

# 2023 ANNUAL COMMUNITY SURVEY (Strategic)

## Final Report

April 2024  
nf:10056-pi/mb/fd/hs



# Table of Contents

Executive Summary	3
Section 1. Background, Objectives, Methodology and Samples	7
Section 2. Key Findings and Implications	11
Theme 1: Aged Care	13
Theme 2: Parks and Reserves	17
Theme 3: Cultural / Inclusive Engagement	23
Theme 4: Food Waste	29
Theme 5: Purchasing Land For Open Space	35
Theme 6: Understanding What Residents Value Most About Their Suburbs	39
Section 3. Full Results	42
Section 4. Sample Demographics	66
Appendix 1: Data Weighting	70
Appendix 2: Online Survey Results	72
Appendix 3: Survey Instrument	88

# EXECUTIVE SUMMARY



# Executive Summary

**newfocus** was commissioned to undertake the 2023 Annual Community Survey research on behalf of City of Burnside (Council). The survey covered six strategic themes: Aged Care; Parks and reserves; Cultural / inclusive engagement / programming / services; Food waste; Purchasing land for open space; and Understanding what residents value most about their suburbs.

A total of n=800 residents aged 18 years and older were surveyed by Computer Assisted Telephone Interview (CATI) between 7 February and 2 March 2024. A further n=36 residents completed an online version of the survey made available to residents via Council's website.

This report provides results of both sample sets separately. The primary focus is on a random sample of n=800 residents. The key findings are summarised below and each strategic theme is detailed within the body of this report.

## 1. Aged Care

Residents are generally aware Council provides aged care services (75% aware at least one of four aged services included).

Highest awareness was for *Small bus service* (59%), closely followed by *Various social, fitness and special interest group activities* (54%).

These were followed by *Basic home maintenance and gardening* (37%) with *Transport by car* service least aware (26%).

29% of residents believed they or other aged family members in the area would be interested in using any of the aged services provided by Council.

The two services of most interest to use were *Basic Home maintenance and gardening* and *Various social fitness and special interest activities* (each equal to 12% of total sample).

These were followed by *Transport by Car* and *Small bus services* (7% and 5% of total resident sample respectively).

*These suggest a gap in awareness of specific services provided by Council, especially in the case of **Basic Home maintenance and gardening**, which is one of two services of most interest, but with moderate levels of awareness.*

## 2. Parks and Reserves

Parks and reserves in Burnside Council area are almost universally important, with 95% placing high importance.

The aspects of most importance relate to natural aspects:

- *Coverage by trees* (84%)
- *Open grassed areas* (82%)
- *Walking tracks* (81%)
- *Natural habitat for wildlife* (81%)

To a lesser degree are secondary factors of *Leisure areas* (73%); and *Sports facilities* (71%); *Play equipment/workout areas* (63%); *Hosts a variety of sports and activities* (59%) and *Dog facilities/parks* (58%).

Whilst of lesser importance overall, several of these activity aspects were more important to young families than to others.

*These suggest natural aspects of parks and reserves are universally valued and whilst this may present a strength of the area, care is needed on any decisions that impact.*

*Various play leisure activities in parks and reserves are also valued but subject more to life stage needs where Council may wish to further explore these with key community groups.*

### 3. Cultural / Inclusive engagement

Whilst most residents support Council supporting those in need (77% important) - it is not a universally held view, with 9% placing nil or low importance.

The community is generally divided when it comes to Council investing more in multicultural and social diversity, with 41% in support; 22% opposed and 33% non-committal.

When presented with specific areas Council should be investing more in, the two most supported causes were:

- *Those living with disabilities* (86%)
- *Those living with health issues (includes mental health)* (83%)

This was followed by *Multicultural events (food, music, dance etc)* (75%).

*These suggest many residents may not support Council investing in undefined cultural or social diversity, but may be more accepting in supporting specific causes especially in disability and health and in multicultural events.*

*Council may wish to explore these further with the community.*

*Perhaps a series of cultural events across Council's parks and reserves could complement both aspects.*

*Council may also wish to further explore with the community on matters which appear to have lesser public support such as those related to First Nations people.*

### 4. Food Waste

Overall, half of residents reported to place food waste in the Red landfill bin instead of the Green organics bin at least sometimes (with 34% often, at least *every two weeks*).

35% of residents stated that they have home composting and whilst this helps reduce the frequency and volume of food waste in Red bins, it doesn't eliminate it.

The main perceived benefits of the Green organics bin for food waste are holistic environmental in nature:

- *Reduced landfill volumes* (39%)
- *Better for environment* (32%)
- *Provides material for making compost* (26%)

In contrast impediments are more diverse and tangible in nature which impact the individual / others in the home, with the top two impediments being:

- *Too much time and effort needed* (14%)
- *Increases smell* (13%) (and also present are flies, rodents etc)

*These suggest placing food waste in the Red landfill bin is a common occurrence and whilst home composting helps to reduce frequency and volume it doesn't eliminate it.*

*Findings also suggest the benefits of using the Green organic bins for food waste appears more altruistic whereas impediments negatively impact people directly.*

*Further education of correct use of bins could be explored along with communications that make benefits more tangible to immediate household.*

### 5. Purchasing land for open spaces

Overall residents are also somewhat divided on the need for Council to invest more to purchase / create open space, with 47% in support, 28% neutral and 25% opposed.

And the community is also divided on how Council should fund this and, though more prefer Council *borrow* (41%) rather than *increase rates* (21%), close to a third (28%) opposed both.

When asked for suggestions to Council about providing open spaces for a growing population – the main suggestion related to *Better use of current spaces* (13%).

*These suggest the subject of having open spaces for a growing population is likely to have considerable opposing views within the community and would need to be explored in more detail when more specific “concepts” would go to community feedback.*

*In broad terms there appears at present more appetite for Council to borrow and raise its debt levels than there is to increase rates – but there is a sizeable proportion of residents that are opposed to both.*

### 6. What residents value most about their suburbs

The highest rated items of importance across the resident population were the natural aspects:

- *Open spaces (within walking distance)* (85%)
- *Tree cover* (81%)

*These echo previous findings on parks and reserves and the hesitation regarding changes to open spaces.*

Of least importance (amongst the attributes tested) below 70%:

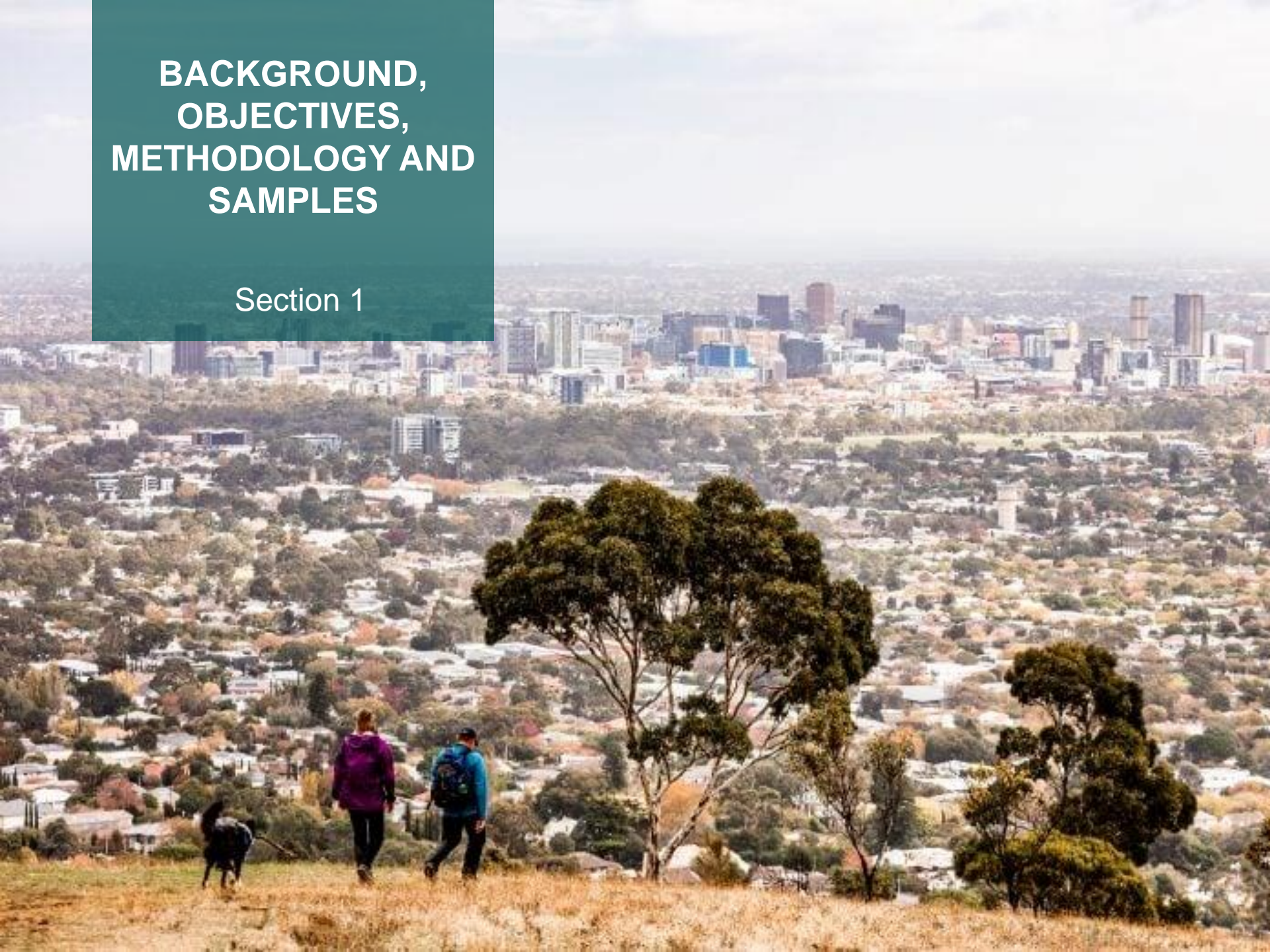
- *On-street car parking* (66%)
- *Low building heights* (61%)
- *Traditional building character* (59%).

*Based on aspects tested in this study, importance of **open spaces** and **natural environment** is a recurring theme and which appears more important to residents than built aspects of the area.*

*The importance of natural aspects are shared across all age and gender and location cohorts – and care will be needed on any decisions impacting these.*

# BACKGROUND, OBJECTIVES, METHODOLOGY AND SAMPLES

## Section 1





## Background:

The City of Burnside is a local government area located within the Eastern Adelaide region with a population of over 46,000.

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 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. Since 2013, Council has undertaken quantitative research with the community via an Annual Community Survey.

This research alternates each year between a traditional community satisfaction tracking study (with consistent lines of questioning to gauge performance over time) and a strategy-focused study, the latter of which adopts lines of questioning in response to emerging issues impacting the municipality (and as such is not necessarily tracked against prior waves).

This report details the major findings of the latest round of research which was of a Strategic Goals nature and looks at differences between key segments of the Council population.

The fieldwork was undertaken in early 2024 (was deferred from 2023).

**newfocus** were commissioned to undertake the annual community survey since 2013.

## Aims and objectives:

The results from this survey are to inform decision making internally at Council on a number of emerging strategic themes identified by Council:

1. Aged Care;
2. Parks and reserves;
3. Cultural / inclusive engagement / programming / services;
4. Food waste;
5. Purchasing land for open space; and
6. Understanding what residents value most about their suburbs.



## Methodology

### Random telephone survey of residents

**newfocus** conducted a CATI (Computer Assisted Telephone Interview) survey with n=800 residents aged 18 years and older in the City of Burnside Council area.

Residents were randomly selected from LGA (Local Government Area) postcodes. In response to the changing nature of telephony (and mobile only households) the sample was drawn from the White Pages and supplemented by purchased lists of residents with mobile numbers.

Random sampling was adopted for each.

The sample was stratified by age, gender and ward (based on ABS 2021 Census Data).

### Online survey through Council website

An online survey was also made available through Council's website with a total of n=36 responses submitted. The online survey was hosted by **newfocus** with promotion of the online survey managed by Council.

Note: these samples are treated separately in this report. As the online survey through Council website may or may not be representative of the resident population primary analysis is based on random sample CATI survey of residents.

### Fieldwork

The CATI component was undertaken between 07 February 2024 and 02 March and was conducted by 9 interviewers from the **newfocus** in-house field team.

The CATI survey lasted an average of 12 minutes.

The online survey was conducted between 07 February 2024 and 8 March 2024, with an average of 20 minutes.

The research was carried out in compliance with International Standard AS ISO 20252:2019, meeting the requirements of the Privacy (Market and Social Research) Code 2021 under the Australian Privacy Principles, and The Research Society's Code of Professional Behaviour. 10% of CATI interviews were validated by a field supervisor.

A copy of both survey instruments can be found in Appendix 3 of this report.



## Sample

### Telephone sample of residents (unweighted and weighted)

		CATI sample achieved		Adult Pop
		Unweighted (n=800)		(weighting)
		n	%	%
Age	18<35	49	6%	22%
	35-44 years	77	10%	16%
	45-54 years	145	18%	17%
	55-64 years	160	20%	16%
	65-74 years	151	19%	15%
	75-84 years	163	20%	10%
	85+ years	55	7%	4%
Gender	Male	354	44%	47%
	Female	446	56%	53%
Ward	Kensington Park	128	16%	17%
	Kensington Gardens and Magill	135	17%	17%
	Burnside	136	17%	16%
	Beaumont	141	18%	18%
	Eastwood and Glenunga	137	17%	17%
	Rose Park and Toorak Gardens	123	15%	16%

### Sampling accuracy

The table below outlines the sampling accuracy at 95% confidence interval for the achieved telephone sample relative to total Adult population in the City of Burnside Council area.

Population (aged 18+) <sup>1</sup>	Total unweighted sample	Accuracy at one point in time (at 95% confidence level) <sup>2</sup>	Accuracy over time (at 95% confidence level) <sup>3</sup>
36,226	800	±3.43%	±4.85%

1 - Estimated Resident Population 2021, ABS data). See Appendix 1 for weighting information

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

3 - The calculation of accuracy over time is based on the sample size taken at each point in time. This accuracy level tells the percentage difference between the samples at each point in time that is required, before a statistically significant difference will be found, with the sample size obtained.



# KEY FINDINGS AND IMPLICATIONS

## Section 2



# Structure of key findings

Key findings are presented for each question for each of the themes investigated:

1. Aged Care;
2. Parks and reserves;
3. Cultural / inclusive engagement / programming / services;
4. Food waste;
5. Purchasing land for open space; and
6. Understanding what residents value most about their suburbs

In each total results are presented as charts or tables.

A summary of statistically significant differences between demographic subgroups – by age, gender or Ward are provided as are any determined implications for Council consideration.

In some cases other theme specific demographic subgroups are assessed where relevant.

(Full results including demographic sub-groups are provided in Section 3).

# Interpretation of data

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

## Weighted results

Results presented adopt weighted data for CATI

## n = value

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

## n ~ value

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

## Use of top/bottom-two box terminology

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

## Statistically significant differences

All changes reported as "significant" indicate statistically significant differences at least 95% confidence interval. These are highlighted in tables and charts.

In tabular format these are indicated through use of red text (indicates a statistically significantly higher result) or green text (indicates a statistically significantly lower result) compared to results across other segments)

In chart format, statistically significant differences are indicated through the use of ! where results are lower or higher compared to other segments.

**THEME 1**  
**AGED CARE**



# Older aged members of community are widely aware of Council providing aged care services and of each of the services

**75%** of the combined sample were aware that Council provided at least one of the aged care services tested:

- The aged care service with broadest awareness was *Small bus services* and least was *Transport by car service*

Differences between demographic subgroups:

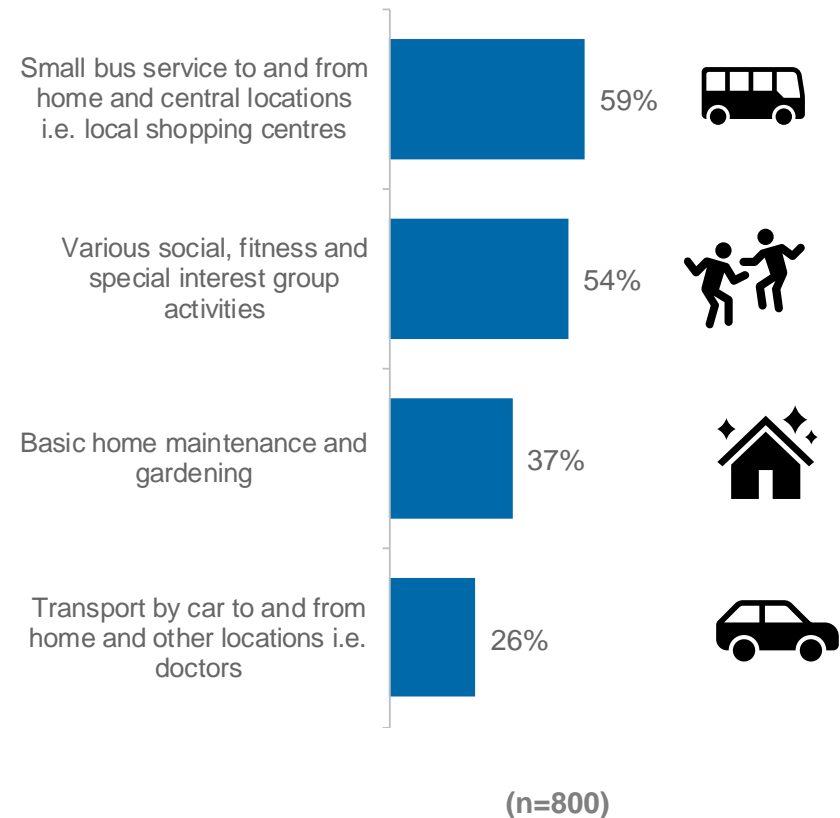
- Awareness of each of Council's aged care services increased with age and was statistically significantly higher from age 65-74 years for three of four services (and from 75-84 years for *Transport by car*)
- Females were significantly more aware than males on three of four services (exception is *Transport by car*, which was marginally above awareness by males)
- Awareness of aged services were generally consistent across Wards with only one significant variance: Eastwood and Glenunga ward residents reported less awareness of Council's *Basic Home maintenance and gardening service*.
- Awareness of services for Self/Spouse vs for Parents/others were reasonably similar except in the case of *Basic Home Maintenance* where it was statistically significantly higher if services were for Self/Spouse (54%) than for Parent/Grand parent (33%).

*Implications:*

*Provision of aged care services is widely known amongst older aged residents and as such, promotion to older persons may be more to convince to use/trial Council service.*

*For Children of older residents, promotion would be more to raise awareness of home care / garden support provided by Council.*

**Aged Care Services Aware of  
(% yes response)**



# Basic home maintenance/garden and Social fitness/activities are the aged services of most interest

## Interest in using any Council aged care service

**29%** of residents surveyed believed they or other family members residing within the area would be interested in using ANY of the aged services provided by Council.

- Those interested were mostly made up of 17% of total sample for Self, 9% for Parents and 5% for Spouse.

Total	N=800
You	17%
Parent	9%
Spouse	5%
Other family member	2%
Grandparent	1%
Child	0%
None	71%

0% represents n=3

## Differences between demographic subgroups

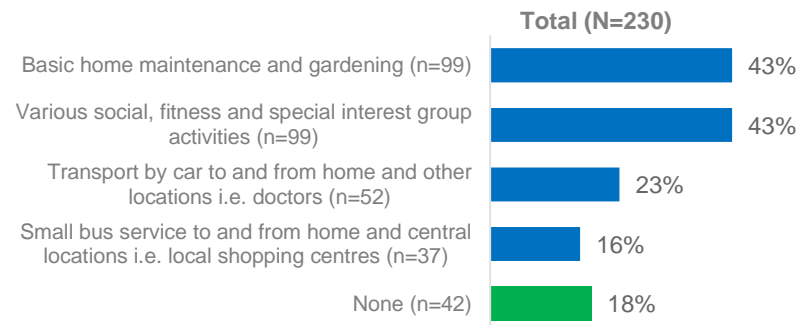
Interest for use of any services for self or other family members:

- Increased with age and significantly higher from ages 55-64 years or older (commencing at 36% for 55-64 years)
- Higher amongst females (33%) vs males (24%)
- No significant differences by Ward

## Aged services interested in using (for self or others)

Of those with interest in using any of the aged care services for self [or others], the services with most interest were – *Basic Home maintenance and gardening* and *Various social fitness and special interest activities* each on 43% (equates to 12% of total sample each). These two services had highest interest in all cohorts.

Of least interest was *small bus service*.



## Differences between demographic subgroups

When services were assessed in context for Self/Spouse vs Parents/Grandparents etc, interest in each service was higher by Children for each services, though only *Transport by Car* being statistically significant (36%) than self / spouse (14%).

### Implications:

*Suggests children of older persons are key targets to promote aged care services for their parents.*

Q2 Regardless of age, would you or any other family member who resides in the Burnside area be interested in using any of those services? If so, who? Select all that apply :  
 (Note: Question asked in context of hierarchy: self, or spouse, or parent etc  
 Q3 Ignoring costs, which of those aged care services provided by Burnside Council would [prox1] be interested in using in the next 12 months? Select all [services] that apply :

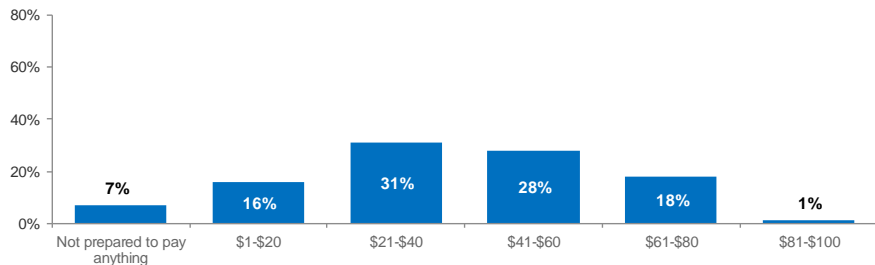
# People appear prepared to contribute costs towards use of Council aged care services

The majority (between 90%-95%), of potential users (for self or for others) were themselves / or believed those who would use services, would be prepared to contribute/pay towards using of services. The general perceived prices for services were:

- *Basic Home Maintenance* from \$21-\$80 – with average approx. \$39
- *Small Bus* – up to \$5 per trip one way
- *Car transport* varied, with majority between \$6-\$10 and \$11-\$20 with average approx. \$13
- *Social fitness* – majority up to \$10

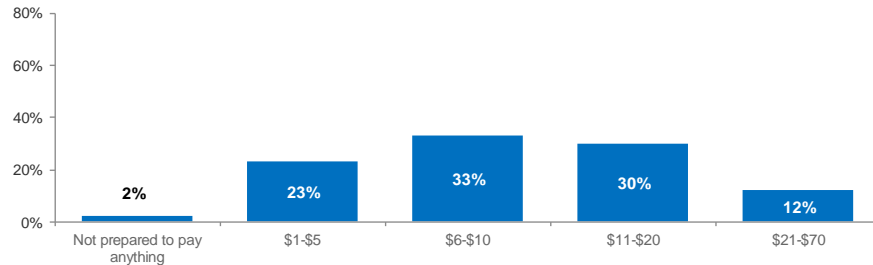
## Basic Home Maintenance (n=94)

Mean \$39



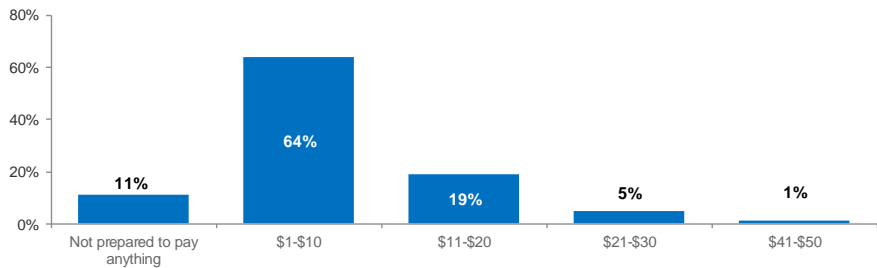
## Car (n=46)

Mean \$13



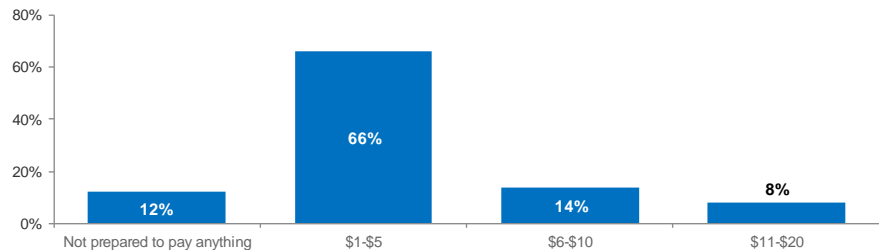
## Social, Fitness and Interest Groups (n=95)

Mean \$10



## Small Bus (n=33)

Mean \$5



Don't Know responses excluded

Q4. In your opinion, what would [prox1] be prepared to pay for Burnside Council service of....:  
(Note: Question asked in context of hierarchy: self, or spouse, or parent etc



## THEME 2

# PARKS AND RESERVES



# Parks and reserves are almost universally important aspects of the area across all sub-groups of the community

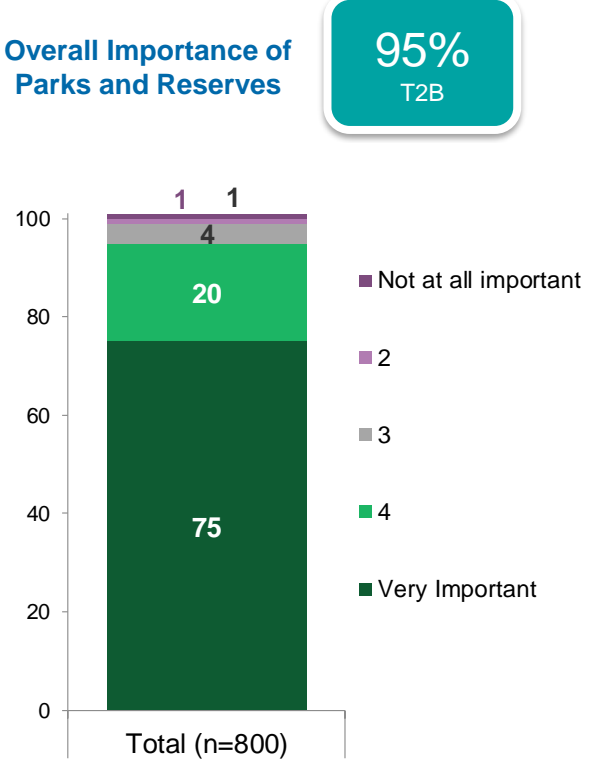
**95%** of the residents surveyed rated parks and reserves as important with 75% very Important (5) and 20% (4) – (out of 1-5 pt scale).

Differences between demographic subgroups:

- All age, gender and ward subgroups rated at least 90% (4 or 5 importance)
- All age, gender and ward subgroups had most rating as Very important

*Implications:*

*Parks and reserves are a central aspect of life in the area and care would be needed on decisions that have potential to impact this.*



# The natural nature of parks and reserves are most valued aspects

## - Sporting / leisure activities appear more life-stage dependent

The top four aspects of importance of parks and reserves to residents relate to the natural nature of parks and reserves themselves:

- *Coverage by trees*
- *Open grassed areas*
- *Walking tracks*
- *Natural habitat for wildlife*

Also important (but to a slightly lesser degree) are secondary factors of:

- *Leisure areas; and Sports facilities*

Followed by:

- *Play equipment, Hosting a variety of sports and activities and Dog facilities/parks* which, whilst of lesser importance, collectively are likely subject to life-stage sub-groups.

