

2024 COMMUNITY WELLBEING SURVEY

Final Report
July 2024

nf: 10102 – ks/mb/hs



CITY OF
TEA TREE GULLY
Naturally Better



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Background & Research Objectives

Background

The City of Tea Tree Gully has conducted an annual Community Survey for over 20 years which sought to measure the community's perception of Council's performance and service delivery, and the level of satisfaction residents have with key services.

In 2022 the opportunity was taken to use the community survey as an opportunity to 'deep dive' and better understand the current 'state of play' that we have in our community in regards to community wellbeing and map the connections and synergies that exist between the spaces, places, services, programs and initiatives that Council provide, and the experience of wellbeing at the neighbourhood level.

Acknowledged as a factor in conducting this survey with a wellbeing focus were the challenges the community had faced in recent years, particularly in regards to overall wellbeing due to the global COVID-19 pandemic and subsequent emergency health restrictions, which we know had an impact in terms of the community's participation and usage of the broad spectrum of key Council services, programs and events. Since the administration of the 2022 survey, the cost of living crisis has become an additional challenge for the CTTG community to face.

Research Objectives

In 2024, The City of Tea Tree Gully seek to conduct another iteration of the Community Wellbeing Survey. The overall objective is to gain a better understanding of the current state of play regarding community wellbeing in the City of Tea Tree Gully and how this links with Council services, programs and events.

- Explore behaviours and attitudes relating to:
 - Physical activity
 - Usage of open space infrastructure such as parks and reserves, footpaths and trails
 - Participation in community groups outside Council accessibility and access to transport
 - Experience of living in the City of Tea Tree Gully



Executive Summary 2024

Key results from this research (excluding online community results):

- Overall satisfaction with Council performance decreased slightly by 2% to 70% in 2024, with levels of dissatisfaction remaining low at 9%.
- Whilst slightly lower than 2022, the Personal Wellbeing Index for City of Tea Tree Gully residents (75.8 in 2024) was slightly higher than the National Wellbeing Index. While still the top rating metric at 72% satisfaction, satisfaction with *how safe you feel* decreased statistically significantly by 5%. Satisfaction with *standard of living* also decreased significantly from 69% in 2022 to 62% in 2024, likely influenced by external factors such as the current cost of living crisis. Driver analysis revealed that *your standard of living*, *what you are currently achieving in life*, *The City of Tea Tree Gully is a place of growth and prosperity* and *your personal relationships* were the four drivers of satisfaction for wellbeing metric *your life as a whole*. City of Tea Tree Gully may wish to consider additional community initiatives that aim at attempting to influence satisfaction in these key driving aspects, where it has the capacity to influence.
- Perception of various aspects of life in City of Tea Tree Gully remained strong in 2024, with 95% of the community continuing to agree that the City of Tea Tree Gully is a good place to raise a family, as well as remaining strong at 88% agreement that the area is a good place to grow old. Levels of safety in parks and public spaces decreased statistically significantly from 86% to 78% in 2024, particular amongst females (statistically significantly lower than males) and those aged 60+ (statistically significantly lower than those aged 18-39). The City of Tea Tree Gully may wish to further investigate and review this findings.
- The majority of the general community (87%, up 4% from 2022) participated in some form of physical activity in the past 12 months, 27% of those participating all within the City of Tea Tree Gully. Those who had participated in physical activity in the last week had a significantly higher level of satisfaction with their *life as a whole*, *health*, *what they are currently achieving in life*, and their *personal relationships*. City of Tea Tree Gully may wish to promote the benefits of physical activity within the community, that not only it has benefits for health reasons, but it can provide an added sense of purpose and provide opportunity for interaction with a wider variety of people.
- The majority of the general community don't have an issue with travelling around the City of Tea Tree Gully area, however interestingly those members of the community that stated they '*can easily get to the places I need to*' had a statistically significant higher level of satisfaction on six out of 7 wellbeing metrics, compared to those who '*sometimes have difficulty getting to the places I need to*,' suggesting that those who do have some hindrance in travel, it is greatly impacting their ability to engage and participate in activities that may boost their overall wellbeing.
- Twenty-two (22%) of the community respondents stated they either live with a disability or have someone in their household who does. This group tended to be older and statistically significantly less satisfied with all wellbeing metrics, were more likely to not have participated in any physical activities, have more difficulty traveling around the area and were less likely to agree that diversity is welcomed and celebrated in the City of Tea Tree Gully. They City of Tea Tree Gully may wish to consider additional services or initiatives that aim at improving wellbeing of those who live with a disability.

Methodology & Sample

A sample of **600 surveys** was collected by new**focus**. A mixed methodology was utilised consisting of CATI (phone) interviews and online surveys advertised through social media and hosted by new**focus**. CATI surveys were conducted from 29th May – 9th June 2024 and ran for an average of 13 minutes. The online social media surveys were collected from 20th May – 13th June 2024 and took an average of 11 minutes to complete.

For the CATI interviews, respondents were randomly selected from postcodes within the council area using random telephone numbers sourced by new**focus**. For the online surveys through social media, respondents were randomly selected based on their location and screened as residents of the City of Tea Tree Gully.

To ensure that the sample was demographically representative, quotas on age and gender were used (in line with the City of Tea Tree Gully demographic profile). The sample was stratified by Council ward to assure relatively even representation from the six wards within the City of Tea Tree Gully Council area.

The general community sample was weighted by age and gender based on ABS 2021 Census figures. Representative targets aims were nevertheless set by age and gender to ensure a good distribution of residents between gender categories and across age cohorts.

Age			Gender			Ward		Methodology	
Segment	Unweighted	Weighted	Segment	Unweighted	Weighted	Segment	Total	Segment	Total
18-39 years	173	204	Male	264	294	Steventon	118	CATI	351
40-59 years	230	198	Female	335	306	Water Gully	92	Social Media	249
60+ years	197	198	Non-binary	1	-	Balmoral	105	Total	600
Total	600	600	Total	600	600	Drumminor	96		
						Hillcott	98		
						Pedare	90		
						Total	600		

A further 486 surveys were collected through Council's online community 'Have Your Say Tea Tree Gully'.

All data was collected in line with international standard ISO:20252:2019.

A total of 12 interviewers conducted the CATI interviews.

Sample Accuracy

Sample Accuracy				
	18+ Adult Population*	Sample	Error Margin	Error Margin Over Time
Residents of the City of Tea Tree Gully	80,193	600	±3.99	±5.64

*Australian Bureau of Statistics, 2021 Census data – Tea Tree Gully LGA

Notes about accuracy levels

Error margin refers to the accuracy of results should you take a sample of the population 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 your sample is drawn from. The level of accuracy increases as the size of the sample approaches the size of the population. For example, if the level of accuracy at one point in time is quoted at ±3.99%, this means that the measurement of items in the survey accurately represents the measurement of these same items in the population, within a range of ±3.99%.

The calculation of error margin over time is based on the sample size taken at each point in time. This accuracy level illustrates the percentage difference that is required between this study and the last study before a statistically significant difference will be found with the sample size selected. Accuracy over time is generally quoted in the form of ±x%. In this instance, where the sample at each point in time is 600, and is quoted as accuracy over time of ±5.64%, this means that there must be a difference of ±5.64% between the last study and this recent study for a statistically significant difference at the .05 level to be found. Some figures that have seen a change over time may be expected to be significant, yet are not highlighted as such. This may be because they are only significant at an accuracy level of 90%. **newfocus** will report on significant differences only when they are at 95% or 99% and where the 'n' value is a minimum of 30 in each wave of research.

Interpretation of Report

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.

Reporting of results

This report outlines results for the combined CATI and social media sample and separately reports results for the online community sample.

Statistically significant differences

All changes reported as "significant" in this report indicate statistically significant differences.

Between segments

A cross-tabulation or Z-test 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 (referenced later in the report as "significant" or "stat. sig.") if the P value (Z-test 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 $P < .05$.

Interpretation of Report (continued)

How results are reported

Tables and charts are reported in percentage results. Due to rounding **Use of top/bottom-two box terminology**

- top-2-box (T2B) refers to combined responses of *somewhat/very satisfied, agree/strongly agree, somewhat/very important* etc
- bottom-2-box (B2B) refers to combined responses of *somewhat dissatisfied/not satisfied at all* etc
- top-3-box (T3B) refers to combinations of ratings 8-10 on an 11-point rating scale
- bottom-3-box (B3B) refers to combinations of ratings 0-2 on an 11-point rating scale

Over time

These symbols have been used on the charts to identify where a statistically significant difference over time (between 2022 & 2024) was found, and ↓ or ↑ used in tables:



Legend for satisfaction and dissatisfaction with services and aspects of CTTG:

Satisfaction: combined 'top-2-box' and 'top-3-box' scores (T2B – satisfied + very satisfied) (T3B – rating 8 – 10)	
Very high	90%+
High	80%-89%
Relatively high	70-79%
Moderate	60-69%
Relatively low	50%-59%
Low	49% or less

Dissatisfaction: combined 'bottom-2-box' scores and 'bottom-3-box' (B2B – dissatisfied + very dissatisfied) B3B –rating 0 – 2	
Minimal	4% or less
Low	5%-9%
Moderate	10%-14%
Relatively high	15%-19%
High	20% or more

SECTION 1



Key findings

CATI & Social Media Data



Community wellbeing index metrics of standard of living and safety decreased statistically significantly in 2024.

Community wellbeing

- » While community satisfaction with personal safety decreased, this metric remained the top-rated component of the wellbeing index at 72% satisfaction and the only index metric to rate in the 70s.
- » Satisfaction with community connectedness increased slightly, however it was still the lowest rating metric at just 45% satisfaction.
 - Analysis of open-ended responses highlights those who rated lowest on satisfaction with *feeling part of their community* have just personally chosen to have a lack of involvement in participating in community activities. Cultural and social barriers are also an underlying theme in which community members might not participate in community activities in general. Others cite underlying mental wellbeing or physical illness issues, finding it hard to integrate, or suffer from anxiety. Open ended responses also highlight while there are many activities that focus on parents, children and older aged community members, those single or without children feel there is not as many opportunities for interaction.
- » Perhaps unsurprisingly, satisfaction with standard of living recorded a statistically significant decrease of 7% in 2024, with reasoning likely to go beyond the parameters of this research, but one could assume the current cost of living crisis may be an influential factor on this metric.
- » While not statistically significant, satisfaction with relationships decreased by 4%.

	2022		2024		T3B% change from 2022
	T3B%	B3B%	T3B%	B3B%	
Your standard of living	69	1	62	1	-7↓
Your health	55	2	55	1	-
What you are currently achieving in life	54	3	57	2	+3
Your personal relationships	73	3	69	1	-4
How safe you feel	77	1	72	0	-5↓
Feeling part of your community	43	5	45	2	+2
Your future security	52	3	53	2	+1
Life as a whole	62	1	61	1	-1

Residents aged 60+ were generally more satisfied with their level of wellbeing than the youngest age cohort, statistically significantly higher on four of eight wellbeing index metrics.

Community wellbeing (continued)

- » 18-39 year olds in the City of Tea Tree Gully were significantly less satisfied with their *life as a whole*, compared to older age groups, likely attributed to significantly less levels of satisfaction with standard of living and community connectedness.
- » Variations in satisfaction by gender were minor, however males were 5% more satisfied with health compared to females (not statistically significant).
- » While not statistically significant, the largest decrease in comparison to 2022 for females was satisfaction in personal safety, decreasing from 76% to 70% satisfaction in 2024.
- » Those aged over 60+ were the most satisfied with wellbeing aspects of their lives, while those aged 18-39 were the least satisfied overall.
- » Importantly, the area of lowest satisfaction - *feeling part of your community* - was significantly higher among those aged 60+ (53%), while only 44% and 38% of those aged 40-59 and 18-39 and respectively reported higher satisfaction with this metric.

	Age %T3B response 2024			Gender %T3B response 2024	
	18-39 (n=204)	40-59 (n~197)	60+ (n~197)	Male (n~293)	Female (n~305)
Your standard of living	52	60	73	62	62
Your health	57	54	54	58	53
What you are currently achieving in life	56	57	57	58	56
Your personal relationships	65	69	73	67	71
How safe you feel	68	72	76	73	70
Feeling part of your community	38	44	53	42	48
Your future security	48	51	62	53	53
Life as a whole	55	62	67	60	62

Text in blue indicates result is statistically significantly higher than other age groups and red indicates lower.

The Personal Wellbeing Index for City of Tea Tree Gully residents was slightly higher than the national Personal Wellbeing Index in 2024.

Community wellbeing continued

CITY OF TEA TREE GULLY
PHONE/SOCIAL MEDIA
2022

75.8
(2022 = 76.4)

CITY OF TEA TREE GULLY
ONLINE COMMUNITY 2024

74.5
(2022 = 73.9)



Note: City of Tea Tree Gully's Wellbeing Index does not include satisfaction with life as a whole, in line with the Personal Wellbeing Index Manual (The Australian Centre on Quality of Life, Deakin University, 2003). PWI for Australia based on the Australian Unity Wellbeing Index Report 40.0 (Ms Sarah Khor, Professor Robert A. Cummins, Associate Professor Matthew Fuller-Tyszkiewicz, Ms Tanja Capic, Ms Celine Jona, Professor Craig A. Olsson, Associate Professor Delyse Hutchinson (June 2023). Australian Unity Wellbeing Index: Report 40.0, School of Psychology, Deakin University Deakin University, Australian Centre on Quality of Life. <http://www.acqol.com.au/uploads/surveys/survey-040-report.pdf>

Drivers of satisfaction with your life as a whole.

48% of variance explained in satisfaction are attributed to these predictors

- » Higher statistical inferences via regression analysis was conducted to identify the significant predictors of the City of Tea Tree Gully resident community's high satisfaction towards life as a whole.
- » Overall, the top predictor that drives satisfaction with life as a whole was their standard of living, followed by what they are currently achieving in life.



Perception of various aspects of life in City of Tea Tree Gully remained strong in 2024.

Life in the City of Tea Tree Gully

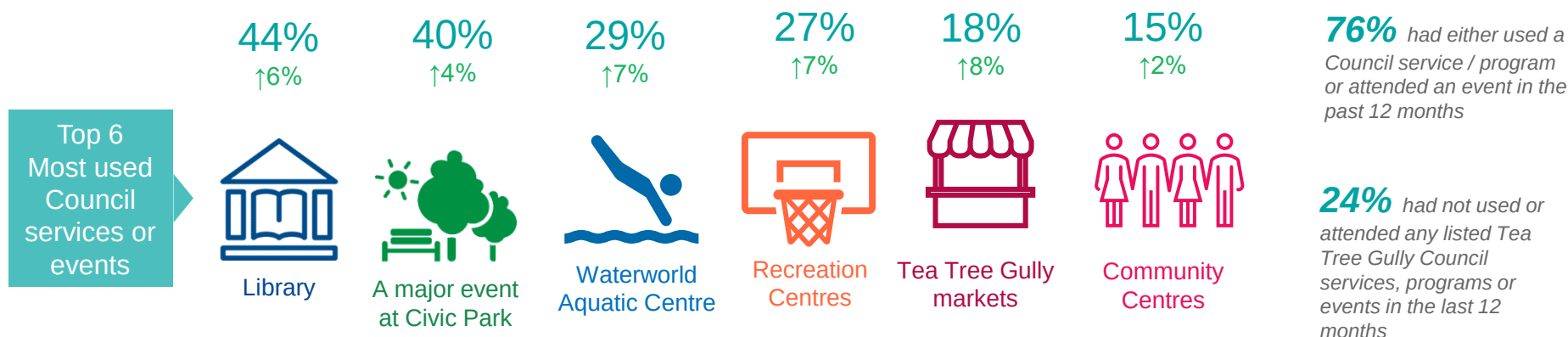
- » The City of Tea Tree Gully continues to be perceived a good place to raise a family, with only slightly higher levels of agreement for those aged 40-59, the likely age groups with young kids, teenagers or children that are about to start their own journey in adulthood.
- » Levels of safety in parks and public spaces decreased statistically significantly from 86% to 78% in 2024, particular amongst females (statistically significantly lower than males) and those aged 60+ (statistically significantly lower than those aged 18-39). The City of Tea Tree Gully may wish to further investigate and review this findings.
- » Interestingly, whilst still high levels of agreement, those aged 60+ recorded a slightly lower level of agreement that *'The City of Tea Tree Gully is a place to grow old'* compared to younger age groups. This, however, is not a statistically significant difference.
- » *'Diversity is welcomed and celebrated in the City of Tea Tree Gully'* was rated lowest overall, due to larger proportions rating this aspect as neutral, as opposed to disagreement.
- » Agreement that the community can find allied health services they require in their local area remained stable at high agreement levels. Those aged 18-39 significantly less agreed with the statement, possibly due to less of a need for these specific services.

	% agree / strongly agree						
	2022	2024	Male	Female	18-39	40-59	60+
Diversity is welcomed and celebrated in the City of Tea Tree Gully	75%	76%	77%	76%	80%	74%	75%
The City of Tea Tree Gully is a good place to raise a family	95%	95%	94%	95%	94%	97%	94%
The City of Tea Tree Gully is a good place to grow old	88%	88%	88%	87%	88%	88%	86%
The City of Tea Tree Gully is a place of growth and prosperity	75%	78%	76%	80%	76%	77%	80%
I feel safe being out in parks and public spaces in my local community	86%	78%	81%	74%	82%	79%	72%
You can find allied health services you need in your local area	86%	86%	86%	86%	82%	86%	90%

Text in blue indicates result is statistically significantly higher than other age groups and red indicates lower.

While the top four most used services in the last 12 months remained the same in 2024, the proportion of interactions through these means increased.

Council programs, services and events used in the last 12 months



Further findings:

- » 18-39 year old community members were statistically significantly more likely to have attended or used a Council service or event in the past 12 months (82% overall): 49% using the Library services, 52% attending a major event at Civic Park, 40% visiting Waterworld, 34% using recreation centres, 21% using community centres and 9% using the Road and Cycle Safety Centre.
- » Those aged 60+ were statistically significantly more likely to have used a Council service/program or attended an event in 2024, compared to 2022 (67% vs 52%).
- » While there were no statistically significant differences by gender, females had more often used a Council service or attended an event in the last 12 months compared to males (79% vs 72%), with the largest difference 7% for use of library services (47% female, 40% male).
- » Usage of a Council program, service or attending event equated to statistically significant higher level of overall satisfaction with Council performance, 74% compared to 59% of those who didn't use a service in the last 12 months.
- » Agreement that *The City of Tea Tree Gully is a good place to raise a family* was significantly higher amongst those in the community that used a Council service in the last 12 months, compared to those who hadn't (96% vs 90%).

The general City of Tea Tree Gully community participated in some form of physical activity.

Physical activity

Twenty-seven percent (27%) of the CTTG community, at the time of conducting the survey, had participated in physical activities on that day, with a further 42% within the last week.

Demographic findings:

Similarly to findings in 2022:

- » 77% of those aged 18-39 had participated in physical activity in the last week ('today' and within the last week), in comparison to 61% of those aged 60+, a statistically significant difference.
- » Those 60+ who had participated in physical activity were more likely to have done organised physical activity all within the City of Tea Tree Gully in comparison to other age groups (34% for this age group compared to 25% for 40-59 y.o and 24% for 18-39 y.o.).
- » Males had significantly more often participated in physical activity 'within the last week' compared to females at the time of survey completion (73% vs 66%).

