newfocus

Annual Community Survey 2024
FINAL Report

Prepared for

City of Burnside

ISO 2025
ISO Experts
CERTIFIED

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Contents

1. Background

The City of Burnside is a Local Government area located within the Eastern Adelaide region with an approximate population of 46,030. Characterised primarily by residential areas and being one of the eastern suburbs adjacent to and entering the foothills, it is one of Adelaide's oldest residential areas, well-known for its tree lined streets, period architecture and plentiful reserves and gardens.

As a Council, the City of Burnside is committed to serving the community in the most cost-effective manner possible, while constructing and properly maintaining vital infrastructure for the benefit of existing and future generations.

The City of Burnside redeveloped its Strategic Community Plan 2030 (formerly 2012-2025). Key themes for research and comparison purposes were:
- Place
- Environment
- Community
- Governance

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

(Note: In alternate years commencing 2017 (includes 2019, 2021 and 2023/24) a different approach was adopted in order to gain deeper insights into strategic issues being considered by Council).

This report compares findings of community satisfaction survey against those from 2013-2016, 2018, 2020, and 2022 when applicable. This survey is also used to seek community perceptions on the issues of the day, areas of immediate concern, and future initiatives that are being considered. The information is used to gain insights about services Council can improve, add or remove, and measure Council's overall performance across various KPIs.

This report details the major findings of this research from 2024 and where possible tracks current data with data obtained in previous years.

2. Aims and objectives

The Annual Community Survey provides Council with relevant, timely and statistically valid information in relation to community satisfaction with services delivered by Council, services that the community would like to receive from Council, as well as perceptions about the services that are no longer needed.

The overarching aim of the research was to understand the community's perceptions of the City of Burnside's service delivery performance in 2024 (and compare to prior years). As with previous rounds of the community survey, Council sought comments from residents on both current service delivery and key topical issues. The results from this survey will be used to inform decision making internally at Council and to measure Council's performance across various KPIs.

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

Lines of enquiry in 2024 survey centred on the key tracking metrics of satisfaction with Council re:
- Place (formerly referred to as Planning & Infrastructure)
- Environment
- Community (formerly referred to as Community Support)
- Governance (formerly referred to as Governance & Finance)
- Overall performance

In addition, one-off questions were included in 2024 regarding:
- Satisfaction with Customer Experience
- Appetite for Online services

3.   Methodology and Sample

new**focus** conducted a CATI (Computer Assisted Telephone Interviewing) survey with a sample of n=800 adult residents in the City of Burnside Council area.

Residents 18 years and older were randomly selected from LGA (Local Government Area) postcodes within the Council area, drawn from publicly available landline and mobile databases.

Random sampling secured a good mix of respondents.

Similar to previous iterations, the sample was stratified by age, gender and ward for weighting purposes (based on ABS 2021 Census Data).   Target samples with minimum quotas were set for each age, gender and ward cohort (with minimum to allow weighting to population profile).

Below are details of the targets, minimums set, completed samples and weighting applied.

City of Burnside	TOTAL 18 Plus Population Profile		Target n=800	Min Quota 30% of Target	CATI achievement		Weighting*
		%	800	30%	n=800	%	
Age	18- <35	22%	174	52	55	7%	3.17
	35-44 years	16%	124	37	71	9%	1.75
	45-54 years	17%	137	41	129	16%	1.06
	55-64 years	16%	126	38	162	20%	0.78
	65-74 years	15%	122	37	179	22%	0.68
	75-84 years	10%	80	24	159	20%	0.50
	85+ years	4%	35	11	45	6%	0.79
Gender	Male	47%	376	113	371	46%	1.01
	Female	53%	424	127	429	54%	0.99
Ward (comes from below)	Kensington Park	17%	138	41	139	17%	0.99
	Kensington Gardens and Magill	17%	133	40	135	17%	0.98
	Burnside	16%	126	38	142	18%	0.89
	Beaumont	18%	144	43	129	16%	1.12
	Eastwood and Glenunga	17%	134	40	126	16%	1.07
	Rose Park and Toorak Gardens	16%	125	37	129	16%	0.97

* For details on weighting please refer to Appendix 1

As with previous research, the project gained representation across life stages and ensured a good mix of respondents. The fieldwork period of CATI survey was conducted between 04th November and 3rd December 2024.

CATI interviews were conducted by 11 of new**focus'** in-house field team, who are fully trained to comply with International Standard AS-ISO 20252:2019. As part of ISO requirements and new**focus'** commitment to data accuracy, 10% of CATI interviews were validated to ensure reliability of results.

The survey instrument was based on the questionnaire used in previous studies. The average CATI interview length was 13 minutes. Some edits were made from prior surveys based on discussions held with Council with final instruments approved by Council prior to commencement. The instrument can be found in Appendix 3 of this report.

The research was carried out in compliance with 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 Code of Professional Behaviour.

3.1   Online sample

In addition to the CATI sample, an online survey was concurrently conducted by Council and was posted through engage.burnside (with survey hosted by new**focus**). This online survey was open between 4th November and 27th November 2024 and provided a sample of n=36.

Note: Prior to 2022, reporting was based on combined CATI and online samples. Closer investigation in 2022 found responses to key metrics to vary between CATI and online samples with the online being less positive (potentially more circumspect) and suggesting these are not necessarily representative of the population.
As a result, reporting was changed and from 2022 onwards (including this 2024 report) results are for the CATI sample only. The results of the online survey compared to the CATI sample can be found in Appendix 2.

3.2   Sampling accuracy
The table below outlines the sampling accuracy (at 95% confidence interval) for the achieved sample relative to the total adult population in the City of Burnside Council area.

	Adult Population*	**CATI Sample**	**Accuracy at one point in time+**	**Accuracy over time++**
Residents City of Burnside 18 yrs Plus	36,226	800	±3.43%	±4.85%

*Estimated Adult Resident Population 2021 (Profile ID based on 2021 ABS Census data)

+Accuracy at one point in time refers to the accuracy of results should a sample of the studied population be taken now compared to if you had results for every single member. Calculation of the level of accuracy is based on the size of the population that the sample is drawn from. The level of accuracy increases as the size of the sample approaches the size of the population.
For example, for a sample of population of 800 the level of statistical accuracy quoted at ±3.43%, means that the measurement of the items in the study accurately represent the measurement of these same items in the population , within a range of ±3.43%.
Put another way, if a sample was drawn of 800 people 100 times, on 95 of those occasions the same result would be achieved within ±3.43%.

++The calculation of accuracy over time is based on the sample size taken at each point in time. This accuracy level tells the percentage difference between the samples at each point in time that is required, before a statistically significant difference will be found, with the sample size obtained.
For example, if you have a tracking survey where the sample at each point in time is 800 and you are quoted accuracy over time of ±4.85%, this means that there must be a difference of ±4.85% between the results achieved in each survey of 800 respondents for a statistically significant difference at the .05 level to be found.

4. Key Findings and Implications

4.1 Overall satisfaction with Council performance

The mean overall satisfaction with Council in 2024 was 7.0, a decline from 2022 (7.3) and lowest score since 2014.

Mean Score - Overall Satisfaction
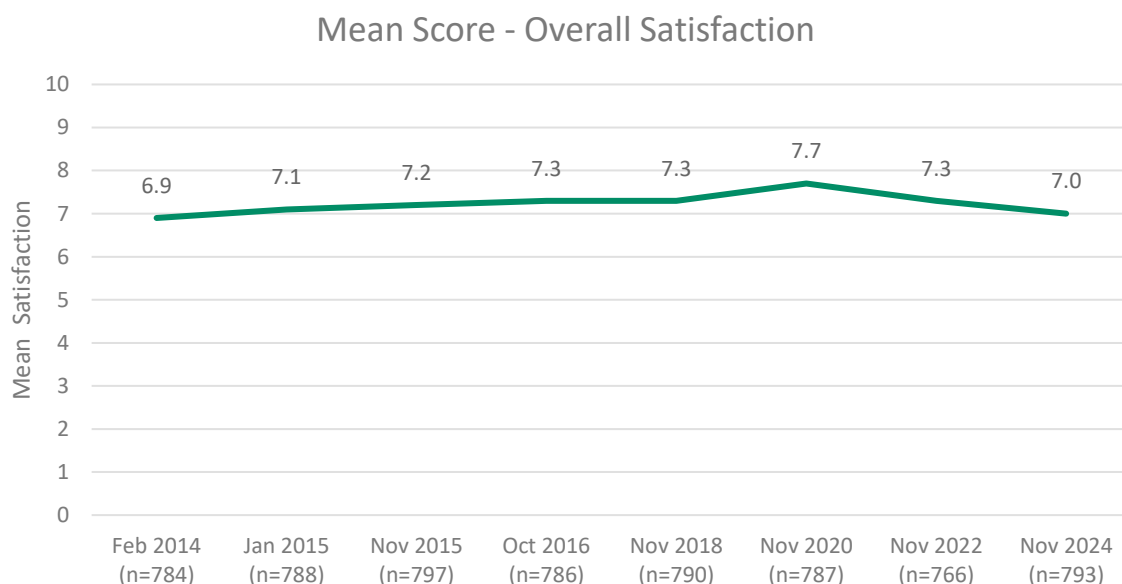
Overall satisfaction of Council services remains at a good level of 70% satisfaction, with only 7% dissatisfaction. The decline in satisfaction in comparison to 2022 was due to some decreases in higher satisfaction (T4B 7,8,9,10), some increases in neutral satisfaction (4,5,6) and also some increase in dissatisfaction (B4B 0,1,2,3),

Q13 Satisfaction Council Performance
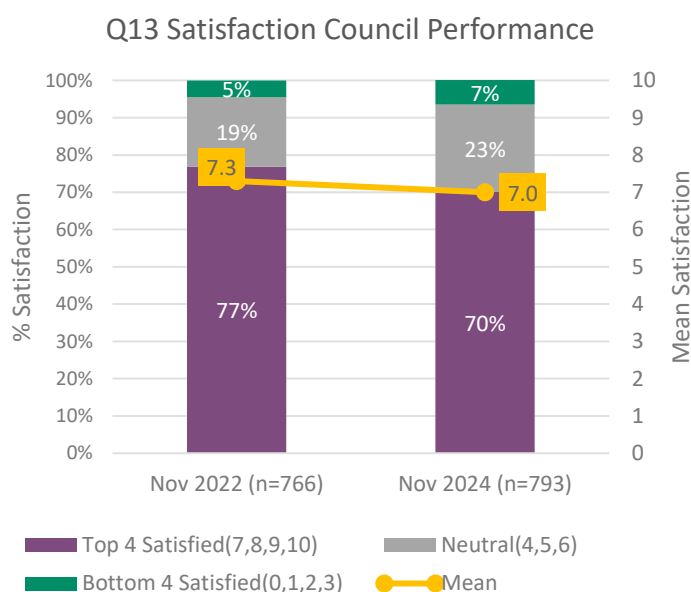
Some decline in overall satisfaction with Council was seen in almost all wards, ages and gender cohorts, with most declines by age and gender being at statistically significant levels (i.e. greater than what might be expected to happen by chance alone). (See charts next page)

Note: Numerous internal and external factors can contribute to negative sentiment. These may include (but are not limited to) substantial rate increases (or other fees and charges), media coverage, level of interaction of Council Members with their communities, major changes in delivery to Council services, negatively viewed decisions and actions on infrastructure and development, or perceived poor value for money for Council services in the context of high and worsening cost of living pressures.

Q13 By Ward 2022 vs 2024
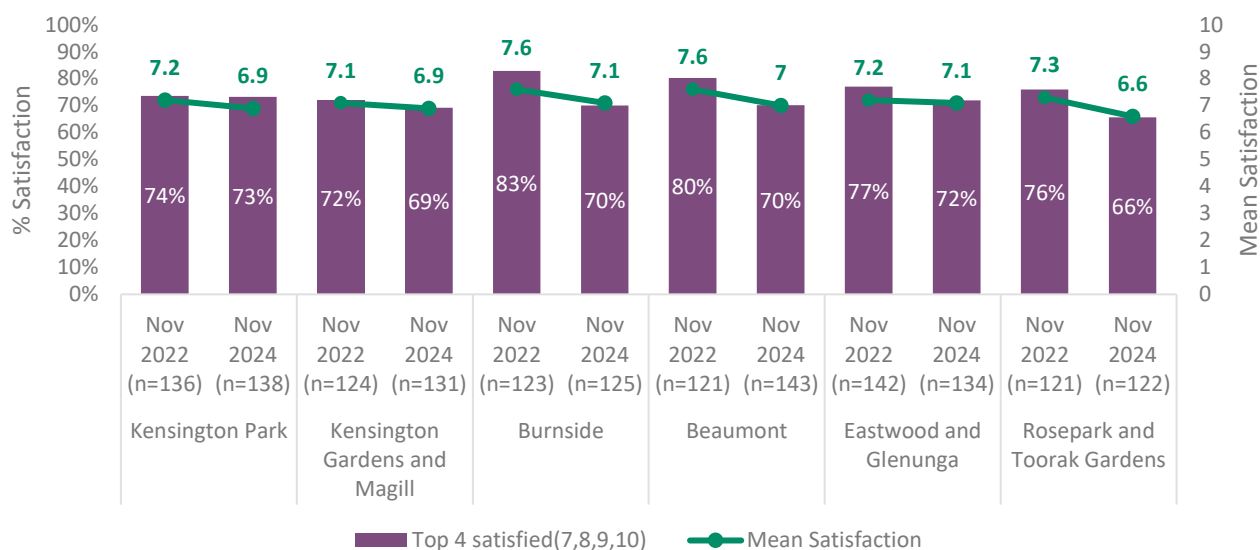
Q13 By Age and Gender 2022 vs 2024
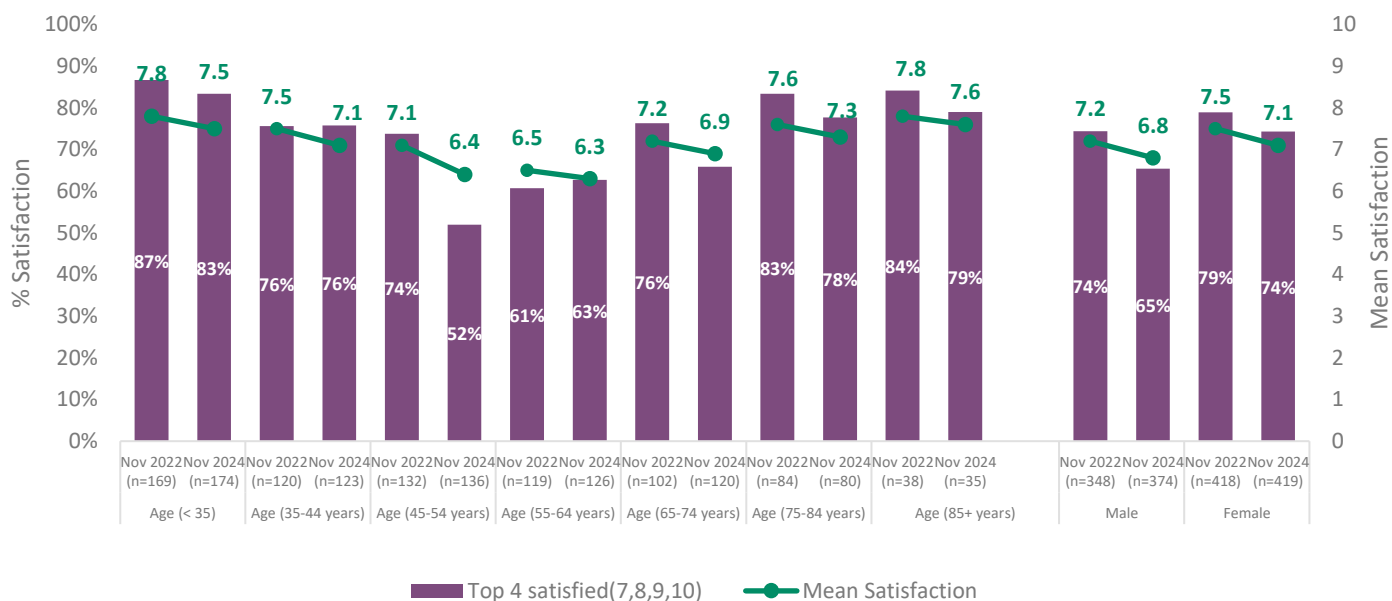
Comparison to Other Councils

A comparison of overall satisfaction between City of Burnside to other ERA Councils' performances for 2024 is not available. The most recent results are from 2023. These are provided below for completeness for Town of Walkerville** and Campbelltown City Council**.

City of Burnside (2024)*	Town of Walkerville** (2023)	Campbelltown City Council** (2023)
7.0	7.01	6.1
* The mean score displayed for City of Burnside is on an 11-point scale (0 to 10)		
**Mean scores of overall satisfaction with Town of Walkerville and Campbelltown City Council are derived from adjustment of 5-point scale scores and should be interpreted with caution.		

4.2   Drivers of overall satisfaction

Regression analysis was undertaken to identify which metrics have the ability to best predict satisfaction with overall performance.

Seven items were identified as important to satisfaction with Council in 2024 – four are part of Governance and three from Place. The items that are more strongly related to overall performance have greater standardised beta coefficients and are shown from the most influential to least influential in the table below:

R squared of model 0.713

Service	Standardised Beta Coefficients	Significance level
The balance between Council rates and the services and standards of infrastructure provided	.265	.000
Providing leadership in the community	.167	.000
Consultation with and informing the community	.163	.000
Financial management	.148	.002
Presentation and cleanliness of the City	.1265	.000
The overall planning of the City	.115	.004
Protecting the built and natural heritage	.079	.027

As shown in the table above, the top four metrics that predicted satisfaction with overall performance in 2024 were related to Governance, being: *Balance between rates and services provided*; *Providing leadership in the community,* and *Consultation with and informing the community* (the first three services were also the top drivers in 2022).

The overall planning of the City (as part of Place) also remained a driver in 2024, consistent with 2022, but this year only as the sixth in terms of its strength with the overall satisfaction metric.

The new services that emerged this year at a collective level were – *Financial management* (part of Governance), *Presentation and cleanliness of the City* and *Protecting the built and natural heritage* (both form part of Place).

At a ward level, governance related services represented the main driver in all 6 wards. The main driving service for each ward were as follows:
- *The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community* remained the leading driver in Kensington Park.
- *Providing leadership in the community* was the leading driver in Kensington Gardens and Magill, Eastwood and Rose Park and Toorak Gardens.
- *The balance between Council rates and the services and standards of infrastructure provided* was the leading driver for Burnside, and,
- *Financial management* was the leading driver for Beaumont.

By age, governance related services dominated the main drivers across all age groups accounting for 12 of the 15 aspects defined as top three drivers across all age groups (note 75-84 / 85+ yrs were grouped due to sample size). The main driving service for each age cohort were as follows:
- *The balance between Council rates and the services and standards of infrastructure provided* was the main driver by under 35 yrs
- *The interactions you have with Council staff*, was the main driver by 35-44 yrs
- *Providing leadership in the community* was the main driver by 45-54 and 65-74 yrs
- *The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community* was the main driver by 55-64 yrs
- *Financial management* was the main driver by those 75 yrs plus

<u>By Gender</u>, governance related services were the main drivers across both males and females, though there were some variances in mix of drivers:

- *The balance between Council rates and the services and standards of infrastructure provided* was the main driver by Males (and second main driver by Females)
- *The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community* was the main driver by Females
- *Consultation with and informing community* was second by Males

Third place drivers varied by gender with:

- *The overall planning of the City* – by Males
- *Garbage and green waste management* by Females

The implications of these are that numerous factors related to Governance had an impact on overall satisfaction with Council which were seen across all wards, ages and gender groups and should be the key areas of investigation by Council (as these appear most capable of impacting overall satisfaction with Council).

A full list of drivers per ward, age and gender are displayed over the following pages.

The factors within each ward that most strongly influence overall satisfaction with Council (in descending order)

Overall satisfaction drivers within Council wards during the past 12 months

Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Park and Toorak Gardens
Governance	**Governance**	**Governance**	**Governance**	**Governance**	**Governance**
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	Providing leadership in the community	The balance between Council rates and the services and standards of infrastructure provided	Financial management	Providing leadership in the community	Providing leadership in the community
The balance between Council rates and the services and standards of infrastructure provided	The balance between Council rates and the services and standards of infrastructure provided		Consultation with and informing the community	The balance between Council rates and the services and standards of infrastructure provided	The balance between Council rates and the services and standards of infrastructure provided
	Community	**Community**	**Place**		
The interactions you have with Council staff	Support for local businesses	Support for local businesses	Providing public and environmental health services	Financial management	**Place**
	Place	**Place**			The overall planning of the City
	Providing and maintaining local roads	Presentation and cleanliness of the City			

Note: Identified drivers of overall satisfaction with Council's performance in each ward accounted for an acceptable proportion of variance

The factors within each age group that most strongly influence overall satisfaction with Council (in descending order)

Overall satisfaction drivers by age groups during the past 12 months

<35 years

Governance
- The balance between Council rates and the services and standards of infrastructure provided
- Consultation with and informing the community

35-44 years

Governance
- The interactions you have with Council staff

Environment
- Preparation for and support of residents for bushfire management

Governance
- The balance between Council rates and the services and standards of infrastructure provided

45-54 years

Governance
- Providing leadership in the community
- The balance between Council rates and the services and standards of infrastructure provided

55-64 years

Governance
- The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community
- The balance between Council rates and the services and standards of infrastructure provided

Place
- Providing and maintaining parks and reserves

65-74 years

Governance
- Providing leadership in the community
- The balance between Council rates and the services and standards of infrastructure provided

75-85+ years

Governance
- Financial management
- Consultation with and informing the community

Place
- The overall planning of the City

Note: Identified drivers of overall satisfaction with Council's performance in each age cohort accounted for an acceptable proportion of variance

The factors within each Gender cohort that most strongly influence overall satisfaction with Council (in descending order)

Note: Identified drivers of overall satisfaction with Council's performance in each gender accounted for an acceptable proportion of variance

4.3   Changes in performance over time

The following summary outlines the comparisons of key performance metrics for 2024 vs 2022. These are displayed in charts on the following pages (charts include results from 2018).

Overall, 2024 results were below 2022 on all almost attributes on all themes (and in most cases the lowest over the four years' measures).

Place:
2024 results ranged from high (8.2) to low (6.1).
Declines were seen on each of the 14 services tested in 2024 vs 2022 with 10 being statistically significant declines.
In most cases, these were the lowest scores seen in past few years (since 2018).
- **Highest –** remains *Providing and maintaining parks and reserves* (8.2, a marginal decrease from 8.3 in 2022)
- **Lowest –** remains *Providing and maintaining footpaths* (6.1, a significant decline from 6.4)

Environment:
2024 results ranged from high (7.8) to low (6.7).
Declines were seen on each of the six services tested in 2024 vs 2022 with five being significant declines.
All attributes had the lowest scores seen in past few years (since 2018).
- **Highest –** remains *Garbage and green waste management* (7.8, a marginal decline from 8.0 in 2022)
- **Lowest –** were tied between:
  o *Hard waste and electronic waste management* (6.7, a significant decline from 7.2 in 2022)
  o *After hours hazard response management* (6.7, a significant decline from 7.3 in 2022)

Community:
2024 results ranged from high (8.7) to low (6.5).
Declines were seen on each of the eight services tested in 2024 vs 2022 with five being significant declines.
All attributes had the lowest scores seen in past few years (since 2018).
- **Highest –** remains *Providing library services* (8.7, a marginal decrease from 8.8 in 2022)
- **Lowest –** remains *Providing services for younger residents* (6.5, a significant decline from 7.1 in 2022)

Governance:
2024 results ranged from high (7.1) to low (5.9).
Declines were seen on each of the six attributes tested in 2024 vs 2022 with five being significant declines.
All attributes had the lowest scores seen in the past few years (since 2018).
- **Highest –** remains *The interactions you have with Council staff* (7.1, a minor decrease from 7.2 in 2022)
- **Lowest –** Financial management (5.9 a significant decrease from 6.7 in 2022)

The following charts display total sample results for each service under each Strategic Theme.

1. Place

Provision and management of traffic and parking in the City
- 6.2 !!
- 6.7 !!
- 7.0
- 6.8

Providing and maintaining cycle paths and walking trails
- 6.9 !!
- 7.3 !!
- 7.5
- 7.1

Providing and maintaining street trees
- 6.6 !!
- 7.1 !!
- 7.4
- 7.2

Providing and maintaining footpaths
- 6.1 !!
- 6.4 !!
- 6.8
- 6.7

Providing and maintaining local roads
- 6.8
- 7.0
- 7.3
- 7.0

Providing and maintaining playgrounds
- 7.9 !!
- 8.1 !!
- 8.2
- 8.0

Providing and maintaining parks and reserves
- 8.2
- 8.3
- 8.4
- 8.3

Providing active recreation opportunities, such as playing organised sport or outdoor games
- 7.1 !!
- 7.3 !!
- 7.6
- 7.4

Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies
- 7.9
- 8.0
- 8.2
- 8.0

Protecting the built and natural heritage
- 7.2
- 7.3
- 7.4
- 7.2

The overall planning of the City
- 7.1 !!
- 7.3 !!
- 7.4
- 7.1

* Providing public and environmental health services
- 6.9 !!
- 7.4 !!
- 7.6
- 7.4

* Providing animal and pest management services
- 6.9 !!
- 7.3 !!
- 7.5
- 7.4

* Presentation and cleanliness of the City
- 8.1 !!
- 8.3 !!
- 8.4
- 8.3

Legend:
- Nov-24
- Nov-22
- Nov-20
- Nov-18

Note : **!!** refers to the statistical significant difference between 2024 to 2022 at 95% CI

*Services included as part of "Place" in 2024 which were previously reported under "Community"

2. Environment

After hours hazard response management
- 6.7 !! (Nov-24)
- 7.3 !! (Nov-22)
- 7.5 (Nov-20)
- 7.2 (Nov-18)

Hard waste and electronic waste management
- 6.7 !! (Nov-24)
- 7.2 !! (Nov-22)
- 7.3 (Nov-20)
- 7.2 (Nov-18)

Garbage and green waste management
- 7.8 (Nov-24)
- 8.0 (Nov-22)
- 8.2 (Nov-20)
- 8.0 (Nov-18)

Water Management initiatives
- 6.8 !! (Nov-24)
- 7.3 !! (Nov-22)
- 7.4 (Nov-20)
- 7.0 (Nov-18)

Restoring and protecting the City's biodiversity
- 7.2 !! (Nov-24)
- 7.5 !! (Nov-22)
- 7.5 (Nov-20)
- 7.3 (Nov-18)

Preparation for and support of residents for bushfire management
- 7.1 !! (Nov-24)
- 7.4 !! (Nov-22)
- 7.6 (Nov-20)
- 7.2 (Nov-18)

Legend:
- Nov-24
- Nov-22
- Nov-20
- Nov-18

Note : !! refers to the statistical significant difference between 2024 to 2022 at 95% CI

3. Community

Provision of the Regal Theatre as a cinema and community venue
- 8.1
- 8.2
- 8.2
- 8.1

Providing library services
- 8.7
- 8.8
- 8.8
- 8.7

Providing a community bus service
- 7.5
- 8.0
- 7.9
- 7.8

Providing services for families
- 6.9 !!
- 7.6 !!
- 7.5
- 7.3

Providing services for younger residents
- 6.5 !!
- 7.1 !!
- 7.2
- 6.9

Providing services for older residents
- 7.3 !!
- 7.9 !!
- 7.9
- 7.8

Community and cultural activities
- 7.2 !!
- 7.5 !!
- 7.6
- 7.4

Support for local businesses
- 6.6 !!
- 7.2 !!
- 7.3
- 7.2

Legend:
- Nov-24
- Nov-22
- Nov-20
- Nov-18

4. Governance

The balance between Council rates and the services and standards of infrastructure provided
- 6.1 !!
- 6.5 !!
- 6.9
- 6.6

Financial management
- 5.9 !!
- 6.7 !!
- 6.9
- 6.2

Providing leadership in the community
- 6.2 !!
- 6.7 !!
- 7.0
- 6.7

The interactions you have with Council staff
- 7.1
- 7.2
- 7.7
- 7.3

The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community
- 6.1 !!
- 6.6 !!
- 6.9
- 6.1

Consultation with and informing the community
- 6.9 !!
- 7.2 !!
- 7.5
- 7.1

Legend:
- Nov-24
- Nov-22
- Nov-20
- Nov-18

Note : !! refers to the statistical significant difference between 2024 to 2022 at 95% CI

4.3.1 Residents suggested areas to improve

The above suggests something may have occurred, influencing a decline on community satisfaction with Council.

Whilst some insights were gained from review of changes in services as previously discussed, review of open-ended response suggestions on how Council can improve services can assist.

In this regard across the total sample, there was an increase in the proportion of residents who provided suggested improvements on each of the four strategic service areas, as follows:

- Place   77% residents surveyed had suggestions – vs 62% in 2022
- Environment   48%   "   "   "   "   vs 39%   "
- Community   37%   "   "   "   "   vs 28%   "
- Governance   43%   "   "   "   "   vs 29%   "

Key findings of these are provided in the table below by each respective Strategic area, highlighting key emerging Themes for improvement and the main defined suggestion for each theme (with full details of Themes and associated suggestions type provided in Appendix 2).

Suggestions to Improve Services by Strategic area and Improvement Themes (Note % reflect total sample of residents)	

Place	23% either could not suggest any (20%) or stated Don't know (3%) to possible ways to improve. The three most common <u>Themes</u> for improvements (*and main suggestion for each Theme in 2024*) related to:
	• Theme: <u>Streetscape and Street trees</u> (27% - which increased from 11% in 2022)
	    o With main suggestion related to: *Trees/more maintenance/check for issues, especially around playgrounds/parks/quicker response/too many restrictions on pruning/even dangerous trees/have council aware signs on problem trees (18%)*
	• Theme: <u>Footpaths/Pedestrian access</u> (25% - which increased from 17% in 2022)
	    o With main suggestion relating to: *Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides (25%)*
	• Theme: <u>Traffic, Parking and Transport</u> (22% - which increased from 13%)
	    o With main suggestion relating to: *Traffic control management/road closures/speed humps/road signs/need roundabouts/improved safety/speed limits (10%)*

Environment	52% either could not suggest any (46%) or stated Don't know (6%) to possible ways to improve. The three most common <u>Themes</u> for improvements (*and main suggestion for each Theme in 2024*) related to:
	• Theme: <u>Hard / Electronic / Hazardous waste</u> (21% - which increased from 12% in 2022)
	    o With main suggestion related to: *More hard rubbish collections/communication about hard rubbish service/call for collection/stop it sitting on roadside/have a depot in area/pickup larger amounts (11%)*
	• Theme: <u>Garbage and Green Waste</u> (15% - which was similar to 14% in 2022)
	    o With main suggestion relating to: *More rubbish collections/waste/green/weekly/in hot weather/after storms/provide more/larger bins for larger properties (8%)*
	• Theme: <u>Council Operations</u> (re environment) (12% - which increased from 7%)
	    o With main suggestion relating to: *More/better/information/communication with residents/easily accessible/easy to understand/website/newsletter (8%)*

Community	63% either could not suggest any (58%) or stated Don't know (5%) to possible ways to improve. The most common <u>Theme</u> for improvements related to council operations (*and main suggestion in 2024*) relating to communications surrounding Community being: • Theme: <u>Council Operations</u> (16% - which increased from 12% in 2022) o With main suggestion related to: *More communication/information of opening hours of all services/advertising of health services*

	Suggestions to Improve Services by Strategic area and Improvement Themes (Note % reflect total sample of residents)	
	information/flyers/website/mobile app/find out what community wants/be more accessible/transparent/promote cinema (8%) Other themes were below 10%

Governance	57% either could not suggest any (50%) or stated Don't know (7%) to possible ways to improve. The two most common <u>Themes</u> for improvement (*and main suggestion for each in 2024*) related to:
	• <u>Theme: Financial Management</u> (22% - which increased from 12% in 2022)
	    o With main suggestion related to: *Reduce rates/greater concessions/base rates on property value/how many people live in the house/size of block/cap rates (12%)*
	• <u>Theme: Community Consultation / information</u> (15% - which increased from 8% in 2022)
	    o With main suggestion relating to: *Communicate with residents/listen/consult/ meetings/keep informed of pending works/future plans/developments (11%)*
	Other themes were below 10%

Note: It is difficult to establish the nexus of any declines in satisfaction from the survey alone and it is suggested further investigation be undertaken by Council on these – which may include qualitative review of community sentiment.