### Statistically significant differences between demographic subgroups:

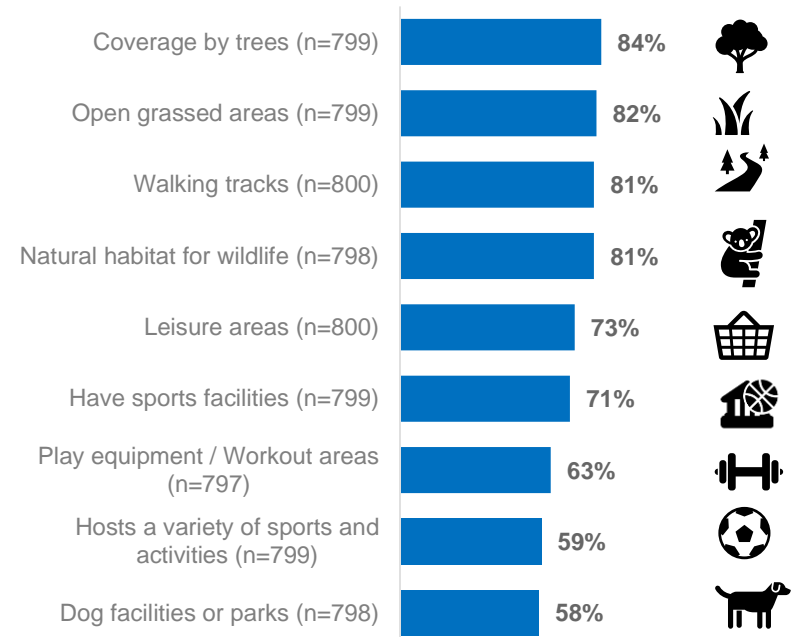
Whilst there were differences by age and other demographic variables these appeared more so based on life-stage and family composition. These are provided in the table on the next page, with key differences being:

- Younger no children households – placed lesser importance on most aspects – especially those which were activity based
- Younger households with young children – placed higher importance on said activity aspects

These activity aspects relate to: *Sports facilities; Play equipment / work out areas; Host a variety of sports and activities* – and also *Walking tracks* (the latter was also of high importance for Older couples with children).

*These suggest different life stage segments engage differently with parks and reserves in the area, where Council could explore the needs of different users in more detail.*

### Importance of Parks and Reserves Attributes



### Implications:

*The natural aspects of parks and reserves are almost universally valued and whilst this may present a strength of the area that could be leveraged, care is needed on any decisions that impacts.*

*Whilst various play leisure activities in parks and reserves are also valued these appear more subject to life stage and family status (ie with young children). Council may wish to further explore these with key user groups.*

Don't Know / Can't Say Excluded  
Q5. How important are each of the following aspects of parks and reserves in the Burnside Council area to you....

### Importance of Parks and Reserves Attributes By Lifestage

	TOTAL (n=799)	Lifestage				
		Young no children (n=111)	Young couple with younger children (n=221)	Young couple with older children (n=108)	Old couple with children (n=88)	Old no children (n=270)
Coverage by trees	84%	75%	82%	89%	84%	88%
Open grassed areas	82%	73%	84%	81%	86%	82%
Walking tracks	81%	78%	86%	78%	90%	78%
Natural habitat for wildlife	81%	79%	82%	75%	83%	82%
Leisure areas	73%	59%	76%	70%	76%	75%
Have sports facilities	71%	63%	83%	74%	73%	62%
Play equipment / Workout areas	63%	43%	75%	55%	69%	63%
Hosts a variety of sports and activities	59%	50%	71%	55%	62%	55%
Dog facilities or parks	58%	56%	51%	65%	67%	59%
Overall importance	94%	89%	97%	97%	96%	94%

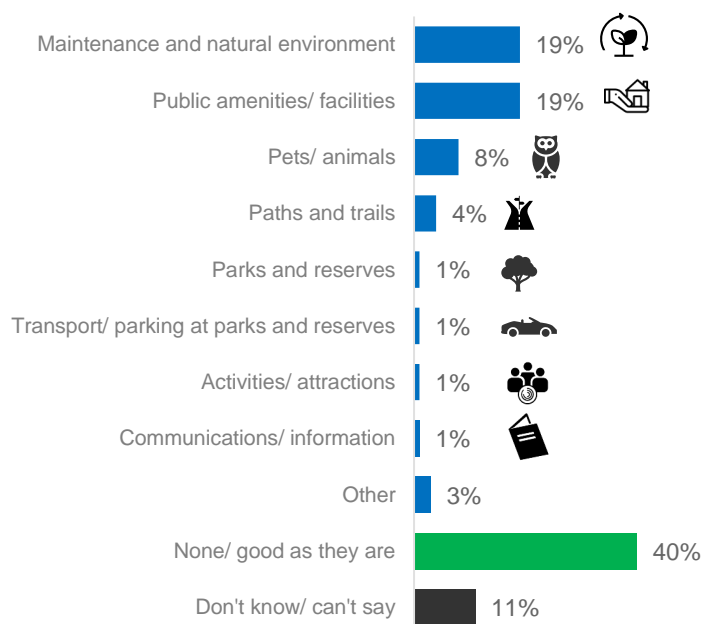
# Main improvements to parks and reserves relate to maintaining natural aspects with some improved amenities for users

40% of residents could not offer suggestions to improve parks and reserves being satisfied with current status – (recorded as *None good as they are*). Cohorts most content were older aged residents 85+ years (57%) and 75-84 years (51%).

The top two emerging themes to improve parks and reserves centered on:

- *Maintenance and natural environment*: includes maintenance / beautification and various aspects of tree management
- *Public amenities/ facilities* includes mostly playground aspects for children and toilets

## Emerging Themes (n=799)



Further details of responses by theme are provided on next page.

## Statistically significant differences between demographic subgroups:

Statistically significant variances were few in number and peppered across themes. Amongst the two most common themes, above:





- *Maintenance & nature*: most by 55-64 years (27%)
- *Public amenities / facilities*: most by 35-44 years (30%) and Beaumont (26%), least by 55-64 years (10%)

## Implications:

*These suggest parks and reserves are meeting the needs of many in the community.*

*Improvements sought appear more to do with protecting/enhancing natural environment whilst introducing some amenities to enhance passive experience and convenience and some play places for children rather than built sporting facilities etc.*

## Specific Suggestions By Theme for Parks and Reserves

TOTAL		N=799
 <b>Maintenance and Natural Environment (19%)</b>	Regular park maintenance and beautification	11%
	Make sure that trees / branches don't fall	4%
	Plant more trees / variety of trees	2%
	More native vegetation / native trees	2%
	Keep the grass short / Trim the trees	1%
	More investment for park upgrade	0%
	More / Clean wet land areas	0%
	Improve drainage	0%
Better waste management	0%	
 <b>Public Amenities / Facilities (19%)</b>	More playground / facilities for children / upgraded playground	3%
	More toilets	3%
	Multi-use drinking stations / water fountains	2%
	Exercise equipment / spaces / for the elderly	2%
	Sports facilities	2%
	Courts (basketball, tennis, etc.)	2%
	More shade	2%
	More rubbish bins	2%
	More chairs / seats	2%
	More barbecue areas	1%
	Extra picnic tables	0%
	Separate rooms for Soccer and Football Teams	0%
	Bathroom facilities	0%
Restroom / Change rooms	0%	
 <b>Pets / Animals (8%)</b>	More dog-friendly parks / fenced areas for dogs	5%
	More clearing dog waste bins	2%
	Drinking fountains for dogs	0%
	Less dog parks	0%
	Dog-only parks	0%
	More shades for the birds	0%
	Look after natural wildlife	0%
Have rules about cats	0%	
 <b>Paths and Trails (4%)</b>	More walking tracks / paths / trails	2%
	Mountain Bike areas / paths / tracks	1%
	Lighting along walking trails	1%
	Smoother / safer grounds to walk on	1%
	Less paving / more natural paths	0%
	Camera / CCTV along walking trails	0%
	Skate tracks	0%



TOTAL		N=799
<b>Parks and Reserves (1%)</b>	Limit developments that could lead to destruction	1%
	Protect / preserve trees	0%
	Understand the ecology of parks and reserves	0%
<b>Transportation / Parking (1%)</b>	More parking spaces / closer parking	1%
	More public transportation to parks/reserves	1%
	Free parking	0%
<b>Activities / Attractions (1%)</b>	Coffee shops	0%
	Activities for children	0%
	Wading Pool	0%
	Community Gardens	0%
	Health classes	0%
	Pop up ice cream shop	0%
	Cinema	0%
More events for everyone	0%	
<b>Communications / Information (1%)</b>	About type of trees/ vegetation in area / planned	0%
	About cleaning efforts done by the council	0%
	Encouraging people to do green initiatives	0%
	Signages about fines for street parking	0%
	Tell people about the Tiers men History	0%
	About what you can do with your dogs	0%
<b>Others (3%)</b>	Parks closer to where I live / More parks	1%
	Acquire land to create more parks / More spaces / Expand them	1%
	Not use toxic chemicals	0%
	Not lease public lands to private schools	0%
	Better oval management	0%
	Listen to the people / Consult with the community	0%
	Provide equal access to everyone	0%
	Make access easier for the disabled (i.e. provision of wheelchair, etc.)	0%
	Keep Beaumont common as is	0%
	Better water management	0%
Strategically place the bins at all entrances and exits so people won't miss them	0%	

Not Applicable Excluded  
0% represents n=3 or less

Q6-In what ways could Council improve parks and reserves in the Burnside area for you? UNPROMPTED

# THEME 3

## CULTURAL / INCLUSIVE ENGAGEMENT



# Most people in the community support Council supporting those in need

**77%** of the residents surveyed believed it was important for Council to support people from different cultural social and economic backgrounds (with 51% very Important (5) and 26% (4, out 5pt scale).

9% believe it had no or low importance (rating 1 or 2 respectively).

Differences between demographic subgroups:

There were few statistically significant differences:

- By age: 65-74 years had least importance (69%) (rating 4,5)
- Females: placed more importance 79% vs male 74%
- By Ward: nil differences
- Birth place: least importance was by those born in Australia 74% and highest by those born in Other non-Anglo countries (84%, - not UK, USA, NZ)

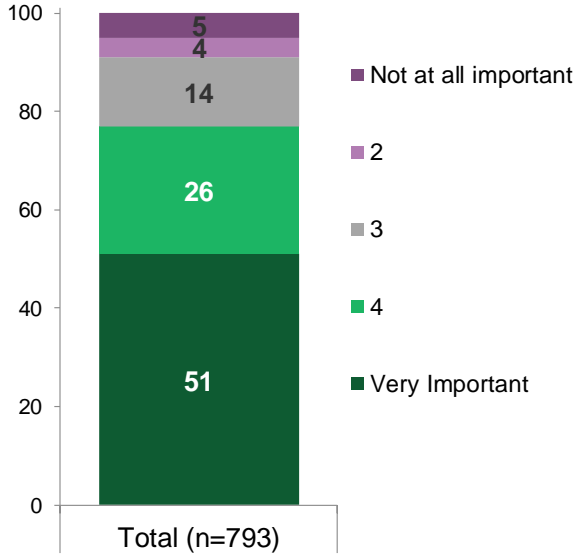
*Implications:*

*Generally speaking most residents are supportive of Council supporting groups in need.*

*Care is needed on which causes / communities are supported, how they are supported and how this support would be communicated within the area.*

### Importance of Supporting People From Diverse Backgrounds

**77%**  
T2B



Don't Know / Can't Say Excluded  
Q7 Using the scale from 1 = Not at all important to 5 = Very important, how important to you is it that Burnside Council supports people from different cultural, social and economic backgrounds?



# Beyond events and festivals there appears lack of cognition of what Council does, could do, or should do, to support cultural diversity

38% of residents did not know or could not say and a further 28% believed Council was doing enough and no more was needed to support those in need. This left 34% of residents offering some opinion.

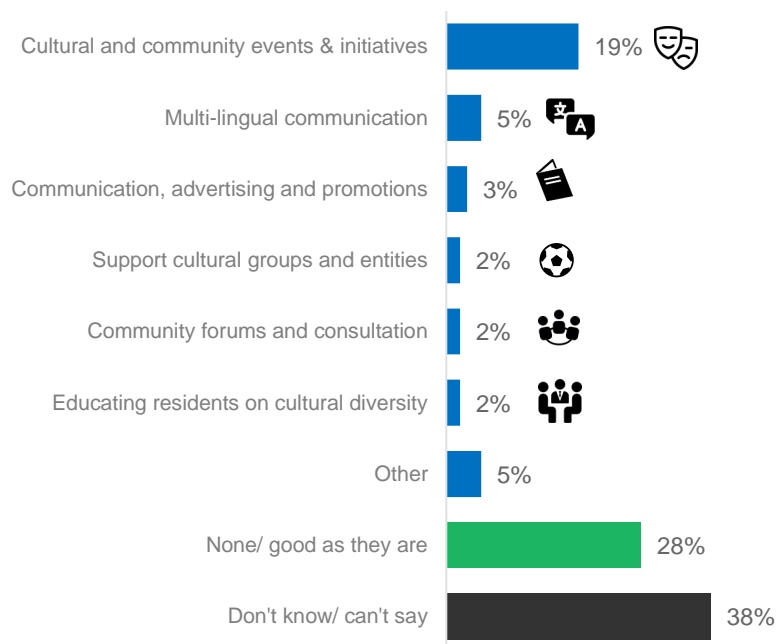
The dominant theme of support emerging was:

- *Cultural and community events & initiatives* (19% of total sample) (involving more cultural events, fairs and festivals etc)

This was followed by (and by a far margin):

- *Multi-lingual communications* (which includes providing translation services as well as support with learning English)

## Emerging Themes (n=794)



Further details of responses by theme are provided on next page.

## Statistically significant differences between demographic subgroups:

Statistically significant variances were few and limited to *Cultural and community events*:

- Most mentioned by those born in Other (non-Anglo) countries (31%),
- Mentioned more by residents of Kensington Gardens / Magill and Burnside (each 28%) and least by residents of Rose Park & Toorak Gardens (8%).






## *Implications:*

*Results suggests that beyond cultural festivals/events there maybe lack of support for and/or a knowledge gap of what Council does do, could do or should do to support community / cultural diversity.*

*Further engagement with the community is needed to better understand community sentiment towards and support for different causes.*

Not Applicable Excluded

## Specific Suggestions By Theme for Cultural Inclusivity / Engagement

TOTAL		N=794
 <b>Cultural and Community Events and Initiatives (19%)</b>	Hold more cultural events / fairs / festivals / initiatives	14%
	Establishments of days and time to celebrate different cultures	2%
	Small-scale social gatherings	2%
	Street parties	1%
	Recognise ATSI / Country / murals / sculptures	0%
	More family-based events	0%
	Label places with indigenous names	0%
	More facilities for events	0%
 <b>Multi-lingual Communication (5%)</b>	Translation of information to different languages	2%
	Support residents on their needs to improve their English	1%
	Language support services for culturally-diversed residents	1%
	Multi-cultural signages in various areas / parks	0%
 <b>Communication, Advertising and Promotions (3%)</b>	Tell people more of what is available / being done / events etc (i.e through letterdrops, websites, community boards, etc.)	3%
	Promote business (i.e. restaurants)	0%
 <b>Support Cultural Groups and Entities (2%)</b>	Sponsor organisations and support groups that advance cultural diversity and inclusivity	1%
	Support school to promote understanding of cultures	0%
	Support businesses	0%
	Support Christian groups / culture	0%
	Support British groups / ethos / culture	0%
 <b>Community Forums and Consultation (2%)</b>	Community consultations / surveys / focus groups	1%
	Community forums	0%
	Volunteer programs	0%
	Community inclusivity	0%



TOTAL		N=794
<b>Educating Residents on Cultural Diversity (2%)</b>	Educating new migrants on things Australian / understand environment / getting involved	1%
	Educating residents to be more culturally sensitive / inclusive	0%
	Hold seminars on cultural inclusivity and sensitivity	0%
	Promote equality	0%
	Use the library to promote cultural and social diversity	0%
<b>Others (5%)</b>	Councillors to get out more to meet and get to know residents	1%
	Treat all same / not discriminate / respect cultures	1%
	Equal access to facilities, amenities and services	1%
	Housing opportunities for everyone / More affordable / for Aboriginals	1%
	Invest In sporting grounds	0%
	Let the Federal government take care of it	0%
	It is not the Council's role	0%
	Affordable rates for all	0%
	Bigger community halls for everyone to access	0%
	Diverse leadership personalities in the Council / representation	0%
	Prioritise local services	0%
They should have multi-story homes	0%	
More staff	0%	

Not Applicable Excluded  
0% represents n=4 or less

# And where possible division may emerge on subject of Council increasing investment in multicultural and social diversity

The community is divided when it comes to Council investing more in multicultural and social diversity, with some 41% in support; 22% opposed and 33% non-committal.

### Statistically significant differences between demographic subgroups:

Those most in Agreement of Council investing more were:

- By age: under 35 ys (51%)
- Females: (44%)
- By Ward: Kensington Gardens and Magill (50%)
- Birth place: born in Other non-Anglo countries (61%)

Those most in Disagreement of Council investing more were:

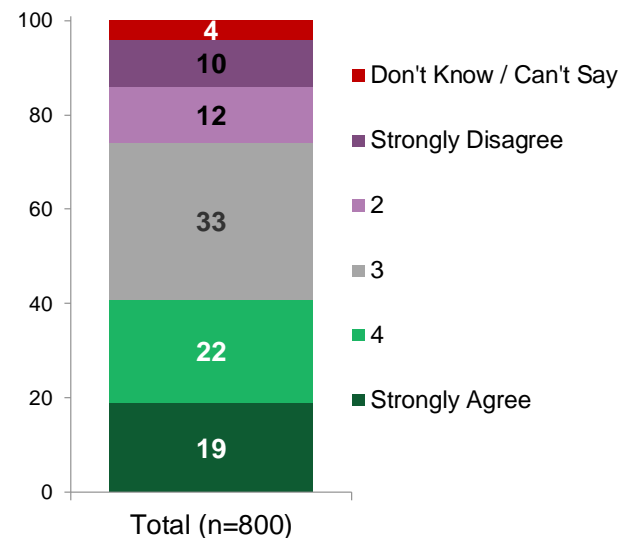
- By age: 75-84 ys (28%) and 55-64 ys (29%)
- Birth place: born in Australia (26%)

### *Implications:*

*Reiterating prior conclusions, whilst residents may be supportive of Council supporting cultural and social groups there is less support for and potentially resistance towards Council increasing investment in this area.*

### Agreement on Council investing more in cultural diversity

41%  
T2B



Don't Know responses excluded

Q9. Using the scale from 1= Strongly disagree to 5= Strongly agree, how strongly do you agree or disagree that Burnside Council should be investing more in multicultural and social diversity?

# Residents support Council investing in disability and health and in some cultural events.

When asked to specify which from a number of pre-set causes Council should be investing more in to support, the two dominant causes supported were:

- *Support for those living with disabilities*
- *Support for those living with health issues (includes mental health)*

This was followed by

- *Multicultural events (food, music, dance etc)*

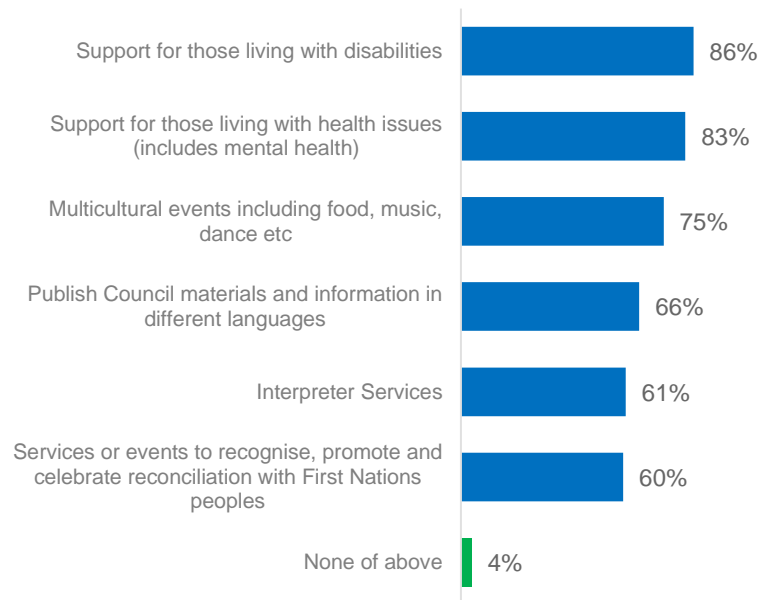
Least supported were

- *Services or events to recognise, promote and celebrate reconciliation with First Nations people.*

### Statistically significant differences between demographic subgroups:

- **By age:** under 35 ys (higher support on all six causes). support decreased with age with 75-84 ys having significantly less support on four of six causes tested.
- **by Ward:** very few differences  
Burnside – higher level of support of First Nations (68%)  
Beaumont – least support of First Nations (53%)  
Rose Park and Toorak Gardens least support for *Multicultural events* (61%) and *Publish material in different languages* (56%).
- **Birth place** all rated *Support for those with disabilities* highest. those born in non-Anglo countries had higher support for – *those living with disability* (91%); *Multicultural events* (84%) and for recognition of First Nations (66%).

**Investment Areas (n=800)**



### *Implications:*

*Whilst many residents may not support Council investing in undefined multicultural and social diversity, they may be more supportive in supporting specific causes especially in disability and health related matters. They may also support some cultural causes if these are of an event nature.*

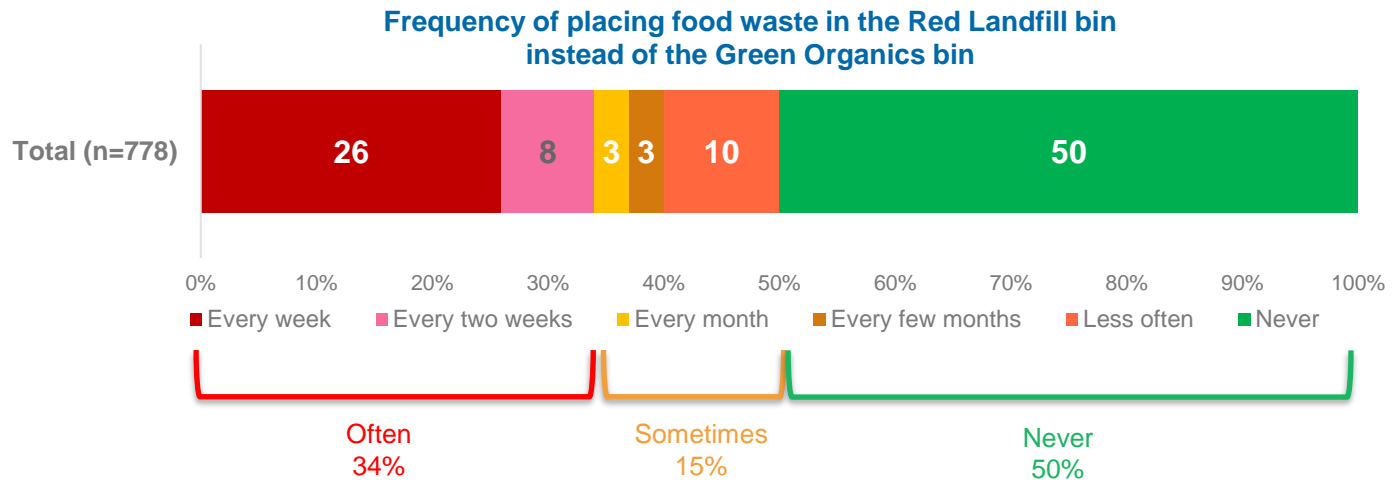
# THEME 4

## FOOD WASTE



# Older aged residents appear more compliant in disposal of food waste in Green organics bin and not Red landfill bins....

Overall, half of residents reported to never place food waste in Red landfill bin instead of Green organics bin and half stated to do so at least sometimes (with 26% doing so each week and 8% every two weeks) .



For analysis purposes these have been grouped as Often, Sometimes, Never

Statistically significant differences between demographic subgroups:

- By age: often use of Red landfill bin for food waste was higher by younger aged cohorts <35 years (56%) and decreased with age – being lowest by 85 ys + 16%. Accordingly, never increased with age from 31% by under 35 ys to 74% by 75-84 ys.
- by Ward: Burnside had highest *Never* (59%) and Beaumont least (41%).

*Implications:*

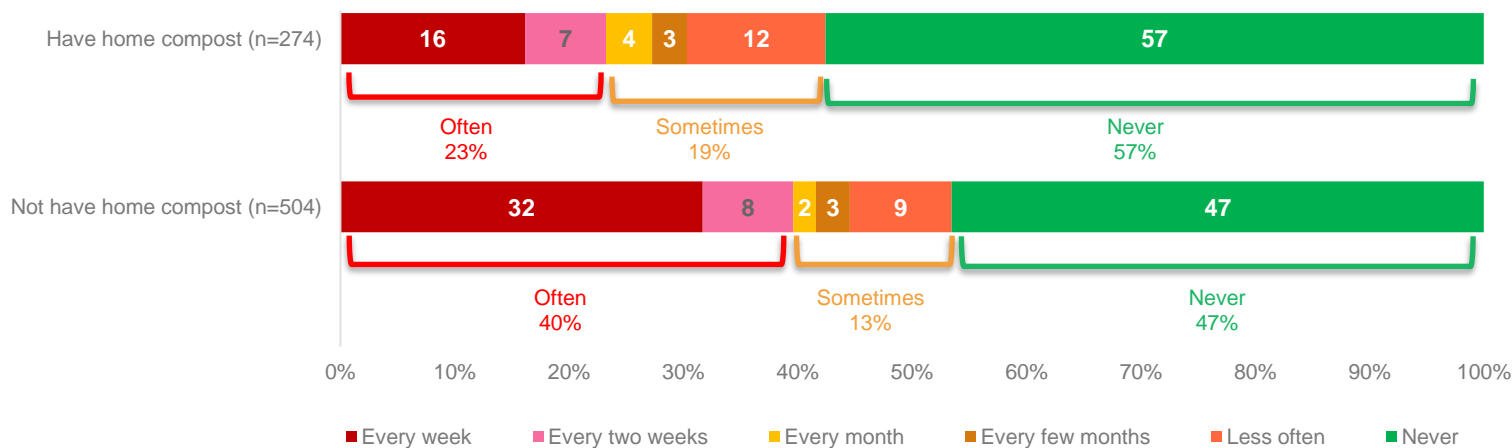
*Incorrect use of bins for food waste appears wide-spread and further education/promotion likely.*

*Older aged residents appear more compliant with use of Green when it comes to disposing food-waste, suggesting further targeting may be needed to younger aged residents.*

# Having Compost helps but does not remove use of Red bin for food waste

**35%** of those surveyed stated they had home composting.

Having home composting reduces, but does not eradicate, the use of Red bin for food waste with 43% continuing to do so at least sometimes with 23% at least every two weeks.



## Statistically significant differences between demographic subgroups:

There was very little differences in having home composting by key demographic subgroups - with the only statistically significant difference being least likely by residents in Kensington Gardens & Magill (26% have) where other wards ranged from 33% to 43%.