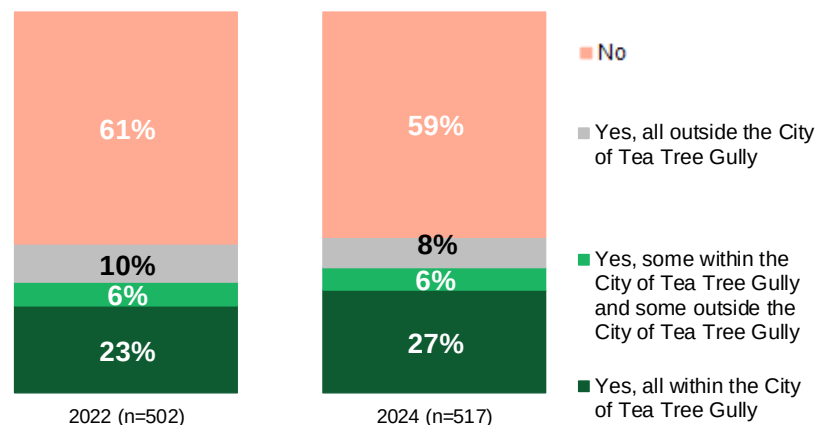
Recency of physical activity on wellbeing:

- » Recent physical activity equated to a higher level of wellbeing amongst members of the community who had participated in some form of physical activity within the last week, having a wellbeing index of 76.8 compared to 71.9 index of those who did physical activity 1-12 months ago.
- » Those who had participated in physical activity in the last week had a significantly higher level of satisfaction with their *life as a whole, health, what they are currently achieving in life, and their personal relationships*.
- » City of Tea Tree Gully may wish to promote the benefits of physical activity within the community, that not only it has benefits for health reasons, but it can provide an added sense of purpose and provide opportunity for interaction with a wider variety of people.

87% participated in physical activities in the past 12 months, an increase of **4%** compared to 2022



Organised physical activities by a club, association or other organisation



Agreement that public spaces and facilities are suitable for physical activity remained relatively stable, with only slight decrease.

Public spaces and facilities for physical activity

Footpaths and trails remain the most used public space for physical activity in the area, and while three in four agreed they are suitable, 13% of the community disagreed that footpaths and trails are suitable for their specific physical activity needs.

Demographic findings:

- » Interestingly, females were significantly more likely to 'strongly agree' that these public spaces in the City of Tea Tree Gully are suitable for physical activity, compared to males.
- » Those aged 60+ had a significantly higher proportion who have never used either a park (32%), footpath (18%) or cycling path (82%) for physical activity in the City of Tea Tree Gully in the last 12 months, compared to those aged less than 60.
- » Although not statistically significantly, males used a park, footpath or cycling path for physical activity more often than females.

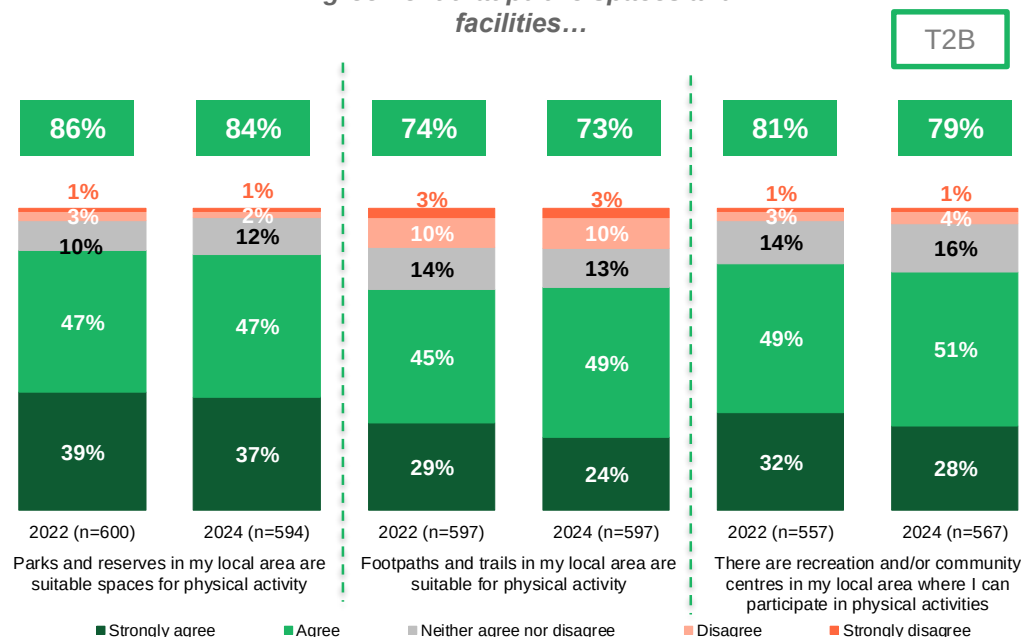
Public space usage for physical activity and wellbeing:

- » Those in the community that use any of the public spaces for physical activity at least weekly were significantly more likely to be satisfied with their health than those who use these public spaces more infrequently (similar to findings in 2022).

At least weekly usage of public spaces for physical activity



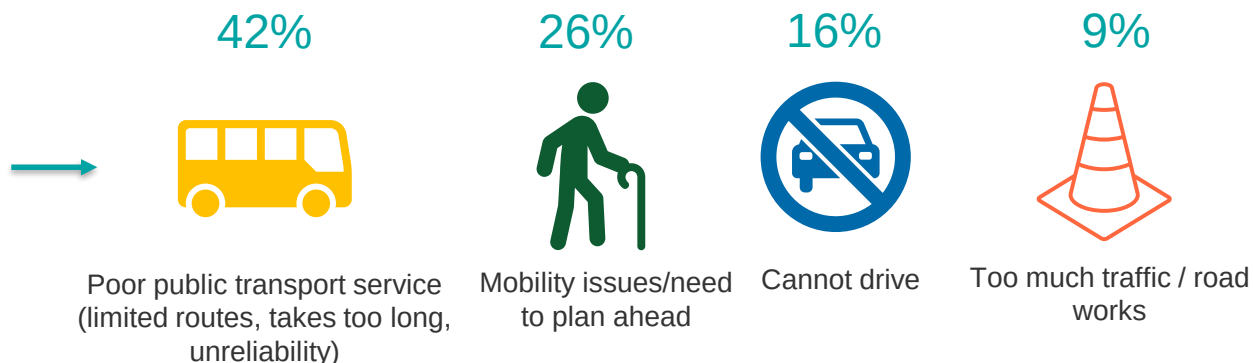
Agreement that public spaces and facilities...



Travel around the City of Tea Tree Gully is not an issue for the majority of the community (90%).

Transport

10% have some form of difficulty in getting to the places they need to within the City of Tea Tree Gully. Top reasons for difficulties include...



(n=59)

Demographic findings:

- » Fourteen (14%) of those aged 18-39 stated they sometimes have difficulty getting the places they need to, which is due to the abovementioned reasons that they cannot drive or they have reliability issues with the public transport services

Transport and wellbeing:

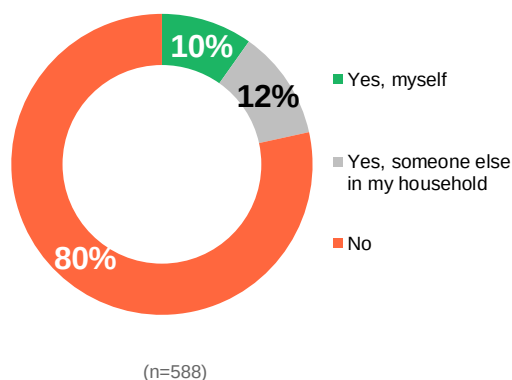
- » Interestingly, those members of the community that stated they *'can easily get to the places I need to'* had a statistically significant higher level of satisfaction on six out of 7 wellbeing metrics as well as *life as a whole*, compared to those who *'sometimes have difficulty getting to the places I need to,'* suggesting that for those who do have some hindrance in travel, it is greatly impacting their ability to engage and participate in activities that may boost their overall wellbeing. Comparison figures below:

% T3B response	Easily get to places (n~532)	Have difficulty getting to places (n~53)
Your standard of living	65	34
Your health	58	35
What you are currently achieving in life	60	30
Your personal relationships	72	45
Feeling part of your community	48	27
Your future security	55	40
Life as a whole	64	41

Twenty-two (22%) of the City of Tea Tree Gully community surveyed either live with disability or someone in their household does.

Accessibility

Disability in household in 2024



Twenty-two (22%) of City of Tea Tree Gully residents in the 2024 survey stated that they or another household member live with a disability. This is slightly more than the figure reported by the AIHW (Australian Institute of Health and Welfare) that 18%* of Australian's live with a disability.

In comparison to those living without a disability, those living with a disability in 2024:

- » Significantly more likely to be aged 60+ (44%) compared to 23% of those aged 18-39.
- » Significantly more often used the library services, including home library service (54% vs 41%).
- » Significantly less satisfied (in comparison to those living without a disability) with all wellbeing metrics:
 - Life as a whole (51% vs 64%), their standard of living (52% vs 65%), their health (29% vs 62%), what they're currently achieving in life (38% vs 62%), their personal relationships (57% vs 72%), how safe they feel (62% vs 75%), feeling part of their community (32% vs 49%), their future security (43% vs 57%).
- » Significantly more likely to have not participated in any physical activities (10% vs 5%).
- » Significantly less likely to agree that footpaths and trails in their local area are suitable for physical activity (62% vs 77%).
- » Significantly less likely to state that they can easily get to the places they need (76% vs 93%).
- » Significantly less likely to agree that parks, reserves and public spaces in the Council area are accessible (79% vs 88%) and footpaths and local roads are accessible (57% vs 71%).
- » Significantly less likely to agree that *diversity is welcomed and celebrated in the City of Tea Tree Gully* (62% vs 81%) and that they *feel safe being out in parks and public spaces in my local community* (66% vs 82%).

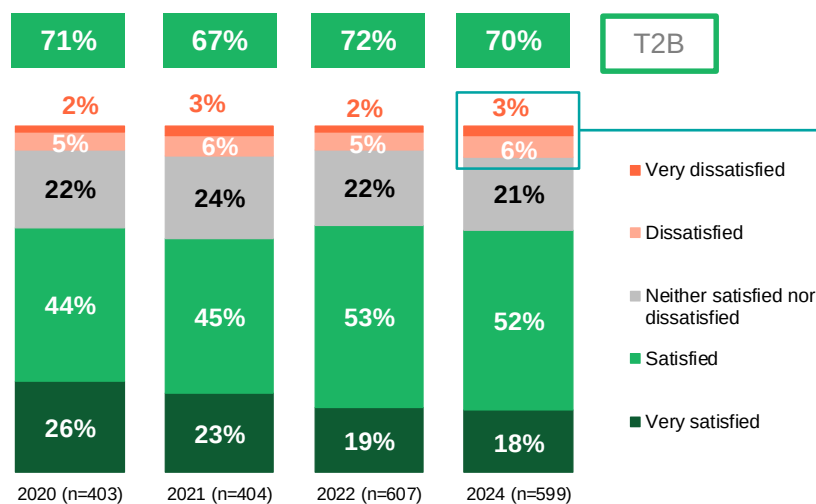
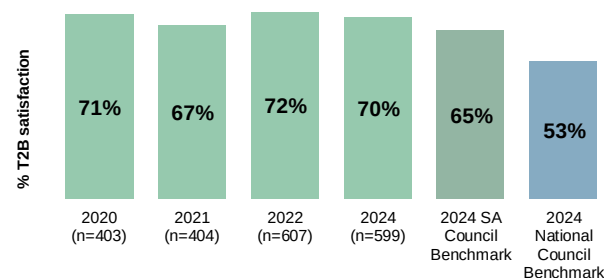
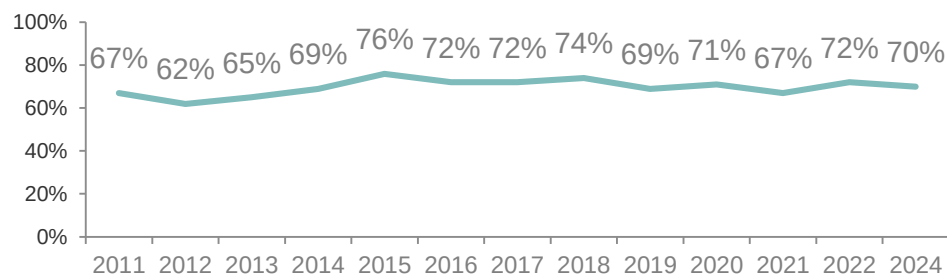
A slight decrease in overall satisfaction with Council performance in 2024, to 70%.

Satisfaction with Council performance overall

T2B satisfaction

Further findings

- » While only slight differences amongst age groups, and not statistically significant, the middle 40-59 age category were least satisfied with Council performance (67%) and 18-39 most satisfied (72%).
- » Females were statistically more satisfied with Council performance overall compared to males (74% vs 66%).
- » Dissatisfaction levels remained low, with just 9% dissatisfied with Council performance overall.



Reasons for dissatisfaction with Council performance overall (n=52)

- » In 2024, n=52 surveyed residents mentioned being dissatisfied with Council.
- » Poor maintenance of verges, parks, reserves (n=10) and footpaths (n=8) were the main reasons for dissatisfaction with Council's overall performance.
- » Mention of high council rates, etc dropped from 16% (n=6) to 4% (n=2) of those dissatisfied mentioning this particular aspect.

SECTION 2



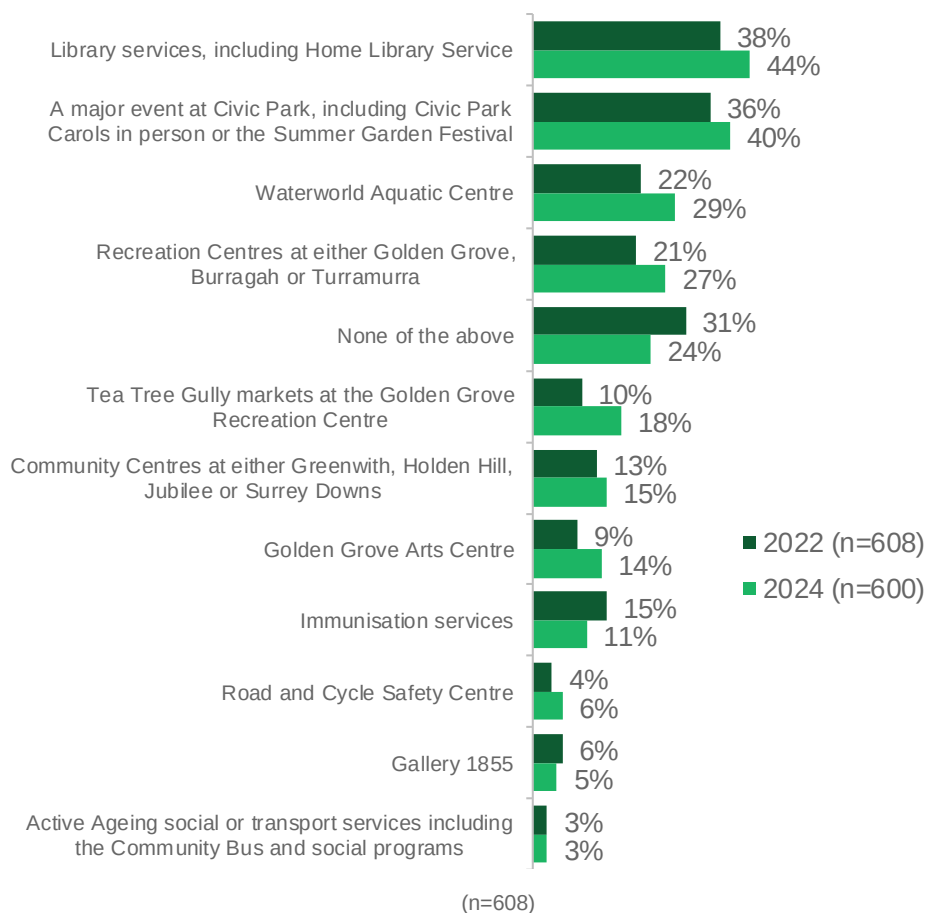
Full results
CATI & Social Media



Participation in Council services, programs and events increased across the board in 2024, with the only decrease utilisation of immunisation services.

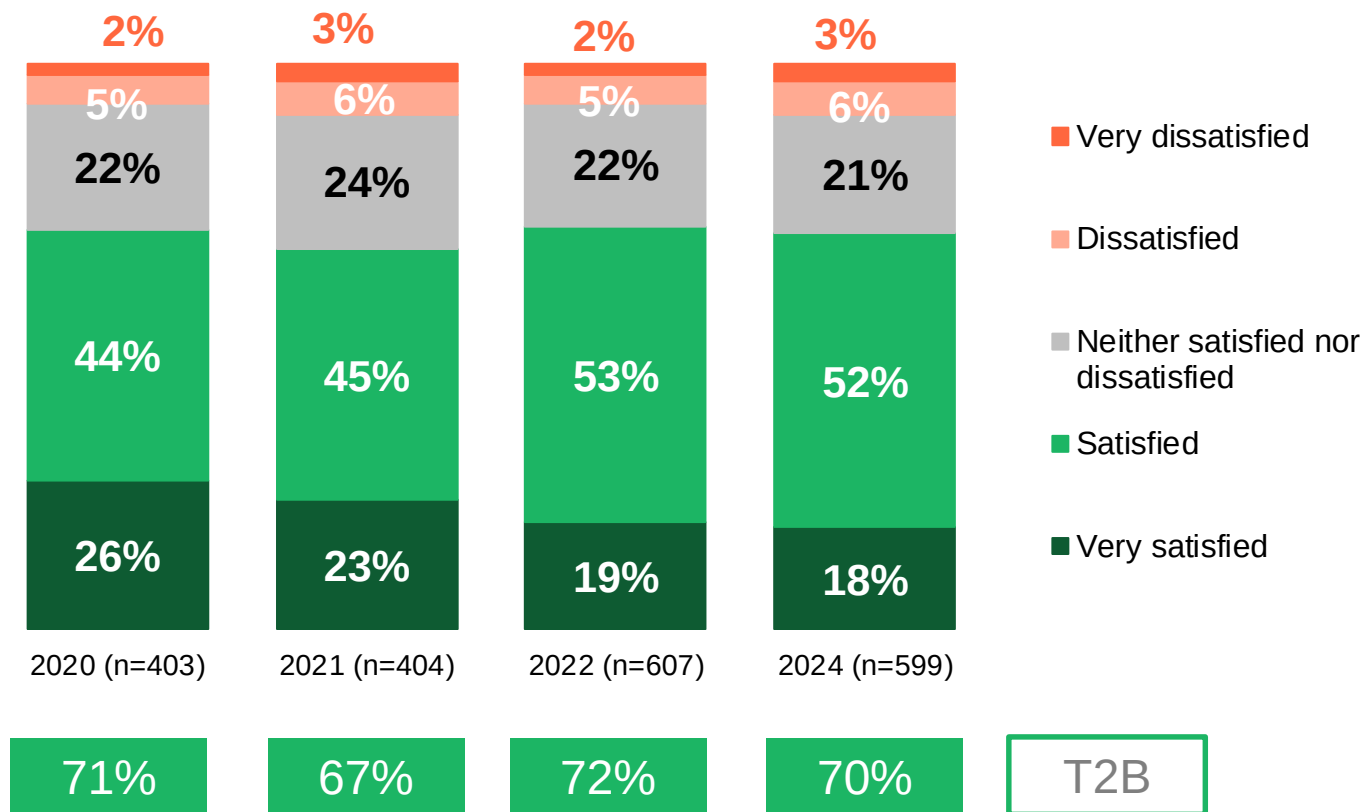
2.1 Participation in Council services, programs or events (prompted)

Services and events used in the last 12 months



Satisfaction with Council's performance decreased by 2% since 2022, due to small increase in dissatisfaction ratings.

2.2 Satisfaction with Council's performance overall



Poor maintenance of verges, parks, reserves and footpaths in the CTTG area the top two reasons for dissatisfaction with Council performance in 2024.