4.3.2 Residents' perceptions of service gaps and services not needed

Questions were also asked of what new services could be introduced and what current services were not needed to be provided.

There was little change in suggested new services or services that should not be provided from that found in 2022:

New services for Council to Provide and services Not needed	<u>New Services Needed</u>: Residents who made suggestions increasing marginally from 26% to 28%), with main suggestion related to emerging service need themes: • *Council operations and planning* (9%), followed by • *Services re street scape and street trees* (5%) (refer results section re Q11) <u>Services to Not be provided</u> remained very low (4% in 2022 increasing to 5% in 2024), with widely varied isolated services or functions suggested. (86% could not suggest any services that Council should stop providing and 9% did not know) (refer results section re Q12)

4.4   2024 Results in detail by Ward - Top areas of resident satisfaction by ward in 2024

Burnside and Beaumont Ward Residents were equally most satisfied with Council's performance based on means (with Eastwood and Glenunga marginally above on T4B Satisfied).

Rose Park and Toorak Garden residents were least satisfied in 2024.

Q13 Satisfaction Level by Ward
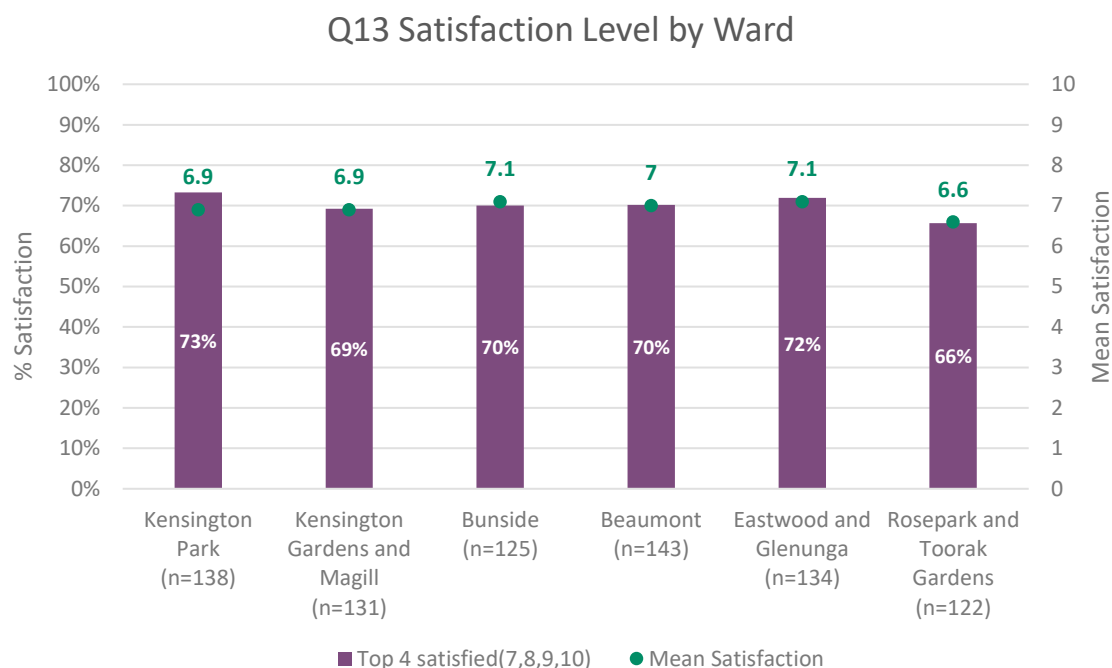
The top aspect of satisfaction in 2024 in all wards remains:
- *Providing library services*.

This was followed by:
- *Providing and maintaining parks and reserves* –
    - rated as equal most satisfied in Burnside, and
    - second most satisfied in two wards and third in three wards
- *Presentation and cleanliness of the City*
    - was third most satisfied aspect (second in two wards overall)

And
- *Provision of the Regal Theatre as a cinema and community venue*
    - was second in two wards

Top areas of resident satisfaction by ward in 2024

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

Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Park and Toorak Gardens
Community	**Community**	**Community**	**Community**	**Community**	**Community**
Providing library services (95%)	Providing library services (96%)	Providing library services (94%)	Providing library services (97%)	Providing library services (98%)	Providing library services (95%)
	Place	**Place**	**Place**	**Place**	**Place**
Provision of the Regal Theatre as a cinema and community venue (92%)	Providing and maintaining parks and reserves (88%)	Providing and maintaining parks and reserves (94%)	Presentation and cleanliness of the City (91%)	Providing and maintaining parks and reserves (91%)	Presentation and cleanliness of the City (94%)
Place		**Community**		**Community**	
Providing and maintaining parks and reserves (90%)	Providing and maintaining playgrounds (86%)	Presentation and cleanliness of the City (87%)	Providing and maintaining parks and reserves (86%)	Provision of the Regal Theatre as a cinema and community venue (91%)	Providing and maintaining parks and reserves (89%)

Notes: Percentages designate the proportion of residents reporting satisfaction scores of T4B (from 7 to 10 on a scale from 0 to 10).

Wards and where they had Statistically significant Highest and Lowest satisfaction by attributes

Numerous *statistically significant* differences in satisfaction were identified across wards. These are presented in the table below showing Highest and Lowest ratings where there were statistically significant differences.

In 2024 Eastwood and Glenunga recorded the most significantly higher (est) services (7 from 36 services tested) with three of those related to Community.

This was followed by Kensington Park with three services rating highest and significantly different to other wards.

Rose Park and Toorak Gardens had the most statistically significant lowest with 5 services, spread across Place, Community and Governance.

Wards	Area	Significantly - Highest	Significantly - Lowest
Kensington Park	Place	• *Providing and maintaining playgrounds* • *Providing public and environmental health services*	-
	Community	• *Provision of the Regal Theatre as a cinema and community venue*	-
Kensington Gardens and Magill	Community	-	• *Community and cultural activities* • *Providing services for younger residents*
Burnside	Place	-	• *Providing public and environmental health services*
	Community	-	• *Community and cultural activities* • *Providing a community bus service* • *Provision of the Regal Theatre as a cinema and community venue*
Beaumont	Place	• *Providing public and environmental health services*	• *Providing and maintaining playgrounds*
Eastwood and Glenunga	Place	• *Providing active recreation opportunities, such as playing organised sport or outdoor games* • *Providing public and environmental health services*	-
	Community	• *Community and cultural activities* • *Providing services for younger residents* • *Providing a community bus service*	-
	Governance	• *Providing leadership in the community* • *Financial management*	-
Rose Park and Toorak Gardens	Place	-	• *Providing active recreation opportunities, such as playing organised sport or outdoor games* • *Providing public and environmental health services*
	Community	-	• *Community and cultural activities*
	Governance	-	• *Providing leadership in the community* • *Financial management*

4.5   Variance in performance of different age groups

The overall satisfaction by age continues to show that the youngest (<35 year olds) and older residents (85+ year olds) were more satisfied than other age groups with Council's overall performance over the past 12 months. Those aged 55-64 years remain least satisfied.
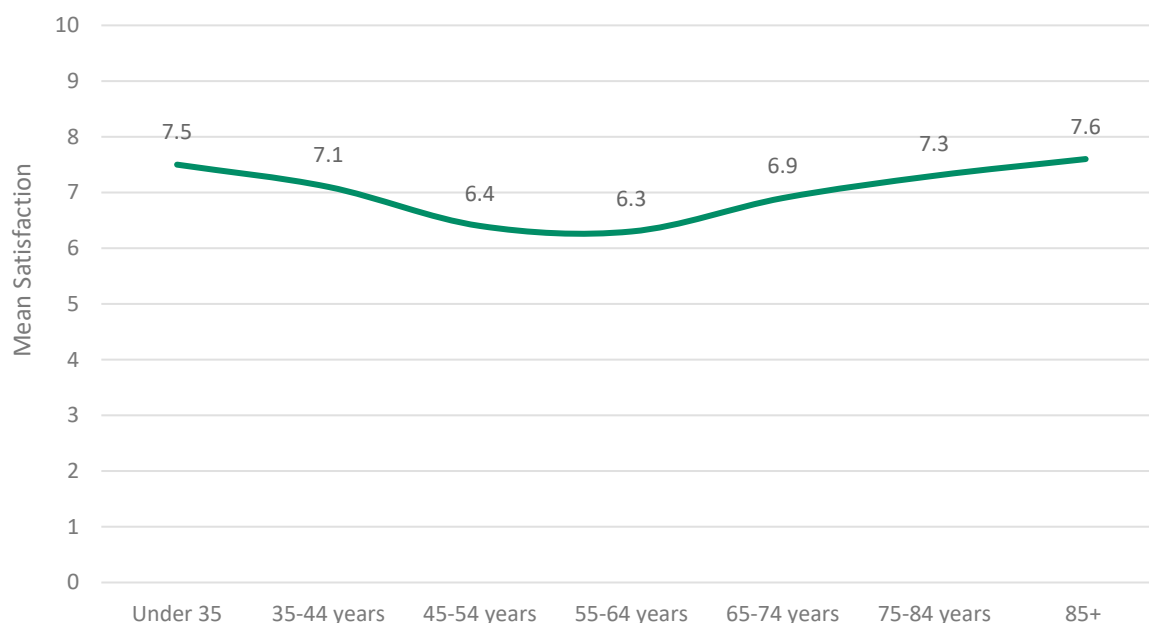
As in prior years, this pattern continues to be seen across almost all services measured, with the 55-64 yrs age group being least satisfied (were least on 29 of 34 services tested and statistically significantly so on 14).

Conversely, those residents aged under 35 yrs were most satisfied, with highest satisfaction on 15 of the 34 services tested and at statistically significant levels on 13.

The second most satisfied cohort were 85 yrs plus who had highest satisfaction rating on 9 services (four statistically significant).

Whilst 55-64 year olds were least satisfied on each of the four strategic areas (Place; Environment; Community and Governance):
• the Younger Under 35s were most satisfied on services re Community and Governance
and
• Older aged 85 years + were most satisfied on Place

These suggest the issues faced by and / or less positive perceptions of Council held by 55-64 year olds are multifactorial and not on isolated issues.

Whilst it is beyond the scope of this research to determine the cause of this, there could be various life-stage changes accruing in 55-64 year olds that may impact their expectations and perceptions of services provided by Council (i.e. changes in family; health; career; financial and even changing technology etc) –may be impacting the demand they place and expected quality of services provided by Council.

Council may wish to further explore these and consider strategies to servicing and engaging with members of this age cohort.

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

Less than 35 years	35-44 years	45-54 years	55-64 years	65-74 years	75+ years

Top 4 attributes with highest satisfaction

Less than 35 years	35-44 years	45-54 years	55-64 years	65-74 years	75+ years
Providing library services	Providing library services	Providing library services	Providing library services	Providing library services	Providing library services
Presentation and cleanliness of the City	Providing and maintaining parks and reserves	Presentation and cleanliness of the City	Providing and maintaining parks and reserves	Provision of the Regal Theatre as a cinema and community venue	Garbage and green waste management
Providing and maintaining parks and reserves	Presentation and cleanliness of the City	Providing and maintaining parks and reserves	Presentation and cleanliness of the City	Providing and maintaining playgrounds	Providing and maintaining parks and
Garbage and green waste management	Protecting the built and natural heritage	Providing and maintaining playgrounds	Providing and maintaining playgrounds	Providing and maintaining parks and reserves	Presentation and cleanliness of the City

Bottom 4 attributes with lowest satisfaction

Less than 35 years	35-44 years	45-54 years	55-64 years	65-74 years	75+ years
Providing and maintaining footpaths	The balance between Council rates and the services and standards of infrastructure provided	The balance between Council rates and the services and standards of infrastructure provided	Financial management	Providing and maintaining footpaths	After hours hazard response management
Financial management	Providing and maintaining footpaths	Financial management	Providing leadership in the community	Financial management	Providing and maintaining footpaths
Hard waste and electronic waste management	Financial management	Providing leadership in the community	The performance of current Elected Members	The performance of current Elected Members	Financial management
Providing active recreation opportunities	Provision and management of traffic and parking in the City	The performance of current Elected Members	After hours hazard response management	Providing leadership in the community	Providing services for younger residents

City of Burnside

4.6 Variance in performance By gender

The overall satisfaction by gender show Females had a higher satisfaction with Council than Males. This was also seen in previous years.
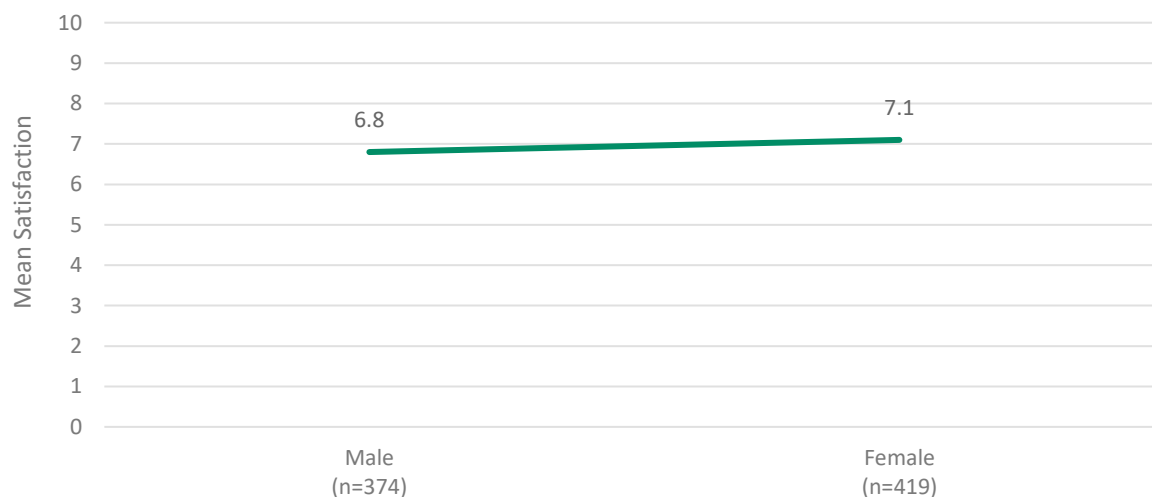
This difference was seen across almost all services measured, with Females having a higher satisfaction than Males on 26 of 34 services, with two services equal and Males higher on five.

Whilst Females were more satisfied than Males in three of the four strategic areas (Place; Community and Governance), Males were more satisfied than Females on five of the six *Environment*-related services tested (the only exception being *After Hours hazard response management*).

Whilst it is beyond scope of this research to determine the reasons for Females being more satisfied, further exploration could be undertaken to investigate (i.e. do males and females have same or different expectations; are females more familiar with Council services; are they more engaged with the community / with Council etc).

Understanding these may add insight on strategies / tactics to deliver services / communications in a manner that meets any gender variances that may exist.

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

Top 4 attributes with highest satisfaction	Males	Females
	Providing library services	Providing library services
	Providing and maintaining parks and reserves	Providing and maintaining parks and reserves
	Presentation and cleanliness of the City	Presentation and cleanliness of the City
	Garbage and green waste management	Provision of the Regal Theatre as a cinema and community venue

Bottom 4 attributes with lowest satisfaction		
	Financial management	Financial management
	Providing and maintaining footpaths	Providing and maintaining footpaths
	The performance of current Elected Members	Providing leadership in the community
	After hours hazard response management	The balance between Council rates and the services and standards of infrastructure provided.

4.6 Communication channels to obtain information from Council

- Email continues to be the main channel preferred for obtaining information from Council in 2024
- Letters/direct mail remains the second most preferred channel
- Focus quarterly newsletter was 3rd most preferred channel
- Council website and social media were equal 4th most preferred channels (overall)

Generational differences exist in preferred channels amongst these (and other modes)
- Email is the preferred mode by each age cohort to 74 yrs
- Letter and direct mail are most preferred by 75-84 and 85 yrs plus
  - and Email second most preferred to 74 yrs
- Other modes take different generational changes:
  - Focus Quarterly Newsletter was third most preferred mode by residents over 45 yrs but with social media preferred more by younger under 35s and SMS was 3rd by 35-44 yrs.
  - Other modes are more niche with low individual preferences – except for Telephone which was only marginally below Email as 3rd most preferred by 85 yrs plus.

These suggest that multi-channel communications are needed and whilst email is a key channel, it needs support by letter and direct mail.
Findings also suggest a need for more cohort targeted channels of digital and social media for under 44 years and Print /Newsletter for those 45 plus.
And even to consider telephone contact for those more senior members in community aged 85 years plus - where digital communications would be unlikely to reach.

(Note: in the case of the Council website, whilst preference in 2024 was 7% this reduced from 11% in 2022 and was well below the 23% preferred in 2015. These suggest community expectations and use of Council website is changing – refer later section on Customer Experience).

Total 2024	Less than 35 years	35-44 years	45-54 years	55-64 years	65-74 years	75-84 years	84+ years
Email	Email	Email	Email	Email	Email	Letters/ direct mail	Letters/ direct mail
Letters/ direct mail	Letters/ direct mail	Letters/ direct mail	Letters/ direct mail	Letters/ direct mail	Letters/ direct mail	Email	Focus newsletter
Focus newsletter	Social Media	SMS	Focus newsletter	Focus newsletter	Focus newsletter	Focus newsletter	Email

4.8   Analysis of perceived areas of strength and opportunity

The performance of each theme is assessed below to give insights into areas of strength for the Council, as well as areas to monitor and potentially increase efforts in. This section assesses services in each theme as follows:

- Areas of **Strength** for the Council are highlighted in light green   (80% satisfaction levels or above)
- Areas perceived as **Good performance** are highlighted in light orange   (70%-79% satisfaction levels)
- Areas for the **Council to monitor** are highlighted in light red   (60%-69% satisfaction levels)
- Areas for **possible Council intervention** are highlighted in dark red   (59% satisfaction or lower)

Place:

☑	**Areas of strength**	Strengths continue to be the: • *Provision and maintenance of parks, reserves and playgrounds; as well as Presentation and cleanliness; and Providing passive recreation opportunities.* These have been the Top-4 key strength areas since 2015.
▬▬	**Areas of good performance**	• The satisfaction with *Overall planning of the City* has declined but remains within the band • (other areas of good performance in 2022 declined to areas to monitor)
⌂	**Areas to monitor**	There were numerous areas to monitor in 2024, most of which relate to providing and/or maintaining infrastructure. These included: • *Protection of built and natural heritage, Providing and maintaining cycle paths and walking trails;* and *providing active recreation opportunities* • And*, Providing animal and pest management services* and *Providing public and environmental health services* (all of which were at good levels in 2022).
⬅	**Areas for possible intervention**	Areas for possible intervention increased in number from one in 2022 to two in 2024 with the inclusion of: • *Provision and management of traffic and parking in the City,* to join with • *Providing and maintaining footpaths* (remaining least satisfied) (both had substantive declines and in case of *Footpaths* fell below 50%)

Place T4B	Jan 2015	Nov 2015	Oct 2016	Nov 2018	Nov 2020	Nov 2022	Nov 2024	Change between 2022 & 2024
Providing and maintaining parks and reserves	90%	89%	90%	92%	92%	91%	90%	↓1%
Presentation and cleanliness of the City	90%	92%	93%	91%	94%	92%	89%	↓3%
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies	82%	83%	85%	88%	89%	85%	85%	-
Providing and maintaining playgrounds	86%	87%	91%	90%	89%	87%	82%	↓5%
The overall planning of the City	71%	71%	68%	70%	78%	77%	72%	↓5%
Protecting the built and natural heritage	67%	68%	68%	73%	75%	75%	69%	↓6%
Providing animal and pest management services	72%	76%	75%	78%	77%	74%	65%	↓9%
Providing active recreation opportunities, such as playing organised sport or outdoor games	67%	72%	68%	72%	76%	71%	65%	↓6%
Providing and maintaining local roads	65%	66%	62%	67%	74%	69%	65%	↓4%
Providing and maintaining cycle paths and walking trails	59%	67%	66%	68%	81%	72%	64%	↓8%
Providing public and environmental health services	71%	73%	73%	77%	78%	76%	62%	↓14%
Providing and maintaining street trees	64%	70%	67%	72%	75%	69%	61%	↓8%
Provision and management of traffic and parking in the City	56%	64%	65%	64%	68%	64%	54%	↓10%
Providing and maintaining footpaths	55%	56%	51%	59%	62%	57%	48%	↓9%

Environment:

☑	**Areas of strength**	• *Garbage and green waste management* continue to be the area of highest satisfaction.
▬▬	**Areas of good performance**	• A number of services had reduced satisfaction form 2022, leaving only one as good level: • *restoring and protecting the City's biodiversity*
⌂	**Areas to monitor**	Areas to monitor increased due to reduced satisfaction, with three services now falling into this band: • *Preparation for and support of residents for bushfire management* • *Water Management initiatives* • *Hard waste and electronic waste management*
⊙	**Areas for possible intervention**	One service fell into this category requiring possible intervention, being: • *After hours hazard response management* (note: the decline from satisfaction was due to a shift to neutral rather than increase in dissatisfaction)

Environment T4B	Jan 2015	Nov 2015	Oct 2016	Nov 2018	Nov 2020	Nov 2022	Nov 2024	Change between 2022 & 2024
Garbage and green waste management	88%	89%	88%	85%	88%	84%	83%	↓1%
Restoring and protecting the City's biodiversity	69%	71%	72%	73%	79%	75%	70%	↓5%
Preparation for and support of residents for bushfire management	65%	68%	74%	71%	75%	70%	65%	↓5%
Water Management initiatives	60%	67%	61%	65%	74%	74%	62%	↓12%
Hard waste and electronic waste management	78%	70%	60%	72%	73%	70%	61%	↓9%
After hours hazard response management	65%	70%	62%	67%	75%	70%	53%	↓17%

Community:

☑	**Areas of strength**	Only two services remained as strengths (from four in 2022): • *Providing library services* continues to be the key area of strength for Council, with almost all respondents satisfied and recording same satisfaction 96% since 2020 These are followed by: • *Provision of the Regal Theatre as a cinema and community venue* Compared to other services each of these had only minor decline from 2022.
▬▬	**Areas of good performance**	Two services which were previously within the Strength band had some decline and fell though still at Good Performance: • *Providing a community bus service* • *Providing services for older residents*
⌂	**Areas to monitor**	Two services fell into Areas to monitor, both with substantive declines from 2022: • *Community and cultural activities* • *Providing services for families*
⊙	**Areas for possible intervention**	Two services had satisfaction decline to levels that suggest possible intervention (to at least explored), which were: • *Support for local businesses* • *Providing services for younger residents*

Community T4B	Jan 2015	Nov 2015	Oct 2016	Nov 2018	Nov 2020	Nov 2022	Nov 2024	Change between 2022 & 2024
Providing library services	95%	97%	95%	94%	96%	96%	96%	-
Provision of the Regal Theatre as a cinema and community venue	-	-	-	88%	89%	86%	84%	↓2%
Providing a community bus service	84%	87%	84%	82%	84%	83%	74%	↓9%
Providing services for older residents	82%	87%	86%	84%	85%	83%	72%	↓11%
Community and cultural activities	69%	76%	73%	74%	79%	79%	69%	↓10%
Providing services for families	65%	71%	74%	72%	77%	78%	63%	↓15%
Support for local businesses	57%	62%	65%	71%	72%	69%	56%	↓13%
Providing services for younger residents	52%	56%	58%	64%	69%	68%	54%	↓14%

Governance:

Note, each of these six service areas have had year on year declines since 2020 and four are now below the levels of Pre-COVID (2018).

☑	**Areas of strength**	Nil achieved 80% satisfaction
▬▬	**Areas of good performance**	Nil achieved 70%-79%
⌂	**Areas to monitor**	Two services declined from Good to areas to monitor (both of which relate to Council staff): • *The interactions you have with Council staff* • *Consultation with and informing the community*
⊙←	**Areas for possible intervention**	In 2024, significant declines on services were seen, resulting in now four services falling within the band requiring possible intervention – all of which relate to more senior management Leadership including Elected members, and financial consideration (rates and financial management): • *The balance between Council rates and the services and standards of infrastructure provided* • *The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community* • *Providing leadership in the community* • *Financial management.*

Governance T4B	Jan 2015	Nov 2015	Oct 2016	Nov 2018	Nov 2020	Nov 2022	Nov 2024	Change between 2022 & 2024
The interactions you have with Council staff	72%	75%	75%	72%	81%	71%	69%	↓2%
Consultation with and informing the community	63%	69%	71%	72%	76%	72%	65%	↓7%
The balance between Council rates and the services and standards of infrastructure provided	53%	60%	59%	59%	66%	59%	53%	↓6%
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	47%	53%	51%	49%	66%	59%	52%	↓7%
Providing leadership in the community	55%	57%	63%	56%	67%	62%	51%	↓11%
Financial management	50%	54%	57%	50%	65%	62%	46%	↓16%

4.9   Customer Experience

As part of the 2024 survey, some questions were added regarding Customer experience and online services.

Summary of results are provided below:

4.9.1   Contact with Council

49% of residents surveyed had contact with Council (for any reason) in the past 12 months.	**Q1N24 Had contact wih Council past 12 months**
	Total (n=785) **49%**
By Ward: Variance in contact by ward was mainly by residents from Kensington Park ward who were highest.	Kensington Park (n=138) **57%** Kensington Gardens and Magill (n=130) **40%** Bunside (n=123) **52%** Beaumont (n=142) **49%** Eastwood and Glenunga (n=129) **48%** Rosepark and Toorak Gardens (n=123) **49%**
By Age: 65-74 yrs had highest level of contact with Council and least were under 35 yrs.	< 35 years (n=171) **33%** 35-44 years (n=123) **51%** 45-54 years (n=134) **54%** 55-64 years (n=125) **54%** 65-74 years (n=120) **60%** 75-84 years (n=79) **51%** 85+ years (n=33) **41%**
By Gender: There were no differences by gender.	Male (n=366) **49%** Female (n=418) **49%**

4.9.2 Satisfaction with Customer Experience (by those who had contact)

Overall, satisfaction with Customer Experience was moderate at 68%, with 17% neutral and 15% dissatisfied.

Q2N24 Satisfaction with Customer Experience

- 15%
- 17%
- 6.9 (Mean)
- 68%

Nov 2024(n=785)

Legend:
- Top 4 Satisfied(7,8,9,10)
- Neutral(4,5,6)
- Bottom 4 Satisfied(0,1,2,3)
- Mean

By Ward:
Most wards had similar levels of satisfaction – the exception was Beaumont residents who were significantly more satisfied with Customer Experience had (at 83% T4B).

By Age:
Satisfaction with Customer Experience varied considerably by age, with 45-54 yrs and 55-64 yrs least satisfied and statistically significant so.

By Gender:
Females were marginally more satisfied (71%) than males 65% (difference were not statistically significant).

Q2N24 Satisfaction with Customer Experience

- Total (n=785): 68%
- Kensington Park (n=138): 64%
- Kensington Gardens and Magill (n=130): 68%
- Bunside (n=123): 65%
- Beaumont (n=142): 83%
- Eastwood and Glenunga (n=129): 59%
- Rosepark and Toorak Gardens (n=123): 66%
- < 35 years (n=171): 73%
- 35-44 years (n=123): 81%
- 45-54 years (n=134): 55%
- 55-64 years (n=125): 54%
- 65-74 years (n=120): 67%
- 75-84 years (n=79): 82%
- 85+ years (n=33): 83%
- Male (n=366): 65%
- Female (n=418): 71%

4.9.3 Satisfaction with Customer Experience Aspects

Overall, highest satisfaction was had with: E*ase of contacting Council* (80%).
This was followed by:

- *Information needed was easy to access (71%)*
- *The communication and engagement from Council throughout the experience (67%)*

(both latter aspects had greater than 10% dissatisfied).

The least positive aspect of the customer experience was:

- *Council's consideration of residents specific needs or circumstances* (just 60% satisfied but 21% dissatisfied).

These suggest that access to staff or to information needed is not an issue though the personalisation of the encounter and demonstrating consideration of resident's specific needs is an area in need of review.

Q2N24 Satisfaction with Customer Experience
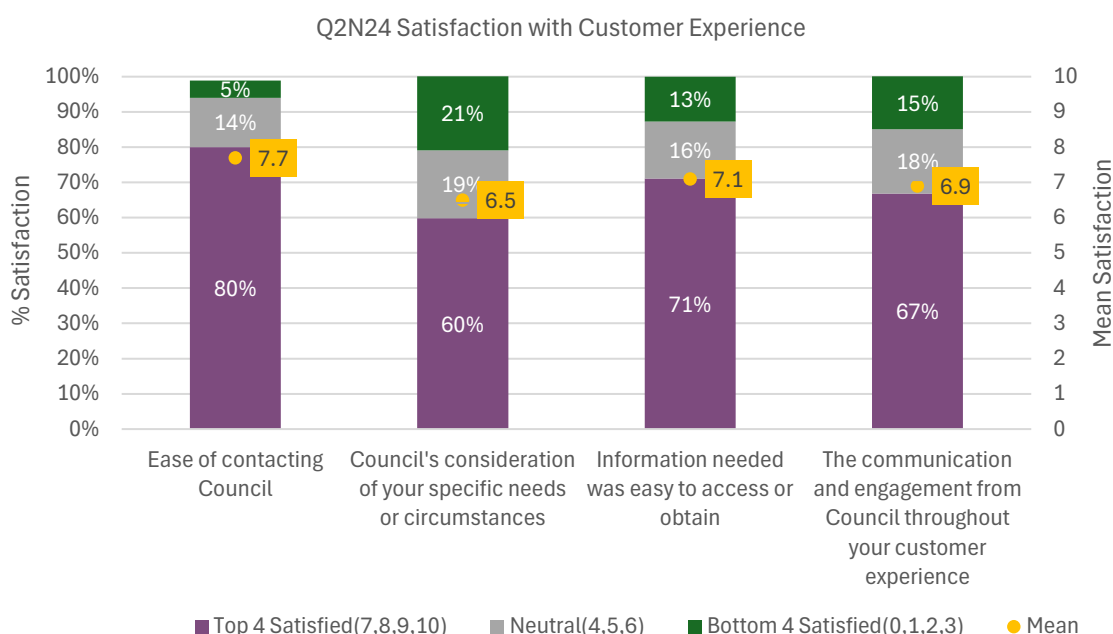
Differences between wards, age and gender were few, with the only statistically significant differences being:

By Ward:
Most wards had similar satisfaction, the exception was Beaumont with statistically significant higher satisfaction than other wards on:

- *The communication and engagement from Council throughout your customer experience* (77% satisfied T4B)

By Age
45 to 54 yrs had least satisfaction on:

- *Council's consideration of your specific needs or circumstances* (49% satisfied T4B, marginally less than 55-64 yrs 51%)

55-64 yrs had less satisfaction on three of the four aspects with statistically significant less on:

- *Information needed was easy to access or obtain* (59% T4B)
- *The communication and engagement from Council throughout your customer* experience (56% T4B)

By gender
Whilst some variance existed none were statistically significant.

These suggest the customer experience is reasonably consistent across demographic sub-groups, with some more notable segments to explore opportunities to improve being 55-64 year old residents (followed by 45-54 yrs).

4.9.4   Ways that Council could have improved Customer Experience

Amongst those who had had contact with Council in the past 12 months, the two most common themes for suggested improvements made by residents to improve the experience related to: • *Efficient in issue resolution (19%)* • *Responsive to enquiries (12%)* *Note: 39% of those who had contact stated no suggestions / satisfied with current service, while 5% could not suggest improvements.* Variances between sub groups were relatively minor. Further details provided in Results section re Q3n24.	**Themes for suggested service experience improvement (Q3N24)** Efficient in issue resolution — 19% Responsive to enquires — 12% Service accessibility and quality — 9% Staff performance — 7% Community trust — 7% Communication - Clarity , Rationale , Completeness — 6% Municipal services and infrastructure — 5% Other — 0% Don't know — 5% No suggestions - Satisfied with current services — 39% Note : 0% represents n=2

4.9.5 About Online services

Awareness of online services available

70% of residents surveyed were aware that Council provides some services online through the Council website.

By Ward:
All wards had similar levels of awareness of Council providing online services – highest was by Burnside (80%).

By Age:
Least aware of online services provided by Council were at both the younger aged <35 yrs and older 85+ yrs who were each statistically less aware than other age cohorts.