## Implications:

*With nearly one in four residents who have home composting still using Red bins for food waste on a regular basis, suggests there may be some "issues" with disposing food waste in compost and / or there are knowledge gaps of correct use of home composting (this is considered later).*

Don't Know responses excluded

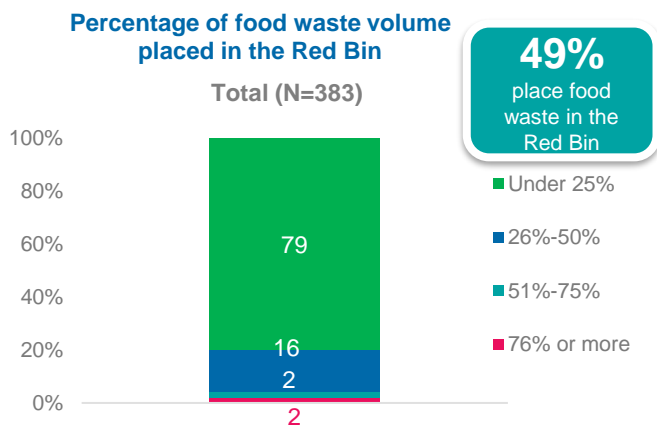
Q11 How often does your household place food waste in the Red Landfill bin instead of the Green Organics bin?

Q12. Does your household have home composting?

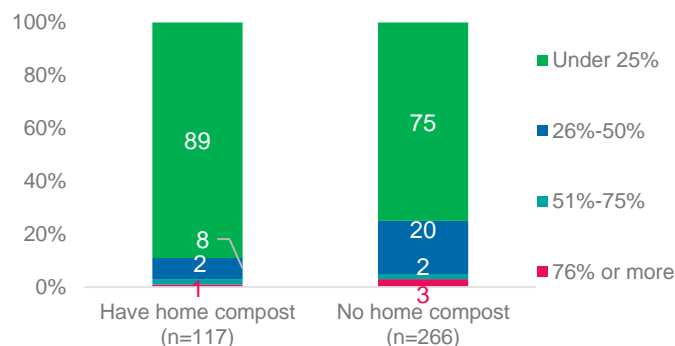
# Having Compost helps reduce the volume of food waste placed in Red bins

Residents who stated they at least, at times, used Red bins for food waste, were asked to estimate the % of the volume of waste they placed in Red bins would be food waste.

As this would be a difficult estimate to make, respondents were presented with four broad % ranges to select from. The vast majority estimated less than 25%.



Having home composting does appear to reduce (not eliminate) the amount of food waste that goes into Red bins.



## Statistically significant differences between demographic subgroups:

There was little differences in volume of food waste in Red bins, with main differences being 35-44 years had higher 26%-50% (27%) as did residents in Burnside (35%).

### Implications:

Estimating volumes of food waste is a difficult exercise for residents and Council should consider conducting food waste audits as a more reliable measure.

Notwithstanding this at the least is a perception by 1:5 residents that over 25% of the volume of waste in Red bins is food waste. This proportion reduces to 11% if one has home compost.

Those with compost had statistically significantly lower volume of food waste in Red bins.

Don't Know responses excluded  
 Q13 Approximately what % of the volume of waste that your household places in the Red bin would be food waste?



# Benefits of using organics bins for food waste appear altruistic to help environment whereas impediments impact people and homes

The main perceived benefits of using Green organics bin for food waste are perceived as more holistic and external in nature, with top three mentions:

- *Reduced landfill volumes (39%)*
- *Better for environment (32%)*
- *Provides material for making compost (26%)*

In contrast impediments are more tangible in nature and impact the individual / others in the home, with the top two impediments being:

- *Too much time and effort needed (14%)*
- *Increases smell (13%)*

Refer charts next page

## Statistically significant differences between demographic subgroups:

Whilst there were some variations across subgroups these were generally scattered and not uniformly held, with one of the main impediments by <35 years being *Too much time and effort needed (26%)*.

### *Implications:*

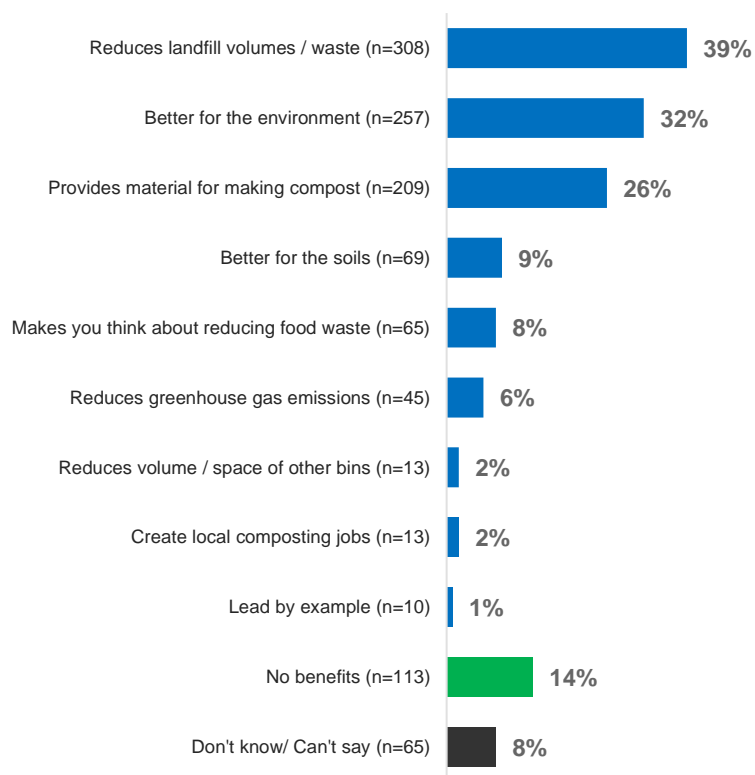
*Based on the present study the benefits of using the organics bin for food waste appears altruistic to benefit the broader environment rather than the household, whilst the impediments appear tangible negatives that impact households (ie - effort, smells, attract flies and pests etc).*

*NOTE: Perceptions re use of organic bins are likely defined by more than demographic factors and include social / environmental factors that go beyond scope of present study and as such Council should seek to engage the community further on this matter.*

Q14 Each household in Burnside is eligible for a Green Organics bin for food waste that is currently emptied once a fortnight. What do you consider are the benefits of you and your household using the Green Organics bin for food waste?

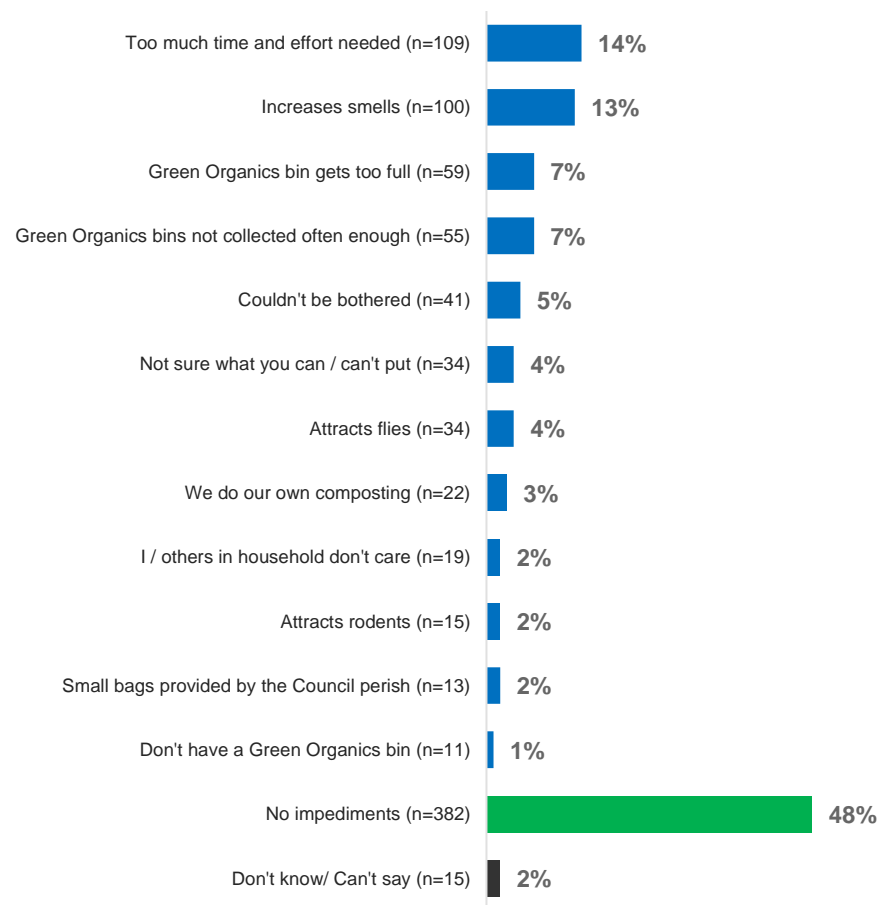
Q15 What do you believe prevents / inhibits you or your household from placing ALL food waste in the Green Organics bin?

### Benefits of using Green Organics bin for food waste (n=800)



Note: Charts only shows responses of n=10 or greater. Full details in Full results section

### Inhibitions from placing ALL food waste in the Green Organics bin (n=800)



Q14 Each household in Burnside is eligible for a Green Organics bin for food waste that is currently emptied once a fortnight. What do you consider are the benefits of you and your household using the Green Organics bin for food waste?

Q15 What do you believe prevents / inhibits you or your household from placing ALL food waste in the Green Organics bin?

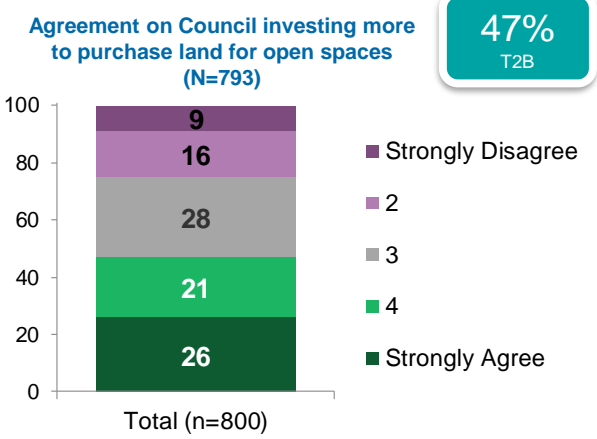
## THEME 5

# PURCHASING LAND FOR OPEN SPACE

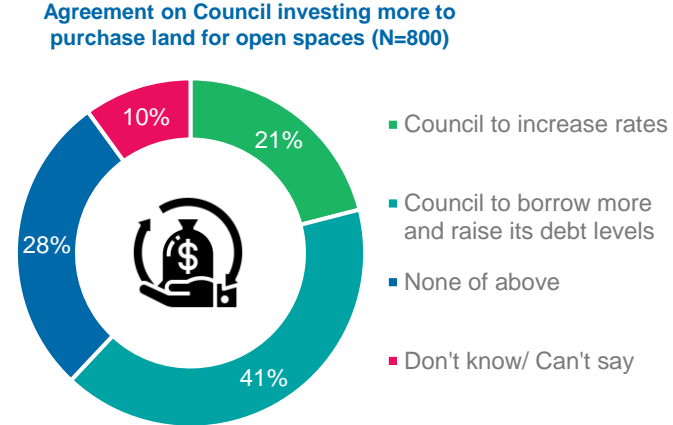


# The community is divided on subject of purchasing land for open spaces and on how Council should fund it

Overall residents are somewhat divided on need for Council to invest more to purchase / create open space, with 47% in support, 28% neutral and 25% opposed



And the community is also divided on how Council should fund, though more prefer Council borrow (41%) rather than increase rates (21%) but with close to a third (28% opposed to either option).



Statistically significant differences between demographic subgroups:

There were few statistically significant differences on perceptions of these by age, gender or Ward

By age: 35-44 years were most to disagree Council should invest more (35%)

By age: 55-64 years and 65-74 years most opposed to Council increasing rates or borrowing

By gender: Males were more positive to increase rates (25%) than females 17%

By Ward: Rose Park and Toorak Gardens most opposed to Council increasing rates or borrowing

*Implications:*

*The subject of having open spaces for a growing population is likely to have considerable opposing views within the community and would need to be explored in more detail when more specific "concepts" would go to community feedback.*

*In broad terms there appears at present more appetite for Council to borrow and raise its debt levels than there is to increase rates – but there is a sizeable proportion of residents that are opposed to both.*

Q16 Using the scale from 1 = Strongly disagree to 5 = Strongly agree, to what extent do you agree or disagree that Council should invest more to purchase land to create new open spaces?

Q17 If Council were to purchase land for new open spaces which of the following funding options would you prefer Council to adopt?

# And the community doesn't have many suggestions for Council beyond better use of open spaces currently held

When asked to make suggestions to Council about providing open spaces for a growing population – the majority believed *nothing else was needed* (40%) or *Could not offer suggestions* (28%).

Of the remainder the main suggestions related to the theme of *Better use of current spaces* (13%) which included a mix of enhancements for playgrounds, family areas, dog parks, sports facilities.

Further details of responses by theme are provided on next page.

### Statistically significant differences between demographic subgroups:

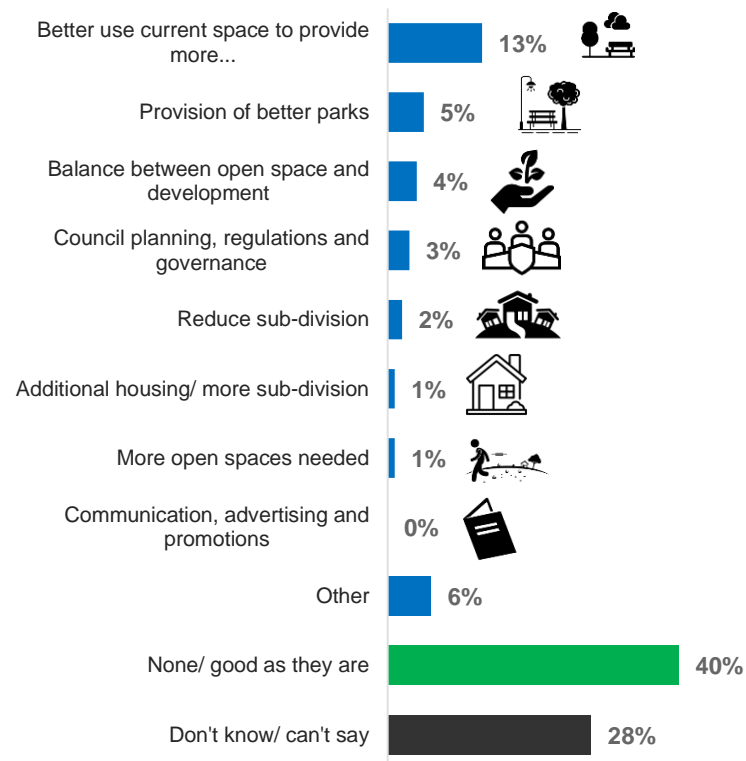
Whilst there were some variations across subgroups these were generally scattered and not uniformly held.

### *Implications:*

*In absence of any specific concept, residents would expect Council to explore opportunities to enhance use of existing spaces and facilities rather than creating new spaces.*

*Again, further consultation would be required to assess community response to any specific concept.*





**Suggestions to Council on providing spaces for a growing population (n=796)**



0% represents n=2 or less

Q18-What suggestions you would like to make to Council about providing open spaces for a growing population?

## Specific Suggestions By Theme for Open Space

	TOTAL	N=796
 <b>Better use current space to provide more...(13%)</b>	Playgrounds for children	4%
	Leisure areas for families	2%
	Activities for the youth	1%
	Sports facilities	1%
	Community gardens	1%
	Parks designated for dogs / pets	1%
	Bike tracks	1%
	Shades and covered areas	1%
	Skate tracks / paths	1%
	Courts (i.e. Basketball, Tennis, Hockey etc.)	1%
	Walking tracks / paths / trails	1%
	BBQ / Cooking areas	0%
	Festivities/Fairs/Festivals for everyone	0%
	Fitness classes	0%
	Upgraded facilities in general	0%
	Drinking fountains	0%
	Amphitheatre	0%
	Activities and amenities for the elderly	0%
Toilet facilities	0%	
Parking spaces	0%	
Swimming Pool	0%	
Venues for community interactions	0%	
 <b>Provision of better parks (5%)</b>	More native vegetation / trees	1%
	Utilise open space to provide more parks (general)	1%
	Well-maintained parks / take better care of parks	1%
	More bins at the park	0%
	Increase biodiversity	0%
	More wetlands in the park	0%
	Make sure that trees don't fall (i.e. gum trees)	0%
	Regenerate native / natural landscape	0%
	Better lighting	0%
	Fix / Improve foot paths	0%
Smaller spaces / little pockets / parks	0%	
 <b>Balance between open space and development (4%)</b>	Balance between open space and development of commercial areas	3%
	No urban jungles	1%
 <b>Council planning, regulations and governance (3%)</b>	Buy/ purchase lands or open spaces	1%
	Proper / better planning for the future	1%
	Do not increase fees / tax towards it	1%
	Further study of population demographics before making decisions	0%
	Council must have an ecological understanding to manage open spaces better	0%
	Work with the State government to get grants / manage open spaces	0%
	Conduct community consultations with current residents	0%



	TOTAL	N=796
<b>Reduce subdivision (2%)</b>	Restriction on house subdivision	2%
	Maintain size of house blocks	1%
<b>Additional housing / more subdivision (1%)</b>	Extra fees for those who do subdivision / developers	0%
<b>More open spaces needed (1%)</b>	More efficient subdivision	1%
	Build more houses	0%
<b>More open spaces needed (1%)</b>	More open spaces needed for mental health	0%
	More open spaces for festivals to bring people together	0%
	More open spaces to keep up with the increasing population	0%
	For sustainable greeneries	0%
<b>Communication, advertising and promotions (0%)</b>	Based on ecologically-sustainable design principles	0%
<b>Communication, advertising and promotions (0%)</b>	Encourage people to participate in fundraising activities	0%
	Communicate to residents about open spaces / updates/ status	0%
<b>Others (6%)</b>		
	More of them / evenly dispersed	2%
	Maintain the current open spaces	2%
	Utilise open spaces better (general)	1%
	CCTV cameras in public spaces to detect suspicious activities / safety / security	0%
	Pest control activities	0%
	Acknowledge the land of Garna [Kaurna] people	0%
	Do not sell land / open spaces	0%
	To be inclusive of all cultural groups	0%
	Reduce the population	0%
	More sufficient rubbish collection	0%
	Look for patronage / support	0%
Increasing debt	0%	
Increasing rates	0%	
Private sponsorships	0%	
Get rid of historical conservation sites	0%	

Not Applicable Excluded  
0% represents n=4 or less

Q18-What suggestions you would like to make to Council about providing open spaces for a growing population?

## THEME 6

# UNDERSTANDING WHAT RESIDENTS VALUE MOST ABOUT THEIR SUBURBS



# Importance of open spaces and the natural environment is a recurring theme shared across all cohorts

The highest rated items of importance across the resident population are the *Open spaces (within walking distance)* and *Tree cover*. These echo previous findings on parks and reserves and the hesitation regarding changes to open spaces.

Of least importance (amongst the attributes tested) was *Traditional building character* (ie heritage).

Further details of responses by Top 3 and Bottom 3 by segment provided on next page

## Statistically significant differences between demographic subgroups:

Statistically significant variances were:

**By age:** older aged residents (65 years plus) tended to place greater importance on each aspect  
younger aged residents <35 and 35-44 tended to be lower than other groups

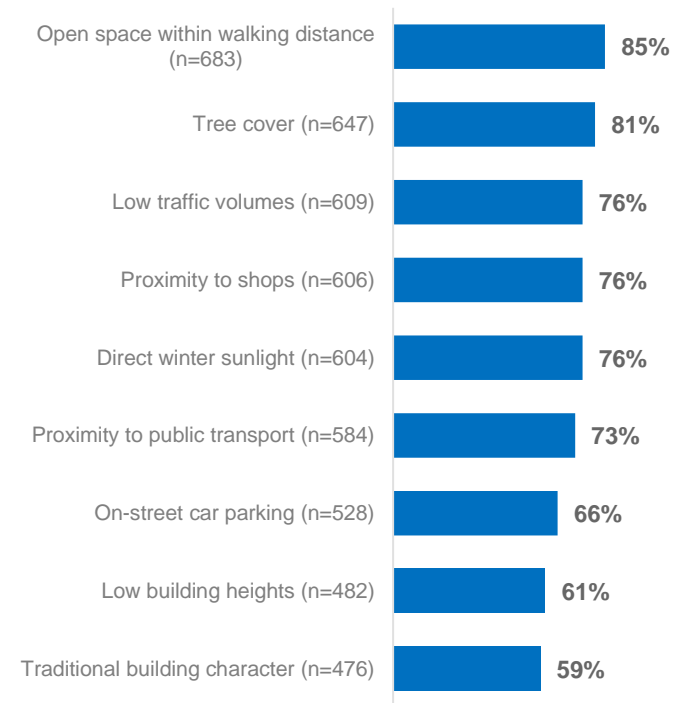
**By Gender** females tended to place greater importance on aspects than males

**By Ward** there were a few but peppered across aspect and wards with no trend emerging

## *Implications:*

*Based on the aspects tested in this study, the importance of open spaces and the natural environment is a recurring theme shared across all age and gender and location cohorts – and care is needed on any decisions impacting these.*

## Importance of various aspects where residents live (N=800)



Don't Know responses excluded



## What residents value the most about their suburbs Top 3 and Bottom 3 per segment

	TOTAL (n=800)	AGE							GENDER		WARD					
		18-34 (n=176)	35-44 (n=128)	45-54 (n=136)	55-64 (n=128)	65-74 (n=120)	75-84 (n=80)	85+ (n=32)	Male (n=376)	Female (n=424)	Kensington Park (n=138)	Kensington Gardens and Magill (n=133)	Burnside (n=126)	Beaumont (n=144)	Eastwood and Glenunga (n=134)	Rose Park and Toorak Gardens (n=125)
Open space within walking distance	85%	86%	81%	90%	85%	86%	88%	73%	86%	85%	89%	87%	83%	81%	87%	85%
Tree cover	81%	79%	66%	80%	84%	88%	92%	87%	80%	82%	88%	75%	80%	77%	82%	86%
Low traffic volumes	76%	72%	69%	81%	76%	85%	76%	85%	72%	80%	75%	83%	75%	75%	79%	71%
Proximity to shops	76%	73%	82%	76%	67%	77%	79%	89%	74%	77%	79%	79%	75%	68%	74%	81%
Direct winter sunlight	76%	76%	62%	76%	79%	82%	89%	80%	75%	77%	81%	71%	77%	78%	78%	72%
Proximity to public transport	73%	63%	69%	75%	73%	81%	80%	86%	70%	76%	71%	83%	71%	71%	71%	70%
On-street car parking	66%	71%	70%	68%	67%	63%	59%	44%	66%	67%	64%	67%	66%	65%	64%	71%
Low building heights	61%	53%	39%	59%	65%	78%	81%	67%	54%	67%	66%	57%	57%	60%	63%	62%
Traditional building character	59%	47%	53%	59%	61%	73%	74%	60%	55%	64%	69%	53%	51%	58%	57%	69%

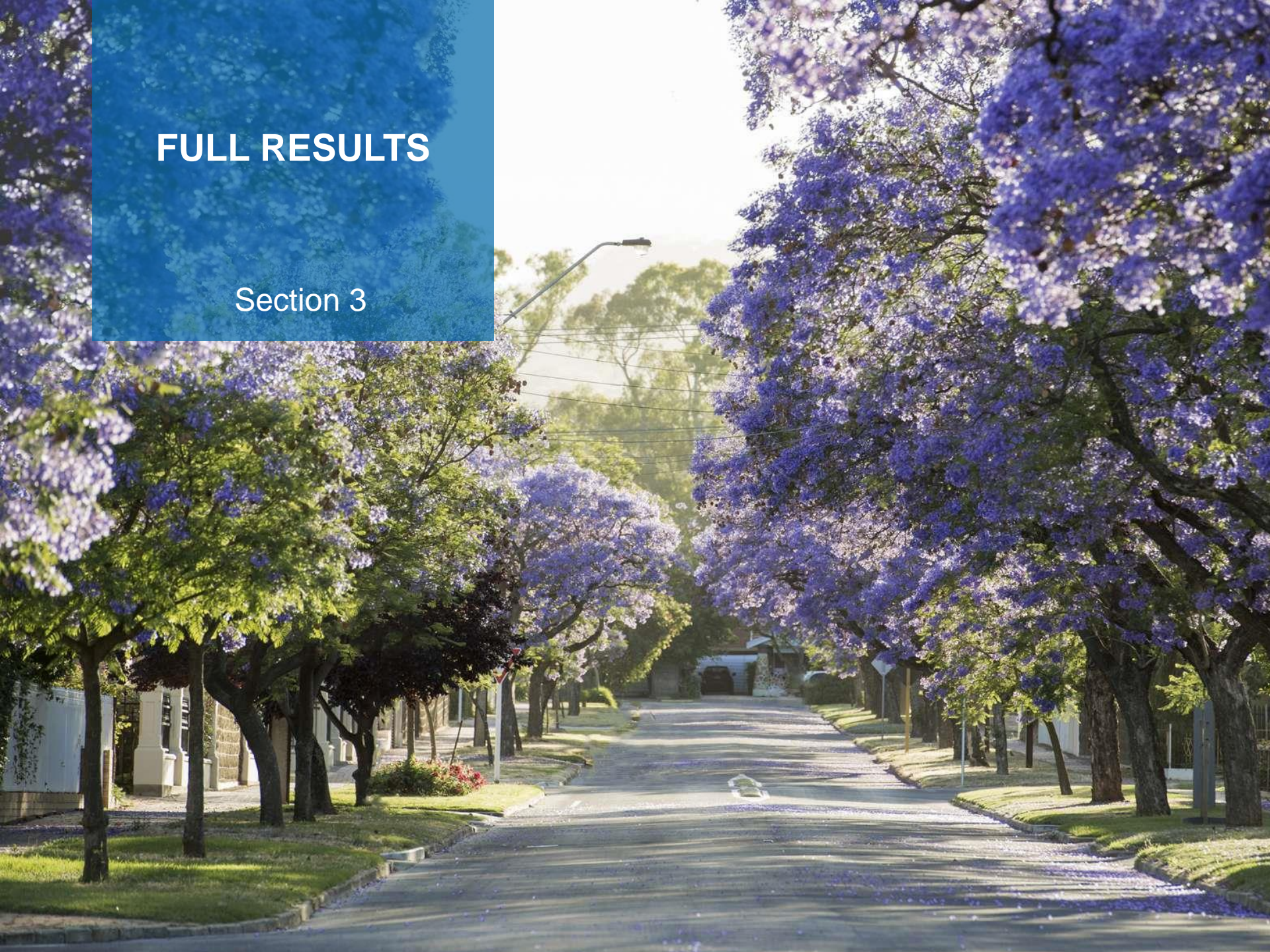
	Top 3
	Bottom 3

Don't Know responses excluded

Q19. How important are the following aspects of where you live...