2.3 Reasons for dissatisfaction with Council's performance

	% response			
	2020 (n=29)	2021 (n=38)	2022 (n=40)	2024 (n=52)
Poor maintenance of verges/parks/reserves/litter/broken glass/dying grass/plants/overhanging trees	21	29	10	19
Footpaths/poorly maintained/uneven/lack of/none on either side of the road for years	28	8	2	15
Dealings with Council have been less than satisfactory	-	-	5	12
Communication/poor/don't keep us informed/no information/feedback provided regarding issues/complaints	3	5	7	7
Poor councillor behaviour	-	-	8	7
Don't listen to the community/not consulted on key issues which affect us	-	3	5	6
Rubbish bins/split bin system are too small/taken too long to update system	-	-	5	6
Don't do enough/what they say they will/only the bare minimum/all talk no action	-	3	9	6
Rates are high/have gone up/but the services provided have remained the same/reduced/do not equate	7	16	-	6
High council rates/poor value for money/regardless of property value/increased for business/vacant blocks	10	16	16	4
Too much high-density housing/no back yards for children to play in	3	-	-	4
Poor financial management/debt council is in/too high/affects completion of projects/selling off land	-	-	3	4
The rates we pay are higher than other council areas, but the services provided are the same/less	-	-	-	4
Don't spend money wisely/waste on executive pay packets/poor decision making	-	8	10	4
Street lighting/lacking/poorly maintained	-	-	2	4
Involvement within the community is lacking/don't do much for the area/lack of support/funding	-	5	-	3
Poor planning and zoning decisions	-	-	-	3
Roadside council workers stand around not doing much/don't clean up mess that is left behind	-	-	-	2
Roads/poorly maintained/designed/flood	7	5	5	2
Customer service/poor/unhelpful/rude	-	8	5	2
Traffic control issues/poor planning/hoons/speeding drivers	-	-	-	2
Poor response time/need to follow Council up/no action taken	7	5	10	2
Hard refuse collection/would like more frequently	-	-	-	2
Building approval process/takes too long	-	5	-	2
Poor development decisions/no regard for environment or existing residents/should not develop farmland into residential zone/subdivision/rezone to allow multi-storey buildings	3	3	4	2
Issue/drama/controversy regarding The Mayor	-	3	7	2
Parking/inadequate/especially around schools/hospitals	7	3	-	2
Don't do enough for the elderly	3	3	2	2
Ongoing issues with neighbourhood dogs/not resolved	-	-	-	2
Neighbour disputes/issues not resolved/unfair	-	-	-	2

Resident perceptions of standard of living and safety has seen statistically significant decreases by 7% and 5% respectively.

2.4 Wellbeing - resident satisfaction with areas of their life

CITY OF TEA TREE GULLY

75.8

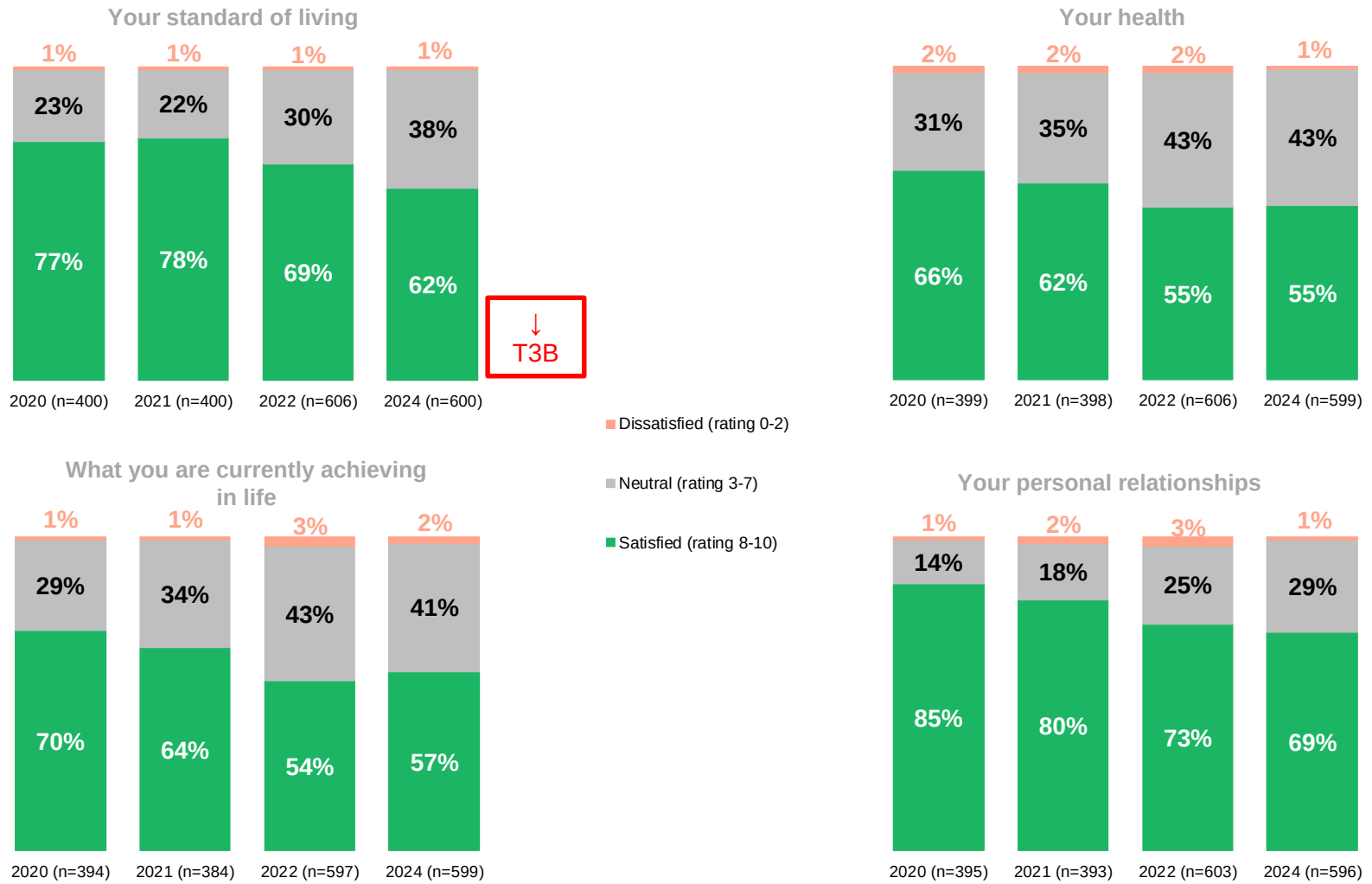


Down from 76.4 in 2022

	2020		2021		2022		2024		T3B% change from 2022
	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	
Your standard of living	77	1	78	1	69	1	62	1	-7↓
Your health	66	2	62	2	55	2	55	1	-
What you are currently achieving in life	70	1	64	1	54	3	57	2	+3
Your personal relationships	85	1	80	2	73	3	69	1	-4
How safe you feel	73	1	76	0	77	1	72	0	-5↓
Feeling part of your community	54	3	49	3	43	5	45	2	+2
Your future security	61	2	62	1	52	3	53	2	+1
Life as a whole	73	2	67	2	62	1	61	1	-1

Satisfaction with personal relationships decreased by 4% in 2024. Satisfaction with health remained stable.

2.4 Wellbeing - resident satisfaction with areas of their life continued



Residents felt a greater level of inclusion in their community, increasing by 2% in comparison to 2022.

2.4 Wellbeing - resident satisfaction with areas of their life continued



Respondents that felt part of their community were satisfied because of their friendly interactions with neighbours, feelings of inclusion and support within the community, as well as participating in clubs, groups or events in the area.

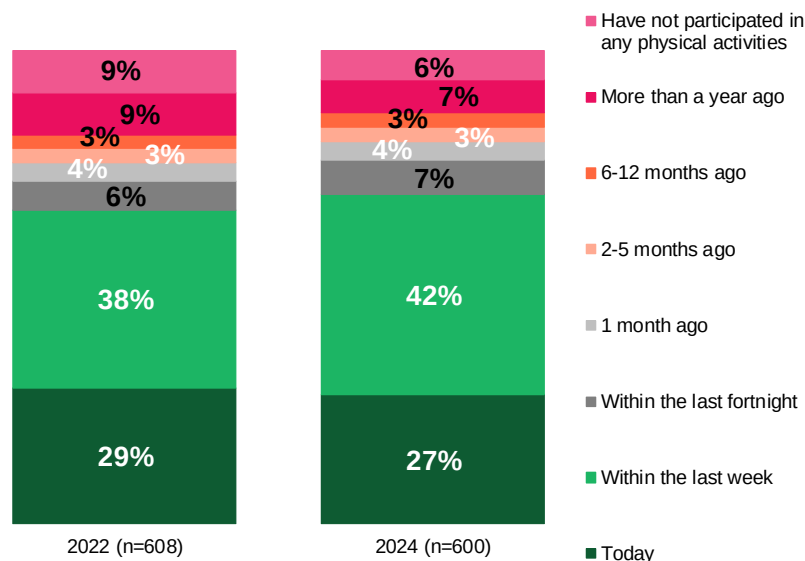
2.5 Reasons for rating provided for 'feeling part of your community'

	% response		
	Satisfied (rating 8-10) n=267	Neutral (rating 3-7) n=312	Dissatisfied (rating 0-2) n=10*
Friendly/good neighbours	23%	4%	-
Feel included/supportive atmosphere	16%	2%	-
I participate in many clubs/groups/events	12%	3%	-
I enjoy living in TTG	10%	2%	-
There are many opportunities to get involved	9%	2%	-
Work in the community/know people	8%	2%	-
Good amenities/facilities	7%	0%	-
Connected to environment	6%	1%	-
I make an effort to engage with the community/participate	6%	4%	-
Have made friends	5%	1%	-
It feels safe	5%	0%	-
No reason/just feel this way	4%	3%	-
I do not join/participate in community activities	3%	21%	18%
Council is helpful/informative	2%	0%	-
Too busy/time poor to participate	2%	16%	13%
Not a lot of community interaction/lonely/quiet neighbours	2%	11%	13%
Not enough communication from council	1%	4%	10%
Health issues prevent me from attending/participating	1%	2%	9%
Find it hard to engage with new people	1%	4%	20%
Other issue with council	1%	1%	-
Don't know	1%	1%	-

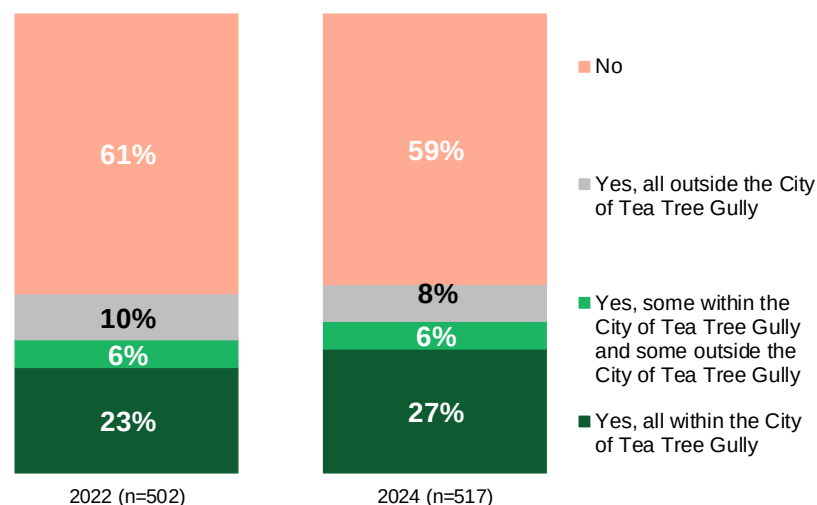
Resident participation in physical activity increased in 2024, with 69% physically active within the last week (compared to 67% in 2022). Twenty-seven percent of those activities were organised activities all within the City of Tea Tree Gully, higher than 2022.

2.6 Physical activity

Participation in physical activities



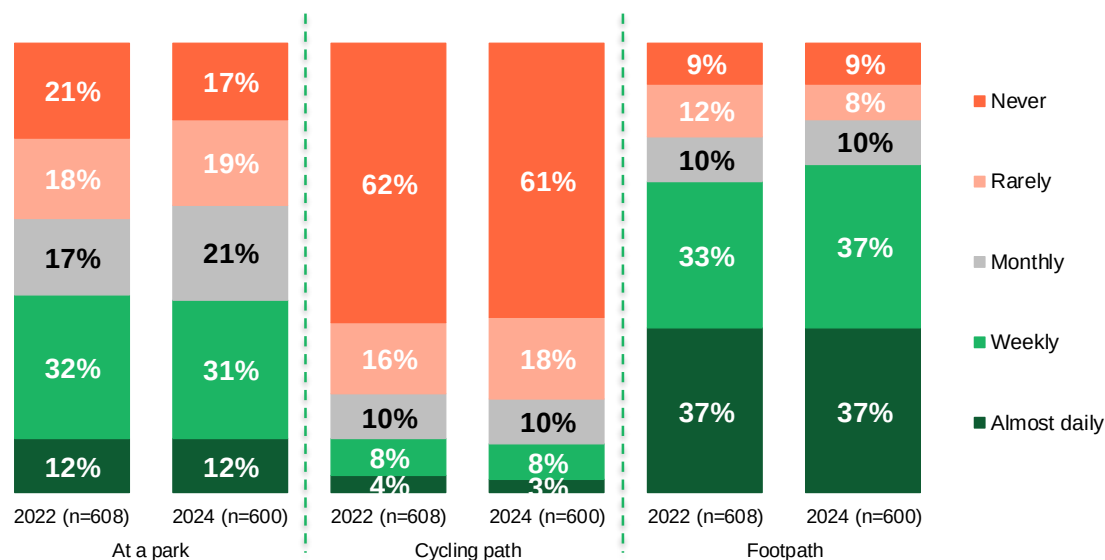
Were the physical activities organised activities (by a club, association or other organisation)?



The usage of public spaces remained consistent with levels recorded in 2022, with footpaths being used most often (74% at least weekly), parks used by 43% of people weekly, and cycling paths used less frequently, with just 11% using them at least weekly.

2.7 Public spaces and facilities for physical activity

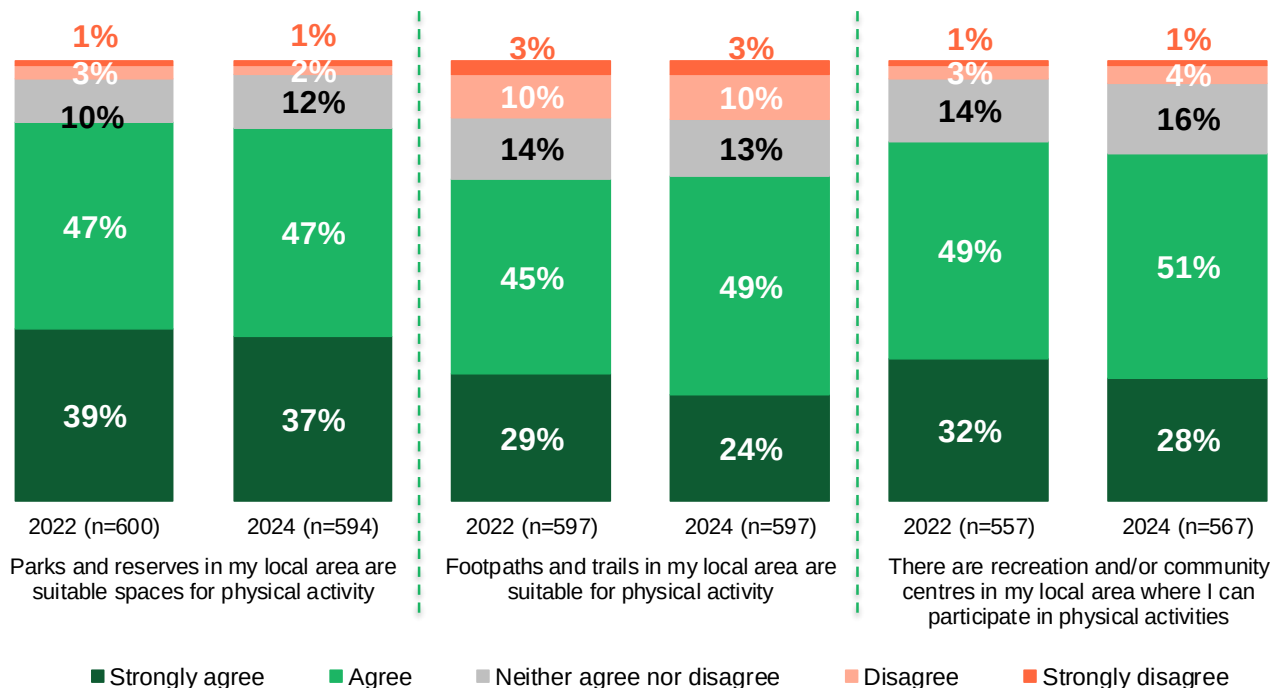
Use of public spaces and facilities for physical activity



Whilst majority continue to agree parks and reserves in the local area are suitable spaces for physical activity, there is room for improvement in maintaining footpaths and trails, with higher levels of dissatisfaction.

2.7 Public spaces and facilities for physical activity

Agreement that public spaces and facilities...

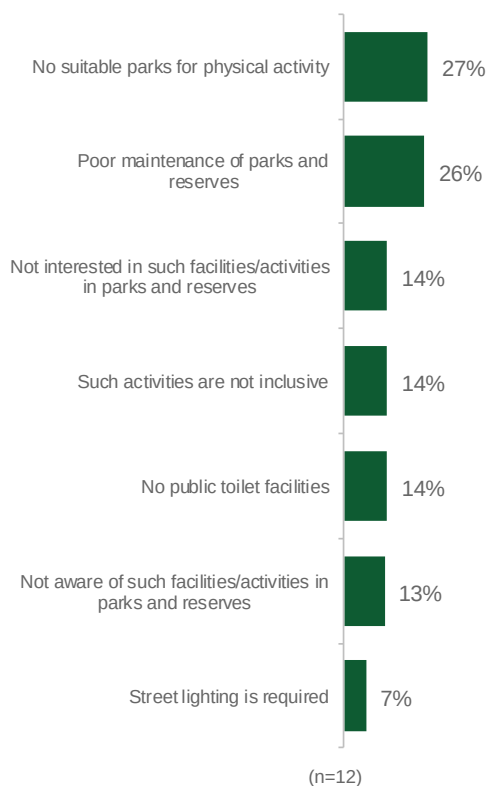


A lack of suitable facilities and equipment at parks and reserves, required upgrades to footpaths and low awareness of recreation and community centres continue to be main reasons given for low satisfaction with facilities.