Given that Younger aged residents' preference for digital engagement suggests opportunities exist to increase awareness of specific online services available to this cohort

By Gender:
The differences between Males 73% and Females 67% were not statistically significant.

Q4N24 Awareness of Online Services available

Category	%
Total (n=778)	70%
Kensington Park (n=136)	73%
Kensington Gardens and Magill (n=129)	63%
Bunside (n=123)	80%
Beaumont (n=136)	67%
Eastwood and Glenunga (n=132)	69%
Rosepark and Toorak Gardens (n=122)	68%
< 35 years (n=171)	61%
35-44 years (n=122)	77%
45-54 years (n=131)	73%
55-64 years (n=123)	78%
65-74 years (n=119)	79%
75-84 years (n=77)	57%
85+ years (n=35)	46%
Male (n=367)	73%
Female (n=411)	67%

![newfocus]

Satisfaction with online services available (by those aware)

Overall, of those aware of online services available, satisfaction is quite good at 76% satisfaction with only 4% dissatisfied.

Q5N24 Overal satisfaction with online services by those aware

Nov 2024(n=785)

Legend:
- Top 4 Satisfied(7,8,9,10)
- Neutral(4,5,6)
- Bottom 4 Satisfied(0,1,2,3)
- Mean

Chart values: 4%, 20%, 76%, Mean 7.4

By Ward:
Wards had similar levels of satisfaction with no statistically significant variances.

By Age:
Despite lower awareness, younger aged residents were most satisfied and statistically significantly so (suggesting awareness and inducement to trial could be suitable strategies for this cohort.)

Least satisfied were 45-54 and 55-64 yrs and emulate other service perceptions. These cohorts may be in need of further investigation to better understand aspects of online services they are not satisfied with (or familiar to use).

By Gender:
The differences between Males and Females were not statistically significant.

Q5N24 Satisfaction online service

Category	Value
Total (n=785)	76%
Kensington Park (n=138)	69%
Kensington Gardens and Magill (n=130)	76%
Bunside (n=123)	77%
Beaumont (n=142)	79%
Eastwood and Glenunga (n=129)	81%
Rosepark and Toorak Gardens (n=123)	75%
< 35 years (n=171)	89%
35-44 years (n=123)	86%
45-54 years (n=134)	66%
55-64 years (n=125)	65%
65-74 years (n=120)	70%
75-84 years (n=79)	85%
85+ years (n=33)	75%
Male (n=366)	73%
Female (n=418)	79%
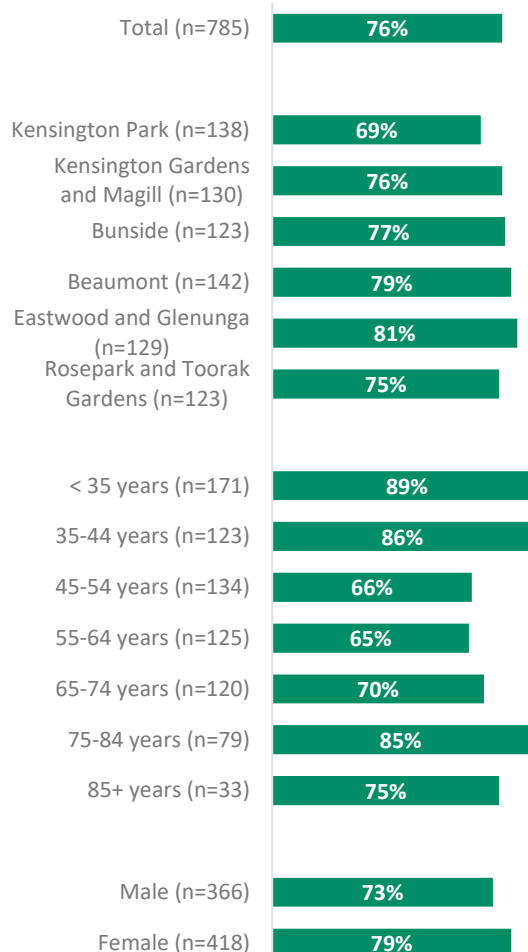
Appetite for further increase in online services

89% of all residents surveyed stated *Yes* to question of Council to continue to increase the availability of online services (while maintaining traditional methods of requesting services).

These views were widely shared across all cohorts, with statistically significant difference being:

By Ward:
No differences were significant

By Age:
Under 35s were most in support, 97% significantly higher than other aged groups with 75-84 (75% and 85 yrs plus (66%) least in support).

By Gender:
Both males and females were 89%.

Q6N24 % of further increase in online services by those aware

Total (n=524)	89%
Kensington Park (n=97)	92%
Kensington Gardens and Magill (n=74)	93%
Bunside (n=96)	92%
Beaumont (n=90)	86%
Eastwood and Glenunga (n=88)	85%
Rosepark and Toorak Gardens (n=80)	85%
< 35 years (n=104)	97%
35-44 years (n=91)	92%
45-54 years (n=93)	90%
55-64 years (n=96)	88%
65-74 years (n=88)	86%
75-84 years (n=41)	75%
85+ years (n=12)	66%
Male (n=264)	89%
Female (n=260)	89%
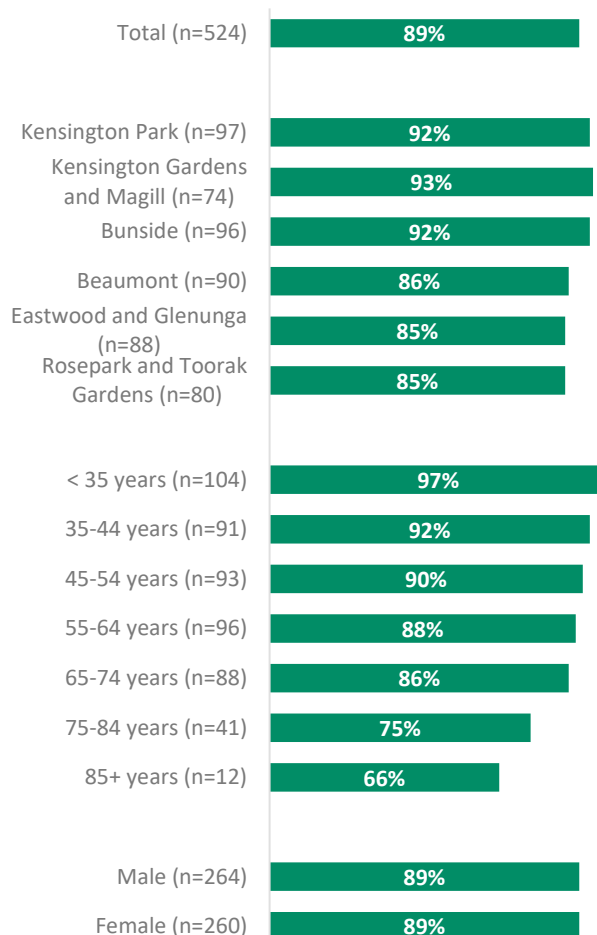
5. Results

How results are reported

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

n = value

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

n ~ value

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

Statistically significant differences between segments

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

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

For tables – Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

For charts - Significance is shown at 95% CI with !! in previous pages

Use of top/bottom-four box terminology

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

5.1   Overall Satisfaction

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

	Mean score								
	Feb 2013 (n=754)	Feb 2014 (n=784)	Jan 2015 (n=788)	Nov 2015 (n=797)	Oct 2016 (n=786)	November 2018 (n=790)	Nov 2020 (n=787)	Nov 2022 (n=766)	Nov 2024 (n=793)
Average (Mean)	6.7	6.9	7.1	7.2	7.3	7.3	7.7	7.3	7.0
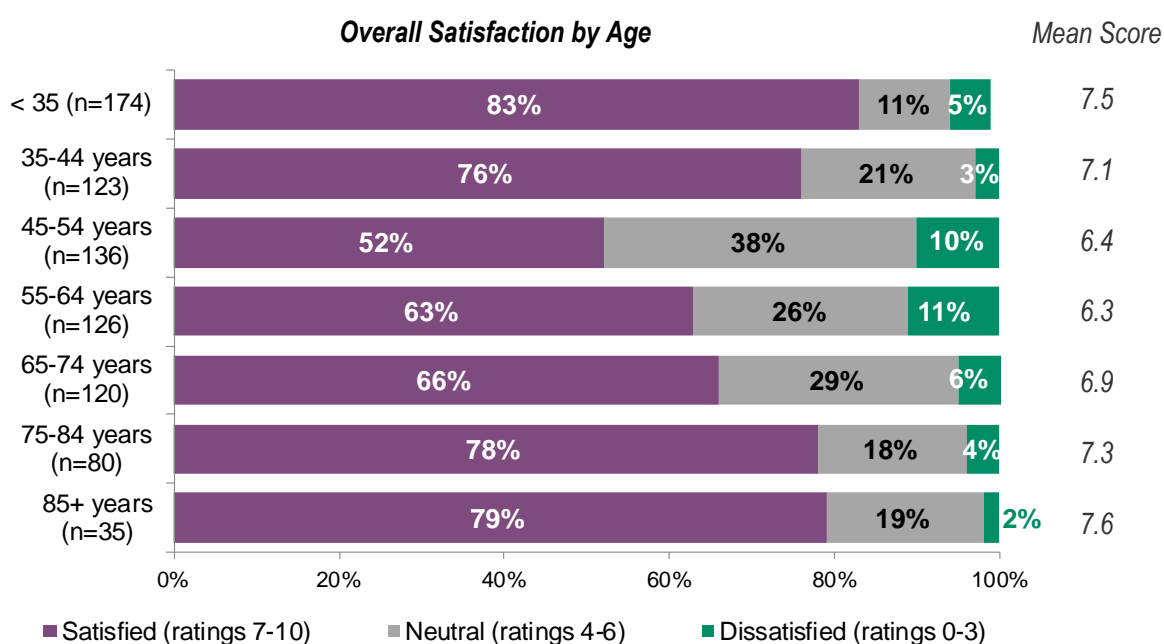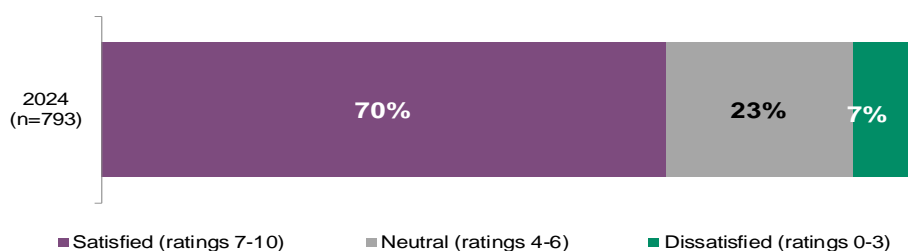
2024 (n=793): Satisfied (ratings 7-10) 70%, Neutral (ratings 4-6) 23%, Dissatisfied (ratings 0-3) 7%

■ Satisfied (ratings 7-10)   ■ Neutral (ratings 4-6)   ■ Dissatisfied (ratings 0-3)

Overall Satisfaction by Age   *Mean Score*

Age	Satisfied	Neutral	Dissatisfied	Mean Score
< 35 (n=174)	83%	11%	5%	7.5
35-44 years (n=123)	76%	21%	3%	7.1
45-54 years (n=136)	52%	38%	10%	6.4
55-64 years (n=126)	63%	26%	11%	6.3
65-74 years (n=120)	66%	29%	6%	6.9
75-84 years (n=80)	78%	18%	4%	7.3
85+ years (n=35)	79%	19%	2%	7.6

■ Satisfied (ratings 7-10)   ■ Neutral (ratings 4-6)   ■ Dissatisfied (ratings 0-3)

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

Overall Satisfaction by Gender

Mean Score

	Satisfied (7-10)	Neutral (4-6)	Dissatisfied (0-3)	Mean Score
Male (n=374)	65%	25%	9%	6.8
Female (n=419)	74%	22%	4%	7.1

- Satisfied (ratings 7-10)
- Neutral (ratings 4-6)
- Dissatisfied (ratings 0-3)

Overall Satisfaction by Ward

Mean Score

	Satisfied (7-10)	Neutral (4-6)	Dissatisfied (0-3)	Mean Score
Rose Park and Toorak Gardens (n=122)	66%	25%	9%	6.6
Eastwood and Glenunga (n=134)	72%	18%	10%	7.1
Beaumont (n=143)	70%	23%	7%	7.0
Burnside (n=125)	70%	28%	2%	7.1
Kensington Gardens and Magill (n=131)	69%	26%	4%	6.9
Kensington Park (n=138)	73%	20%	7%	6.9

- Satisfied (ratings 7-10)
- Neutral (ratings 4-6)
- Dissatisfied (ratings 0-3)

5.2   Place

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

Service	Satisfied (ratings 7-10)	Neutral (ratings 4-6)	Dissatisfied (ratings 0-3)
Providing and maintaining parks and reserves (n=797)	90%	8%	2%
* Presentation and cleanliness of the City (n=799)	89%	9%	2%
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies (n=792)	85%	14%	1%
Providing and maintaining playgrounds (n=741)	82%	18%	1%
The overall planning of the City (n=786)	72%	24%	4%
Protecting the built and natural heritage (n=779)	69%	25%	6%
Providing active recreation opportunities, such as playing organised sport or outdoor games (n=732)	65%	32%	3%
Providing and maintaining local roads (n=798)	65%	28%	8%
* Providing animal and pest management services (n=683)	65%	29%	6%
Providing and maintaining cycle paths and walking trails (n=753)	64%	31%	5%
* Providing public and environmental health services (n=678)	62%	35%	3%
Providing and maintaining street trees (n=797)	61%	27%	12%
Provision and management of traffic and parking in the City (n=794)	54%	34%	12%
Providing and maintaining footpaths (n=799)	48%	39%	13%

■ Satisfied (ratings 7-10)   ■ Neutral (ratings 4-6)   ■ Dissatisfied (ratings 0-3)

*Services included as part of "Place" in 2024 which were previously reported under "Community"

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

Ratings over time

	Feb 2013 (n~703)	Feb 2014 (n~754)	Jan 2015 (n~750)	Nov 2015 (n~753)	Oct 2016 (n~756)	Nov 2018 (n~760)	Nov 2020 (n~770)	Nov 2022 (n~743)	Nov 2024 (n~779)
The overall planning of the City	6.5	6.8	7.0	7.0	6.9	7.1	7.4	7.3	7.1
Protecting the built and natural heritage	6.6	6.8	6.8	6.9	7.0	7.2	7.4	7.3	7.2
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies	7.2	7.7	7.6	7.8	7.9	8	8.2	8.0	7.9
Providing active recreation opportunities, such as playing organised sport or outdoor games	6.6	6.8	7.0	7.2	7.2	7.4	7.6	7.3	7.1
Providing and maintaining parks and reserves	7.6	7.8	7.9	8.1	8.2	8.3	8.4	8.3	8.2
Providing and maintaining playgrounds	7.4	7.6	7.8	8.0	8.0	8.0	8.2	8.1	7.9
Providing and maintaining local roads	6.4	6.5	6.8	6.8	6.6	7.0	7.3	7.0	6.8

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

Ratings over time

	Feb 2013 (n~703)	Feb 2014 (n~754)	Jan 2015 (n~750)	Nov 2015 (n~753)	Oct 2016 (n~756)	Nov 2018 (n~760)	Nov 2020 (n~770)	Nov 2022 (n~743)	Nov 2024 (n~779)
Providing and maintaining footpaths	6.0	6.1	6.3	6.3	6.2	6.7	6.8	6.4	6.1
Providing and maintaining street trees	6.7	6.3	6.8	7.1	6.9	7.2	7.4	7.1	6.6
Providing and maintaining cycle paths and walking trails	6.3	6.3	6.5	6.8	7.0	7.1	7.5	7.3	6.9
Provision and management of traffic and parking in the City	6.2	6.2	6.4	6.6	6.7	6.8	7.0	6.7	6.2
*Providing public and environmental health services			7.1	7.2	7.2	7.4	7.6	7.4	6.9
*Presentation and cleanliness of the City			8.1	8.2	8.2	8.3	8.4	8.3	8.1
*Providing animal and pest management services			7.0	7.3	7.2	7.4	7.5	7.3	6.9

*Services included as part of "Place" in 2024 which were previously reported under "Community"

Note: Blanks - No data available for Feb 2013 and 2014

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

Mean scores by age 2024

	< 35 (n~172)	35-44 years (n~122)	45-54 years (n~134)	55-64 years (n~122)	65-74 years (n~117)	75-84 years (n~76)	85+ years (n~34)
The overall planning of the City	7.4	7.4	6.9	6.5	6.9	7.3	7.2
Protecting the built and natural heritage	7.9	7.6	7.1	6.3	6.7	7.1	7.2
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies	8.1	7.8	7.9	7.6	7.9	8.3	8.3
Providing active recreation opportunities, such as playing organised sport or outdoor games	7	7.1	7	6.6	7.3	7.7	7.6
Providing and maintaining parks and reserves	8.3	8.3	8	7.9	8.3	8.5	8.3
Providing and maintaining playgrounds	7.9	8	7.9	7.6	8.1	8.1	8
Providing and maintaining local roads	6.9	7.1	6.8	6	6.7	6.9	7.2

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

Mean scores by age 2024

	< 35 (n~172)	35-44 years (n~122)	45-54 years (n~134)	55-64 years (n~122)	65-74 years (n~117)	75-84 years (n~76)	85+ years (n~34)
Providing and maintaining footpaths	6.7	6.5	5.8	5.4	5.9	5.9	6.6
Providing and maintaining street trees	7	6.8	6.4	5.8	6.5	7	7.2
Providing and maintaining cycle paths and walking trails	7.2	6.8	7	6.3	6.8	7.1	6.6
Provision and management of traffic and parking in the City	6.7	6.3	5.9	5.7	6.1	6.2	6.7
* Providing public and environmental health services	7.6	7	6.6	5.8	6.8	7.2	7.3
* Presentation and cleanliness of the City	8.6	8	8	7.7	7.9	8	8.1
* Providing animal and pest management services	7.7	7.1	6.9	6.1	6.7	7.1	6.8

*Services included as part of "Place" in 2024 which were previously reported under "Community"

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

Mean scores by gender 2024

Service	Female (n~413)	Male (n~366)
Provision and management of traffic and parking in the City	6.3	6.1
Providing and maintaining cycle paths and walking trails	7	6.7
Providing and maintaining street trees	6.6	6.6
Providing and maintaining footpaths	6.2	6
Providing and maintaining local roads	6.9	6.6
Providing and maintaining playgrounds	8	7.8
Providing and maintaining parks and reserves	8.3	8.1
Providing active recreation opportunities, such as playing organised sport or outdoor games	7.2	6.9
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies	8	7.8
Protecting the built and natural heritage	7.2	7.1
The overall planning of the City	7.2	6.9
* Providing public and environmental health services	7.1	6.7
* Presentation and cleanliness of the City	8.2	8
* Providing animal and pest management services	7.1	6.8

Mean Satisfaction

*Services included as part of "Place" in 2024 which were previously reported under "Community"

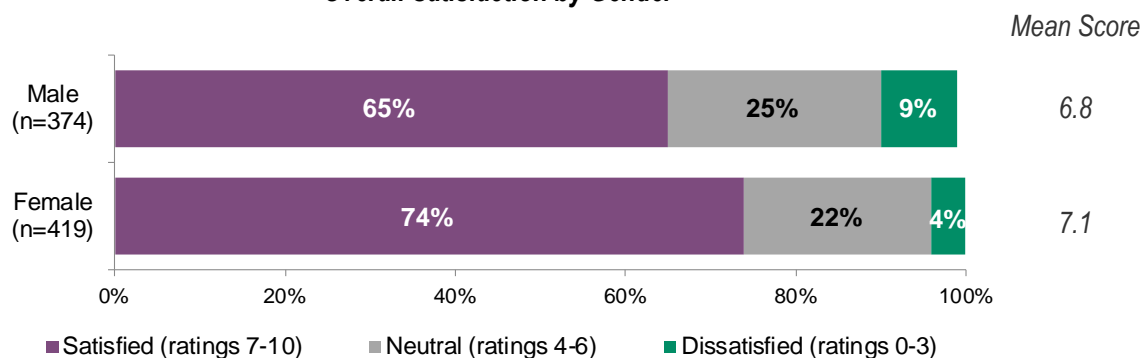*On a scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following… (Q3) continued*

Mean scores by ward 2024

	Kensington Park (n~135)	Kensington Gardens and Magill (n~128)	Burnside (n~124)	Beaumont (n~141)	Eastwood and Glenunga (n~130)	Rose Park and Toorak Gardens (n~122)
■ The overall planning of the City	7.1	7.2	7.1	7.1	7.2	6.9
■ Protecting the built and natural heritage	7.2	7.1	7.1	7.2	7.2	7.2
■ Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies	8.2	7.9	8.1	7.7	7.9	7.9
■ Providing active recreation opportunities, such as playing organised sport or outdoor games	7.2	7.1	7	7.1	7.4	6.6
■ Providing and maintaining parks and reserves	8.3	8.3	8.3	8	8.2	8
■ Providing and maintaining playgrounds	8.2	8.1	8	7.5	7.8	8
■ Providing and maintaining local roads	6.7	6.6	6.6	6.9	6.9	6.7

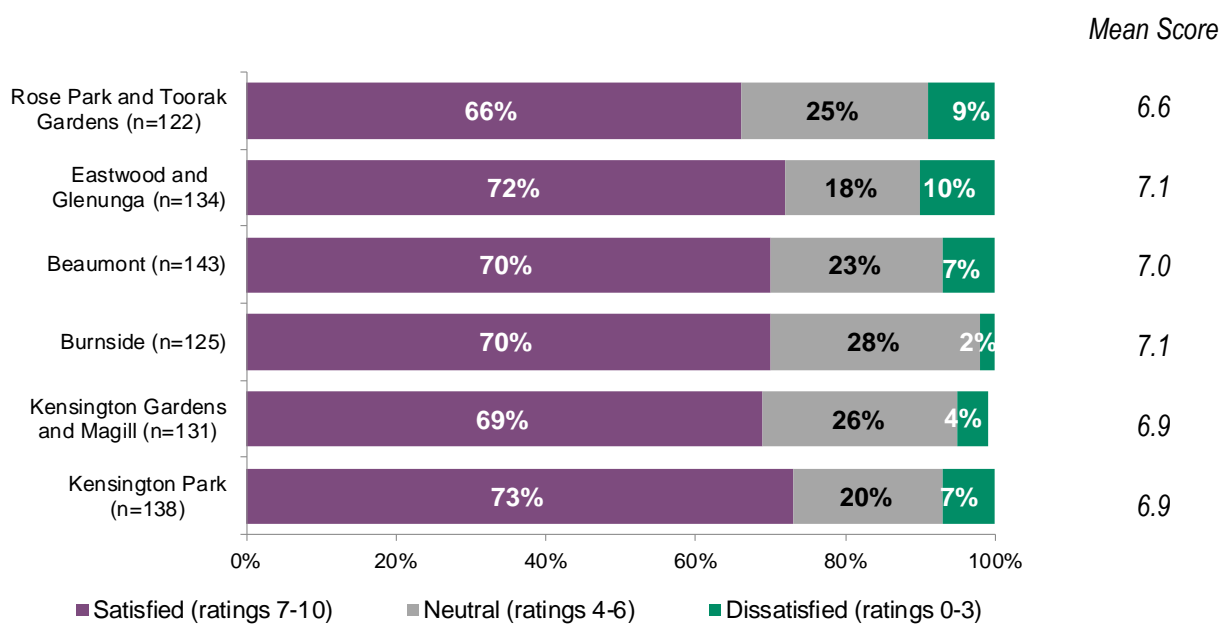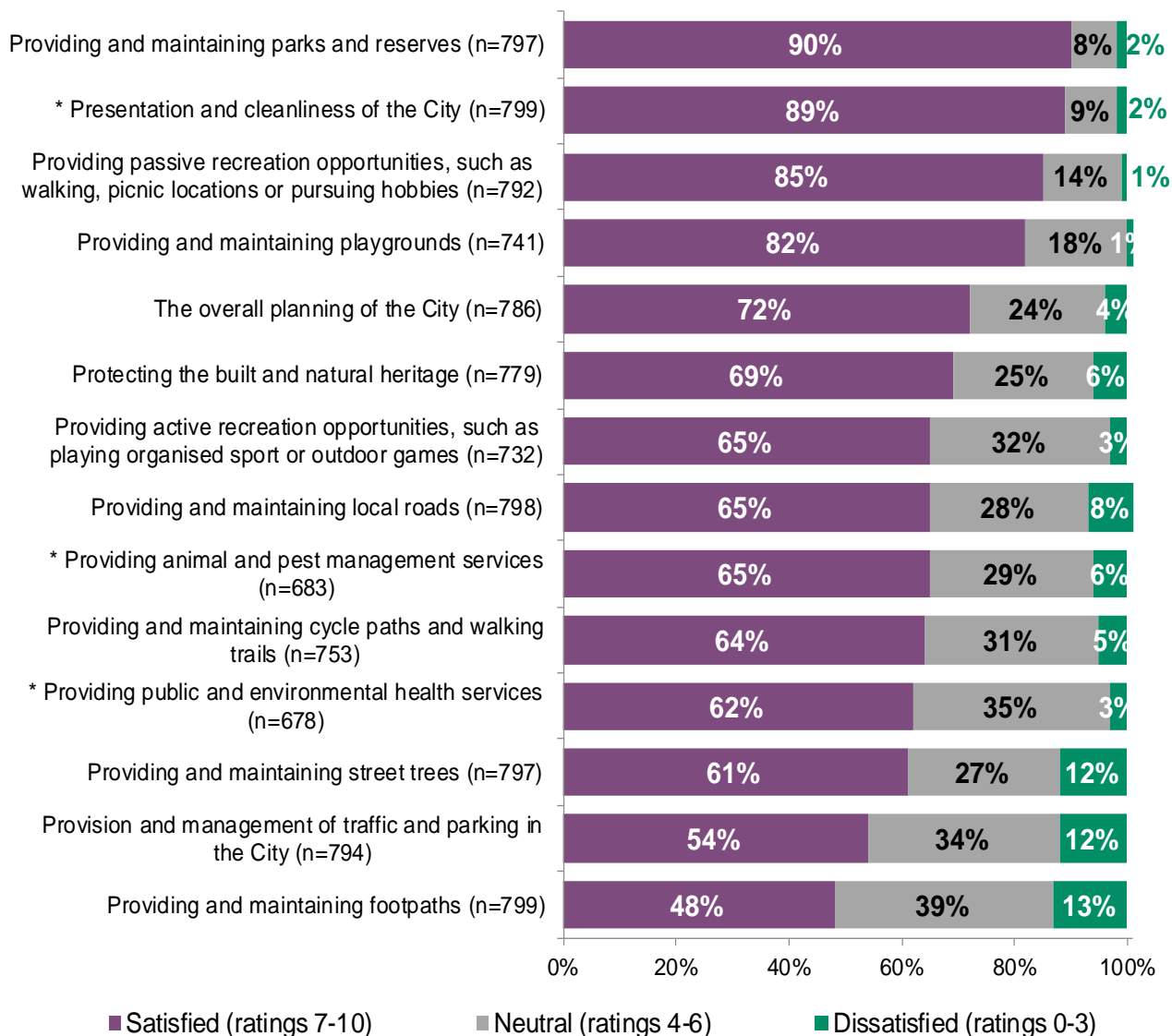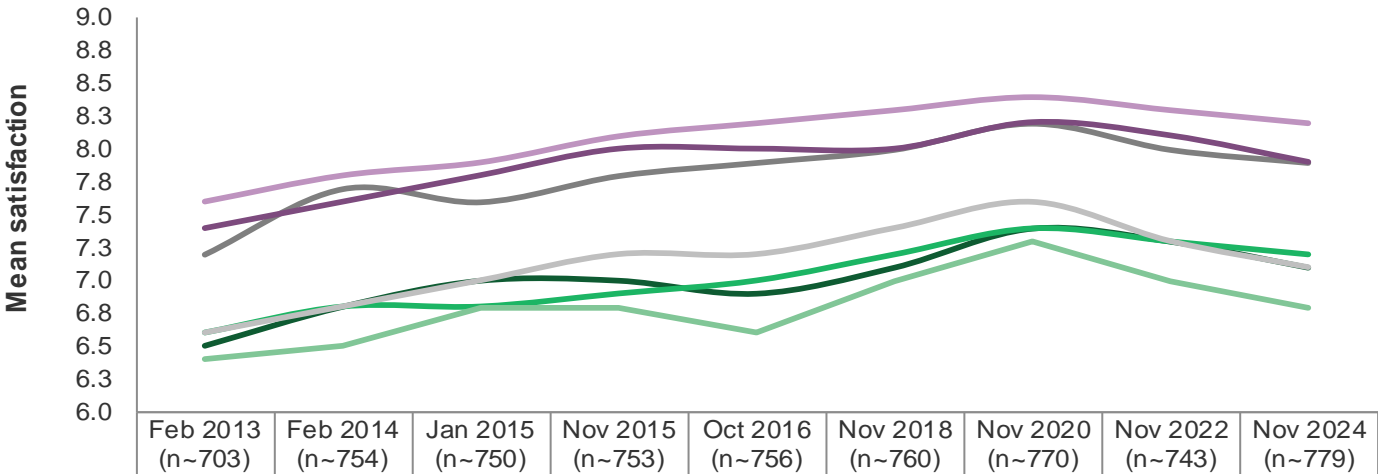*On a scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following… (Q3) continued*
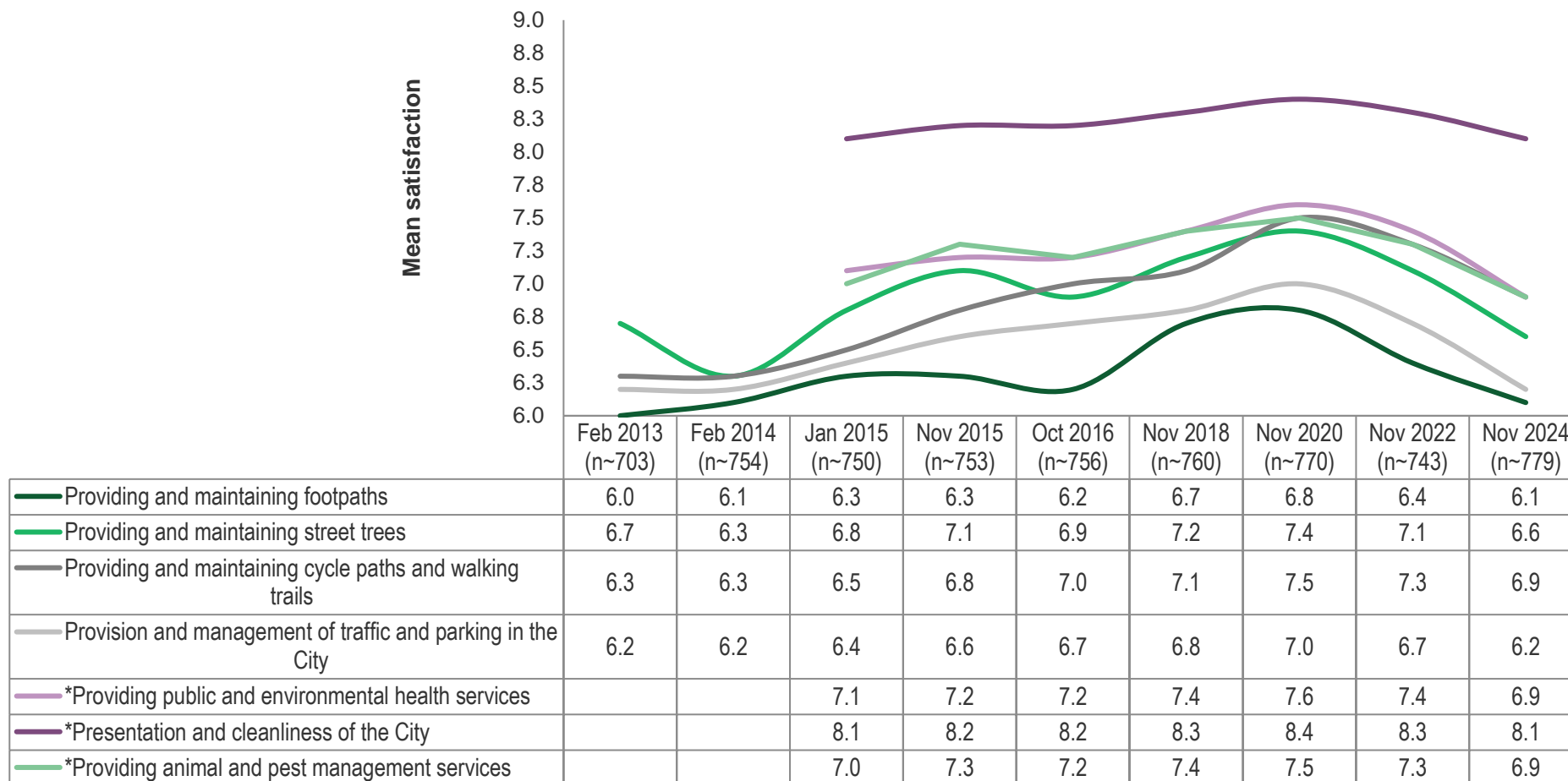
Mean scores by ward 2024

