision of playgrounds in the area as a driver could indicate a rise in the number of young families in the area.

The drivers for the various wards each had their own characteristics, but there were also some themes which were consistent across the wards. Governance issues were featured in four of the six wards, and were the top drivers in three of the wards. This indicates that Governance issues are widely held to be of great importance, and that Council should continue to pursue astute and prudent management at all times. The planning and infrastructure, and environmental attributes also featured strongly amongst the drivers. This is a strong indicator of the importance of the core facilities and services that Council provides. The Parks and Reserves, the roads and waste collection services are all things that the residents value and consider important. This reinforces the theme of ensuring the core functions of Council are operating effectively before too many other projects are undertaken. The final theme was the emergence of Water management initiatives and after hours hazard response management in two of the wards. This is likely an outcome of the storms and flood damage the City of Burnside suffered recently, and which has become an important issue to those residents who were afflicted.

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



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

Environment is another theme that has emerged. There were two wards which had issues related to environment in their drivers: water management initiatives, and hard waste and electronic waste management. This is entirely logical given the City of Burnside's reputation as a green, leafy and affluent place to live. This is one of the factors which attracts people to live in the area, and hence residents want this maintained to ensure the continuing lifestyle it provides and the property values it helps to underpin.

Community support is another theme which featured in the drivers. Specifically library services and community and cultural events were mentioned, which again are associated with the lifestyle that living in the City of Burnside offers. This furthers the theme of residents wanting Council to continue maintaining the factors that allow the Burnside lifestyle.

However it should be reinforced that all this comes secondary to the importance of governance to residents. Hence able management and financial discipline should be the top priorities.

4.3 Changes in performance over time

The graphic on the next page shows all survey measures as they relate to the four broad Strategic Directions outlined in the Strategic Community Plan 2012-2025. Most areas were little changed from the previous wave of research, but there were also several areas of significant movement.

Overall the metrics related to *our diverse supportive, happy and healthy people* which performed the best (with an average score of 7.41), while the lowest scoring objective was *our leading, inclusive and connected Council* (with an average score of 6.62). However while this is the lowest scoring category, and has been for several waves of the research, it is also the area where the best improvements have been noted with three of the top six improved categories. These were:

- financial management – up 0.47
- providing leadership in the community – up 0.14
- the performance of current elected members in being transparent, ethical and reflecting the best interests and values of the community – up 0.11

These are all connected to the historical issues Council has had, and the improvement shown is demonstrative of trust being regained. The other categories of improvement were *preparation and support for bushfire management* (up 0.2); *support for local businesses* (up 0.16); and *providing services for families* (up 0.14).

Among the declines, the largest was for *hard waste and electronic waste management* (down 0.32), the comments suggest a desired return to regular hard rubbish collection days among some residents. The other significant decreases were for *providing and maintaining local roads* (down 0.26); *providing and maintaining street trees* (0.20); and *providing and maintaining footpaths* (down 0.15). The similarities between these metrics suggest that some residents feel the upkeep of these facilities has not been occurring as well as they feel it should.

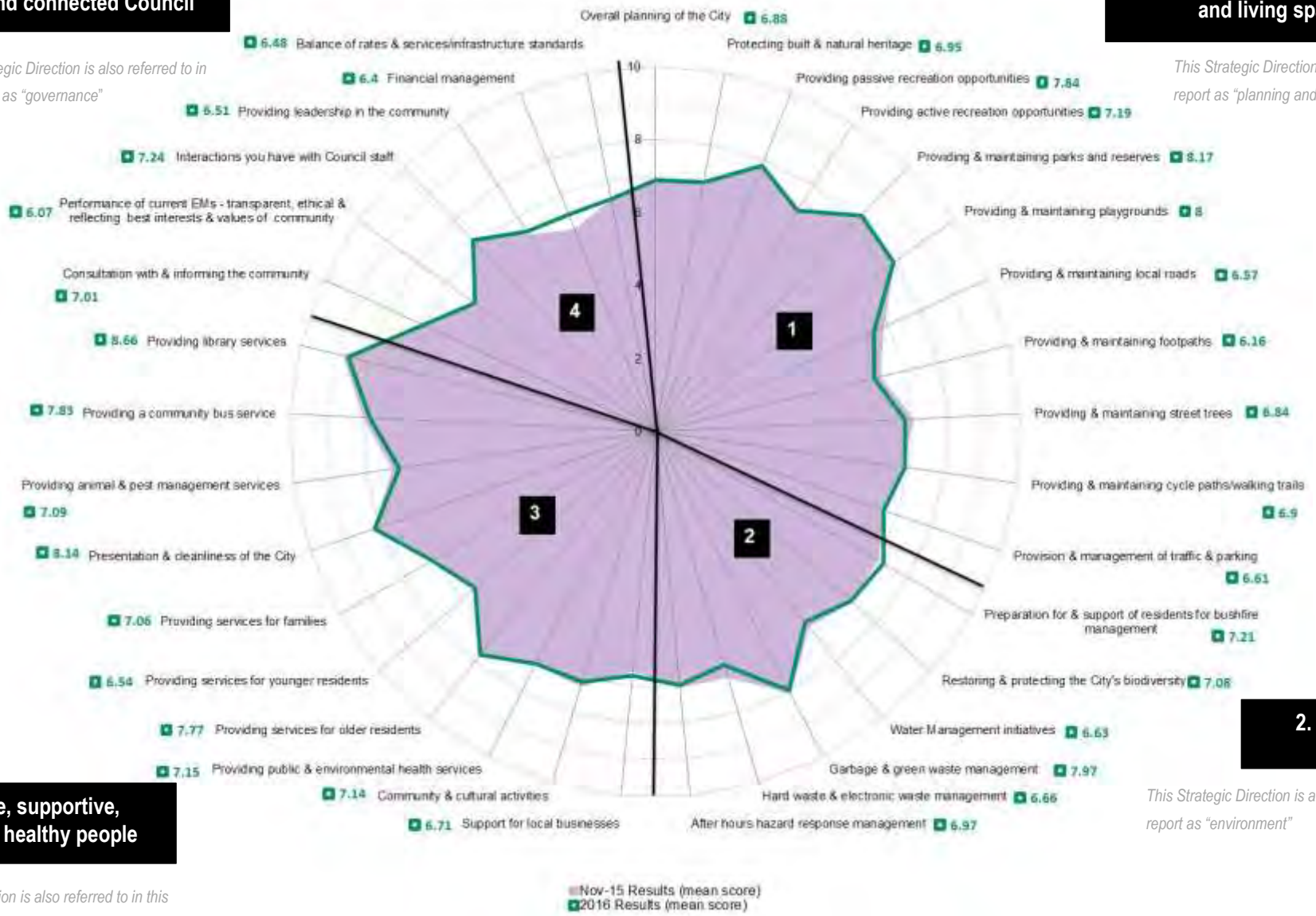
Residents' perceptions: November 2015 & 2016

4. Our leading, inclusive and connected Council

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

1. Our integrated Urban form and living spaces

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



How to read this chart:

- The purple shaded area presents the results of the November 2015 Annual Community Survey
- The green line presents the results of the October 2016 Annual Community survey
- Stronger performance in 2016 is indicated where the green line is outside of the purple area.
- Lesser performance in 2016 is indicated where the green line is inside the purple area

2. Our protected and valued environment

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

3. Our diverse, supportive, happy and healthy people

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

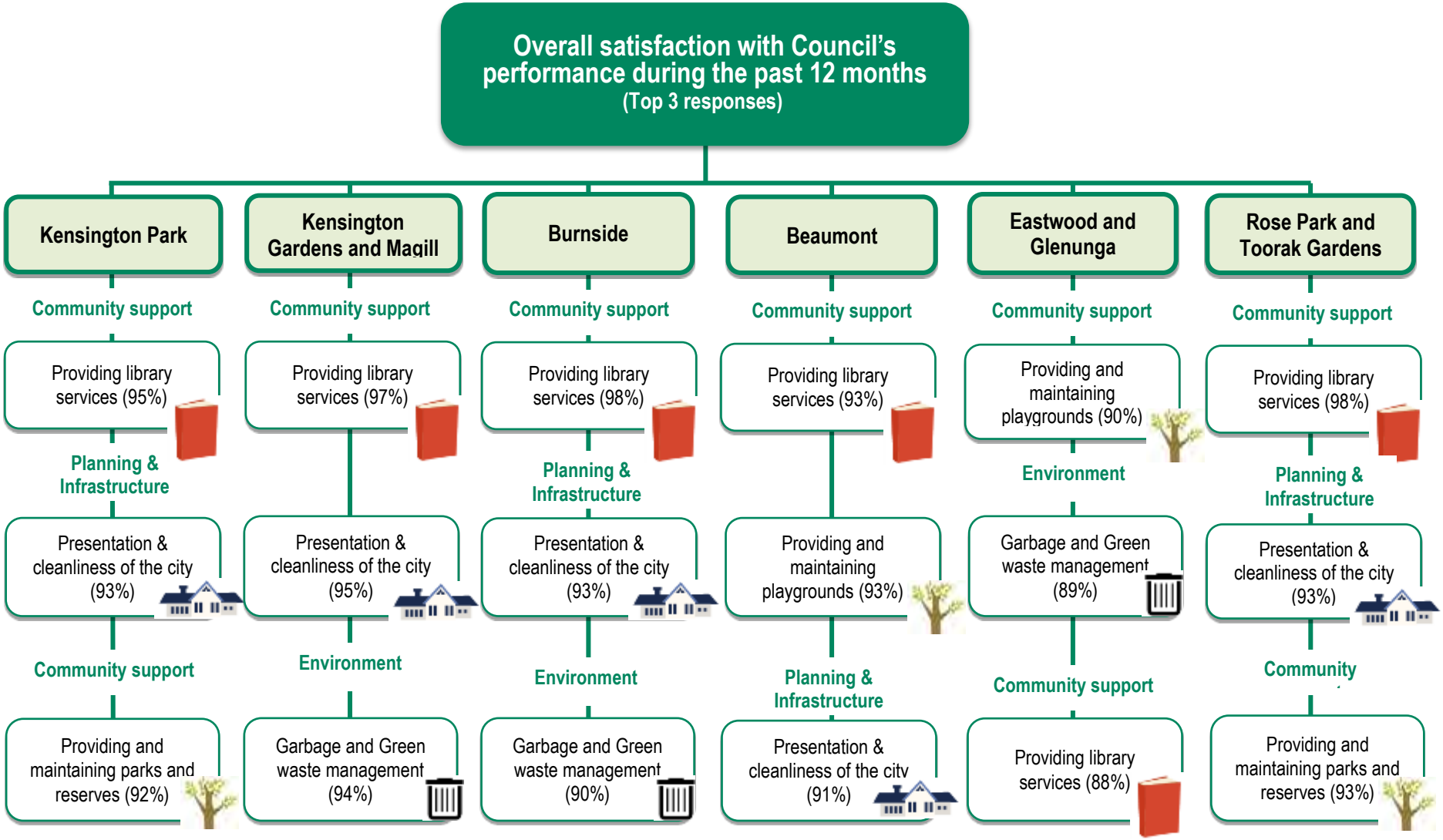
4.4 Top areas of resident satisfaction by ward

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

There are very strong patterns amongst the results. Provision of library services was the highest across all but one ward, with no ward scoring below 88%. Clearly the library services are performing very well and being recognised as such.

Garbage and green waste management, the presentation and cleanliness of the city, and the provision and maintenance of parks and gardens were all very strongly represented, with generally high scores. It is clear that there is almost universal recognition that the City of Burnside is performing well in these areas, and that it is appreciated by residents. Given only five different attributes made up the top performing sectors across all of the wards, this shows that there is great consistency in what is being done well, how the residents view the Council's role, and their day-to-day interaction with Council functions. It is important that these attributes continue to perform, both from a point of function necessity and the basis of resident satisfaction with Council.

Top areas of resident satisfaction by ward

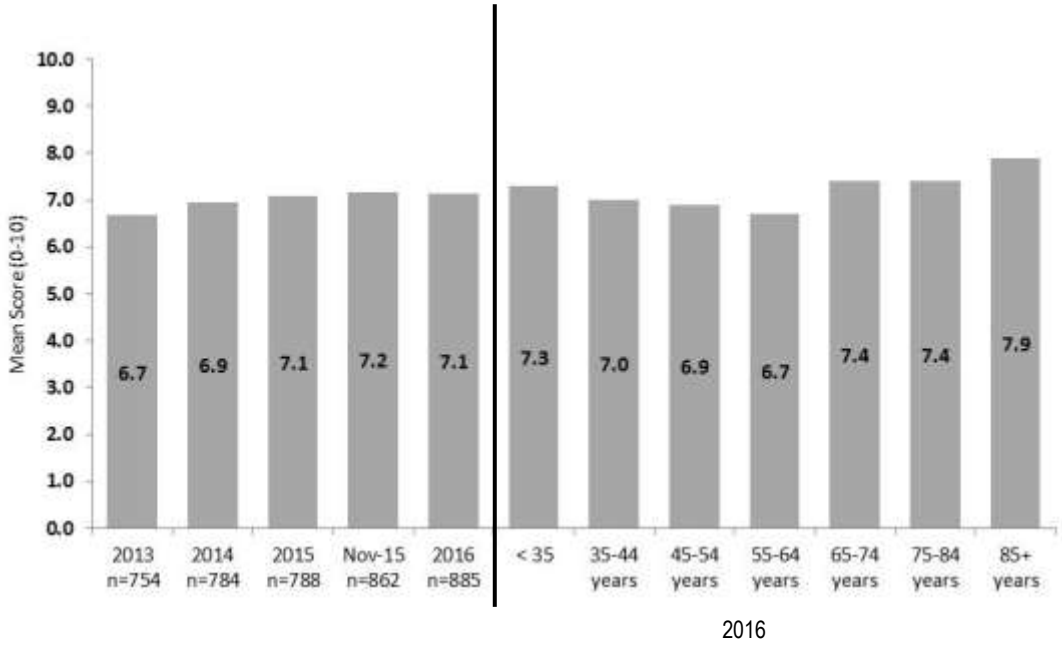


Notes: Percentages designate the proportion of residents reporting satisfaction scores from 7 to 10 on a scale from 0 to 10.