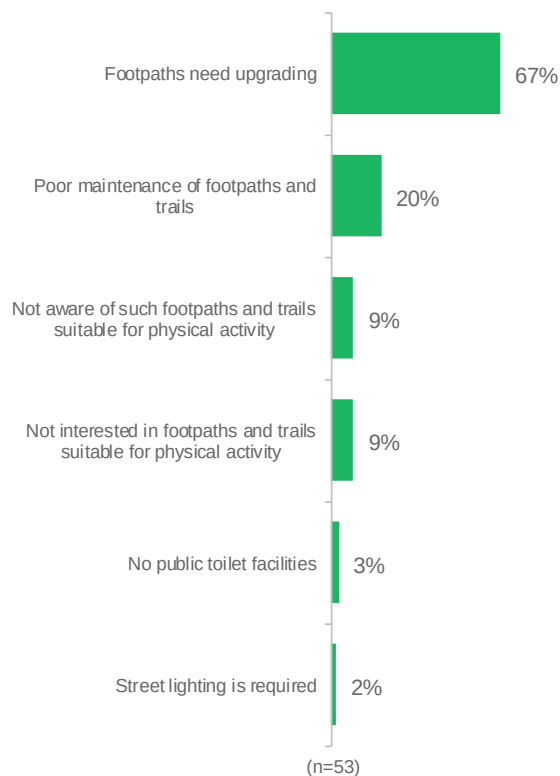
2.7 Public spaces and facilities for physical activity

Reasons for dissatisfaction with open spaces and facilities

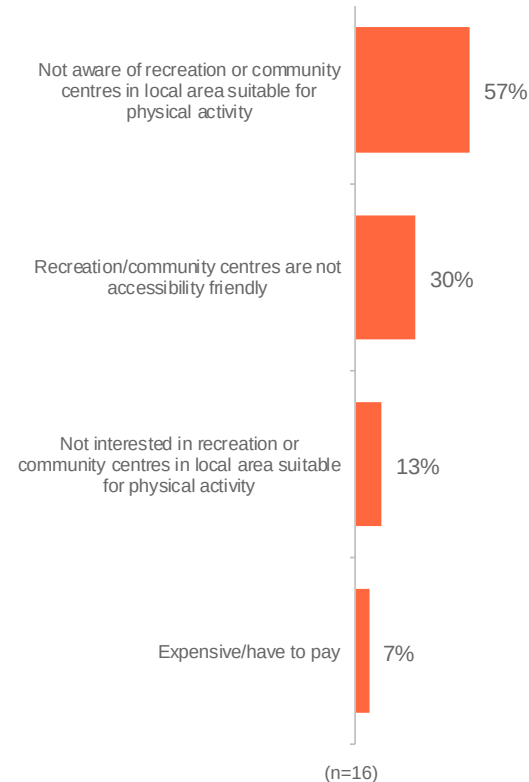
Parks and reserves



Footpaths and trails

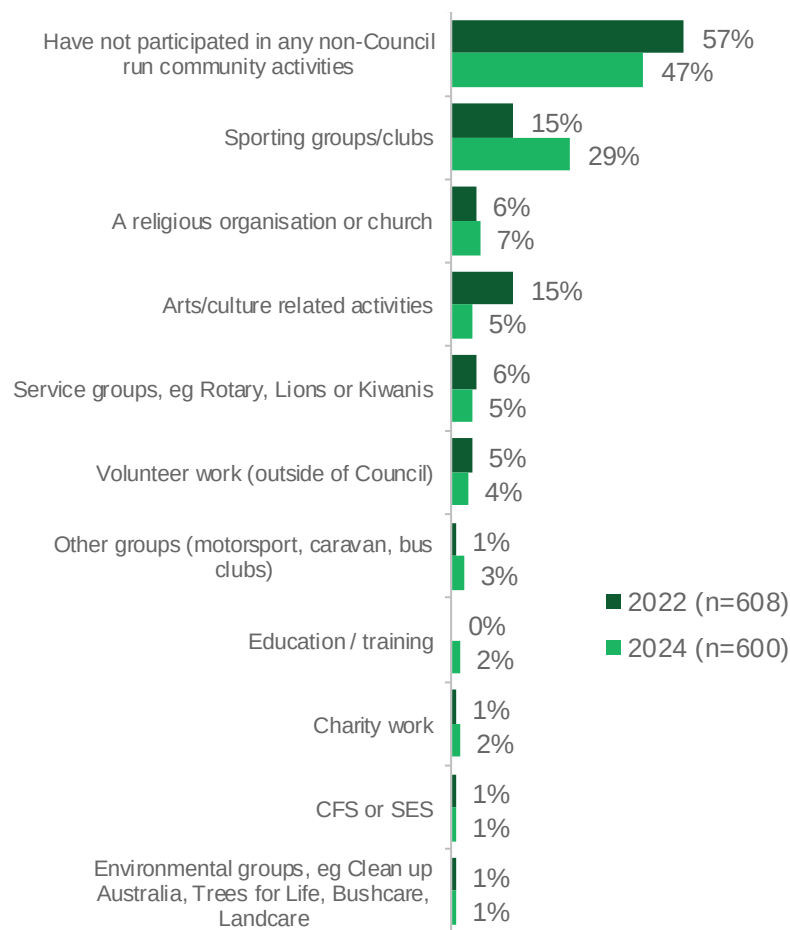


Recreation and Community Centres

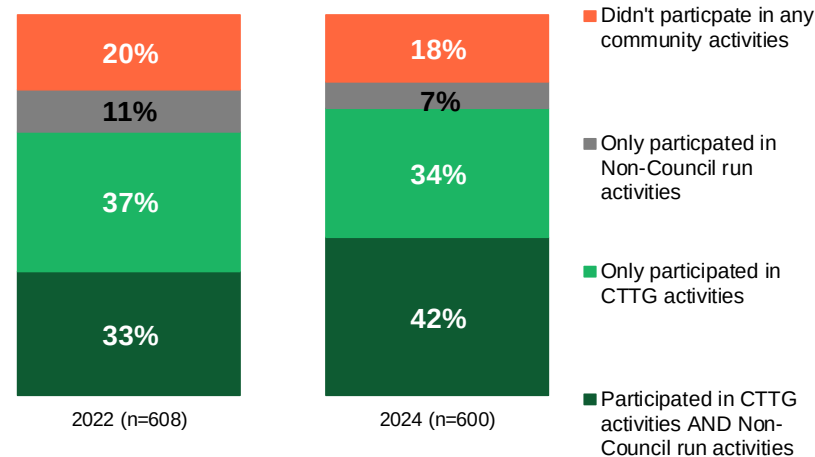


Just over one-in-two residents have participated in non-Council run community activities, with almost one-third of those being sporting groups / clubs outside Council. Positively, participation in any community activities increased in 2024.

2.8 Non-Council run community activity participation in the last 12 months (unprompted)

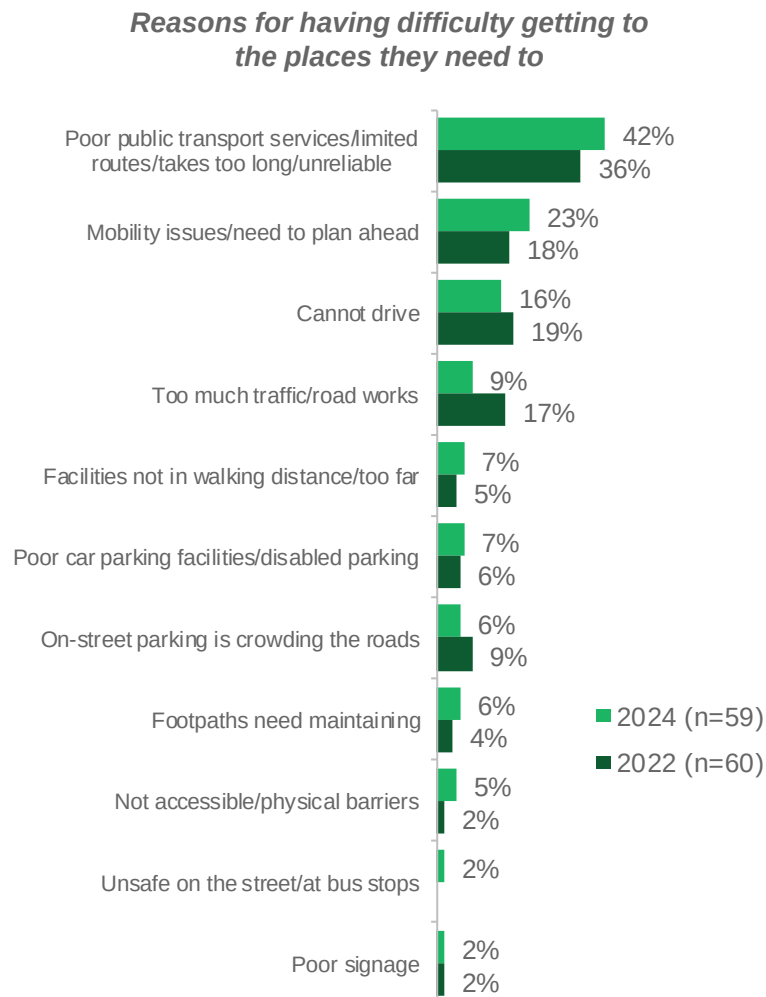
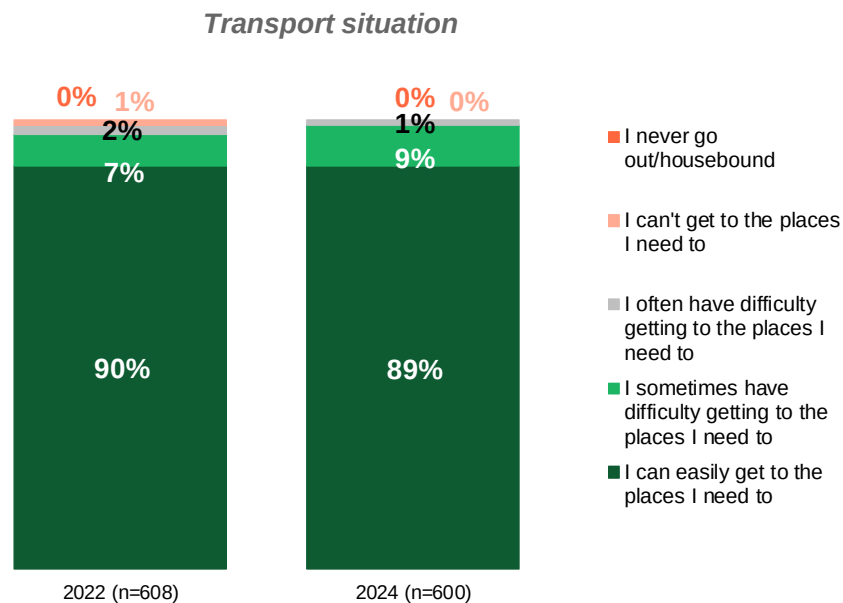


Participation in community activities*



Majority of the community felt they don't have transport limitation, of those who do, most common reasons refer to issue with public transport service and mobility issues that limit their transport options.

2.9 Transport within CTTG

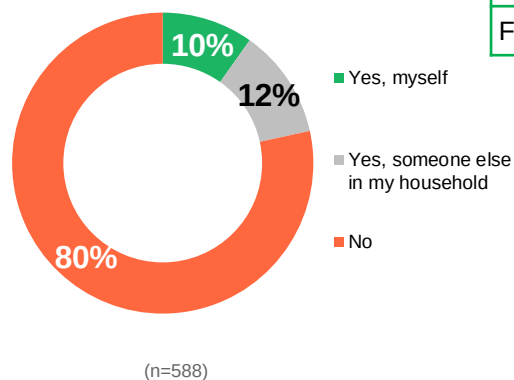


Q11T, Q12T
0% represents n=3 or less

Households living with a disability were significantly less satisfied with aspects of accessibility relating to *parks, reserves and public spaces* as well as *footpaths and local roads*.

2.10 Accessibility

Disability in household



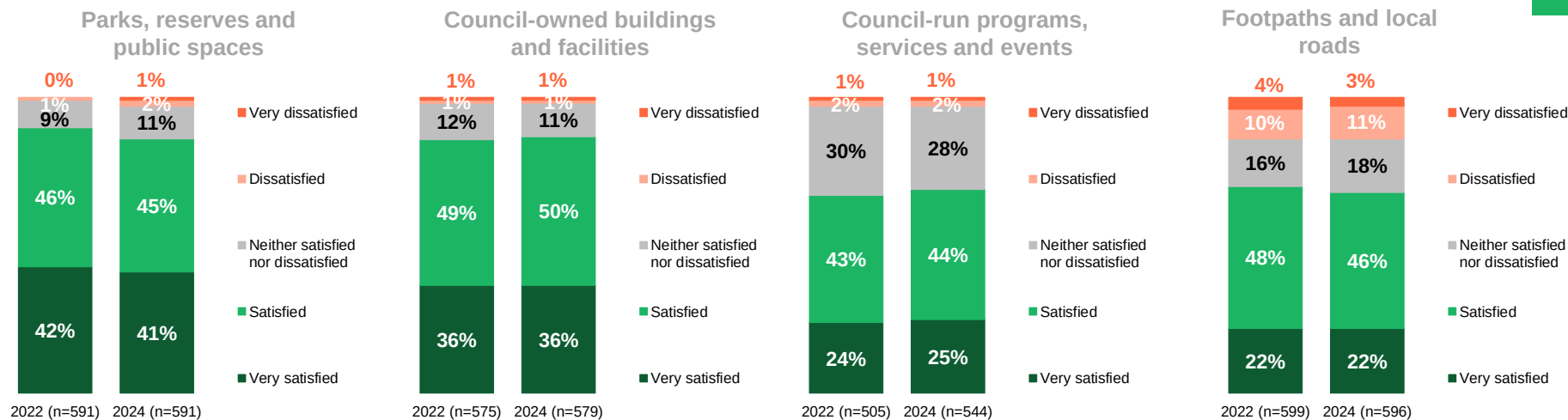
	2022		2024	
	T2B%	B2B%	T2B%	B2B%
Parks, reserves and public spaces	89	2	86	3
Council-owned buildings and facilities, such as the Civic Centre and Library, community and recreation centres and public toilets	86	2	86	2
Council-run programs, services and events	67	3	70	3
Footpaths and locals roads	70	14	68	14

2024

	Satisfaction with aspects of accessibility (T2B%)		Dissatisfaction with aspects of accessibility (B2B%)	
	Households with a disability (n~114)	Households without a disability (n~453)	Households with a disability (n~114)	Households without a disability (n~453)
Parks, reserves and public spaces	79 ↓	88	8	2
Council-owned buildings and facilities, such as the Civic Centre and Library, community and recreation centres and public toilets	86	87	6	1
Council-run programs, services and events	68	71	5	2
Footpaths and locals roads	57 ↓	71	24	11

The majority are satisfied with accessibility to various Council facilities and spaces. There was relatively higher dissatisfaction with ease of access for footpaths and local roads.

2.10 Accessibility



Reasons for dissatisfaction with parks, reserves and public spaces	n response	
	Disability in household (n=8)	No disability in household (n=2)
Parks lack wheelchair access	2	-
Lack of maintenance	2	2
No ramps for wheelchair access	1	-
Other complaint (not tied to accessibility)	3	-

Reasons for dissatisfaction with Council-owned buildings and facilities	n response	
	Disability in household (n=4)	No disability in household (n=3)
No amenities suitable for disabled users (playground equipment, toilets)	-	1
Generally difficult to access with a disability	1	-
No ramps for wheelchair access	1	-
Lack of information/advertising	-	1
Other complaint (not tied to accessibility)	2	1

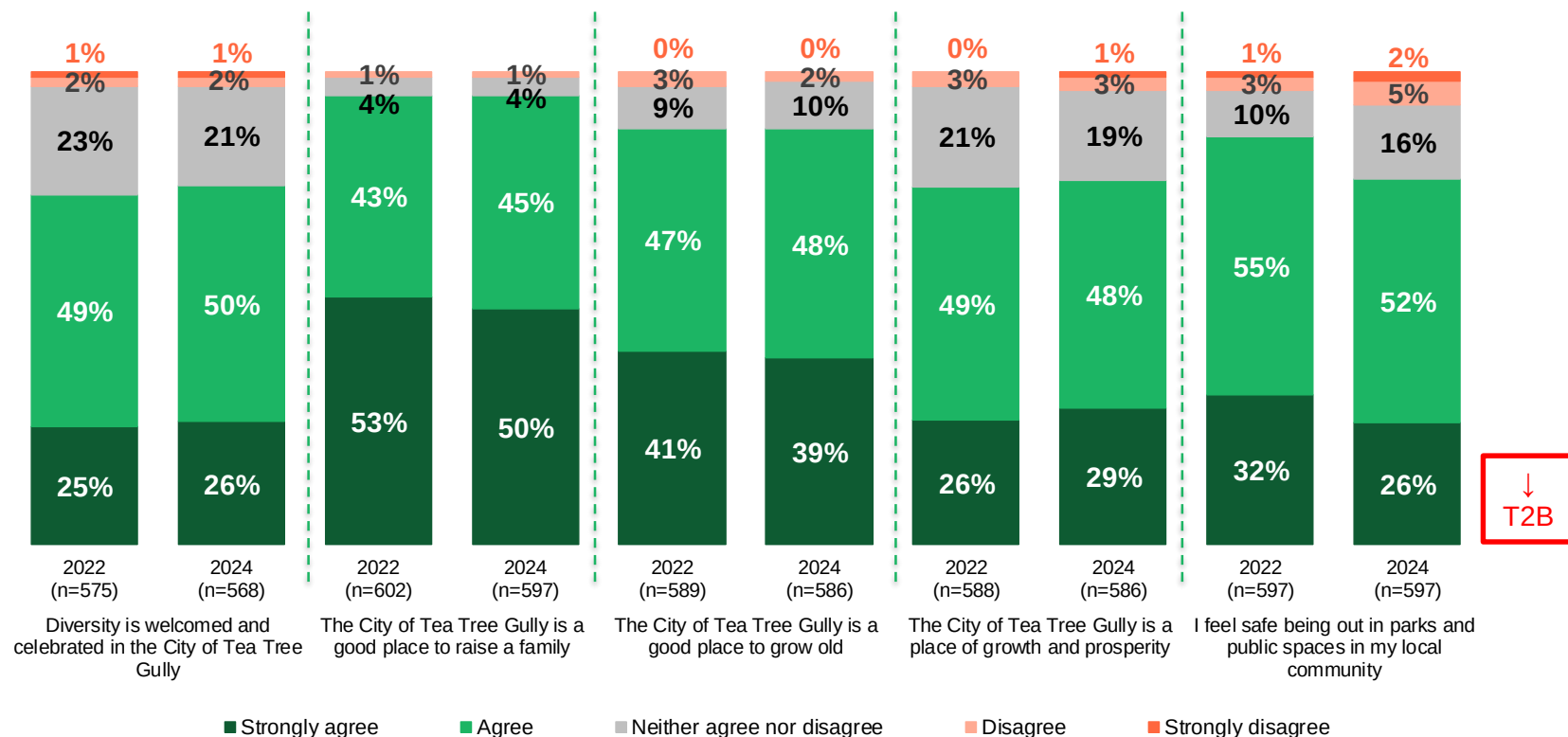
Reasons for dissatisfaction with Access to Council-run programs, services and events	n response	
	Disability in household (n=4)	No disability in household (n=5)
Parks lack wheelchair access	1	-
Lack of car parking	-	1
Lack of information/advertising	1	2
Other complaint (not tied to accessibility)	2	1
Complaint unrelated to information provided by Council	-	1

Reasons for dissatisfaction with footpaths and local roads	n response	
	Disability in household (n=22)	No disability in household (n=21)
Parks lack wheelchair access	1	-
Lack of maintenance	17	15
Generally difficult to access with a disability	4	-
No ramps for wheelchair access	-	1
Not enough footpaths/walkways for wheelchairs	-	1
Complaint unrelated to information provided by Council	-	1
Other complaint (not tied to accessibility)	-	3

While most aspects of living in the CTTG remained relatively consistent, agreement that residents feel safe being out in parks and public spaces in the local community decreased in 2024, consistent with decrease in wellbeing satisfaction with 'how safe' residents feel.

2.11 Living in the CTTG area

Experience of living in the City of Tea Tree Gully

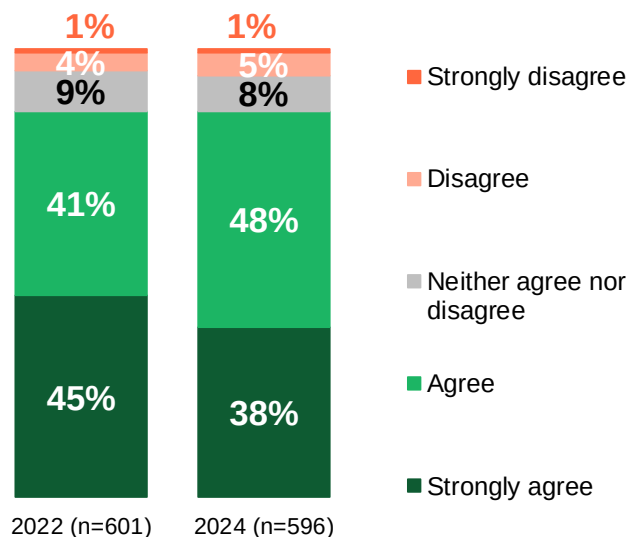


↓
T2B

The majority of the community (86%) agree that they can find doctors or allied health services within the local area easily.