	Kensington Park (n~135)	Kensington Gardens and Magill (n~128)	Burnside (n~124)	Beaumont (n~141)	Eastwood and Glenunga (n~130)	Rose Park and Toorak Gardens (n~122)
■ Providing and maintaining footpaths	6.2	6	6.1	6.1	6.4	5.9
■ Providing and maintaining street trees	6.6	6.3	6.7	6.3	7	6.8
■ Providing and maintaining cycle paths and walking trails	6.8	6.8	7	6.8	7	6.8
■ Provision and management of traffic and parking in the City	6.2	6.5	6.4	6.3	5.8	5.9
■ * Providing public and environmental health services	7.1	6.7	6.5	7.2	7.3	6.4
■ * Presentation and cleanliness of the City	7.9	7.9	8	8.3	8.2	8.2
■ * Providing animal and pest management services	7.1	6.8	6.7	7.2	7.2	6.7
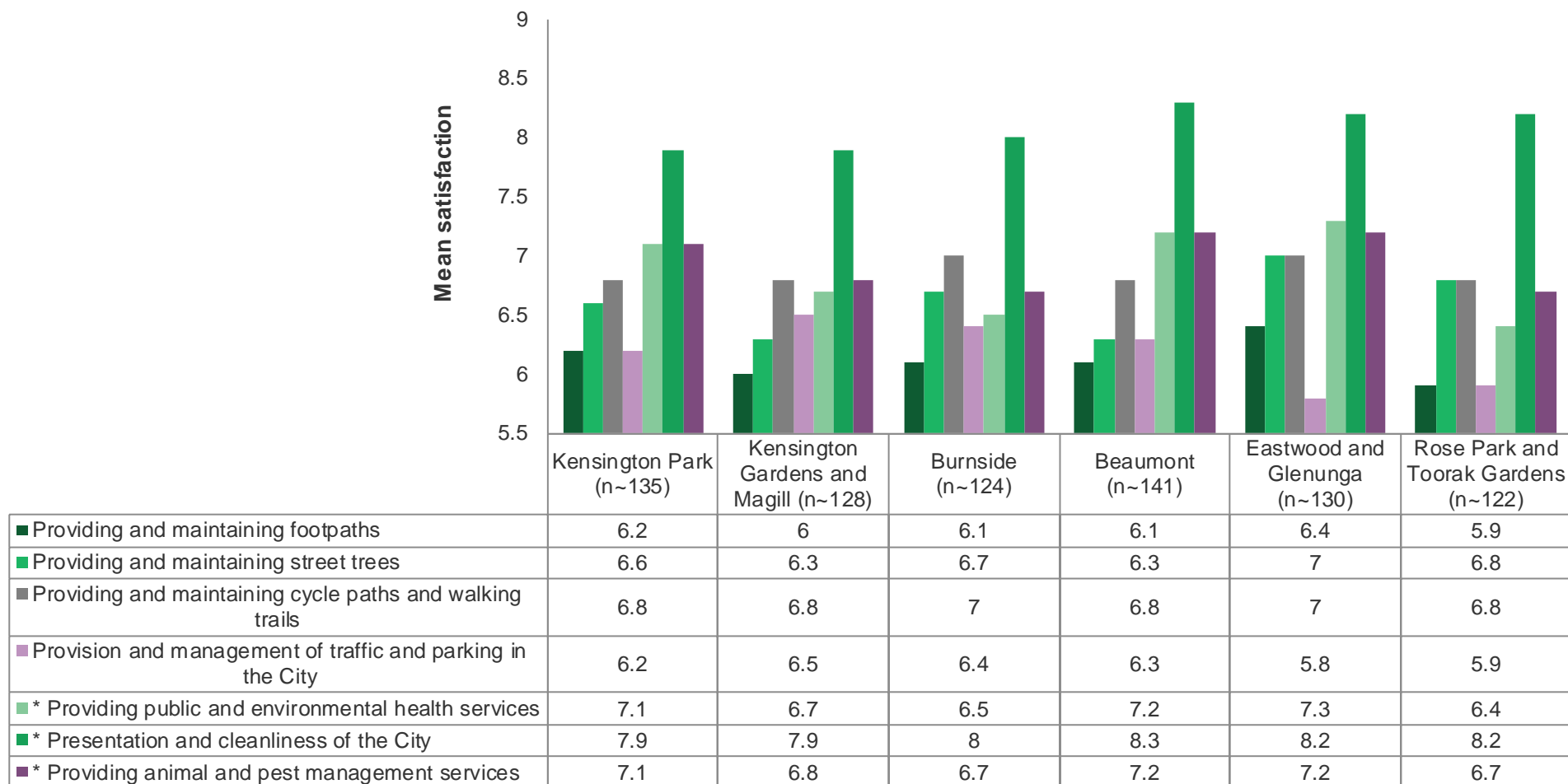
*Services included as part of "Place" in 2024 which were previously reported under "Community"

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

The below provides results for suggestions made by emerging Themes.

Comparison across years	% response						
	Jan 2015 (n=800)	Nov 2015 (n=808)	Oct 2016 (n=802)	Nov 2018 (n=812)	Nov 2020 (n=800)	Nov 2022 (n=795)	Nov 2024 (n=799)
Traffic, Parking, and Transport	16%	12%	14%	17%	15%	13%	22%
Footpaths/pedestrian access	13%	14%	15%	14%	16%	17%	25%
Local roads	6%	6%	8%	6%	10%	5%	10%
Public facilities (toilet, street lights, etc)	1%	1%	1%	0%	2%	2%	2%
Streetscape and street trees	14%	10%	13%	13%	18%	11%	27%
Built and Natural Heritage	3%	4%	4%	6%	6%	2%	6%
Cycle paths and walking trails	4%	6%	4%	5%	4%	4%	5%
Parks and reserves	4%	4%	5%	3%	6%	3%	6%
Sporting / recreational facilities	4%	2%	2%	2%	3%	4%	3%
Planning	4%	2%	2%	1%	2%	0%	6%
Council Operations	2%	3%	5%	2%	3%	4%	5%
*Animal and pest management	4%	3%	4%	3%	3%	2%	4%
*Public and environmental health	1%	0%	0%	*	0%	1%	2%
Other	*	0%	0%	0%	0%	1%	0%
Don't know	9%	13%	10%	9%	4%	8%	3%
No	34%	37%	34%	37%	39%	30%	20%

Note: 0% represents n=2 or less. These results are also presented by age group, gender and Ward for 2024 on the following pages.

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

Areas included as part of "Place" in 2024 which were previously reported under "Community"

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

Comparison by Age Cohorts	% response						
	< 35 (n=174)	35-44 years (n=124)	45-54 years (n=137)	55-64 years (n=126)	65-74 years (n=122)	75-84 years (n=80)	85+ years (n=35)
Traffic, Parking, and Transport	22%	22%	28%	15%	22%	23%	16%
Footpaths/pedestrian access	22%	23%	28%	28%	25%	29%	18%
Local roads	12%	10%	10%	12%	9%	6%	9%
Public facilities (toilet, street lights, etc)	-	-	3%	2%	3%	3%	-
Streetscape and street trees	23%	23%	33%	28%	31%	26%	18%
Built and Natural Heritage	7%	3%	2%	9%	9%	6%	6%
Cycle paths and walking trails	5%	10%	4%	6%	4%	1%	-
Parks and reserves	7%	13%	5%	5%	3%	1%	5%
Sporting / recreational facilities	4%	4%	4%	2%	1%	1%	-
Planning	-	5%	9%	9%	10%	8%	7%
Council Operations	2%	7%	6%	10%	4%	2%	7%
*Animal and pest management	4%	3%	4%	6%	7%	3%	2%
*Public and environmental health	2%	3%	1%	4%	2%	2%	3%
Other	-	-	-	-	0%	1%	-
Don't know	4%	1%	2%	2%	3%	3%	6%
No	23%	18%	15%	18%	20%	26%	31%

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

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

*Areas included as part of "Place" in 2024 which were previously reported under "Community"

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

Comparison by Gender	% response	
	Male (n=375)	Female (n=424)
Traffic, Parking, and Transport	20%	23%
Footpaths/pedestrian access	22%	28%
Local roads	12%	8%
Public facilities (toilet, street lights, etc)	1%	2%
Streetscape and street trees	24%	29%
Built and Natural Heritage	6%	6%
Cycle paths and walking trails	6%	4%
Parks and reserves	6%	6%
Sporting / recreational facilities	3%	2%
Planning	6%	6%
Council Operations	6%	4%
*Animal and pest management	3%	5%
*Public and environmental health	2%	2%
Other	-	0%
Don't know	2%	4%
No	24%	18%

Note: 0% represents n=1.

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

*Areas included as part of "Place" in 2024 which were previously reported under "Community"

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

Comparison by Ward	% response					
	Kensington Park (n=138)	Kensington Gardens and Magill (n=133)	Burnside (n=125)	Beaumont (n=144)	Eastwood and Glenunga (n=134)	Rose Park and Toorak Gardens (n=125)
Traffic, Parking, and Transport	14%	18%	12%	20%	34%	33%
Footpaths/pedestrian access	28%	24%	27%	32%	19%	19%
Local roads	12%	10%	13%	12%	6%	7%
Public facilities (toilet, street lights, etc)	2%	1%	1%	1%	4%	2%
Streetscape and street trees	25%	24%	23%	38%	21%	26%
Built and Natural Heritage	4%	4%	8%	6%	8%	5%
Cycle paths and walking trails	11%	6%	2%	7%	3%	2%
Parks and reserves	3%	4%	9%	10%	6%	3%
Sporting / recreational facilities	3%	3%	3%	2%	5%	1%
Planning	3%	11%	8%	5%	6%	4%
Council Operations	9%	8%	4%	3%	4%	5%
*Animal and pest management	1%	6%	7%	4%	4%	5%
*Public and environmental health	5%	2%	1%	2%	2%	2%
Other	*	0%	0%	*	*	*
Don't know	2%	4%	4%	5%	1%	1%
No	20%	27%	22%	11%	23%	21%

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

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

*Areas included as part of "Place" in 2024 which were previously reported under "Community"

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

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	799	138	133	125	144	134	125	174	124	137	126	122	80	35	375	424
Traffic, Parking, and Transport	Traffic control management/road closures/speed humps/road signs/need roundabouts/improved safety/speed limits	10%	4%	8%	2%	11%	15%	20%	15%	7%	14%	6%	10%	6%	4%	10%	10%
	Car parking/more parking inspectors/police parking restrictions in residential streets/resident parking only/provide permits/clear line marking/signs so people know/parking on one side only/time limits	9%	8%	7%	5%	9%	11%	11%	6%	7%	11%	7%	10%	14%	9%	7%	10%
	Improved car parking/not enough street parking/handicapped parking/high density housing/narrow streets/around shopping centres/schools/Waterfall Gully	6%	2%	6%	4%	5%	12%	7%	3%	12%	6%	8%	4%	7%	2%	4%	8%
	Reduce parking restrictions/for residents/lower fines/allow verge parking/for residents	1%	0%	2%	3%	*	*	1%	2%	*	*	1%	2%	*	2%	1%	1%
	No parking inspectors	0%	1%	*	*	*	*	*	*	*	*	1%	*	*	*	*	0%
Footpaths/pedestrian access	Footpaths/better maintained/repair promptly/tripping hazard/more paths/both sides	25%	28%	24%	26%	32%	19%	19%	22%	21%	28%	28%	25%	29%	18%	22%	28%
	Too much sidewalk signage/chairs blocking footpath/unsightly	0%	*	*	*	*	*	1%	*	*	*	*	1%	*	*	*	0%
	Disabled access/wheelchair friendly access to Beaumont common	0%	*	*	*	*	0%	*	*	*	*	*	*	1%	*	*	0%
	More Pedestrian Crossings	0%	*	*	1%	*	*	*	*	1%	*	*	*	*	*	*	0%
Local roads	Road maintenance/kerbs/resurfacing/quicker response/quality standard/better planning	10%	12%	9%	13%	11%	5%	7%	12%	10%	9%	10%	7%	6%	9%	12%	8%
	Port rush road - improve traffic flow (ie Cator St)/add an extra lane for traffic	1%	*	1%	*	1%	2%	*	*	*	1%	1%	1%	*	*	0%	1%
Public facilities (toilet, street lights, etc)	Maintain public facilities/toilets/public seating	0%	*	*	*	*	2%	*	*	*	2%	*	*	1%	*	0%	0%
	Lighting/more street lights/parks and ovals better lit	1%	1%	1%	1%	*	0%	1%	*	*	1%	1%	2%	1%	*	1%	1%

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	799	138	133	125	144	134	125	174	124	137	126	122	80	35	375	424
	Rebuild/repair community centres	0%	*	*	*	*	1%	*	*	*	*	*	1%	*	*	*	0%
	Provide more facilities for old people	0%	0%	0%	*	1%	*	*	*	*	1%	*	*	1%	*	0%	0%
	Implement solar access rights/use solar lighting in parks/reserves etc	0%	0%	*	*	*	*	*	*	*	*	*	1%	*	*	*	0%
	All council areas should be treated equally/some areas maintained others neglected	0%	*	*	*	*	1%	1%	*	*	*	1%	1%	*	*	*	0%
Streetscape and street trees	Streetscape/verge maintenance/water/prune trees/hedges/street sweeping/clean up after	9%	7%	9%	11%	11%	4%	14%	11%	5%	12%	9%	12%	9%	2%	10%	9%
	Trees/more maintenance/check for issues, especially around playgrounds/parks/quicker response/too many restrictions on pruning/even dangerous trees/have council aware signs on problem trees	18%	17%	16%	14%	27%	15%	17%	15%	18%	24%	19%	15%	16%	16%	17%	19%
	Select a better species of street tree/not messy ones that drop flowers/nuts/dangerous berries/use natives	1%	1%	1%	1%	1%	1%	1%	*	*	1%	2%	2%	1%	5%	0%	1%
	Preservation of trees/private and public/too many being cut down/less brutal pruning/replace dead trees	3%	2%	2%	2%	4%	3%	2%	2%	1%	3%	4%	2%	4%	*	1%	3%
	More contemporary/unique house frontages/use quality architects/engineers	1%	1%	*	2%	1%	0%	*	*	*	*	1%	2%	1%	*	0%	1%
	Allow home owners to handle tree management	0%	1%	*	*	*	0%	1%	*	*	1%	*	1%	1%	*	0%	1%
Built and Natural Heritage	Heritage listed/historic buildings maintained/preserved/communicate heritage plans	2%	2%	*	1%	1%	4%	4%	4%	*	1%	1%	3%	1%	2%	1%	2%
	Building regulations/no high rise developments/no subdivision/keep as they are/in keeping with surrounding heritage homes/more input from rate payers	2%	*	4%	2%	1%	1%	3%	4%	*	*	2%	3%	3%	2%	2%	2%
	Allow development/high rise buildings/subdivision/not so restrictive due to heritage properties	0%	0%	*	*	*	*	*	*	*	*	*	*	1%	*	0%	*

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	799	138	133	125	144	134	125	174	124	137	126	122	80	35	375	424
	Planning/building/development approvals/sensible approach/maintain hill views/no modern homes/flexible	2%	1%	1%	4%	3%	3%	1%	2%	1%	*	4%	4%	1%	2%	2%	2%
	Reserves/provide more/natural looking	1%	2%	*	2%	1%	1%	*	*	1%	1%	3%	1%	*	*	1%	1%
Cycle paths and walking trails	More bike/walking paths/lanes/safer/improve/more dedicated cycling/walking trails/clearly marked/raise awareness of them	5%	10%	6%	1%	7%	2%	2%	5%	10%	4%	6%	3%	1%	*	6%	4%
	Get rid of bike lanes/too dangerous/too many cyclists on road/charge them to ride bikes	0%	0%	*	0%	*	1%	*	*	*	*	1%	1%	*	*	0%	0%
Parks and reserves	More/better parks/play/exercise equipment/shade/better maintained/watered/playgrounds add secure fences/more dog parks	5%	3%	4%	6%	10%	4%	3%	4%	13%	5%	5%	2%	1%	5%	6%	4%
	Dog Parks/include section for small dogs	1%	*	1%	3%	*	2%	*	4%	*	*	1%	1%	*	*	*	2%
Sporting / recreational facilities	Sports/more hockey/football fields/tennis courts/indoor stadium/more focus on junior sports/more ovals	2%	1%	3%	2%	1%	5%	1%	4%	1%	2%	2%	1%	1%	*	2%	2%
	Burnside pool/provide cover for year round use/extend swimming seasons	0%	1%	*	*	*	*	*	*	1%	*	*	*	*	*	*	0%
	Provide more facilities for young people/skate park	1%	1%	1%	*	1%	2%	*	2%	3%	1%	*	*	*	*	1%	1%
	Provide something for children's unstructured play	0%	*	*	1%	*	*	*	*	*	1%	*	*	*	*	0%	*
Planning	Planning/infrastructure/improved/get rate payers` opinions/quicker/transparent /poor department/needs improvements	6%	3%	11%	8%	5%	6%	4%	*	5%	8%	9%	9%	8%	7%	6%	6%
	Should not impose restrictions on how individuals use their own land	0%	1%	*	*	1%	*	*	*	*	1%	*	1%	*	*	0%	*
Council Operations	Reduce council expenditure	0%	0%	*	1%	*	1%	*	*	*	*	1%	1%	*	*	0%	0%
	State Government needs to give power to council	0%	*	*	*	*	*	1%	*	*	*	*	1%	*	*	0%	*
	Fix issues/more action & less talk	2%	3%	3%	*	1%	0%	2%	2%	*	2%	4%	*	1%	4%	2%	1%
	More resources(staff) in council	0%	1%	*	*	*	*	*	*	1%	*	*	*	*	*	*	0%

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	799	138	133	125	144	134	125	174	124	137	126	122	80	35	375	424
	Apply more/better practices used by surrounding councils	0%	*	*	1%	*	*	*	*	*	*	1%	*	*	*	0%	*
	Improved communication/through various channels/more consultation/discussions /respond to queries/online portal	4%	3%	6%	3%	3%	3%	4%	*	6%	6%	7%	3%	1%	2%	5%	2%
* Animal and pest management	Pest control/management of possums and feral animals/European wasps	3%	*	4%	5%	3%	1%	4%	2%	3%	3%	5%	4%	2%	*	1%	5%
	Dog and cat management/registration/after-hours number for lost animals/enforce on leash in public spaces/cats confined to property	2%	1%	2%	2%	1%	3%	1%	2%	*	1%	2%	3%	1%	2%	2%	1%
* Public and environmental health	More/better health services/support	1%	3%	1%	*	*	2%	2%	2%	3%	*	2%	1%	1%	*	2%	1%
	More rubbish bins in parks	0%	1%	1%	*	1%	*	*	*	*	*	1%	1%	*	*	*	1%
	More environmental practices	1%	1%	1%	1%	2%	*	*	*	*	1%	1%	1%	2%	3%	0%	1%
Other	Wildlife signage/more around to make people aware	0%	*	*	0%	*	*	*	*	*	*	*	0%	*	*	*	0%
	Pest control/Feral cats / Off Lease Dogs	0%	*	0%	*	*	*	*	*	*	*	*	*	1%	*	*	0%
	No	20%	20%	27%	22%	11%	23%	21%	23%	18%	15%	18%	20%	26%	31%	24%	18%
	Don't know	3%	2%	4%	4%	5%	1%	1%	4%	1%	2%	2%	3%	3%	6%	2%	4%

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

5.3   Environment

Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following… (Q5) - 2024
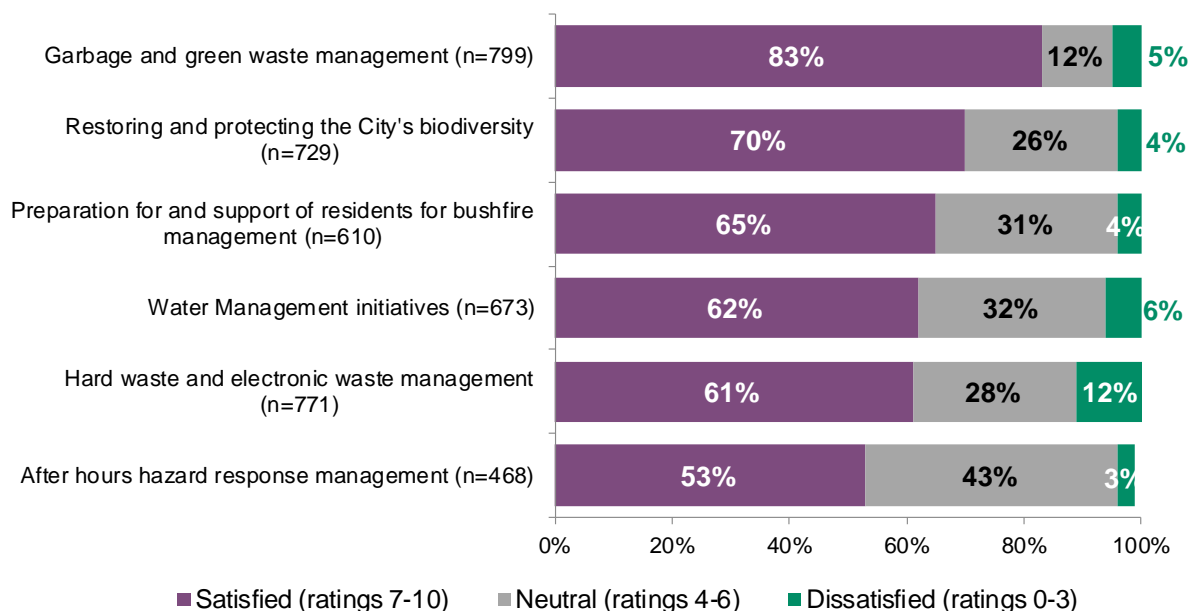
Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following… (Q5) continued

Ratings over time

	Feb 2013 (n~556)	Feb 2014 (n~602)	Jan 2015 (n~593)	Nov 2015 (n~567)	Oct 2016 (n~621)	Nov 2018 (n~599)	Nov 2020 (n~622)	Nov 2022 (n~579)	Nov 2024 (n~675)
Preparation for and support of residents for bushfire management	6.3	6.6	6.7	7	7.3	7.2	7.6	7.4	7.1
Restoring and protecting the City's biodiversity	6.7	6.8	6.9	7.1	7.1	7.3	7.5	7.5	7.2
Water Management initiatives	6.4	6.4	6.6	6.8	6.6	7.0	7.4	7.3	6.8
Garbage and green waste management	7.7	7.8	8.0	8.1	8.0	8.0	8.2	8.0	7.8
Hard waste and electronic waste management	6.7	7.2	7.4	7	6.6	7.2	7.3	7.2	6.7
After hours hazard response management	6.6	6.7	7.0	7.1	7.0	7.2	7.5	7.3	6.7

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

Mean scores by age 2024

	< 35 (n~153)	35-44 years (n~105)	45-54 years (n~116)	55-64 years (n~106)	65-74 years (n~102)	75-84 years (n~64)	85+ years (n~30)
Preparation for and support of residents for bushfire management	7.6	7.7	6.5	6.3	7	7	7.2
Restoring and protecting the City's biodiversity	7.7	7.5	7	6.3	7	7.3	7.1
Water Management initiatives	7.6	6.9	6.4	6	6.5	6.7	7.3
Garbage and green waste management	8.2	7.8	7.3	7.1	8	8.4	8.4
Hard waste and electronic waste management	7.2	7.3	6	5.8	6.9	7.3	7.2
After hours hazard response management	7.4	6.9	6.2	6	6.5	6.5	5.8

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

–61

Mean scores by gender 2024

Service	Female (n~352)	Male (n~324)
Preparation for and support of residents for bushfire management	6.9	7.3
Restoring and protecting the City's biodiversity	7.1	7.2
Water Management initiatives	6.7	6.9
Garbage and green waste management	7.8	7.8
Hard waste and electronic waste management	6.7	6.8
After hours hazard response management	6.7	6.6

Mean Satisfaction

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

Mean scores by ward 2024

	Kensington Park (n~117)	Kensington Gardens and Magill (n~113)	Burnside (n~110)	Beaumont (n~124)	Eastwood and Glenunga (n~109)	Rose Park and Toorak Gardens (n~102)
■ Preparation for and support of residents for bushfire management	7.1	6.9	7.1	7.2	7.5	6.7
■ Restoring and protecting the City's biodiversity	7.2	7.1	7.2	7.1	7.5	7
■ Water Management initiatives	6.7	6.7	6.6	6.7	7.3	6.8
■ Garbage and green waste management	7.6	7.9	7.6	7.8	7.9	7.9
■ Hard waste and electronic waste management	6.7	7	6.6	6.9	6.8	6.3
■ After hours hazard response management	6.6	6.6	6.6	6.9	6.8	6.3

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

The below provides results for suggestions made by emerging Themes.

Comparison across years	% response						
	Jan 2015 (n=799)	Nov 2015 (n=808)	Oct 2016 (n=803)	Nov 2018 (n=812)	Nov 2020 (n=801)	Nov 2022 (n=795)	Nov 2024 (n=795)
Bushfire / Emergency Response	3%	3%	2%	2%	3%	1%	5%
Water management	2%	2%	4%	3%	2%	3%	4%
Garbage and green waste	5%	7%	4%	5%	9%	14%	15%
Hard / Electronic / Hazardous waste	17%	20%	26%	15%	19%	12%	21%
Streetscape and street trees	3%	2%	2%	1%	2%	3%	5%
Environment Sustainability and Biodiversity	2%	0%	2%	1%	2%	1%	2%
Planning	*	*	0%	*	0%	0%	1%
Council Operations	3%	2%	3%	5%	4%	7%	12%
Other	*	*	*	0%	0%	*	0%
Don't know	12%	12%	12%	14%	7%	12%	6%
No	55%	55%	49%	57%	58%	49%	46%

Note: 0% represents n=2 or less

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

These results are also presented by age group, gender and Ward for 2024 on the following pages.

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

Comparison by Age Cohorts	% response						
	< 35 (n=174)	35-44 years (n=123)	45-54 years (n=137)	55-64 years (n=126)	65-74 years (n=120)	75-84 years (n=80)	85+ years (n=35)
Bushfire / Emergency Response	5%	4%	6%	8%	2%	2%	2%
Water management	4%	5%	2%	6%	3%	4%	*
Garbage and green waste	16%	19%	18%	16%	11%	10%	4%
Hard / Electronic / Hazardous waste	17%	16%	22%	32%	26%	18%	11%
Streetscape and street trees	6%	1%	6%	5%	5%	6%	*
Environment Sustainability and Biodiversity	2%	1%	2%	1%	4%	*	*
Planning	*	*	1%	1%	1%	*	*
Council Operations	13%	13%	13%	16%	8%	6%	7%
Other	*	*	1%	*	1%	*	*
Don't know	6%	*	6%	6%	7%	11%	7%
No	51%	50%	40%	33%	46%	51%	75%

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

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

Comparison by Gender	% response	
	Male (n=374)	Female (n=420)
Bushfire / Emergency Response	4%	6%
Water management	2%	5%
Garbage and green waste	12%	17%
Hard / Electronic / Hazardous waste	23%	20%
Streetscape and street trees	4%	5%
Environment Sustainability and Biodiversity	1%	2%
Planning	1%	0%
Council Operations	12%	11%
Other	0%	0%
Don't know	7%	5%
No	47%	46%

Note: 0% represents n=2 or less.