# FULL RESULTS

## Section 3



## 5.1 THEME 1 AGED CARE

**Q1. Which of the following aged care services are you aware that Burnside Council provides:**

THEMES	TOTAL (n=800)	AGE							GENDER		WARD					
		18-34 (n=176)	35-44 (n=128)	45-54 (n=136)	55-64 (n=128)	65-74 (n=120)	75-84 (n=80)	85+ (n=32)	Male (n=376)	Female (n=424)	Kensington Park (n=138)	Kensington Gardens and Magill (n=133)	Burnside (n=126)	Beaumont (n=144)	Eastwood and Glenunga (n=134)	Rose Park and Toorak Gardens (n=125)
Small bus service to and from home and central locations i.e. local shopping centres	59%	25%	66%	59%	64%	78%	76%	78%	50%	67%	58%	62%	56%	62%	58%	56%
Various social, fitness and special interest group activities	54%	34%	48%	57%	53%	73%	69%	65%	47%	60%	55%	57%	58%	48%	49%	57%
Basic home maintenance and gardening	37%	17%	17%	31%	40%	61%	72%	75%	28%	45%	44%	38%	43%	39%	30%	31%
Transport by car to and from home and other locations i.e. doctors	26%	18%	26%	19%	24%	33%	43%	53%	25%	28%	27%	30%	28%	22%	24%	27%

Data shows yes response % only

## 5.1 Theme 1 Aged Care...continued

**Q2 Regardless of age, would you or any other family member who resides in the Burnside area be interested in using any of those services? If so, who? Select all that apply :**

FAMILY MEMBER	TOTAL (n=800)	AGE							GENDER		WARD					
		18-34 (n=176)	35-44 (n=128)	45-54 (n=136)	55-64 (n=128)	65-74 (n=120)	75-84 (n=80)	85+ (n=32)	Male (n=376)	Female (n=424)	Kensington Park (n=138)	Kensington Gardens and Magill (n=133)	Burnside (n=126)	Beaumont (n=144)	Eastwood and Glenunga (n=134)	Rose Park and Toorak Gardens (n=125)
You	17%	2%	10%	11%	21%	29%	38%	36%	11%	22%	15%	20%	19%	15%	18%	15%
Spouse	5%	*	1%	3%	9%	12%	12%	4%	5%	6%	5%	5%	6%	6%	8%	3%
Parent	9%	6%	21%	13%	13%	2%	*	*	10%	8%	7%	9%	9%	14%	10%	7%
Child	0%	*	1%	1%	1%	*	*	*	1%	0%	*	1%	*	1%	1%	*
Grandparent	1%	*	3%	1%	1%	*	*	*	1%	1%	*	1%	1%	2%	1%	*
Other family member	2%	2%	1%	3%	3%	*	*	*	2%	1%	1%	1%	*	2%	2%	3%
None	71%	90%	66%	74%	64%	64%	61%	64%	76%	67%	77%	69%	72%	68%	69%	74%

HIERARCHY	TOTAL (n=230)	AGE							GENDER		WARD					
		18-34 (n=17)	35-44 (n=43)	45-54 (n=36)	55-64 (n=47)	65-74 (n=44)	75-84 (n=31)	85+ (n=12)	Male (n=89)	Female (n=141)	Kensington Park (n=31)	Kensington Gardens and Magill (n=42)	Burnside (n=36)	Beaumont (n=46)	Eastwood and Glenunga (n=42)	Rose Park and Toorak Gardens (n=33)
You	59%	21%	30%	42%	57%	80%	97%	100%	48%	66%	67%	65%	66%	46%	57%	56%
Spouse	4%	*	*	2%	3%	15%	3%	*	2%	6%	*	6%	2%	6%	6%	5%
Parent	31%	59%	62%	48%	33%	5%	*	*	42%	24%	30%	26%	31%	40%	32%	26%
Grandparent	1%	*	4%	2%	*	*	*	*	1%	1%	*	*	*	4%	2%	*
Other family member	4%	20%	4%	5%	7%	*	*	*	8%	2%	3%	4%	*	4%	4%	13%

0% represents n=3 or less

Hierarchy Rule for Hierarchy Table: If multiple family members could be interested in services in Q1 then subsequent questions relate to Respondent in first instance. If respondent not interested, then 2nd priority is Spouse. If neither respondent nor partner interested then 3rd Priority is Parent, then Child, Grandparent, Other family etc.

Q4. In your opinion, what would [prox1] be prepared to pay for Burnside Council service of....

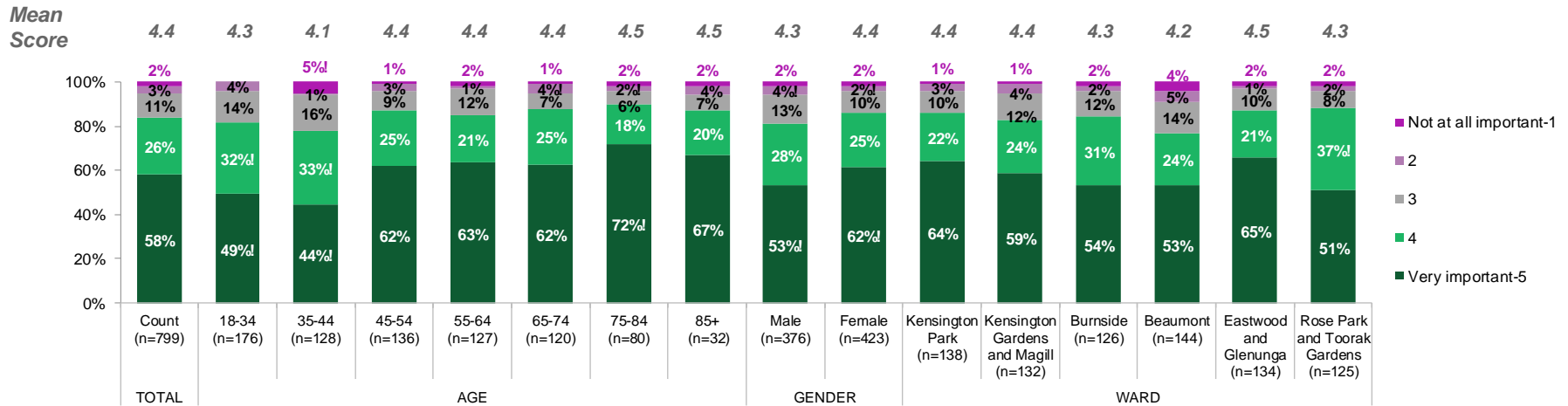
AMOUNT WILLING TO PAY		TOTAL (n=94)	AGE						GENDER		WARD						
			18-34 (n=7)	35-44 (n=15)	45-54 (n=10)	55-64 (n=17)	65-74 (n=20)	75-84 (n=22)	85+ (n=4)	Male (n=34)	Female (n=60)	Kensington Park (n=12)	Kensington Gardens and Magill (n=15)	Burnside (n=20)	Beaumont (n=19)	Eastwood and Glenunga (n=18)	Rose Park and Toorak Gardens (n=10)
BASIC HOME	Not prepared to pay anything	7%	*	11%	*	14%	4%	4%	15%	8%	6%	*	16%	6%	*	4%	18%
	\$1-\$20	16%	*	12%	21%	14%	12%	27%	14%	8%	20%	14%	15%	18%	25%	9%	12%
	\$21-\$40	31%	*	33%	21%	34%	32%	40%	30%	18%	38%	40%	41%	27%	24%	24%	37%
	\$41-\$60	28%	50%	22%	48%	19%	32%	18%	28%	42%	20%	27%	15%	13%	30%	49%	33%
	\$61-\$80	18%	50%	22%	10%	20%	20%	9%	14%	24%	15%	15%	14%	36%	21%	13%	*
	\$81-\$100	1%	*	*	*	*	*	3%	*	*	1%	5%	*	*	*	*	*
SOCIAL AND FITNESS ACTIVITIES	Not prepared to pay anything	11%	*	31%	5%	12%	4%	12%	*	13%	10%	18%	10%	20%	8%	*	17%
	\$1-\$10	64%	*	40%	65%	59%	92%	72%	75%	46%	74%	55%	90%	53%	57%	69%	61%
	\$11-\$20	19%	100%	19%	15%	29%	4%	16%	*	31%	13%	27%	*	14%	23%	28%	21%
	\$21-\$30	5%	*	10%	15%	*	*	*	*	8%	3%	*	*	13%	12%	*	*
	\$31-\$40	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
	\$41-\$50	1%	*	*	*	*	*	*	25%	2%	*	*	*	*	*	3%	*
CAR	Not prepared to pay anything	2%	*	*	12%	*	*	*	*	*	4%	26%	*	*	*	*	*
	\$1-\$5	23%	*	14%	33%	22%	16%	31%	59%	33%	17%	16%	39%	*	26%	28%	44%
	\$6-\$10	33%	*	58%	21%	39%	18%	31%	18%	13%	46%	21%	52%	23%	33%	37%	20%
	\$11-\$20	30%	*	28%	33%	32%	49%	29%	22%	32%	28%	38%	10%	26%	37%	35%	36%
	\$21-\$70	12%	100%	*	*	7%	17%	10%	*	22%	5%	*	*	51%	4%	*	*
SMALL BUS	Not prepared to pay anything	12%	*	*	16%	34%	*	17%	31%	5%	16%	39%	*	13%	10%	11%	11%
	\$1-\$5	66%	100%	84%	41%	34%	100%	49%	69%	87%	55%	24%	81%	45%	79%	53%	89%
	\$6-\$10	14%	*	*	28%	32%	*	34%	*	*	22%	*	19%	42%	12%	*	*
	\$11-\$20	8%	*	16%	15%	*	*	*	*	9%	8%	37%	*	*	*	36%	*

\*Don't Know responses excluded  
 Small sample sizes apply to the segments  
 Mean calculated at the total level only due to small bases at segment level

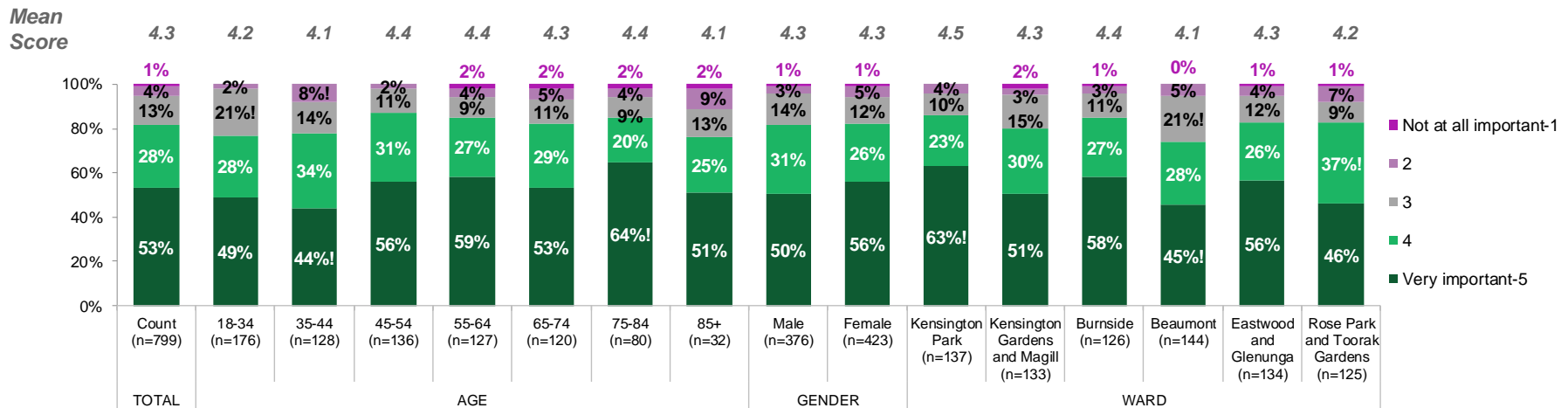
## 5.2 THEME 2 PARKS AND RESERVES

Q5. Using the scale from 1 = Not at all important to 5 = Very important, how important are each of the following aspects of parks and reserves in the Burnside Council area to you....

### 1. Coverage by trees



### 2. Open grassed areas

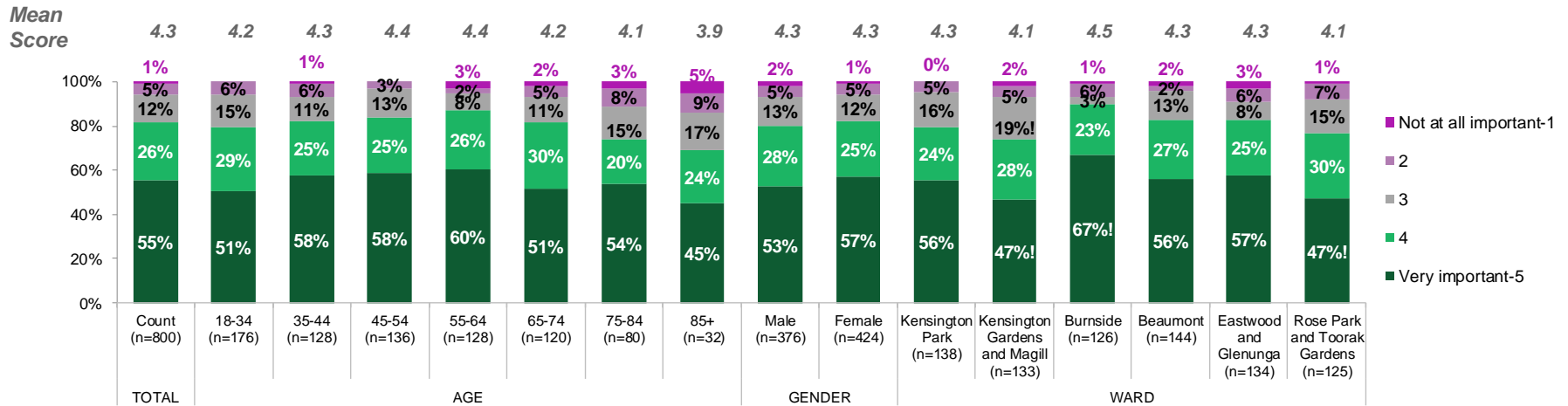


\*Themes arranged in descending order  
Don't Know / Can't Say Excluded  
0% represents n=1

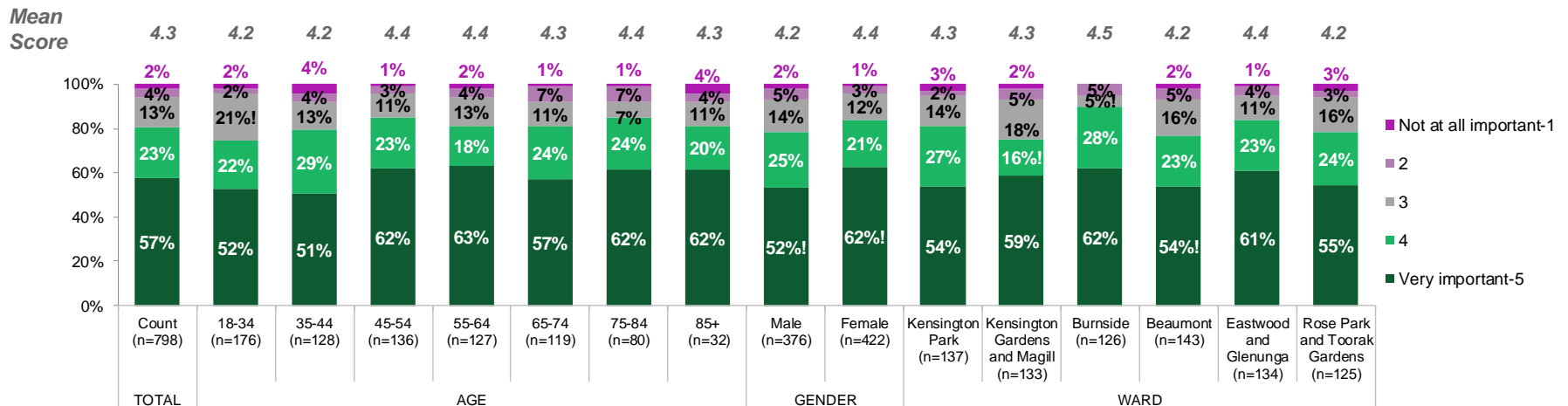
## 5.2 THEME 2 PARKS AND RESERVES

Q5. Using the scale from 1 = Not at all important to 5 = Very important, how important are each of the following aspects of parks and reserves in the Burnside Council area to you....

### 3. Walking Tracks



### 4. Natural Habitat for Wildlife

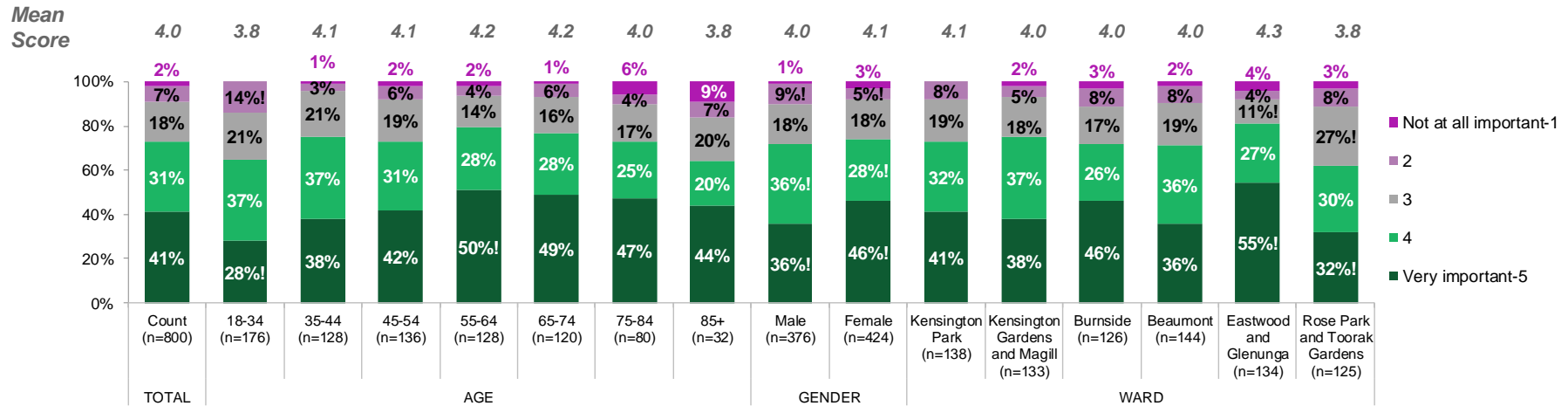


\*Themes arranged in descending order  
Don't Know / Can't Say Excluded  
0% represents n=1

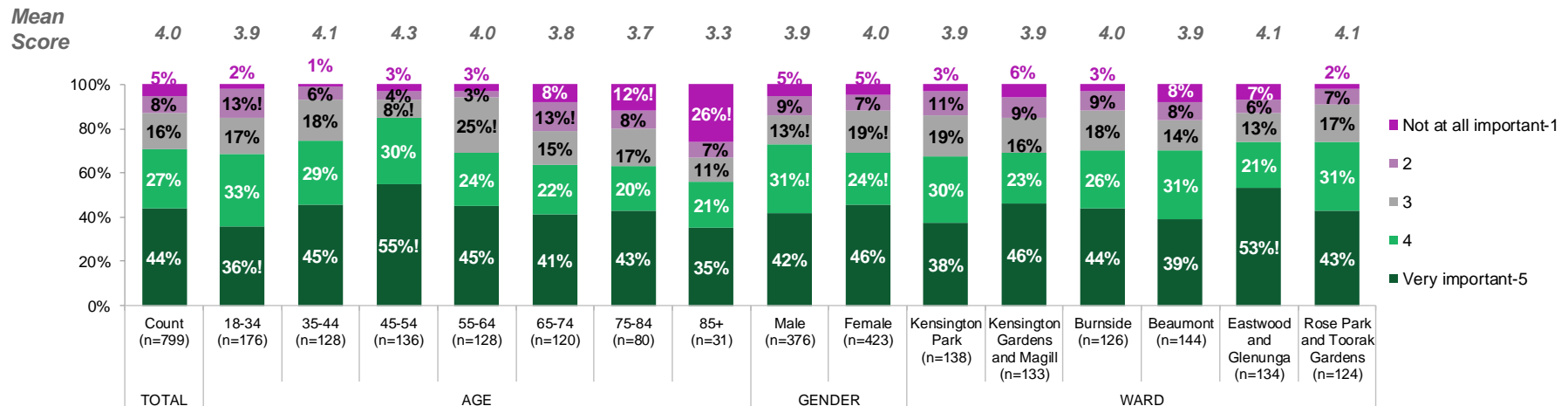
## 5.2 THEME 2 PARKS AND RESERVES

**Q5. Using the scale from 1 = Not at all important to 5 = Very important, how important are each of the following aspects of parks and reserves in the Burnside Council area to you....**

### 5. Leisure Areas



### 6. Have sports facilities



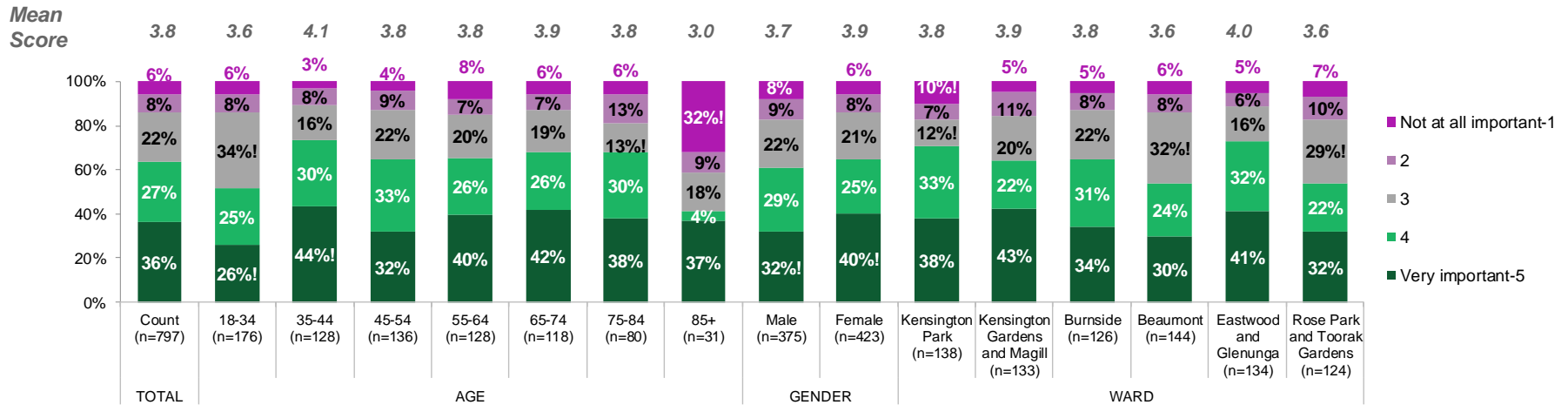
\*Themes arranged in descending order  
Don't Know / Can't Say Excluded



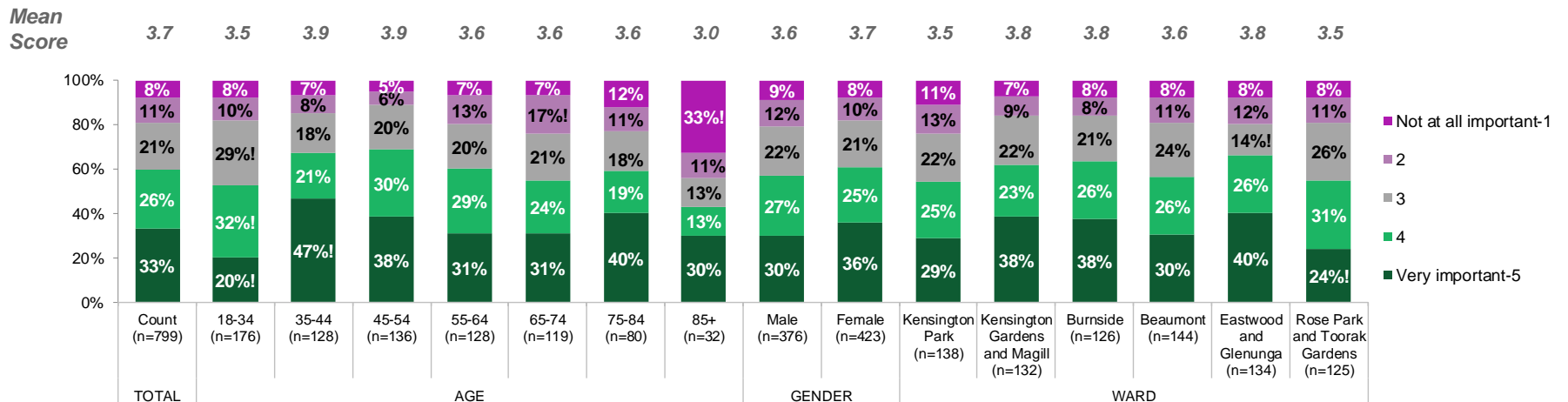
## 5.2 THEME 2 PARKS AND RESERVES

Q5. Using the scale from 1 = Not at all important to 5 = Very important, how important are each of the following aspects of parks and reserves in the Burnside Council area to you....

### 7. Play equipment / workout areas



### 8. Hosts a variety of sports and activities

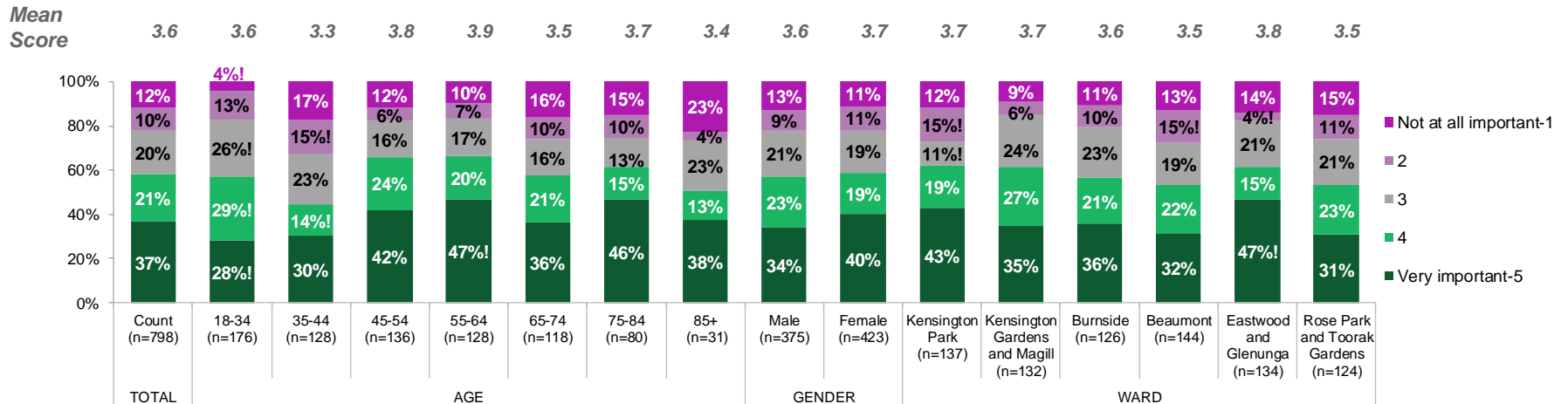


\*Themes arranged in descending order  
Don't Know / Can't Say Excluded

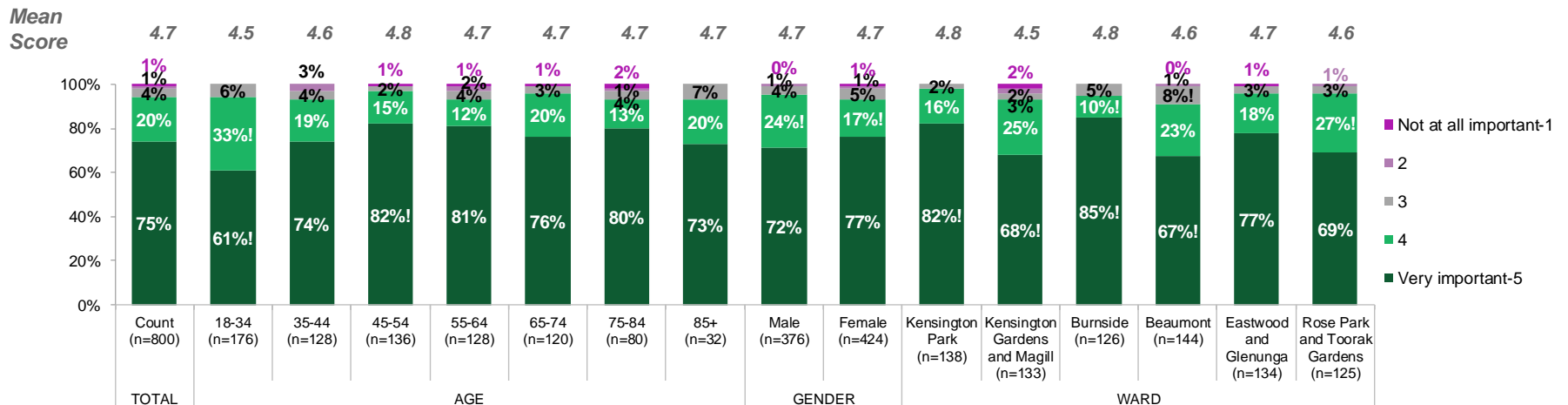
## 5.2 THEME 2 PARKS AND RESERVES

Q5. Using the scale from 1 = Not at all important to 5 = Very important, how important are each of the following aspects of parks and reserves in the Burnside Council area to you....

