



2025 COMMUNITY WELLBEING SURVEY

Final Report
July 2025

nf: 10174 - ks/yw

Prepared for:

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Background & Research Objectives

Background

The City of Tea Tree Gully has conducted an annual Community Survey for over 20 years. 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' in the 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.

From 2024 onwards, Council now conduct the Community Wellbeing Survey only, using responses from this survey to form the basis for considering the levers that Council has available to improve access to community resources. These levers contribute to the achievement of a thriving City of Tea Tree Gully as well as allowing for indicators to measure impact in the future. The indicators include:

- Diversity is welcomed and celebrated in the City of Tea Tree Gully
- The City of Tea Tree Gully is a good place to raise a family
- The City of Tea Tree Gully is a good place to grow old
- The City of Tea Tree Gully is a place of growth and prosperity
- I feel safe being out in parks and public spaces in my local community

Research Objectives

Research objectives in 2025 remain consistent with prior years of research, which 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 use of Council services, programs and events, and any changes over time.

This includes exploring views and behaviours relating to:

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



Executive Summary 2025

Key results from the community wellbeing research in 2025 (excluding online community member results):

- Overall satisfaction with Council performance remained stable at 70% in 2025.
- City of Tea Tree Gully personal wellbeing index was 75.9 in 2025 (up by 0.1 from 75.8 in 2024) and above the National average of 75.0. Five of eight wellbeing metrics increased in 2025, statistically significantly for satisfaction with personal relationships (from 69% to 76%). Satisfaction with *health* (down 3%), *community connectedness* (down 3%) and *personal safety* (down 4%) decreased.
- Driver analysis on satisfaction with *life as a whole* revealed that the top four predictors that drives satisfaction with life as a whole was what they are *achieving in life*, followed by their *future security*, *personal relationships*, and *community connectedness*. The fact that what residents are *achieving in life* is the top driving factor with overall life satisfaction, suggests that having a purpose and achieving personal goals is a critical factor to maintenance of positive wellbeing, coupled with *future security*, *personal relationships* and *community connectedness*, highlights the importance of stability and social inclusion.
- Driver analysis by age group highlighted that in different stages of life, factors that impact wellbeing overall can differ. 18-39 year olds appear more focused on progress, suggesting that a sense of achievement, relationships and stability in life are key to overall life satisfaction. 40-59 year olds, while similar to the younger cohort in terms of achievement, indicated that *future security* is of more importance followed by *personal relationships*. Interestingly, *parks, reserves and public spaces* emerged as a unique factor, which highlights the importance of parks, reserves and public spaces in the area to maintain a higher level of satisfaction. For 60+ year olds, *health* was the strongest driver of overall life satisfaction, followed by *personal relationships*, what they are *achieving in life* and *community connectedness*, suggesting the importance of socialisation and remaining connected to the oldest age cohort.
- City of Tea Tree Gully continues to hold largely positive perceptions of the area. The vast majority of residents agree that the City of Tea Tree Gully is a good place to raise a family and is a good place to grow old, which is significantly higher for those aged 18-39 at 90% compared to older age categories, suggesting future vision and longevity in continuing to reside in the area. Overall, agreement, while still high, was lower in that *diversity is welcomed and celebrated* (78%) and that CTTG is a *place of growth and prosperity* (76%) compared to other experience factors of living in CTTG, areas that may need additional initiatives to increase perception. Positively, after a statistically significant decrease in 2024, agreement that residents *feel safe being out in parks and public spaces in my local area* increased from 78% to 82% in 2025.
- 77% of residents had either used a Council service / program or attended an event in the past 12 months. Top 5 most used include the Library (44%), attending a major event at Civic Park (41%), Waterworld Aquatic Centre (34%), Recreation centres (25%) and Community centres (17%). A significantly lower proportion of 60+ years olds attended a major event at Civic Park (21%) compared to younger age categories, 53% aged 18-39 attended a major event at Civic Park.
- The proportion of residents participating in physical activity (90%) was greater in 2025, compared to 2024 (87%). Those whose physical activity was an organised physical activity by a club, association or other organisation increased from 41% to 53% in 2025, 32% of which was all done within the City of Tea Tree Gully. Interestingly, those who participate in organised physical activity all within the City of Tea Tree Gully had a statistically significantly higher level of satisfaction with *standard of living*, *achieving in life*, *personal relationships*, *community connectedness* and *future security* compared to mixed in and out of The City of Tea Tree Gully and no organised physical activity at all. These results highlight the importance of organised physical activity within the City and should continue to be a focus to help maintain higher levels of wellbeing.
- Majority agreed that public spaces are suitable for physical activity. Most improved was the view that there are recreation and or community centres in the local area are where the community can participate in physical activity, from 79% to 84%. Footpaths and trails continue to remain the most used space for physical activity in The City of Tea Tree Gully, with 76% agreeing that they are suitable spaces for physical activity, increasing from 74% in 2025.
- Majority (88%) of City of Tea Tree Gully residents are able to get to the places they need easily. Residents who can easily get to the places they need are statistically significantly more satisfied with seven of eight wellbeing metrics compared to those who have some form of difficulty getting to the places they need. This highlights the critical role of mobility and transport in maintaining a more positive, higher level of overall wellbeing.

Methodology & Sample

A sample of **608 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 22nd May – 10th June 2025 and ran for an average of 12 minutes. The online social media surveys were collected from 22nd May – 13th June 2025 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	175	207	Male	245	298	Steventon	117	CATI	350
40-59 years	233	201	Female	363	310	Water Gully	112	Social Media	258
60+ years	200	201	Total	608	608	Balmoral	97	Total	608
Total	608	608				Drumminor	90		
						Hillcott	102		
						Pedare	90		
						Total	608		

A further 305 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 9 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	608	±3.96	±5.60

*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 ±3.96%, 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 ±3.96%.

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 608, and is quoted as accuracy over time of ±5.60%, this means that there must be a difference of ±5.60% 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%. new**focus** 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 2024 & 2025) was found when there are ratings of T2B and T3B. Text in blue indicates result is statistically significantly higher than other demographic groupings and red indicates lower in the key findings section. ↓ or ↑ is used in tables and on charts for attributes or ratings that aren't rating scales of T2B and T3B in full results section.



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



KEY FINDINGS: CTTG RESIDENT DATA

Five of eight community wellbeing metrics increased in 2025, statistically significantly for *personal relationships* at 76%, the highest rated wellbeing metrics.

Community wellbeing

- » A significant increase in satisfaction with *personal relationships* is a positive result, as this is one of the top drivers of overall satisfaction with *life as a whole*. It suggests that the community are feeling more emotionally supported with the social networks and family. It also perhaps highlights that they're able to meaningfully engage and interact with others within the City of Tea Tree Gully.
- » Satisfaction with *health* decreased by 3% and was relatively low at 52%, as was satisfaction with *your future security* at 54%, this aspect however increased slightly by 1%.
- » Dissatisfaction with all wellbeing metrics was minimal, with six of eight dissatisfaction at just 1-2%. Satisfaction with *community connectedness* was lowest at 42% and decreased by 3% on levels of satisfaction recorded in 2024. Dissatisfaction, while low, was higher than other wellbeing metrics at 5%.
- » Those who were dissatisfied with *community connectedness* (rating 0-2), were mostly due to complete absence of involvement in the community and limited social interactions by choice. Some also felt that current community events don't cater for all or their particular demographic needs.

	2024		2025		T3B% change from 2024
	T3B%	B3B%	T3B%	B3B%	
Standard of living	62%	1%	66%	1%	+4%
Health	55%	1%	52%	2%	-3%
Achieving in life	57%	2%	60%	2%	+3%
Personal relationships	69%	1%	76%	2%	+7%↑
Personal safety	72%	0%	68%	1%	-4%
Community connectedness	45%	2%	42%	5%	-3%
Future security	53%	2%	54%	3%	+1%
Life as a whole	61%	1%	63%	1%	+2%

Residents aged 60+ were generally more satisfied with their level of wellbeing compared to those aged 40-59, statistically significantly higher on five of eight wellbeing index metrics.

Community wellbeing (continued)

- » Significantly higher satisfaction ratings on wellbeing metrics for 60+ could be a time related factor, meaning that they're able to allocate more time to maintaining their personal relationships and participating in the activities they desire within the community.
- » Both 18-39 and 40-59 age categories had a statistically significantly lower level of satisfaction with their *life as a whole* compared to residents aged 60+, a 19% and 18% difference in satisfaction, respectively.
- » 40-59 year olds had the lowest levels of satisfaction with wellbeing metrics on five of eight metrics (two equal with 18-39 year olds), statistically significantly lower than 60+ year olds with satisfaction with their *standard of living*. This could indicate greater life pressures, financial pressures or even responsibilities of caring for their children and possibly elderly parents that impacts their overall wellbeing.
- » While there were no statistically significant differences, males rated higher on six of eight wellbeing metrics compared to females, with the largest gap in their *personal safety* (71% vs 64%) compared to females.

	Age %T3B response 2025			Gender %T3B response 2025	
	18-39 (n~207)	40-59 (n~200)	60+ (n~199)	Male (n~297)	Female (n~309)
Standard of living	61%	58%	77%	67%	65%
Health	56%	50%	51%	54%	51%
Achieving in life	57%	55%	67%	61%	58%
Personal relationships	73%	73%	84%	75%	78%
Personal safety	68%	65%	70%	71%	64%
Community connectedness	40%	39%	47%	40%	44%
Future security	50%	50%	63%	57%	52%
Life as a whole	56%	57%	75%	64%	62%

The Personal Wellbeing Index for City of Tea Tree Gully residents remained slightly higher than the National Personal Wellbeing Index in 2025 (75.9 vs 74.7).

Community wellbeing continued

CITY OF TEA TREE GULLY
RESIDENT DATA 2025

75.9

(2024 = 75.8)

CITY OF TEA TREE GULLY
ONLINE COMMUNITY 2025

75.2

(2024 = 74.5)



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 41.0 (Georgie Frykberg, Tanja Capic, Chris Greenwood, Sarah Khor, Robert A. Cummins, Matthew Fuller-Tyszkiewicz, Craig A. Olsson, Delyse Hutchinson, Kate Lycett (June 2024). Australian Unity Wellbeing Index: Report 41.0, School of Psychology, Deakin University Deakin University, Australian Centre on Quality of Life. <http://www.acqol.com.au/uploads/surveys/survey-041-report.pdf> *latest report available

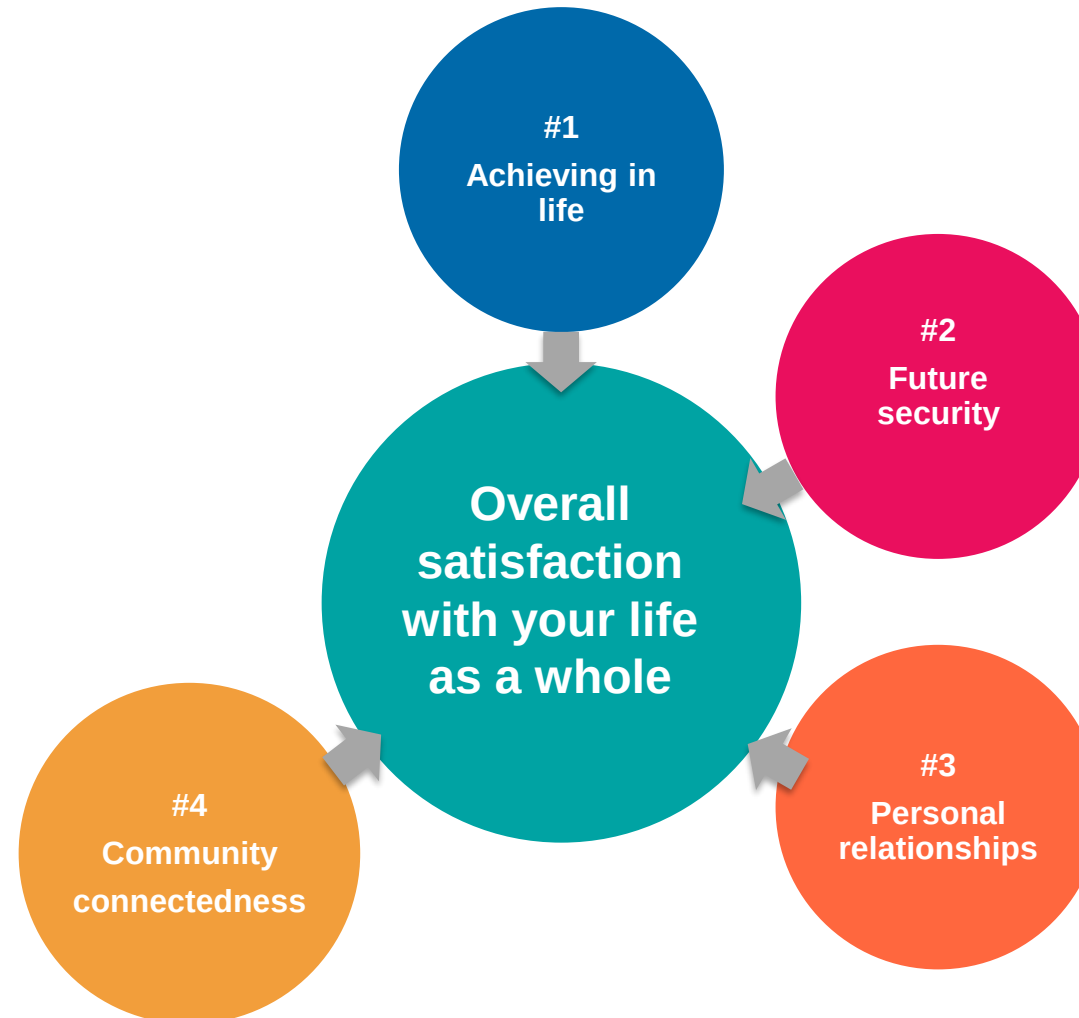
Drivers of satisfaction with your life as a whole.