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

Comparison by Ward	% response					
	Kensington Park (n=136)	Kensington Gardens and Magill (n=130)	Burnside (n=126)	Beaumont (n=144)	Eastwood and Glenunga (n=133)	Rose Park and Toorak Gardens (n=125)
Bushfire / Emergency Response	5%	8%	5%	4%	4%	2%
Water management	3%	2%	5%	4%	6%	3%
Garbage and green waste	12%	14%	18%	13%	17%	16%
Hard / Electronic / Hazardous waste	19%	16%	23%	20%	26%	24%
Streetscape and street trees	5%	4%	4%	5%	3%	4%
Environment Sustainability and Biodiversity	3%	*	1%	2%	2%	2%
Planning	*	1%	1%	1%	1%	*
Council Operations	15%	11%	10%	8%	11%	14%
Other	*	*	0%	1%	1%	*
Don't know	5%	6%	3%	7%	6%	6%
No	47%	53%	46%	47%	43%	42%

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

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	795	136	130	126	144	133	125	174	123	137	126	120	80	35	374	420
Bushfire / Emergency Response	More information about bushfire management/enforce bushfire safety measures on high risk properties/improve fire prevention for public areas	4%	5%	6%	4%	4%	3%	2%	5%	4%	6%	5%	1%	1%	2%	3%	5%
	Better hazard response management	0%	1%	1%	0%	*	1%	*	*	*	*	1%	1%	*	*	0%	1%
	Emergency response/faster/more man power available to help/better communication	0%	*	1%	*	*	0%	1%	*	*	*	2%	*	1%	*	0%	0%
Water management	Better water management/maintenance of catchments/retaining storm water/wet-lands/more recycled water/water saving programs	4%	3%	2%	4%	3%	6%	3%	4%	5%	2%	6%	3%	3%	*	2%	5%
	More information about water management	0%	*	*	0%	0%	*	*	*	*	*	*	*	1%	*	0%	0%
Garbage and green waste	Improve waste management /get rid of current bin system/3 bins/too hard to use	2%	2%	3%	2%	*	2%	2%	*	3%	4%	2%	2%	1%	2%	1%	2%
	Rubbish collection/after 6 am/fortnightly not weekly	0%	1%	*	*	*	1%	*	*	*	1%	1%	1%	*	*	0%	1%
	Reduce price for second bins	0%	*	*	*	0%	*	1%	*	1%	*	*	*	1%	*	0%	0%
	More frequent recycling pick up/larger bins	0%	*	*	1%	*	*	*	*	1%	*	*	*	*	*	*	0%
	Have a green waste depot residents can use to drop off excess green waste	1%	*	*	1%	2%	*	*	2%	*	1%	*	*	*	2%	1%	0%
	Initiate cleaning service for bins	0%	*	*	*	*	*	1%	*	*	1%	*	*	*	*	*	0%
	Green waste collection - weekly	3%	2%	4%	2%	3%	7%	3%	4%	3%	3%	4%	4%	2%	*	2%	4%
	Pictures on bins identifying which items go in which bins	0%	*	*	*	*	*	0%	*	*	*	*	*	1%	*	0%	*
	More rubbish collections/waste/green/weekly/in hot weather/after storms/provide more/larger bins for larger properties	8%	7%	4%	11%	7%	9%	8%	7%	13%	8%	10%	4%	6%	2%	7%	8%
	More information on recycling practices/tours of recycling sites/transparency	1%	*	1%	2%	*	1%	3%	2%	1%	2%	1%	1%	*	*	1%	2%
	Action on night-time bin scavenging and mess	0%	2%	*	*	*	*	*	2%	*	*	*	*	*	*	1%	*

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	795	136	130	126	144	133	125	174	123	137	126	120	80	35	374	420
	Bin management/fines/bring in from street	0%	*	1%	*	*	*	*	*	*	*	*	1%	*	*	*	0%
	Rubbish collectors/truck/service squeaky brakes/avoid spilling rubbish/don`t damage bins/reduce speed	1%	*	1%	2%	1%	1%	1%	2%	*	1%	1%	1%	1%	*	0%	1%
	More bins available in public spaces	0%	*	*	*	1%	*	1%	*	*	1%	*	1%	1%	*	0%	0%
	Green waste skips/larger/second skip required/cater for all residents	1%	0%	*	*	1%	2%	*	*	3%	*	*	*	1%	*	1%	1%
	Reduce frequency of waste collection/fortnightly	0%	*	*	*	*	*	1%	*	*	*	1%	1%	*	*	*	0%
	More outlets for soft plastic recycling	0%	*	2%	*	0%	*	*	2%	*	*	*	*	1%	*	*	1%
	Compost bags/provide free of charge	0%	*	*	1%	*	*	*	*	*	1%	*	*	*	*	0%	*
Hard / Electronic / Hazardous waste	More electronic waste collections/more recycling plan for electronic waste/advertise service/have depot in area	9%	4%	8%	10%	8%	10%	12%	5%	7%	9%	11%	12%	11%	4%	11%	6%
	More hard rubbish collections/communication about hard rubbish service/call for collection/stop it sitting on roadside/have a depot in area/pickup larger amounts	11%	13%	8%	10%	11%	13%	13%	9%	11%	9%	19%	13%	6%	7%	12%	11%
	Electronic waste collections efficiency (Such as after hours, Help elderly ppl to get rid of Electronic waste)	1%	1%	*	1%	1%	1%	1%	*	*	1%	2%	1%	*	*	1%	0%
	Annual hard waste pick up/reintroduce/set date(s)/return to old system	2%	2%	2%	3%	1%	3%	2%	*	*	4%	5%	3%	1%	3%	2%	3%
	More battery drop off points	0%	*	*	*	*	*	2%	2%	*	*	*	*	*	*	1%	*
	Hazardous waste/recycling plant/somewhere to drop off/have a collection for these types of materials/More information	2%	2%	2%	1%	2%	2%	1%	2%	1%	2%	3%	3%	1%	*	1%	2%
	Hazardous waste depot could be open longer hours and on more days	0%	*	*	0%	*	*	0%	*	*	*	*	1%	1%	*	*	0%
Streetscape and street trees	Maintenance/trees/parks/verges/footpaths/roads/lighting/walking trails	2%	1%	2%	2%	3%	2%	4%	2%	*	4%	2%	4%	4%	*	3%	2%
	Trees/remove dead trees/fallen limbs/replant after removing unsafe trees/ensure suitable type selected	2%	4%	2%	3%	3%	1%	*	4%	1%	2%	2%	2%	2%	*	2%	3%
Environment Sustainability	Promote environmental sustainability/initiatives/being more energy efficient/solar panels	1%	*	*	1%	1%	*	2%	*	*	2%	1%	1%	*	*	0%	1%

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	795	136	130	126	144	133	125	174	123	137	126	120	80	35	374	420
and Biodiversity	Biodiversity/more funding/larger focus on this/council not doing enough	1%	3%	*	0%	1%	2%	*	2%	1%	*	1%	2%	*	*	1%	1%
Planning	Close the Horsnell Quarry	0%	*	1%	*	*	*	*	*	*	1%	*	*	*	*	0%	*
	Use of green infrastructure/consider natural resources in design/planning process	0%	*	1%	*	*	1%	*	*	*	*	1%	1%	*	*	*	0%
	Residential planning/attention to detail/limit number of houses being demolished/less two storey houses	0%	*	*	1%	1%	*	*	*	*	*	1%	1%	*	*	0%	*
Council Operations	More/better information/communication with residents/easily accessible/easy to understand/website/newsletter	8%	10%	9%	8%	6%	4%	14%	7%	11%	10%	12%	5%	3%	7%	9%	8%
	After hours service/improve response/use council as call centre doesn`t know area/advertise phone number	3%	8%	2%	1%	2%	4%	1%	7%	1%	2%	3%	*	1%	3%	3%	3%
	Funding/put more money towards these areas/stop wasting money	0%	*	0%	1%	*	1%	*	*	*	1%	1%	*	1%	*	1%	0%
	Apply more/better practices used by surrounding councils	1%	2%	1%	*	*	*	*	2%	*	*	1%	1%	*	*	0%	1%
	Restrictions/ they used to blend in with the hills	0%	*	*	1%	1%	*	*	*	*	1%	*	1%	*	*	0%	0%
	More innovative consultation	0%	*	0%	*	1%	1%	*	*	*	1%	*	1%	1%	*	0%	0%
	More responsive to reports of hazards/on roads footpaths/maintenance requests/Focus on residents feedbacks	1%	0%	*	1%	1%	1%	1%	*	1%	1%	2%	1%	*	*	0%	1%
Other	Pest Management	0%	*	*	0%	*	*	*	*	*	*	*	0%	*	*	0%	*
	Don't use Roundup (weed killer)	0%	*	*	*	1%	1%	*	*	*	1%	*	1%	*	*	*	0%
	No	46%	47%	53%	46%	47%	43%	42%	51%	50%	40%	33%	46%	51%	75%	47%	46%
	Don't know	6%	5%	6%	3%	7%	6%	6%	6%	*	6%	6%	7%	11%	7%	7%	5%

Significance is shown as below:

99% CI – Red

95% CI – Blue

90% CI – Green

5.4   Community

Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following… (Q7) - 2024

Providing library services (n=793): 96% | 4% | 0%
Provision of the Regal Theatre as a cinema and community venue (n=743): 84% | 14% | 2%
Providing a community bus service (n=647): 74% | 24% | 2%
Providing services for older residents (n=687): 72% | 25% | 3%
Community and cultural activities (n=739): 69% | 29% | 2%
Providing services for families (n=685): 63% | 33% | 4%
Support for local businesses (n=536): 56% | 39% | 5%
Providing services for younger residents (n=660): 54% | 39% | 7%

■ Satisfied (ratings 7-10)   ■ Neutral (ratings 4-6)   ■ Dissatisfied (ratings 0-3)

0% represents n=0

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

Ratings over time

	Jan 2015 (n~600)	Nov 2015 (n~589)	Oct 2016 (n~613)	Nov 2018 (n~609)	Nov 2020 (n~637)	Nov 2022 (n~582)	Nov 2024 (n~695)
Support for local businesses	6.4	6.6	6.8	7.2	7.3	7.2	6.6
Community and cultural activities	6.9	7.3	7.1	7.4	7.6	7.5	7.2
Providing services for older residents	7.6	7.7	7.8	7.8	7.9	7.9	7.3
Providing services for younger residents	6.3	6.6	6.6	6.9	7.2	7.1	6.5

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

Ratings over time

	Jan 2015 (n~600)	Nov 2015 (n~589)	Oct 2016 (n~613)	Nov 2018 (n~609)	Nov 2020 (n~637)	Nov 2022 (n~582)	Nov 2024 (n~695)
Providing services for families	6.9	7.0	7.1	7.3	7.5	7.6	6.9
Providing a community bus service	7.8	8.1	7.8	7.8	7.9	8.0	7.5
Providing library services	8.7	8.8	8.7	8.7	8.8	8.8	8.7
Provision of the Regal Theatre as a cinema and community venue				8.1	8.2	8.2	8.1

Note: the attribute of provision of the Regal Theatre as a cinema and community venue was only introduced in 2018.

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

Mean scores by age 2024

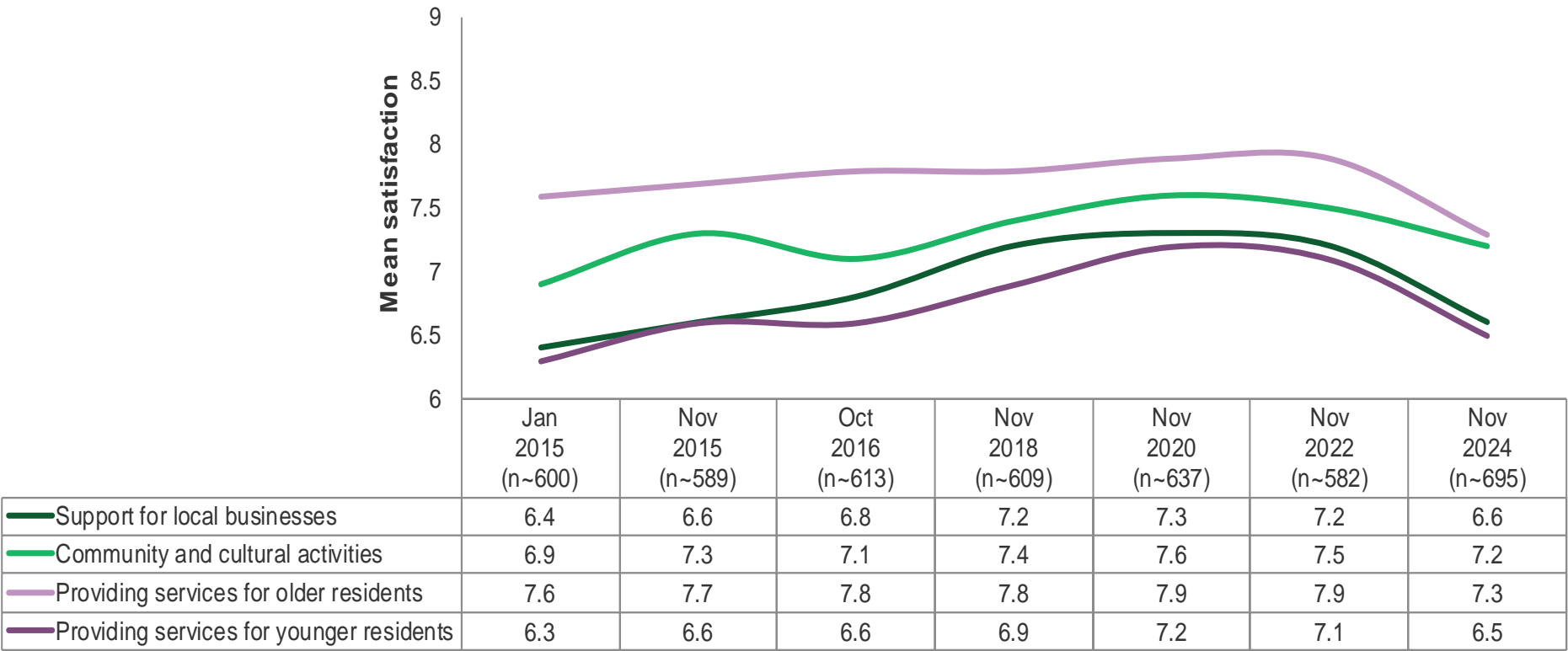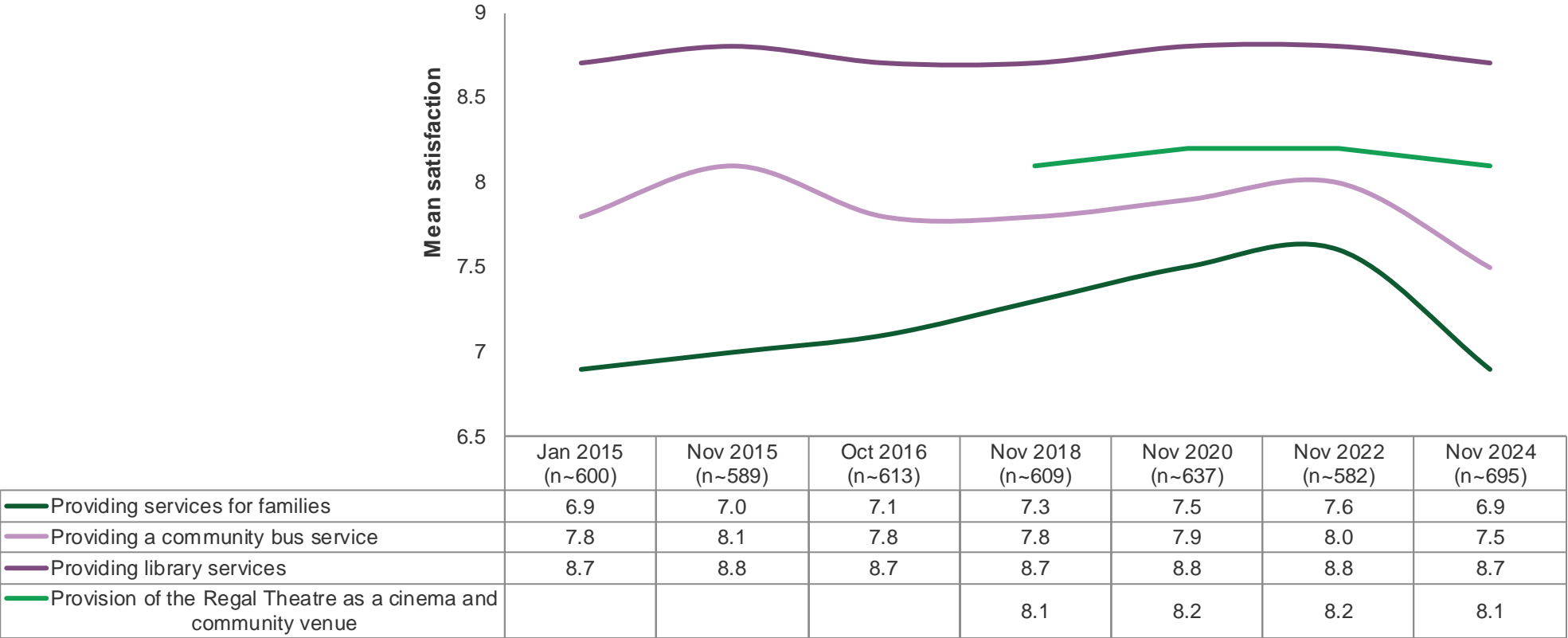|	< 35 (n~159)	35-44 years (n~108)	45-54 years (n~120)	55-64 years (n~107)	65-74 years (n~104)	75-84 years (n~67)	85+ years (n~30)
Support for local businesses	7.4	6.7	6.2	5.8	6.5	6.4	6.9
Community and cultural activities	7.6	7.3	6.9	6.5	7.1	7.6	7.6
Providing services for older residents	7.8	7.6	7	6.8	7.1	7.6	7.5
Providing services for younger residents	7	6.8	6.2	5.8	6.6	6.4	6.2

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

Mean scores by age 2024

	< 35 (n~159)	35-44 years (n~108)	45-54 years (n~120)	55-64 years (n~107)	65-74 years (n~104)	75-84 years (n~67)	85+ years (n~30)
Providing services for families	7.4	7.1	6.6	6.3	7	6.7	6.8
Providing a community bus service	7.8	7.7	7.2	6.7	7.7	7.8	8.2
Providing library services	9.1	8.9	8.6	8.1	8.7	8.8	8.9
Provision of the Regal Theatre as a cinema and community venue	8.2	8	7.8	7.7	8.5	8.4	8.2

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

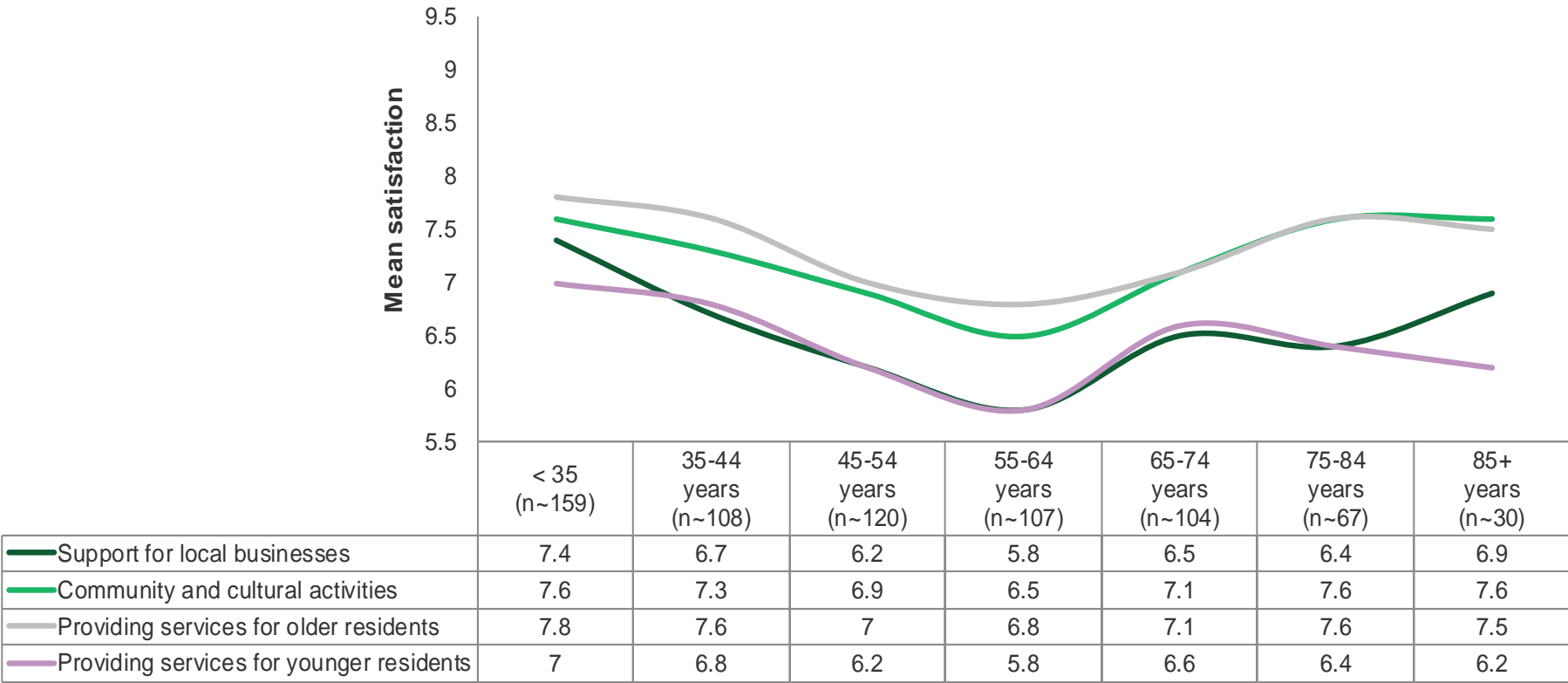**Mean scores by gender 2024**

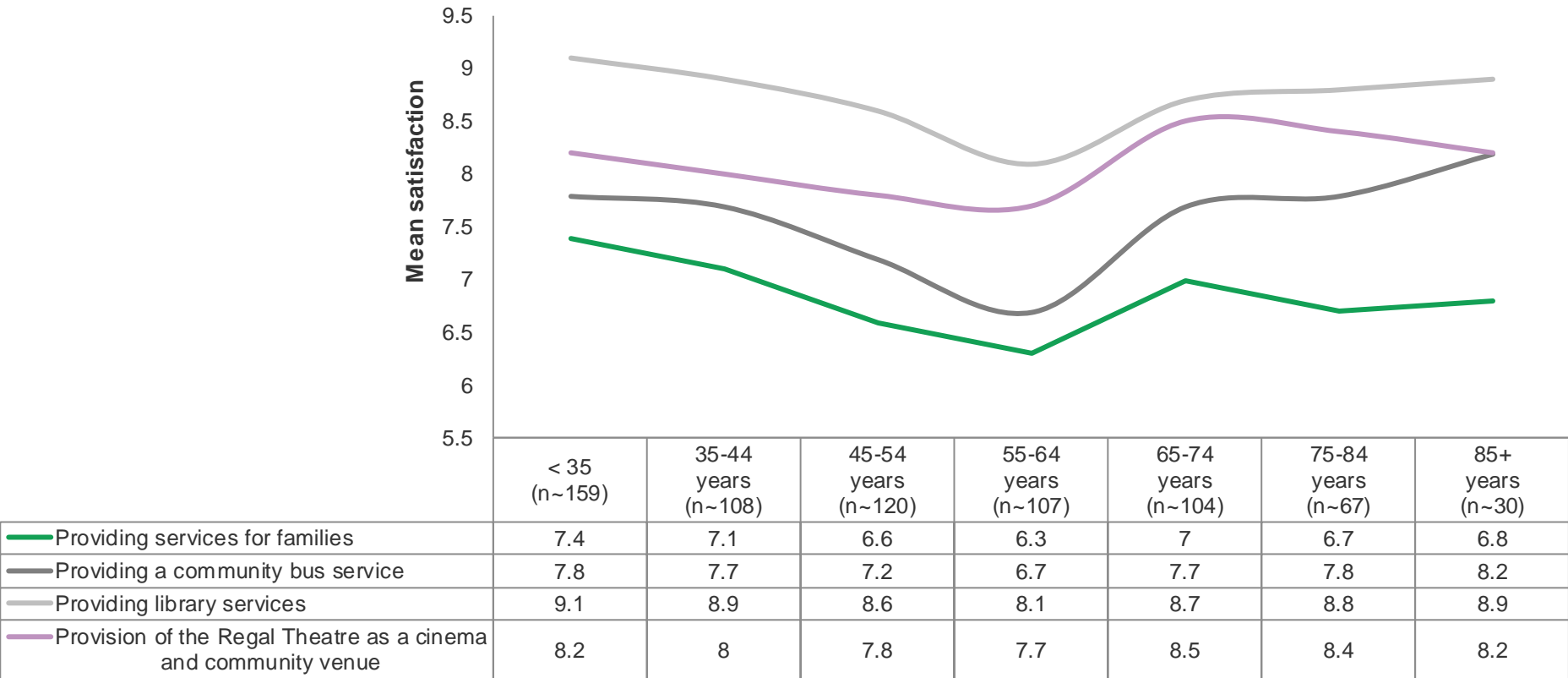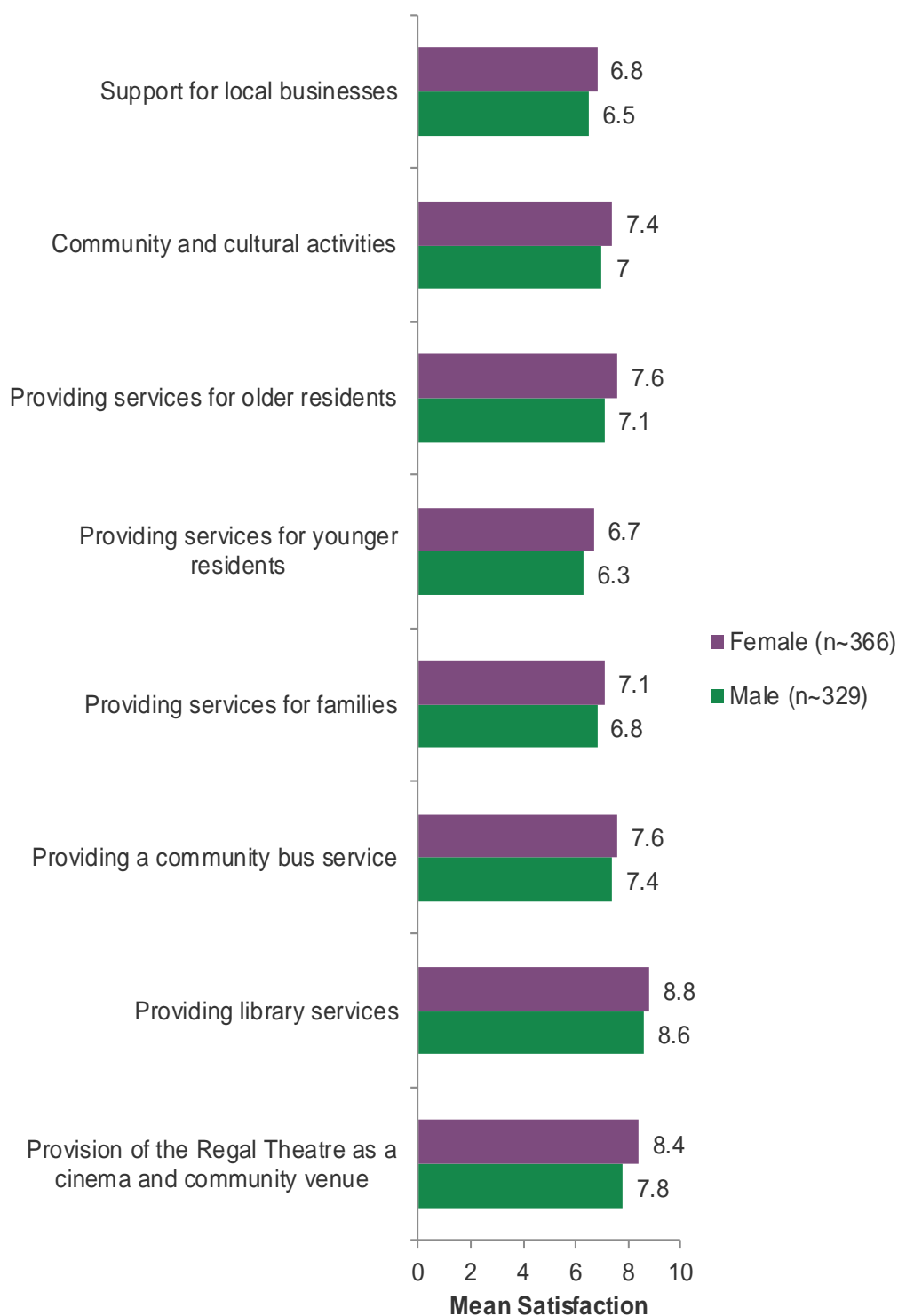| Attribute	Female (n~366)	Male (n~329)
Support for local businesses	6.8	6.5
Community and cultural activities	7.4	7
Providing services for older residents	7.6	7.1
Providing services for younger residents	6.7	6.3
Providing services for families	7.1	6.8
Providing a community bus service	7.6	7.4
Providing library services	8.8	8.6
Provision of the Regal Theatre as a cinema and community venue	8.4	7.8

Mean Satisfaction

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

Mean scores by ward 2024

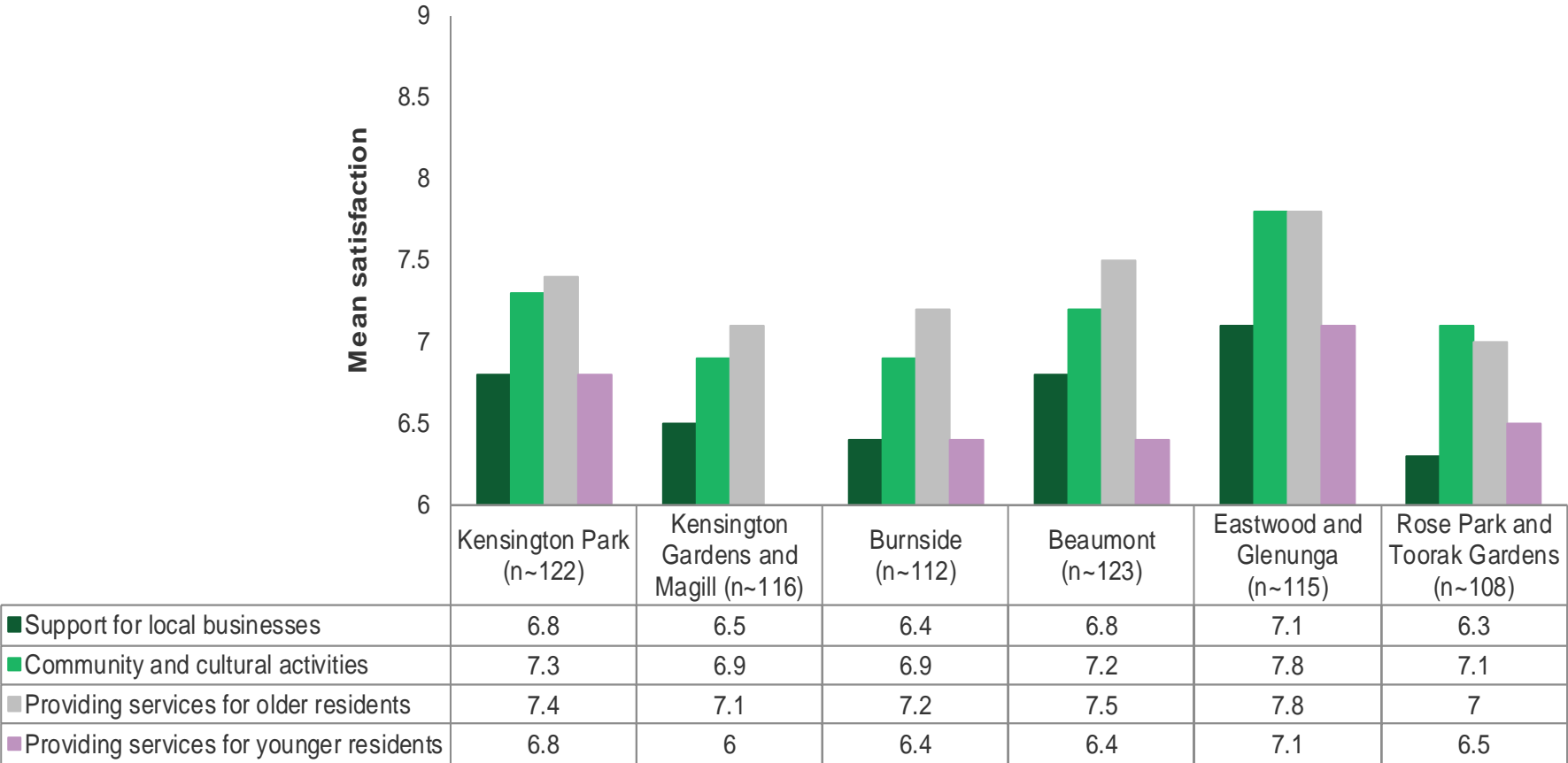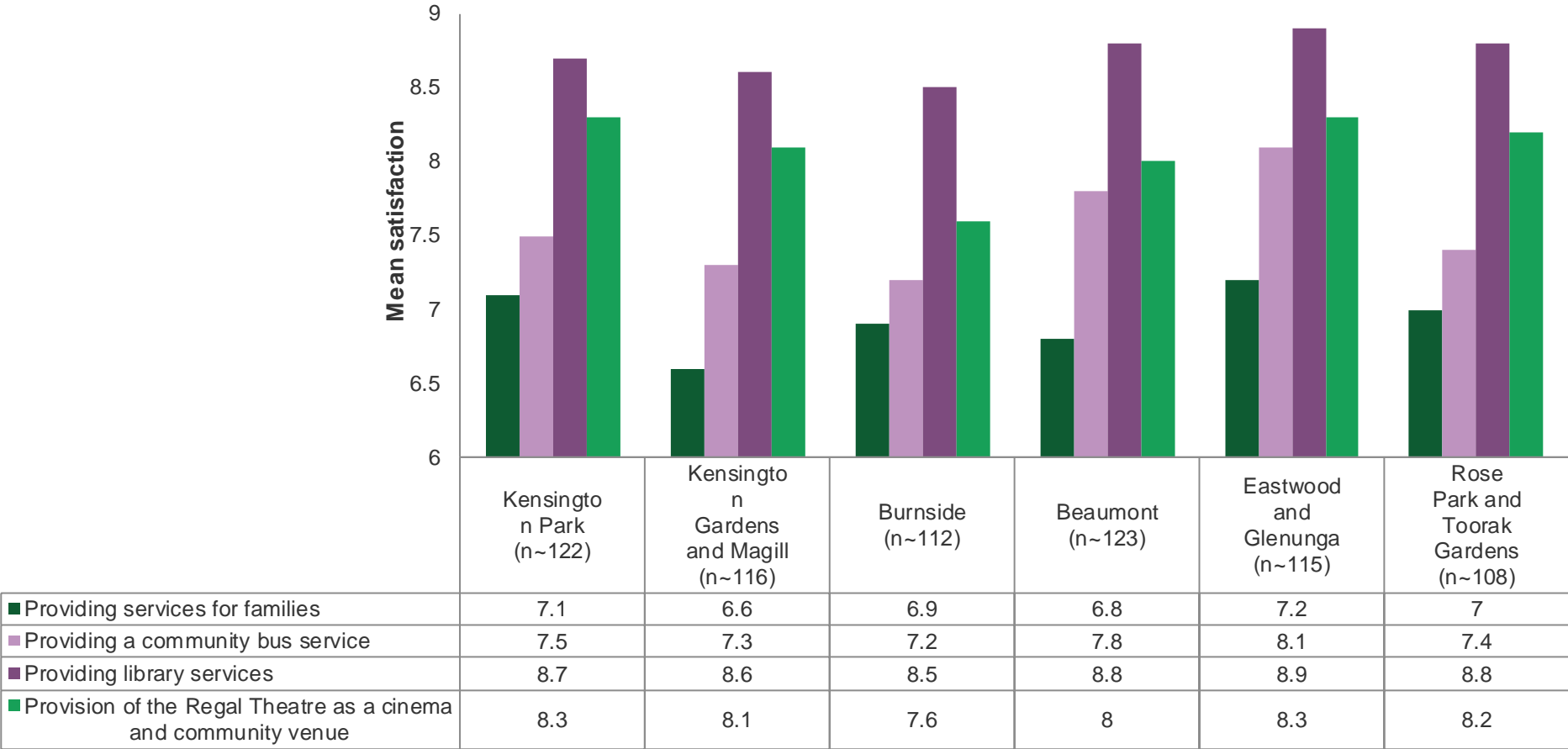|	Kensington Park (n~122)	Kensington Gardens and Magill (n~116)	Burnside (n~112)	Beaumont (n~123)	Eastwood and Glenunga (n~115)	Rose Park and Toorak Gardens (n~108)
■Support for local businesses	6.8	6.5	6.4	6.8	7.1	6.3
■Community and cultural activities	7.3	6.9	6.9	7.2	7.8	7.1
■Providing services for older residents	7.4	7.1	7.2	7.5	7.8	7
■Providing services for younger residents	6.8	6	6.4	6.4	7.1	6.5

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

Mean scores by ward 2024

	Kensington Park (n~122)	Kensington Gardens and Magill (n~116)	Burnside (n~112)	Beaumont (n~123)	Eastwood and Glenunga (n~115)	Rose Park and Toorak Gardens (n~108)
■ Providing services for families	7.1	6.6	6.9	6.8	7.2	7
■ Providing a community bus service	7.5	7.3	7.2	7.8	8.1	7.4
■ Providing library services	8.7	8.6	8.5	8.8	8.9	8.8
■ Provision of the Regal Theatre as a cinema and community venue	8.3	8.1	7.6	8	8.3	8.2

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

The below provides results for suggestions made by emerging Themes.