### 9. Dog facilities or parks



### 10. Overall importance



\*Themes arranged in descending order  
Don't Know / Can't Say Excluded  
0% represents n=2 or less

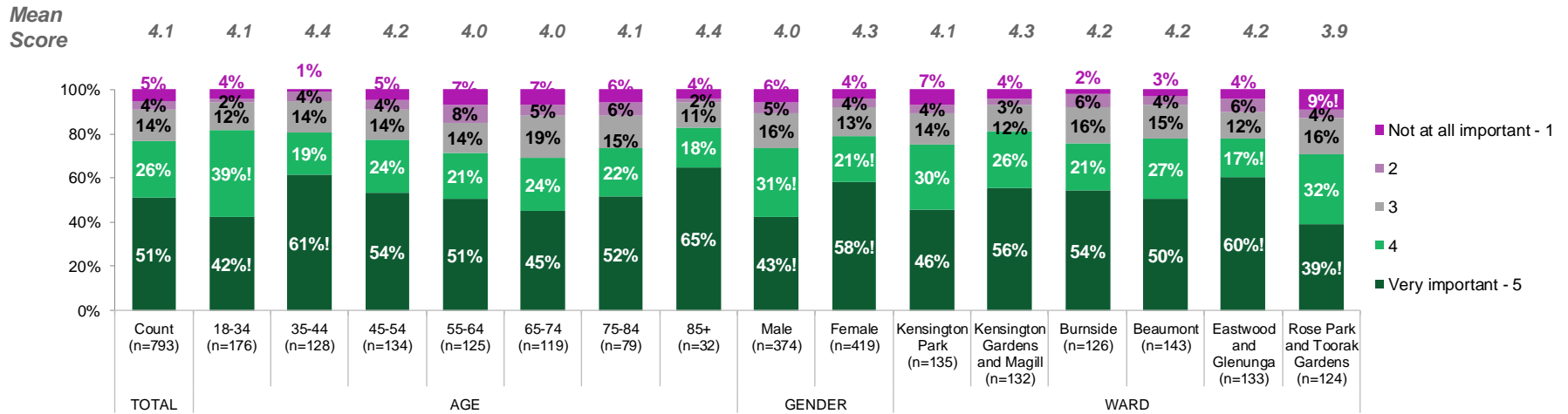
## 5.2 Theme 2 Parks and Reserves...continued

**Q6. In what ways could Council improve parks and reserves in the Burnside area for you?**

THEMES	TOTAL (n=799)	AGE							GENDER		WARD					
		18-34 (n=176)	35-44 (n=128)	45-54 (n=136)	55-64 (n=127)	65-74 (n=120)	75-84 (n=80)	85+ (n=32)	Male (n=375)	Female (n=424)	Kensington Park (n=138)	Kensington Gardens and Magill (n=132)	Burnside (n=126)	Beaumont (n=144)	Eastwood and Glenunga (n=134)	Rose Park and Toorak Gardens (n=125)
Maintenance and natural environment	19%	14%	17%	20%	27%	25%	14%	10%	20%	19%	25%	16%	25%	14%	13%	23%
Public amenities/ facilities	19%	22%	30%	19%	10%	18%	11%	6%	20%	17%	16%	14%	16%	26%	22%	17%
Paths and trails	4%	2%	1%	6%	13%	3%	2%	*	3%	6%	9%	3%	3%	6%	3%	1%
Pets/ animals	8%	14%	7%	5%	11%	7%	4%	2%	8%	9%	12%	7%	14%	4%	7%	6%
Parks and reserves	1%	*	1%	3%	2%	1%	2%	*	2%	1%	2%	2%	1%	3%	1%	*
Transport/ parking at parks and reserves	1%	2%	1%	1%	2%	1%	1%	*	2%	1%	1%	*	3%	2%	2%	1%
Communications/ information	1%	*	*	1%	1%	*	1%	*	1%	0%	*	1%	1%	1%	*	1%
Activities/ attractions	1%	*	4%	1%	3%	*	1%	*	1%	2%	1%	2%	1%	2%	2%	1%
Other	3%	2%	3%	3%	5%	4%	5%	2%	4%	3%	1%	2%	4%	4%	5%	4%
None/ good as they are	40%	43%	33%	41%	32%	42%	51%	57%	42%	38%	36%	49%	42%	35%	42%	38%
Don't know/ can't say	11%	12%	10%	10%	8%	7%	15%	24%	9%	12%	7%	11%	6%	12%	10%	19%

### 5.3 THEME 3 - CULTURAL / INCLUSIVE ENGAGEMENT / PROGRAMMING / SERVICES

**Q7 Using the scale from 1 = Not at all important to 5 = Very important, how important to you is it that Burnside Council supports people from different cultural, social and economic backgrounds?**



### 5.3 Theme 3 – Cultural / Inclusive engagement / Programming / Services ...continued

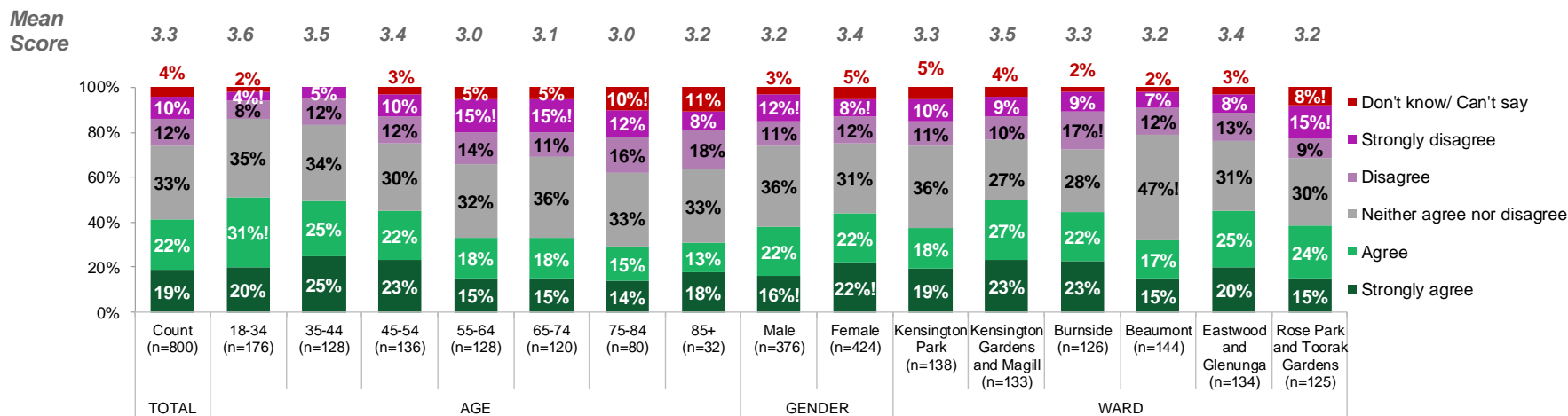
**Q8-In what ways should Burnside Council do more to support cultural and social diversity in the area?**

THEMES	TOTAL (n=794)	AGE							GENDER		WARD					
		18-34 (n=176)	35-44 (n=128)	45-54 (n=135)	55-64 (n=127)	65-74 (n=116)	75-84 (n=80)	85+ (n=32)	Male (n=372)	Female (n=422)	Kensington Park (n=136)	Kensington Gardens and Magill (n=133)	Burnside (n=126)	Beaumont (n=142)	Eastwood and Glenunga (n=134)	Rose Park and Toorak Gardens (n=123)
Cultural and community events & initiatives	19%	24%	25%	21%	19%	14%	10%	5%	17%	21%	16%	28%	28%	17%	18%	8%
Multi-lingual communication	5%	2%	5%	6%	7%	8%	2%	2%	4%	5%	4%	3%	7%	6%	6%	2%
Communication, advertising and promotions	3%	2%	3%	5%	4%	3%	3%	2%	3%	4%	3%	4%	4%	5%	1%	0%
Community forums and consultation	2%	2%	1%	3%	1%	2%	1%	*	2%	2%	1%	3%	3%	2%	1%	1%
Support cultural groups and entities	2%	4%	3%	1%	1%	*	3%	4%	1%	3%	4%	0%	*	2%	2%	5%
Educating residents on cultural diversity	2%	*	1%	4%	2%	3%	1%	*	2%	2%	1%	4%	1%	*	2%	2%
Other	5%	4%	5%	5%	8%	6%	2%	2%	5%	5%	7%	6%	4%	7%	2%	5%
None/ good as they are	28%	24%	26%	23%	27%	34%	36%	35%	30%	26%	27%	19%	25%	32%	32%	32%
Don't know/ can't say	38%	37%	35%	37%	35%	36%	44%	51%	39%	36%	39%	36%	32%	33%	40%	47%

0% represents n=1

### 5.3 Theme 3 – Cultural / Inclusive engagement / Programming / Services ...continued

**Q9 Using the scale from 1= Strongly disagree to 5= Strongly agree, how strongly do you agree or disagree that Burnside Council should be investing more in multicultural and social diversity?**

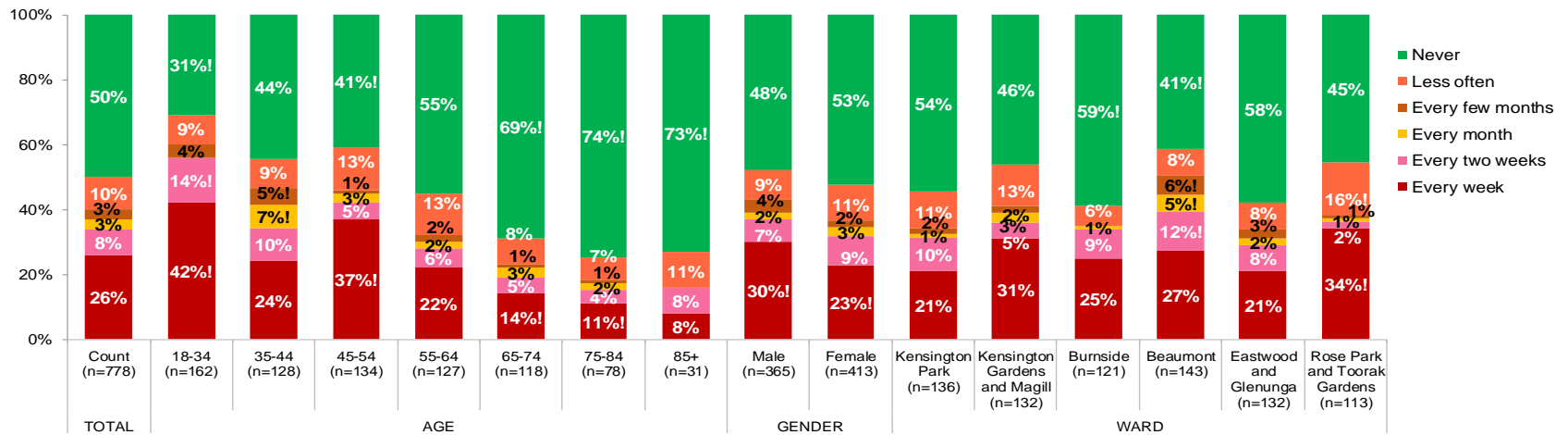


**Q10 Which of the following do you believe Burnside Council should be investing more in?**

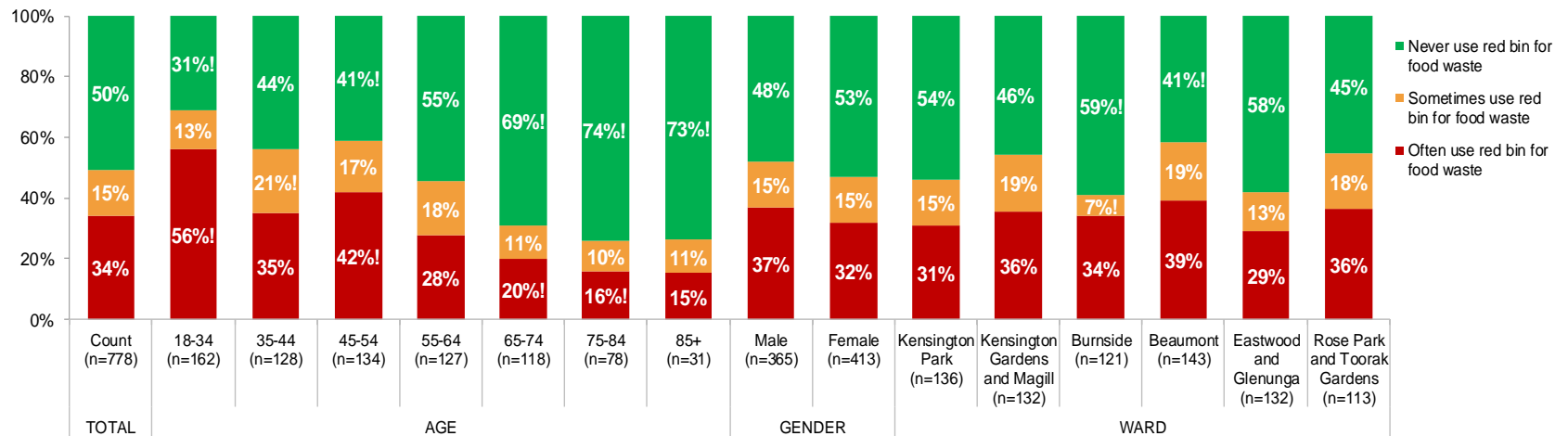
THEMES	TOTAL (n=800)	AGE							GENDER		WARD					
		18-34 (n=176)	35-44 (n=128)	45-54 (n=136)	55-64 (n=128)	65-74 (n=120)	75-84 (n=80)	85+ (n=32)	Male (n=376)	Female (n=424)	Kensington Park (n=138)	Kensington Gardens and Magill (n=133)	Burnside (n=126)	Beaumont (n=144)	Eastwood and Glenunga (n=134)	Rose Park and Toorak Gardens (n=125)
Support for those living with disabilities	86%	96%	82%	87%	84%	85%	81%	76%	87%	86%	84%	91%	84%	82%	90%	87%
Support for those living with health issues (includes mental health)	83%	94%	82%	84%	78%	82%	74%	76%	82%	84%	83%	82%	82%	81%	87%	84%
Multicultural events including food, music, dance etc	75%	92%	79%	75%	69%	67%	61%	63%	75%	75%	73%	80%	79%	79%	78%	61%
Publish Council materials and information in different languages	66%	84%	63%	59%	64%	61%	56%	52%	68%	63%	70%	66%	64%	69%	68%	56%
Interpreter Services	61%	74%	60%	60%	57%	58%	49%	60%	60%	62%	64%	66%	57%	61%	61%	57%
Services or events to recognise, promote and celebrate reconciliation with First Nations peoples	60%	77%	71%	63%	55%	42%	39%	45%	58%	62%	60%	60%	68%	53%	64%	56%
None of above	4%	*	3%	3%	4%	6%	7%	9%	3%	4%	5%	3%	2%	3%	5%	4%

## 5.4 THEME 4 – FOOD WASTE

Q11 How often does your household place food waste in the Red Landfill bin instead of the Green Organics bin?

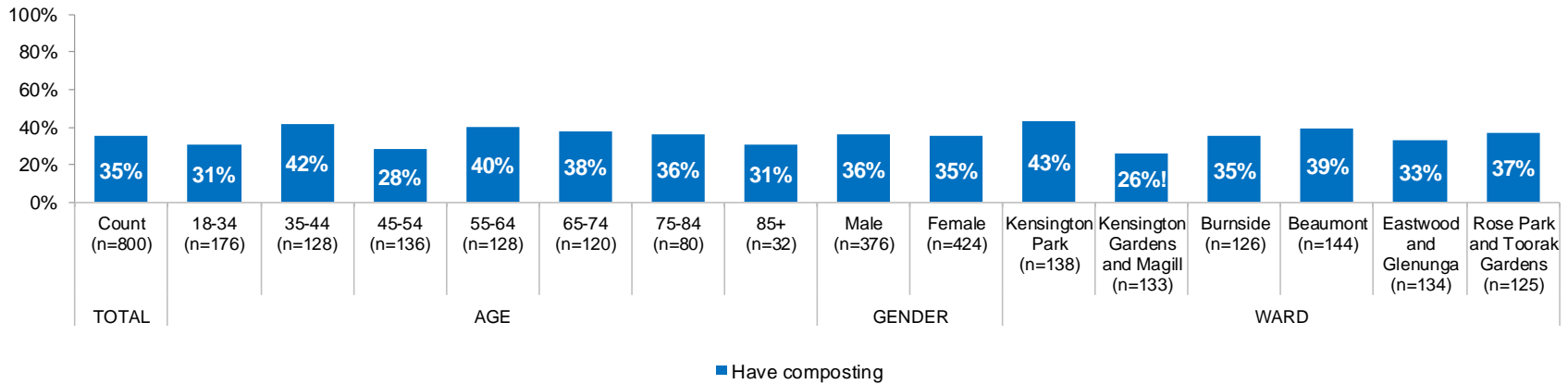


Consolidated version of the above charts

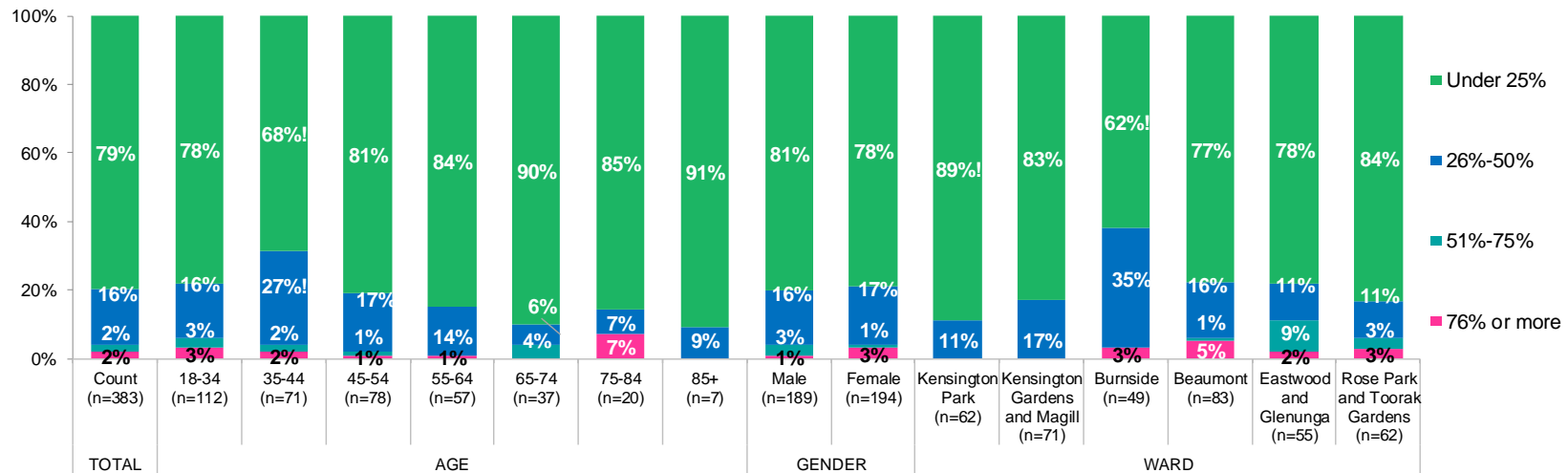


## 5.4 THEME 4 – FOOD WASTE

### Q12. Does your household have home composting?



### Q13 Approximately what % of the volume of waste that your household places in the Red bin would be food waste?



Don't Know responses excluded for Q13



## 5.4 Theme 4 – Food Waste...continued

**Q14. Each household in Burnside is eligible for a Green Organics bin for food waste that is currently emptied once a fortnight. What do you consider are the benefits of you and your household using the Green Organics bin for food waste?**

BENEFITS	TOTAL (n=800)	AGE							GENDER		WARD					
		18-34 (n=176)	35-44 (n=128)	45-54 (n=136)	55-64 (n=128)	65-74 (n=120)	75-84 (n=80)	85+ (n=32)	Male (n=376)	Female (n=424)	Kensington Park (n=138)	Kensington Gardens and Magill (n=132)	Burnside (n=126)	Beaumont (n=144)	Eastwood and Glenunga (n=134)	Rose Park and Toorak Gardens (n=125)
Reduces landfill volumes / waste	39%	33%	44%	44%	41%	39%	36%	15%	35%	41%	44%	40%	48%	31%	37%	32%
Better for the environment	32%	36%	43%	28%	32%	25%	28%	32%	28%	36%	32%	40%	31%	36%	25%	30%
Provides material for making compost	26%	31%	23%	18%	28%	30%	29%	19%	28%	25%	36%	25%	24%	23%	30%	19%
Better for the soils	9%	8%	10%	5%	7%	9%	12%	11%	7%	10%	10%	9%	7%	6%	13%	6%
Makes you think about reducing food waste	8%	8%	8%	10%	5%	7%	9%	10%	6%	10%	12%	5%	6%	8%	8%	8%
Reduces greenhouse gas emissions	6%	8%	8%	5%	6%	3%	2%	3%	6%	6%	10%	1%	9%	2%	7%	5%
Reduces volume / space of other bins	2%	*	1%	5%	2%	*	3%	*	1%	2%	3%	1%	2%	1%	1%	2%
Create local composting jobs	2%	*	1%	2%	2%	1%	4%	2%	2%	2%	2%	1%	3%	2%	1%	1%
Lead by example	1%	2%	3%	1%	1%	*	1%	*	1%	1%	3%	*	1%	*	1%	3%
Saves Council money	1%	*	1%	1%	1%	2%	2%	*	1%	1%	0%	1%	2%	1%	2%	0%
Can be re-used and recycled	1%	*	*	1%	3%	*	*	*	1%	0%	1%	1%	1%	*	1%	*
Does not attract pests (i.e. rodents)	0%	*	*	*	1%	*	*	*	0%	*	*	*	*	1%	*	*
Keeps everything nice and clean	0%	*	*	1%	*	*	*	2%	0%	*	*	*	1%	*	*	0%
No benefits	14%	16%	8%	13%	12%	18%	18%	19%	17%	12%	11%	13%	10%	19%	17%	15%
Don't know/ Can't say	8%	12%	7%	8%	8%	3%	7%	18%	10%	7%	8%	5%	8%	8%	9%	12%

0% represents n=1

## 5.4 Theme 4 – Food Waste...continued

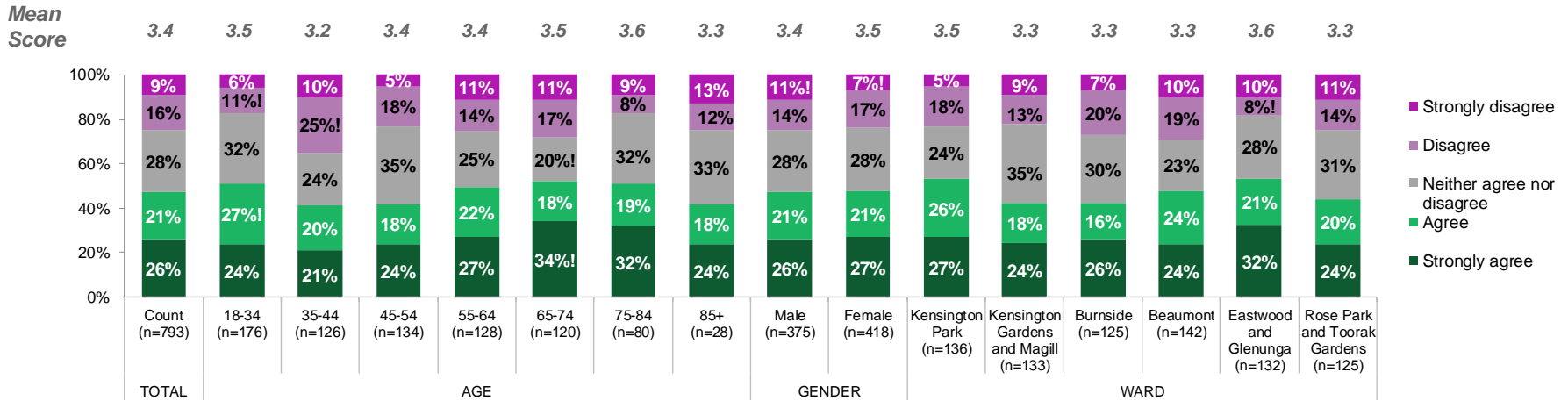
**Q15 What do you believe prevents / inhibits you or your household from placing ALL food waste in the Green Organics bin?**

IMPEDIMENTS	TOTAL (n=800)	AGE							GENDER		WARD					
		18-34 (n=176)	35-44 (n=128)	45-54 (n=136)	55-64 (n=128)	65-74 (n=120)	75-84 (n=80)	85+ (n=32)	Male (n=376)	Female (n=424)	Kensington Park (n=138)	Kensington Gardens and Magill (n=133)	Burnside (n=126)	Beaumont (n=144)	Eastwood and Glenunga (n=134)	Rose Park and Toorak Gardens (n=125)
Too much time and effort needed	14%	26%	18%	15%	8%	3%	6%	2%	16%	12%	12%	19%	16%	12%	10%	13%
Increases smells	13%	6%	16%	19%	12%	14%	11%	7%	10%	15%	15%	13%	12%	13%	11%	11%
Green Organics bin gets too full	7%	12%	9%	10%	5%	3%	2%	2%	7%	8%	1%	2%	14%	12%	9%	7%
Green Organics bins not collected often enough	7%	4%	8%	11%	9%	5%	5%	4%	6%	8%	7%	3%	9%	6%	3%	14%
Couldn't be bothered	5%	6%	6%	5%	8%	3%	1%	2%	3%	7%	4%	8%	8%	3%	2%	6%
Not sure what you can / can't put in Green Organics bin	4%	6%	5%	3%	5%	3%	1%	5%	5%	4%	5%	5%	2%	3%	7%	5%
Attracts flies	4%	*	6%	9%	6%	2%	2%	5%	3%	6%	5%	4%	5%	3%	4%	5%
We do our own composting	3%	*	*	2%	6%	6%	4%	6%	3%	2%	0%	4%	5%	3%	2%	2%
I / others in household don't care	2%	2%	4%	3%	3%	1%	1%	*	1%	3%	6%	1%	2%	2%	1%	2%
Attracts rodents	2%	*	1%	5%	2%	1%	3%	*	1%	3%	3%	1%	4%	1%	2%	2%
Small bags provided by the Council perish	2%	2%	3%	1%	2%	1%	*	*	2%	1%	1%	1%	*	4%	1%	3%
Don't have a Green Organics bin	1%	2%	*	1%	3%	1%	2%	2%	2%	1%	3%	1%	1%	3%	0%	1%
No inside organics Bin	1%	2%	3%	*	1%	1%	1%	*	2%	1%	0%	3%	1%	2%	1%	*
Not sure what food waste is	1%	*	2%	1%	3%	1%	*	*	2%	1%	1%	*	1%	2%	2%	1%
Lack of proper food waste separation	1%	2%	*	1%	1%	*	*	*	1%	*	*	1%	*	3%	*	1%
Feeding some to animals (i.e. chicken)	1%	2%	*	*	1%	*	*	*	1%	0%	*	*	1%	*	1%	3%
Forgetfulness	0%	*	1%	*	*	1%	1%	2%	*	1%	0%	*	0%	1%	*	1%
Don't believe it helps environment	0%	*	*	1%	*	1%	1%	*	0%	0%	0%	1%	*	1%	*	*
Attracts other insects / pests	0%	*	*	*	*	1%	1%	*	0%	0%	1%	1%	*	*	*	*
No impediments	48%	31%	40%	44%	48%	64%	71%	69%	47%	48%	53%	43%	45%	44%	55%	46%
Don't know/ Can't say	2%	4%	*	2%	1%	1%	1%	2%	2%	2%	1%	4%	1%	2%	0%	3%