53% 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 what they are currently achieving in life, followed by their future security, personal relationships, and feeling part of their community.

The fact that current achievements in life is the top driving factor with overall life satisfaction, suggests that having a purpose and achieving personal goals is a critical factor to maintenance of positive wellbeing, coupled with future security, personal relationships and feeling part of community, highlights importance of stability and social inclusion.



*Note: Variance refers to the proportion of differences in satisfaction with life as a whole that can be accounted for by the listed predictor variables. For example, a variance of 53% means that 53% of the variation in satisfaction with life as a whole can be identified by these four factors identified in the driver analysis.

Drivers of satisfaction with your life as a whole by age.

- » Driver analysis by age group highlighted that in different stages of life, factors that impact wellbeing overall can differ.
- » 18-39 year olds appear more focused on progress, suggesting that a sense of achievement, relationships and stability in life are key to overall life satisfaction.
- » 40-59 year olds, while similar to the younger cohort in terms of achievement, future security is of more importance followed by relationships. Interestingly, parks, reserves and public spaces emerged as a unique factor, which highlights the importance of parks, reserves and public spaces in the area to maintain a higher level of satisfaction.
- » For 60+ year olds, health was the strongest driver of overall life satisfaction, followed by relationships, achievements and feeling part of the community, suggesting the importance of socialisation and remaining connected to the oldest age cohort.

	18-39 years old	40-59 years old	60+ years old
#1 predictor	Achieving in life	Achieving in life	Health
#2 predictor	Personal relationships	Future security	Personal relationships
#3 predictor	Standard of living	Personal relationships	Achieving in life
#4 predictor	Future security	Parks, reserves and public spaces in the Council area	Community connectedness
	<i>57% of variance explained in satisfaction are attributed to these predictors*</i>	<i>60% of variance explained in satisfaction are attributed to these predictors*</i>	<i>44% of variance explained in satisfaction are attributed to these predictors*</i>

City of Tea Tree Gully continues to hold largely positive perceptions of the area.

Life in the City of Tea Tree Gully

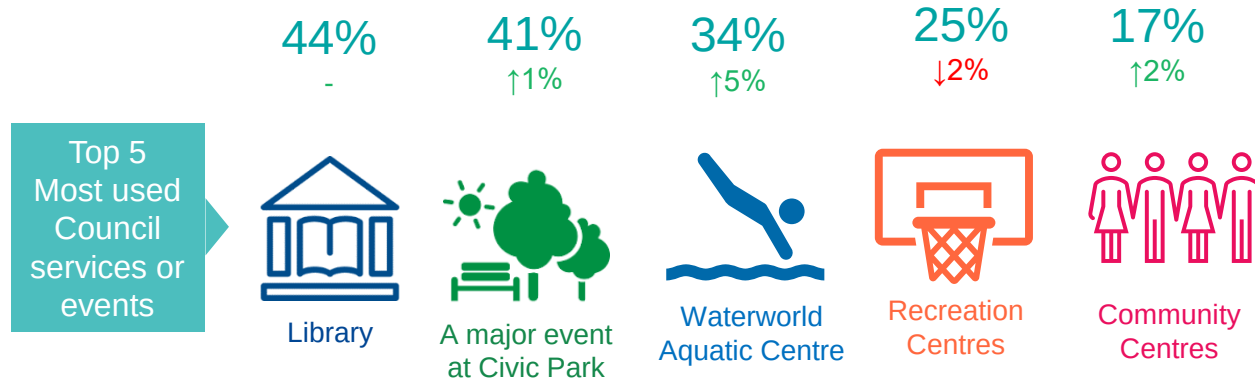
- » Vast majority of residents agree that the City of Tea Tree Gully is a good place to raise a family and is a good place to grow old, which is significantly higher for those aged 18-39 at 90% compared to older age categories, suggesting future vision and longevity in continuing to reside in the area.
- » Positively, 91% of those aged 60+ agree that they can find allied health services when they need it in their local area. This is significantly higher than those aged 18-39 years old, possibly due to youngest age category less likely to require such services.
- » 89% of males agree that they feel safe being out in parks and public spaces in the local community, compared to 75% of females (a statistically significant difference). While majority of females do feel safe, one-in-four don't agree they feel safe.
- » While still high, agreement was lower for *diversity is welcomed and celebrated* (78%) and that The City of Tea Tree Gully is a *place of growth and prosperity* (76%) compared to other experience factors of living in The City of Tea Tree Gully, with relatively higher proportions of 'neutral' ratings as opposed to disagreement.

	% agree / strongly agree	
	2024	2025
Diversity is welcomed and celebrated in the City of Tea Tree Gully	76%	78%
The City of Tea Tree Gully is a good place to raise a family	95%	94%
The City of Tea Tree Gully is a good place to grow old	88%	86%
The City of Tea Tree Gully is a place of growth and prosperity	78%	76%
I feel safe being out in parks and public spaces in my local community	78%	82%
You can find allied health services you need in your local area	86%	84%

	% agree / strongly agree					
	2025	Male	Female	18-39	40-59	60+
Diversity is welcomed and celebrated in the City of Tea Tree Gully	78%	79%	78%	82%	74%	79%
The City of Tea Tree Gully is a good place to raise a family	94%	94%	95%	95%	93%	95%
The City of Tea Tree Gully is a good place to grow old	86%	87%	86%	90%	83%	86%
The City of Tea Tree Gully is a place of growth and prosperity	76%	79%	74%	80%	72%	77%
I feel safe being out in parks and public spaces in my local community	82%	89%	75%	84%	81%	80%
You can find allied health services you need in your local area	84%	84%	84%	79%	84%	91%

Over two-in-five used the library (44%) or attended a major event at Civic Park (41%) in the past 12 months.

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



77% had either used a Council service / program or attended an event in the past 12 months

23% had not used or attended any listed Tea Tree Gully Council services, programs or events in the last 12 months

Further findings:

- » While not a statistically significant increase, usage of Waterworld Aquatic Centre increased from 29% to 34% in 2025.
- » Waterworld Aquatic Centre was most used by those aged 35 – 49 in 2025, with 65% aged 35 to 39 and 56% of those aged 40 to 49. This drops off by a statistically significantly level from 50+ years, with 21% of those aged 50 to 59 years of age having used Waterworld, 22% of 60 to 69 and just 12% of residents aged 70+.
- » A significantly lower proportion of 60+ years olds attended a major event at Civic Park (21%) compared to younger age categories, 53% aged 18-39 attended a major event at Civic Park.
- » A statistically significantly higher proportion of females had used Council services programs or events in the last 12 months compared to males (83% vs 72%) , including *library services, community centres, Golden Grove Arts Centre and Tea Tree Gully markets*.
- » Sixty percent (60%) of residents who have used *community centres* in the City of Tea Tree Gully in the last 12 months were satisfied with *community connectedness*, compared to just 34% of those who had not used a service, program or attended an event, a statistically significant difference.
- » Dissatisfaction (rating 0-2) with *community connectedness* was statistically significantly higher for residents who had not used a City of Tea Tree Gully services, program or attended an event within the last 12 months, compared to those who had (15% vs 3%).
- » Residents who had used a City of Tea Tree Gully service, program or attended an event within the last 12 months significantly more satisfied with Council overall than those who had not (75% vs 53%).

Proportion of residents participating in physical activity (90%) was greater in 2025, compared to the previous year.

Physical activity

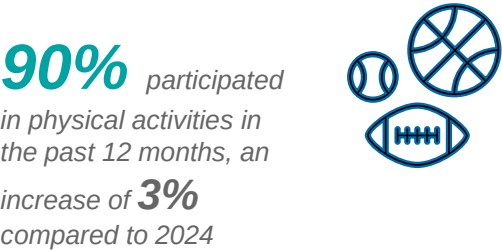
- » Twenty-eight (28%), up from 27% in 2024, of the CTTG residents, at the time of participating in the survey, had participated in physical activities on that day, with a further 44% within the last week.
- » The proportion of those whose physical activity was organised physical activity by a club, association or other organisation increased from 41% to 53% in 2025, 32% of which was all done within the City of Tea Tree Gully.

Demographic findings:

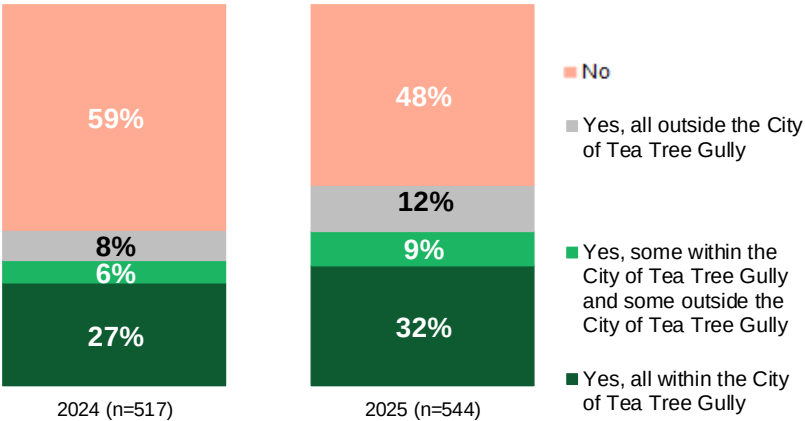
- » Positively, physical activity levels were relatively similar across age categories for those who had participated. The difference, however, was 14% of those aged 60+ did not participate in any form of physical activity, compared to just 1% of residents aged 18-39 (statistically significant difference).
- » Thirty-nine percent (39%) of 60+ year olds that participate in physical activity, do so all within the City of Tea Tree Gully, significantly higher than the 26% of those aged 18-39 years.

Recency of physical activity on wellbeing:

- » Personal wellbeing index was considerably higher for those who participated in physical activity within the last week (at time of survey), at 76.5, compared to 70.7 for those who participated in physical activity 1-12 months ago.
- » Interestingly, those who participate in organised physical activity all within the City of Tea Tree Gully had a statistically significantly higher level of satisfaction with their *standard of living*, what they're *achieving in life*, *personal relationships*, *community connectedness* and their *future security* compared to mixed in and out of The City of Tea Tree Gully and no organised physical activity at all. These results highlights the importance of organised physical activity within the City and should continue to be of focus to help maintain higher levels of wellbeing.
- » Just 34% of those who do not participate in organised physical activity were satisfied with their *community connectedness*, a statistically significantly lower proportion than those who do.



Organised physical activities by a club, association or other organisation



Agreement that public spaces and facilities are suitable for physical activity improved in 2025.

Public spaces and facilities for physical activity

Most improved was the view that recreation and or community centres in the local area are where the community can participate in physical activity, from 79% to 84%.

Footpaths and trails continue to remain the most used space for physical activity in The City of Tea Tree Gully, with 76% agreeing that they are suitable spaces for physical activity, increasing 2% in 2025.