4.5 Variance in performance of different age groups

In terms of overall satisfaction, there continues to be significant variation by age group. At the overarching level, as shown in the chart below, mean score tends to be higher among the younger population (under 35 years) and also for the age groups past retirement age, while at the lowest levels among the age groups approaching retirement, 55-64 years old.

(Q13)

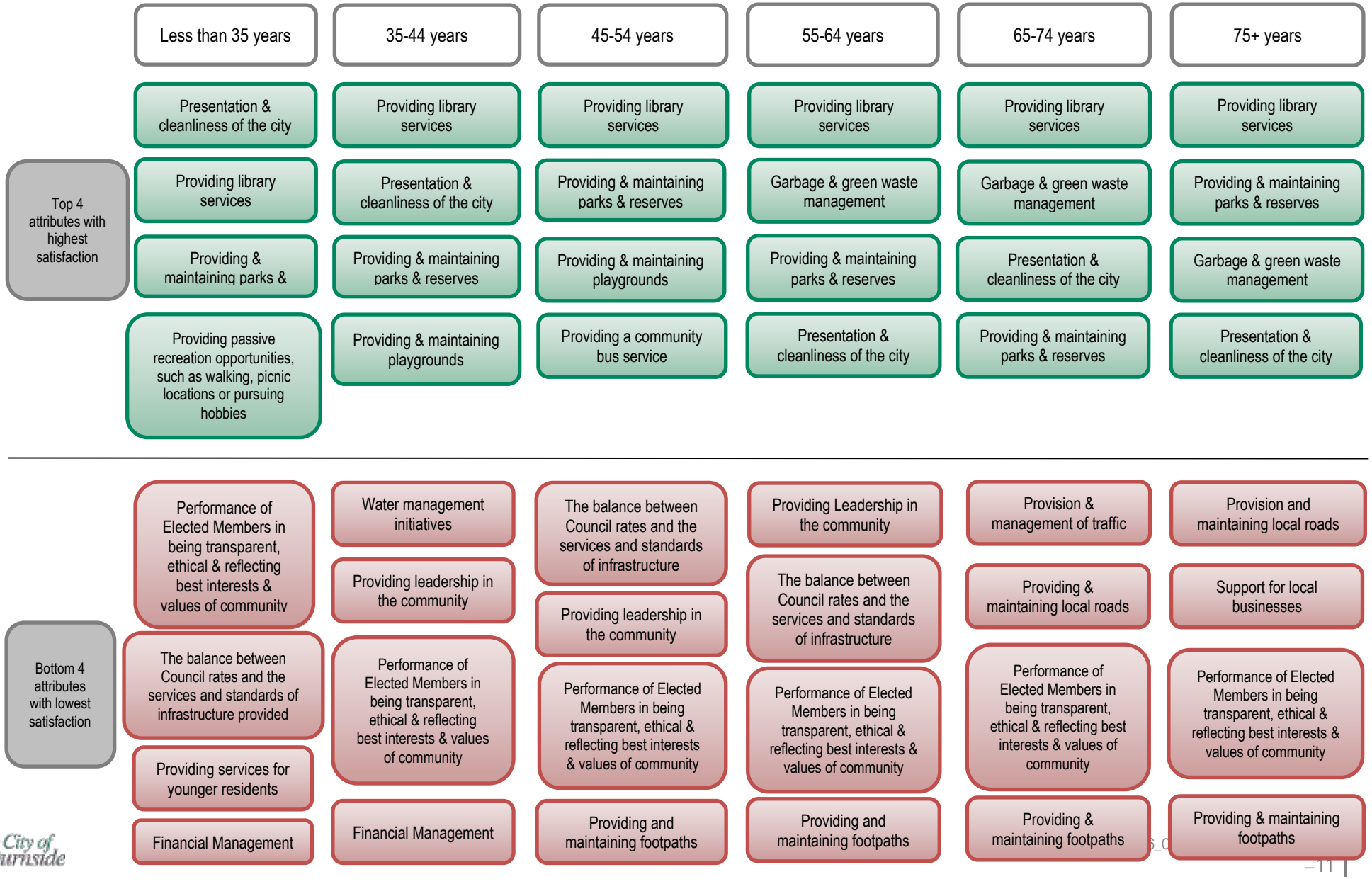


Results point to a consistency in areas where Council currently excels, such as library services, presentation and cleanliness of the city, maintenance of parks and reserves, and garbage and green waste management. The provision of the community bus service has fallen away this year, only appearing once for the 65-74 year old demographic

Areas of dissatisfaction had some variance, but there were some consistent themes:

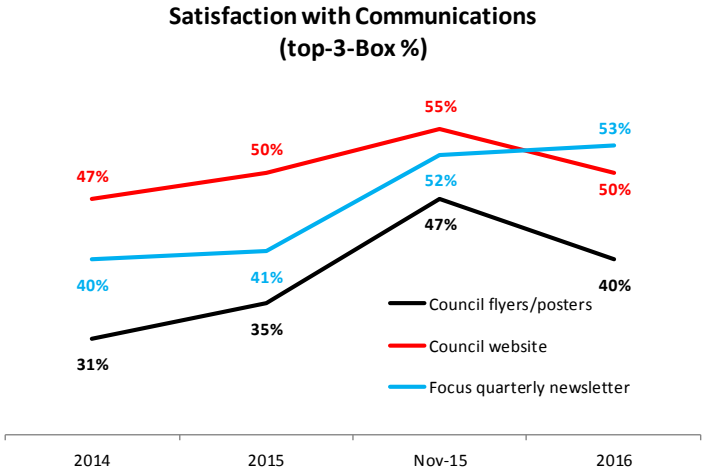
- *providing leadership in the community* was an issue for the three age brackets between 35 and 64 years old. This is the prime age grouping for earning income and also the least satisfied age groups. If Council wishes to improve satisfaction scores, it should be noted that this is a common area of grievance between them
- *providing and maintaining footpaths* is an issue for the 4 oldest age demographics, whereas providing services for younger residents was an issue for younger residents only, as it was only featured by those aged under 35
- the historical issues for Council continue to linger in the minds of residents with *financial management*, *the balance between Council rates and the services and standards of infrastructure provided*, and *the performance of the elected members in being transparent and ethical* being low areas of satisfaction across the age groups.

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



4.6 Communications

Satisfaction with how informative Council communications are had been showing significant improvement over time, with substantial rises across the 3 mediums tested in the survey. However in the latest wave this has changed for Council website which has dropped from 55% T3B to 50%, and for Council flyers which fell from 47% to 40% T3B. The Focus quarterly newsletter has shown continued improvement, rising to 53% T3B. There is still plenty of room for improvement in all of these categories. The factors that have delivered past improvements should be revisited and the changes made during the past 12 months reviewed, as there is clearly a change in perception. It should also be noted that other sections have requested more frequent information.



4.7 Preferred communication channels

Effective communications is essential, as for many residents it is the main form of interaction with Council. The quality, frequency, content and medium of communication need to be fine tuned to suit the needs and desires of residents. Overall the preferred medium is email, followed by addressed letter and Focus newsletter. Email was the top choice for all age groups except those aged 75 and older. There was also a heavier digital focus among the younger age groups with those aged under 45 preferring the Council website to the Focus newsletter. If there is a desire to engage younger residents more, then ensuring that the website is updated regularly with new developments should be a priority as they are more likely to seek information this way. Preference for the Focus newsletter increases as residents increase in age, until for those aged 75+ it is the most preferred medium.

Total	Less than 35 years	35-44 years	45-54 years	55-64 years	65-74 years	75+ years
Email	Email	Email	Email	Email	Email	Focus newsletter
Addressed letter	Addressed letter	Addressed letter	Addressed letter	Focus newsletter	Focus newsletter	Email
Focus newsletter	Council website	Council website	Focus newsletter	Addressed letter	Addressed letter	Addressed letter

4.8 New initiative – hosting a stage of the Tour Down Under

The proposal to host a stage of the Tour Down Under is widely supported with 85% overall in favour. The support for the proposal is strongest amongst the younger age groups, but the majority are in favour across all demographics. Among residents aged under 35, 96% support the proposal; this declines gradually as age increases until those residents aged 75-84, among whom support is at 71%. This is significant as section 4.11 shows that services for younger residents is one of the lower scoring metrics in the survey. So this is a possible way to increase their satisfaction.

This pattern of heightened support amongst the young and declining with age is corroborated by other demographic splits. Students were 92% in favour compared to 72% for retirees. At no point does support ever drop below 71%.

4.9 New initiative – open spaces that would benefit from master planning

When asked about which (if any) open space sites would benefit from master planning, two possibilities stood out from the responses. While overall 59% suggested "none of the above", amongst those who did suggest a location 30% chose Kensington Park Reserve, and 22% chose Tusmore Park. It is suspected that some respondents may have confused Kensington Park Reserve (which is primarily used by Pembroke School, who lease it from Council) with Kensington Gardens Reserve, which is already undergoing the master planning process and hence excluded from the list of potential sites. The responses for Kensington Gardens were removed from the data changing the order of preference. The top four open spaces selected for master planning in order, and the reasons for this selection are:

- Tusmore Park - Highly used and needs management; needs clarity for future purpose; an important park and good to have a review of it.
- Kensington Park - Big enough; a large area that needs infrastructure; it could be used more effectively by families; put to better use and improve public facilities like the playground.
- Michael Perry Reserve - To give clarity for future needs and planning; create efficiency to allocate resources correctly; it's underutilised.
- Langman Reserve – So it is better planned; for better asset management; for efficiencies; improve it over time; to put thought behind shared resources.

The support for master planning of the parks is strongest amongst those of parental age, and families with young children. 84% of those aged under 35 had no suggestions, compared to 38% for those aged 35-44 and 46% for those aged 45-54. The decline in suggestions continued with the increase in age. Those residents with no suggestions about open spaces for master planning were also at their lowest when the resident lived in a household with primary school aged children (36%), whereas those in a share house of adults had a no suggestion rate of 89%. This suggests that support for the initiative is given with children's facilities in mind rather than adult facilities.

4.10 New initiative – protecting heritage

The question of whether protecting the heritage of the community is important was strongly supported. Overall 97% answered "yes" to the question. Across every demographic there was strong support. The lowest was for couples with pre-school aged children, who agreed at a rate of 72%.

Those residents that supported heritage protection sought to preserve it for the benefit of future generations; to help shape the future and learn from the past; protect history; preserve what is entrusted to us and commented that "once it is gone you can't replace it". Those residents that did not support protecting heritage commented that it is a waste of council funds; there are more important issues to focus on; need to find a balance as some heritage things are not really of great significance; it stops progress and hinders development of their home.

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

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

Integrated urban form and living spaces

This year, the attributes related to the objective of integrated urban form and living spaces are mixed. Some areas, particularly those regarding communal outdoor areas, performed very well. Others declined or were static and may require more attention. It should be noted that there has still been improvement shown across all areas since 2013.

Areas of strength

- the clear strengths are in the provision and maintenance of parks and reserves; provision and maintenance of playgrounds; and providing passive recreation opportunities such as walking, picnic locations or pursuing hobbies. All of these attributes maintained healthy and rising scores at 90%, 90% and 83% respectively. This continues the trend of improvement over time. The thing that links these attributes is their relation to outdoor recreational areas. Clearly this is an area where the City of Burnside performs very well

Areas to monitor

- the provision and maintenance of footpaths and local roads is an area of continued weakness. These two metrics not only scored the lowest on 60% and 50% T4B respectively, they sustained significant falls of 6% each. This is a reversal of the steady improvement that had been noted over time
- the six other metrics all noted more modest falls in satisfaction or a stalling of the growth trend. This is a cause for concern, as it demonstrates a broad based decline in sentiment for the Integrated Urban Form Living Spaces objective. Vigilance in this area is critical to ensure that there has been no decline in the quality of the facilities being provided to residents. It is also possible that the damage done in the recent storms has impacted perceptions, as the research was conducted shortly after the event when the clean up and repair process would still have been a work in progress.

As shown in the following table, all attributes have shown improvement since 2013.

Integrated urban Form and Living Spaces	2013	2014	2015	Nov-15	2016	Change between 2013 & 2016
Providing and maintaining parks and reserves	80%	85%	90%	89%	90%	↑ 10%
Providing and maintaining playgrounds	77%	83%	86%	87%	90%	↑ 13%
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies	72%	82%	82%	82%	83%	↑ 11%
Providing active recreation opportunities, such as playing organised sport or outdoor games	60%	65%	67%	72%	68%	↑ 8%
The overall planning of the City	64%	67%	71%	70%	67%	↑ 3%
Protecting the built and natural heritage	59%	66%	67%	67%	67%	↑ 8%
Providing and maintaining street trees	60%	55%	64%	69%	66%	↑ 6%
Providing and maintaining cycle paths and walking trails	52%	55%	59%	66%	65%	↑ 13%
Provision and management of traffic and parking in the City	51%	55%	56%	64%	64%	↑ 13%
Providing and maintaining local roads	55%	58%	65%	66%	60%	↑ 5%
Providing and maintaining footpaths	49%	48%	55%	56%	50%	↑ 1%

Amongst suggestions for improvement, 44% stated either “no” or “don’t know”. The most common suggestions reflected the low scores for providing and maintaining footpaths and local roads. Providing better footpaths received 14% of responses, and better road maintenance received 8%.