2.11 Living in the CTTG area

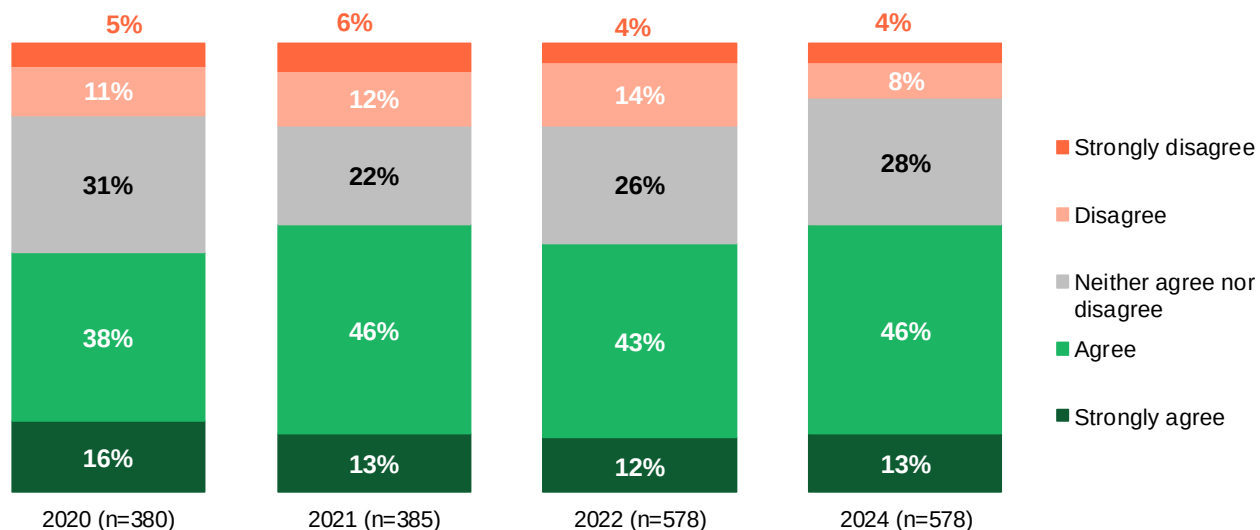
Agreement that when looking for health and wellbeing services (doctors and allied health) you can find what you want in your local area



Agreement that residents have an opportunity to have their say increased to 59% in 2024 (up 4%).

2.12 Agreement that you have the opportunity to have a say on issues that affect your area

	2020		2021		2022		2024		T2B% change from 2022
	T2B%	B2B%	T2B%	B2B%	T2B%	B3B%	T2B%	B2B%	
Opportunity to have your say on issues affecting your area	53	16	59	18	55	19	59	12	+4



Resident profile

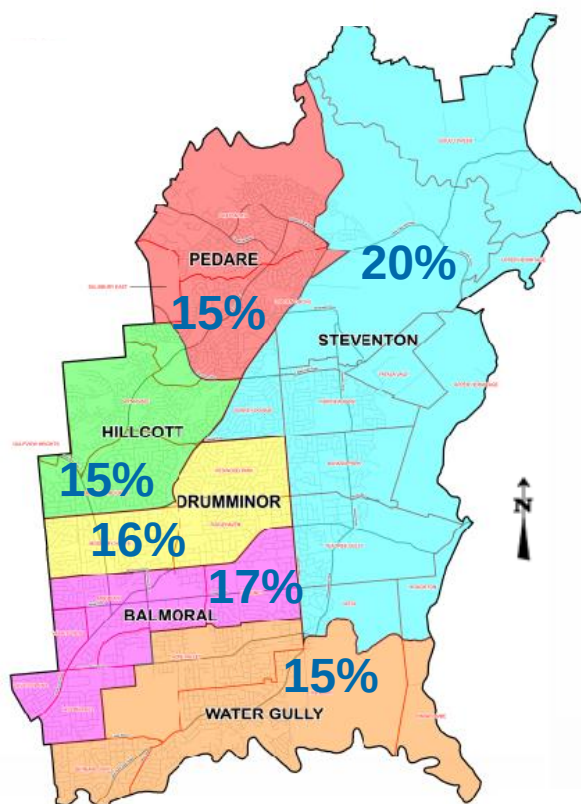
2.13 Demographic profile of residents

Suburb of residence	% response			
	2020 (n=405)	2021 (n=406)	2022 (n=608)	2024 (n=600)
Greenwith	13	11	10	10
Wynn Vale	8	8	9	9
Modbury North	6	5	7	7
Highbury	8	9	7	6
Modbury Heights	7	7	8	6
Hope Valley - East of Reservoir Road	5	4	5	6
Redwood Park	7	7	6	6
Modbury	5	6	6	6
Golden Grove - West of Golden Grove Road & North of The Golden Way	4	5	3	5
Surrey Downs	2	2	4	4
St Agnes	3	4	4	4
Fairview Park	4	3	3	4
Tea Tree Gully	3	5	4	3
Ridgehaven	4	5	5	3
Banksia Park	2	4	4	3
Dernancourt	4	4	3	3
Golden Grove - East of Golden Grove Road	3	1	3	3
Holden Hill	3	3	2	3
Gilles Plains	1	1	2	2
Hope Valley - West of Reservoir Road	2	2	3	2
Vista	1	1	0	1
Valley View	1	2	2	1
Golden Grove - West of Golden Grove Road & South of The Golden Way	1	1	1	1
Houghton	-	-	-	0
Yatala Vale	-	-	1	0
Gould Creek	0	-	-	0
Paracombe	-	-	-	0
Gulfview Heights	-	-	0	0
Upper Hermitage	-	-	0	-

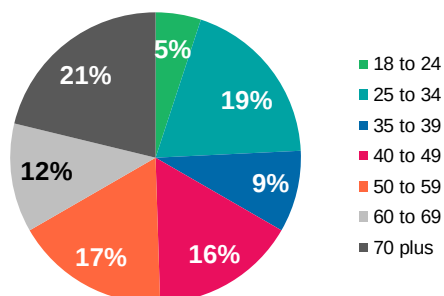
Resident profile 2024 - Weighted

2.13 Demographic profile of residents continued

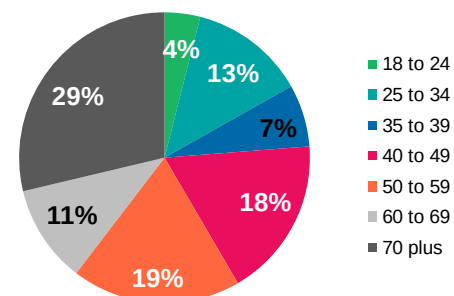
Ward
(n=600)



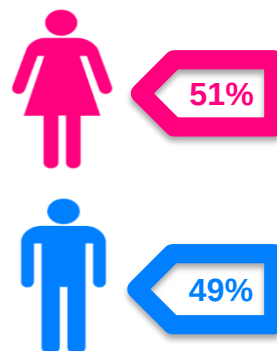
Age – Total (n=600)



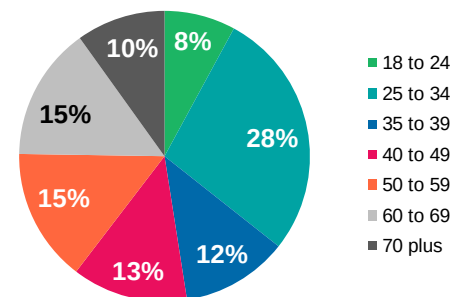
Age – CATI (n=346)



Gender
(n=600)



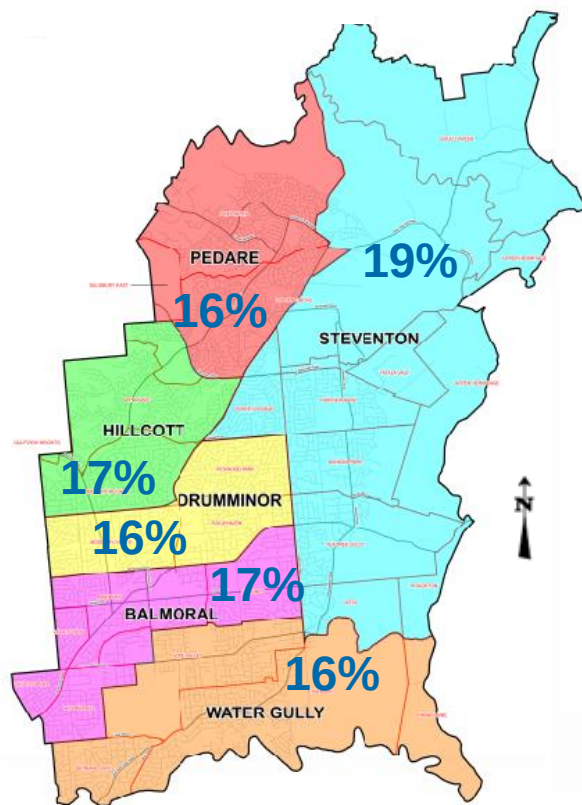
Age – Social Media (n=254)



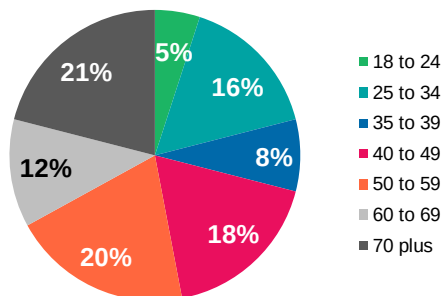
Resident profile 2024 - Unweighted

2.13 Demographic profile of residents continued

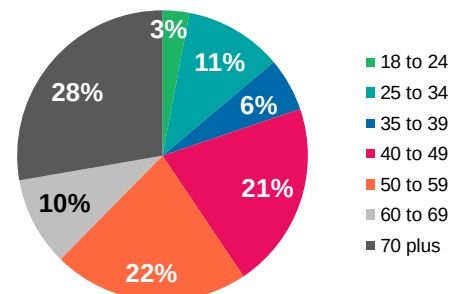
Ward
(n=600)



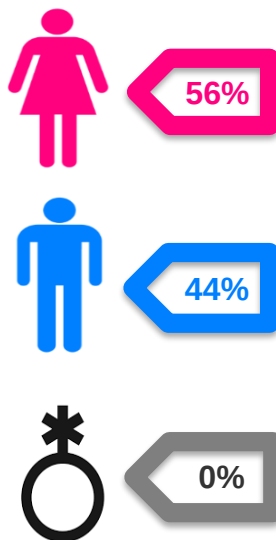
Age – Total (n=600)



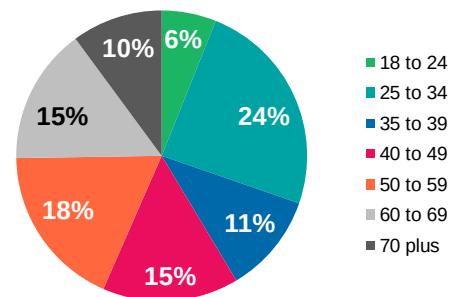
Age – CATI (n=351)



Gender
(n=600)



Age – Social Media (n=249)



SECTION 3



Key findings

Online Community Data

Note: Some online community members may have an increased familiarity of Council and its services due to their awareness of and participation in Council surveys and community engagement. These particular members may also have higher expectations of Council's performance, which may explain a trend for online community members to sometimes be less inclined to provide 'top 2 box' or very satisfied ratings in some areas. Due to the opt-in nature of both the online community and the survey, sampling by demographics cannot be controlled, resulting in different sample make-ups among the online community responses for each year. It is important to note that this may impact on overall results.



Overall, four wellbeing metrics increased, one remained stable and three decreased (including a 5% decrease for satisfaction in feeling safe) amongst the online community data.

Community wellbeing

» Overall, the community wellbeing score was 74.5 among the online community panel, increase from 2022 score of 73.9.

	2020		2021		2022		2024		T3B% change from 2022
	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	
Your standard of living	79	0	83	1	68	1	67	1	-1
Your health	65	1	61	3	50	5	53	1	+3
What you are currently achieving in life	68	1	70	1	53	3	56	1	+3
Your personal relationships	80	2	77	2	66	3	69	1	+3
How safe you feel	78	2	74	1	67	2	62	1	-5
Feeling part of your community	61	4	51	3	44	5	45	3	+1
Your future security	56	6	62	2	50	5	47	4	-3
Life as a whole	73	1	71	0	58	2	58	1	-

Ninety percent (90%) online community members had participated in some form of physical activity in the past 12 months.

Physical activity

90% participated
in physical activities in
the past 12 months



At the time of survey completion, 42% of the online community had participated in physical activity on that day, with a further 36% within that last week.

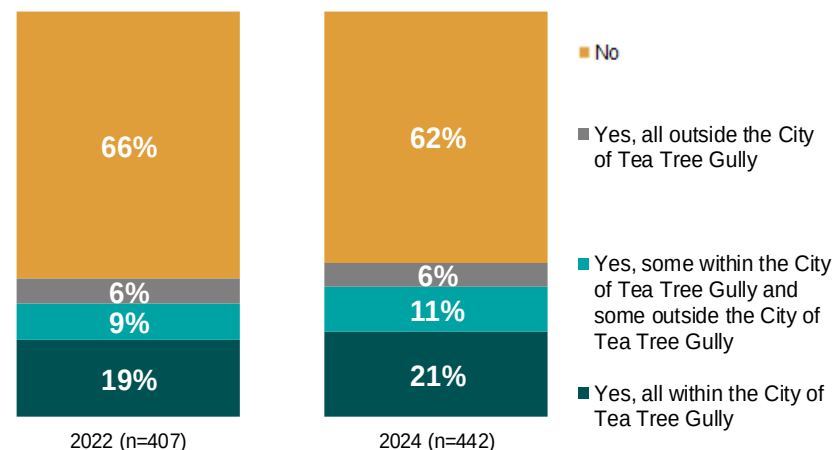
Just under one-third participated in physical activity organised by a club associated or other organisation. Twenty-one percent (21%) did so all within the City of Tea Tree Gully.



**Organised physical activities by a club,
association or other organisation**

Recency of physical activity on wellbeing:

- » Much like the general community, physical activity within the last week amongst the online community members resulted in higher levels of satisfaction on components of the wellbeing index, compared to those who participated less frequently.



Nearly three in four use footpaths and trails, and one in two use parks and reserves for physical activity at least weekly.

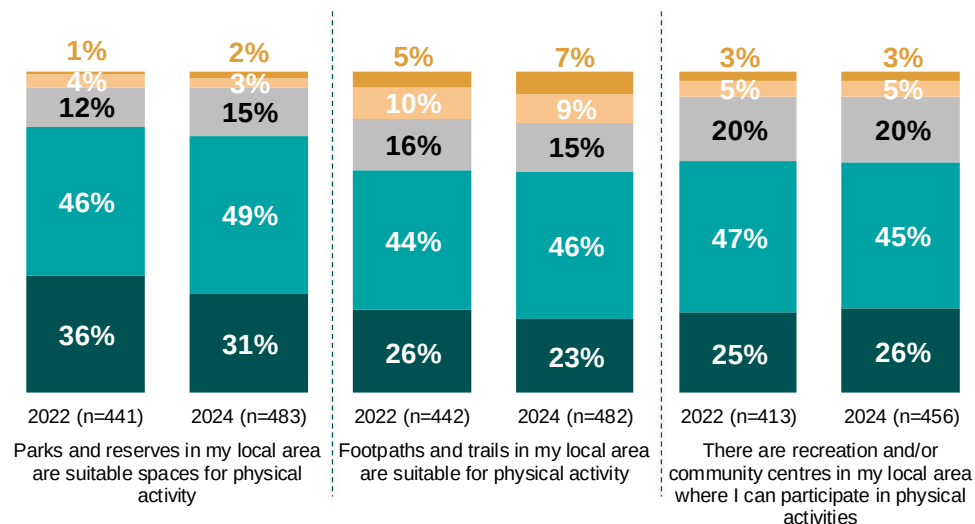
Public spaces and facilities for physical activity

Local parks and reserves were deemed the most suitable for physical activities, with 80% of participants agreeing on their suitability. Additionally, 71% believe that recreation and community centres are available for physical activities. Lastly, 69% consider footpaths and trails suitable for this purpose.

At least weekly usage of public spaces for physical activity



Agreement that public spaces and facilities...

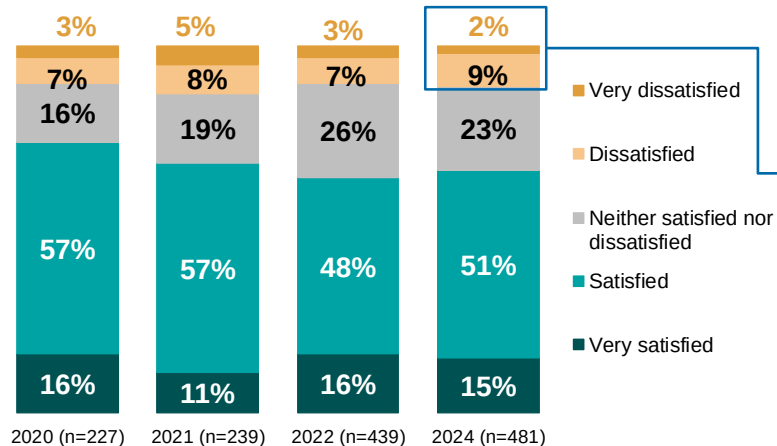


Satisfaction with Council overall increased this year, with an increase in those 'satisfied' and a decrease in neutral ratings.

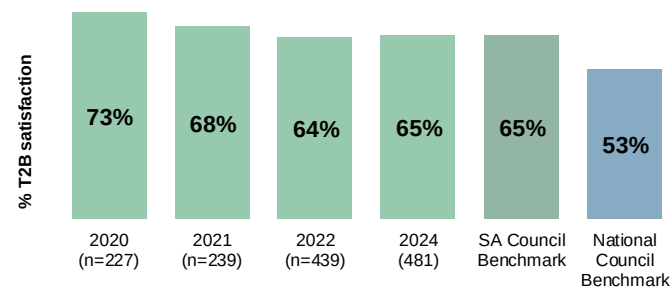
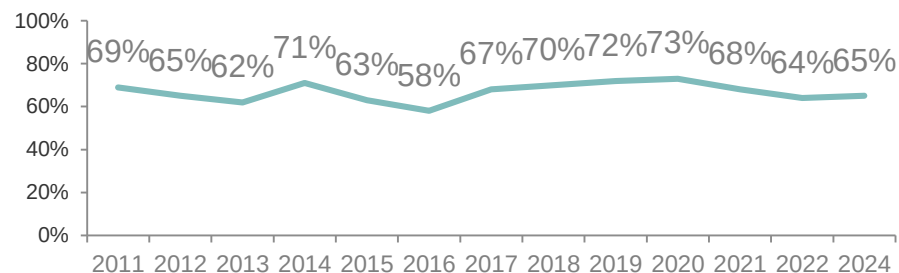
Overall satisfaction with Council performance

Overall satisfaction with performance slightly increased in 2024

- » Overall satisfaction with Council saw a marginal increase from 64% to 65%.
- » While the increase was minimal, the overall satisfaction level with Council performance is higher than the benchmarks of the SA and National Council, at 64% and 53%, respectively.