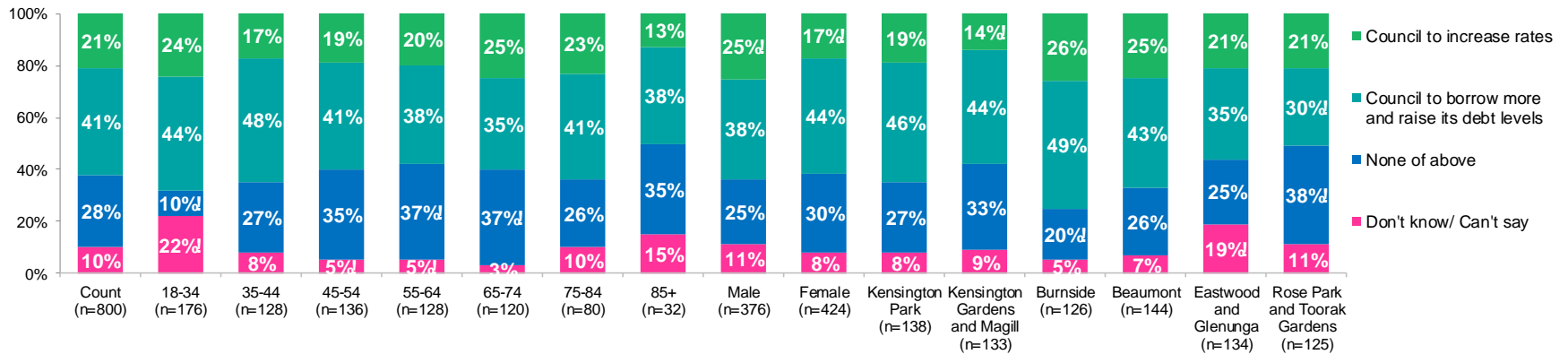
0% represents n=4 or less

## 5.5 THEME 5 – PURCHASING LAND FOR OPEN SPACE

**Q16. Using the scale from 1 = Strongly disagree to 5 = Strongly agree, to what extent do you agree or disagree that Council should invest more to purchase land to create new open spaces?**



**Q17. If Council were to purchase land for new open spaces which of the following funding options would you prefer Council to adopt?**



Don't Know responses excluded for Q16

## 5.5 Theme 5: Purchasing land for open space

### Q18-What suggestions you would like to make to Council about providing open spaces for a growing population?

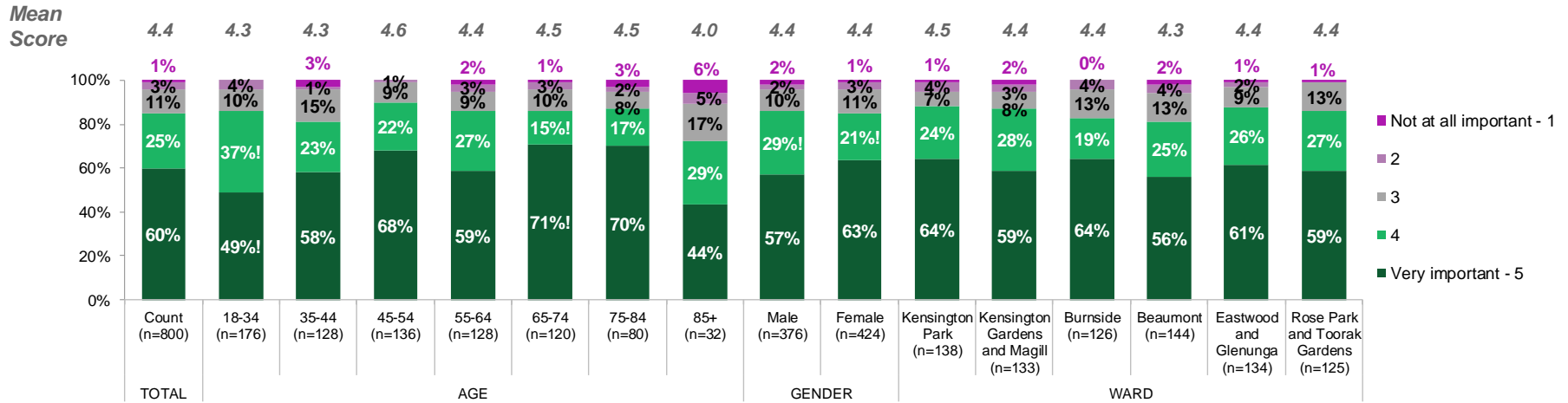
THEMES	TOTAL (n=796)	AGE							GENDER		WARD					
		18-34 (n=176)	35-44 (n=126)	45-54 (n=136)	55-64 (n=126)	65-74 (n=120)	75-84 (n=80)	85+ (n=31)	Male (n=375)	Female (n=421)	Kensington Park (n=137)	Kensington Gardens and Magill (n=131)	Burnside (n=125)	Beaumont (n=144)	Eastwood and Glenunga (n=134)	Rose Park and Toorak Gardens (n=124)
Better use current space to provide more...	13%	8%	17%	15%	13%	15%	10%	6%	11%	14%	12%	13%	16%	16%	8%	10%
Provision of better parks	5%	4%	3%	7%	8%	5%	2%	2%	5%	5%	7%	2%	8%	5%	6%	1%
Balance between open space and development	4%	4%	1%	2%	7%	3%	3%	4%	4%	3%	3%	5%	2%	6%	2%	3%
Council planning, regulations and governance	3%	2%	*	5%	3%	5%	3%	*	3%	3%	5%	3%	2%	3%	2%	4%
Reduce sub-division	2%	*	1%	3%	5%	3%	4%	*	2%	3%	3%	4%	2%	3%	1%	2%
Additional housing/ more sub-division	1%	*	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	2%	0%	1%	1%
More open spaces needed	1%	*	*	1%	2%	3%	*	*	1%	1%	*	1%	2%	1%	1%	1%
Communication, advertising and promotions	0%	*	*	1%	1%	*	*	*	0%	*	*	*	*	*	1%	*
Other	6%	4%	4%	4%	8%	10%	7%	2%	5%	6%	6%	3%	7%	5%	10%	3%
None/ good as they are	40%	39%	46%	35%	37%	41%	42%	44%	41%	38%	30%	43%	39%	39%	35%	52%
Don't know/ can't say	28%	39%	26%	30%	18%	17%	29%	41%	27%	29%	36%	28%	23%	26%	32%	23%

0% represents n=2 or less

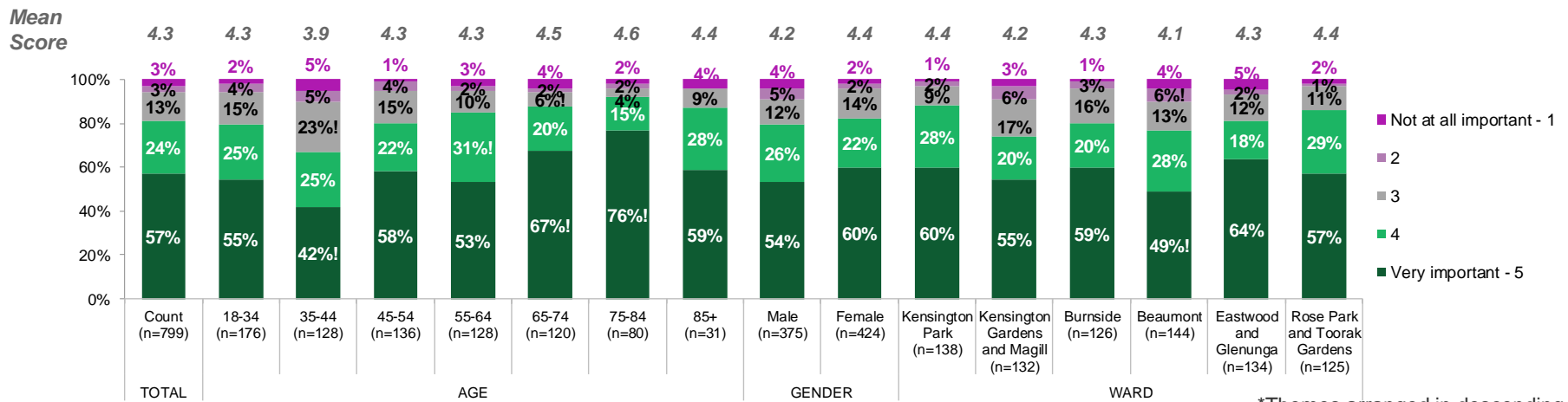
## 5.6 THEME 6 – UNDERSTANDING WHAT RESIDENTS VALUE MOST ABOUT THEIR SUBURBS

Q19. How important are the following aspects of where you live...

### 1. Open space with walking distance



### 2. Tree Cover

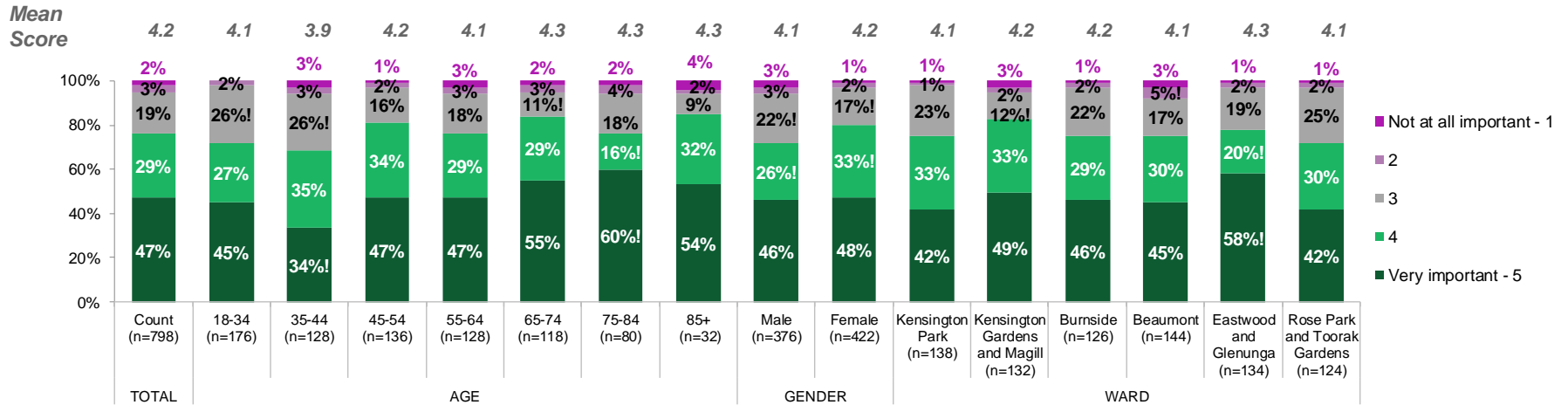


\*Themes arranged in descending order  
Don't Know responses excluded  
0% represents n=1

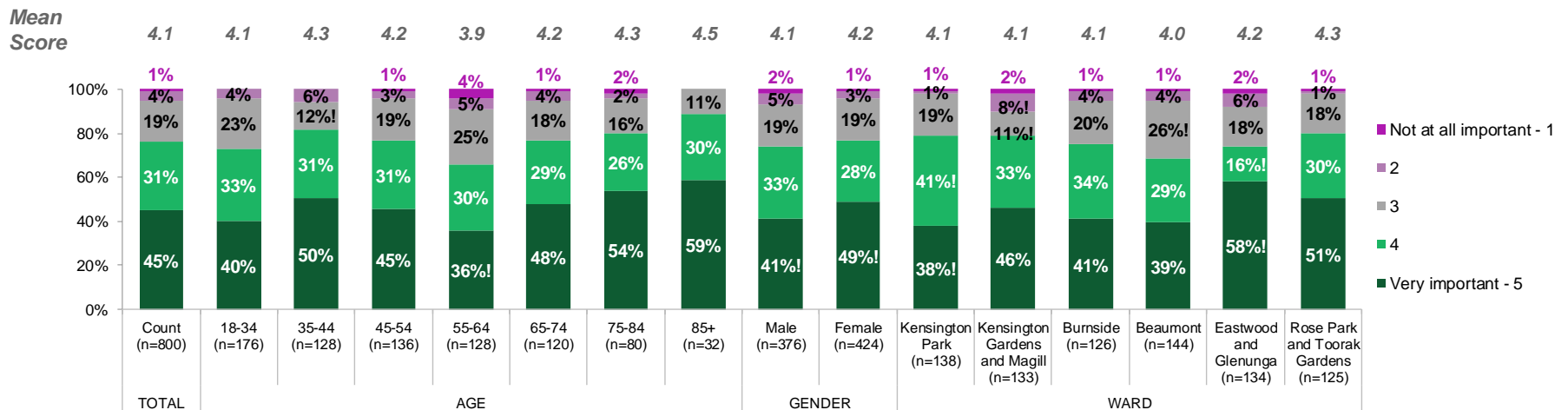
## 5.6 THEME 6 – UNDERSTANDING WHAT RESIDENTS VALUE MOST ABOUT THEIR SUBURBS

Q19. How important are the following aspects of where you live...

### 3. Low traffic volumes



### 4. Proximity to shops

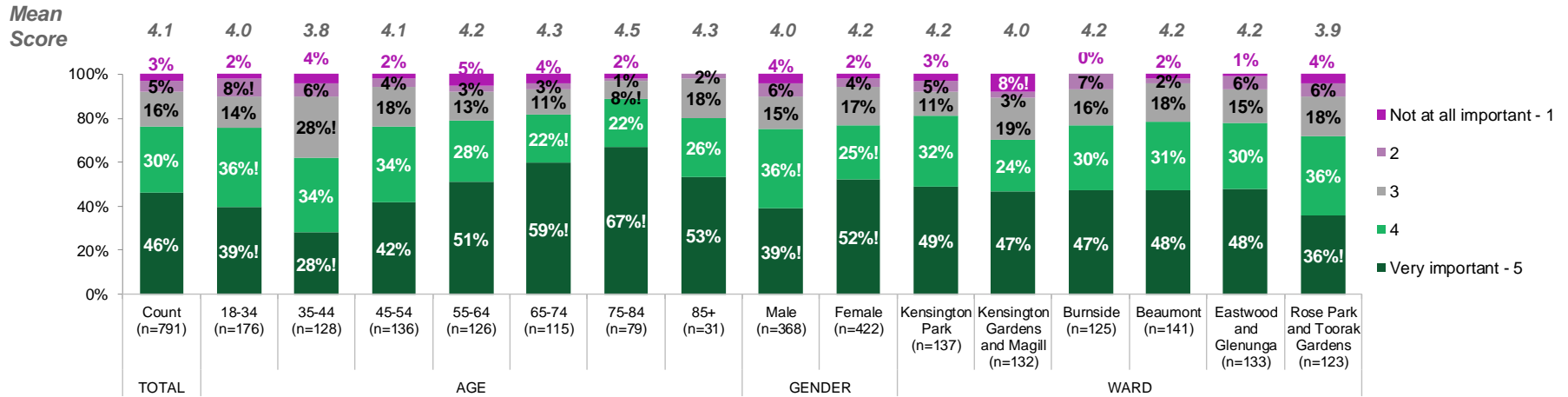


\*Themes arranged in descending order  
Don't Know responses excluded

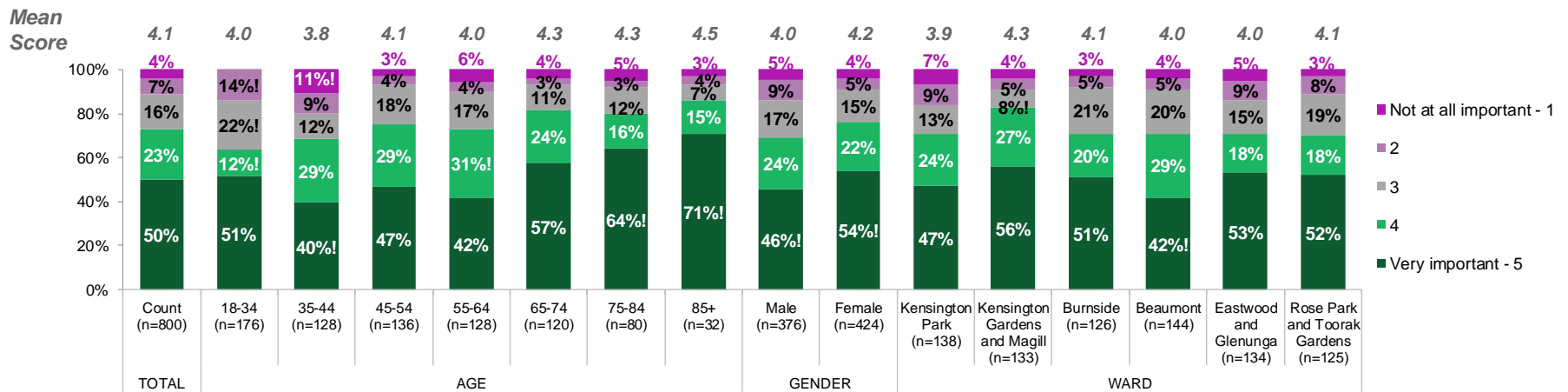
## 5.6 THEME 6 – UNDERSTANDING WHAT RESIDENTS VALUE MOST ABOUT THEIR SUBURBS

Q19. How important are the following aspects of where you live...

### 5. Direct winter sunlight



### 6. Proximity to public transport

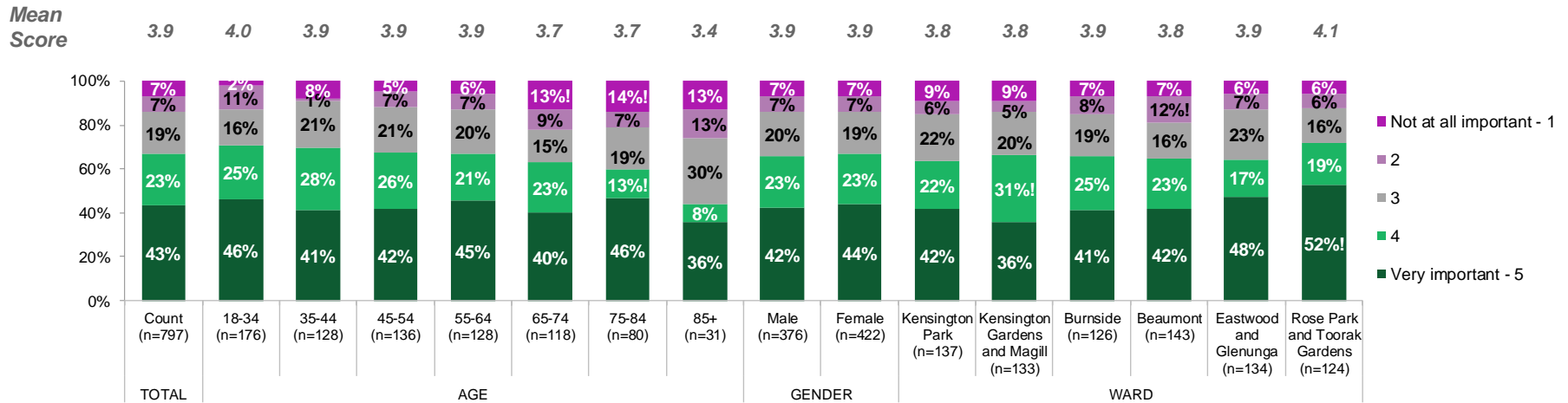


\*Themes arranged in descending order  
Don't Know responses excluded  
0% represents n=1 or less

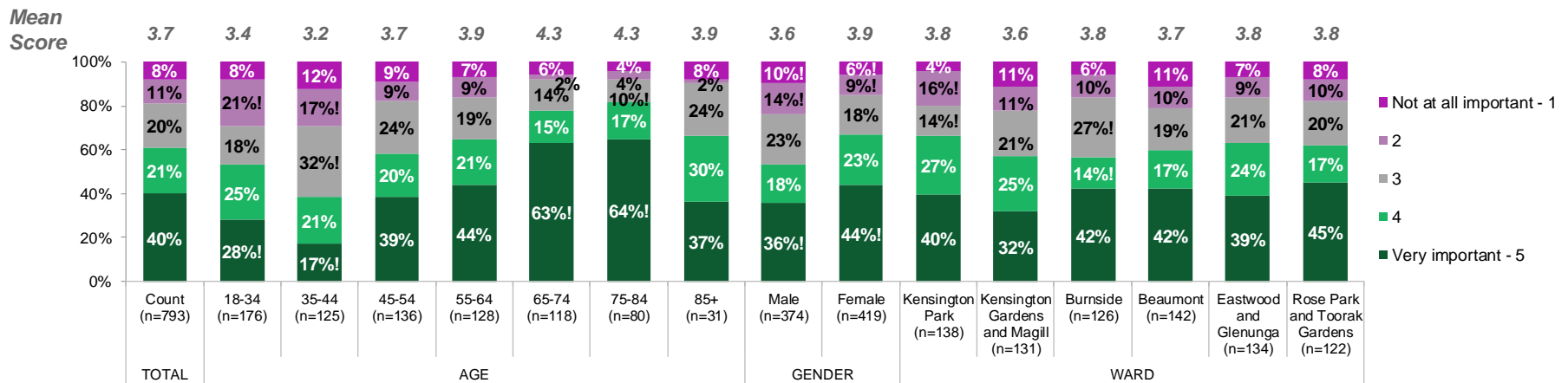
## 5.6 THEME 6 – UNDERSTANDING WHAT RESIDENTS VALUE MOST ABOUT THEIR SUBURBS

Q19. How important are the following aspects of where you live...

### 7. On-street car parking



### 8. Low building heights



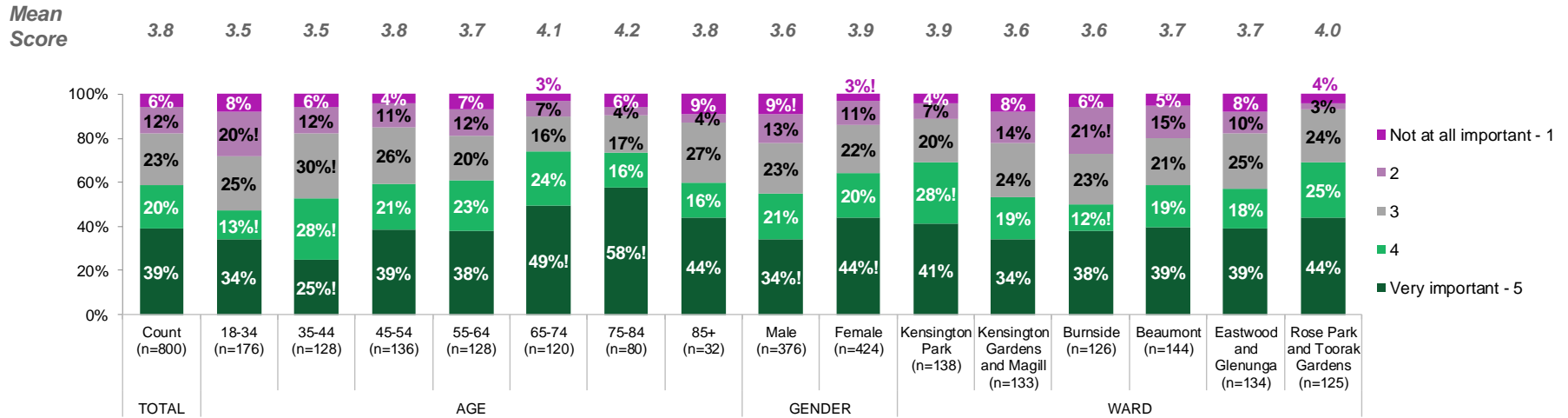
\*Themes arranged in descending order  
Don't Know responses excluded



## 5.6 THEME 6 – UNDERSTANDING WHAT RESIDENTS VALUE MOST ABOUT THEIR SUBURBS

Q19. How important are the following aspects of where you live...