Protected and valued environment

Until this wave, Council had achieved steady, consistent improvement across the attributes for protected and valued environment since the measures were first recorded in 2013. The programs were clearly improving resident perceptions. This has changed to some degree. Some metrics are continuing their good results, while others have shown unhappiness with a change in policy and others have been affected by uncontrollable weather events.

☑ Areas of strength

- garbage and green waste management is the clear stand-out in this sector, maintaining a score of 88% satisfaction T4B

Areas to monitor

- hard waste and electronic waste management is an area of concern. It has fallen a further 9% this year, following last year's 9% fall. The metric now sits at 60% satisfaction T4B, which is where it was in 2013. It had been rising strongly until early 2015 when the trend abruptly changed. Policy changes that occurred at this time should be reviewed as they appear to have altered sentiment
- water management initiatives and after hours hazard response management both experienced significant falls in satisfaction, dropping by 5% and 6% T4B respectively. This is possibly a response to the flooding experienced in the City of Burnside during recent storms. While there is little Council can do about a once in 50 year storm, these metrics should be closely monitored to ensure that this result is an anomaly rather than a reversal of the trend which had been rising in both cases.

Protected and Valued Environment	2013	2014	2015	Nov-15	2016	Change between 2013 & 2016
Garbage and green waste management	84%	84%	88%	88%	88%	↑ 4%
Preparation for and support of residents for bushfire management	57%	58%	65%	68%	73%	↑ 16%
Restoring and protecting the City's biodiversity	60%	66%	69%	70%	72%	↑ 12%
After hours hazard response management	58%	56%	65%	69%	63%	↑ 5%
Water Management initiatives	56%	54%	60%	66%	61%	↑ 5%
Hard waste and electronic waste management	60%	73%	78%	69%	60%	0%

The majority of residents (62%) could not offer any suggestions on how Council could improve in this area. The one anomaly in the comments was the desire for the return of annual or more frequent hard waste collection; 20% of comments related to these two factors.

Diverse, supportive, happy and healthy people

The diverse, supportive, happy and healthy people component of Council's performance is generally perceived to be performing well. There was growth in some sectors and no major falls. There were very strong results in the top 4 attributes, which makes the lagging attributes seem comparatively poorer. The services for older people continue to score significantly higher in satisfaction than those for younger people and families, although they did both show improvement. Efforts will need to be maintained if Council wishes to retain an age diverse mix of residents.

Areas of strength

- providing library services is a stand-out performer, consistently achieving scores of 95% T4B; this is very strong and leaves little room for improvement
- presentation and cleanliness of the city is also very strong maintaining a score of 92% satisfaction T4B
- providing services for older people and a community bus service have both maintained their well established satisfaction range in the mid-80s T4B, but have not shown any growth in this wave

Areas to monitor

- there was either no movement or small declines in the top 7 segments. None of the declines were statistically significant, and some had very high scores already with little room for improvement. Council should be vigilant in monitoring these areas and ensure that service is not slipping as this would endanger the progress that has been made
- support for local business is an area which has shown sustained growth. While still at 64% T4B, there is ample room for growth; this attribute has been growing consistently, up by 14% since 2013: the strongest level of growth
- providing services for younger residents is still the lowest scoring attribute on 57% T4B satisfaction, although it is growing, trending up 2% this wave. Council will need to continue its efforts in this area if it wishes for younger residents to feel appreciated and stay in the area. The same can be said to a lesser extent for providing services for families which grew 3% to 72% T4B, but is still significantly behind providing services for older residents on 86% T4B

Diverse, Supportive, Happy and Healthy People	2013	2014	2015	Nov-15	2016	Change between 2013 & 2016
Providing library services	93%	94%	95%	96%	95%	↑ 2%
Presentation and cleanliness of the City	91%	89%	90%	92%	92%	↑ 1%
Providing services for older residents	84%	80%	82%	86%	86%	↑ 2%
Providing a community bus service	80%	76%	84%	86%	84%	↑ 4%
Providing animal and pest management services	61%	69%	72%	75%	73%	↑ 12%
Community and cultural activities	65%	71%	69%	74%	73%	↑ 8%
Providing public and environmental health services	67%	69%	71%	72%	72%	↑ 5%
Providing services for families	69%	65%	65%	69%	72%	↑ 3%
Support for local businesses	50%	59%	57%	61%	64%	↑ 14%
Providing services for younger residents	52%	48%	52%	55%	57%	↑ 5%

While 74% had no suggestion as to what they would like to see done differently in regard to this strategic objective, the suggestions that were made were scattered with concentrations typically of 1-2%. There was one exception to this which was the desire for more communication from Council, receiving 4% of responses.

Leading inclusive and connected Council

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

☑ Areas of strength

- interaction with Council staff is a continued area of strength in this topic, up 6% since 2013, and with a satisfaction of 74% T4B shows Council staff are doing their jobs well. Growth in satisfaction has not continued this wave however, and there is still room for improvement in the metric

⌃ Areas to monitor

- providing leadership in the community has shown healthy improvement up 6% T4B this wave to 62%. While the score still has plenty of room for improvement, it has now grown 22% since 2013. In addition financial management, another problem area due to historical issues, has improved a further 3% to 56% T4B. While there is still a long way to go to get these metrics to where Council would like them to be, it does show that Council is recovering the trust of the community, and efforts to continue this should be maintained
- growth in satisfaction with some areas has stalled, with the performance of current elected members in being transparent, ethical and reflecting the best interests and values of the community dropping 3% to 48% T4B, and the balance between Council rates and the services and standards of infrastructure provided dropping 1% to 58% T4B. While the falls are not statistically significant, it does demonstrate a pause in growth. And as the satisfaction levels are not yet recovered to where Council would like them to be, it demonstrates a need to redouble efforts in these categories to continue the positive momentum that has been achieved to date
- one thing of note in regard to financial management is that while the percentage of satisfied residents is continuing to improve there was also a significant decrease in the percentage of dissatisfied residents, dropping from 12% to 5% (B3B). This indicates that there are residents who, while they may not yet be impressed with Council's performance, have let go of their hostility

Leading, inclusive and connected Council	2013	2014	2015	Nov-15	2016	Change between 2013 & 2016
The interactions you have with Council staff	68%	68%	72%	75%	74%	↑ 6%
Consultation with and informing the community	57%	61%	63%	69%	70%	↑ 13%
Providing leadership in the community	40%	51%	55%	56%	62%	↑ 22%
The balance between Council rates and the services and standards of infrastructure provided	55%	58%	53%	59%	58%	↑ 3%
Financial management	43%	50%	50%	53%	56%	↑ 13%
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	42%	47%	47%	51%	48%	↑ 6%

Moving forward, residents' suggestions in this strategic direction had no strong focus. 74% stated they had no suggestions, which is the same as the last wave. The only substantial concentrations were those who wanted more communication (9%) and those who wanted Council to reduce its rates (3%).

4.12 Future Council services

Eighty one percent of residents had no requests for additional services from Council. Among the requests that were made, 5% requested a return of annual hard waste collection, and 4% wanted improved general maintenance of trees, footpaths and road gutters. The latter was particularly requested by residents of Beulah Park.

When queried if there were any services Council provides that residents felt should not be occurring, 97% had no suggestions. The remainder of the responses were scattered, the largest being 5 people who thought Council should restrict its activities to the bare basics of road and footpath maintenance, public lighting and waste collection.

5. Results

How results are reported

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

n = value

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

n ~ value

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

Statistically significant differences between segments

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

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

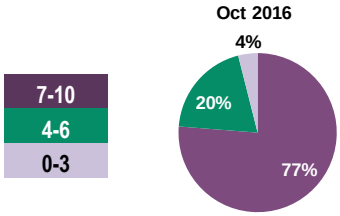
Use of top/bottom-two box terminology

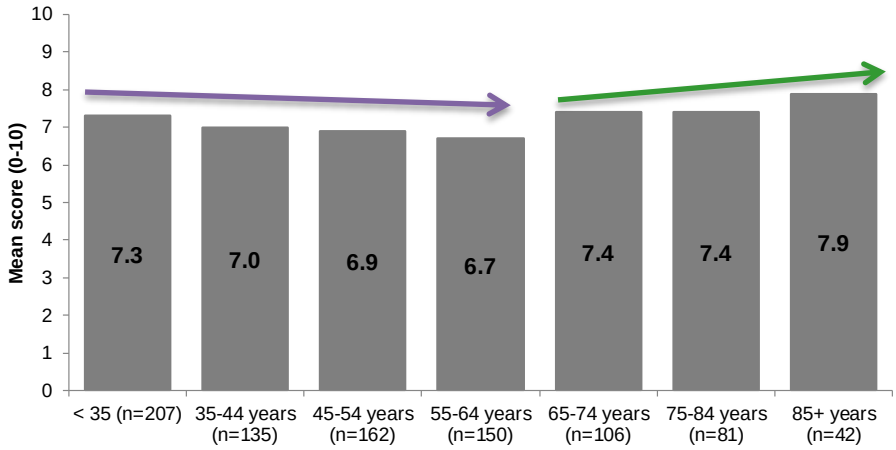
- top-4-box (T4B) refers to combined responses of *10 (extremely satisfied)* to 7
- bottom-4-box (B4B) refers to combined responses of *0 (extremely dissatisfied)* to *3*

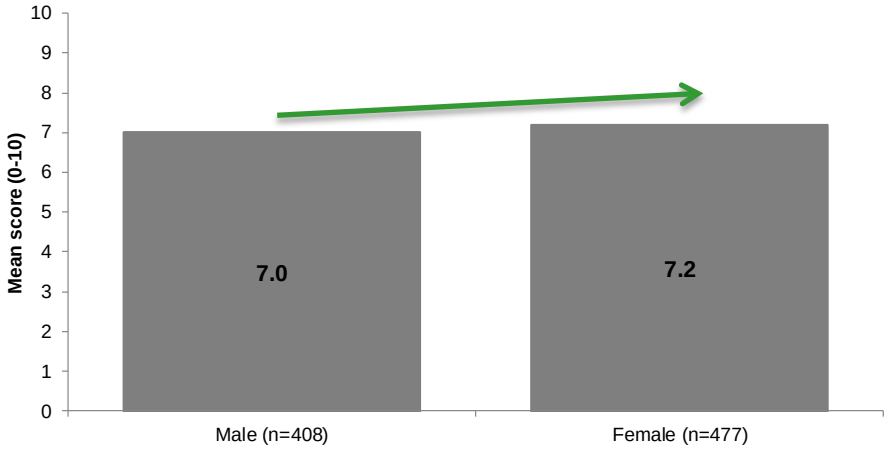
5.1 Overall Satisfaction

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

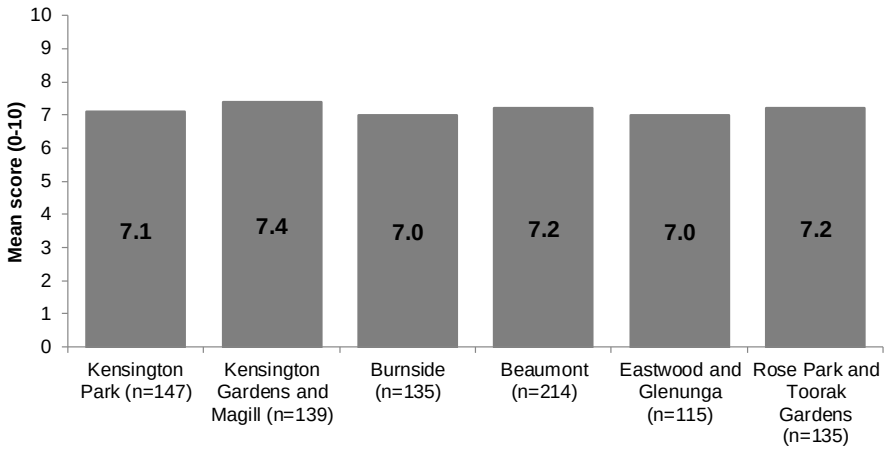
	Mean score				
	2013 (n=754)	**2014 (n=784)**	**2015 (n=788)**	**Nov 2015 (n=862)**	**Oct 2016 (n=883)**
Average(Mean)	6.7	6.9	7.1	7.2	7.1







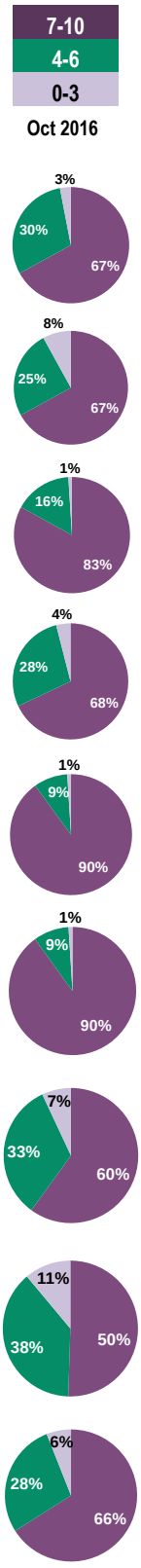
On the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance over the past 12 months? (Q13) continued



5.2 Integrated urban form and living spaces

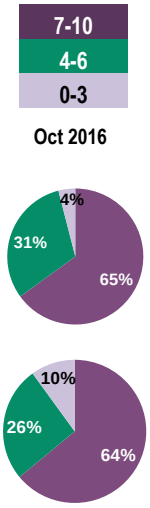
On a scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following... (Q3)