T2B satisfaction



Reasons for dissatisfaction (n=55)

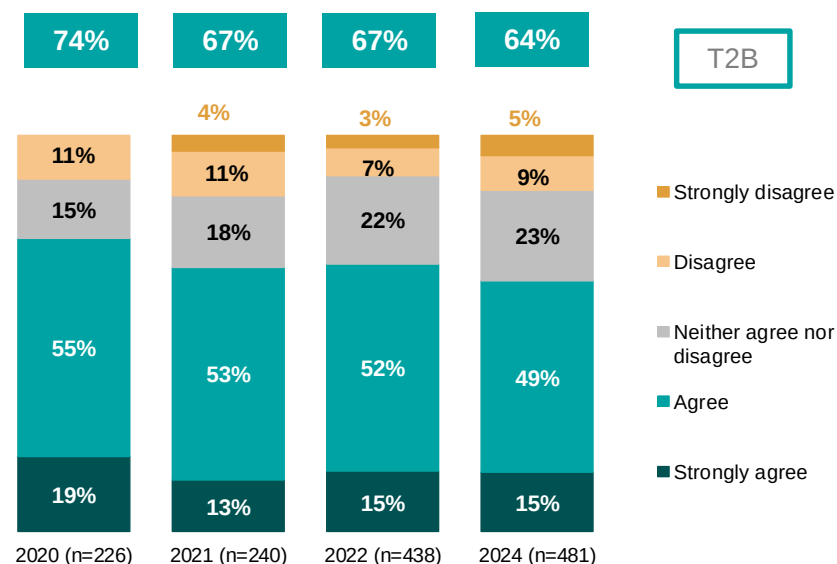
- » High Council rates and poor parks/reserves maintenance were mentioned by 10 people respectively as their main reasons.
- » 8 people mentioned CTTG don't listen to the community or don't consult on key issues.
- » A further 6 people mentioned poor footpath and road maintenance for their dissatisfaction reason.
- » Other main reasons for dissatisfaction included: poor financial spending by the Council (mentioned by five people), poor Council behaviour (mentioned by five people).

While slightly declining, 2024 saw nearly two-thirds of respondents (64%) agree that they have an opportunity to have their say on issues that affect their areas.

Opportunity to have a say in issues affecting the City of Tea Tree Gully area

Agreement for the opportunity to have your say on issues that affect their areas:

- » Those aged 60+ held the highest level of agreement that they have an opportunity to have their say on issues that affect their area, with 67% agreeing on this statement. This was closely followed by those aged 18-39 year-old (64%), followed by those aged 40-59 (59%).
- » Similarly, both male and females in the online community share similar levels of agreement, with 65% of females agreeing that they have an opportunity to have a say, compared to 63% of males.



SECTION 4



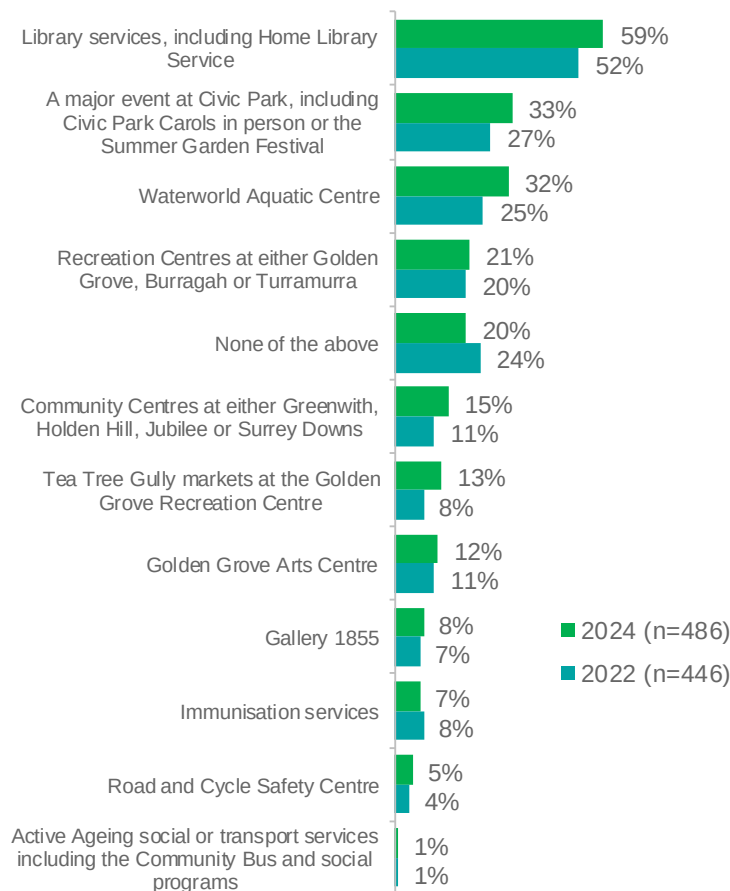
Full results
Online community data



Overall, in 2024, the online community had less participation in Council services, programs or events.

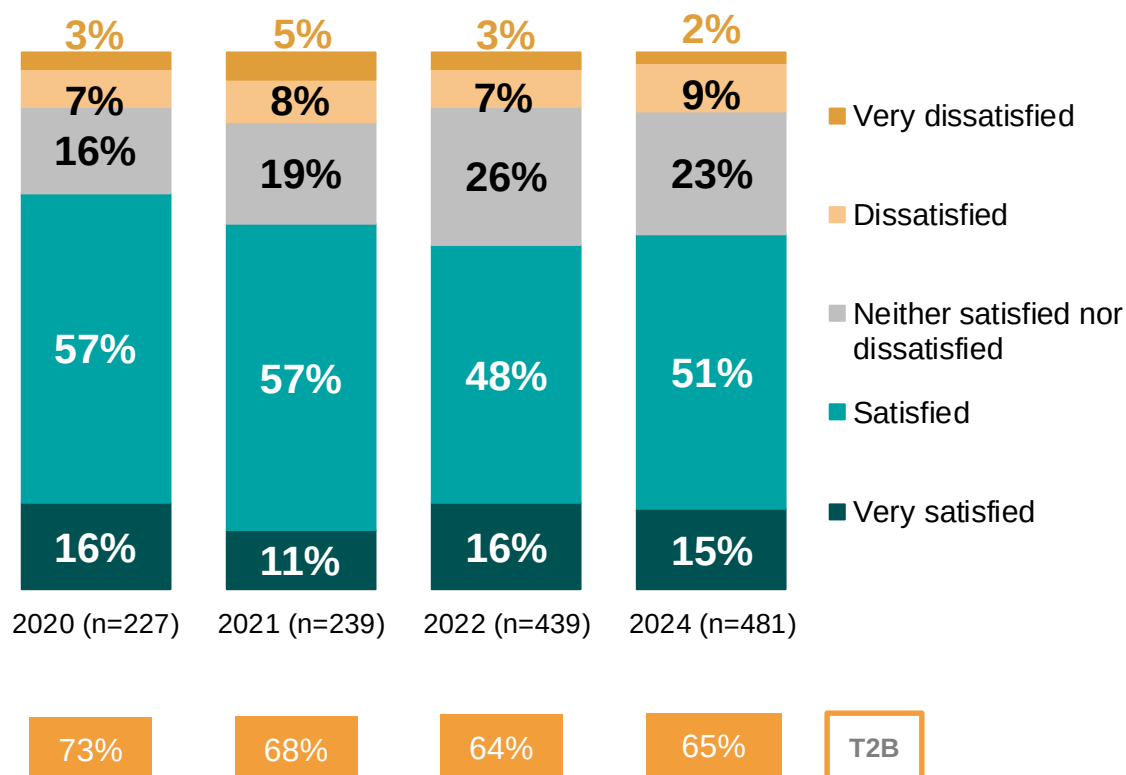
4.1 Participation in Council services, programs or events (prompted)

Services and events used in the last 12 months



Satisfaction with Council performance overall increased by 1% to 65% in 2024, attributed to a slight shift of *neutral* responses to *satisfied* responses.

4.2 Satisfaction with Council's performance overall



Higher council rates and perceived poor maintenance of verges, parks, etc the main reasons for dissatisfaction with Council performance.

4.3 Reasons for dissatisfaction with Council's performance overall

	% response			
	2020 (n=24)	2021 (n=28)	2022 (n=43)	2024 (n=55)
High council rates/poor value for money/regardless of property value/increased for business/vacant blocks	8	-	5	18
Poor maintenance of verges/parks/reserves/litter/broken glass/dying grass/plants/overhanging trees	21	7	5	18
Don't listen to the community/not consulted on key issues which affect us	-	-	16	15
Footpaths/poorly maintained/uneven/lack of/none on either side of the road for years	8	7	12	11
Don't spend money wisely/waste on executive pay packets/poor decision making	8	7	14	9
Poor councillor behaviour	4	-	2	9
Rates are high/have gone up/but the services provided have remained the same/reduced/do not equate	-	-	-	7
Issue/drama/controversy regarding The Mayor	21	7	7	7
Unnecessary removal of trees/roes/replacing with unsightly plants/shrubs	4	7	-	5
Roads/poorly maintained/designed/flood	-	4	7	5
Don't do enough/what they say they will/only the bare minimum/all talk no action	4	-	-	5
Distribution of resources/should do so more effectively/unequal/given to newer areas for maintenance/older/rural areas forgotten	-	-	2	5
Dealing with council have been less than satisfactory	4	4	2	5
Too much high-density housing/no back yards for children to play in	-	7	-	5
Communication/poor/don't keep us informed/no information/feedback provided regarding issues/complaints	13	7	5	4
Poor response time/need to follow Council up/no action taken	17	-	2	4
Involvement within the community is lacking/don't do much for the area/lack of support/funding	-	-	-	4
Poor development decisions/no regard for environment or existing residents/should not develop farmland into residential zone/subdivision/rezone to allow multi-storey buildings	4	-	21	4
The rates we pay are higher than other council areas, but the services provided are the same/less	-	-	-	4
Ongoing issues with neighbourhood dogs/not resolved	-	-	-	2
Don't collect all the rubbish/green waste/hard refuse	-	-	-	2
Customer service/poor/unhelpful/rude	4	7	2	2
Traffic control issues/poor planning/hoons/speeding drivers	-	-	-	2
Lack of community focus from EMs/bickering/ineffective decision making/focus on wrong things/lack of transparency	4	11	2	2
Parking/inadequate/especially around schools/hospitals	4	4	2	2
Animal control/stray cats/council should collect once trapped	-	-	2	2
Graffiti issue not addressed/graffiti not removed	-	-	-	2
Unclear where the rates go/what they represent on how why calculated on housing value	-	-	-	2

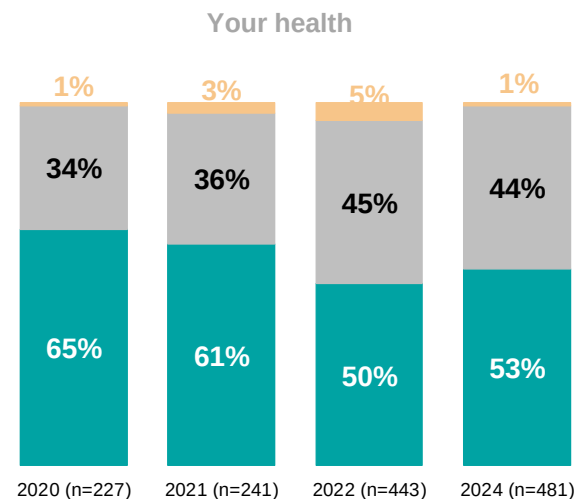
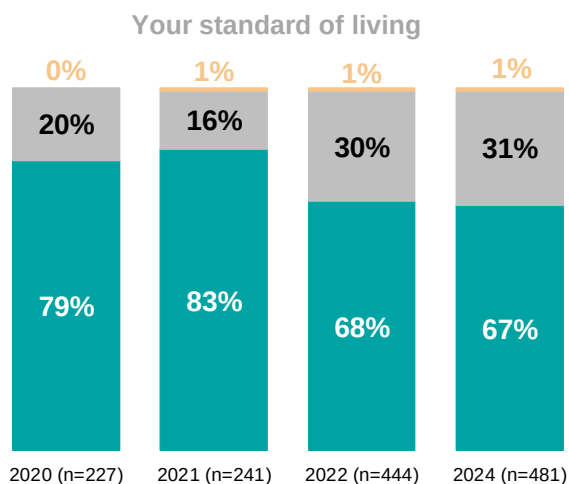
Satisfaction with online community members *health, what they are currently achieving in life and personal relationships* all increased by 3% in 2024.

4.4 Online community member satisfaction with areas of their life

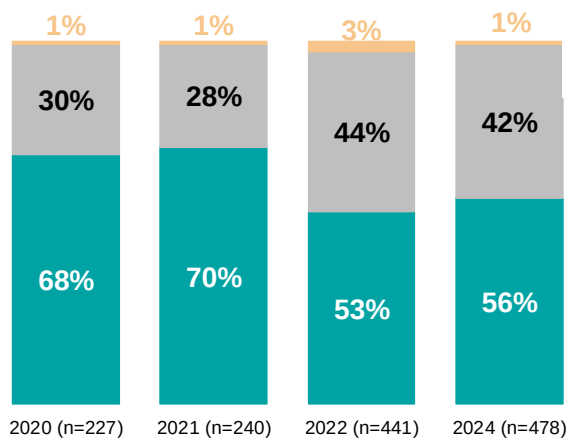
	2020		2021		2022		2024		T3B% change from 2022
	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	
Your standard of living	79	0	83	1	68	1	67	1	-1
Your health	65	1	61	3	50	5	53	1	+3
What you are currently achieving in life	68	1	70	1	53	3	56	1	+3
Your personal relationships	80	2	77	2	66	3	69	1	+3
How safe you feel	78	2	74	1	67	2	62	1	-5
Feeling part of your community	61	4	51	3	44	5	45	3	+1
Your future security	56	6	62	2	50	5	47	4	-3
Life as a whole	73	1	71	0	58	2	58	1	-

Satisfaction with online community members *health, what they are currently achieving in life and personal relationships* all increased by 3% in 2024.

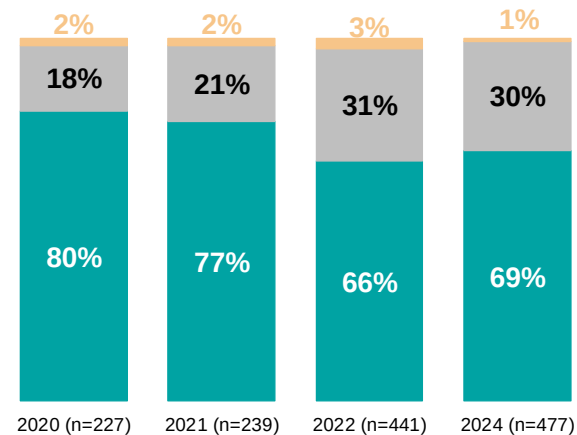
4.4 Online community member satisfaction with areas of their life continued



What you are currently achieving in life



Your personal relationships



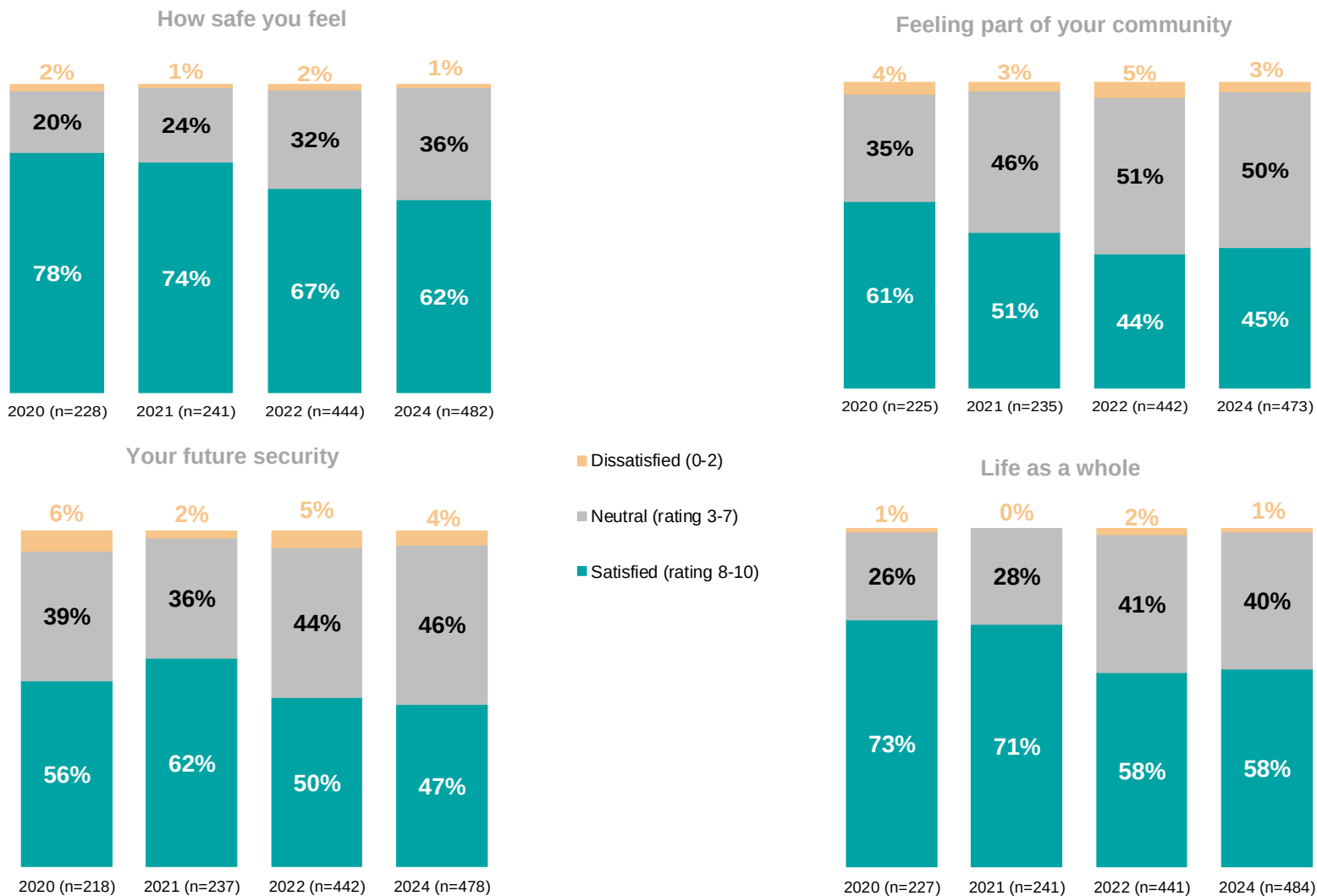
■ Dissatisfied (0-2)

■ Neutral (rating 3-7)

■ Satisfied (rating 8-10)

Decreases in satisfaction with safety can be attributed to increased neutrality, with dissatisfaction only at 1%.

4.4 Online community member satisfaction with areas of their life continued



Q1N14_9, Q1N19
 0% represents n=1

Note that in 2019 "Life as a whole" asked as a separate question (Q1N19) and not included as part of Q1N14

Main reasons for feeling part of the community include friendly neighbours, participating in clubs/groups/events as well as making an effort to engage and work in the community.