Comparison across years	% response						
	Jan 2015 (n=799)	Nov 2015 (n=808)	Oct 2016 (n=803)	Nov 2018 (n=812)	Nov 2020 (n=801)	Nov 2022 (n=795)	Nov 2024 (n=795)
Support for local businesses	1%	1%	2%	0%	1%	0%	2%
Community/cultural activities and facilities	2%	1%	2%	2%	3%	2%	5%
Services for children/youth/families/elderly	7%	5%	5%	4%	5%	5%	7%
Regal Theatre	*	*	*	5%	3%	5%	4%
Council Operations - General	6%	7%	6%	8%	8%	12%	16%
Council Operations - Financial considerations	*	*	*	*	0%	0%	2%
Other	5%	5%	6%	3%	4%	3%	5%
Don't know	12%	14%	17%	15%	8%	11%	5%
No	63%	64%	58%	63%	69%	61%	58%

Note: 0% represents n=3 or less

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

Comparison by Age Cohorts	% response						
	< 35 (n=174)	35-44 years (n=124)	45-54 years (n=136)	55-64 years (n=126)	65-74 years (n=122)	75-84 years (n=80)	85+ years (n=35)
No	59%	56%	57%	52%	59%	63%	74%
Council Operations - General	17%	11%	16%	19%	19%	14%	7%
Services for children/youth/families/elderly	9%	12%	6%	5%	4%	4%	2%
Community/cultural activities and facilities	8%	8%	6%	5%	2%	2%	2%
Regal Theatre	4%	4%	2%	6%	2%	5%	2%
Council Operations - Financial considerations	2%	1%	2%	2%	1%	1%	2%
Support for local businesses	*	4%	1%	2%	3%	1%	*
Other	6%	6%	3%	5%	6%	6%	2%
Don't know	4%	3%	8%	7%	4%	5%	7%

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

Comparison by Gender	% response	
	Male (n=375)	Female (n=424)
No	61%	56%
Council Operations - General	15%	16%
Services for children/youth/families/elderly	7%	7%
Community/cultural activities and facilities	5%	6%
Regal Theatre	5%	3%
Council Operations - Financial considerations	2%	2%
Support for local businesses	1%	2%
Other	3%	7%
Don't know	3%	7%

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

Comparison by Ward	% response					
	Kensington Park (n=138)	Kensington Gardens and Magill (n=132)	Burnside (n=126)	Beaumont (n=144)	Eastwood and Glenunga (n=133)	Rose Park and Toorak Gardens (n=125)
No	63%	56%	47%	55%	67%	61%
Council Operations - General	7%	18%	21%	21%	16%	11%
Services for children/youth/families/elderly	7%	9%	9%	5%	5%	6%
Community/cultural activities and facilities	5%	7%	3%	9%	6%	3%
Regal Theatre	6%	1%	6%	3%	4%	1%
Council Operations - Financial considerations	3%	2%	1%	1%	1%	3%
Support for local businesses	2%	1%	5%	1%	1%	1%
Don't know	6%	3%	4%	9%	4%	5%

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	764	132	126	118	142	128	118	168	121	132	117	114	77	35	357	408
Support for local businesses	Provide more services for business/zoning/promote small business/hold community events near businesses	2%	2%	1%	5%	1%	0%	1%	*	4%	1%	2%	3%	1%	*	1%	2%
	Cut red tape - easier processes for business approvals/signage changes	0%	*	*	0%	*	0%	*	*	*	*	*	0%	1%	*	0%	0%
Community/cultural activities and facilities	More cultural and community/family events and services/geared towards all ages	5%	4%	6%	3%	8%	4%	2%	8%	8%	3%	4%	2%	2%	*	4%	5%
	Support and services for indigenous community	0%	*	1%	*	1%	*	*	*	*	*	1%	1%	*	*	0%	0%
	More funding for community art/gallery	0%	0%	*	*	1%	1%	*	*	*	1%	*	1%	1%	*	0%	0%
	Community centres/one in each suburb/area/upgrade existing centres	1%	1%	1%	*	*	1%	1%	*	*	2%	1%	*	1%	2%	0%	1%
Services for children/youth/families/ elderly	More aged care services/home support/subsidised exercise classes/gym/meals at council/not just for over 80s	3%	3%	5%	2%	3%	1%	6%	5%	2%	3%	3%	3%	2%	2%	2%	4%
	Recreational activities for mums and children/walking groups	0%	*	*	1%	*	1%	*	*	3%	*	*	*	*	*	0%	0%
	More facilities/activities/services for younger people and the younger disabled/counselling for young people	2%	3%	3%	4%	0%	2%	2%	5%	4%	2%	1%	*	1%	*	4%	1%
	More leisure suitable for teenagers/activities/sports areas/fields/arenas/skate park	1%	1%	2%	2%	2%	*	1%	*	3%	2%	1%	2%	*	*	2%	1%
	More childcare/facilities for babies/preschool children	0%	*	*	*	*	1%	*	*	1%	*	*	*	*	*	*	0%
	Playground/ Parks should be created/ maintained /upgraded	0%	*	1%	*	0%	0%	*	*	1%	*	*	*	1%	*	*	1%
Regal Theatre	Regal theatre upgrade/maintenance/promote	3%	6%	1%	5%	2%	2%	1%	4%	4%	1%	4%	1%	3%	2%	3%	2%
	Get rid of Regal theatre/sell/Council should not manage	0%	*	0%	1%	1%	1%	*	*	*	1%	1%	1%	1%	*	1%	*

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	764	132	126	118	142	128	118	168	121	132	117	114	77	35	357	408
	Regal Theatre - to host more events/activities	1%	1%	*	2%	1%	1%	*	*	1%	*	1%	1%	2%	*	1%	1%
Council Operations - General	More communication/information of opening hours of all services/advertising of health services information/flyers/website/mobile app/find out what community wants/be more accessible/transparent/promote cinema	8%	2%	10%	14%	12%	8%	3%	8%	7%	10%	11%	10%	6%	2%	8%	8%
	Maintenance of roads/street sweeping/trees/those affecting roof gutters/walking tracks/verges and rubbish removal/public toilets/footpaths/graffiti/bus shelters	4%	2%	4%	5%	4%	4%	1%	5%	3%	2%	2%	5%	3%	3%	4%	3%
	Provide more parking/at the library/cinema/community centre / regulate parking near small businesses	1%	1%	1%	*	3%	*	1%	2%	*	*	1%	2%	*	2%	1%	1%
	Enforce residents keeping property tidy/clear up litter etc	0%	1%	1%	*	*	*	*	*	1%	1%	*	*	*	*	*	1%
	Equal consideration given to all ages/all areas /not just the flats/civic centre areas	0%	*	1%	0%	*	*	*	*	*	*	1%	0%	*	*	*	0%
	More diligent with traffic control/speeding	0%	*	0%	*	*	1%	*	*	*	1%	*	*	1%	*	0%	0%
	Access to local councillors/opportunity to meet them	0%	0%	*	*	*	*	*	*	*	*	*	*	1%	*	*	0%
	Take action / Listen to the community	1%	*	1%	2%	2%	1%	2%	*	*	1%	3%	2%	3%	*	1%	2%
	Good Investments for community entertainment (Upgrade playgrounds/ New Cinema/All Weather Pool)	1%	1%	*	1%	1%	*	1%	*	2%	*	1%	1%	1%	*	0%	1%
	Improve Public Transport Service (Frequency, Delay, Cancellation. etc)	0%	*	*	*	*	*	2%	2%	*	*	*	*	*	*	1%	*
	Planning for better service/ Good Leadership	0%	*	*	1%	*	0%	2%	*	*	1%	1%	1%	1%	*	1%	0%
	Rubbish management in schools	0%	*	*	*	*	1%	*	*	*	1%	*	*	*	*	*	0%
	Apply more/better practices used by surrounding councils	0%	1%	*	*	*	*	*	*	*	*	1%	*	*	*	*	0%

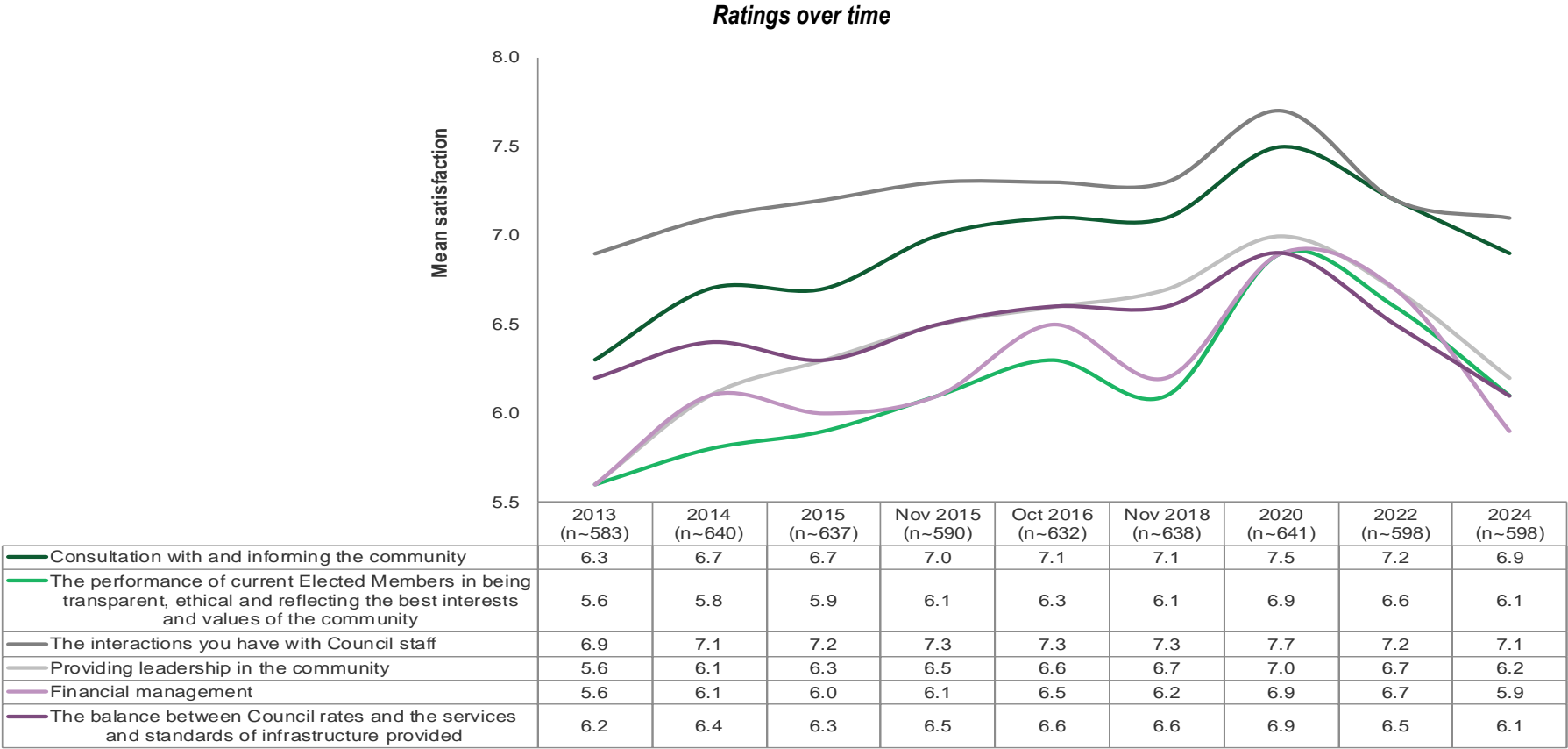| Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024			Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses	Total 2024	Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	764	132	126	118	142	128	118	168	121	132	117	114	77	35	357	408
Council Operations - Financial considerations	Reduce Budget	0%	1%	0%	1%	*	*	*	*	1%	*	1%	*	1%	*	0%	0%
	Council trying to do too much/wind back/concentrate on fewer projects	1%	1%	1%	*	*	1%	2%	2%	*	1%	1%	1%	*	2%	1%	1%
	Do not increase business rates/do not approve this proposal	0%	1%	*	1%	1%	*	*	*	*	*	1%	1%	*	*	1%	*
	Spend money on ventures to benefit the community, not to line Council pockets	0%	*	*	*	*	0%	*	*	*	*	*	*	1%	*	*	0%
	More funding to Commonwealth home support programme	0%	*	*	*	1%	*	1%	*	*	2%	*	*	*	*	*	1%
Other	Cafes/restaurants/bars	0%	0%	*	*	*	*	*	*	*	*	*	1%	*	*	0%	*
	More dog friendly areas/parks/outdoor eating areas	1%	1%	1%	1%	1%	1%	*	*	*	1%	2%	2%	1%	*	0%	1%
	Provide temporary housing for refugees	0%	*	*	0%	*	*	2%	2%	*	*	*	*	1%	*	1%	*
	Community bus services/more/cater for all types/allow bus volunteers to accept gifts/more information about service/provide a step into the bus/longer route	2%	3%	1%	1%	4%	2%	1%	2%	1%	2%	1%	2%	3%	2%	1%	2%
	Library/more child friendly/quieter/more funding/better books, DVDs/combine services with state wide libraries/more staff/longer opening hours/have mobile library/cleaner library/better Wi-Fi/re-introduce human staff	2%	2%	1%	2%	4%	2%	2%	2%	4%	1%	2%	2%	3%	*	1%	3%
	Don't have too many services as rates will increase	0%	*	*	*	1%	1%	1%	*	*	2%	*	1%	*	*	1%	*
	Better support for people with a disability	0%	1%	1%	*	*	1%	*	*	*	1%	1%	*	1%	*	*	1%
	No	58%	63%	56%	47%	55%	66%	61%	59%	56%	57%	51%	59%	63%	74%	61%	56%
	Don't know	5%	7%	5%	5%	5%	1%	9%	4%	3%	8%	7%	4%	5%	7%	3%	7%

Significance is shown as below:

99% CI – Red, 95% CI – Blue, 90% CI – Green

5.5   Governance

Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following… (Q9) – 2024

	Satisfied (ratings 7-10)	Neutral (ratings 4-6)	Dissatisfied (ratings 0-3)
The interactions you have with Council staff (n=752)	69%	21%	10%
Consultation with and informing the community (n=789)	65%	26%	8%
The balance between Council rates and the services and standards of infrastructure provided (n=767)	53%	30%	16%
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community (n=677)	52%	33%	16%
Providing leadership in the community (n=672)	51%	36%	13%
Financial management (n=657)	46%	40%	14%

■ Satisfied (ratings 7-10)   ■ Neutral (ratings 4-6)   ■ Dissatisfied (ratings 0-3)

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

Ratings over time

	2013 (n~583)	2014 (n~640)	2015 (n~637)	Nov 2015 (n~590)	Oct 2016 (n~632)	Nov 2018 (n~638)	2020 (n~641)	2022 (n~598)	2024 (n~598)
Consultation with and informing the community	6.3	6.7	6.7	7.0	7.1	7.1	7.5	7.2	6.9
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	5.6	5.8	5.9	6.1	6.3	6.1	6.9	6.6	6.1
The interactions you have with Council staff	6.9	7.1	7.2	7.3	7.3	7.3	7.7	7.2	7.1
Providing leadership in the community	5.6	6.1	6.3	6.5	6.6	6.7	7.0	6.7	6.2
Financial management	5.6	6.1	6.0	6.1	6.5	6.2	6.9	6.7	5.9
The balance between Council rates and the services and standards of infrastructure provided	6.2	6.4	6.3	6.5	6.6	6.6	6.9	6.5	6.1

Using the same scale where 10 is extremely satisfied and 0 is extremely dissatisfied, how satisfied are you with Council's performance on the following… (Q9) continued
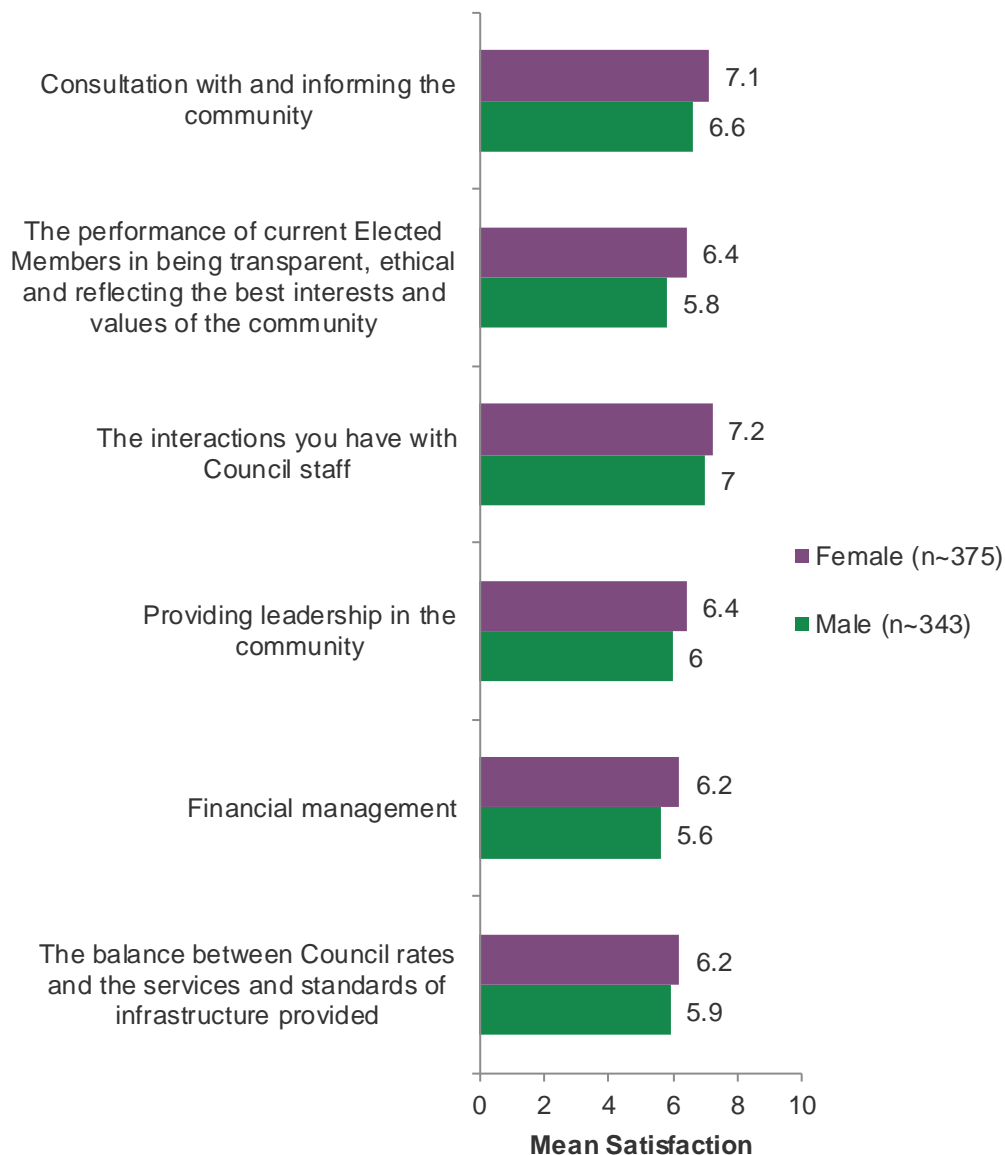
Mean scores by age 2024

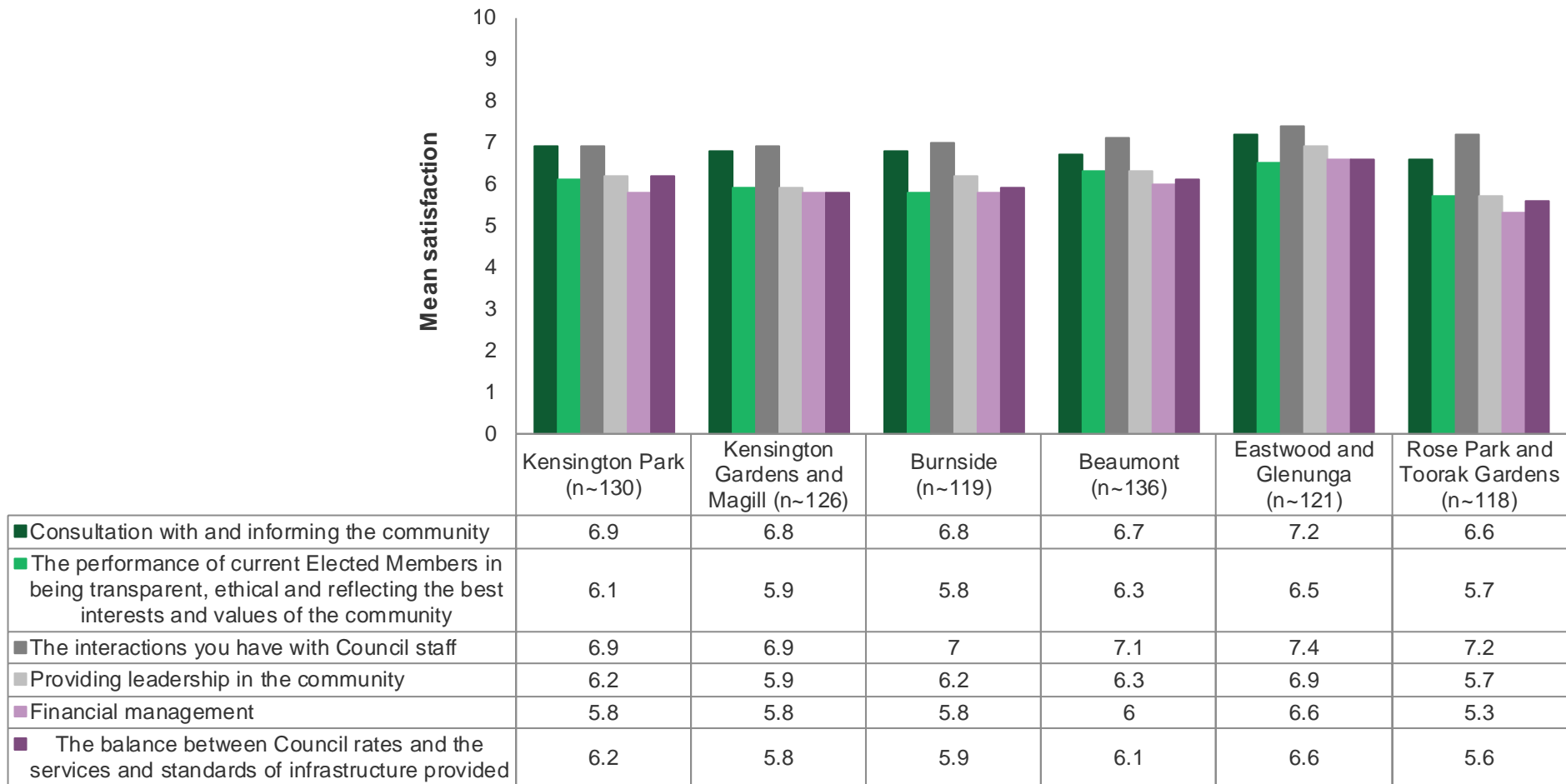|	< 35 (n~160)	35-44 years (n~113)	45-54 years (n~127)	55-64 years (n~121)	65-74 years (n~122)	75-84 years (n~76)	85+ years (n~31)
Consultation with and informing the community	7	7.2	6.5	6.2	6.7	7.3	7.8
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	6.8	6.5	5.6	5.1	5.8	6	6.8
The interactions you have with Council staff	7.6	7.2	6.4	6.4	6.9	8	7.6
Providing leadership in the community	7	6.4	5.7	5.3	5.8	6.6	6.8
Financial management	6.6	6.2	5.4	5.1	5.8	6.2	6.7
The balance between Council rates and the services and standards of infrastructure provided	6.8	6	5.3	5.4	5.9	6.6	6.9

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

Mean scores by gender 2024

Mean Satisfaction

Consultation with and informing the community — 7.1 (Female), 6.6 (Male)

The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community — 6.4 (Female), 5.8 (Male)

The interactions you have with Council staff — 7.2 (Female), 7 (Male)

Providing leadership in the community — 6.4 (Female), 6 (Male)

Financial management — 6.2 (Female), 5.6 (Male)

The balance between Council rates and the services and standards of infrastructure provided — 6.2 (Female), 5.9 (Male)

Female (n~375)
Male (n~343)

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

Mean scores by Ward 2024

	Kensington Park (n~130)	Kensington Gardens and Magill (n~126)	Burnside (n~119)	Beaumont (n~136)	Eastwood and Glenunga (n~121)	Rose Park and Toorak Gardens (n~118)
■ Consultation with and informing the community	6.9	6.8	6.8	6.7	7.2	6.6
■ The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	6.1	5.9	5.8	6.3	6.5	5.7
■ The interactions you have with Council staff	6.9	6.9	7	7.1	7.4	7.2
■ Providing leadership in the community	6.2	5.9	6.2	6.3	6.9	5.7
■ Financial management	5.8	5.8	5.8	6	6.6	5.3
■ The balance between Council rates and the services and standards of infrastructure provided	6.2	5.8	5.9	6.1	6.6	5.6

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

The below provides results for suggestions made by emerging Themes.

Comparison across years	% response						
	Jan 2015 (n=799)	Nov 2015 (n=808)	Oct 2016 (n=803)	Nov 2018 (n=812)	Nov 2020 (n=801)	Nov 2022 (n=795)	Nov 2024 (n=800)
No	53%	58%	57%	52%	69%	53%	50%
Financial management	16%	12%	8%	15%	9%	12%	22%
Community consultation/information	10%	7%	10%	9%	10%	8%	15%
Elected member and Executive Performance and Leadership	3%	2%	3%	5%	4%	2%	8%
Council Operations / management	2%	1%	2%	2%	2%	2%	8%
Interactions with council staff	2%	3%	1%	3%	2%	3%	3%
Other	0%	*	3%	2%	2%	3%	6%
Don't know	19%	17%	18%	17%	8%	18%	7%

Note: 0% represents n=2 or less

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

Comparison by Age Cohorts	% response						
	< 35 (n=174)	35-44 years (n=124)	45-54 years (n=137)	55-64 years (n=126)	65-74 years (n=122)	75-84 years (n=80)	85+ years (n=35)
No	65%	48%	44%	35%	45%	54%	63%
Financial management	11%	26%	30%	29%	22%	20%	13%
Community consultation/information	9%	17%	18%	19%	14%	14%	11%
Elected member and Executive Performance and Leadership	7%	11%	7%	9%	8%	9%	2%
Council Operations / management	6%	9%	9%	10%	8%	5%	4%
Interactions with council staff	*	2%	6%	4%	6%	5%	*
Other	6%	7%	5%	5%	8%	5%	*
Don't know	6%	6%	5%	9%	9%	6%	13%

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

Comparison by Gender	% response	
	Male (n=376)	Female (n=424)
No	49%	51%
Financial management	25%	20%
Community consultation/information	15%	15%
Elected member and Executive Performance and Leadership	9%	7%
Council Operations / management	9%	6%
Interactions with council staff	3%	3%
Other	5%	7%
Don't know	7%	7%

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

Comparison by Ward	% response					
	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)
No	59%	45%	50%	46%	51%	48%
Financial management	20%	26%	19%	22%	17%	29%
Community consultation/information	10%	17%	15%	16%	11%	19%
Elected member and Executive Performance and Leadership	4%	10%	11%	9%	8%	6%
Council Operations / management	7%	7%	8%	7%	8%	8%
Interactions with council staff	1%	3%	4%	6%	2%	2%
Other	8%	4%	6%	8%	5%	2%
Don't know	5%	5%	5%	11%	9%	6%

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	800	138	133	126	144	134	125	174	124	137	126	122	80	35	376	424
Community consultation/information	Communicate with residents/listen/consult/meetings/keep informed of pending works/future plans/developments	11%	5%	10%	8%	14%	9%	19%	5%	12%	14%	13%	11%	11%	6%	10%	11%
	Publish commission findings/when will we get to see the release of the report	0%	0%	*	*	*	1%	*	*	*	1%	*	*	1%	*	0%	0%
	More frequent newsletters/services available/provide planning information/changes to road laws	1%	0%	2%	1%	2%	1%	*	*	1%	2%	*	1%	1%	2%	0%	1%
	Website/improve/provide more information/heritage/environment	0%	*	*	1%	1%	1%	1%	*	*	2%	*	1%	*	2%	0%	1%
	Inform the community of what services are available	4%	5%	5%	4%	5%	1%	4%	5%	4%	4%	4%	3%	2%	4%	4%	4%
	Be more involved with community services/voluntary organisations	1%	0%	4%	1%	1%	1%	*	*	4%	1%	1%	1%	1%	*	1%	1%
	Use new technology to communicate/e-newsletters	0%	*	*	1%	*	*	1%	*	*	*	1%	1%	*	*	0%	0%
	More information given about recycling practices	0%	1%	*	*	*	*	*	*	*	*	1%	*	*	2%	0%	0%
	Paper communication instead of E-communication	0%	*	*	1%	*	*	*	*	*	*	1%	0%	*	*	0%	*
	Take action / Listen to the community	1%	2%	1%	2%	*	1%	*	*	*	2%	2%	1%	1%	*	1%	1%
Elected member and Executive Performance and Leadership	Dysfunctional/stop the in house fighting/council is too political/poor image in the media	1%	1%	0%	3%	2%	0%	1%	*	2%	1%	2%	3%	3%	*	2%	1%
	Elected council members should contact residents/get to know their constituents/not seen or heard from elected member	4%	3%	4%	6%	2%	3%	3%	4%	5%	2%	4%	3%	4%	2%	4%	3%
	Leadership needs attention/stronger leadership/fresh blood	1%	*	2%	1%	1%	0%	*	*	1%	2%	1%	*	1%	*	1%	1%

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	800	138	133	126	144	134	125	174	124	137	126	122	80	35	376	424
	Take a leadership role in environmental issues/email communication/conserving energy/sustainable housing assistance	1%	*	1%	0%	1%	3%	1%	2%	2%	2%	*	1%	1%	*	2%	1%
	Elected members should not be driven by self-interests	1%	0%	2%	2%	1%	*	0%	2%	1%	1%	1%	1%	1%	*	1%	1%
	Elected Council members should be representative of all ages/genders/cultural groups	0%	*	*	*	*	1%	1%	*	*	*	1%	1%	*	*	*	0%
	Reduce the number of councillors	0%	*	0%	*	1%	*	1%	*	*	1%	1%	1%	1%	*	0%	0%
Interactions with council staff	Staff can be rude/more approachable/knowledgeable/friendly/helpful/staff need to be reviewed	2%	0%	1%	2%	3%	2%	1%	*	2%	2%	2%	3%	3%	*	1%	2%
	Staff be more responsive/within time frame/respond to requests/building approvals/return phone calls	2%	0%	2%	4%	4%	*	2%	*	*	5%	3%	5%	2%	*	2%	2%
Financial management	Better budgeting/realistic goals/don`t waste money/qualified staff to manage finances/accountability/forward planning	3%	2%	0%	5%	5%	1%	4%	*	6%	2%	4%	2%	7%	*	4%	2%
	Honest/transparent about their dealings/financial transparency/working for the benefit of the community/	6%	4%	8%	3%	7%	4%	7%	2%	4%	9%	12%	4%	4%	*	7%	5%
	Cut down on excess spending /reduce costs/monitor budget/less legal fees	3%	4%	3%	*	1%	2%	6%	*	4%	3%	4%	3%	4%	*	4%	1%
	Should not fund things that don`t serve the wider community/library/community bus/cinema/sporting facilities	0%	*	*	1%	*	*	*	*	*	1%	*	*	*	*	*	0%
	Reduce rates/greater concessions/base rates on property value/how many people live in the house/size of block/cap rates	12%	10%	14%	11%	9%	11%	15%	9%	10%	15%	14%	12%	10%	13%	13%	10%
	Provide value for services returned/rates too high for services/be cost conscious	6%	5%	7%	7%	7%	6%	7%	7%	12%	8%	8%	2%	1%	2%	7%	6%
Council Operations/management	Be proactive/actually put ideas into practice/adhere to long term plans	1%	2%	1%	2%	*	*	1%	*	1%	1%	2%	1%	1%	*	1%	0%
	Review of services that are offered/be fair in serving the residents	2%	4%	1%	2%	1%	1%	0%	2%	*	1%	3%	2%	1%	2%	2%	1%

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	800	138	133	126	144	134	125	174	124	137	126	122	80	35	376	424
	Be more innovative/forward thinking/not so conservative	0%	*	*	*	2%	*	*	2%	*	*	*	*	*	*	1%	*
	Council workers in the field put more effort into working/efficiently/consistently	3%	*	2%	3%	2%	3%	5%	2%	4%	4%	3%	1%	2%	*	3%	2%
	State Government/better coordination/stand up to them/council should be making planning decisions not State Government	0%	*	1%	*	*	1%	*	*	*	*	*	1%	*	*	*	0%
	Staff take on responsibilities that council are empowered to/be accountable/compliance monitoring/provide feedback on action taken	1%	*	1%	1%	1%	3%	1%	*	3%	3%	1%	1%	1%	*	1%	2%
	Improve consistency and cohesion within Council	0%	0%	1%	*	*	*	1%	*	*	*	*	2%	*	*	0%	0%
	More investment into council	0%	*	*	1%	*	*	*	*	*	*	1%	*	*	*	0%	*
	Amalgamate with adjacent council	0%	1%	1%	*	*	*	*	*	*	1%	1%	*	*	*	0%	0%
	Give discount rate for Elders/Pensioner	0%	1%	1%	*	*	1%	*	*	*	1%	*	2%	*	2%	0%	1%
Other	Waste collection/better management/stop changing the system/allow for more green waste	1%	1%	*	1%	2%	1%	1%	2%	*	1%	1%	1%	*	*	1%	1%
	More realistic valuation of houses	0%	*	*	*	1%	0%	*	*	*	*	*	1%	1%	*	0%	*
	More Parks/Lighting/BBQ Areas	0%	1%	2%	*	*	*	*	*	1%	*	1%	1%	1%	*	0%	1%
	Better maintenance of all council property/roads/footpaths/improve infrastructure	3%	6%	2%	4%	5%	2%	1%	2%	6%	4%	3%	4%	2%	*	3%	4%
	Protect Heritage Areas	0%	*	1%	*	*	2%	*	2%	*	*	*	1%	*	*	*	1%
	Enhancing Service for Animals	0%	*	*	0%	*	*	*	*	*	*	*	*	1%	*	0%	*
	Supports for the Sports	0%	*	*	0%	*	*	*	*	*	*	*	0%	*	*	0%	*

![newfocus logo]

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	800	138	133	126	144	134	125	174	124	137	126	122	80	35	376	424
	Further assistance for older residents	0%	0%	*	*	*	*	*	*	*	*	*	*	1%	*	*	0%
	No	50%	59%	45%	49%	46%	51%	48%	65%	47%	44%	35%	45%	54%	63%	49%	50%
	No/happy with everything	0%	*	*	1%	*	*	*	*	1%	*	*	*	*	*	*	0%
	Don't know	7%	5%	5%	5%	11%	9%	6%	6%	6%	5%	9%	9%	6%	13%	7%	7%

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

5.6 Future services

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

The below provides results for suggestions made by emerging Themes.