	Mean score				
	2013 (n~703)	2014 (n~754)	2015 (n~754)	Nov 2015 (n~818)	Oct 2016 (n~851)
The overall planning of the City	6.5	6.8	7.0	6.9	6.9
Protecting the built and natural heritage	6.6	6.8	6.8	6.9	6.9
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies	7.2	7.7	7.6	7.8	7.8
Providing active recreation opportunities, such as playing organised sport or outdoor games	6.6	6.8	7.0	7.2	7.2
Providing and maintaining parks and reserves	7.6	7.8	7.9	8.1	8.2
Providing and maintaining playgrounds	7.4	7.6	7.8	8.0	8.0
Providing and maintaining local roads	6.4	6.5	6.8	6.8	6.6
Providing and maintaining footpaths	6.0	6.1	6.3	6.3	6.2
Providing and maintaining street trees	6.7	6.3	6.8	7.0	6.8



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

	Mean score				
	2013 (n~703)	2014 (n~754)	2015 (n~754)	Nov 2015 (n~818)	Oct 2016 (n~851)
Providing and maintaining cycle paths and walking trails	6.3	6.3	6.5	6.8	6.9
Provision and management of traffic and parking in the City	6.2	6.2	6.4	6.6	6.6



	Mean score						
	Less than 35 years (n~206)	35-44 years (n~128)	45-54 years (n~155)	55-64 years (n~145)	65-74 years (n~101)	75-84 years (n~75)	85+ years (n~40)
The overall planning of the City[1]	7.0	6.8	6.6	6.6	6.8	7.2	8.0
Protecting the built and natural heritage[1]	7.3	7.0	6.7	6.5	6.6	7.3	7.7
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies[2]	8.2	7.7	7.7	7.6	7.8	7.9	8.5
Providing active recreation opportunities, such as playing organised sport or outdoor games[3]	7.1	6.8	7.2	7.0	7.3	7.7	8.0
Providing and maintaining parks and reserves	8.5	8.3	7.9	7.8	8.1	8.2	8.9
Providing and maintaining playgrounds[4]	8.1	8.1	7.8	7.8	8.0	8.2	8.4
Providing and maintaining local roads	6.7	6.7	6.3	6.3	6.6	6.8	7.3
Providing and maintaining footpaths[5]	6.8	6.1	5.6	5.8	6.0	6.0	6.9
Providing and maintaining street trees[6]	7.2	7.2	6.2	6.5	7.0	6.9	7.5
Providing and maintaining cycle paths and walking trails	7.3	6.8	6.6	6.5	6.8	7.1	7.9
Provision and management of traffic and parking in the City[7]	7.2	6.3	6.1	6.2	6.5	6.8	7.5

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

	Mean score	
	Male (n~395)	**Female (n~456)**
The overall planning of the City	6.6	7.1
Protecting the built and natural heritage	6.8	7.1
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies[1]	7.6	8.0
Providing active recreation opportunities, such as playing organised sport or outdoor games	7.0	7.3
Providing and maintaining parks and reserves[1]	8.0	8.3
Providing and maintaining playgrounds[1]	7.8	8.1
Providing and maintaining local roads	6.5	6.6
Providing and maintaining footpaths	6.0	6.3
Providing and maintaining street trees	6.7	6.9
Providing and maintaining cycle paths and walking trails	6.8	7.0
Provision and management of traffic and parking in the City[1]	6.4	6.8

	Mean score					
	Kensington Park (n~142)	**Kensington Gardens and Magill (n~134)**	**Burnside (n~128)**	**Beaumont (n~207)**	**Eastwood and Glenunga (n~110)**	**Rose Park and Toorak Gardens (n~129)**
The overall planning of the City	7.0	7.0	7.1	6.6	6.7	7.0
Protecting the built and natural heritage[1]	7.0	7.0	7.1	6.8	6.7	7.1
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies[2]	7.8	8.1	7.9	7.9	7.4	7.7
Providing active recreation opportunities, such as playing organised sport or outdoor games	7.1	7.8	7.2	6.8	7.2	7.2
Providing and maintaining parks and reserves[3]	8.3	8.1	8.2	8.3	7.7	8.2
Providing and maintaining playgrounds[3,4]	7.9	8.0	7.8	8.2	7.9	8.0
Providing and maintaining local roads	6.7	6.8	6.2	6.5	6.4	6.8
Providing and maintaining footpaths	6.1	6.6	6.1	6.1	5.5	6.4
Providing and maintaining street trees	7.0	6.8	6.7	7.1	6.3	6.9
Providing and maintaining cycle paths and walking trails	6.7	7.0	6.7	7.3	6.6	7.0
Provision and management of traffic and parking in the City	6.5	6.8	6.1	7.1	6.0	6.6

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

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

	% response				
	2013 (n=765)	**2014 (n=797)**	**2015 (n=800)**	**Nov 2015 (n=874)**	**Oct 2016 (n=898)**
No	32	32	34	34	31
Don't know	11	8	9	15	13
Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides	16	17	13	13	14
Road maintenance/kerbs/resurfacing/quicker response/quality standard	8	11	6	6	8
Streetscape/verge maintenance/water/prune trees/hedges/street sweeping	15	6	4	2	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	6	6	5	7	7
Improved communication/through various channels/more consultation/discussions /respond to queries/online portal	3	4	2	3	5
More bike/walking paths/lanes/safer/improve/more dedicated cycling/walking trails/clearly marked/raise awareness of them	7	7	4	6	5
More/better parks/play/exercise equipment/shade/better maintained/watered/playgrounds add secure fences/more dog parks	7	3	4	3	5
Traffic control management/road closures/speed humps/road signs/need roundabouts/improved safety/speed limits	3	2	3	3	4
Trees/more maintenance/check for issues, especially around playgrounds/parks/quicker response/too many restrictions on pruning/even dangerous trees/have council aware signs on problem trees	-	9	8	6	4
Improved car parking/not enough street parking/handicapped parking/high density housing/narrow streets/around shopping centres/schools/Waterfall Gully	-	5	5	2	3
Planning/infrastructure/improved/get rate payers' opinions/quicker/transparent /poor department/needs improvements	-	2	4	1	2
Building regulations/no high rise developments/no subdivision/keep as they are/in keeping with surrounding heritage homes/more input from rate payers	6	3	2	1	2
Sports/more hockey/football fields/tennis courts/indoor stadium/more focus on junior sports/more ovals	0	1	4	2	2
Reduce parking restrictions/for residents/lower fines/allow verge parking/for residents	-	2	3	1	1
Planning/building/development approvals/sensible approach/maintain hill views/no modern homes/flexible	-	1	1	2	1
Preservation of trees/private and public/too many being cut down/less brutal pruning/replace dead trees	-	1	2	1	1
Heritage listed/historic buildings maintained/preserved/communicate heritage plans	3	1	1	2	1
Select a better species of street tree/not messy ones that drop flowers/nuts/dangerous berries/use natives	-	2	1	1	1
Maintain public facilities/toilets/public seating	-	0	-	0	0
Reduce council expenditure	-	-	-	1	0
Burnside pool/provide cover for year round use/extend swimming seasons	-	0	-	-	0

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

	% response				
	2013 (n=765)	**2014 (n=797)**	**2015 (n=800)**	**Nov 2015 (n=874)**	**Oct 2016 (n=898)**
All council areas should be treated equally/some areas maintained others neglected	-	0	0	1	0
Transport/more frequent/ bus routes that does not go via city	-	-	-	0	0
Provide more facilities for young people/skate park	-	-	-	-	0
Lighting/more street lights/parks and ovals better lit	-	0	1	0	0
Reinstate the hard waste drive	-	-	-	-	0
No parking inspectors	-	-	-	-	0
Allow development/high rise buildings/subdivision/not so restrictive due to heritage properties	-	0	-	0	0
Don't change the course of Stonyfell Creek	-	-	-	-	0
Get rid of bike lanes/too dangerous/too many cyclists on road/charge them to ride bikes	-	0	0	1	0
Reduce spend on kerb/footpath replacement	-	-	-	-	0

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

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

	% response						
	Less than 35 years (n=216)	**35-44 years (n=135)**	**45-54 years (n=160)**	**55-64 years (n=152)**	**65-74 years (n=108)**	**75-84 years (n=81)**	**85+ years (n=45)**
No	51	18	18	20	31	37	51
Don't know	13	9	11	13	14	17	14
More bike/walking paths/lanes/safer/improve/more dedicated cycling/walking trails/clearly marked/raise awareness of them	9	1	5	5	2	-	2
Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides	9	13	19	15	19	13	16
Streetscape/verge maintenance/water/prune trees/ hedges/street sweeping	6	7	13	6	6	5	-
Car parking/more parking inspectors/police parking restrictions in residential streets/resident parking only/ provide permits/clear line marking/signs so people know/parking on one side only/time limits	5	10	10	4	6	5	3
Road maintenance/kerbs/resurfacing/quicker response/ quality standard	4	10	11	11	7	5	7
Traffic control management/road closures/speed humps/road signs/need roundabouts/improved safety/ speed limits	4	4	4	7	5	4	-
More/better parks/play/exercise equipment/shade/better maintained/watered/playgrounds add secure fences/more dog parks	3	12	3	5	4	1	-
Planning/infrastructure/improved/get rate payers' opinions/quicker/transparent /poor department/needs improvements	2	-	5	6	1	-	-
Improved communication/through various channels/ more consultation/discussions /respond to queries/ online portal	-	5	6	9	4	8	2
Trees/more maintenance/check for issues, especially around playgrounds/parks/quicker response/too many restrictions on pruning/even dangerous trees/have council aware signs on problem trees	-	4	7	6	4	4	6
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	4	3	2	2
Burnside pool/provide cover for year round use/extend swimming seasons	-	-	1	-	0	-	-
All council areas should be treated equally/some areas maintained others neglected	-	-	1	-	0	1	-
Improved car parking/not enough street parking/ handicapped parking/high density housing/narrow streets/around shopping centres/schools/Waterfall Gully	-	5	3	2	6	4	4

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

0% represents n=1

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

	% response	
	Male (n=413)	**Female (n=485)**
No	34	29
Don't know	11	14
Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides	15	14
Road maintenance/kerbs/resurfacing/quicker response/quality standard	10	6
Streetscape/verge maintenance/water/prune trees/hedges/street sweeping	7	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	6	7
More/better parks/play/exercise equipment/shade/better maintained/watered/playgrounds add secure fences/more dog parks	6	4
Improved communication/through various channels/more consultation/discussions /respond to queries/online portal	4	5
Traffic control management/road closures/speed humps/road signs/need roundabouts/improved safety/speed limits	4	5
More bike/walking paths/lanes/safer/improve/more dedicated cycling/walking trails/clearly marked/raise awareness of them	3	6

Note: Only results with >5% response shown

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

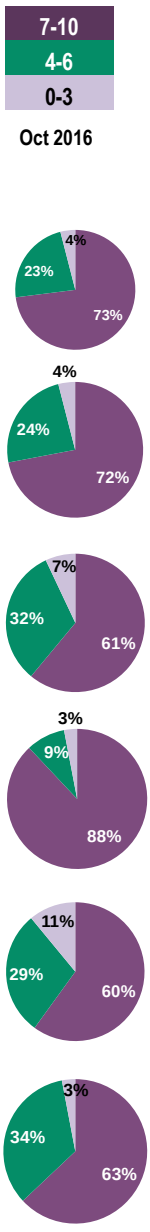
	% response					
	Kensington Park (n=153)	**Kensington Gardens and Magill (n=144)**	**Burnside (n=134)**	**Beaumont (n=215)**	**Eastwood and Glenunga (n=117)**	**Rose Park and Toorak Gardens (n=134)**
No	34	37	24	32	27	31
Don't know	12	10	12	9	12	23
Footpaths/better maintained/repair promptly/ tripping hazard/more paths/both sides	13	16	13	19	10	11
Streetscape/verge maintenance/water/prune trees/hedges/street sweeping	8	8	2	8	10	5
Road maintenance/kerbs/resurfacing/quicker response/quality standard	7	11	13	5	8	4
Heritage listed/historic buildings maintained/ preserved/communicate heritage plans	5	0	-	-	1	1
Car parking/more parking inspectors/police parking restrictions in residential streets/ resident parking only/provide permits/clear line marking/signs so people know/parking on one side only/time limits	5	5	5	5	15	6
Improved communication/through various channels/more consultation/discussions/ respond to queries/online portal	5	2	8	4	5	5
Trees/more maintenance/check for issues, especially around playgrounds/parks/quicker response/too many restrictions on pruning/ even dangerous trees/have council aware signs on problem trees	4	4	2	6	3	3
More/better parks/play/exercise equipment/ shade/better maintained/watered/ playgrounds add secure fences/more dog parks	4	3	5	6	4	4
More bike/walking paths/lanes/safer/ improve/more dedicated cycling/walking trails/clearly marked/raise awareness of them	3	4	1	8	6	4
Traffic control management/road closures/ speed humps/road signs/need roundabouts/ improved safety/speed limits	3	1	4	4	13	3
Planning/infrastructure/improved/get rate payers' opinions/quicker/transparent /poor department/needs improvements	2	2	6	3	1	-
Sports/more hockey/football fields/tennis courts/indoor stadium/more focus on junior sports/more ovals	-	1	2	2	5	0

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

5.3 Protected and valued environment

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

	Mean score				
	2013 (n~556)	2014 (n~602)	2015 (n~593)	November 2015 (n~617)	October 2016 (n~691)
Preparation for and support of residents for bushfire management	6.3	6.6	6.7	7.0	7.2
Restoring and protecting the City's biodiversity	6.7	6.8	6.9	7.1	7.1
Water Management initiatives	6.4	6.4	6.6	6.8	6.6
Garbage and green waste management	7.7	7.8	8.0	8.0	8.0
Hard waste and electronic waste management	6.7	7.2	7.4	7.0	6.7
After hours hazard response management	6.6	6.7	7.0	7.0	7.0