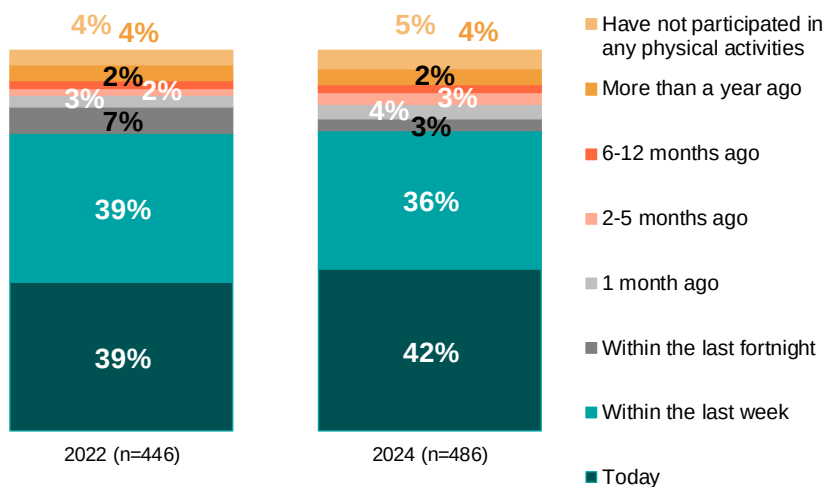
4.5 Reasons for rating provided for 'feeling part of your community'

	% response		
	Satisfied (rating 8-10) n=210	Neutral (rating 3-7) n=236	Dissatisfied (rating 0-2) n=15
Friendly/good neighbours	18	5	-
I participate in many clubs/groups/events	15	2	-
Work in the community/know people	11	1	-
I make an effort to engage with the community/participate	11	2	-
There are many opportunities to get involved	10	1	-
Feel included/supportive atmosphere	9	2	-
I enjoy living in TTG	7	2	-
Good amenities/facilities	6	3	-
Not a lot of community interaction/lonely/quiet neighbours	6	15	-
No reason/just feel this way	6	8	-
Connected to environment	5	1	-
Have made friends	5	2	-
Council is helpful/informative	4	-	-
I do not join/participate in community activities	3	19	7
Issues with Council's decisions/developments/subdivisions	3	3	20
It feels safe	2	1	-
Health issues prevent me from attending/participating	2	3	7
Too busy/time poor to participate	1	8	7
Social media keeps me informed	1	-	-
Find it hard to engage with new people	1	4	-
Don't know many people	1	3	7
Don't know	1	1	-

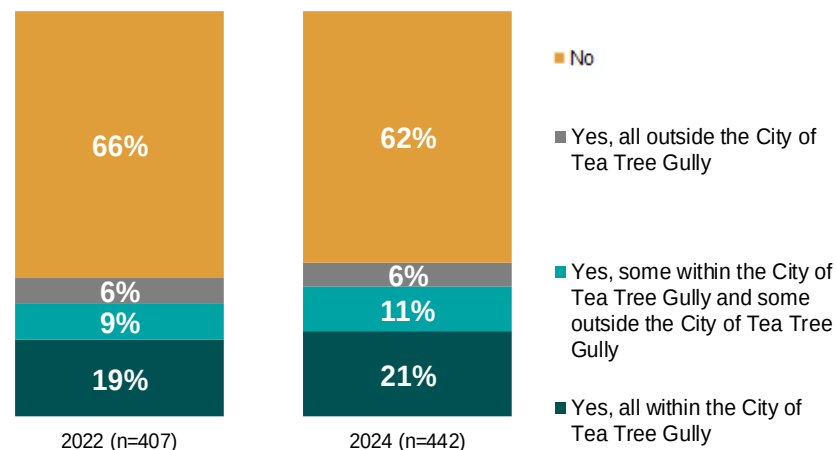
90% have been physically active in the past 12 months, with 60% of those physically activity not participating in physical activity that has been organisation by a club or organisation.

4.6 Physical activity

Participation in physical activities



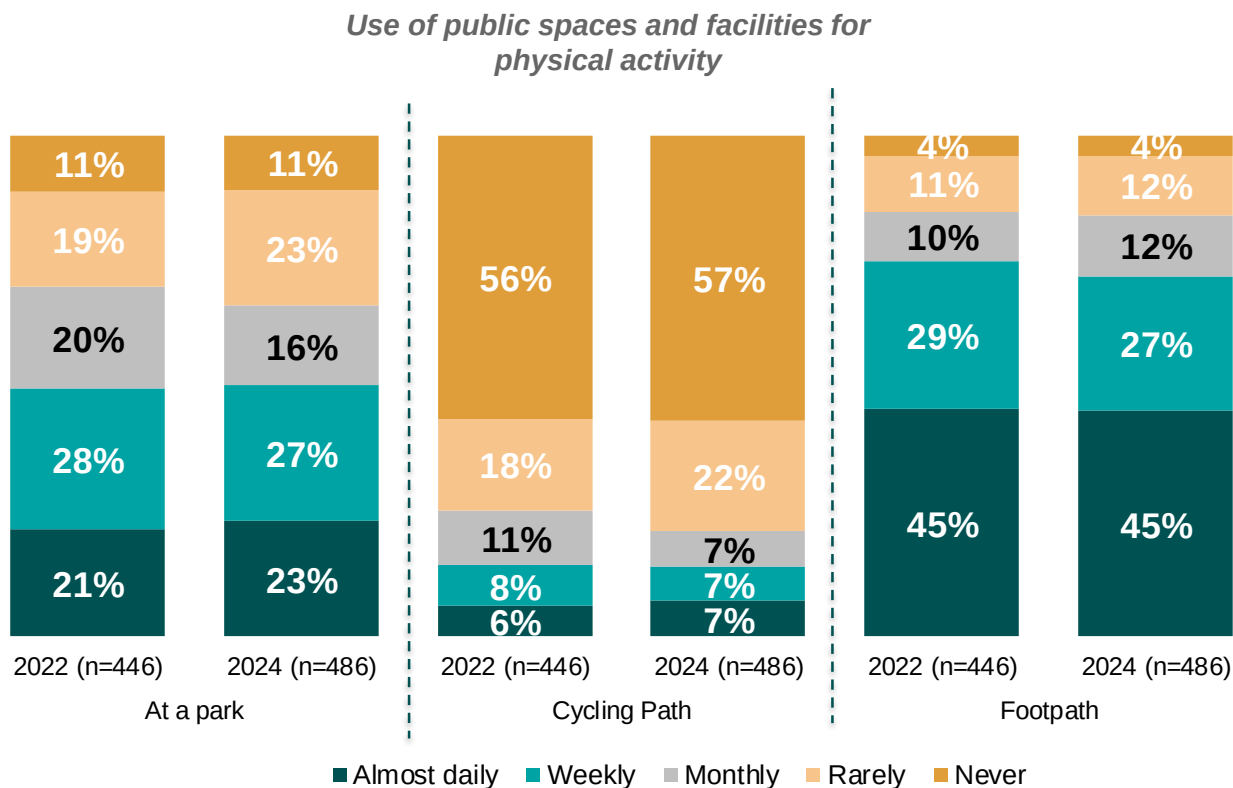
Were the physical activities organised activities (by a club, association or other organisation)?*



*Asked of those who participated in physical activities in the past 12 months

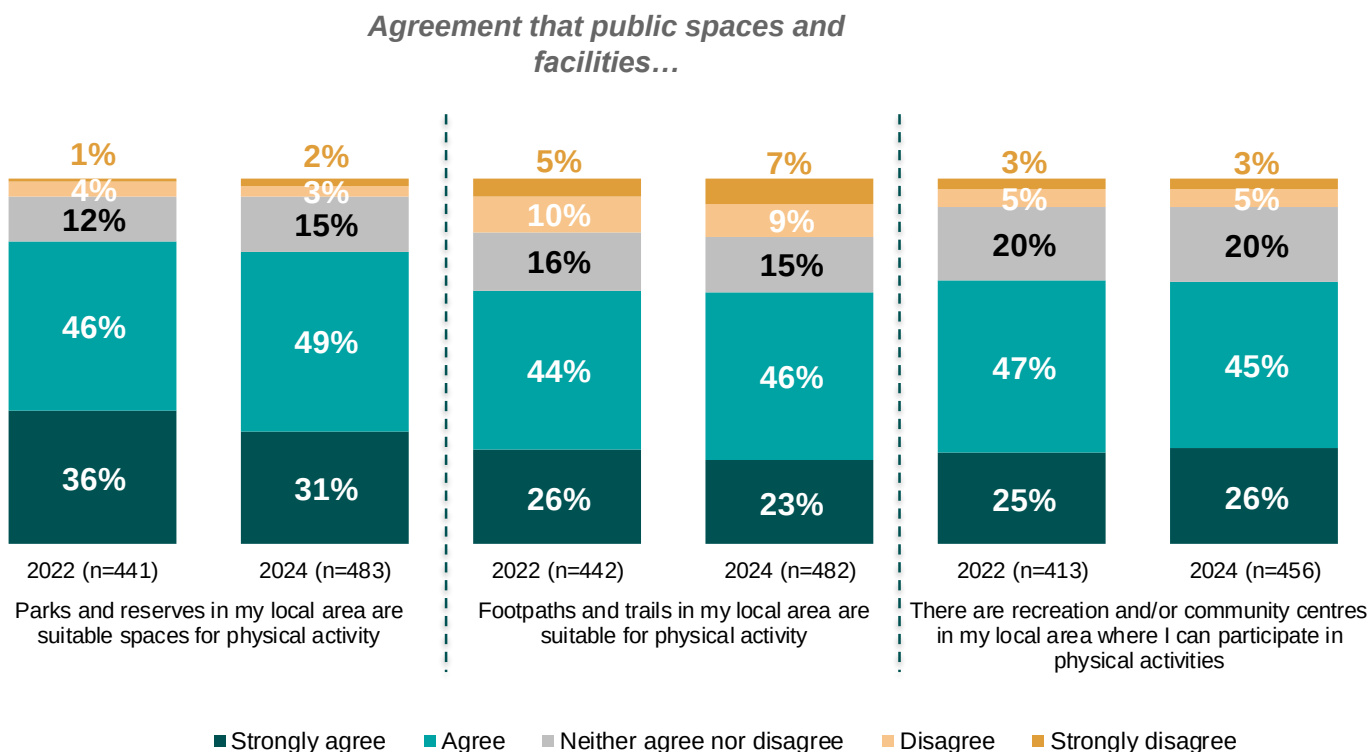
Usage of footpaths, parks and cycling paths remained stable in 2024, with only a slight increase in usage of parks for physical activity.

4.7 Public spaces and facilities for physical activity



Agreement that the public spaces in the City of Tea Tree Gully are suitable remained stable at relatively high levels in 2024, with highest suitability awarded to parks and reserves in the local area.

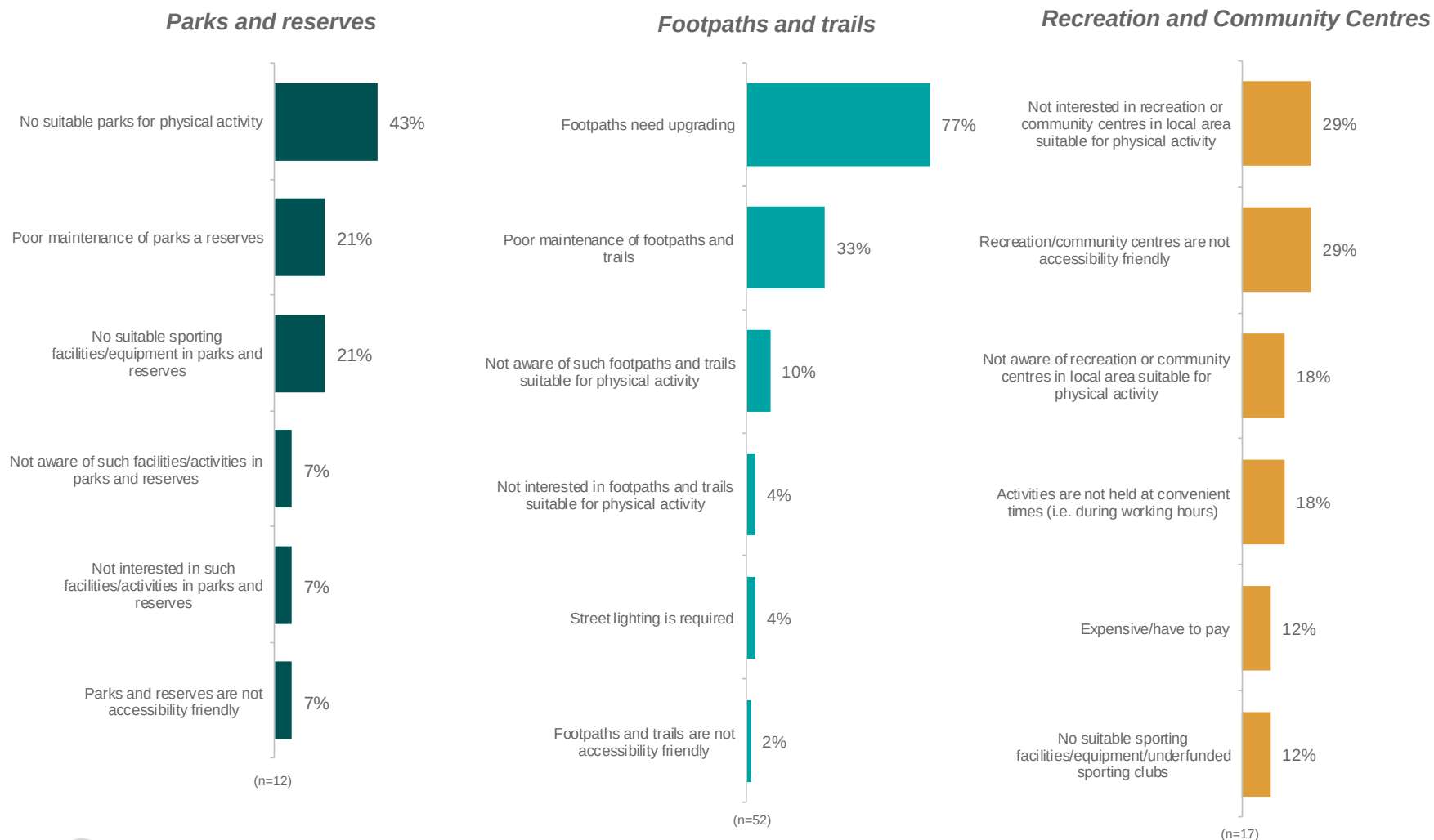
4.7 Public spaces and facilities for physical activity



Suitability of parks for physical activity, poor maintenance and footpaths needing to upgraded are the main associated reasons for dissatisfaction on why the public spaces in the area are not suitable for their specific physical activity needs.

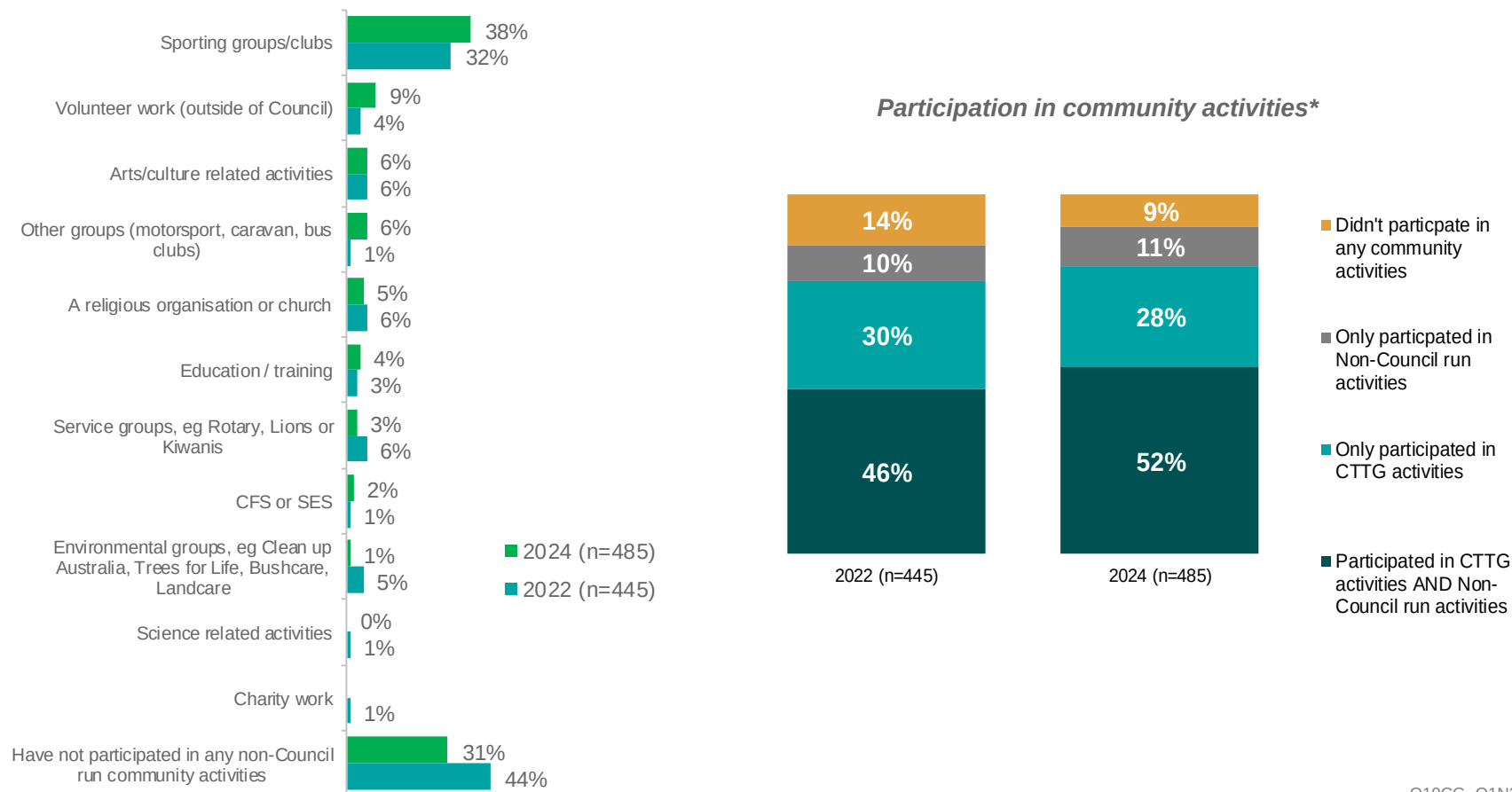
4.7 Public spaces and facilities for physical activity

Reasons for dissatisfaction with open spaces and facilities



Participation in non-Council run activities increased in 2024, with participation in sports groups/clubs most common.