Demographic findings:

- » Eighty-one percent (81%) of 18-39 year olds believed that footpaths and trails in the area are suitable for physical activity, compared to 71% of those aged 60+ (a statistically significant difference).
- » A significantly lower proportion of those aged 18 to 24 (compared to older age groups) agreed that parks and reserves in their local area are suitable for physical activity (75%).
- » While not statistically significant, 89% of males agreed that parks and reserves in their local area are suitable for physical activity, compared to 84% of females.

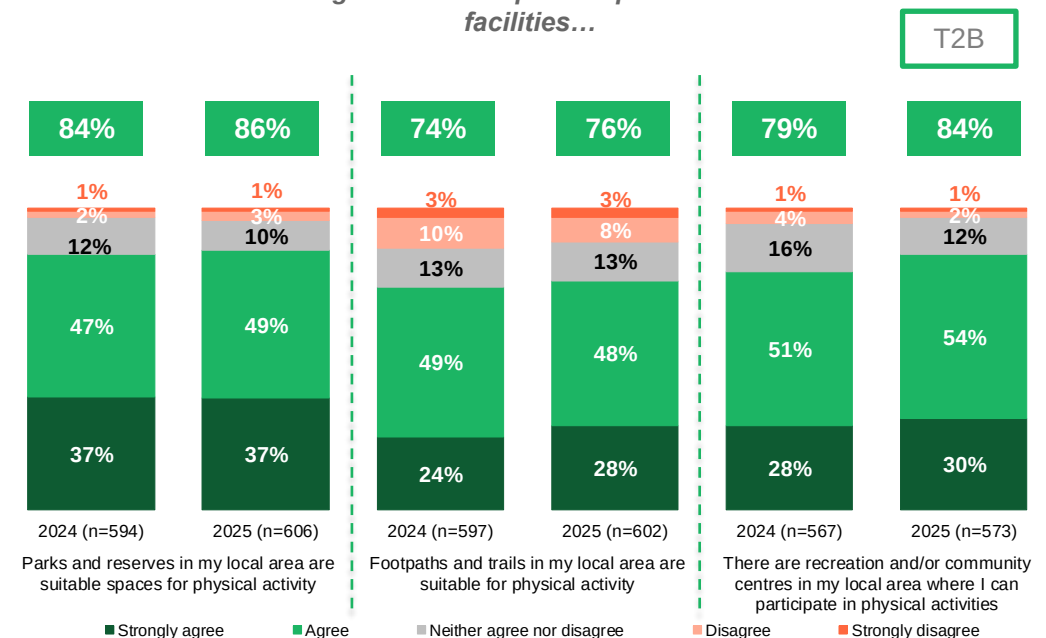
Public space usage for physical activity and wellbeing:

- » Residents who use parks and footpaths for physical activity in the area at least weekly were significantly more satisfied with their *health* and *community connectedness* compared to those who never use a park or footpaths for physical activity.

At least weekly usage of public spaces for physical activity



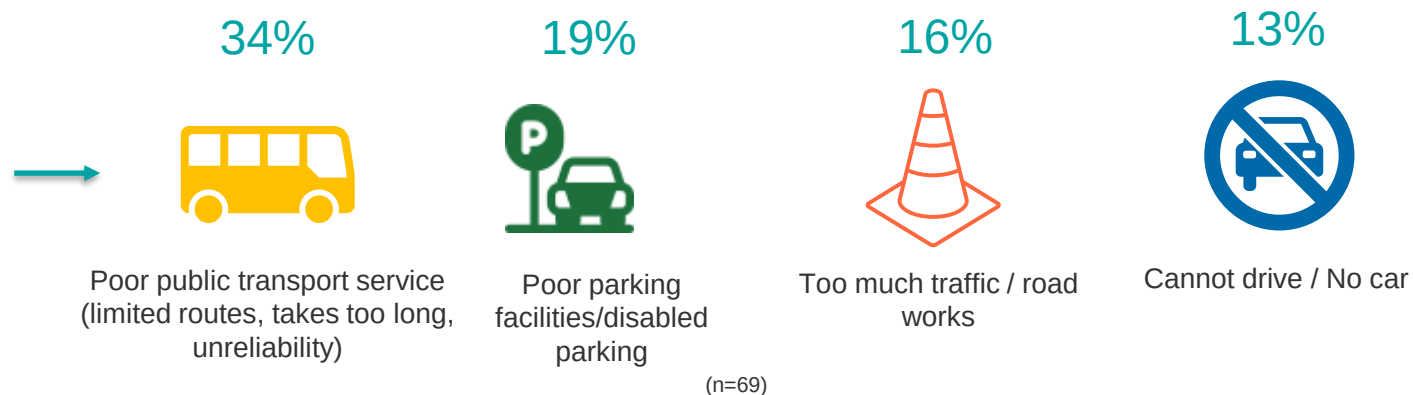
Agreement that public spaces and facilities...



Majority (88%) of City of Tea Tree Gully residents are able to get to the places they need easily.

Transport

12% 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...



Demographic findings:

- » Amongst 18-39 year olds, 16% stated that they sometimes have difficulties getting to the places they need to, most often due to poor public transport services, too much traffic or road works and poor car parking facilities (perceived).
- » Forty-nine percent (49%) of 40-59 year olds who have some form of difficulty getting where they need is due to a perception of poor public transport services.

Transport and wellbeing:

- » Residents who can easily get to the places they need are statistically significantly more satisfied with seven of eight wellbeing metrics compared who have some form of difficulty get the places they need. This highlights the critical role of mobility and transport in maintaining a more positive, higher level of overall wellbeing.

% T3B response (rating 8-10)	Easily get to places (n~529)	Have difficulty getting to places (n~74)
Stand of living	70%	38%
Health	56%	26%
Achieving in life	61%	51%
Personal relationships	79%	60%
Personal safety	70%	48%
Community connectedness	44%	30%
Future security	58%	29%
Life as a whole	65%	49%

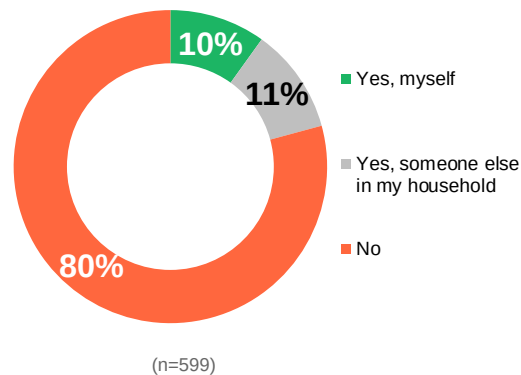
Twenty-one (21%) of residents surveyed indicated that they or someone else in their household lives with a disability.

Accessibility

In 2025, 21% of City of Tea Tree Gully residents surveyed 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 (either themselves or someone else in the household) in 2025:

Disability in household in 2025



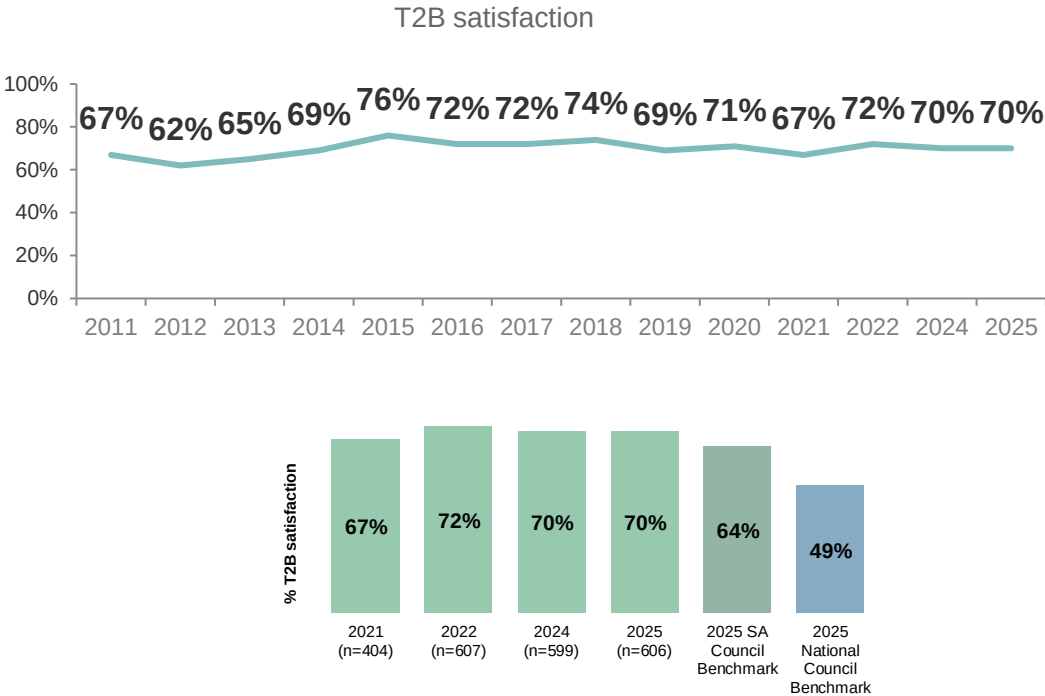
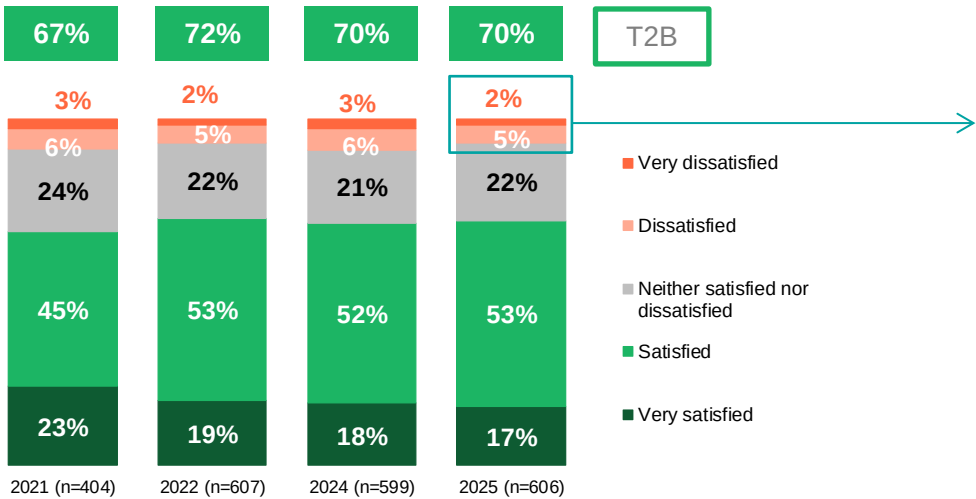
- » A statistically significantly higher proportion of 70+ year olds live with a disability at 31%.
- » 54% of those with a disability have used the library service, including home library service, compared to 42% who don't live with a disability in the household (a statistically significant difference).
- » Were significantly less satisfied on seven of eight wellbeing metrics, including with *their life as a whole* (47% vs 67%), their *standard of living* (54% vs 69%), their *health* (25% vs 59%), *achieving in life* (46% vs 63%), their *personal relationships* (69% vs 78%), their *personal safety* (59% vs 70%), and their *future security* (47% vs 57%).
- » A significantly higher proportion state they have health issues that prevent them from attending or participating in activities to aid in feeling part of their community.
- » Significantly less likely to participate in physical activity frequently (within the last week at time of survey).
- » Of those who do organised physical activity, significantly more often to participate in these organised activities as a mixture of within and outside the City of Tea Tree Gully.
- » Significantly more likely to never do physical activity at a park or use a cycling path within the City of Tea Tree Gully
- » Significantly more likely to have done volunteer work outside of the Council opportunities.
- » Significantly less likely to be able to easily get to the places they need to, and significantly more likely to sometimes have difficulty getting to the places they need to.
- » Significantly less satisfied with accessibility in parks, reserves and public spaces within the Council area, however also still have a high rating of satisfaction (82% vs 90%).
- » Significantly less likely to agree that they feel safe being out in parks and public spaces in the local community. (76% vs 84%).

Overall satisfaction with Council performance remained stable at 70% in 2025.

Satisfaction with Council performance overall

Further findings

- » Those aged 18-39 were most satisfied with Council's overall performance at 75%, closely followed by those aged 60+ with 74% satisfied. Statistically significantly lower satisfaction was for those aged in the middle age category, with 62% of those aged 40-59 satisfied with Council's overall performance.
- » Residents aged 25 to 34 had the highest level of satisfaction (statistically significantly) in comparison to other aged categories, with 80% satisfied with City of Tea Tree Gully's performance overall. Conversely, residents aged 40 to 49 had the lowest satisfaction, at 61%.
- » While not statistically significant, 73% of females satisfied with Council's overall performance compared to 67% of males.