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

	Mean score						
	Less than 35 years (n~179)	**35-44 years (n~98)**	**45-54 years (n~119)**	**55-64 years (n~119)**	**65-74 years (n~83)**	**75-84 years (n~61)**	**85+ years (n~32)**
Preparation for and support of residents for bushfire management[1]	7.2	7.4	6.8	6.9	7.3	7.5	8.3
Restoring and protecting the City's biodiversity[2]	7.1	7.4	6.8	6.7	7.3	7.3	7.9
Water Management initiatives[3]	7.0	6.5	6.1	6.2	6.6	6.9	7.8
Garbage and green waste management[4]	8.3	7.5	7.4	7.9	8.2	8.4	8.8
Hard waste and electronic waste management	6.8	6.4	6.3	6.4	6.7	7.5	7.7
After hours hazard response management	7.2	6.8	6.5	6.8	7.0	7.4	7.7

	Mean score	
	Male (n~325)	**Female (n~367)**
Preparation for and support of residents for bushfire management[1]	7.1	7.3
Restoring and protecting the City's biodiversity	7.1	7.1
Water Management initiatives	6.7	6.6
Garbage and green waste management	7.9	8.0
Hard waste and electronic waste management	6.6	6.7
After hours hazard response management	6.9	7.1

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

	Mean score					
	Kensington Park (n~114)	**Kensington Gardens and Magill (n~110)**	**Burnside (n~108)**	**Beaumont (n~180)**	**Eastwood and Glenunga (n~85)**	**Rose Park and Toorak Gardens (n~94)**
Preparation for and support of residents for bushfire management	6.6	7.3	6.6	7.5	7.7	7.6
Restoring and protecting the City's biodiversity	7.1	7.3	6.9	7.0	7.2	7.0
Water Management initiatives	6.1	7.0	6.9	6.7	6.4	6.7
Garbage and green waste management	7.9	8.3	8.0	7.9	8.0	7.7
Hard waste and electronic waste management	6.8	6.9	6.5	6.6	6.8	6.3
After hours hazard response management	6.9	6.8	7.1	7.1	6.7	7.0

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

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

	% response				
	2013 (n=738)	**2014 (n=797)**	**2015 (n=799)**	**Nov 2015 (n=863)**	**Oct 2016 (n=897)**
No	49	53	55	53	46
Don't know	10	10	12	14	16
More hard rubbish collections/communication about hard rubbish service/call for collection/stop it sitting on roadside/have a depot in area	16	15	14	3	11
Annual hardwaste pick up/reintroduce	-	-	-	14	9
More electronic waste collections/more recycling plan for electronic waste/advertise service/have depot in area	6	6	4	2	6
Better water management/maintenance of catchments/retaining storm water/wet-lands/more recycled water/water saving programs	4	3	2	2	4
More rubbish collections/waste/green/weekly/in hot weather/after storms/ provide more/larger bins for larger properties	10	4	3	3	2
Maintenance/trees/parks/verges/footpaths/roads/lighting/walking trails	4	1	2	1	2
More/better/ information/communication with residents/easily accessible/easy to understand/website/newsletter	6	2	3	1	2
Promote environmental sustainability/initiatives/being more energy efficient/solar panels	-	-	1	0	2
More information about bushfire management/enforce bushfire safety measures on high risk properties/improve fire prevention for public areas	3	2	3	1	1
Trees/remove dead trees/fallen limbs/replant after removing unsafe trees	-	2	1	1	1
Emergency response/faster/more man power available to help/better communication	-	-	-	-	1
Hazardous waste/recycling plant/somewhere to drop off/have a collection for these types of materials	3	2	2	1	1
Biodiversity/more funding/larger focus on this/council not doing enough	-	1	1	0	1
More frequent recycling pick up/larger bins	-	2	0	2	1
Better hazard response management	0	-	0	1	0
Residential planning/attention to detail/limit number of houses being demolished/less two storey houses	-	-	-	-	0
Improve waste management /get rid of current bin system/3 bins/too hard to use	-	1	1	1	0
Compost bags/provide free of charge	-	-	-	-	0
After hours service/improve response/use council as call centre doesn't know area/advertise phone number	-	1	0	-	0
More responsive to reports of hazards/on roads footpaths/maintenance requests	-	1	-	-	0
Employ rangers to monitor parks	-	-	-	-	0
Promote paperless registrations/cut down on mail outs/more emails	-	-	-	-	0
Rubbish collection/after 6 am/fortnightly not weekly	-	0	-	1	0
Funding/put more money towards these areas/stop wasting money	-	1	-	-	0

	% response				
	2013 (n=738)	2014 (n=797)	2015 (n=799)	Nov 2015 (n=863)	Oct 2016 (n=897)
More innovative consultation	-	0	-	1	0
More care in conducting council meetings	-	-	-	-	0
Have a green waste depot residents can use to drop off excess green waste	-	0	0	0	0

Note: 0% represents n=4 or less

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

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

	% response						
	Less than 35 years (n=216)	**35-44 years (n=135)**	**45-54 years (n=160)**	**55-64 years (n=151)**	**65-74 years (n=108)**	**75-84 years (n=81)**	**85+ years (n=45)**
No	51	38	38	44	39	59	67
Don't know	16	16	16	13	16	14	21
More hard rubbish collections/communication about hard rubbish service/call for collection/stop it sitting on roadside/have a depot in area	15	15	11	10	11	4	-
More electronic waste collections/more recycling plan for electronic waste/advertise service/have depot in area	8	6	6	3	5	3	3
Annual hardwaste pick up/reintroduce	3	13	12	12	12	6	6
Maintenance/trees/parks/verges/footpaths/roads/lighting/walking trails	2	-	1	3	4	5	4
More rubbish collections/waste/green/weekly/in hot weather/after storms/provide more/larger bins for larger properties	-	5	7	1	2	1	-
Better water management/maintenance of catchments/retaining storm water/wet-lands/more recycled water/water saving programs	-	6	6	8	3	1	-

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

	% response	
	Male (n=411)	**Female (n=485)**
No	44	47
Don't know	14	17
More hard rubbish collections/communication about hard rubbish service/call for collection/stop it sitting on roadside/have a depot in area	14	9
Annual hardwaste pick up/reintroduce	10	9
More electronic waste collections/more recycling plan for electronic waste/advertise service/have depot in area	7	4

Note: Only results with >5% response shown

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

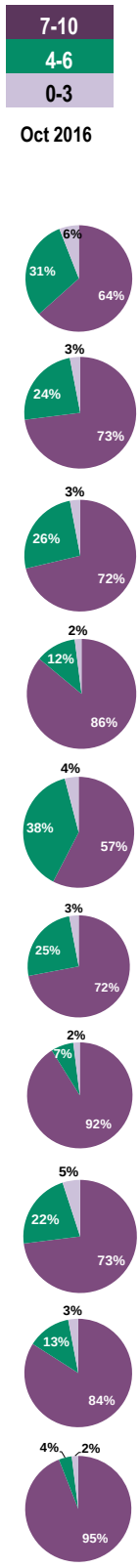
	% response					
	Kensington Park (n=153)	**Kensington Gardens and Magill (n=144)**	**Burnside (n=135)**	**Beaumont (n=215)**	**Eastwood and Glenunga (n=116)**	**Rose Park and Toorak Gardens (n=134)**
No	47	52	47	44	46	38
Don't know	14	13	16	18	16	16
More hard rubbish collections/communication about hard rubbish service/call for collection/ stop it sitting on roadside/have a depot in area	13	6	9	13	12	14
Better water management/maintenance of catchments/retaining storm water/wet-lands/ more recycled water/water saving programs	10	2	2	3	2	2
Annual hardwaste pick up/reintroduce	6	8	8	10	11	13
More electronic waste collections/more recycling plan for electronic waste/advertise service/have depot in area	3	6	10	3	7	6
Maintenance/trees/parks/verges/footpaths/ roads/lighting/walking trails	2	2	5	2	1	2
More/better/ information/communication with residents/easily accessible/easy to understand/website/newsletter	1	6	2	1	1	2

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

5.4 Diverse supportive, happy and healthy people

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

	Mean score				
	2013 (n~543)	2014 (n~603)	2015 (n~600)	November 2015 (n~638)	October 2016 (n~684)
Support for local businesses	6.2	6.6	6.4	6.6	6.7
Community and cultural activities	6.8	7.1	6.9	7.2	7.1
Providing public and environmental health services	7.0	7.0	7.1	7.1	7.2
Providing services for older residents	7.6	7.5	7.6	7.7	7.8
Providing services for younger residents	6.3	6.2	6.3	6.6	6.5
Providing services for families	6.9	6.8	6.9	6.9	7.1
Presentation and cleanliness of the City	8.0	7.9	8.1	8.2	8.1
Providing animal and pest management services	6.7	6.9	7.0	7.2	7.1
Providing a community bus service	7.6	7.4	7.8	8.0	7.8
Providing library services	8.4	8.4	8.7	8.8	8.7



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

	Mean score						
	Less than 35 years (n~173)	**35-44 years (n~105)**	**45-54 years (n~121)**	**55-64 years (n~111)**	**65-74 years (n~79)**	**75-84 years (n~60)**	**85+ years (n~34)**
Support for local businesses[1]	7.2	6.5	6.1	6.0	6.6	7.1	7.7
Community and cultural activities[2]	7.1	6.8	6.8	7.0	7.4	7.9	8.3
Providing public and environmental health services[3]	7.3	7.0	6.7	6.7	7.3	7.7	8.1
Providing services for older residents[4]	7.8	7.8	7.5	7.5	7.8	8.1	8.3
Providing services for younger residents[5]	6.3	6.4	6.6	6.4	6.9	7.2	7.8
Providing services for families[6]	7.5	6.7	6.8	6.8	7.2	7.3	8.2
Presentation and cleanliness of the City[7]	8.5	8.2	7.8	7.8	8.1	8.0	8.5
Providing animal and pest management services[8]	7.1	7.1	6.9	7.0	7.1	7.3	8.1
Providing a community bus service	7.4	7.7	7.8	7.7	8.0	8.4	8.8
Providing library services	8.6	8.7	8.5	8.5	8.8	9.0	9.3

	Mean score	
	Male (n~311)	**Female (n~373)**
Support for local businesses	6.6	6.9
Community and cultural activities	7.0	7.2
Providing public and environmental health services	7.1	7.2
Providing services for older residents	7.6	7.9
Providing services for younger residents	6.4	6.7
Providing services for families	7.1	7.0
Presentation and cleanliness of the City	8.0	8.2
Providing animal and pest management services	6.8	7.3
Providing a community bus service	7.5	8.1
Providing library services	8.5	8.8

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

	Mean score					
	Kensington Park (n~113)	**Kensington Gardens and Magill (n~110)**	**Burnside (n~100)**	**Beaumont (n~170)**	**Eastwood and Glenunga (n~90)**	**Rose Park and Toorak Gardens (n~101)**
Support for local businesses	6.4	6.5	7.1	7.0	6.3	6.7
Community and cultural activities	7.2	7.2	7.0	7.1	7.1	7.1
Providing public and environmental health services	6.9	7.5	7.1	7.3	6.9	7.1
Providing services for older residents	7.6	8.0	7.8	7.8	7.4	7.9
Providing services for younger residents	6.6	6.5	6.1	6.6	6.8	6.7
Providing services for families	6.8	7.3	6.9	7.1	6.9	7.2
Presentation and cleanliness of the City	8.2	8.3	8.0	8.1	7.7	8.3
Providing animal and pest management services	6.9	7.5	7.2	6.8	7.0	7.3
Providing a community bus service	7.5	7.7	7.9	7.9	7.7	8.3
Providing library services	8.6	8.7	8.6	8.6	8.4	8.9

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

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

	% response				
	2013 (n=733)	**2014 (n=797)**	**2015 (n=799)**	**Nov 2015 (n=868)**	**Oct 2016 (n=897)**
No	64	66	63	61	53
Don't know	12	11	12	17	21
More communication/information of opening hours of all services/ advertising of health services information/flyers/website/mobile app/find out what community wants/be more accessible/transparent	6	9	5	5	4
Maintenance of roads/street sweeping/trees/those affecting roof gutters/ walking tracks/verges and rubbish removal/public toilets/footpaths/ graffiti/bus shelters	4	2	0	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 WiFi	4	3	4	2	3
More facilities/activities/services for younger people and the younger disabled/counselling for young people	5	2	4	2	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	1	1	1	2	2
Provide more services for business/zoning/promote small business/hold community events near businesses	-	1	1	1	2
More cultural and community/family events and services/geared towards all ages	2	1	2	2	2
Pest control/management of possums and feral animals/European wasps	1	3	2	1	2
Dog and cat management/registration/after hours number for lost animals	1	1	2	3	2
More leisure suitable for teenagers/activities/sports areas/fields/arenas/	-	0	2	2	1
More aged care services/home support/subsidised exercise classes/ gym/meals at council/not just for over 80s	3	1	1	2	1
Wildlife rescue services/improve knowledge	-	-	-	-	1
More diligent with traffic control/speeding	-	-	-	-	0
More dog friendly areas/parks/outdoor eating areas	-	1	0	1	0
Don't have too many services as rates will increase	-	-	-	-	0
Equal consideration given to all ages/all areas /not just the flats/civic centre areas	-	-	-	0	0
Create more jobs within council/at the library/encourage/support volunteers	-	0	0	-	0
Provide temporary housing for refugees	-	-	-	-	0
Provide more parking/at the library/cinema/regulate parking near small businesses	-	0	0	-	0
More/better health services/support	-		1	0	0
Support and services for indigenous community	-	-	-	-	0
Expand schools/not enough spaces	-	-	-	-	0