### 9. Traditional building character



\*Themes arranged in descending order  
Don't Know responses excluded

# SAMPLE DEMOGRAPHICS

## Section 4

Welcome to The  
Dulwich  
Community  
Centre



## DEMOGRAPHICS

### AGE (n=800)

<35	22%
35-44	16%
45-54	17%
55-64	16%
65-74	15%
75-84	10%
85+	4%

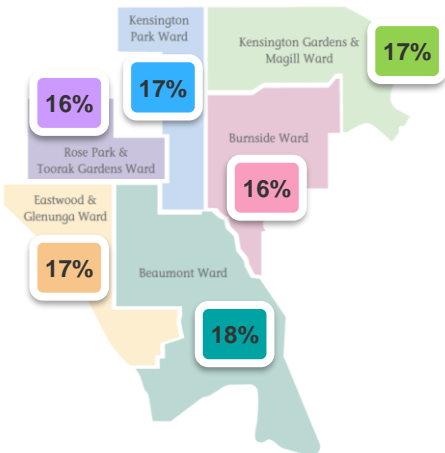
### GENDER (n=800)



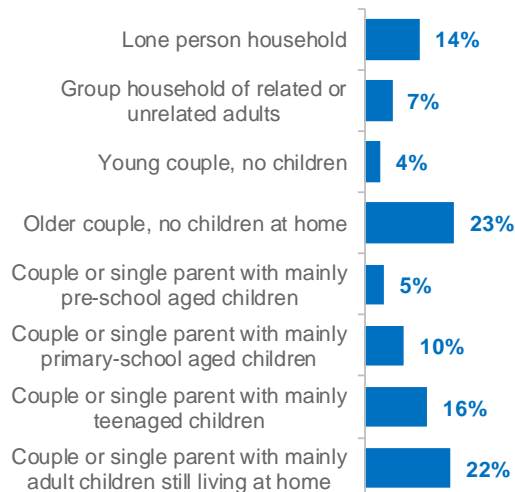
47%

53%

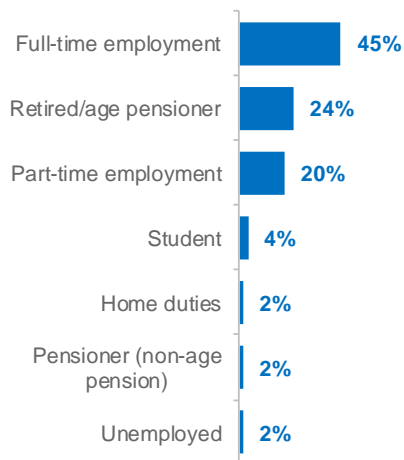
### WARD (n=800)



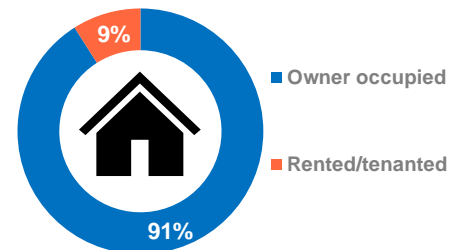
### HOUSEHOLD DESCRIPTION (n=798)



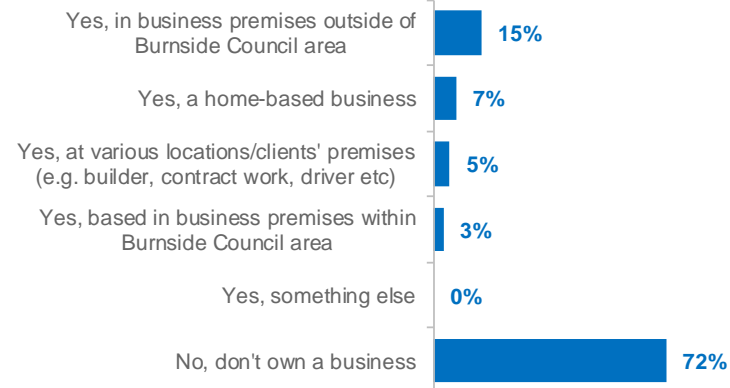
### EMPLOYMENT STATUS (n=798)



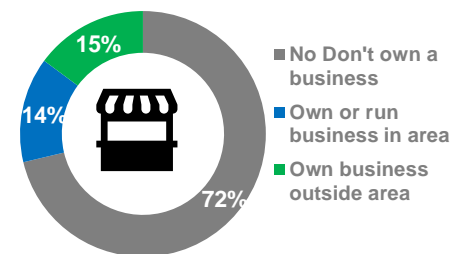
### HOUSE OWNERSHIP (n=797)



### BUSINESS OWNERSHIP (n=800)



### LOCATION OF BUSINESS (n=799)



Q29. Which of the following best describes your household?  
 Q30. What is your current employment status?  
 Q31. Is your house...?  
 Q32. Do you or anyone in this household own a business?

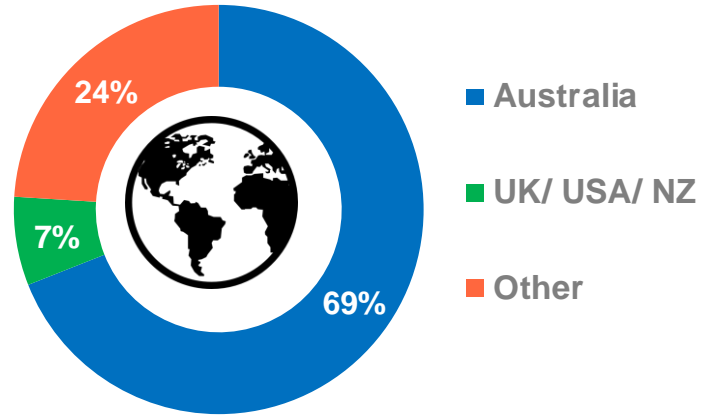
\*Don't Know, Not Applicable and Prefer Not to say Excluded  
 0% represents n=1

# DEMOGRAPHICS.....CONTINUED

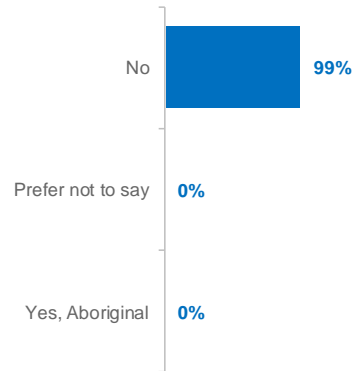
## BIRTH COUNTRY (n=799)

Australia	69%
China	6%
United Kingdom	6%
Malaysia	3%
India	2%
Sri Lanka	2%
South Africa	1%
New Zealand	1%
Italy	1%
Iran	1%
Singapore	1%
Hong Kong	1%
Greece	1%
Germany	0%
South Korea	0%
USA	0%
Bangladesh	0%
Taiwan	0%
Japan	0%
Turkey	0%
Ireland	0%
Austria	0%
Canada	0%
Iraq	0%
Nepal	0%
Israel	0%
Cyprus	0%
Other (single responses)	3%

Others include:  
 Poland ; Latvia ; Russia ; Thailand; Pakistan; Scotland; Albania; Papua New Guinea;  
 Spain; Luxembourg; Europe; Philippines; France; Holland; Ukraine; Yugoslavia; Vietnam;  
 Switzerland; Zimbabwe; Lebanon; Malta; Tanzania; Hungary; Netherlands; Slovakia; Chile



## ATSI ORIGIN (n=800)



QBorn. In what country were you born?  
 QATSI. Are you of Aboriginal or Torres Strait Islander origin?

\*Don't Know, Not Applicable and Prefer Not to say Excluded  
 0% represents n=4 or less

SUBURB (n=800)

<b>KENSINGTON PARK (17%)</b>	Hazelwood Park	7%
	Beulah Park	4%
	Kensington Park	4%
	Leabrook	2%

<b>KENSINGTON GARDENS AND MAGILL (17%)</b>	Magill	7%
	Kensington Gardens	4%
	Rosslyn Park	3%
	Auldana	2%
	Skye	1%

<b>BURNSIDE (16%)</b>	Burnside	7%
	Stonyfell	3%
	Wattle Park	3%
	Erindale	2%

<b>ROSE PARK AND TOORAK GARDENS (16%)</b>	Toorak Gardens	6%
	Dulwich	4%
	Tusmore	4%
	Rose Park	2%

<b>BEAUMONT (18%)</b>	Linden Park	6%
	Beaumont	5%
	St Georges	4%
	Glen Osmond - East of Sunnyside Road (Beaumont Ward)	2%
	Mount Osmond	1%
	Waterfall Gully	0%

<b>EASTWOOD AND GLENUNGA (17%)</b>	Glenunga	5%
	Glenside	4%
	Glen Osmond - West of Sunnyside Road (Eastwood/Glenunga ward)	3%
	Eastwood	2%
	Frewville	1%

# APPENDIX 1

## DATA WEIGHTING



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

*Data for weighting was sourced from the most recently available statistics from the Australian Bureau of Statistics (2021) 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 estimates due to available data, however, is not expected to impact on the results of the survey.*

Variable	Raw Data #	Raw Data %	Weighted Data #	Weighted Data %
Overall	800	100%	800	100%
<b>Gender</b>				
Male	354	44%	376	47%
Female	446	56%	424	53%
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>100%</b>
<b>Age</b>				
< 35	49	6%	176	22%
35-44 years	77	10%	128	16%
45-54 years	145	18%	136	17%
55-64 years	160	20%	128	16%
65-74 years	151	19%	120	15%
75-84 years	163	20%	80	10%
85+ years	55	7%	32	4%
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>100%</b>
<b>Ward</b>				
Kensington Park	128	16%	138	17%
Kensington Gardens and Magill	135	17%	133	17%
Burnside	136	17%	126	16%
Beaumont	141	18%	144	18%
Eastwood and Glenunga	137	17%	134	17%
Rose Park and Toorak Gardens	123	15%	125	16%
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>100%</b>

## APPENDIX 2

# ONLINE SURVEY RESULTS





The following provides a summary of results for online sample of n=36. These are compared to CATI sample n=800. For this comparison raw data is used rather than weighted data with statistically significant differences summarised.

### Demographic

Whilst there were some variations between samples sets there were few which reached statistical significance. Whilst not significant the Online sample was somewhat more male, full time employed, from households with children, likely to own or run a business in the area and born in Australia.

### Theme 1: Aged care

The Online sample was significantly more likely to be themselves or have parent or spouse or other family member likely interested in aged care services. Whilst also somewhat more likely interested in each aged service these were not significantly different to CATI sample.

Sample sizes too small to compare costs of services.

### Theme 2: Parks and Reserves

The importance of Parks and Reserves and of the various aspects had mostly minor variation between samples sets and while Online sample tended to place less importance on **leisure and play areas** and **sports facilities**, significant differences were only on **have sports facilities**.

Areas for improvements were similar between samples.

### Theme 3: Cultural Inclusive engagement / programming services

Whilst not statistically significant, the online sample tended to place less importance on Council's support for people from different cultural, social and economic backgrounds.

And whilst similar in terms of the divided opinions towards Council investing more in cultural and social diversity, the Online sample was less likely to support each of the six initiatives presented and significantly so on five.

### Theme 4: Food waste

The Online sample was less likely to **use red bin for food waste**, and whilst not statistically significant were: somewhat more likely to **have home composting** and **place less volume of food waste in red bin**.

The benefits and impediments to use Green organics bin for food waste appeared similar but the Online sample was too small for deeper analysis of individual aspects.

### Theme 5: Purchasing land for open space

The Online sample, whilst somewhat more in support of Council **investing more to purchase land to create new open spaces**, were just as divided as the CATI on how to fund this.

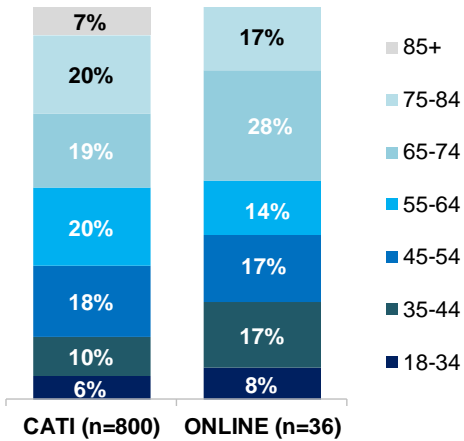
And when it came to suggestions to Council about **providing open spaces for a growing population** were significantly more likely to suggest that Council should make better use of current spaces.

### Theme 6: Understanding what residents value most about their suburbs

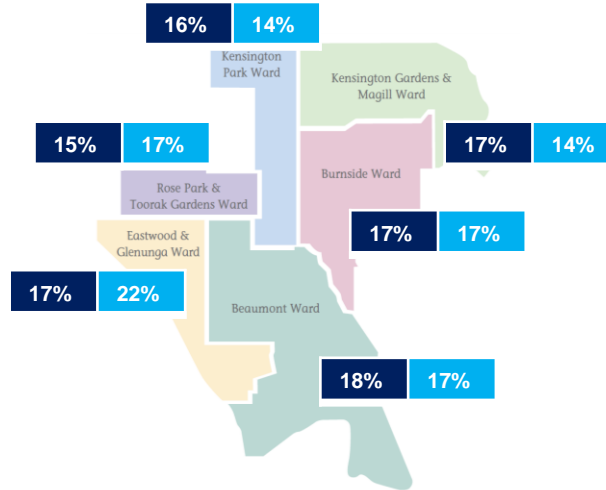
The Online and CATI samples shared similar perceptions of importance of aspects of where they live, with only one aspect being significantly different, where the Online sample placed greater importance on **Low Building heights**.

## Demographic

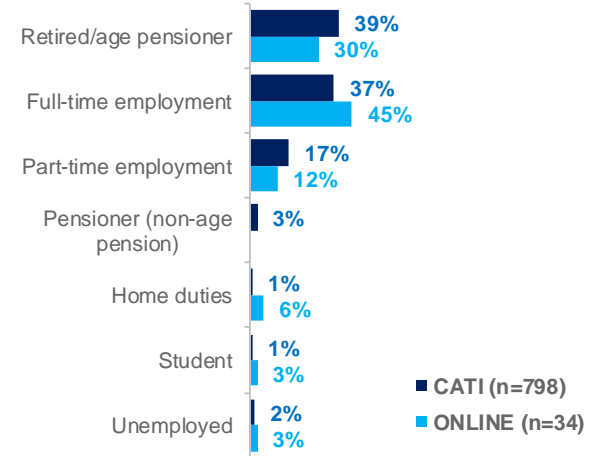
### AGE



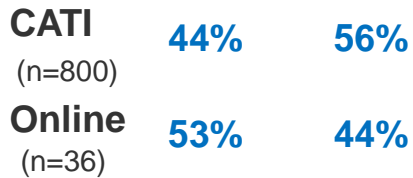
### WARD



### EMPLOYMENT STATUS

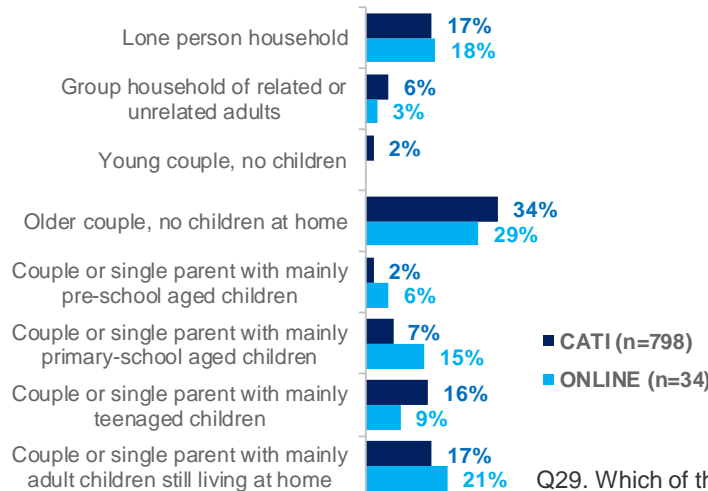


### GENDER

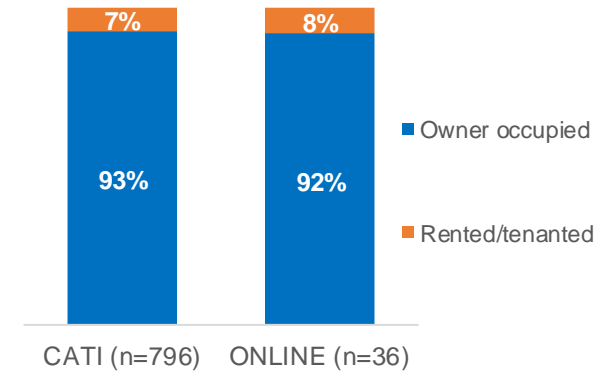


CATI (n=800) Online (n=36)

### HOUSEHOLD DESCRIPTION



### HOUSE OWNERSHIP



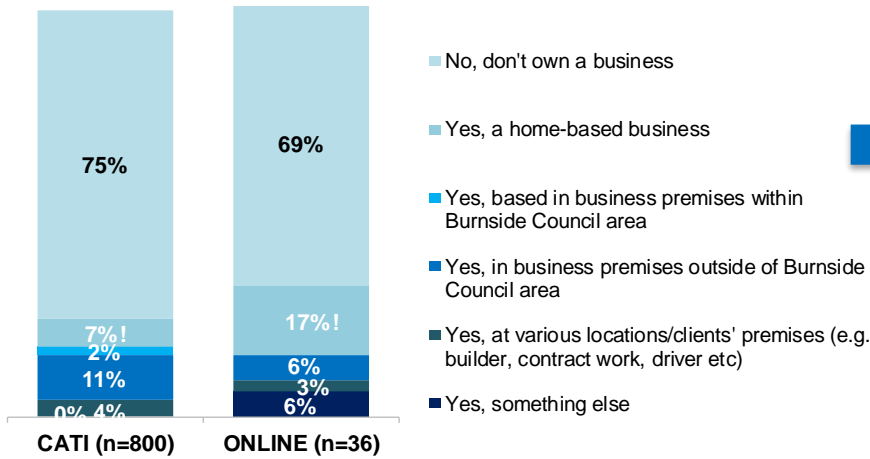
\*Don't Know, Not Applicable and Prefer Not to say Excluded  
0% represents n=1

QAge. What is your age?  
QGender. Record gender  
QWard (Autopopulate)

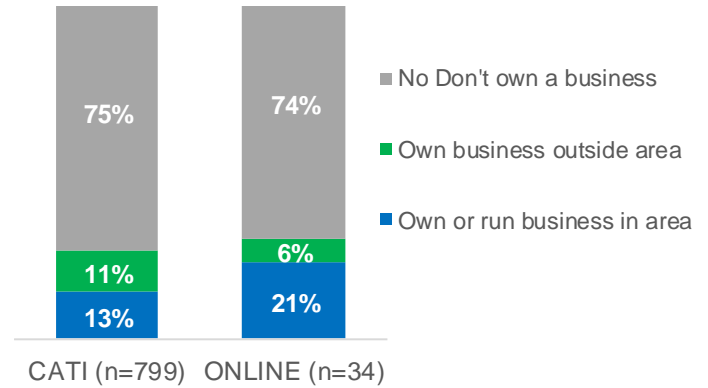
Q29. Which of the following best describes your household?  
Q30. What is your current employment status?  
Q31. Is your house...?

# Demographic

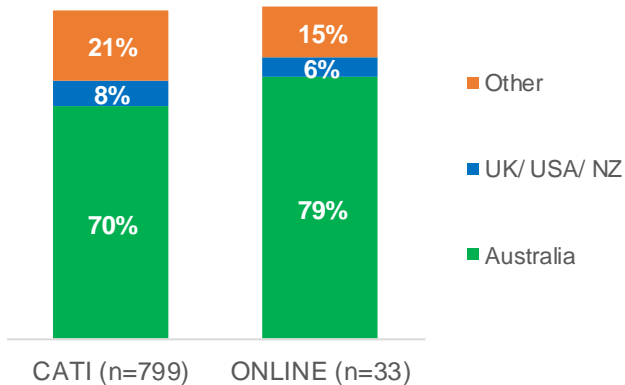
## BUSINESS OWNERSHIP



## LOCATION OF BUSINESS (n=799)



## BIRTH COUNTRY



Q32. Do you or anyone in this household own a business?  
 QBorn. In what country were you born?

\*Don't Know, Not Applicable and Prefer Not to say Excluded  
 0% represents n=1

## Theme 1: Aged Care

**Q1. Which of the following aged care services are you aware that Burnside Council provides:**

SERVICES (Yes %response only)	CATI (n=800)	ONLINE (n=36)
Small bus service to and from home and central locations i.e. local shopping centres	67%	67%
Various social, fitness and special interest group activities	60%	64%
Basic home maintenance and gardening	47%	39%
Transport by car to and from home and other locations i.e. doctors	30%	33%

**Q2. Regardless of age, would you or any other family member who resides in the Burnside area be interested in using any of those services? If so, who? Select all that apply:**

FAMILY MEMBER	CATI (n=800)	ONLINE (n=36)
You	23%	39%
Spouse	8%	19%
Parent	8%	19%
Child	0%	6%
Grandparent	1%	*
Other family member	1%	11%
None	67%	33%

## Theme 1: Aged Care

**Q3. Ignoring costs, which of those aged care services provided by Burnside Council would [prox1] be interested in using in the next 12 months? Select all that apply :**

SERVICES	CATI (n=266)	ONLINE (n=24)
Basic home maintenance and gardening	47%	58%
Various social, fitness and special interest group activities	44%	54%
Transport by car to and from home and other locations i.e. doctors	21%	25%
Small bus service to and from home and central locations i.e. local shopping centres	14%	25%
None	17%	17%

## Theme 1: Aged Care

Q4. In your opinion, what would [prox1] be prepared to pay for Burnside Council service of...

### Basic home maintenance and gardening

AMOUNT WILLING TO PAY	CATI (n=119)	ONLINE (n=13)
Not prepared to pay anything	7%	*
\$1-\$20	18%	8%
\$21-\$40	34%	15%
\$41-\$60	25%	69%
\$61-\$80	15%	8%
\$81-\$100	1%	*

### Social, fitness, and special interest groups

AMOUNT WILLING TO PAY	CATI (n=111)	ONLINE (n=12)
Not prepared to pay anything	10%	*
\$1-\$10	69%	50%
\$11-\$20	16%	25%
\$21-\$30	4%	8%
\$31-\$40	*	8%
\$41-\$50	1%	8%

### Transport by car to and from home and other locations i.e. doctors

AMOUNT WILLING TO PAY	CATI (n=51)	ONLINE (n=6)
Not prepared to pay anything	2%	*
\$1-\$5	27%	*
\$6-\$10	31%	50%
\$11-\$20	31%	33%
\$21-\$70	8%	17%

### Small bus service to and from home and central locations i.e. local shopping centres

AMOUNT WILLING TO PAY	CATI (n=32)	ONLINE (n=4)
Not prepared to pay anything	16%	*
\$1-\$5	59%	25%
\$6-\$10	19%	50%
\$11-\$20	6%	25%

## Theme 2: Parks and Reserves

**Q5. Using the scale from 1 = Not at all important to 5 = Very important, how important are each of the following aspects of parks and reserves in the Burnside Council area to you....**

ASPECTS	CATI (n=799)	ONLINE (n=36)
Overall	95%	94%
Coverage by trees	86%	92%
Open grassed areas	83%	83%
Natural habitat for wildlife	82%	89%
Walking tracks	81%	81%
Leisure areas	74%	67%
Have sports facilities	69%	53%
Play equipment / Workout areas	65%	58%
Dog facilities or parks	60%	63%
Hosts a variety of sports and activities	60%	56%

**Q6. In what ways could Council improve parks and reserves in the Burnside area for you?**

THEMES	CATI (n=799)	ONLINE (n=36)
Maintenance and natural environment	20%	20%
Public amenities/ facilities	16%	20%
Pets/ animals	7%	9%
Paths and trails	5%	14%
Parks and reserves	2%	6%
Activities/ attractions	1%	3%
Transport/ parking at parks and reserves	1%	*
Communications/ information	1%	*
Other	4%	11%
None/ good as they are	42%	26%
Don't know/ can't say	11%	9%

Don't Know responses excluded

### Theme 3: Cultural Inclusive engagement / programming services

**Q7. Using the scale from 1 = Not at all important to 5 = Very important, how important to you is it that Burnside Council supports people from different cultural, social and economic backgrounds?**

IMPORTANCE LEVEL	CATI (n=791)	ONLINE (n=35)
Not at all important - 1	5%	9%
2	5%	6%
3	15%	26%
4	23%	14%
Very important - 5	52%	46%

**Q8. In what ways should Burnside Council do more to support cultural and social diversity in the area?**

THEMES	CATI (n=793)	ONLINE (n=36)
Cultural and community events & initiatives	16%	22%
Multi-lingual communication	5%	3%
Communication, advertising and promotions	3%	3%
Educating residents on cultural diversity	2%	3%
Community forums and consultation	2%	6%
Support cultural groups and entities	2%	3%
Other	5%	11%
None/ good as they are	30%	19%
Don't know/ can't say	39%	39%



### Theme 3: Cultural Inclusive engagement / programming services

**Q9. Using the scale from 1= Strongly disagree to 5= Strongly agree, how strongly do you agree or disagree that Burnside Council should be investing more in multicultural and social diversity?**

AGREEMENT LEVEL	CATI (n=757)	ONLINE (n=33)
Strongly disagree	12%	9%
Disagree	14%	18%
Neither agree nor disagree	35%	33%
Agree	20%	24%
Strongly agree	19%	15%

**Q10. Which of the following do you believe Burnside Council should be investing more in....**

THEMES	CATI (n=800)	ONLINE (n=36)
Support for those living with disabilities	84%	50%
Support for those living with health issues	80%	47%
Multicultural events including food, music, dance etc	70%	50%
Publish Council materials and information in different languages	61%	31%
Interpreter Services	57%	14%
Services or events to recognise, promote and celebrate reconciliation with First Nations peoples	53%	39%
None of above	5%	14%

## Theme 4: Food waste

**Q11. How often does your household place food waste in the Red Landfill bin instead of the Green Organics bin?**

FREQUENCY	CATI (n=784)	ONLINE (n=33)
Every week	22%	3%
Every two weeks	6%	6%
Every month	3%	*
Every few months	2%	3%
Less often	10%	15%
Never	58%	73%

**Q12. Does your household have home composting?**

WHETHER OR NOT HAVE HOME COMPOSTING	CATI (n=800)	ONLINE (n=36)
Yes	36%	44%
No	64%	56%

**Q13. Approximately what % of the volume of waste that your household places in the Red bin would be food waste?**

PERCENTAGE	CATI (n=328)	ONLINE (n=9)
Under 25%	82%	89%
26%-50%	15%	11%
51%-75%	2%	*
76% or more	2%	*

## Theme 4: Food waste

**Q14. Each household in Burnside is eligible for a Green Organics bin for food waste that is currently emptied once a fortnight. What do you consider are the benefits of you and your household using the Green Organics bin for food waste?**

BENEFITS	CATI (n=799)	ONLINE (n=34)
Reduces landfill volumes / waste	38%	41%
Better for the environment	30%	21%
Provides material for making compost	26%	24%
Better for the soils	9%	*
Makes you think about reducing food waste	8%	*
Reduces greenhouse gas emissions	5%	9%
Create local composting jobs	2%	*
Reduces volume / space of other bins	2%	3%
Saves Council money	1%	6%
Lead by example	1%	*
Can be re-used and recycled	1%	9%
Keeps everything nice and clean	0%	9%
Does not attract pests (i.e. rodents)	0%	*
No benefits	15%	9%
Don't know/ Can't say	8%	6%

## Theme 4: Food waste

Q15. What do you believe prevents / inhibits you or your household from placing ALL food waste in the Green Organics bin?

IMPEDIMENTS	CATI (n=800)	ONLINE (n=30)
Increases smells	13%	20%
Too much time and effort needed	10%	10%
Green Organics bins not collected often enough	7%	7%
Green Organics bin gets too full	6%	7%
Attracts flies	5%	*
Couldn't be bothered	4%	*
We do our own composting	4%	3%
Not sure what you can / can't put in Green Organics bin	4%	10%
Attracts rodents	2%	3%
I / others in household don't care	2%	*
Don't have a Green Organics bin	2%	3%
Small bags provided by the Council perish	1%	3%
Not sure what food waste is	1%	*
No inside organics Bin	1%	3%
Don't believe it helps environment	1%	*
Forgetfulness	1%	*
Lack of proper food waste separation	0%	*
Attracts other insects / pests	0%	*
Feeding some to animals (i.e. chicken)	0%	*
No impediments	55%	43%
Don't know/ Can't say	2%	*

0% represents n=3

## Theme 5: Purchasing land for open space

**Q16. Using the scale from 1 = Strongly disagree to 5 = Strongly agree, to what extent do you agree or disagree that Council should invest more to purchase land to create new open spaces?**

AGREEMENT LEVEL	CATI (n=791)	ONLINE (n=35)
Strongly disagree	9%	9%
Disagree	15%	11%
Neither agree nor disagree	28%	17%
Agree	20%	34%
Strongly agree	28%	29%

**Q17. If Council were to purchase land for new open spaces which of the following funding options would you prefer Council to adopt?**

FUNDING OPTIONS PREFERENCE	CATI (n=800)	ONLINE (n=36)
Council to increase rates	21%	25%
Council to borrow more and raise its debt levels	40%	33%
None of above	32%	28%
Don't know/ Can't say	8%	14%

## Theme 5: Purchasing land for open space

**Q18. What suggestions you would like to make to Council about providing open spaces for a growing population?**

SUGGESTIONS	CATI (n=795)	ONLINE (n=35)
Better use current space to provide more...	13%	26%
Provision of better parks	5%	9%
Balance between open space and development	4%	3%
Council planning, regulations and governance	3%	6%
Reduce sub-division	3%	*
Additional housing/ more sub-division	1%	*
More open spaces needed	1%	*
Communication, advertising and promotions	0%	*
Other	6%	9%
None/ good as they are	40%	23%
Don't know/ can't say	26%	34%

## Theme 6: Understanding what residents value most about their suburbs

Q19. Using the scale 1 = Not at all important to 5 = Very important, how important are the following aspects of where you live...