Reasons for dissatisfaction with Council performance overall (n=46)

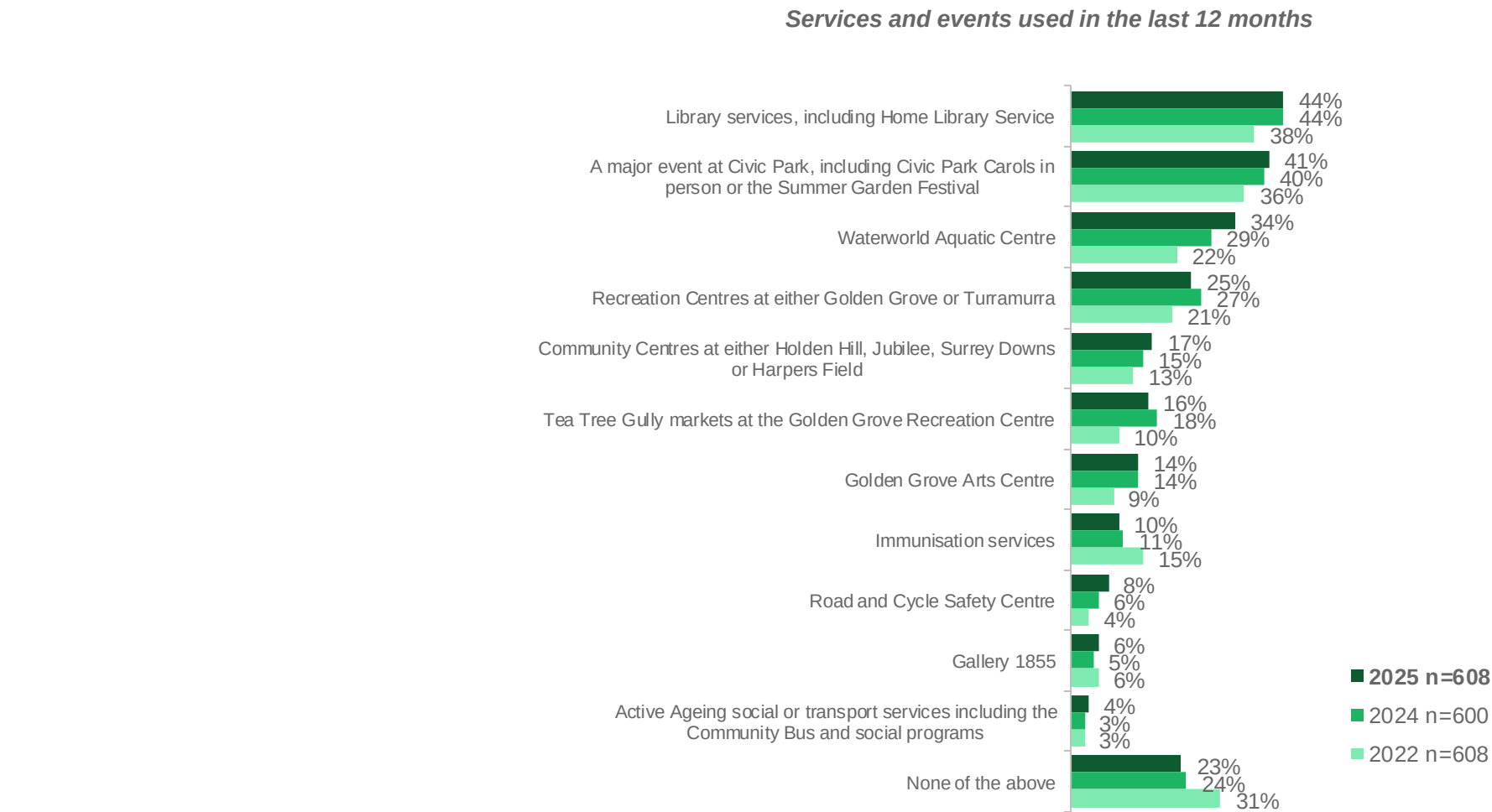
- » n=46 surveyed residents mentioned being dissatisfied with Council in 2025.
- » High council rates (n=11) and poor response times (n=8) were top two reasons for dissatisfaction.
- » Other reasons for dissatisfaction with Council performance include:
 - Don't listen to the community (n=5)
 - Will not accept responsibility for trees (n=5)
 - Poor maintenances of verges, parks, reserves, litter, etc (n=4)
 - Don't spend money wisely (n=4)
 - Roads are poorly maintained / designed (n=4)

FULL RESULTS: CTTG RESIDENT DATA



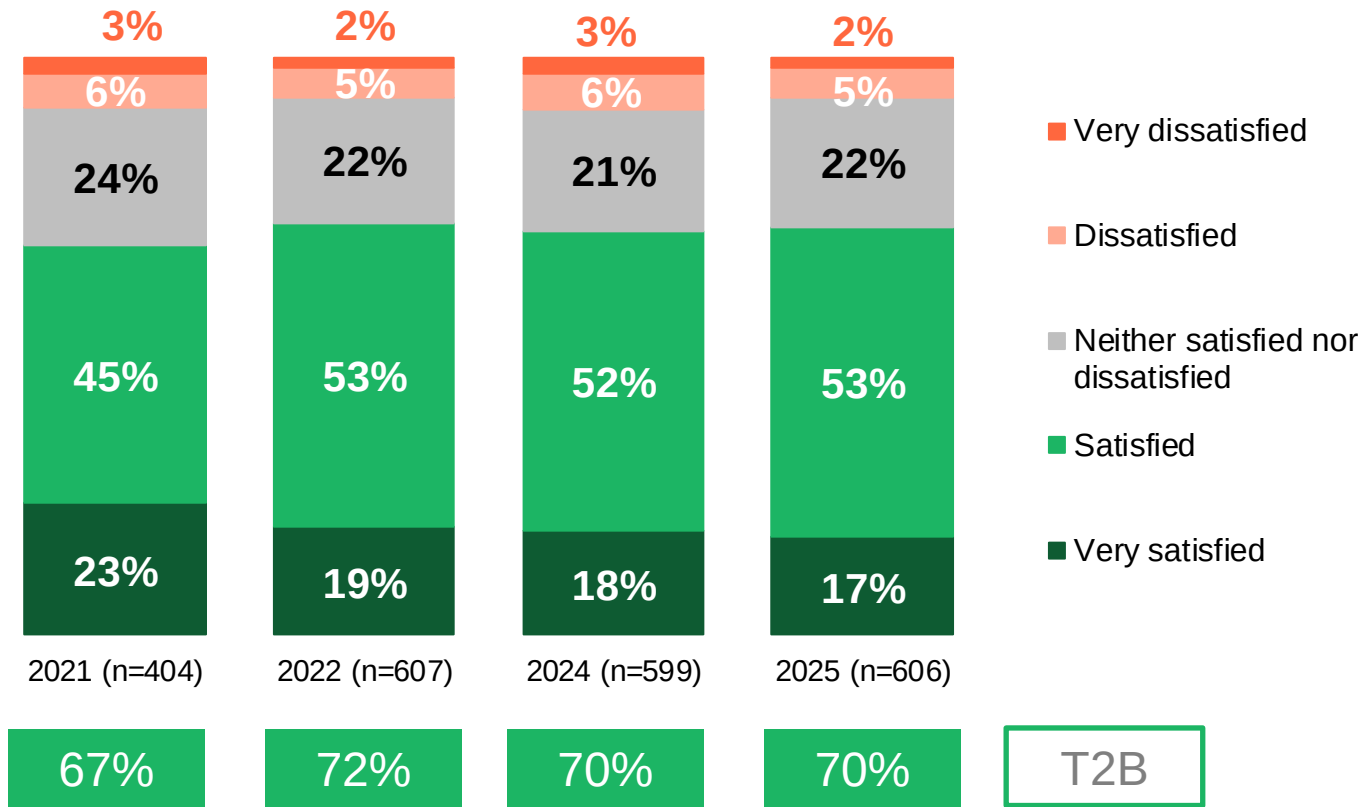
Residents continued to utilise a variety of Council services and programs, with largest usage that of the library services at 44%.

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



Satisfaction with Council performance remained stable at 70% in 2025. Positively, dissatisfaction decreased from 9% to 7%.

2.2 Satisfaction with Council's performance overall



High council rates and poor response times to enquiries the main reasons for dissatisfaction with Council performance in 2025, both increasing statistically significantly compared to 2024.

2.3 Reasons for dissatisfaction with Council's performance

	% response			
	2021 (n=38)	2022 (n=40)	2024 (n=52)	2025 (n=46)
High council rates/poor value for money/regardless of property value/increased for business/vacant blocks	16%	16%	4%	25% ↑
Poor response time/need to follow Council up/no action taken	5%	10%	2%	18% ↑
Don't listen to the community/not consulted on key issues which affect us	3%	5%	6%	10%
Will not accept responsibility for trees/removal/pruning/trees not replaced	8%	6%	-	10%
Poor maintenance of verges/parks/reserves/litter/broken glass/dying grass/plants/overhanging trees	29%	10%	19%	9%
Don't spend money wisely/waste on executive pay packets/poor decision making	8%	10%	4%	9%
Roads/poorly maintained/designed/flood	5%	5%	2%	8%
Animal control/stray cats/council should collect once trapped	-	-	-	8%
Don't do enough/what they say they will/only the bare minimum/all talk no action	3%	9%	6%	7%
Traffic control issues/poor planning/hoons/speeding drivers	-	-	2%	6%
Communication/poor/don't keep us informed/no information/feedback provided regarding issues/complaints	5%	7%	7%	6%
Not connected to Main sewer system / have to use septic tank	-	-	-	6%
Distribution of resources/should do so more effectively/unequal/given to newer areas for maintenance/older/rural areas forgotten	-	2%	-	5%
Customer service/poor/unhelpful/rude	8%	5%	2%	5%
Involvement within the community is lacking/don't do much for the area/lack of support/funding	5%	-	3%	4%
Don't do enough for the elderly	3%	2%	2%	4%
Lack of community entertainment programs	-	-	-	3%
Don't collect all the rubbish/green waste/hard refuse	3%	-	-	3%
Street cleaning/maintenance not often enough/should be done after storms/rubbish collection not before	5%	-	-	3%
Footpaths/poorly maintained/uneven/lack of/none on either side of the road for years	8%	2%	15%	3%
Lack of community focus from EMs/bickering/ineffective decision making/focus on wrong things/lack of transparency	3%	-	-	3%
Parking/inadequate/especially around schools/hospitals	3%	-	2%	3%
Other areas have newer/better dog parks	-	-	-	2%
Storm water/poor drainage/floods/leaves a mess	3%	-	-	2%
Building approval process/takes too long	5%	-	2%	2%
Neighbour disputes/issues not resolved/unfair	-	-	2%	2%
Poor development decisions/no regard for environment or existing residents/should not develop farm land into residential zone/subdivision/rezone to allow multi-storey buildings	3%	4%	2%	2%
Against local government in general/should not exist	-	-	-	2%

Five of eight wellbeing metrics increased in 2025, statistically significantly for satisfaction with *personal relationships* (from 69% to 76%).