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

	% response				
	2013 (n=733)	**2014 (n=797)**	**2015 (n=799)**	**Nov 2015 (n=868)**	**Oct 2016 (n=897)**
Better support for the disadvantaged	-	-	-	-	0
More childcare/facilities for babies/preschool children	-	-	-	-	0
Access to local councillors/opportunity to meet them	-	-	-	-	0
Enforce residents keeping property tidy/clear up litter etc	-	0	-	0	0
It works well/satisfied	-	-	-	0	0

Note: 0% represents n=4 or less

	% response						
	Less than 35 years (n=216)	**35-44 years (n=135)**	**45-54 years (n=160)**	**55-64 years (n=151)**	**65-74 years (n=108)**	**75-84 years (n=81)**	**85+ years (n=45)**
No	52	49	52	52	54	61	71
Don't know	21	21	20	22	24	24	18
Community bus services/more/cater for all types/allow bus volunteers to accept gifts/more information about service/provide a step into the bus	6	2	-	1	1	2	2
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	-	9	7	6	2	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

	% response	
	Male (n=414)	**Female (n=483)**
No	53	54
Don't know	22	21
More communication/information of opening hours of all services/advertising of health services information/flyers/website/mobile app/find out what community wants/be more accessible/transparent	5	3
Maintenance of roads/street sweeping/trees/those affecting roof gutters/walking tracks/verges and rubbish removal/public toilets/footpaths/graffiti/bus shelters	5	1

Note: Only results with >5% response shown

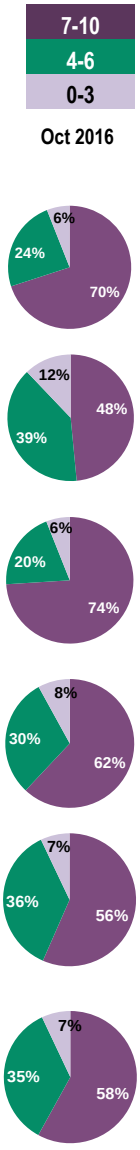
	% response					
	Kensington Park (n=152)	**Kensington Gardens and Magill (n=143)**	**Burnside (n=135)**	**Beaumont (n=216)**	**Eastwood and Glenunga (n=117)**	**Rose Park and Toorak Gardens (n=133)**
No	46	50	63	55	49	57
Don't know	30	19	19	18	18	24
Pest control/management of possums and feral animals/European wasps	5	1	1	1	2	0
Community bus services/more/cater for all types/allow bus volunteers to accept gifts/ more information about service/provide a step into the bus	4	1	0	5	1	0
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	3	6	5	3	6	3
Maintenance of roads/street sweeping/trees/ those affecting roof gutters/walking tracks/ verges and rubbish removal/public toilets/ footpaths/graffiti/bus shelters	2	2	3	2	7	2
More facilities/activities/services for younger people and the younger disabled/counselling for young people	1	3	1	1	5	5
More leisure suitable for teenagers/activities/ sports areas/fields/arenas/	-	7	-	-	1	-

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

5.5 Leading inclusive and connected Council

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

	Mean score				
	2013 (n~583)	2014 (n~640)	2015 (n~637)	Nov 2015 (n~648)	Oct 2016 (n~713)
Consultation with and informing the community	6.3	6.7	6.7	7.0	7.0
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
The interactions you have with Council staff	6.9	7.1	7.2	7.3	7.2
Providing leadership in the community	5.6	6.1	6.3	6.4	6.5
Financial management	5.6	6.1	6.0	5.9	6.4
The balance between Council rates and the services and standards of infrastructure provided	6.2	6.4	6.3	6.4	6.5



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 score						
	Less than 35 years (n~153)	**35-44 years (n~112)**	**45-54 years (n~129)**	**55-64 years (n~127)**	**65-74 years (n~89)**	**75-84 years (n~69)**	**85+ years (n~34)**
Consultation with and informing the community	7.3	6.6	6.8	6.6	7.2	7.3	8.0
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	6.7	5.8	5.6	5.5	6.1	6.2	6.9
The interactions you have with Council staff	7.0	7.2	6.8	7.2	7.4	7.8	8.4
Providing leadership in the community	7.1	6.5	6.0	5.7	6.5	6.9	7.7
Financial management	6.6	6.3	5.8	6.0	6.8	6.8	7.6
The balance between Council rates and the services and standards of infrastructure provided	6.5	6.4	6.0	6.1	6.9	7.1	7.9

	Mean score	
	Male (n~343)	**Female (n~370)**
Consultation with and informing the community	7.1	7.0
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	6.0	6.1
The interactions you have with Council staff[1]	7.3	7.2
Providing leadership in the community	6.5	6.5
Financial management	6.4	6.4
The balance between Council rates and the services and standards of infrastructure provided	6.5	6.5

	Mean score					
	Kensington Park (n~125)	**Kensington Gardens and Magill (n~105)**	**Burnside (n~105)**	**Beaumont (n~178)**	**Eastwood and Glenunga (n~92)**	**Rose Park and Toorak Gardens (n~109)**
Consultation with and informing the community	7.0	7.5	6.5	7.0	7.0	7.2
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	5.8	6.1	5.7	6.3	5.9	6.5
The interactions you have with Council staff	6.9	7.4	6.8	7.3	7.4	7.5
Providing leadership in the community	6.1	6.7	6.2	6.7	6.5	6.7
Financial management[1]	6.0	6.2	6.3	6.7	6.7	6.4
The balance between Council rates and the services and standards of infrastructure provided	6.3	6.7	6.4	6.7	6.1	6.5

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

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

	% response				
	2013 (n=713)	**2014 (n=797)**	**2015 (n=799)**	**Nov 2015 (n=870)**	**Oct 2016 (n=898)**
No	58	58	53	55	53
Don't know	14	12	19	19	21
Communicate with residents/listen/consult/meetings/keep informed of pending works/future plans/developments	12	8	8	6	9
Reduce rates/greater concessions/base rates on property value/how many people live in the house/size of block	3	5	6	3	3
Cut down on excess spending /reduce costs/monitor budget	-	0	0	5	2
Honest/transparent about their dealings/working for the benefit of the community/	8	7	6	4	2
Better maintenance of all council property/roads/footpaths/ improve infrastructure	-	-	-	-	2
Elected council members should contact residents/get to know their constituents/not seen or heard from elected member	4	2	2	1	2
Better budgeting/realistic goals/don't waste money/qualified staff to manage finances/accountability/forward planning	4	4	2	1	1
Dysfunctional/stop the in house fighting/council is too political/poor image in the media	2	1	0	1	1
Leadership needs attention/stronger leadership/fresh blood	-	0	0	1	1
Staff be more responsive/within time frame/respond to requests/building approvals/return phone calls	-	3	0	1	1
Be proactive/actually put ideas into practice/adhere to long term plans	-	1	0	-	0
Elected members should not be driven by self interests	-	-	-	-	0
Amalgamation/collaboration with other councils	-	0	0	-	0
Publish commission findings/when will we get to see the release of the report	1	0	-	-	0
More realistic valuation of houses	-	-	-	-	0
Website/improve/provide more information/heritage/ environment	-	0	0	-	0
Staff can be rude/more approachable/knowledgeable/ friendly/helpful/staff need to be reviewed	2	1	1	1	0
Be more involved with community services/voluntary organisations	-	0	0	0	0
Provide value for services returned/rates too high for services/be cost conscious	-	3	2	1	0
Improve consistency and cohesion within Council	-	-	-	-	0
More frequent newsletters/services available/provide planning information/changes to road laws	-	0	0	0	0
Council workers in the field put more effort into working/ efficiently/consistently	-	0	0	1	0

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

	% response				
	2013 (n=713)	**2014 (n=797)**	**2015 (n=799)**	**Nov 2015 (n=870)**	**Oct 2016 (n=898)**
Improve bill paying methods/pay in cash for older residents/ paperless bills	-	-	-	-	0
Staff take on responsibilities that council are empowered to/be accountable/compliance monitoring/provide feedback on action taken	-	0	-	0	0
No/happy with everything	-	0	-	-	0
Waste collection/better management/stop changing the system/allow for more green waste	-	1	0	0	0
Further assistance for older residents	-	-	-	-	0
Should not fund things that don't serve the wider community/ library/community bus/cinema/sporting facilities	-	0	0	0	0
Use new technology to communicate/e-newsletters	-	-	0	-	0
Review of services that are offered/be fair in serving the residents	-	0	2	0	0
Be more innovative/forward thinking/not so conservative	-	0	-	0	0
Council staff should wear identification when out in the field	-	-	-	-	0

Note: 0% represents n=4 or less

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

	% response						
	Less than 35 years (n=213)	**35-44 years (n=135)**	**45-54 years (n=162)**	**55-64 years (n=153)**	**65-74 years (n=108)**	**75-84 years (n=80)**	**85+ years (n=45)**
No	69	50	41	41	54	53	61
Don't know	19	20	25	19	20	25	25
Communicate with residents/listen/consult/meetings/ keep informed of pending works/future plans/ developments	12	13	8	8	7	9	2
Honest/transparent about their dealings/working for the benefit of the community/	-	2	2	5	2	3	-
Reduce rates/greater concessions/base rates on property value/how many people live in the house/size of block	-	-	7	4	3	2	-

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

	% response	
	Male (n=411)	**Female (n=486)**
No	51	54
Don't know	23	20
Communicate with residents/listen/consult/meetings/keep informed of pending works/future plans/developments	8	10

Note: Only results with >5% response shown

	% response					
	Kensington Park (n=153)	**Kensington Gardens and Magill (n=144)**	**Burnside (n=135)**	**Beaumont (n=216)**	**Eastwood and Glenunga (n=114)**	**Rose Park and Toorak Gardens (n=135)**
No	48	59	46	54	57	52
Don't know	23	18	23	20	21	24
Communicate with residents/listen/consult/meetings/ keep informed of pending works/future plans/ developments	7	12	14	8	8	8
Cut down on excess spending /reduce costs/monitor budget	5	2	2	1	1	2

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

5.6 Future services

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

Due to the unrestricted comments that residents are able to provide in this section; the responses have been grouped into themes that allow the results to be compared over time. Where residents did not feel there were any other services that they would like Council to provide, a "no" response was recorded. Where residents felt there were additional services, but were unable to articulate a suggestion, a "don't know" response was recorded. The remainder of responses reflect the themes from the comments provided. These results are also presented by age group, gender and Ward on the following pages.

	% response				
	2013 (n=724)	**2014 (n=797)**	**2015 (n=800)**	**Nov 2015 (n=873)**	**Oct 2016 (n=899)**
No	64	71	74	68	69
Don't know	18	7	11	13	12
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	6	3	2	3	5
Improved general maintenance/verge/trees pruned/footpaths swept/levelled to avoid tripping hazard/road gutters swept	5	4	1	2	4
Elderly/disability services in home assistance/transport/ shopping/gardening/exercising/more facilities/general assistance/ meals/digital training	2	2	1	2	2
More recreational facilities/open areas/BBQ's/seating/shaded areas/walking, cycling trails/dog park/BMX/skateboard/hire areas at parks	3	3	1	3	2
Engage with local community/monthly emails/meetings/more information/involve community/consult/respond/follow up/in person	2	1	1	1	1
Youth programs/assistance/meeting place	-	0	2	1	1
Recycling and renewable energy plan/information	-	-	-	-	1
Train/tram line through Burnside area	-	-	-	-	1
Provide more community events/festivals/funding for arts	-	1	0	1	0
Mobile library/more toys/cleaner	-	0	0	0	0
Improve traffic management/speeding trucks/hoon drivers/ pedestrian crossings/traffic lights	-	0	1	1	0
Better community bus service	-	0	0	0	0
Physical fitness/public exercise sessions/gym equipment in parks public	-	-	0	0	0
Telecommunications/more internet access/Burnside Village/ Telstra black spots/NBN	-	0	-	0	0
Community clubs/centre to learn new skills/after school care/ immigrant orientation into Australian society/lunches	-	0	0	0	0
Preservation of listed buildings/offer assistance to residents of Heritage properties/development opportunities	-	1	0	0	0
Young families/refugees/help with housing/budgeting/community activities	-	1	1	0	0
Water/storage/Wattle Park reservoir/rain water	-	-	-	-	0
Bushwalking and history tours in the hills	-	-	-	-	0
Public swimming pool/complete upgrade/extend hours/classes/ aqua aerobics/indoor pool section	0	0	0	-	0

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

	% response				
	2013 (n=724)	**2014 (n=797)**	**2015 (n=800)**	**Nov 2015 (n=873)**	**Oct 2016 (n=899)**
Improve planning department/advice service/allow residents to see proposed plans/voice any concerns/simplify approval process	-	0	0	0	0
Bushfire management and information programmes	-	-	-	0	0
More community garden spaces	-	0	-	0	0
Pet registration/cats	-	-	-	-	0
Provide more online services/mobile application	-	-	-	-	0
Mediation service/neighbourhood disputes	-	0	0	-	0
Flexibility on payment of rates	-	-	-	-	0
Amalgamate with other Councils	-	-	-	-	0
Neighbourhood watch/make clear who is paying for this	-	-	-	-	0
Have safe houses in the area	-	-	-	-	0
Energy audit for homes and business	-	-	-	-	0
Web access to the library	-	-	-	-	0
Indigenous/services/support/flag	-	-	-	-	0
Meals/reasonably priced accessible to all ages/meals on wheels	-	-	-	0	0
A working home assist line	-	-	-	-	0
Support for local business	-	-	-	-	0
Recycle bottles separately from other recycling	-	-	-	-	0
Diversity/multicultural activities	-	-	-	0	0