4.8 Non-Council run community activity participation in the last 12 months (unprompted)



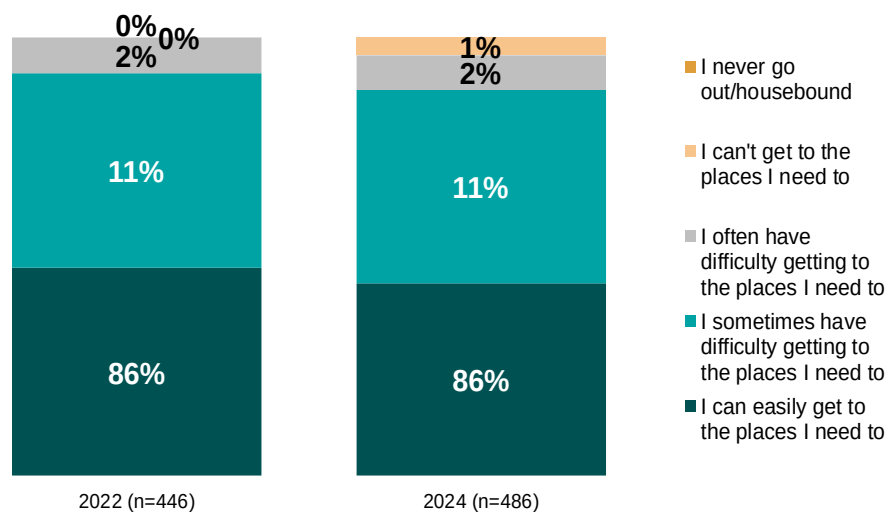
Q10CG, Q1N22
0% represents n=1

*Refers to a combination of two questions Q1N22 and Q10CG. Those who have participated in community activities within the City of Tea Tree Gully only are those who had used or attended at least one of the Tea Tree Gully Council services, programs or events used in the last 12 months and stated they had NOT participated in any community activities NOT run by Council in the last 12 months

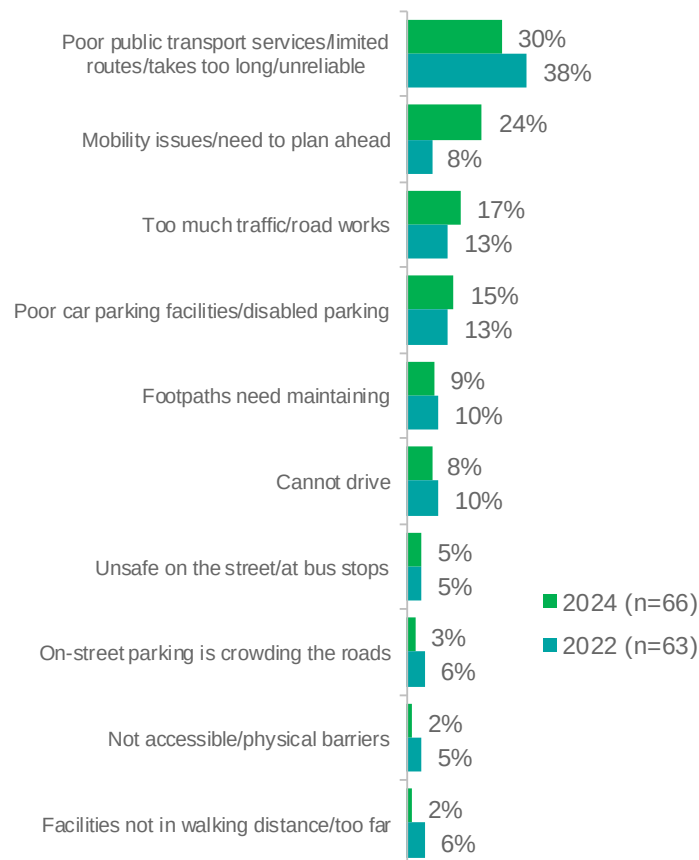
Participation in non-Council community activities increased, with more indicating participation in sporting groups/clubs and volunteering.

4.9 Transport within CTTG

Transport situation

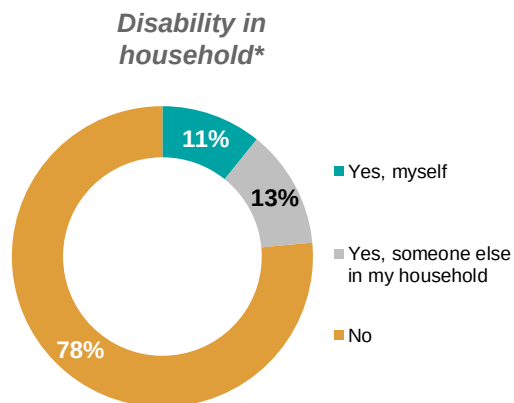


Reasons for having difficulty getting to the places they need to



Satisfaction with accessibility for parks, reserves and public spaces and Council-owned buildings were high and moderately high. Lower satisfaction with accessibility for Council-run programs and footpaths/local roads.

4.10 Accessibility within CTTG



(n=461)

2024

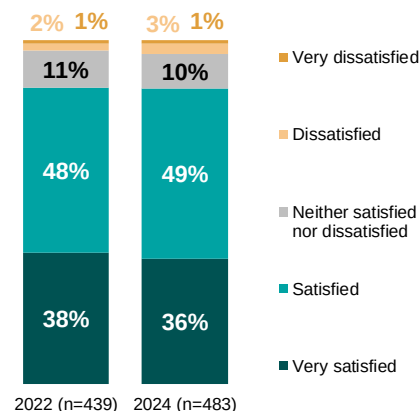
	Satisfaction with aspects of accessibility (T2B%)		Dissatisfaction with aspects of accessibility (B2B%)	
	Households with disability (n~98)	Households without disability (n~344)	Households with disability (n~98)	Households without disability (n~344)
Parks, reserves and public spaces	76	89	9	3
Council-owned buildings and facilities, such as the Civic Centre and Library, community and recreation centres and public toilets	75	87	7	1
Council-run programs, services and events	60	65	11	5
Footpaths and locals roads**	52	65	31	17

	2022		2024	
	T2B%	B2B%	T2B%	B2B%
Parks, reserves and public spaces	86	3	85	4
Council-owned buildings and facilities, such as the Civic Centre and Library, community and recreation centres and public toilets	83	3	83	2
Council-run programs, services and events	58	6	62	7
Footpaths and locals roads	61	18	60	21

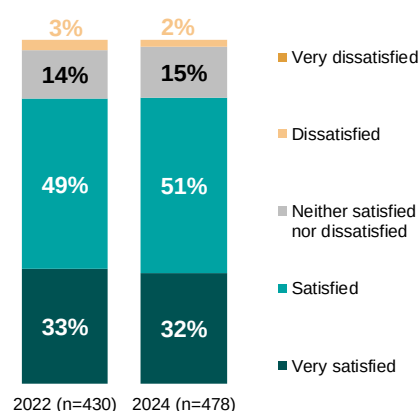
Satisfaction with accessibility relating to Council-run programs, services and events increased in 2024. Twenty-one percent (21%) were dissatisfied with accessibility access for footpaths and local roads.

4.10 Accessibility within CTTG

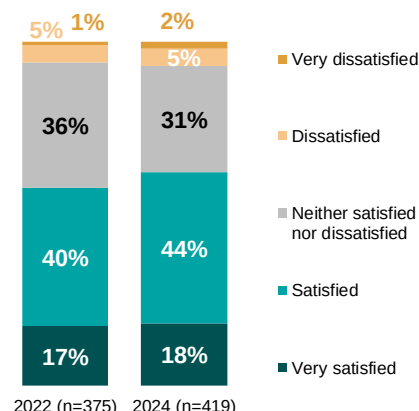
Parks, reserves and public spaces



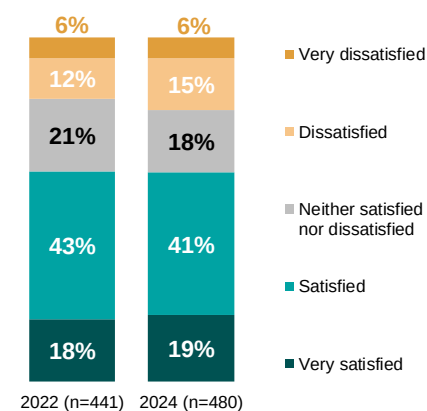
Council-owned buildings and facilities



Council-run programs, services and events



Footpaths and local roads



Reasons for dissatisfaction with parks, reserves and public spaces	n response	
	Disability in household (n=0)	No disability in household (n=4)
Lack of maintenance	-	4

Reasons for dissatisfaction with Council-owned buildings and facilities	n response	
	Disability in household (n=1)	No disability in household (n=2)
Lack of maintenance	-	1
Generally difficult to access with a disability	1	-
Other complaint (not tied to accessibility)	-	1

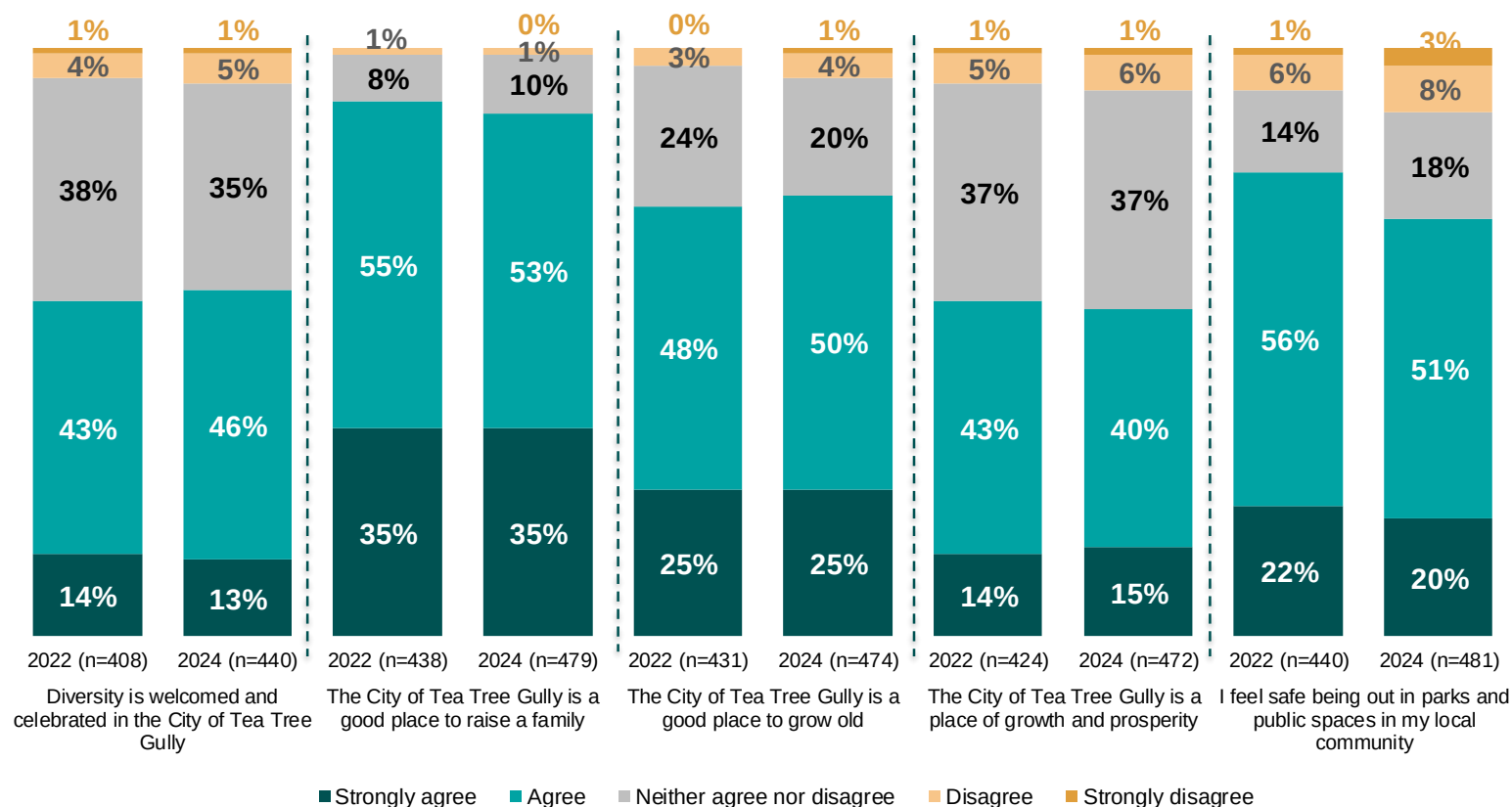
Reasons for dissatisfaction with Access to Council-run programs, service and events	n response	
	Disability in household (n=8)	No disability in household (n=10)
Lack of maintenance	-	1
Generally difficult to access with a disability	2	-
Lack of information/advertising	2	-
Other complaint (not tied to accessibility)	3	7
Complaint unrelated to information provided by council	1	2

Reasons for dissatisfaction with footpaths and local roads	n response	
	Disability in household (n=24)	No disability in household (n=28)
Lack of maintenance	19	25
Generally difficult to access with a disability	1	-
Not enough footpaths/walkways for wheelchairs	3	-
Complaint unrelated to information provided by council	-	1
Other complaint (not tied to accessibility)	1	2

While agreement that diversity is welcomed in the City of Tea Tree Gully and it is a good place to grow old increased, the remaining three livability statements recorded small decreases, but more so for feeling safe in parks and public spaces.

4.11 Living in the CTTG area

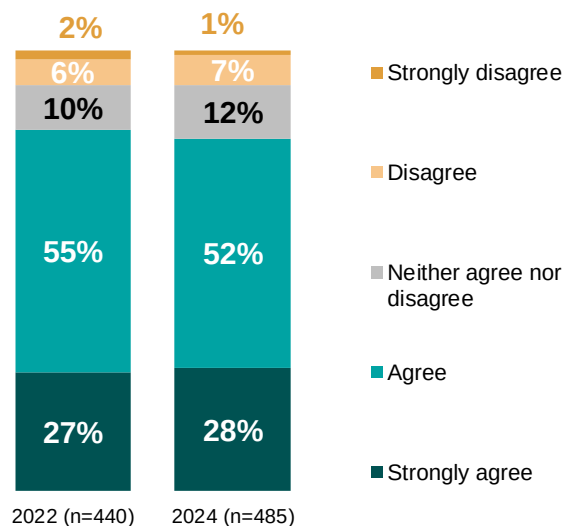
*Experience of living in the City of
Tea Tree Gully*



In 2024, 80% of the online community agreed that they can find health and wellbeing services, when needed, in their local area, a slight decrease of 2% compared to 2022.

4.11 Living in the CTTG area

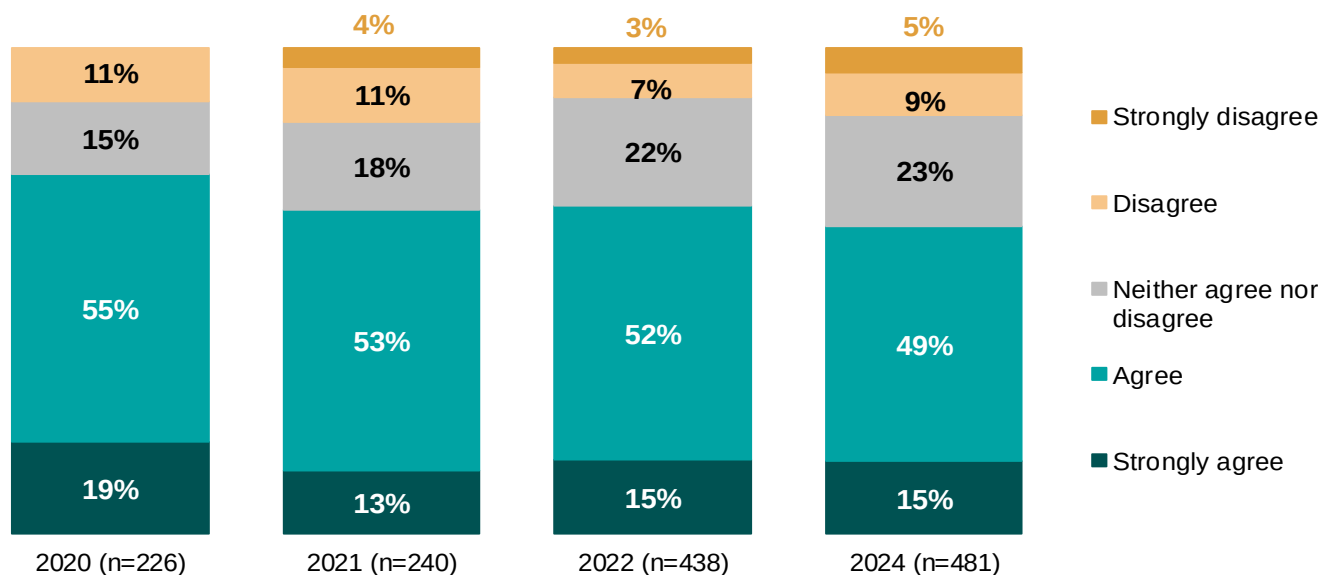
Agreement that when looking for health and wellbeing services (doctors and allied health) you can find what you want in your local area



Two-thirds of the online community agreed that they are provided with the opportunity to have their say on issues affecting their area.

4.12 Agreement that you have opportunity to have a say on issues that affect your area

	2020		2021		2022		2024		T2B% change from 2022
	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	
Opportunity to have your say on issues affecting your area	74	11	67	15	67	11	64	13	-3



Respondent profile 2024

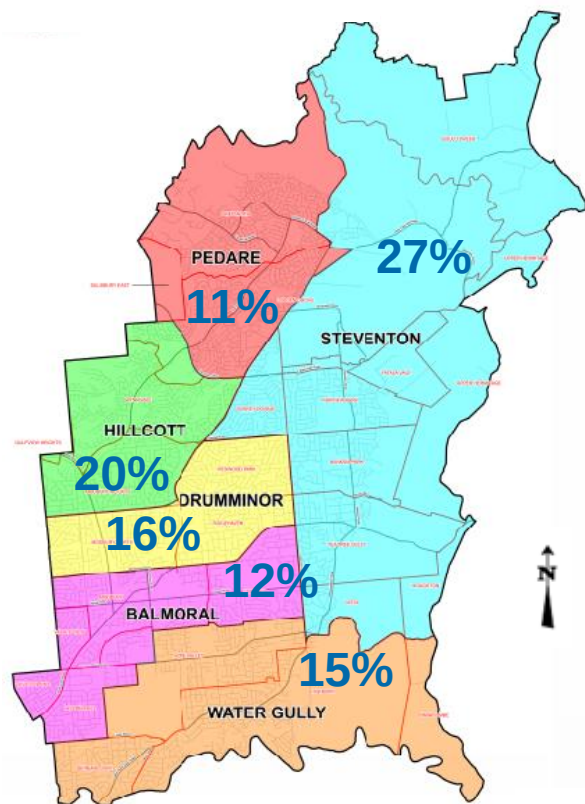
4.13 Demographic profile of online community sample

Suburb of residence	% response			
	2020 (n=227)	2021 (n=236)	2022 (n=446)	2024 (n=486)
Wynn Vale	7	8	9	10
Greenwith	7	8	6	8
Highbury	11	5	7	7
Modbury Heights	10	9	9	7
Banksia Park	6	7	8	6
Fairview Park	4	5	6	6
Ridgehaven	4	5	4	6
Redwood Park	4	3	4	5
Surrey Downs	4	5	4	5
Modbury North	6	8	5	5
Tea Tree Gully	3	3	4	5
Modbury	9	5	5	5
Dernancourt	4	8	5	4
St Agnes	8	6	5	3
Golden Grove - West of Golden Grove Road & North of The Golden Way	4	5	4	3
Hope Valley - East of Reservoir Road	4	4	4	3
Vista	1	0	1	2
Holden Hill	-	1	1	2
Golden Grove - West of Golden Grove Road & South of The Golden Way	-	-	1	2
Golden Grove - East of Golden Grove Road	-	-	1	1
Valley View	1	2	2	1
Hope Valley - West of Reservoir Road	-	-	1	1
Houghton	-	1	0	0
Yatala Vale	0	-	0	0
Gilles Plains	1	-	1	0
Gulfview Heights	-	-	0	0
Paracombe	0	0	-	-
Upper Hermitage	-	0	0	-

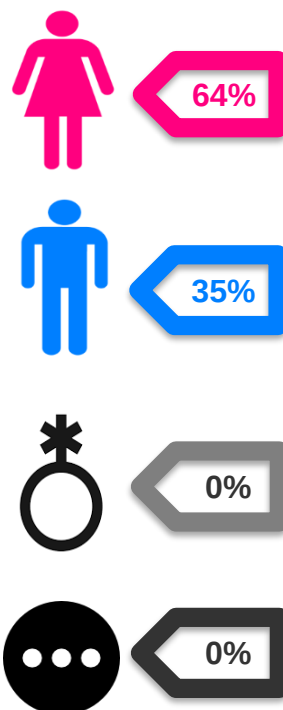
Respondent profile 2024

4.13 Demographic profile of online community sample continued

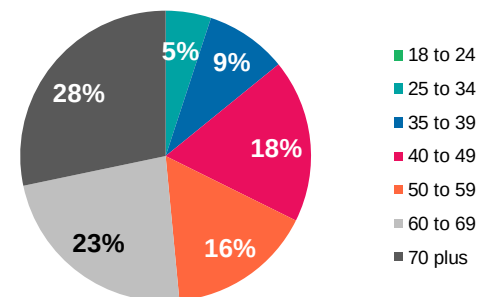
Ward (n=486)



Gender (n=483)



Age (n=486)



THANK YOU



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