2.4 Wellbeing - resident satisfaction with areas of their life

CITY OF TEA TREE GULLY PWI

75.9

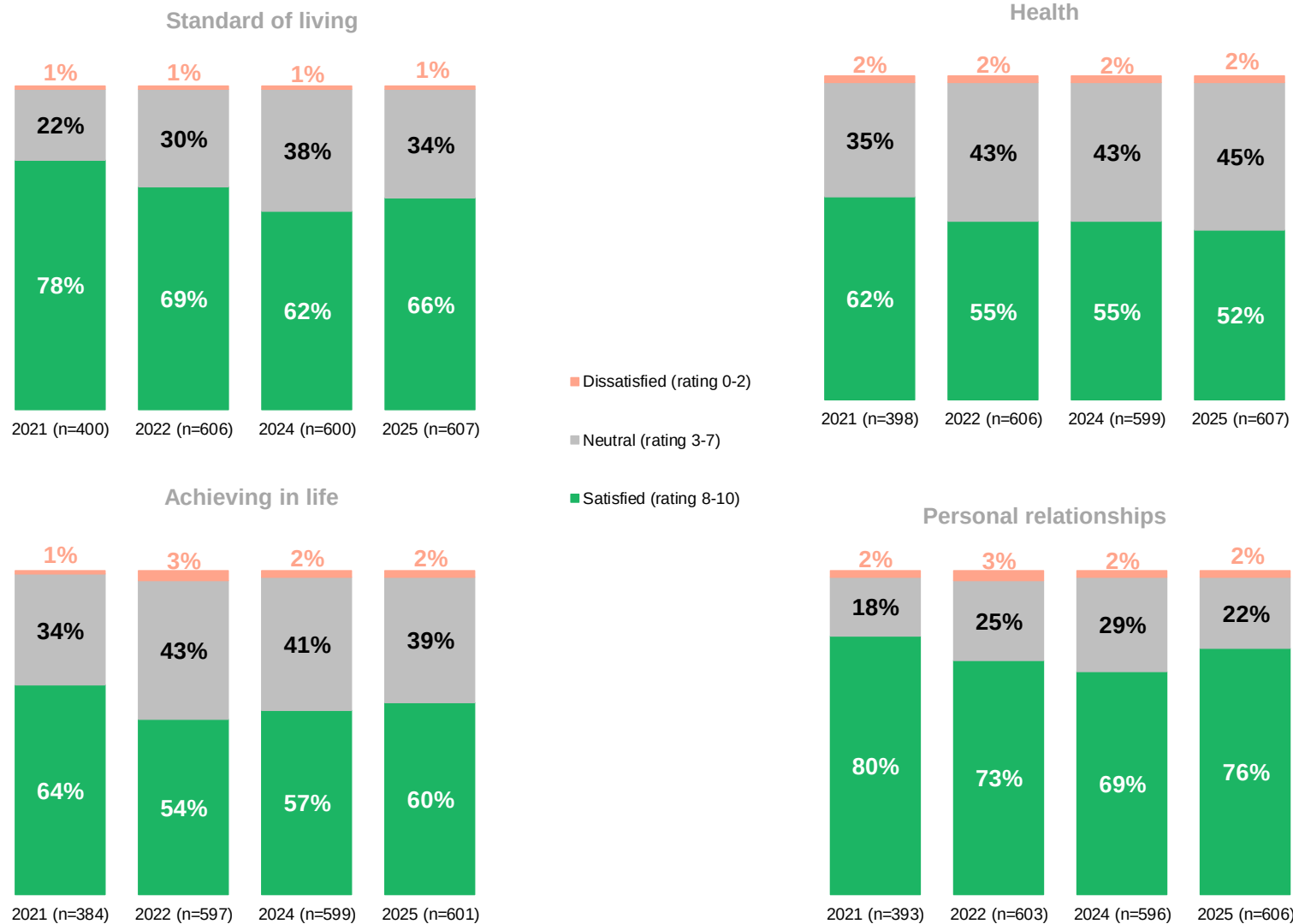


Up from 75.8 in 2024

	2021		2022		2024		2025		T3B% change from 2024
	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	
Standard of living	78%	1%	69%	1%	62%	1%	66%	1%	+4%
Health	62%	2%	55%	2%	55%	1%	52%	2%	-3%
Achieving in life	64%	1%	54%	3%	57%	2%	60%	2%	+3%
Personal relationships	80%	2%	73%	3%	69%	1%	76%	2%	+7%↑
Personal safety	76%	0%	77%	1%	72%	0%	68%	1%	-4%
Community connectedness	49%	3%	43%	5%	45%	2%	42%	5%	-3%
Future security	62%	1%	52%	3%	53%	2%	54%	3%	+1%
Life as a whole	67%	2%	62%	1%	61%	1%	63%	1%	+2%

While satisfaction with *standard of living*, what they are *achieving in life* and *personal relationships* all increased, satisfaction with *health* decreased from 55% to 52%.

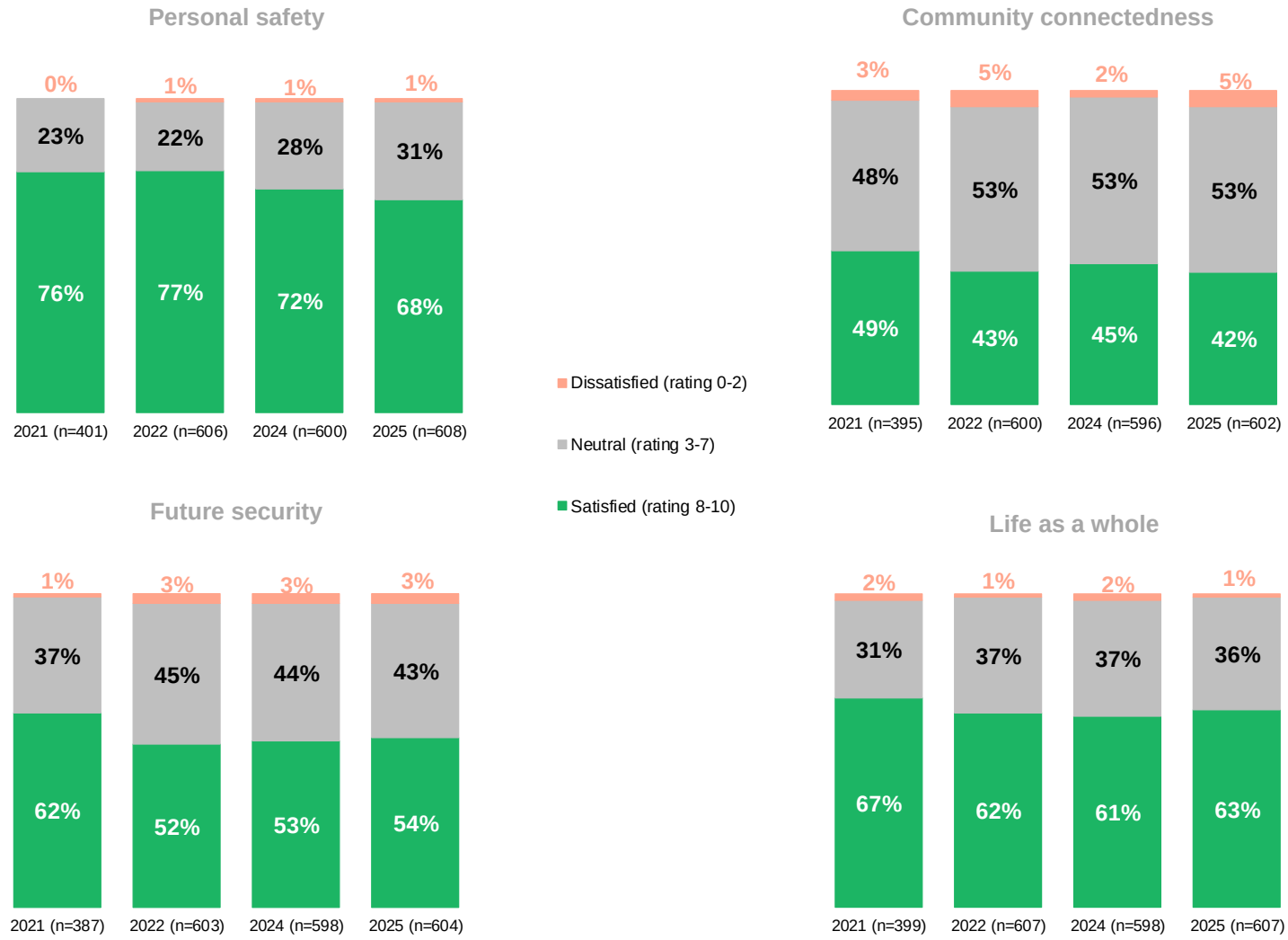
2.4 Wellbeing - resident satisfaction with areas of their life continued



↑
T3B

Forty-two percent (42%) were satisfied with *community connectedness*, similar to levels recorded in 2022.

2.4 Wellbeing - resident satisfaction with areas of their life continued



Approximately one in three feel part of their community due to participation in clubs, groups or events, while one in four have a good relationship with their neighbours.

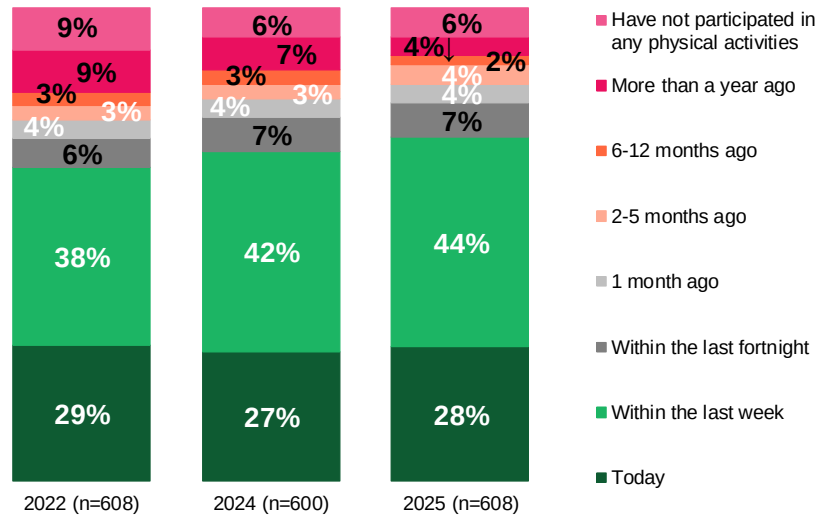
2.5 Reasons for rating provided for ‘feeling part of your community’

	% response 2025		
	Satisfied (rating 8-10) n=253	Neutral (rating 3-7) n=318	Dissatisfied (rating 0-2) n=28*
I participate in many clubs/groups/events	32%	2%	-
Friendly/good neighbours	24%	8%	-
I make an effort to engage with the community/participate	13%	-	-
Good amenities/facilities	12%	1%	-
I enjoy living in CTTG	11%	2%	-
Have made friends	10%	1%	-
I do not join/participate in community activities	9%	41%	37%
Feel included/supportive atmosphere	9%	1%	-
There are many opportunities to get involved	7%	3%	-
Work in the community/know people	7%	1%	-
Too busy/time poor to participate	5%	13%	-
Council is helpful/informative	4%	1%	-
No reason/just feel this way	3%	4%	-
It feels safe	1%	-	-
Health issues prevent me from attending/participating	1%	4%	14%
Don't know	1%	1%	-

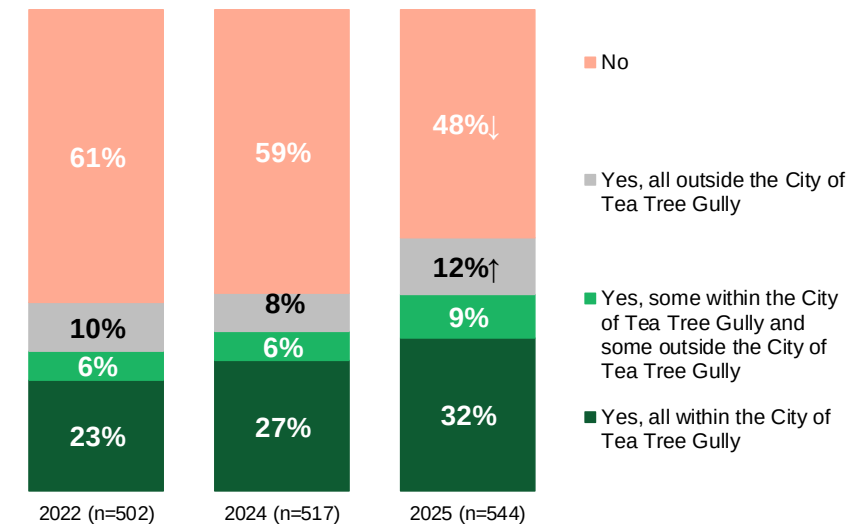
Positively, in 2025 participation in physical activity at least in the last week continued an upward trend (72%), with a statistically significant increase (52% up from 41%) in physical activities that were organised.