Note: 0% represents n=4 or less

	% response						
	Less than 35 years (n=216)	**35-44 years (n=135)**	**45-54 years (n=162)**	**55-64 years (n=151)**	**65-74 years (n=108)**	**75-84 years (n=80)**	**85+ years (n=45)**
No	68	66	63	69	70	77	84
Don't know	13	15	13	12	15	5	6
Improved general maintenance/verge/trees pruned/footpaths swept/levelled to avoid tripping hazard/road gutters swept	6	3	2	3	3	3	2
Waste collection/annual hard waste collection/depots for hard, electronic, hazardous, green and general waste/dumping location within council area/extra bins for homes/collection by appointment	3	4	11	2	5	3	-
Better community bus service	-	-	-	1	-	1	5
Elderly/disabled services	-	1	2	3	1	6	-

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

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

	% response	
	Male (n=413)	**Female (n=485)**
No	69	69
Don't know	12	12
Waste collection/annual hard waste collection/depots for hard, electronic, hazardous, green and general waste/dumping location within council area/extra bins for homes/ collection by appointment	4	5

Note: Only results with >5% response shown

	% response					
	Kensington Park (n=153)	**Kensington Gardens and Magill (n=144)**	**Burnside (n=135)**	**Beaumont (n=216)**	**Eastwood and Glenunga (n=116)**	**Rose Park and Toorak Gardens (n=134)**
No	66	66	65	72	69	74
Don't know	8	12	14	16	10	12
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	3	3	5	4	5
Improved general maintenance/verge/ trees pruned/footpaths swept/levelled to avoid tripping hazard/road gutters swept	6	*	6	3	5	2
Youth Programs	-	5	-	0	-	-

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

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

	% response				
	2013 (n=751)	**2014 (n=797)**	**2015 (n=800)**	**Nov 2015 (n=872)**	**Oct 2016 (n=898)**
No	73	84	83	75	83
Don't know	26	13	15	20	14
Just provide core services/road/waste/footpaths/lighting	-	0	0	1	1
Reduce the number of council departments/sub committee/ bureaucracy/too many staff/duplicate services	-	0	0	0	0
Planning/too inefficient/approvals take too long	-	0	0	-	0
Cat registration/monitoring	-	-	-	-	0
Cut out public entertainment, sports clubs and community program spending	0	-	-	0	0
Community buses	-	0	0	0	0
Preserving trees/should be handled by professional arborists/Council go overboard	-	0	0	0	0
Dog catchers should not have the decision of putting dogs down	-	-	-	-	0
Stop promoting walking trails through residential areas	-	-	-	-	0
Too much paving	-	-	-	-	0
New bin system too complex/did not need to change	0	-	0	0	0
Roads/footpaths should be the responsibility of State Government	-	0	-	1	0
Hard waste/people should take this to the dump	-	-	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
Verge maintenance/residents can take care of/mow their own	-	0	-	0	0
Meal service/cheap or free meals for the elderly/pensioners	0	0	1	1	0
Building regulations	-	-	-	-	0
Parks/dog/exercise	-	-	-	-	0
Library services	-	0	-	0	0
Burnside Focus Newsletter	-	-	-	-	0
Bicycle lanes/spending too much money on the installation of these	-	-	0	-	0
Don't send out timer to time residents in shower	-	-	-	-	0
Pepper Street gallery open too long/reduce hours	-	-	-	-	0
The lunch club	-	-	-	-	0
Programs for young people	-	0	0	-	0
Delivering books to elderly	-	-	-	-	0

Note: 0% represents n=3 or less

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

5.7 Communication

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

	% response			
	2014 (n=797)	**2015 (n=800)**	**Nov 2015 (n=858)**	**Oct 2016 (n=902)**
Email	29	35	38	43
Addressed letter/newsletter in the post	21	25	21	29
Focus quarterly newsletter	21	21	22	27
Council website	18	23	21	20
Council flyers/posters	19	18	21	13
The Messenger - local newspaper	16	17	18	12
Telephone	8	8	6	5
Social Media	2	1	5	5
Council office/front counter/help desk	5	5	4	3
Other methods	7	-	0	3
Council/community meetings	1	1	1	2
Library/notice boards/handouts	1	1	1	1
Don't currently receive information from Council	1	0	1	1
Don't know	1	1	-	1
Letterbox drop/to the home owner	3	3	3	0
Speeches/openings	0	0	0	0
None	0	0	-	0
Face to face/elected members/door knocking	0	1	0	0
Mobile application	-	-	-	0
Cheapest option for Council	-	-	-	0
Non-Council initiated communication	0	0	0	0
Via retirement village management	-	-	-	0
The Courier	-	-	-	0

Note: 0% represents n=4 or less

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

	% response						
	Less than 35 years (n=216)	**35-44 years (n=135)**	**45-54 years (n=162)**	**55-64 years (n=153)**	**65-74 years (n=108)**	**75-84 years (n=81)**	**85+ years (n=45)**
Email	44	51	44	51	44	27	4
Addressed letter/newsletter in the post	39	33	24	23	22	24	33
Council website	26	24	24	19	13	9	2
Focus quarterly newsletter	23	22	29	29	33	30	32
Council flyers/posters	15	11	9	10	15	20	23
Social Media	10	6	4	1	1	1	-
The Messenger - local newspaper	5	12	14	18	15	16	13
Telephone	4	4	5	3	6	9	16
Council/community meetings	-	-	1	4	2	5	-
Other methods	-	5	3	3	2	3	7
Council office/front counter/help desk	-	-	2	5	6	10	-

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

	% response	
	Male (n=416)	**Female (n=486)**
Email	43	43
Focus quarterly newsletter	26	28
Addressed letter/newsletter in the post	25	32
Council website	21	19
Council flyers/posters	15	12
The Messenger - local newspaper	10	15
Telephone	6	5
Social Media	5	5

Note: Only results with >5% response shown

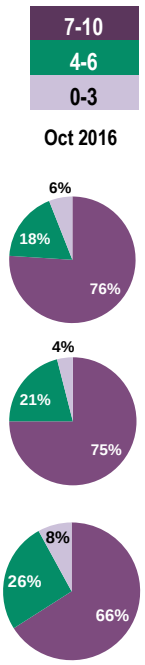
Through which methods do you prefer to obtain information from Council? (Q14) continued

	% response					
	Kensington Park (n=153)	**Kensington Gardens and Magill (n=144)**	**Burnside (n=135)**	**Beaumont (n=216)**	**Eastwood and Glenunga (n=117)**	**Rose Park and Toorak Gardens (n=135)**
Email	40	43	46	40	39	51
Focus quarterly newsletter	26	31	24	24	30	29
Council website	24	11	20	23	17	21
Addressed letter/newsletter in the post	24	26	30	37	20	32
Council flyers/posters	17	16	10	9	23	8
The Messenger - local newspaper	12	12	10	12	20	9
Social Media	7	6	2	4	2	6
Telephone	6	4	8	3	9	3
Council office/front counter/help desk	2	1	3	3	3	5

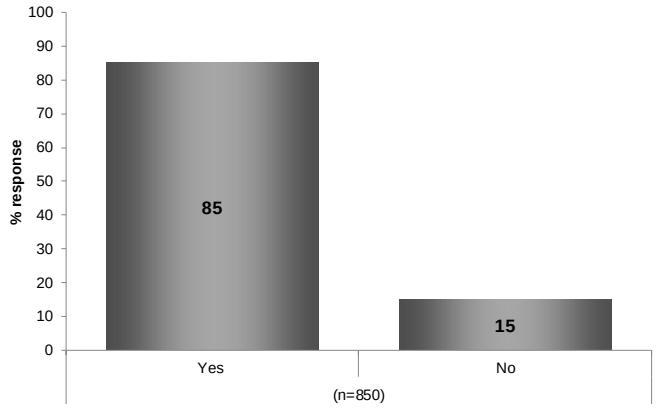
Note: Only results with >5% response for at least one ward shown

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

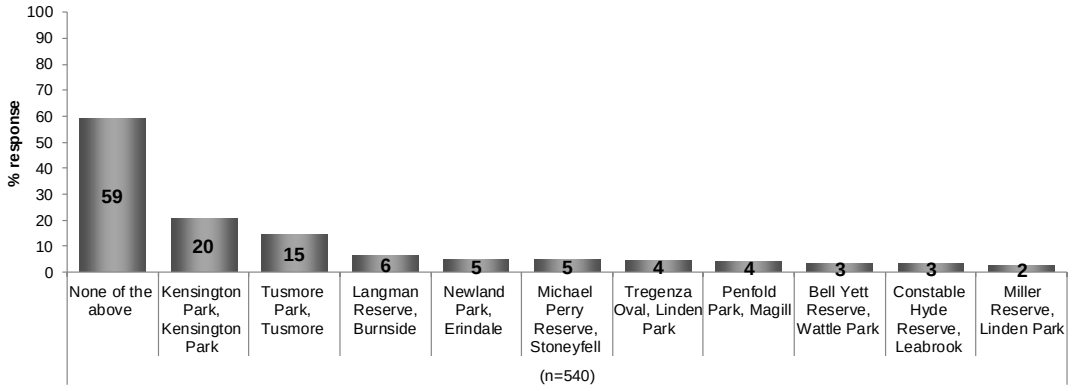
	% response			
	2014 (n~592)	2015 (n~608)	Nov 2015 (n~634)	Oct 2016 (n~715)
Focus quarterly newsletter	6.8	6.8	7.3	7.3
Council website	7.0	7.1	7.3	7.2
Council flyers/posters	6.4	6.5	7.0	6.8



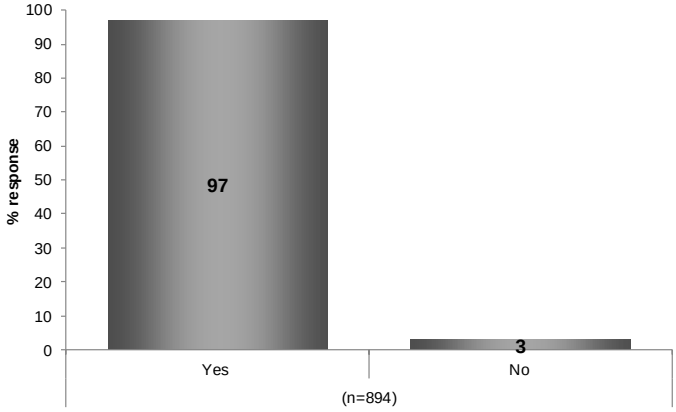
Do you support the City of Burnside hosting a stage of the Tour Down Under? (Q1n16)



Master Planning has recently taken place at Hazelwood Park with the outcome being a new conservation management plan; also at Glenunga Reserve with the outcome of the new Hub complex. What other open space locations in the City of Burnside could benefit from a master planning process (Q2n16)



Our heritage is our inheritance from the past. It can include the natural and built environments, objects, languages and beliefs. Places of cultural significance to local communities are protected by individual local councils through their Development Plans and under the Development Act 1993. Is it important to protect heritage in our community? (Q4n16)



5.8 Demographics

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

Age group (Q16)

	% response (n=902)
Less than 35 years	24
35-44 years	15
45-54 years	18
55-64 years	17
65-74 years	12
75-84 years	9
85+ years	5

Gender (Q17)

	% response (n=902)
Male	46
Female	54

Household situation (Q18)

	% response (n=895)
Lone person household	12
Group household of related or unrelated adults	19
Young couple, no children	2
Older couple, no children at home	23
Couple or single with parent with mainly pre-school aged children	5
Couple or single parent with mainly primary-school aged children	11
Couple or single parent with mainly teenaged children	13
Couple or single parent with mainly adult children still living at home	14

Employment status (Q19)

	% response (n=894)
Part-time employment	26
Full-time employment	31
Unemployed	3
Home duties	4
Pensioner (non-age pension)	3
Retired/age pensioner	23
Students	11

Suburb (Q20)

	% response (n=902)
Beaumont	9
Kensington Park	6
Kensington Gardens	6
Magill	6
Burnside	5
Toorak Gardens	5
Linden Park	5
Wattle Park	4
Beulah Park	4
Glenunga	4
Hazelwood Park	4
Dulwich	4
Glen Osmond - East of Sunnyside Road (Beaumont Ward)	4
St Georges	3
Rose Park	3
Tusmore	3
Glenside	3
Stonyfell	3
Glen Osmond - West of Sunnyside Road (Eastwood/Glenunga ward)	3
Rosslyn Park	3
Leabrook	2
Frewville	2
Erindale	2
Mount Osmond	2
Auldana	2
Eastwood	1
Skye	0
Waterfall Gully	0
Leawood Gardens	0

Note: 0% represents n=3 or less

Housing status (Q21)

	% response (n=902)
Owner occupied	95
Rented/tenanted	5

Business ownership (Q22)

	% response (n=902)
No, don't own a business	72
In business premises outside of Burnside Council area	13
A home-based business	9
Based in business premises within Burnside Council area	3
At various locations / clients' premises (eg builder, contract work, driver etc)	3
Something else	1

Note: 0% represents n=3

Appendix 1: Data weighting

A detailed breakdown of raw (n=906) and weighted data (n=902) is displayed below. The variation between the raw and weighted samples occurred due to a minor number of respondents whose answers could not be accepted. Although this variation slightly affected the weights, they are minor and acceptable for the purposes of data analysis.