ASPECTS	CATI (n~797)	ONLINE (n~36)
Traditional building character	64%	61%
Low building heights	66%	83%
Direct winter sunlight	79%	69%
On-street car parking	64%	53%
Tree cover	84%	89%
Low traffic volumes	78%	83%
Open space within walking distance	85%	92%
Proximity to shops	76%	69%
Proximity to public transport	76%	75%

# APPENDIX 3

## SURVEY INSTRUMENT





**Version 4**  
**5967\_CoB\_ACS\_StrategicGoals**  
**Last modified:9/02/2024 12:19:20 PM**

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

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

*(IF ASKED: survey is approx 14 minutes)*

Yes	1	
No	2	End

QScreeener  
1

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

Yes	1	
No	2	End

QScreeener  
2

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

Auldana	1
Beaumont	2
Beulah Park	3
Burnside	4
Dulwich	5
Eastwood	6
Erindale	7
Frewville	8
Glenside	9
Glen Osmond - East of Sunnyside Road (Beaumont Ward)	30
Glen Osmond - West of Sunnyside Road (Eastwood/Glenunga ward)	31
Glenunga	11
Hazelwood Park	12
Kensington Gardens	13
Kensington Park	14
Leabrook	15

Q20

Leawood Gardens	16	
Linden Park	17	
Magill	18	
Mount Osmond	19	
Rose Park	20	
Roslyn Park	21	
Skye	22	
St Georges	23	
Stonyfell	24	
Toorak Gardens	25	
Tusmore	26	
Waterfall Gully	27	
Wattle Park	28	
None of the above	998	End

**QWard Ward (Autopopulate)**  
d.

*Do not answer If true*

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

QWard

**QBda In which year were you born?**  
y.

---



---

QBday

**QAge. What is your age?**

*Do not answer If true*

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

QAge

**QGen Record gender**  
der.

**do not ask**

Male	1	
Female	2	

QGender  
QGender

*Do not answer If true*

**Q Secti Section 1 : FUTURE OF AGED CARE on1.**

**Q1. Which of the following aged care services are you aware that Burnside Council provides:**

**Briefing Note to Interviewer. If asked by respondent:<br>Basic home maintenance / gardening (i.e. replace light bulbs, taps, clean gutters, tidy gardens, etc)<br>Transport by small bus service - home to central locations like shopping centres (at designated times)<br>Transport by car - home to other places like doctors etc (by appointment)<br>Social group services (i.e. bingo, bus day trips, low impact fitness wellbeing, special interest / shed / craft and friendship groups etc)**

	Yes	No	Not sure	
Basic home maintenance and gardening	1	2	3	Q1_1
Small bus service to and from home and central locations i.e. local shopping centres	1	2	3	Q1_2
Transport by car to and from home and other locations i.e. doctors	1	2	3	Q1_3
Various social, fitness and special interest group activities	1	2	3	Q1_4

**Q2. Regardless of age, would you or any other family member who resides in the Burnside area be interested in using any of those services? If so, who? Select all that apply :**

**select all that apply**

You	1	Q2_1
Spouse	2	Q2_2
Parent	3	Q2_3
Child	4	Q2_4
Grandparent	5	Q2_5
Other family member	6	Q2_6
None	7	Q2_7

**Q2a. Hidden Autofill for HierarchyNote: Responses to Q2 form a hierarchy for subsequent questions on services likely to use and cost for services. I.e. if multiple family members could be interested in services then subsequent questions relate to Respondent in first instance. If respondent not interested then 2nd priority is Spouse. If neither respondent nor partner interested then 3rd Priority is Parent, then Child, Grandparent, Other family etc.**

*Do not answer If true*

You	1	
Spouse	2	
Parent	3	
Child	4	Q2a
Grandparent	5	

Other family member	6
---------------------	---

*Do not answer If Attribute "None" from Q2 is SELECTED*

**QProx Now, let's talk about those services...  
y.**

**Q3. Ignoring costs, which of those aged care services provided by Burnside Council would [prox1] be interested in using in the next 12 months? Select all that apply :**

*Do not answer If Attribute "None" from Q2 is SELECTED*

**Briefing Note to Interviewer. If asked by respondent:<br>Basic home maintenance / gardening (i.e. replace light bulbs, taps, clean gutters, tidy gardens, etc)<br>Transport by small bus service - home to central locations like shopping centres (at designated times)<br>Transport by car - home to other places like doctors etc (by appointment)<br>Social group services (i.e. bingo, bus day trips, low impact fitness wellbeing, special interest / shed / craft and friendship groups etc)**

Basic home maintenance and gardening	1	Q3_1
Small bus service to and from home and central locations i.e. local shopping centres	2	Q3_2
Transport by car to and from home and other locations i.e. doctors	3	Q3_3
Various social, fitness and special interest group activities	4	Q3_4
None	5	Q3_5

**Q4. In your opinion, what would [prox1] be prepared to pay for Burnside Council service of....**

*Do not answer If Attribute "None" from Q3 is SELECTED OR  
Do not answer If Attribute "None" from Q2 is SELECTED*

**Briefing Note to Interviewer: Read out each service in full. Please type a Numeric figure in \$ and if you don't know a figure, type 'Don't know'. Make clear the basis upon which costs provided. Basic home maintenance and gardening = cost per hour. Small bus service = cost per trip one way. Transport by car to other locations = cost per trip one way. Social, fitness, special interest group activities = Cost per attendance Costs rounded to nearest dollar<br><br>**

*Answer If [Q3\_1] = 1*

Basic home maintenance and gardening Cost per HOUR if average market rate was \$70-\$90 per hour	1	Q4_1_1
<i>Answer If [Q3_2] = 2</i> Small bus service - to/from home and central locations - Cost per trip one way	2	Q4_1_2
<i>Answer If [Q3_3] = 3</i> Transport by car to/from home and other locations - Cost per trip one way	3	Q4_1_3
<i>Answer If [Q3_4] = 4</i> Social, fitness, special interest group activities - Cost per attendance (excludes food / beverages)	4	Q4_1_4

*Do not answer If true*

**QSection2. PARKS AND RESERVES**

**Q5. Using the scale from 1 = Not at all important to 5 = Very important, how important are each of the following aspects of parks and reserves in the Burnside Council area to you....**

	Not at all important-1	2	3	4	Very important-5	Don't Know / Can't say	
Open grassed areas	1	2	3	4	5	999	Q5_1
Coverage by trees	1	2	3	4	5	999	Q5_2
Natural habitat for wildlife	1	2	3	4	5	999	Q5_3
Have sports facilities	1	2	3	4	5	999	Q5_4
Leisure areas (i.e. picnic or barbecue)	1	2	3	4	5	999	Q5_5
Play equipment / Workout areas	1	2	3	4	5	999	Q5_6
Dog facilities or parks	1	2	3	4	5	999	Q5_7
Walking tracks	1	2	3	4	5	999	Q5_8
Hosts a variety of sports and activities (e.g. multiple line marking on hard courts)	1	2	3	4	5	999	Q5_9
Overall how important are parks and reserves in the Burnside Council area to you?	1	2	3	4	5	999	Q5_10

**Q6. In what ways could Council improve parks and reserves in the Burnside area for you?**

None / good as they are	888	
Don't know / can't say	999	Q6 Q6

*Do not answer If true*

**QSection3. CULTURAL / INCLUSIVE ENGAGEMENT / PROGRAMMING / SERVICES**

**Q7. Using the scale from 1 = Not at all important to 5 = Very important, how important to you is it that Burnside Council supports people from different cultural, social and economic backgrounds?**

Not at all important - 1	1	
2	2	
3	3	
4	4	
Very important - 5	5	
Don't Know / Can't say	999	Q7

**Q8. In what ways should Burnside Council do more to support cultural and social diversity**

in the area?

None / good as they are	888
Don't know / can't say	999

Q8  
Q8

**Q9. Using the scale from 1= Strongly disagree to 5= Strongly agree, how strongly do you agree or disagree that Burnside Council should be investing more in multicultural and social diversity?**

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5
Don't Know / Can't say	999

Q9

**Q10. Which of the following do you believe Burnside Council should be investing more in....**

***read out 1-6, select all that apply***

Multicultural events including food, music, dance etc	1
Interpreter Services	2
Publish Council materials and information in different languages	3
Services or events to recognise, promote and celebrate reconciliation with First Nations peoples	4
Support for those living with disabilities	5
Support for those living with health issues (includes mental health)	6
None of above	7

Q10\_1  
Q10\_2  
Q10\_3  
Q10\_4  
Q10\_5  
Q10\_6  
Q10\_7

*Do not answer if true*

**Q Secti WASTE on4.**

**Q11. How often does your household place food waste in the Red Landfill bin instead of the Green Organics bin?**

***read out 1-6. Note to Interviewer: If asked, food waste is any food related items, i.e. lettuce leaves, potato peels, left over vegetables, meats, breads etc***

Every week	1
Every two weeks	2

Every month	3	
Every few months	4	Q11
Less often	5	
Never	6	
Don't know / Can't say	999	

**Q12. Does your household have home composting?**

Yes	1	
No	2	Q12

**Q13. Approximately what % of the volume of waste that your household places in the Red bin would be food waste?**

*Answer If Attribute "Every week" from Q11 is SELECTED OR  
 Answer If Attribute "Every two weeks" from Q11 is SELECTED OR  
 Answer If Attribute "Every month" from Q11 is SELECTED OR  
 Answer If Attribute "Every few months" from Q11 is SELECTED OR  
 Answer If Attribute "Less often" from Q11 is SELECTED*

Under 25%	1	
26%-50%	2	
51%-75%	3	Q13
76% or more	4	
Don't know / Can't say	999	

**Q14. Each household in Burnside is eligible for a Green Organics bin for food waste that is currently emptied once a fortnight. What do you consider are the benefits of you and your household using the Green Organics bin for food waste?**

***unprompted, DO NOT Read Out select all that apply - probe to clarify responses***

Saves Council money	1	Q14_1
Reduces landfill volumes / waste	2	Q14_2
Provides material for making compost	3	Q14_3
Create local composting jobs	4	Q14_4
Reduces greenhouse gas emissions	5	Q14_5
Better for the environment	6	Q14_6
Better for the soils	7	Q14_7
Lead by example	8	Q14_8
Makes you think about reducing food waste	9	Q14_9
No benefits	50	Q14_10
Don't know / Can't say	999	Q14_11
		Q14_O

**Q15. What do you believe prevents / inhibits you or your household from placing ALL food waste in the Green Organics bin?**

***unprompted, DO NOT Read Out select all that apply - probe to clarify responses***

Don't have a Green Organics bin	1	Q15_1
Not sure what food waste is	2	Q15_2
Not sure what you can / can't put in Green Organics bin	3	Q15_3
Green Organics bins not collected often enough	4	Q15_4
Green Organics bin gets too full	5	Q15_5
Increases smells	6	Q15_6
Attracts flies	7	Q15_7
Attracts rodents	8	Q15_8
Don't believe it helps environment	9	Q15_9
Couldn't be bothered	10	Q15_10
Too much time and effort needed	11	Q15_11
I / others in household don't care	12	Q15_12
No impediments	50	Q15_13
Don't know / can't say	999	Q15_14
		Q15_O

*Do not answer If true*

**Q5. Purchasing Land for Open Space**

**Q16. Using the scale from 1 = Strongly disagree to 5 = Strongly agree, to what extent do you agree or disagree that Council should invest more to purchase land to create new open spaces?**

Strongly disagree	1	
Disagree	2	
Neither agree nor disagree	3	
Agree	4	Q16
Strongly agree	5	
Don't Know / Can't say	999	

**Q17. If Council were to purchase land for new open spaces which of the following funding options would you prefer Council to adopt?**

*read out 1 and 2 do not read out None of above or Do not know / cant say*

Council to increase rates	1	
Council to borrow more and raise its debt levels	2	
None of above	3	Q17
Don't know / Can't say	999	

**Q18. What suggestions you would like to make to Council about providing open spaces for a growing population?**

None / have enough open spaces	888	Q18
Don't know / can't say	999	Q18



*Do not answer If true*

**QSection 6: UNDERSTANDING WHAT RESIDENTS VALUE MOST ABOUT THEIR SUBURBS**

**Q19. Using the scale 1 = Not at all important to 5 = Very important, how important are the following aspects of where you live...**

	Not at all important - 1	2	3	4	Very important - 5	Don't Know / Can't say	
Traditional building character (i.e. heritage)	1	2	3	4	5	999	Q19_1
Low building heights	1	2	3	4	5	999	Q19_2
Direct winter sunlight	1	2	3	4	5	999	Q19_3
On-street car parking	1	2	3	4	5	999	Q19_4
Tree cover	1	2	3	4	5	999	Q19_5
Low traffic volumes	1	2	3	4	5	999	Q19_6
Open space within walking distance	1	2	3	4	5	999	Q19_7
Proximity to shops	1	2	3	4	5	999	Q19_8
Proximity to public transport	1	2	3	4	5	999	Q19_9

**Q29. Which of the following best describes your household?**

**Note to Interviewer: Dont read out all but progressively filter down (i.e. do you have children who live with you, if yes what age etc**

Lone person household	1						
Group household of related or unrelated adults	2						
Young couple, no children	3						
Older couple, no children at home	4						
Couple or single parent with mainly pre-school aged children	5						Q29
Couple or single parent with mainly primary-school aged children	6						
Couple or single parent with mainly teenaged children	7						
Couple or single parent with mainly adult children still living at home	8						
Prefer not to say	888						

**Q30. What is your current employment status?**

**do not read out / clarify as needed**

Part-time employment	1						
Full-time employment	2						
Unemployed	3						
Home duties	4						
Pensioner (non-age pension)	5						Q30

Retired/age pensioner	6
Student	7
Prefer not to say	888

**Q31. Is your house...?**

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

Q31

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

**do not read out / clarify as needed**

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

Q32

**QBorn In what country were you born?**

**do not read out**

Australia	1
China	2
Hong Kong	3
India	4
Indonesia	5
Iran	6
Iraq	7
Italy	8
Malaysia	9
New Zealand	10
Philippines	11
Sri Lanka	14
United Kingdom	12
USA	13
Vietnam	15
Prefer not to say	888

QBorn

**QATSI Are you of Aboriginal or Torres Strait Islander origin?**

Yes, Aboriginal	1
-----------------	---

Yes, Torres Strait Islander	2
Yes, Aboriginal and Torres Strait Islander	3
No	4
Prefer not to say	888

QATSI

**QEnd. Thank you for your time. In case you missed it, my name is .....from newfocus. The research is carried out in compliance with the Australian Privacy Principles and the information you provided will be used only for research purposes. As part of our quality standards, my supervisor validates 10% of our interviews so you may get a quick call from her to validate this survey. If you have any questions about this research you can telephone our office on 1800 807 535. If you'd like to read our Privacy Collection Statement you can visit our website [www.newfocus.com.au](http://www.newfocus.com.au).IF asked : 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.**

**End**

**Version 5**  
**5967\_CoB\_ACS\_StratGoals\_Online**  
**Last modified:6/02/2024 8:28:19 PM**

**QIntro** newfocus, a market and social research organisation. We are conducting research with residents of the City of Burnside to understand community perceptions towards various aspects of Council area and services. All newfocus research is carried out in compliance with the Australian Privacy Principles. To learn more about newfocus please visit [www.newfocus.com.au](http://www.newfocus.com.au). Note: The last date to fill this survey is Friday 8th March 2024. Please click 'Next' to start the survey.

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

*Do not answer If true*

**(IF ASKED: survey is approx 14 minutes)**

Yes	1	
No	2	End

QScreeener  
1

**QScreeener2.** Do you live in the City of Burnside Council area?

Yes	1	
No	2	End

QScreeener  
2

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

Auldana	1	
Beaumont	2	
Beulah Park	3	
Burnside	4	
Dulwich	5	
Eastwood	6	
Erindale	7	
Frewville	8	
Glenside	9	
Glen Osmond - East of Sunnyside Road (Beaumont Ward)	30	
Glen Osmond - West of Sunnyside Road (Eastwood/Glenunga ward)	31	
Glenunga	11	
Hazelwood Park	12	
Kensington Gardens	13	

Kensington Park	14		
Leabrook	15		Q20
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		
None of the above	998	End	

**QWard d. Ward (Autopopulate)**

*Do not answer If true*  
*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		

**QBda y. In which year were you born?**

---



---

**QAge. What is your age?**

*Do not answer If true*  
*Do not answer If true*

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

**QGender. What is your gender?**

Male	1		
Female	2		QGender

*Do not answer If true*

**QSecti on1. Section 1 : FUTURE OF AGED CARE**

**Q1. Which of the following aged care services are you aware that Burnside Council provides:**

	Yes	No	Not sure	
Basic home maintenance and gardening (i.e. replace light bulbs, taps, clean gutters, tidy gardens, etc)	1	2	3	Q1_1
Small bus service to and from home and central locations i.e. local shopping centres (at designated times)	1	2	3	Q1_2
Transport by car to and from home and other locations i.e. doctors (by appointment)	1	2	3	Q1_3
Various social, fitness and special interest group activities (i.e. bingo, bus day trips, low impact fitness wellbeing, special interest / shed / craft and friendship groups etc)	1	2	3	Q1_4

**Q2. Regardless of age, would you or any other family member who resides in the Burnside area be interested in using any of those services? If so, who? Select all that apply :**

You	1	Q2_1
Spouse	2	Q2_2
Parent	3	Q2_3
Child	4	Q2_4
Grandparent	5	Q2_5
Other family member	6	Q2_6
None	7	Q2_7

**Q2a. Hidden Autofill for Hierarchy**Note: Responses to Q2 form a hierarchy for subsequent questions on services likely to use and cost for services. I.e. if multiple family members could be interested in services then subsequent questions relate to Respondent in first instance. If respondent not interested then 2nd priority is Spouse. If neither respondent nor partner interested then 3rd Priority is Parent, then Child, Grandparent, Other family etc.

*Do not answer If true  
Do not answer If true*

You	1	
Spouse	2	
Parent	3	
Child	4	Q2a
Grandparent	5	
Other family member	6	

*Do not answer If Attribute "None" from Q2 is SELECTED*

**QProx Let's talk more about those services...  
y.**

**Q3. Ignoring costs, which of those aged care services provided by Burnside Council would [prox1] be interested in using in the next 12 months? Select all that apply :**

*Do not answer If Attribute "None" from Q2 is SELECTED*

Basic home maintenance and gardening (i.e. replace light	1	Q3_1
--	---	------

bulbs, taps, clean gutters, tidy gardens, etc)		
Small bus service to and from home and central locations i.e. local shopping centres (at designated times)	2	Q3_2
Transport by car to and from home and other locations i.e. doctors (by appointment)	3	Q3_3
Various social, fitness and special interest group activities (i.e. bingo, bus day trips, low impact fitness wellbeing, special interest / shed / craft and friendship groups etc)	4	Q3_4
None	5	Q3_5

**Q4. In your opinion, what would [prox1] be prepared to pay for Burnside Council service of....Please type a Numeric figure in \$. Kindly record a figure rounded to nearest dollar.**

*Do not answer If Attribute "None" from Q3 is SELECTED OR  
Do not answer If Attribute "None" from Q2 is SELECTED  
Answer If [Q3\_1] = 1*

Basic home maintenance and gardening (i.e. replace light bulbs, taps, clean gutters, tidy gardens, etc) Cost per HOUR if average market rate was \$70-\$90 per hour	1	Q4_1_1
<i>Answer If [Q3_2] = 2</i>		
Small bus service to and from home and central locations i.e. local shopping centres (at designated times)- Cost per trip one way	2	Q4_1_2
<i>Answer If [Q3_3] = 3</i>		
Transport by car to/from home and other locations .i.e. doctors (by appointment)- Cost per trip one way	3	Q4_1_3
<i>Answer If [Q3_4] = 4</i>		
Social, fitness, special interest group activities - Cost per attendance (excludes food / beverages)	4	Q4_1_4
<i>Do not answer If true Do not answer If true</i>		

**Q5. Secti on2. PARKS AND RESERVES**

**Q5. Using the scale shown, how important are each of the following aspects of parks and reserves in the Burnside Council area to you....**

	Not at all important-1	2	3	4	Very important-5	Don't Know / Can't say	
Open grassed areas	1	2	3	4	5	999	Q5_1
Coverage by trees	1	2	3	4	5	999	Q5_2
Natural habitat for wildlife	1	2	3	4	5	999	Q5_3
Have sports facilities	1	2	3	4	5	999	Q5_4
Leisure areas (i.e. picnic or barbecue)	1	2	3	4	5	999	Q5_5
Play equipment / Workout areas	1	2	3	4	5	999	Q5_6
Dog facilities or parks	1	2	3	4	5	999	Q5_7
Walking tracks	1	2	3	4	5	999	Q5_8
Hosts a variety of sports and activities (e.g. multiple line marking on hard courts)	1	2	3	4	5	999	Q5_9
Overall how important are parks and reserves in the Burnside Council area to you?	1	2	3	4	5	999	Q5_10

**Q6. In what ways could Council improve parks and reserves in the Burnside area for you?**

None / good as they are	888
Don't know / can't say	999

Q6  
Q6

*Do not answer If true*  
*Do not answer If true*

**QSection 3. CULTURAL / INCLUSIVE ENGAGEMENT / PROGRAMMING / SERVICES**

**Q7. Using the scale shown, how important to you is it that Burnside Council supports people from different cultural, social and economic backgrounds?**

Not at all important - 1	1
2	2
3	3
4	4
Very important - 5	5
Don't Know / Can't say	999

Q7

**Q8. In what ways should Burnside Council do more to support cultural and social diversity in the area?**

None / good as they are	888
Don't know / can't say	999

Q8  
Q8

**Q9. Using the scale shown, how strongly do you agree or disagree that Burnside Council should be investing more in multicultural and social diversity?**

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5
Don't Know / Can't say	999

Q9

**Q10. Which of the following do you believe Burnside Council should be investing more in.... Select all that apply**

Multicultural events including food, music, dance etc	1
Interpreter Services	2
Publish Council materials and information in different languages	3
Services or events to recognise, promote and celebrate reconciliation with First Nations peoples	4
Support for those living with disabilities	5
Support for those living with health issues (includes mental health)	6
None of above	7

Q10\_1  
Q10\_2  
Q10\_3  
Q10\_4  
Q10\_5  
Q10\_6  
Q10\_7

*Do not answer If true*



*Do not answer If true*

**Q Secti WASTE  
on4.**

**Q11. How often does your household place food waste in the Red Landfill bin instead of the Green Organics bin? Note : food waste is any food related items ,i.e. lettuce leaves, potato peels, left over vegetables, meats, breads etc**

Every week	1	
Every two weeks	2	
Every month	3	
Every few months	4	Q11
Less often	5	
Never	6	
Don't know / Can't say	999	

**Q12. Does your household have home composting?**

Yes	1	
No	2	Q12

**Q13. Approximately what % of the volume of waste that your household places in the Red bin would be food waste?**

*Answer If Attribute "Every week" from Q11 is SELECTED OR  
Answer If Attribute "Every two weeks" from Q11 is SELECTED OR  
Answer If Attribute "Every month" from Q11 is SELECTED OR  
Answer If Attribute "Every few months" from Q11 is SELECTED OR  
Answer If Attribute "Less often" from Q11 is SELECTED*

Under 25%	1	
26%-50%	2	
51%-75%	3	Q13
76% or more	4	
Don't know / Can't say	999	

**Q14. Each household in Burnside is eligible for a Green Organics bin for food waste that is currently emptied once a fortnight. What do you consider are the benefits of you and your household using the Green Organics bin for food waste?**

---

Q14

**Q15. What do you believe prevents / inhibits you or your household from placing ALL food waste in the Green Organics bin?**

---

Q15

*Do not answer If true  
Do not answer If true*

**QSection 5 PURCHASING LAND FOR OPEN SPACE**

**Q16. Using the scale shown, to what extent do you agree or disagree that Council should invest more to purchase land to create new open spaces?**

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5
Don't Know / Can't say	999

Q16

**Q17. If Council were to purchase land for new open spaces which of the following funding options would you prefer Council to adopt?**

Council to increase rates	1
Council to borrow more and raise its debt levels	2
None of above	3
Don't know / Can't say	999

Q17

**Q18. What suggestions you would like to make to Council about providing open spaces for a growing population?**

None / have enough open spaces	888
Don't know / can't say	999

Q18  
Q18

*Do not answer if true*  
*Do not answer if true*

**QSection 6 UNDERSTANDING WHAT RESIDENTS VALUE MOST ABOUT THEIR SUBURBS**

**Q19. Using the scale shown, how important are the following aspects of where you live...**

	Not at all important - 1	2	3	4	Very important - 5	Don't Know / Can't say
Traditional building character (i.e. heritage)	1	2	3	4	5	999
Low building heights	1	2	3	4	5	999
Direct winter sunlight	1	2	3	4	5	999
On-street car parking	1	2	3	4	5	999
Tree cover	1	2	3	4	5	999
Low traffic volumes	1	2	3	4	5	999
Open space within walking distance	1	2	3	4	5	999
Proximity to shops	1	2	3	4	5	999
Proximity to public transport	1	2	3	4	5	999

Q19\_1  
Q19\_2  
Q19\_3  
Q19\_4  
Q19\_5  
Q19\_6  
Q19\_7  
Q19\_8  
Q19\_9

**Q29. Which of the following best describes your household?**

Lone person household	1	
Group household of related or unrelated adults	2	
Young couple, no children	3	
Older couple, no children at home	4	
Couple or single parent with mainly pre-school aged children	5	Q29
Couple or single parent with mainly primary-school aged children	6	
Couple or single parent with mainly teenaged children	7	
Couple or single parent with mainly adult children still living at home	8	
Prefer not to say	888	

**Q30. What is your current employment status?**

Part-time employment	1	
Full-time employment	2	
Unemployed	3	
Home duties	4	
Pensioner (non-age pension)	5	Q30
Retired/age pensioner	6	
Student	7	
Prefer not to say	888	

**Q31. Is your house...?**

Owner occupied	1	
Rented/tenanted	2	Q31
Prefer not to say	888	

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

No, don't own a business	1	
Yes, a home-based business	2	
Yes, based in business premises within Burnside Council area	3	
Yes, in business premises outside of Burnside Council area	4	Q32
Yes, at various locations/clients' premises (e.g. builder, contract work, driver etc)	5	
Yes, something else	6	

**QBorn In what country were you born?**

Australia	1
China	2
Hong Kong	3
India	4
Indonesia	5
Iran	6
Iraq	7
Italy	8

Malaysia	9	QBorn
New Zealand	10	
Philippines	11	
United Kingdom	12	
USA	13	
Sri Lanka	14	
Vietnam	15	
Prefer not to say	888	

---

**QATSI Are you of Aboriginal or Torres Strait Islander origin?**

Yes, Aboriginal	1	
Yes, Torres Strait Islander	2	
Yes, Aboriginal and Torres Strait Islander	3	QATSI
No	4	
Prefer not to say	888	

**QEnd. Thank you for your time. Please click the 'SUBMIT' button to complete the survey. If you have any questions about this research you can telephone our office on 1800 807 535. If you'd like to read our Privacy Collection Statement you can visit our website at [www.newfocus.com.au](http://www.newfocus.com.au). You can also provide additional comments to Council via Council's website or by calling the Customer Service Desk.**

**End**