2.6 Physical activity

Participation in physical activities

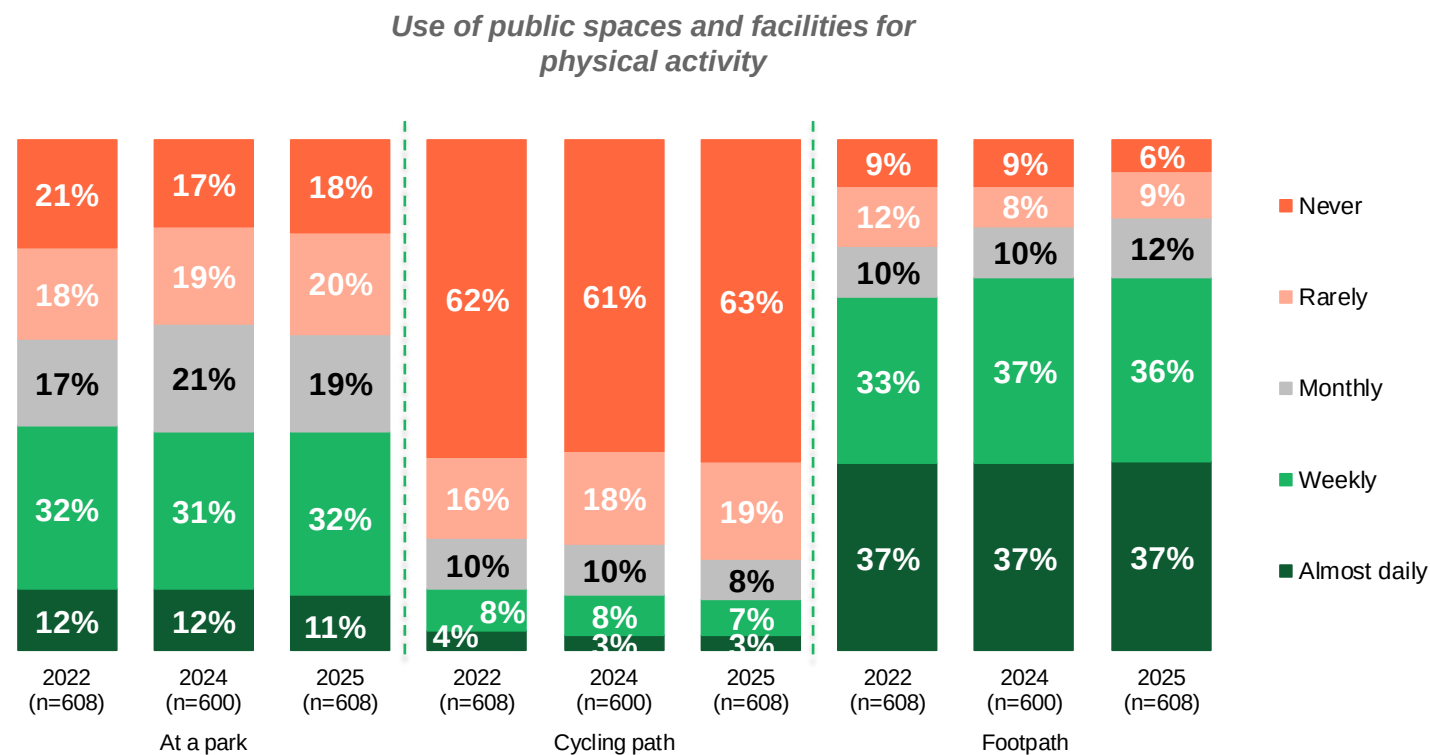


Were the physical activities organised activities (by a club, association or other organisation)?



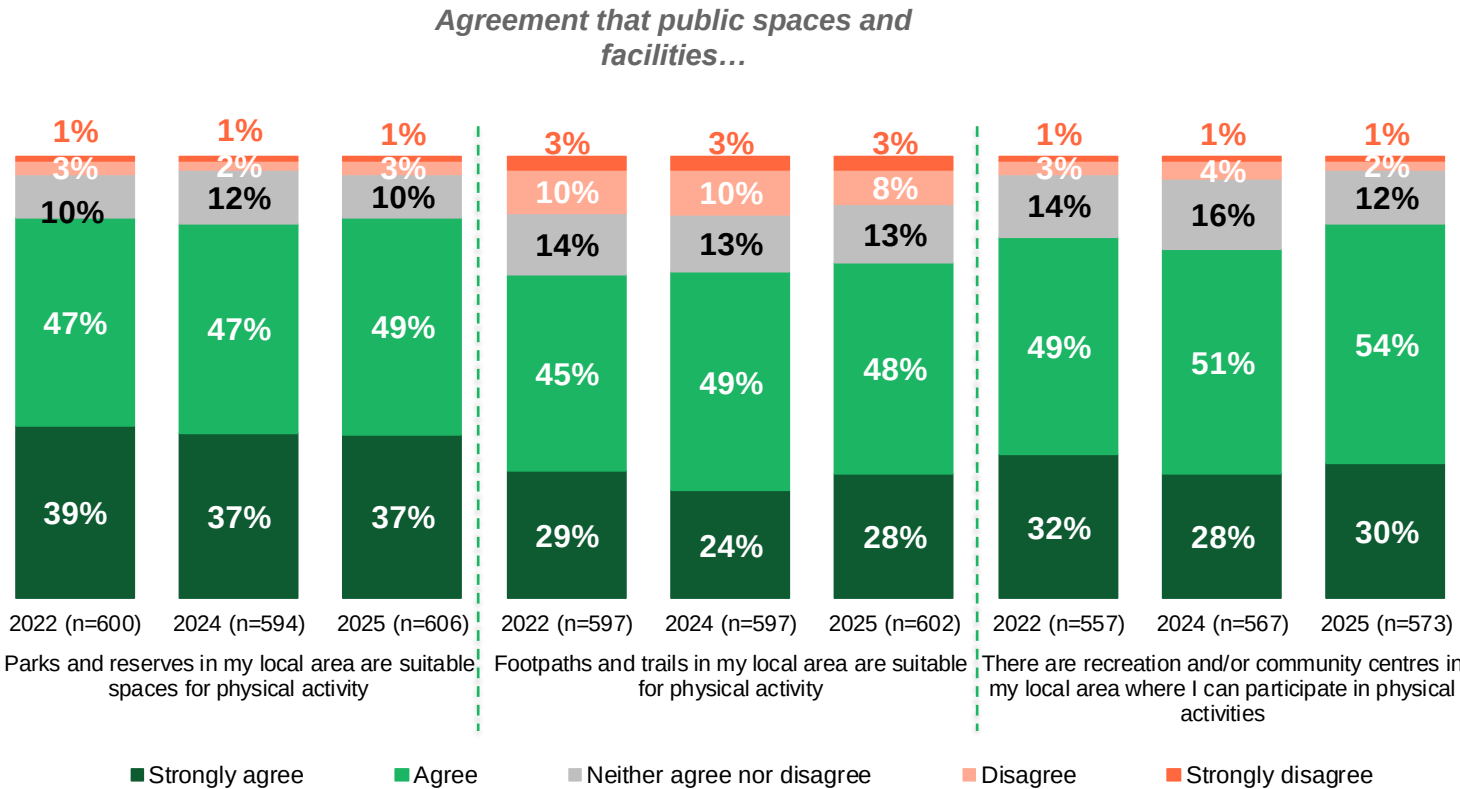
Usage of public spaces and facilities for physical activity in 2025 remained consistent on levels seen in prior years, with 73% using footpaths, and 43% using parks at least weekly for physical activity.

2.7 Public spaces and facilities for physical activity



Agreement that parks, reserves, footpaths and trails in the local area are suitable spaces for physical activity have improved in 2025. Vast majority (84%) agree that there are recreation and/or community centres in the area to utilise for physical activity.

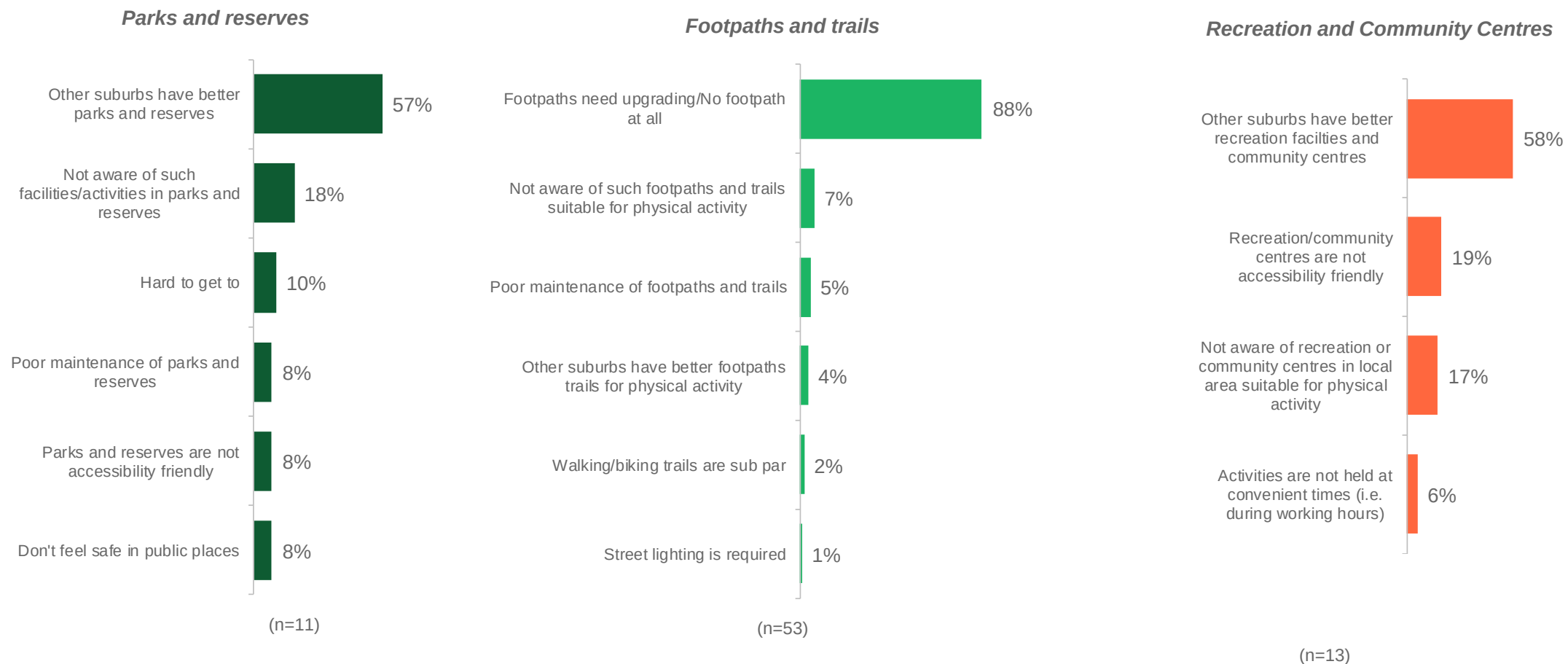
2.7 Public spaces and facilities for physical activity



A lack of suitable facilities and equipment at parks and reserves, required upgrades to footpaths and belief that other suburbs have better recreation and community centres continue to be main reasons for dissatisfaction with open spaces and facilities*.