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

Variables	Raw Data #	Raw Data %	Weighted Data #	Weighted Data %
Overall	**906**	**100%**	**902**	**100%**
Gender				
Male	458	51%	416	46%
Female	445	49%	486	54%
Total	**903**	**100%**	**902**	**100%**
Age				
< 35	43	5%	216	24%
35-44 years	73	8%	135	15%
45-54 years	137	15%	162	18%
55-64 years	176	19%	153	17%
65-74 years	266	29%	108	12%
75-84 years	153	17%	81	9%
85+ years	55	6%	45	5%
Total	**903**	**100%**	**900**	**100%**
Ward				
Kensington Park	142	18%	133	17%
Kensington Gardens and Magill	131	16%	123	16%
Burnside	139	18%	119	15%
Beaumont	130	16%	170	22%
Eastwood and Glenunga	133	17%	119	15%
Rose Park and Toorak Gardens	119	15%	118	15%
Total	**794**	**100%**	**782**	**100%**

Appendix 2: Residents' perceptions over time (2013-2016)

Residents' perceptions compared over time

1. Our integrated Urban form and living spaces

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

2. Our protected and valued environment

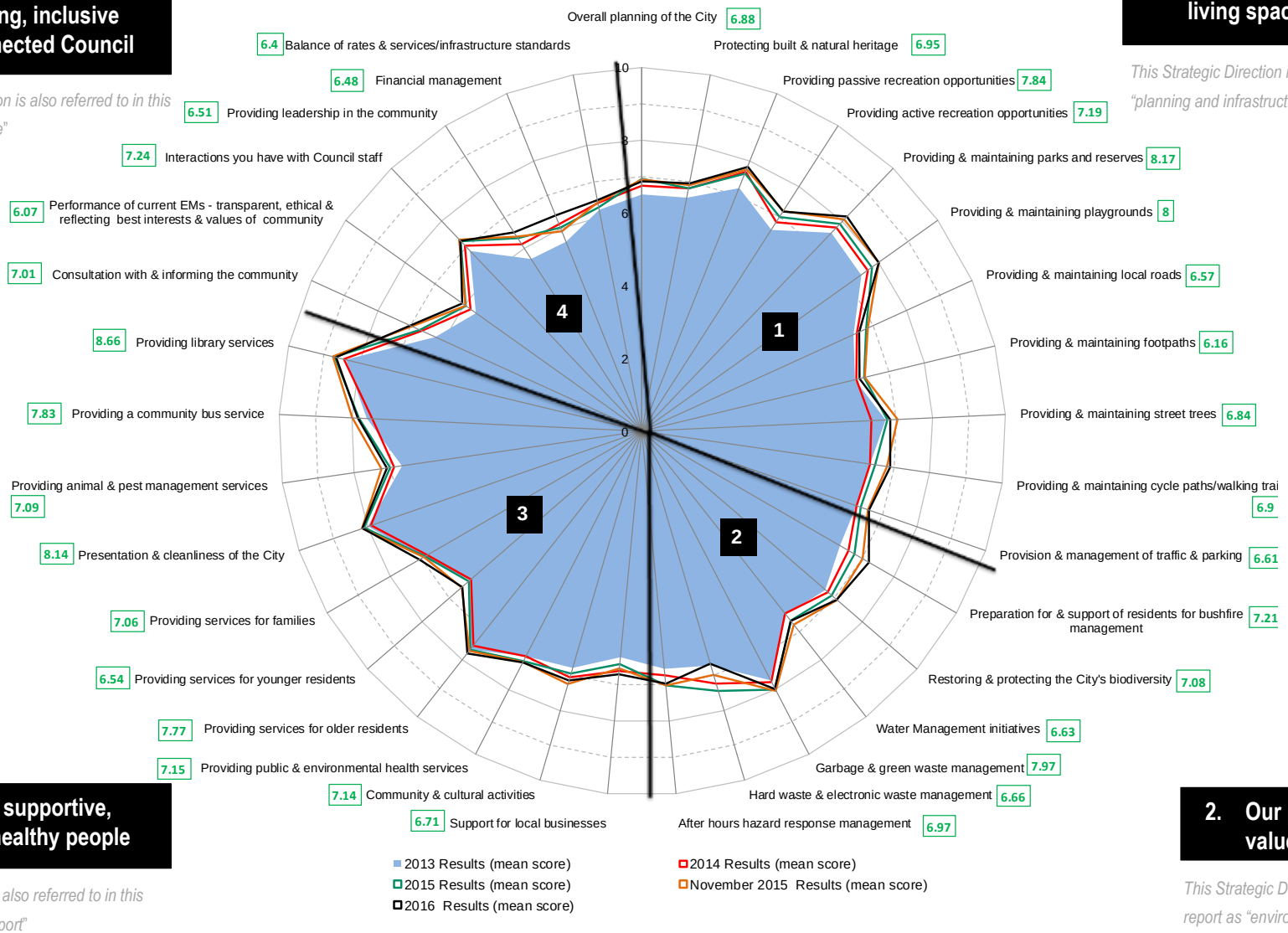
This Strategic Direction is also referred to in this report as "environment"

3. Our diverse, supportive, happy and healthy people

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

4. Our leading, inclusive and connected Council

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



How to read this chart:

- The blue shaded area presents the results of the 2013 Community Survey
- The red line presents the results of the 2014 Annual Community survey
- The green line presents the results of the 2015 Annual Community survey
- The orange line presents the results of the November 2015 Community survey
- The black line presents the results of the 2016 Annual Community survey
- Stronger performance in 2016 is indicated where the black line is outside of the blue area.
- Lesser performance in 2016 is indicated where the black line is inside the blue area

Appendix 3: The Questionnaire

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

Version 4

4906_CoBurnside_CommSurvey2016

Last modified:12/10/2016 9:39:32 AM

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

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

*(IF ASKED: survey is approx 10 minutes)
*

Yes	1		
No	2	End	Q2

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

Yes	1	End	
No	2		Q1n15

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

following...

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

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

No	2	
Don't know	999	Q4
		Q4

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

	Extremely	9	8	7	6	5	4	3	2	1	Extremely	Don't kno

	Satisfied - 10										dissatisfied - 0	w	
Preparation for and support of residents for bushfire management	10	9	8	7	6	5	4	3	2	1	11	999	Q5_1
Restoring and protecting the City's biodiversity	10	9	8	7	6	5	4	3	2	1	11	999	Q5_2
Water Management initiatives	10	9	8	7	6	5	4	3	2	1	11	999	Q5_3
Garbage and green waste management	10	9	8	7	6	5	4	3	2	1	11	999	Q5_4
Hard waste and electronic waste management	10	9	8	7	6	5	4	3	2	1	11	999	Q5_5
After hours hazard response management	10	9	8	7	6	5	4	3	2	1	11	999	Q5_6

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

No	2	
Don't know	999	Q6
		Q6

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

	Extremely Satisfied - 10	9	8	7	6	5	4	3	2	1	Extremely dissatisfied - 0	Don't know	
Support for local businesses	10	9	8	7	6	5	4	3	2	1	11	999	Q7_1
Community and cultural activities	10	9	8	7	6	5	4	3	2	1	11	999	Q7_2
Providing public and environmental health services	10	9	8	7	6	5	4	3	2	1	11	999	Q7_3
Providing services for older residents	10	9	8	7	6	5	4	3	2	1	11	999	Q7_4
Providing services for younger residents	10	9	8	7	6	5	4	3	2	1	11	999	Q7_5
Providing services for families	10	9	8	7	6	5	4	3	2	1	11	999	Q7_6
Presentation and cleanliness of the City	10	9	8	7	6	5	4	3	2	1	11	999	Q7_7
Providing animal and pest management services	10	9	8	7	6	5	4	3	2	1	11	999	Q7_8
Providing a community bus service	10	9	8	7	6	5	4	3	2	1	11	999	Q7_9
Providing library services	10	9	8	7	6	5	4	3	2	1	11	999	Q7_10

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

No	2	
Don't know	999	Q8
		Q8

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

	Extremely Satisfied - 10	9	8	7	6	5	4	3	2	1	Extremely dissatisfied - 0	Don't know	
Consultation with and informing the community	10	9	8	7	6	5	4	3	2	1	11	999	Q9_1
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	10	9	8	7	6	5	4	3	2	1	11	999	Q9_2
The interactions you have with Council staff	10	9	8	7	6	5	4	3	2	1	11	999	Q9_3
Providing leadership in the community	10	9	8	7	6	5	4	3	2	1	11	999	Q9_4
Financial management	10	9	8	7	6	5	4	3	2	1	11	999	Q9_5
The balance between Council rates and the services and standards of infrastructure provided	10	9	8	7	6	5	4	3	2	1	11	999	Q9_6

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

No	2	
Don't know	999	Q10
		Q10

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

No	2	
Don't know	999	Q11
		Q11

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

No	2	
Don't know	999	Q12
		Q12

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

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

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

Unprompted, multiple response

Focus quarterly newsletter	1	Q14_1

Council website	2	Q14_2
Council flyers/posters	3	Q14_3
The Messenger - local newspaper	4	Q14_4
Email	5	Q14_5
Council office/front counter/help desk	6	Q14_6
Telephone	7	Q14_7
Social Media	14	Q14_8
Council/community meetings	8	Q14_9
Speeches/openings	9	Q14_10
Non-Council initiated communication	10	Q14_11
Other methods	11	Q14_12
Don't know	999	Q14_13
Don't currently receive information from Council	998	Q14_14
		Q14_O

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

	Very informative - 10	9	8	7	6	5	4	3	2	1	Not at all informative - 0	Don't know	
Focus quarterly newsletter	10	9	8	7	6	5	4	3	2	1	11	999	Q15_1
Council website	10	9	8	7	6	5	4	3	2	1	11	999	Q15_2
Council flyers/posters	10	9	8	7	6	5	4	3	2	1	11	999	Q15_3
Do not answer If true													
The Messenger - local newspaper	10	9	8	7	6	5	4	3	2	1	11	999	Q15_4

Q1n16 Do you support the City of Burnside hosting a stage of the Tour Down Under in 2018?

.

Yes	1	
No	2	Q1n16
Don't know	999	

Q2n16. Master planning has recently taken place at Hazelwood Park with the outcome being a new conservation management plan; also at Glenunga Reserve with the outcome of the new Hub complex.What other open space locations in the City of Burnside could benefit from a master planning process? (Select all that apply)

Bell Yett Reserve, Wattle Park	1	Q2n16_1
Constable Hyde Reserve, Leabrook	2	Q2n16_2
Kensington Park, Kensington Park	3	Q2n16_3
Langman Reserve, Burnside	4	Q2n16_4
Michael Perry Reserve, Stoneyfell	5	Q2n16_5
Miller Reserve, Linden Park	6	Q2n16_6
Newland Park, Erindale	7	Q2n16_7
Penfold Park, Magill	8	Q2n16_8
Tregenza Oval, Linden Park	9	Q2n16_9
Tusmore Park, Tusmore	10	Q2n16_10
None of the above	11	Q2n16_11
Don't know	999	Q2n16_12

Q3n16. Why? (unprompted response)

Do not answer If Attribute "None of the above" from Q2n16 is SELECTED OR
Do not answer If Attribute "Don't know" from Q2n16 is SELECTED

Q3n16

Q4n16. Our heritage is our inheritance from the past. It can include the natural and built environments, objects, languages and beliefs. Places of cultural significance to local communities are protected by individual local councils through their Development Plans and under the Development Act 1993.Is it important to protect heritage in our community?

Yes	1	
No	2	Q4n16
Don't know	999	

Q5n16. Why? (unprompted response)

		Q5n16

Q2n15. The next few questions are about some possible initiatives for the City of Burnside. Do you support a 40km/hr speed limit on local streets in the City of Burnside?

Do not answer If true

Yes	1	
No	2	Q2n15

Q3n15. Are you considering volunteering in the Burnside Community in the next 12 months?

Do not answer If true

Yes	1	
No	2	Q3n15

Q4n15. Would you like to see an open air cinema (children's movies) screened in a City of Burnside public park during the Summer school holidays?

Do not answer If true

Yes	1	
No	2	Q4n15

Q5n15. Would Hazelwood Park be suitable for the open air cinema?

Do not answer If true

Yes	1	
No	2	Q5n15

Q16. We are almost at the end of the survey, I just have a few demographic questions to ask to better understand a bit about you. Please be reminded that all of our research is carried out in

compliance with the Australian Privacy Principles. In which year were you born?

Q16

Q16a. Age coded

Do not answer If true

< 35	1	
35-44 years	2	
45-54 years	3	
55-64 years	4	
65-74 years	5	Q16a
75-84 years	6	
85+ years	7	
888 refused	8	

Q17. Record gender (do not ask)

Male	1	
Female	2	Q17

Q18. Which of the following best describes your household?

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

Refused	888	

Q19. What is your current employment status?

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

Q20. What suburb do you live in?

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

St Georges	23	
Stonyfell	24	
Toorak Gardens	25	
Tusmore	26	
Waterfall Gully	27	
Wattle Park	28	

Q21. Is this house..

Owner occupied	1	
Rented/tenanted	2	Q21

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

A home-based business	1	
Based in business premises within Burnside Council area	2	
In business premises outside of Burnside Council area	3	
At various locations / clients' premises (eg builder, contract work, driver etc)	4	Q22
Something else	5	
No, don't own a business	6	

Q23. Council is interested in seeking further information from people via of focus group discussions. Is this something you might be interested in over the next 12 months? If asked:- you might not necessarily be asked to participate - they will be asking people randomly- you are able to change your mind and decline at any time- your contact details will be deleted this time next year when this community survey is run again

Yes	1	
No	2	Q23

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

Answer If Attribute "Yes" from Q23 is SELECTED

details required for future Burnside council focus groups or group discussions

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

QWard Ward (Autopopulate)

.

Do not answer If true

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

Q25. Thank you for your time. In case you missed it, my name is ..... from newfocus. As part of our quality standards, my supervisor validates 10% of our interviews so you may get a quick call from her to validate this survey. If you have any questions about this research you can telephone our office on 1800 010 310. If you'd like to read our Privacy Collection Statement you can visit our website www.newfocus.com.au . You can also provide additional comments to Council via Council's website or by calling the Customer Service Desk on 8366 4200 on any subject including residential growth.