Comparison across years	% response						Nov 2024 (n=800)
	Jan 2015 (n=800)	Nov 2015 (n=873)	Oct 2016 (n=899)	Nov 2018 (n=948)	Nov 2020 (n=804)	Nov 2022 (n=997)	
No	74%	71%	73%	74%	75%	66%	68%
Council operations and planning	3%	4%	6%	6%	7%	6%	9%
Services re Streetscape and street trees	2%	3%	3%	4%	3%	5%	5%
Support for Community / Cultural Groups	4%	2%	2%	5%	2%	2%	4%
Healthcare support	1%	2%	2%	2%	2%	1%	2%
Public facilities (BBQ, dog park, toilet, street lights, etc)	1%	3%	1%	2%	2%	2%	2%
Services re sporting / recreational facilities (public pool, playground, skateboard, etc)	1%	1%	0%	1%	1%	3%	2%
Services re Traffic, Parking, and Transport	2%	2%	1%	1%	2%	2%	2%
Animal control	1%	1%	0%	0%	1%	0%	1%
Energy Conservation, biodiversity	*	0%	1%	1%	1%	1%	1%
Services re Built and Natural Heritage	0%	0%	0%	0%	0%	*	1%
Community Events and Facilities	1%	1%	0%	3%	1%	3%	1%
Bushfires management	0%	0%	0%	*	*	*	0%
Other	0%	0%	1%	1%	0%	1%	2%
Don't know	11%	11%	9%	5%	6%	8%	4%

Note: 0% represents n=4 or less

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

Comparison by Age Cohorts	% response						
	< 35 (n=174)	35-44 years (n=124)	45-54 years (n=137)	55-64 years (n=126)	65-74 years (n=122)	75-84 years (n=80)	85+ years (n=35)
No	73%	71%	64%	59%	67%	73%	74%
Council operations and planning	11%	9%	11%	14%	7%	6%	*
Services re Streetscape and street trees	2%	3%	3%	8%	6%	4%	13%
Support for Community / Cultural Groups	2%	7%	5%	5%	2%	2%	5%
Healthcare support	4%	2%	2%	1%	2%	6%	3%
Public facilities (BBQ, dog park, toilet, street lights, etc)	*	3%	4%	2%	2%	2%	*
Services re sporting / recreational facilities (public pool, playground, skateboard, etc)	2%	4%	1%	3%	2%	1%	*
Services re Traffic, Parking, and Transport	2%	*	2%	3%	2%	3%	2%
Animal control	*	1%	2%	3%	2%	*	*
Energy Conservation, biodiversity	*	*	2%	1%	1%	*	*
Services re Built and Natural Heritage	2%	*	*	1%	1%	*	*
Community Events and Facilities	*	*	2%	1%	1%	*	*
Bushfires management	*	*	1%	1%	*	*	*
Other	2%	1%	1%	1%	3%	2%	*
Don't know	4%	1%	6%	5%	7%	4%	6%

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

Comparison by Gender	% response	
	Male (n=376)	**Female (n=424)**
No	72%	65%
Council operations and planning	9%	10%
Services re Streetscape and street trees	3%	6%
Support for Community / Cultural Groups	2%	6%
Healthcare support	1%	3%
Public facilities (BBQ, dog park, toilet, street lights, etc)	2%	2%
Services re sporting / recreational facilities (public pool, playground, skateboard, etc)	2%	2%
Services re Traffic, Parking, and Transport	2%	2%
Animal control	0%	2%
Energy Conservation, biodiversity	1%	1%
Services re Built and Natural Heritage	1%	0%
Community Events and Facilities	*	1%
Bushfires management	*	0%
Other	2%	1%
Don't know	5%	4%

Note: 0% represents n=2 or less

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

Comparison by Ward	% response					
	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)
No	67%	65%	70%	66%	72%	69%
Council operations and planning	12%	4%	9%	13%	8%	10%
Services re Streetscape and street trees	6%	6%	2%	6%	4%	4%
Support for Community / Cultural Groups	5%	8%	3%	2%	5%	1%
Healthcare support	4%	2%	0%	3%	0%	5%
Public facilities (BBQ, dog park, toilet, street lights, etc)	1%	4%	4%	2%	1%	*
Services re sporting / recreational facilities (public pool, playground, skateboard, etc)	2%	3%	4%	2%	*	1%
Services re Traffic, Parking, and Transport	1%	3%	2%	*	2%	3%
Animal control	1%	3%	3%	*	*	1%
Energy Conservation, biodiversity	0%	*	3%	1%	*	1%
Services re Built and Natural Heritage	1%	*	*	*	2%	1%
Community Events and Facilities	2%	*	*	1%	1%	*
Bushfires management	*	*	1%	1%	*	*
Other	3%	3%	2%	*	1%	1%
Don't know	1%	5%	3%	6%	5%	7%

Note: 0% represents n=2 or less

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	800	138	133	126	144	134	125	174	124	137	126	122	80	35	376	424
Services re Traffic, Parking, and Transport	Improve traffic management/speeding trucks/hoon drivers/pedestrian crossings/traffic lights	0%	*	2%	1%	*	*	*	*	*	*	2%	*	1%	*	0%	0%
	Improve public transport/restore route 147	0%	*	*	*	*	*	2%	2%	*	*	*	*	*	*	1%	*
	Parking inspectors available	0%	*	0%	*	*	*	*	*	*	*	*	*	1%	*	*	0%
	Provide more/better parking/inside/narrow streets/at the library	1%	1%	1%	1%	*	2%	*	*	*	2%	1%	2%	1%	*	0%	1%
	Better community bus service	0%	1%	*	1%	*	0%	1%	*	*	*	1%	1%	1%	2%	0%	0%
Services re Streetscape and street trees	Improved general maintenance/verge/trees pruned/footpaths swept/levelled to avoid tripping hazard/road gutters swept	3%	6%	3%	2%	5%	2%	2%	2%	2%	2%	5%	5%	4%	11%	2%	5%
	Trees/reduce risk of damage during storm/consult with residents on planting/use deciduous trees/provide information/list of recommended arborists/native trees and plants	1%	1%	3%	0%	1%	3%	1%	*	1%	2%	3%	2%	1%	4%	2%	1%
Services re Built and Natural Heritage	Preservation of listed buildings/offer assistance to residents of Heritage properties/development opportunities	0%	*	*	*	*	*	1%	*	*	*	*	1%	*	*	*	0%
	Building inspector/notify of council requirements to build/renovate/check building sites are kept tidy	0%	1%	*	*	*	2%	*	2%	*	*	1%	*	*	*	1%	0%
Public facilities (BBQ, dog park, toilet, street lights, etc)	More recreational facilities/open areas/BBQ`s/seating/shaded areas/walking, cycling trails/dog park/BMX/skateboard/hire areas at parks	2%	1%	4%	4%	2%	1%	*	*	3%	4%	2%	2%	2%	*	2%	2%
	More street lighting	0%	*	1%	0%	*	*	*	*	*	*	*	1%	1%	*	0%	0%
Services re sporting / recreational facilities (public pool, playground,	Public swimming pool/complete upgrade/extend hours/classes/aqua aerobics/indoor pool section	1%	2%	*	0%	1%	*	*	2%	*	*	*	1%	1%	*	1%	0%
	More Protected Bike Tracks	0%	*	*	1%	1%	*	*	*	2%	*	1%	*	*	*	0%	1%
	More sporting clubs/more financial support/More playgrounds	1%	*	1%	2%	*	*	1%	*	1%	*	2%	0%	*	*	0%	1%

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	800	138	133	126	144	134	125	174	124	137	126	122	80	35	376	424
skateboard, etc)	Physical fitness/public exercise sessions/gym equipment in parks public	0%	*	2%	1%	*	*	*	*	1%	1%	*	*	1%	*	0%	0%
	Cyclists/more services/assistance/better paths/reduce danger/cycle parking in city	0%	*	1%	*	*	*	*	*	*	*	*	1%	*	*	0%	*
Support for Community / Cultural Groups	Youth programs/assistance/meeting place	1%	1%	2%	*	0%	1%	*	*	1%	1%	1%	*	1%	*	0%	1%
	Young families/refugees/help with housing/budgeting/community activities	1%	*	1%	*	0%	1%	*	*	3%	*	*	*	1%	*	*	1%
	Women`s shed - a place where women can meet/engage in activities	0%	*	*	*	*	0%	1%	*	*	*	*	*	1%	2%	0%	*
	Special group support/activities/men/single parents	0%	*	*	*	*	1%	1%	*	*	1%	1%	*	*	2%	0%	0%
	Diversity/multicultural activities	0%	*	*	1%	*	*	*	*	*	1%	*	*	*	*	*	0%
	Play groups/ Children Activities	1%	1%	1%	1%	1%	0%	*	*	4%	*	1%	*	1%	*	1%	1%
	Engage with local community/monthly emails/meetings/more information/involve community/consult/respond/follow up/in person	2%	3%	5%	1%	1%	2%	1%	2%	*	3%	3%	2%	1%	2%	1%	3%
Community Events and Facilities	Community clubs/centre to learn new skills/after school care/immigrant orientation into Australian society/lunches	0%	1%	*	*	1%	*	*	*	*	1%	*	1%	*	*	*	0%
	Provide more community events/festivals/funding for arts	0%	1%	*	*	*	*	*	*	*	*	1%	*	*	*	*	0%
	More community garden spaces	0%	1%	*	*	*	1%	*	*	*	1%	1%	*	*	*	*	0%
Bushfires management	Bushfire management and information programmes/information	0%	*	*	1%	1%	*	*	*	*	1%	1%	*	*	*	*	0%
Healthcare support	Elderly/disability services in home assistance/transport/shopping/gardening/exercising/more facilities/general assistance/meals/digital training	2%	4%	2%	0%	3%	0%	2%	2%	2%	2%	*	2%	6%	3%	0%	3%
	Health Service(free RAT Test, free Vaccination for Kids.. etc)	1%	0%	0%	*	*	*	3%	2%	*	*	1%	1%	1%	*	1%	0%
Animal control	Pest control service/eradicate possums/European wasps	1%	1%	2%	2%	*	*	*	*	1%	1%	2%	0%	*	*	*	2%

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	800	138	133	126	144	134	125	174	124	137	126	122	80	35	376	424
	Adequate cat/dog control/better management/catchers to carry microchip readers	1%	*	1%	2%	*	*	1%	*	*	1%	1%	1%	*	*	0%	1%
Energy Conservation, biodiversity	Energy saving measures- LED street lighting	0%	*	*	*	*	*	1%	*	*	1%	*	*	*	*	0%	*
	Recycling and renewable energy plan/information	0%	*	*	*	1%	*	*	*	*	*	*	1%	*	*	*	0%
	Water/storage/Wattle Park reservoir/rain water	0%	0%	*	*	*	*	*	*	*	*	*	1%	*	*	0%	*
	Environmental Practice	0%	*	*	1%	*	*	*	*	*	1%	*	*	*	*	0%	*
	Water recycling management plan	0%	0%	*	*	*	*	*	*	*	*	*	1%	*	*	0%	*
	More information & support to maintain the birdlife and wildlife	0%	*	*	1%	*	*	*	*	*	*	1%	*	*	*	*	0%
	Protection of wildlife	0%	*	*	2%	*	*	*	*	*	1%	1%	*	*	*	0%	0%
Council operations and planning	Support for local business	0%	*	*	*	*	2%	*	2%	*	*	*	*	*	*	1%	*
	Improve planning department/advice service/allow residents to see proposed plans/voice any concerns/simplify approval process	0%	0%	*	*	*	*	2%	2%	*	*	*	1%	*	*	1%	*
	Transparency of budgeting/ Better budget management	0%	*	*	*	1%	*	*	*	*	1%	*	*	*	*	0%	*
	Reduce/cut rates	0%	1%	*	*	1%	*	*	*	*	2%	*	*	*	*	0%	0%
	Fines for building development breaches	0%	*	1%	*	*	*	*	*	*	*	1%	*	*	*	*	0%
	Neighbourhood watch/make clear who is paying for this	0%	*	*	*	*	*	1%	*	*	*	1%	*	*	*	*	0%
	Retirement seminars/pre and post/lifestyle/emotional support/information	0%	*	*	*	*	*	1%	*	*	1%	*	*	*	*	*	0%
	More child care service	0%	*	*	*	*	1%	*	*	1%	*	*	*	*	*	*	0%
	Movie Theatre	1%	3%	*	*	1%	*	*	2%	*	*	1%	*	1%	*	1%	0%

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	800	138	133	126	144	134	125	174	124	137	126	122	80	35	376	424
	Waste collection/annual hard waste collection/depots for hard, electronic, hazardous, green and general waste/dumping location within council area/extra bins for homes/collection by appointment	6%	8%	2%	7%	9%	4%	6%	4%	6%	9%	11%	6%	5%	*	6%	7%
	Mobile library/more toys/cleaner	0%	*	1%	*	*	*	*	*	*	*	1%	*	*	*	0%	*
	Web access to the library/more library facilities/stock	1%	*	*	1%	2%	*	*	2%	1%	*	*	*	*	*	*	1%
Other	Other	1%	0%	3%	1%	*	1%	*	*	1%	1%	1%	1%	2%	*	1%	1%
	List of available services/contact information provided with the rates notice	0%	0%	*	1%	*	*	1%	*	*	*	1%	2%	*	*	0%	0%
	Messenger Newspaper/Courier	0%	2%	*	*	*	*	*	2%	*	*	*	*	*	*	1%	*
	No	68%	67%	65%	70%	66%	72%	69%	73%	71%	64%	59%	67%	73%	74%	72%	65%
	Don't know	4%	1%	5%	3%	6%	5%	7%	4%	1%	6%	5%	7%	4%	6%	5%	4%

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

The below provides results for suggestions made by emerging Themes.

Comparison across years	% response						
	Jan 2015 (n=800)	Nov 2015 (n=808)	Oct 2016 (n=803)	Nov 2018 (n=812)	Nov 2020 (n=801)	Nov 2022 (n=795)	Nov 2024 (n=800)
No	83%	78%	88%	85%	90%	84%	86%
Community/cultural activities, services and venues	1%	1%	0%	0%	0%	0%	1%
Community bus	0%	*	*	0%	0%	*	1%
Recreational Facilities	0%	*	0%	0%	0%	0%	1%
Services for elderly	1%	1%	0%	0%	0%	0%	1%
Garbage, green waste, hard waste and electronic waste	1%	1%	1%	0%	0%	1%	0%
Infrastructure and Maintenance	*	1%	0%	0%	1%	0%	0%
Environmental and Biodiversity Concerns	0%	0%	*	0%	*	0%	0%
Built and Natural Heritage area	*	*	*	*	0%	0%	0%
Printed materials from Council	*	*	0%	0%	0%	*	*
Animal control	*	*	0%	0%	*	0%	*
Other	1%	1%	1%	1%	1%	1%	1%
Don't know	15%	18%	9%	12%	8%	12%	9%

Note: 0% represents n=3 or less

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	800	138	133	126	144	134	125	174	124	137	126	122	80	35	376	424
Garbage, green waste, hard waste and electronic waste	New bin system too complex/did not need to change	0%	*	*	*	*	1%	*	*	*	*	*	1%	*	*	*	0%
	Just provide core services/road/waste/footpaths/lighting	0%	1%	0%	0%	*	0%	*	*	*	*	1%	0%	1%	*	0%	0%
	Rubbish pick up to private owners	0%	*	1%	*	*	*	*	*	*	*	*	1%	*	*	0%	*
Community/cultural activities, services and venues	Too many multicultural activities	1%	1%	1%	1%	1%	1%	*	*	*	2%	2%	*	*	*	1%	1%
	Cut out public entertainment, sports clubs and community program spending	0%	*	0%	*	1%	*	*	*	*	*	1%	*	1%	*	0%	0%
	Community Art Centres/amalgamate to minimise costs	0%	*	*	*	*	1%	*	*	*	1%	*	*	*	*	*	0%
	Library services	0%	*	*	1%	*	*	*	*	*	1%	*	*	*	*	0%	*
	The Men`s Shed/cooking/special men`s focus	0%	*	*	*	*	*	0%	*	*	*	*	*	1%	*	*	0%
Services for elderly	Delivering books to elderly	0%	*	*	*	*	*	2%	2%	*	*	*	*	*	*	1%	*
	Only do verge maintenance for the elderly residents/too much elderly focus	0%	*	*	*	*	*	2%	2%	*	*	*	*	*	*	1%	*
	Cheaper services for seniors	0%	*	0%	*	*	*	*	*	*	*	*	*	1%	*	*	0%
	Aged care service and disability service	0%	*	1%	*	*	*	*	*	*	1%	*	*	*	*	0%	*
Community bus	Community buses	1%	1%	*	1%	*	*	3%	2%	*	1%	1%	*	*	*	2%	0%

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	800	138	133	126	144	134	125	174	124	137	126	122	80	35	376	424
Built and Natural Heritage area	Approval of new developments disregarding the area`s heritage	0%	1%	*	1%	*	*	*	*	*	*	1%	*	*	2%	*	0%
Environmental and Biodiversity Concerns	Biodiversity	0%	0%	*	*	*	*	*	*	*	*	*	1%	*	*	0%	*
	Promote environment-friendly initiatives	0%	1%	*	*	*	*	1%	*	*	*	1%	1%	*	*	0%	0%
Infrastructure and Maintenance	Verge maintenance/residents can take care of/mow their own	0%	*	*	*	1%	*	*	*	*	1%	*	*	*	*	*	0%
	Traffic management and signage	0%	1%	*	*	*	*	*	*	*	*	1%	*	*	*	*	0%
	Consultation with residents regarding streetscape/s	0%	*	*	*	*	*	1%	*	*	*	1%	*	*	*	0%	*
Recreational Facilities	Swimming pool/does not generate any profit/other council residents use it	0%	*	1%	*	*	*	*	*	*	1%	*	*	*	*	*	0%
	Supporting sporting clubs	0%	*	1%	*	*	*	*	*	*	*	1%	*	*	*	0%	*
	Parks/dog/exercise/Playground	0%	0%	*	*	*	*	2%	*	1%	*	1%	1%	*	*	0%	0%
Other	Other	0%	*	*	*	*	1%	*	*	*	*	*	1%	*	*	*	0%
	No sense on community	0%	1%	*	*	*	*	*	*	*	*	*	*	*	2%	0%	*
	Regal Theatre	0%	*	*	1%	1%	1%	*	*	*	1%	1%	1%	*	*	1%	*
	The Pump track	0%	*	1%	*	*	*	*	*	*	1%	*	*	*	*	*	0%
	Should not be making decisions on population density/high rise buildings/should be done by specialised State Government staff	0%	*	0%	*	*	*	*	*	*	*	*	*	1%	*	0%	*

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	800	138	133	126	144	134	125	174	124	137	126	122	80	35	376	424
	Planning/too inefficient/approvals take too long	0%	*	*	*	*	*	1%	*	*	1%	*	*	*	*	0%	*
	Small business support/leadership in the community/should not be involved in this	0%	*	*	*	*	1%	*	*	*	*	1%	*	*	*	0%	*
	Additional rates for additional services	0%	*	*	*	1%	*	*	*	*	*	*	1%	*	*	0%	*
	No	86%	90%	87%	88%	84%	87%	83%	93%	96%	79%	83%	83%	83%	85%	85%	88%
	Don't know	9%	5%	7%	10%	13%	10%	10%	6%	4%	14%	8%	12%	13%	11%	9%	9%

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

5.7   Communication

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

	% response							
	Feb 2014 (n=797)	Jan 2015 (n=800)	Nov 2015 (n=792)	Oct 2016 (n=803)	Nov 2018 (n=812)	Nov 2020 (n=794)	Nov 2022 (n=795)	Nov 2024 (n=796)
Email	29	35	34	38	39	54	50	57
Letters/direct mail	-	-	-	-	39	43	36	44
Focus quarterly newsletter	21	21	19	23	18	21	16	15
Council website	18	23	19	17	17	16	11	7
SMS	0	0	1	-	2	3	8	6
Telephone	8	8	6	6	5	7	6	4
Council flyers/posters	19	18	20	12	9	9	5	4
Social Media	2	1	4	2	2	6	4	7
Council office/front counter/help desk	5	5	3	2	4	3	2	1
The Messenger - local newspaper	16	17	15	8	6	1	1	-
Don't currently receive information from Council	1	0	1	1	0	1	1	0
Adelaide East Herald newspaper	-	-	-	-	-	0	0	-
Council/community meetings	1	1	1	1	0	0	0	0
Library/notice boards/handouts	1	1	1	1	1	0	0	0
Addressed letter/newsletter in the post	21	25	23	33	0	0	0	1
Speeches/openings	0	0	0	0	-	0	0	-
Community centres/noticeboards	-	-	-	-	-	-	0	0
AdelaideNow online	-	-	-	-	-	0	0	-
The Grapevine newsletter	-	0	0	-	0	-	0	-
Non-Council initiated communication	0	0	0	0	-	-	-	-
Face to face/elected members/door knocking	0	1	0	0	0	0	-	1
Letterbox drop/to the home owner	3	3	3	0	-	-	-	1
The Courier	-	-	-	0	-	-	-	-
Via retirement village management	-	-	-	0	-	-	-	-
Cheapest option for Council	-	-	-	0	-	-	-	-
None	0	0	-	0	-	-	-	-
Other methods	7	-	0	3	-	-	0	0
Don't know	1	1	-	1	2	-	2	-

Note: 0% represents n=1 or less

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

2024	% response						
	< 35 (n=171)	35-44 years (n=124)	45-54 years (n=136)	55-64 years (n=126)	65-74 years (n=122)	75-84 years (n=80)	85+ years (n=35)
Email	54	82	62	58	53	42	16
Letters/direct mail	32	35	49	47	48	53	58
Social Media	19	7	4	6	1	1	2
Focus quarterly newsletter	9	4	17	15	21	28	31
Council website	9	5	3	9	9	6	2
SMS	8	10	7	4	3	3	*
Telephone	6	4	1	4	3	4	15
Council flyers/posters	6	3	2	4	5	4	2
Don't know	5	-	1	1	-	2	

Note: Only results with >=3% response for at least one age group shown

2024	% response	
	Male (n=371)	Female (n=424)
Email	61	54
Letters/direct mail	41	46
Focus quarterly newsletter	14	16
Social Media	6	8
Council website	7	6
SMS	6	6
Telephone	2	6
Council flyers/posters	4	4

Note: Only results with >=4% response shown

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

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

2024	% response					
	Kensington Park (n=137)	**Kensington Gardens and Magill (n=133)**	**Burnside (n=126)**	**Beaumont (n=144)**	**Eastwood and Glenunga (n=131)**	**Rose Park and Toorak Gardens (n=125)**
Email	46	56	66	56	66	54
Letters/direct mail	54	38	40	44	42	42
Focus quarterly newsletter	18	16	11	19	10	16
Social Media	6	9	6	4	10	7
Council website	6	3	9	5	5	13
SMS	2	10	6	9	4	3
Telephone	8	4	4	7	2	2
Council flyers/posters	8	3	2	6	1	3
Council office/front counter/help desk	1	1	2	1	1	2

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

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

5.8   Suggested improvements to Customer Experience (Q3N24)

How could the Customer Experience you had with Council have been improved? (Q3N24)

The below provides results for suggestions made by emerging Themes.

These results are presented by age group, gender and Ward for 2024 on the following pages.