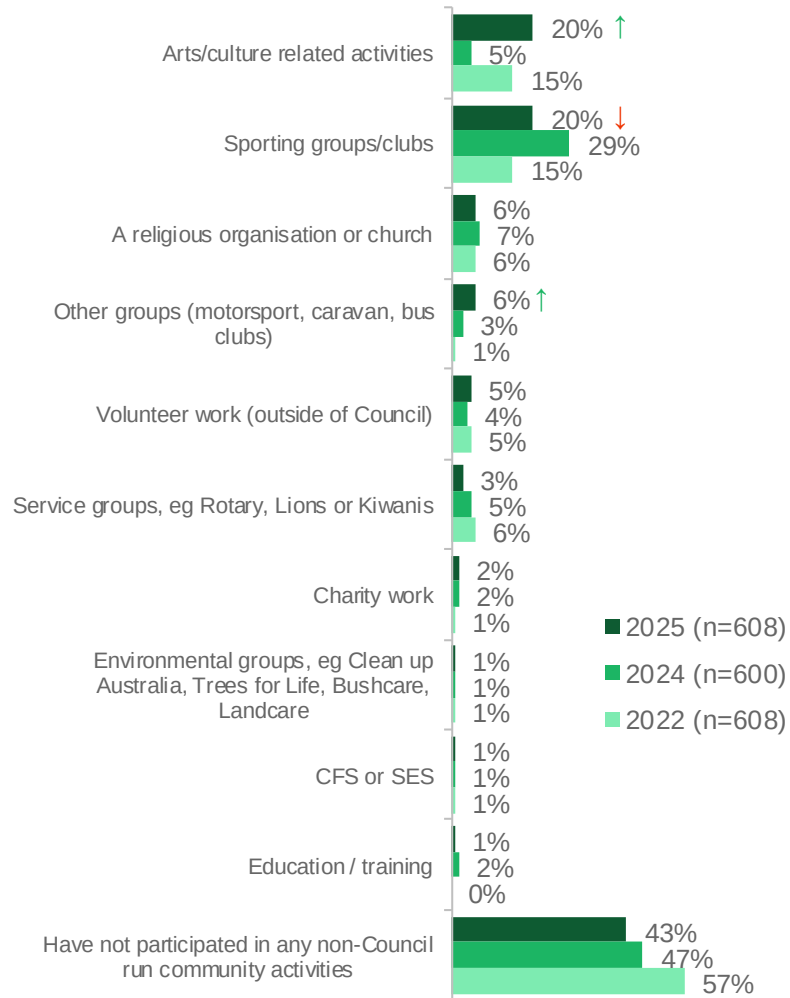
2.7 Public spaces and facilities for physical activity

Reasons for dissatisfaction with open spaces and facilities for physical activity

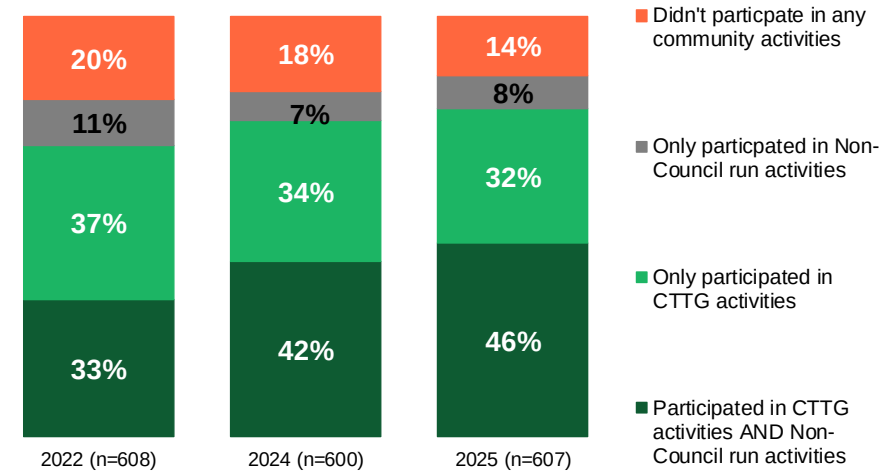


Interestingly, participation in non-Council run arts / culture related activities (up 15%), as well as 'other groups' have increased statistically significantly in 2025. Conversely, participation in sporting groups / clubs decreased significantly compared to 2024.

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

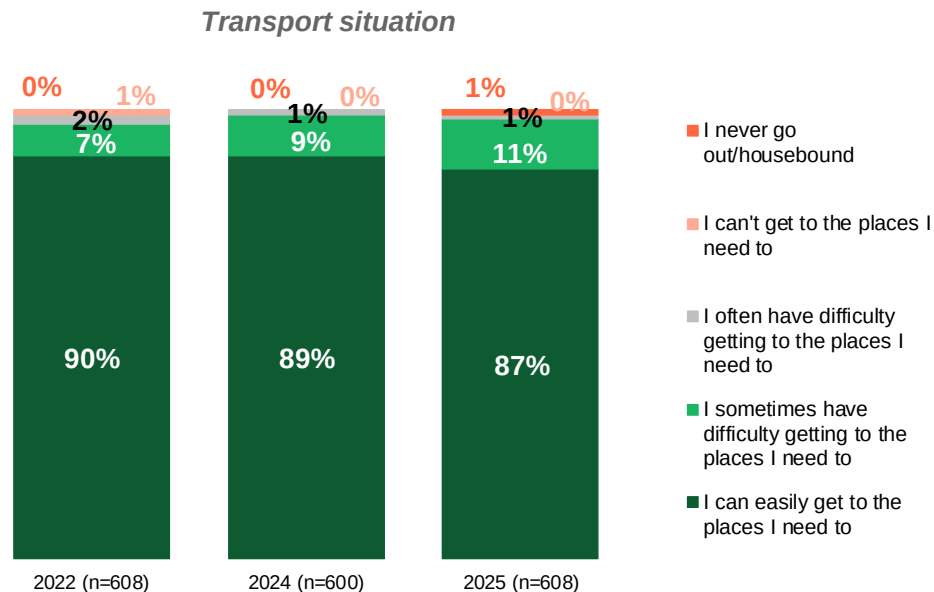


Participation in community activities*

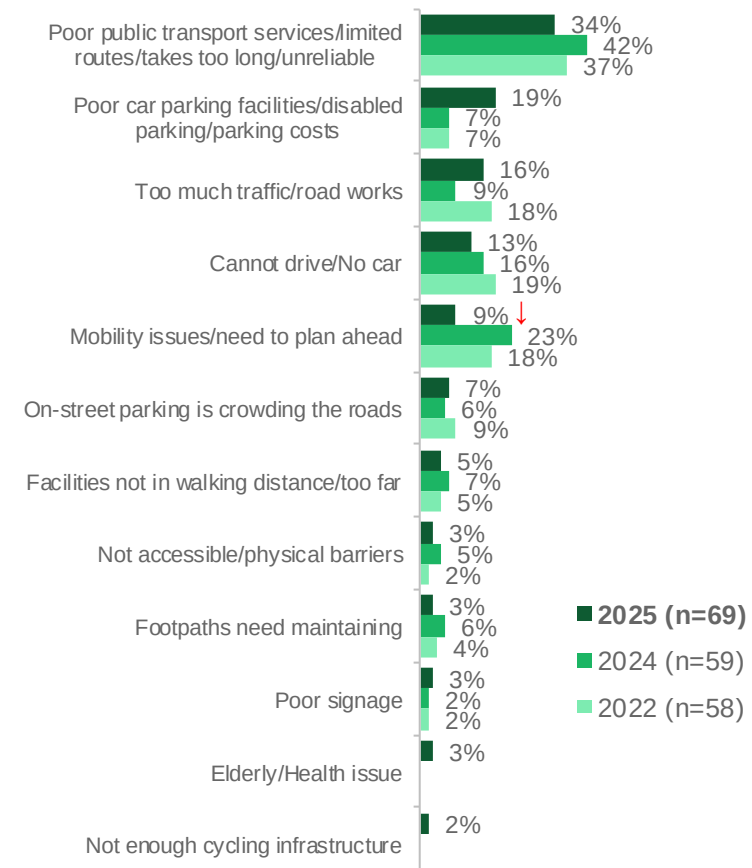


The majority of residents are able to easily get to the places they need. Among those who do have some difficulties, most common reasons were issues with public transport and a belief that there are inadequate parking facilities. Notably, the proportion of those who cite mobility issues as a reason for transport difficult decreased statistically significantly.

2.9 Transport within CTTG



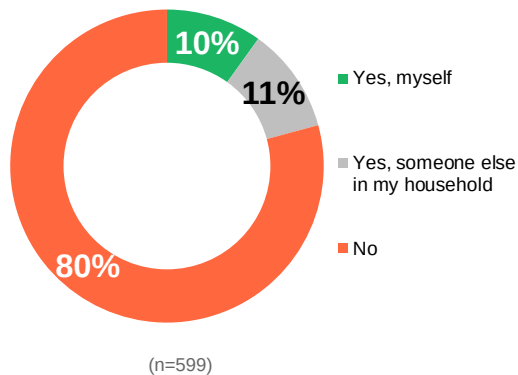
Reasons for having difficulty getting to the places they need to



While residents living with a disability in the household were slightly more satisfied with accessibility at Council-owned buildings and facilities than those without a disability, they were less satisfied with accessibility of parks, reserves, public spaces and Council-run programs, services or events.

2.10 Accessibility

Disability in household



	2022		2024		2025	
	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%
Parks, reserves and public spaces	89%	2%	86%	3%	88%	3%
Council-owned buildings and facilities, such as the Civic Centre and Library, community and recreation centres and public toilets	86%	2%	86%	2%	83%	2%
Council-run programs, services and events	67%	3%	70%	3%	70%	4%
Footpaths and local roads	70%	14%	68%	14%	69%	15%

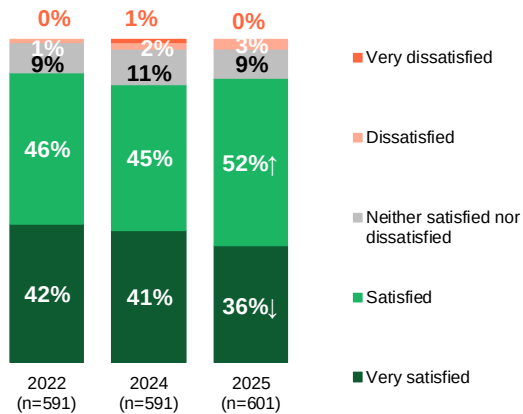
2025

	Satisfaction with aspects of accessibility (T2B%)		Dissatisfaction with aspects of accessibility (B2B%)	
	Households with a disability (n~117)	Households without a disability (n~464)	Households with a disability (n~117)	Households without a disability (n~464)
Parks, reserves and public spaces	82%	90%	5%	2%
Council-owned buildings and facilities, such as the Civic Centre and Library, community and recreation centres and public toilets	86%	83%	3%	2%
Council-run programs, services and events	66%	71%	6%	3%
Footpaths and local roads	67%	69%	20%	13%

While 88% were satisfied with accessibility at parks, reserves and public spaces, there was a statistically significant shift between those rating 5 *very satisfied* (decrease) and those rating 4 *satisfied* (increase).

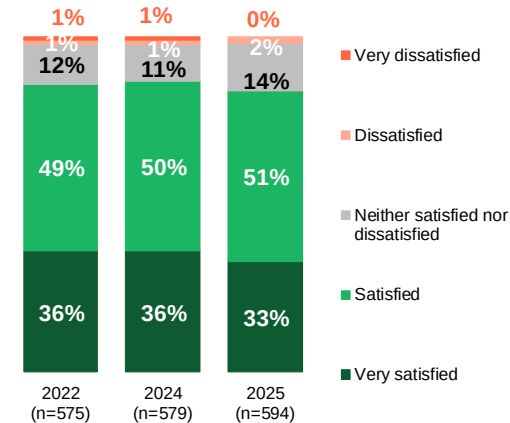
2.10 Accessibility

Parks, reserves and public spaces



Reasons for dissatisfaction with accessibility of parks, reserves and public spaces	n response	
	Disability in household (n=5)	No disability in household (n=11)
Generally difficult to access with a disability	2	-
Not enough footpaths (in general)	1	3
Lack of maintenance/need upgrading	1	2
No amenities suitable for disabled users (playground equipment, toilets)	1	-
Not enough footpaths/walkways for wheelchairs	1	-
Lack of car parking	-	3
Not enough dog parks	-	1
Too far away from my place	-	1
Other complaint (not tied to accessibility)	-	2

Council-owned buildings and facilities

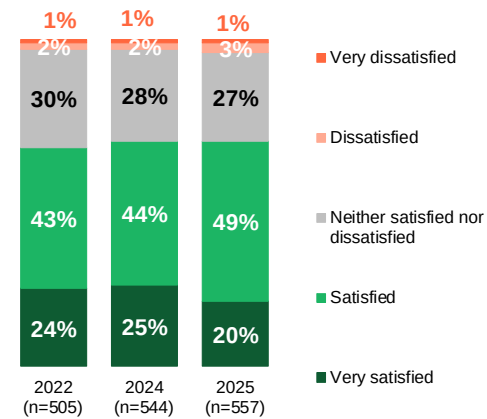


Reasons for dissatisfaction with accessibility of Council-owned buildings and facilities	n response	
	Disability in household (n=4)	No disability in household (n=9)
Need more public toilets/public toilets are hardly open/public toilets are dirty	2	4
Not enough program, services and events out of business hours	1	1
Generally difficult to access with a disability	1	-
No ramps for wheelchair access	1	-
Lack of maintenance	-	2
Lack of car parking	-	1
Too far away from my place	-	1

Satisfaction with accessibility of *footpaths and local roads* and *Council-run programs, services and events* was moderate, both at 69% satisfaction in 2025.