How could the Customer Experience you had with Council have been improved? (Q3N24) continued

Comparison by Age Cohorts	% response						
	< 35 (n=57)	35-44 years (n=62)	45-54 years (n=72)	55-64 years (n=67)	65-74 years (n=72)	75-84 years (n=40)	85+ years (n=13)
Responsive to enquires	16%	9%	20%	12%	10%	5%	*
Communication - Clarity, Rationale, Completeness	*	5%	9%	5%	7%	11%	6%
Staff performance	*	5%	8%	11%	9%	4%	12%
Efficient in issue resolution	23%	17%	23%	18%	19%	11%	11%
Municipal services and infrastructure	5%	3%	3%	9%	6%	4%	6%
Community trust	5%	2%	9%	10%	9%	10%	*
Service accessibility and quality	11%	16%	10%	9%	6%	5%	*
No suggestions - Satisfied with current services	34%	51%	30%	39%	35%	46%	59%
Other	*	*	*	1%	1%	1%	*
Don't know	6%	2%	4%	1%	6%	10%	6%

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

How could the Customer Experience you had with Council have been improved? (Q3N24) continued

Comparison by Gender	% response	
	Male (n=179)	Female (n=205)
Responsive to enquires	12%	12%
Communication - Clarity, Rationale, Completeness	4%	7%
Staff performance	6%	7%
Efficient in issue resolution	18%	19%
Municipal services and infrastructure	5%	5%
Community trust	9%	7%
Service accessibility and quality	11%	8%
No suggestions - Satisfied with current services	37%	40%
Other	1%	0%
Don't know	5%	4%

Note: 0% represents n=1

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

How could the Customer Experience you had with Council have been improved? (Q3N24) continued

Comparison by Ward	% response					
	Kensington Park (n=77)	Kensington Gardens and Magill (n=52)	Burnside (n=64)	Beaumont (n=70)	Eastwood and Glenunga (n=62)	Rose Park and Toorak Gardens (n=60)
Responsive to enquires	5%	10%	16%	11%	16%	16%
Communication - Clarity, Rationale, Completeness	5%	5%	5%	4%	6%	10%
Staff performance	6%	9%	9%	4%	8%	5%
Efficient in issue resolution	19%	26%	21%	16%	18%	13%
Municipal services and infrastructure	7%	4%	5%	3%	5%	5%
Community trust	10%	3%	9%	7%	3%	12%
Service accessibility and quality	8%	7%	8%	4%	13%	16%
No suggestions - Satisfied with current services	44%	38%	32%	42%	40%	37%
Other	1%	*	2%	*	*	*
Don't know	2%	3%	6%	12%	*	5%

Significance is shown as below:
99% CI – Red
95% CI – Blue
90% CI – Green

How could the Customer Experience you had with Council have been improved? (Q3N24) continued

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	384	77	52	64	70	62	60	57	62	72	67	72	40	13	179	205
Responsive to enquires	Answer the phone more promptly / Return calls when unavailable	5%	4%	3%	7%	5%	5%	5%	*	5%	11%	4%	4%	4%	*	3%	6%
	Improve accessibility of phone systems (e.g., less streamlined procedures, less recorded messages)	1%	1%	3%	1%	2%	*	*	*	*	3%	*	3%	*	*	1%	1%
	Efficiency in respond to incoming emails, letters, etc.	8%	2%	4%	9%	6%	14%	12%	16%	6%	10%	9%	4%	1%	*	8%	7%
Communication - Clarity , Rationale , Completeness	Increase flexibility / clarity in communication (e.g., face to face rather than be black and white)	4%	4%	2%	1%	3%	3%	8%	*	3%	7%	2%	4%	7%	*	1%	6%
	Access to dedicated council person	2%	1%	3%	3%	1%	3%	2%	*	2%	1%	2%	3%	4%	6%	3%	2%
Staff performance	Better staff knowledge and training	4%	3%	7%	6%	1%	4%	3%	*	2%	4%	8%	5%	2%	*	3%	4%
	Improve customer service attitude (be friendly and seriously taking the issues)	3%	3%	3%	3%	3%	4%	2%	*	3%	3%	5%	3%	1%	12%	3%	3%
	Be more empathetic and negotiable (e.g., especially on parking issues, etc)	1%	*	*	*	2%	2%	*	*	*	2%	*	2%	*	*	*	1%
	Community engagement by elected members	0%	*	1%	*	*	*	*	*	*	*	*	*	1%	*	0%	*
Efficient in issue resolution	Provide alternative measures towards the issues	2%	1%	6%	3%	1%	*	*	6%	*	1%	1%	2%	*	*	3%	0%
	Simplify complaint submission processes (e.g., reduce technical barriers for elder people)	0%	*	2%	*	*	*	*	*	*	2%	*	*	*	*	*	1%
	Streamline council decision-making processes (faster and more definitive resolutions)	3%	2%	2%	1%	7%	3%	*	6%	*	5%	2%	2%	*	*	3%	3%

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	384	77	52	64	70	62	60	57	62	72	67	72	40	13	179	205
	Timely responses and effective problem resolution	9%	13%	12%	12%	2%	9%	7%	11%	11%	8%	8%	11%	4%	11%	9%	9%
	Better follow-up on issues / suggestions	4%	1%	*	7%	4%	3%	6%	*	9%	4%	3%	3%	2%	*	2%	5%
	Deliver on commitments made	2%	1%	2%	2%	*	6%	*	*	3%	3%	2%	*	2%	*	1%	3%
	Balanced decision in conflict	0%	1%	*	*	1%	*	*	*	*	*	*	1%	1%	*	*	1%
	Feedback on outcomes	2%	2%	8%	*	2%	3%	*	6%	3%	*	2%	2%	1%	*	1%	3%
Municipal services and infrastructure	Improve maintenance services in infrastructure ((e.g., footpath, roads, paths)	1%	1%	2%	1%	2%	1%	1%	*	*	*	5%	2%	1%	*	0%	2%
	Better parking management (e.g., longer parking hours, less cost for permit)	2%	3%	2%	*	1%	2%	4%	*	3%	3%	4%	2%	*	*	2%	2%
	Enhance library services (e.g., reduce wait times for book availability)	1%	*	*	4%	*	1%	*	5%	*	*	*	1%	*	*	2%	0%
	Improve transport service	0%	1%	*	*	*	*	*	*	*	*	*	*	*	6%	*	0%
	Improve the range of services	0%	*	1%	*	*	*	*	*	*	*	*	*	1%	*	0%	*
	Improve maintenance services(e.g. parks/trees)	0%	1%	*	*	*	1%	*	*	*	*	*	1%	1%	*	0%	0%
	Improve waste management/collection/frequency	0%	1%	*	*	*	*	*	*	*	*	1%	*	*	*	0%	*
Community trust	Respect the residents' confidential information	0%	*	*	*	*	*	1%	*	*	*	*	*	1%	*	0%	*
	Prioritise ratepayers' concerns	7%	10%	2%	9%	6%	3%	8%	5%	2%	6%	10%	9%	7%	*	7%	6%

Full results of summary responses by themes and comparison by Ward, Age Cohorts, Gender for 2024		Total 2024	Ward 2024						Age 2024							Gender 2024	
Themes	Summary Responses		Kensington Park	Kensington Gardens and Magill	Burnside	Beaumont	Eastwood and Glenunga	Rose Pk & Toorak Gds	< 35	35-44 yrs	45-54 yrs	55-64 yrs	65-74 yrs	75-84 yrs	85+ yrs	Male	Female
	Sample n	384	77	52	64	70	62	60	57	62	72	67	72	40	13	179	205
	Commitment to transparency (e.g., project planning, project execution, financial decisions)	1%	*	*	*	1%	*	4%	*	*	3%	*	*	1%	*	1%	1%
Service accessibility and quality	Extend service availability (e.g., out-of-hour access)	1%	6%	*	*	*	*	1%	5%	3%	*	*	1%	*	*	3%	*
	Document refinement (e.g., better wording, more proofing before being issued)	0%	*	*	*	*	1%	*	*	*	*	1%	*	*	*	*	0%
	Modernize information accessibility (e.g., utilise newsletters, website, online chat support, and digital resources, etc)	4%	1%	2%	6%	4%	11%	3%	6%	11%	3%	4%	2%	1%	*	4%	4%
	Re-evaluate outsourcing services (e.g., Environment Protection Authority (EPA), traffic management, rubbish management, etc)	0%	*	*	1%	*	*	*	*	*	1%	*	*	*	*	1%	*
	Implement targeted service feedback (e.g. focused survey techniques, yes/no service evaluation)	0%	*	1%	*	*	*	*	*	*	*	*	*	1%	*	0%	*
	Effective and efficiency in services	3%	1%	4%	1%	*	1%	11%	*	3%	4%	4%	3%	2%	*	3%	3%
	Less Paper Work	0%	*	*	*	*	*	2%	*	*	1%	*	*	*	*	*	1%
	No suggestions - Satisfied with current services	39%	44%	37%	32%	42%	40%	37%	34%	51%	30%	39%	35%	46%	59%	37%	40%
	Other	0%	1%	*	2%	*	*	*	*	*	*	1%	1%	1%	*	1%	0%
	Don't know	5%	2%	3%	6%	12%	*	5%	6%	2%	4%	1%	6%	10%	6%	5%	4%

Significance is shown as below:
99% CI – Red, 95% CI – Blue, 90% CI – Green

5.9   Demographics

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

Age group (Q16)

2024 (Weighted)	% response (n=800)
Less than 35 years	22
35-44 years	16
45-54 years	17
55-64 years	16
65-74 years	15
75-84 years	10
85+ years	4

Gender (Q17)

2024 (Weighted)	% response (n=800)
Male	47
Female	53

Household situation (Q18)

2024 (Weighted)	% response (n=794)
Lone person household	14
Group household of related or unrelated adults	11
Young couple, no children	5
Older couple, no children at home	24
Couple or single parent with mainly pre-school aged children	5
Couple or single parent with mainly primary-school aged children	12
Couple or single parent with mainly teenaged children	14
Couple or single parent with mainly adult children still living at home	16

Employment status (Q19)

2024 (Weighted)	% response (n=792)
Part-time employment	15
Full-time employment	44
Unemployed	3
Home duties	1
Pensioner (non-age pension)	4
Retired/age pensioner	24
Students	3
Casual employment	5

Suburb (Q20)

2024 (Weighted)	% response (n=800)
Burnside	8
Toorak Gardens	7
Beaumont	6
Linden Park	6
Magill	6
Hazelwood Park	5
Glenside	5
Kensington Gardens	5
Glenunga	5
Kensington Park	5
Dulwich	4
Tusmore	4
Beulah Park	4
Leabrook	3
Wattle Park	3
Rosslyn Park	3
Stonyfell	3
Glen Osmond - West of Sunnyside Road (Eastwood/Glenunga ward)	3
Eastwood	2
St Georges	2
Erindale	2
Rose Park	2
Glen Osmond - East of Sunnyside Road (Beaumont Ward)	1
Auldana	1
Waterfall Gully	1
Frewville	1
Skye	1
Mount Osmond	1
Leawood Gardens	0

Note: 0% represents n=2 or less

Housing status (Q21)

2024 (Weighted)	% response (n=800)
Owner occupied	92
Rented/tenanted	8

Business ownership (Q22)

2024 (Weighted)	% response (n=800)
No, don't own a business	70
In business premises outside of Burnside Council area	14
A home-based business	7
At various locations / clients' premises (e.g., builder, contract work, driver etc)	5
Based in business premises within Burnside Council area	4
Something else	1

Appendix 1: Data weighting

A detailed breakdown of raw (n=800) and weighted data (n=800) is displayed below. The variation between the raw and weighted samples occurred due to a minor number of respondents who did not give their details in a way to allow weighting and were therefore remaining unweighted. Although this variation slightly affected the weights, they are minor and acceptable for the purposes of data analysis.

Data for weighting was sourced from the most recently available from the Australian Bureau of Statistics (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 total population within each area due to limitations of the available data, however, is not expected to affect results.

2024 (CATI)	Raw n value	Raw %	Weighted n value	Weighted %
Gender				
Male	371	46	376	47
Female	429	54	424	53
Age				
< 35 years	55	7	174	22
35-44 years	71	9	124	16
45-54 years	129	16	137	17
55-64 years	162	20	126	16
65-74 years	179	22	122	15
75-84 years	159	20	80	10
85+ years	45	6	35	4
Ward				
Kensington Park	139	17	138	17
Kensington Gardens and Magill	135	17	133	17
Burnside	142	18	126	16
Beaumont	129	16	144	18
Eastwood and Glenunga	126	16	134	17
Rose Park and Toorak Gardens	129	16	125	16
Total	**800**	**100%**	**800**	**100%**

Appendix 2: Differences between CATI and online survey participants

This section outlines the differences between CATI (weighted) and online survey (unweighted) participants for the key satisfaction metrics, highlighting those that are statistically significant, as follows:

- Green represents statistically significant at 90% CI
- Blue represents statistically significant at 95% CI
- Red represents statistically significant at 99% CI

The **demographic** difference between CATI and online were relatively minor. As such, any differences between CATI and Online survey responses are not considered a function of their age, gender, but more likely to their attitudes, experience, perceptions towards Council.

Gender	Total (n=836)	CATI participants (n=800)	Online survey participant (n=36)
Male	46%	47%	33%
Female	54%	53%	67%

Age group	Total (n=836)	CATI participants (n=800)	Online survey participants (n=36)
< 35	21%	22%	3%
35-44 years	15%	16%	11%
45-54 years	17%	17%	17%
55-64 years	16%	16%	22%
65-74 years	16%	15%	33%
75-84 years	10%	10%	11%
85+ years	4%	4%	3%

Ward	Total (n=836)	CATI participants (n=800)	Online survey participants (n=201)
Kensington Park	17%	17%	17%
Kensington Gardens and Magill	17%	17%	17%
Burnside	16%	16%	19%
Beaumont	18%	18%	25%
Eastwood and Glenunga	16%	17%	6%
Rose Park and Toorak Gardens	16%	16%	17%

The online survey responses were less positive than CATI sample. As such, while the online survey samples are an important voice for Council, it doesn't necessarily represent the views of the broader community.

The following outline the differences between CATI and online survey participants, mostly using Top-4 box (T4B), i.e., rated satisfaction scores from 7 to 10 on a scale from 0 to 10.
.
Satisfaction levels with Council's overall performance over the past 12 months

- CATI participants were more satisfied with Council's overall performance (70%) compared to online survey participants who had very low satisfaction (49% and 20% dissatisfied).

Q13 How satisfied are you with Council's overall performance? (Top 4 Box)	Total (n=828)	CATI participants (n=793)	Online survey participants (n=35)
Satisfied Top 4 Box (7-10)	69%	70%	49%
Neutral	24%	23%	31%
Dissatisfied Bottom 4 Box (0-3)	7%	7%	20%

Satisfaction levels with each measured attribute for each Theme

Place:
- CATI participants were more likely to rate higher satisfaction levels in all 14 areas under **Place,** 6 of which were stat. significant.
- The following table outlines results and displaying statistically significant differences between CATI and online survey participants.

Areas (Top 4 box)	Total (n~813) % response	CATI participants (n~779) % response	Online survey participants (n~34) % response
Providing and maintaining parks and reserves	89	90	75
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies	84	85	71
Providing and maintaining playgrounds	81	82	79
The overall planning of the City	71	72	54
Protecting the built and natural heritage	68	69	46
Providing and maintaining local roads	65	65	59
Providing and maintaining street trees	64	65	60
Providing active recreation opportunities, such as playing organised sport or outdoor games	63	64	53
Providing and maintaining cycle paths and walking trails	60	61	53
Provision and management of traffic and parking in the City	53	54	39
Providing and maintaining footpaths	48	48	43
Presentation and cleanliness of the City	88	89	72
Providing animal and pest management services	64	65	52
Providing public and environmental health services	62	62	61

Environment:
- CATI participants rated higher satisfaction levels in all six areas of which, *Garbage and green waste management* was stat. significant.
- The following table outlines the statistically significant differences between CATI and online survey participants.

Areas (Top 4 box)	Total (n~700) % response	CATI participants (n=675) % response	Online survey participants (n~25) % response
Garbage and green waste management	83	83	69
Restoring and protecting the City's biodiversity	70	70	60
Preparation for and support of residents for bushfire management	65	65	67
Water Management initiatives	61	62	52
Hard waste and electronic waste management	60	61	45
After hours hazard response management	54	53	60

Community:

- CATI participants were more likely to rate higher satisfaction levels in most areas and significantly so on just one of 8 service areas under **Community.** 1 was stat. significant.
- The following table outlines the statistically significant differences between CATI and online survey participants.

Areas (Top 4 box)	Total (n~721) % response	CATI participants (n~696) % response	Online survey participants (n~25) % response
Providing library services	95	96	75
Provision of the Regal Theatre as a cinema and community venue	84	84	86
Providing a community bus service	74	74	67
Providing services for older residents	71	72	44
Community and cultural activities	68	69	57
Providing services for families	63	63	61
Support for local businesses	56	56	56
Providing services for younger residents	54	54	52

Governance:

- CATI participants were more likely to rate higher satisfaction levels in 5 of 6 areas, of which 2 at stat sign levels .
- The following table outlines the statistically significant differences between CATI and online survey participants.

Areas (Top 4 box)	Total (n~750) % response	CATI participants (n=719) % response	Online survey participants (n~31) % response
The interactions you have with Council staff	69	69	71
Consultation with and informing the community	64	65	49
The balance between Council rates and the services and standards of infrastructure provided	53	53	35
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community	51	52	33
Providing leadership in the community	51	51	39
Financial management	46	46	38

Preferred communication channels to obtain information from Council

- Email was most preferred by both CATI (57%) and Online survey participants (81%) and considerably higher by Online sample

Differences were in secondary channels:

- CATI participants were more likely to prefer *letters/direct mail* (44%) to obtain information from Council than online participants vs online (17%)
- Online survey participants were more likely to prefer electronic communication channels, as *secondary such website* and *social media* but also a considerable proportion preferred *Focus quarterly newsletter*

Q14. Through which methods do you prefer to obtain information from Council?	Total (n=832) % response	CATI participants (n=796) % response	Online survey participants (n=36) % response
Email	58	57	81
Letters/direct mail	42	44	17
Focus quarterly newsletter	17	15	64
Council website	9	7	50
Social media	7	7	19
SMS	5	6	-
Council flyers/posters	5	4	17
Telephone	4	4	3
Council office/front counter/help desk	2	1	17
Face to face/elected members/door knocking	1	1	3
Council/community meetings	1	0	14
Letterbox drop/to the home owner	1	1	-
Addressed letter/newsletter in the post	1	1	-
Library/notice boards/handouts	0	0	-
Mobile application	0	0	-
Don't currently receive information from Council	0	0	-
Other methods	0	0	-
Speeches/openings	0	-	3
AdelaideNow online	0	-	3
Community centres/noticeboards	0	0	-

Note:0% represents n=4 or less

If Contact with Council in the past 12 months

- Online surveyed participants had more contact with council in the past 12 months via any means (78%) than CATI participants (49%)

Q1N24. Have you had any contact with Council for any reason via any means in the past 12 months?	Total (n=817) % response	CATI participants (n=785) % response	Online survey participants (n=32) % response
Yes	50	49	78
No	50	51	22

Satisfaction levels with Customer Experience had with Council

- CATI participants were more satisfied with all aspects of their experience than Online participants, most being ease of contacting Council (80% vs 68%).

Q2N24. How satisfied are you with the Customer Experience you had with Council re: (Top 4 Box)	Total (n~408) % response	CATI participants (n~384) % response	Online survey participants (n~25) % response
Ease of contacting Council	79	80	68
Information needed was easy to access or obtain	69	71	42
Overall satisfaction with the Customer Experience in the last 12 months	67	68	60
The communication and engagement from Council throughout your customer experience	66	67	63
Council's consideration of your specific needs or circumstances	60	60	60

Note: Only asked of those who mentioned they had contact with council in Q1N24

Suggested improvements in Customer Experience with Council

Q3N24. How could the Customer Experience you had with Council have been improved?	Total (n=409) % response	CATI participants (n=384) % response	Online survey participants (n=25) % response
No suggestions - Satisfied with current services	39	39	32
Efficient in issue resolution	19	19	20
Responsive to enquires	12	12	12
Service accessibility and quality	10	9	16
Community trust	7	7	4
Staff performance	7	7	8
Communication - Clarity , Rationale , Completeness	6	6	-
Municipal services and infrastructure	5	5	12
Don't know	5	5	4
Other	0	0	-

Note: Only asked of those who mentioned they had contact with council in Q1N24. 0% represents n=2

Awareness of Online services available on Council website

Q4N24. Were you aware that Council provides some services online through the Council website?	Total (n=817) % response	CATI participants (n=785) % response	Online survey participants (n=32) % response
Yes	70	70	76
No	30	30	24

Satisfaction levels with Online services available on Council website

- CATI participants were more satisfied with Council's Online services (76%) compared to online survey participants.

Q5N24. How satisfied are you with the online services currently available on the Council website? (Top 4 Box)	Total (n=455)	CATI participants (n=433)	Online survey participants (n=22)
Satisfied Top 4 Box (7-10)	76%	76%	68%

Neutral	21%	20%	32%
Dissatisfied Bottom 4 Box (0-3)	3%	4%	-

Note: Only asked of those who mentioned they are aware of online services in Q4N24

If Council should expand on current online services

Q6N24. While maintaining traditional methods of requesting services, should Council also continue to increase the availability of services online?	Total (n=817) % response	CATI participants (n=785) % response	Online survey participants (n=32) % response
Yes	89	89	79
No	11	11	21

Note: Only asked of those who mentioned they are aware of online services in Q4N24

Areas for improvement by each Theme

Place (Q4):

By Themes	Total (n=834) % response	CATI participants (n=799) % response	Online survey participants (n=35) % response
Streetscape and street trees	27	27	34
Footpaths/pedestrian access	25	25	26
Traffic, Parking, and Transport	22	22	23
No	20	20	*
Local roads	10	10	9
Planning	6	6	3
Built and Natural Heritage	6	6	11
Parks and reserves	6	6	*
Council Operations	6	5	11
Cycle paths and walking trails	5	5	6
Sporting / recreational facilities	3	3	3
Public facilities (toilet, street lights, etc)	2	2	*
Other	0	0	*
Don't know	4	3	20

Note:0% represents n=1

Environment (Q6):

By Themes	Total (n=829) % response	CATI participants (n=795) % response	Online survey participants (n=34) % response
No	45	46	9
Hard / Electronic / Hazardous waste	21	21	21
Garbage and green waste	15	15	9
Council Operations	11	12	9
Streetscape and street trees	5	5	9
Bushfire / Emergency Response	5	5	3
Water management	4	4	3
Environment Sustainability and Biodiversity	2	2	3
Planning	1	1	3

Other	0	0	*
Don't know	7	6	47

Note:0% represents n=2

Community (Q8):

By Themes	Total (n=834) % response	CATI participants (n=798) % response	Online survey participants (n=36) % response
No	56	58	8
Council Operations - General	15	16	6
Services for children/youth/families/elderly	7	7	3
Community/cultural activities and facilities	5	5	3
Animal and pest management	4	4	8
Regal Theatre	4	4	6
Public and environmental health	2	2	3
Council Operations - Financial considerations	2	2	8
Support for local businesses	2	2	3
Other	6	5	17
Don't know	7	5	58

Note:0% represents n=2

Governance(Q10):

By Themes	Total (n=834) % response	CATI participants (n=800) % response	Online survey participants (n=34) % response
No	48	50	12
Financial management	22	22	32
Community consultation/information	14	15	9
Elected member and Executive Performance and Leadership	8	8	12
Council Operations / management	8	8	6
Interactions with council staff	3	3	*
Other	6	6	18
Don't know	8	7	35

Services Council should expand on that it does not provide currently (Q11)

By Themes	Total (n=836) % response	CATI participants (n=800) % response	Online survey participants (n=36) % response
No	66	68	17
Council operations and planning	10	9	19
Services re Streetscape and street trees	5	5	8
Support for Community / Cultural Groups	4	4	*
Healthcare support	2	2	*
Services re sporting / recreational facilities (public pool, playground, skateboard, etc)	2	2	8
Public facilities (BBQ, dog park, toilet, street lights, etc)	2	2	*
Services re Traffic, Parking, and Transport	2	2	3

Animal control	1	1	*
Energy Conservation, biodiversity	1	1	3
Community Events and Facilities	1	1	3
Services re Built and Natural Heritage	1	1	*
Bushfires management	0	0	6
Other	2	2	3
Don't know	6	4	42

Note:0% represents n=4 or less

Services Council should NOT provide that it does currently (Q12)

By Themes	Total (n=836) % response	CATI participants (n=800) % response	Online survey participants (n=36) % response
No	83	86	19
Community/cultural activities, services and venues	2	1	14
Community bus	1	1	6
Services for elderly	1	1	3
Recreational Facilities	1	1	*
Garbage, green waste, hard waste and electronic waste	1	0	3
Infrastructure and Maintenance	0	0	3
Environmental and Biodiversity Concerns	0	0	*
Built and Natural Heritage area	0	0	*
Other	1	1	6
Don't know	11	9	56

Note:0% represents n=4 or less

Other Demographics

Q18. Please be reminded that all of our research is carried out in compliance with the Australian Privacy Principles. Which of the following best describes your household?	Total (n=829)	CATI participants (n=794)	Online survey participants (n=35)
Lone person household	14%	14%	11%
Group household of related or unrelated adults	11%	11%	9%
Young couple, no children	5%	5%	3%
Older couple, no children at home	25%	24%	43%
Couple or single parent with mainly pre-school aged children	5%	5%	*
Couple or single parent with mainly primary-school aged children	12%	12%	6%
Couple or single parent with mainly teenaged children	14%	14%	14%
Couple or single parent with mainly adult children still living at home	16%	16%	14%

Q19. What is your current employment status?	Total (n=824)	CATI participants (n=792)	Online survey participants (n=32)
Part-time employment	15%	15%	19%
Full-time employment	44%	44%	34%
Unemployed	3%	3%	*
Home duties	1%	1%	*
Pensioner (non-age pension)	4%	4%	3%
Retired/age pensioner	25%	24%	38%

	3%	3%	*
Student	3%	3%	*
Casual employment	5%	5%	6%

Q20. What suburb do you live in?	Total (n=836)	CATI participants (n=800)	Online survey participants (n=36)
Auldana	1%	1%	*
Beaumont	7%	6%	11%
Beulah Park	4%	4%	3%
Burnside	8%	8%	17%
Dulwich	4%	4%	*
Eastwood	2%	2%	*
Erindale	2%	2%	3%
Frewville	1%	1%	3%
Glenside	5%	5%	*
Glen Osmond - East of Sunnyside Road (Beaumont Ward)	1%	1%	*
Glen Osmond - West of Sunnyside Road (Eastwood/Glenunga ward)	3%	3%	3%
Glenunga	5%	5%	*
Hazelwood Park	5%	5%	6%
Kensington Gardens	6%	5%	14%
Kensington Park	5%	5%	8%
Leabrook	3%	3%	*
Leawood Gardens	0%	0%	*
Linden Park	6%	6%	8%
Magill	6%	6%	*
Mount Osmond	1%	1%	6%
Rose Park	2%	2%	6%
Rosslyn Park	3%	3%	*
Skye	1%	1%	3%
St Georges	2%	2%	*
Stonyfell	3%	3%	*
Toorak Gardens	7%	7%	8%
Tusmore	4%	4%	3%
Waterfall Gully	1%	1%	*
Wattle Park	3%	3%	*

Note:0% represents n=2

Q21. Is this house...	Total (n=836)	CATI participants (n=800)	Online survey participants (n=36)
Owner occupied	92%	92%	100%
Rented/tenanted	8%	8%	*

Q22. Do you or anyone in this household own a business?	Total (n=836)	CATI participants (n=800)	Online survey participants (n=36)
A home-based business	7%	7%	8%
Based in business premises within Burnside Council area	3%	4%	*
In business premises outside of Burnside Council area	13%	14%	3%
At various locations / clients' premises (e.g. builder, contract work, driver etc)	5%	5%	*
Something else	1%	1%	*
No, don't own a business	71%	70%	89%

Appendix 3: The Questionnaire

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

Version 5
6070_CoB_Comm_Survey_2024_CATI
Last modified:5/12/2024 2:28:21 PM

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

Q2. **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) Q1 and Q2 appear on the same page

Yes	1		
No	2	End	Q2

Q2n18 Do you live in the City of Burnside Council area?

.

Yes	1		
No	2	End	Q2n18

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

Auldana	1	
Beaumont	2	
Beulah Park	3	
Burnside	4	
Dulwich	5	
Eastwood	6	
Erindale	7	
Frewville	8	
Glenside	9	
Glen Osmond - East of Sunnyside Road (Beaumont Ward)	30	
Glen Osmond - West of Sunnyside Road (Eastwood/Glenunga ward)	31	
Glenunga	11	
Hazelwood Park	12	
Kensington Gardens	13	
Kensington Park	14	Q20
Leabrook	15	
Leawood Gardens	16	
Linden Park	17	
Magill	18	
Mount Osmond	19	
Rose Park	20	
Rosslyn Park	21	
Skye	22	
St Georges	23	

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

QWard. Ward (Autopopulate)

Do not answer If true

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

Q16. In which year were you born?

Q16

Q16a. Age coded

Do not answer If true

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

Q17. Record gender (do not ask)

Male	1	
Female	2	Q17

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

Yes	1	End	
No	2		Q1n15

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

	Extremely satisfie	9	8	7	6	5	4	3	2	1	Extremely dissatis	Don't know

	d - 10										fied - 0		
The overall planning of the City	10	9	8	7	6	5	4	3	2	1	11	999	Q3_1
Protecting the built and natural heritage	10	9	8	7	6	5	4	3	2	1	11	999	Q3_2
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies	10	9	8	7	6	5	4	3	2	1	11	999	Q3_3
Providing active recreation opportunities, such as playing organised sport or outdoor games	10	9	8	7	6	5	4	3	2	1	11	999	Q3_4
Providing and maintaining parks and reserves	10	9	8	7	6	5	4	3	2	1	11	999	Q3_5
Providing and maintaining playgrounds	10	9	8	7	6	5	4	3	2	1	11	999	Q3_6
Providing and maintaining local roads	10	9	8	7	6	5	4	3	2	1	11	999	Q3_7
Providing and maintaining footpaths	10	9	8	7	6	5	4	3	2	1	11	999	Q3_8
Providing and maintaining street trees	10	9	8	7	6	5	4	3	2	1	11	999	Q3_9
Providing and maintaining cycle paths and walking trails	10	9	8	7	6	5	4	3	2	1	11	999	Q3_10
Provision and management of traffic and parking in the City	10	9	8	7	6	5	4	3	2	1	11	999	Q3_11

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

> *These areas are planning and infrastructure as in previous qn i.e planning, heritage, recreation areas and activites, roads, footpaths, street trees, trails, traffic*

No	2
Don't know	999	Q4
		Q4

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

	Extremely Satisfied - 10	9	8	7	6	5	4	3	2	1	Extremely dissatisfied - 0	Don't know	
Preparation for and support of residents for bushfire management	10	9	8	7	6	5	4	3	2	1	11	999	Q5_1
Restoring and protecting the City's biodiversity	10	9	8	7	6	5	4	3	2	1	11	999	Q5_2
Water Management initiatives	10	9	8	7	6	5	4	3	2	1	11	999	Q5_3
Garbage and green waste management	10	9	8	7	6	5	4	3	2	1	11	999	Q5_4
Hard waste and electronic waste management	10	9	8	7	6	5	4	3	2	1	11	999	Q5_5
After hours hazard response management	10	9	8	7	6	5	4	3	2	1	11	999	Q5_6

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

> *Environmental areas as in previous question, i.e. bushfire management, biodiversity, water management, waste, hazard response*

No	2
Don't know	999	Q6
		Q6

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

	Extremely Satisfied - 10	9	8	7	6	5	4	3	2	1	Extremely dissatisfied - 0	Don't know	
Support for local businesses	10	9	8	7	6	5	4	3	2	1	11	999	Q7_1
Community and cultural activities	10	9	8	7	6	5	4	3	2	1	11	999	Q7_2
*Providing public and environmental health services	10	9	8	7	6	5	4	3	2	1	11	999	Q7_3
Providing services for older residents	10	9	8	7	6	5	4	3	2	1	11	999	Q7_4
Providing services for younger residents	10	9	8	7	6	5	4	3	2	1	11	999	Q7_5
Providing services for families	10	9	8	7	6	5	4	3	2	1	11	999	Q7_6
*Presentation and cleanliness of the City	10	9	8	7	6	5	4	3	2	1	11	999	Q7_7
*Providing animal and pest management services	10	9	8	7	6	5	4	3	2	1	11	999	Q7_8
Providing a community bus service	10	9	8	7	6	5	4	3	2	1	11	999	Q7_9
Providing library services	10	9	8	7	6	5	4	3	2	1	11	999	Q7_10
Provision of the Regal Theatre as a cinema and community venue	10	9	8	7	6	5	4	3	2	1	11	999	Q7_11

*Note: whilst three * services were asked as part of Community (Q7), results in 2024 reported as part of Place (Q3)*

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

> *Community support as in previous question, i.e. business support, activities, health, services for families/elderly/youth, presentation of area, animal/pest management, community bus, library, Regal Theatre*

No	2	
Don't know	999	Q8
		Q8

Q9. **And using the same scale from 0 to 10, how satisfied are you with Council on the following...**

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

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

No	2	
Don't know	999	Q10
		Q10

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

No	2	
Don't know	999	Q11
		Q11

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

No	2	
Don't know	999	Q12
		Q12

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

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

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

Focus quarterly newsletter	1	Q14_1
Council website	2	Q14_2
Council flyers/posters	3	Q14_3
Email	5	Q14_5
Council office/front counter/help desk	6	Q14_6

Telephone	7	Q14_7
Social Media	14	Q14_8
Council/community meetings	8	Q14_9
Speeches/openings	9	Q14_10
Letters/direct mail	25	Q14_13
AdelaideNow online	28	Q14_15
SMS	997	Q14_16
Don't know	999	Q14_17
Don't currently receive information from Council	998	Q14_18
		Q14_O

Q1N24 **Have you had any contact with Council for any reason via any means in the past 12**
. **months?**

Yes	1	
No	2	Q1N24
Can't recall	999	

Q2N24 **Using the scale from 10 is extremely satisfied to 0 is extremely dissatisfied... how**
. **satisfied are you with the Customer Experience you had with Council re:**

Answer If Attribute "Yes" from Q1N24 is SELECTED

	Extremely satisfied - 10	9	8	7	6	5	4	3	2	1	Extremely dissatisfied - 0	Don't know	
Ease of contacting Council	10	9	8	7	6	5	4	3	2	1	11	999	Q2N24_1
Council's consideration of your specific needs or circumstances	10	9	8	7	6	5	4	3	2	1	11	999	Q2N24_2
Information needed was easy to access or obtain	10	9	8	7	6	5	4	3	2	1	11	999	Q2N24_3
The communication and engagement from Council throughout your customer experience	10	9	8	7	6	5	4	3	2	1	11	999	Q2N24_4
Overall satisfaction with the Customer Experience in the last 12 months	10	9	8	7	6	5	4	3	2	1	11	999	Q2N24_5

Q3N24 **How could the Customer Experience you had with Council have been improved?**
.

Answer If Attribute "Yes" from Q1N24 is SELECTED

Q3N24

Q4N24 **Were you aware that Council provides some services online through the Council**
. **website?**

Yes	1	
No	2	Q4N24
Not sure	999	

Q5N24 **How satisfied are you with the online services currently available on the Council**
. **website?**

Answer If Attribute "Yes" from Q4N24 is SELECTED

Extremely satisfied - 10	10
9	9

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

Q5N24

Q6N24 **While maintaining traditional methods of requesting services, should Council also**
. **continue to increase the availability of services online?**

Answer If Attribute "Yes" from Q4N24 is SELECTED

Yes	1
No	2
Don't know	999

Q6N24

Q18. **I just have a few questions to better understand you. 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
Couple or single parent with mainly primary-school aged children	6
Couple or single parent with mainly teenaged children	7
Couple or single parent with mainly adult children still living at home	8
Refused	888

Q18

Q19. **What is your current employment status?**

Casual employment	8
Part-time employment	1
Full-time employment	2
Unemployed	3
Home duties	4
Pensioner (non-age pension)	5
Retired/age pensioner	6
Student	7
Refused	888

Q19

Q21. **Is this house...**

Owner occupied	1
Rented/tenanted	2

Q21

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

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

Q22

Q25. **Thank you for your time. In case you missed it, my name is .... from newfocus. As part of our quality standards, my supervisor validates 10% of our interviews so you may get a quick call to validate this survey.All newfocus research is confidential and in compliance with the Australian Privacy Principles and if you'd like to read our Privacy Collection Statement, you can visit our website www.newfocus.com.au . If you have any questions about this research you can telephone our office on 1800 807 535. NOTE TO INTERVIEWER – IF NEEDED read out:If you have any questions about this research, you can contact Council's Customer Service Desk on 8366 4200**