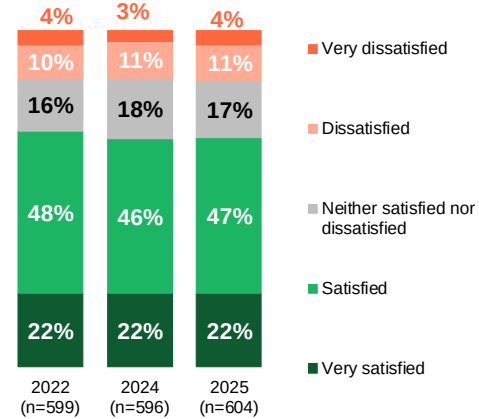
2.10 Accessibility

Council-run programs, services and events



Reasons for dissatisfaction with accessibility of to Council-run programs, services and events	n response	
	Disability in household (n=7)	No disability in household (n=12)
Lack of information/advertising	3	6
Lack of car parking	1	-
Not enough channels used to deliver information	1	-
Not enough program, services and events out of business hours	2	3
Footpaths/roads not accurately planned	1	-
Too far away from my place	-	1
Too expensive	-	1
Other complaint (not tied to accessibility)	1	-

Footpaths and local roads

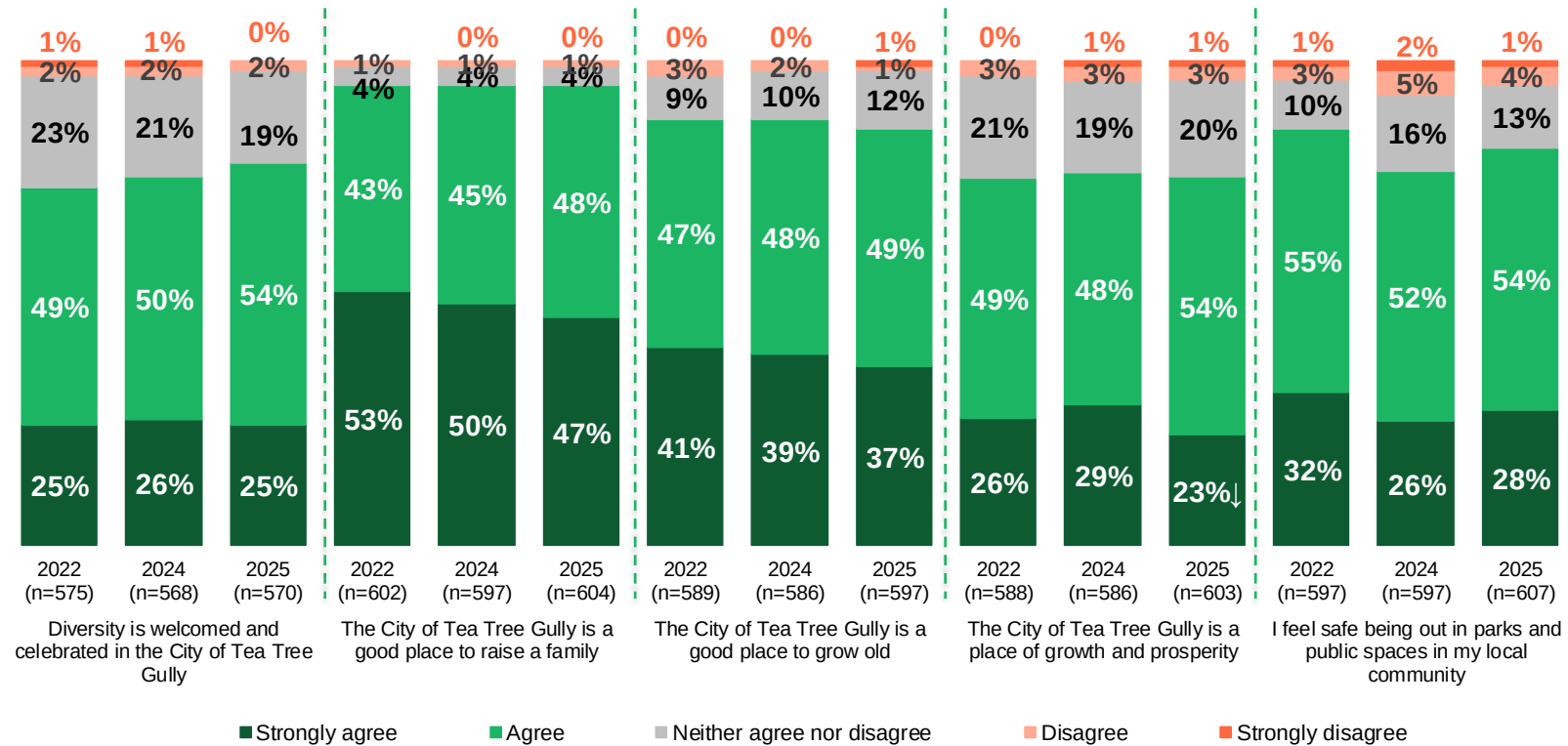


Reasons for dissatisfaction with accessibility of footpaths and local roads	n response	
	Disability in household (n=24)	No disability in household (n=63)
Lack of maintenance	21	36
Not enough footpaths (in general)	4	18
Not enough footpaths/walkways for wheelchairs	3	1
Generally difficult to access with a disability	3	-
Other complaint (not tied to accessibility)	2	-
Footpaths/roads not accurately planned	1	11

Experience of living in the City of Tea Tree Gully remains positive across all measures, with agreement ranging from 77% that CTTG is a *place of growth and prosperity* to 95% agreeing that CTTG is a *good place to raise a family*. Notably, those who strongly agree that CTTG is a *place of growth and prosperity* decreased statistically significantly.

2.11 Living in the CTTG area

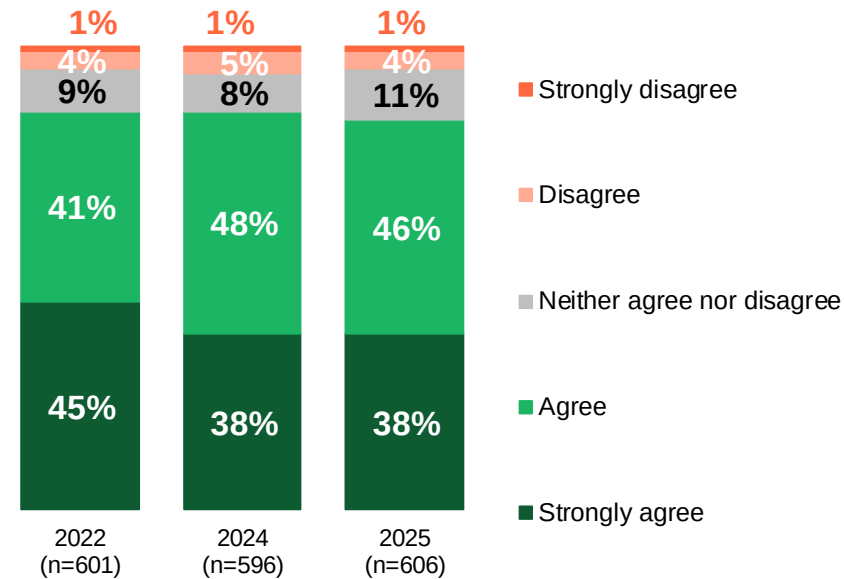
Experience of living in the City of Tea Tree Gully



Eighty-four percent (84%) of residents agree that they can find what they want in their local area in terms of health and wellbeing services.

2.11 Living in the CTTG area

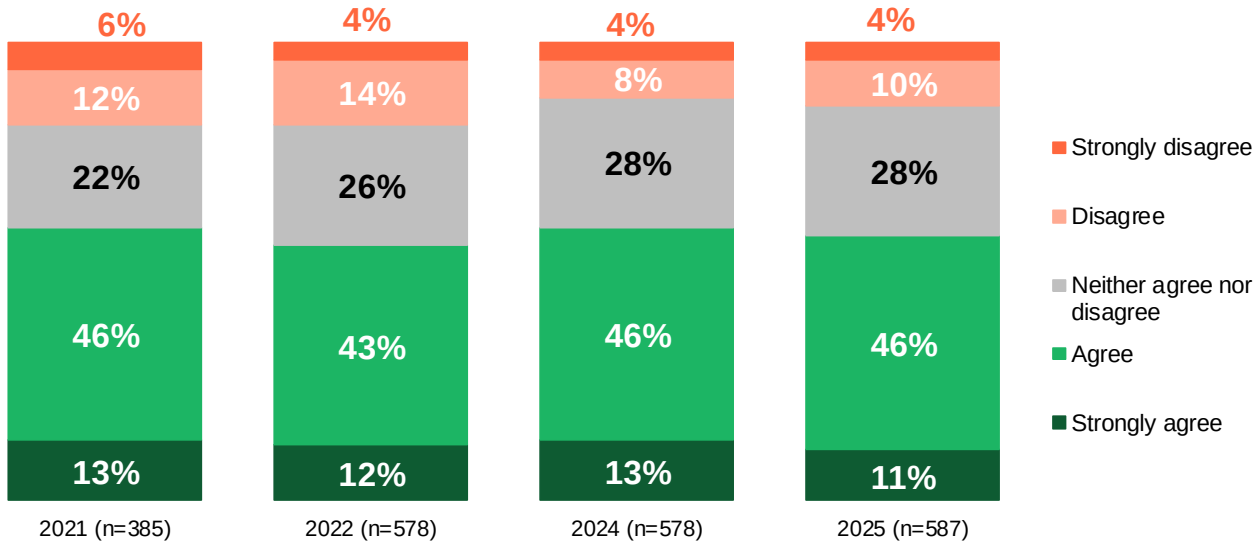
Agreement that when looking for health and wellbeing services (doctors and allied health) you can find what you want in your local area



Agreement that residents have the opportunity to have their say remained relatively stable at 57%.

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

	2021		2022		2024		2025		T2B% change from 2024
	T2B%	B2B%	T2B%	B2B%	T2B%	B3B%	T2B%	B2B%	
Opportunity to have your say on issues affecting your area	59%	18%	55%	19%	59%	12%	57%	14%	-2%



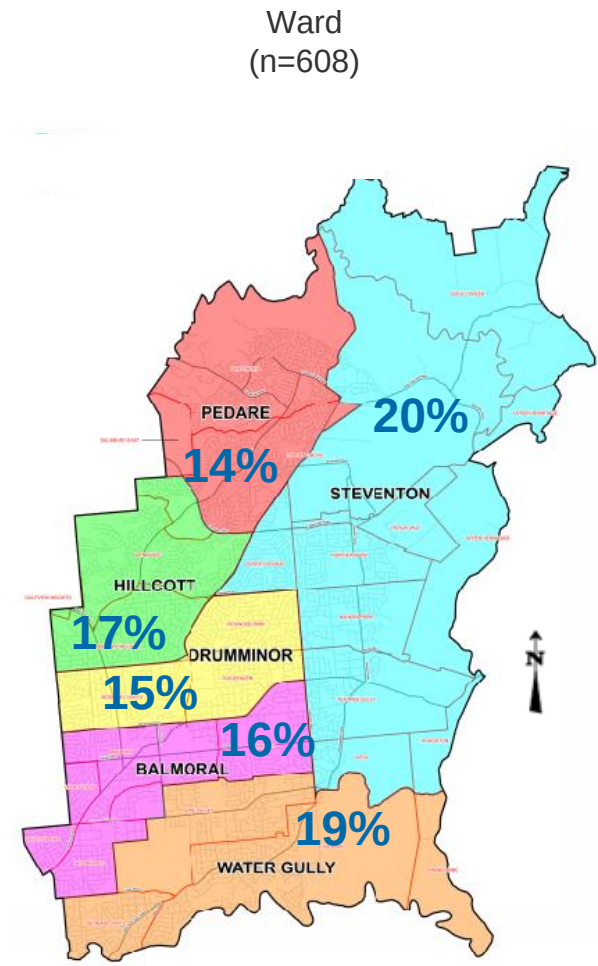
Resident profile

2.13 Demographic profile of residents

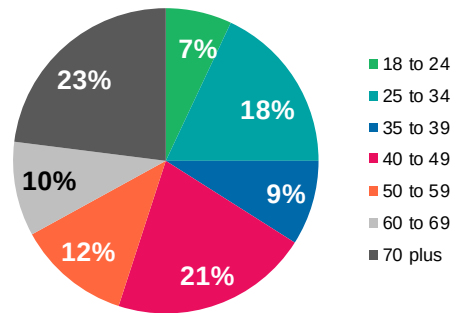
Suburb of residence	% response			
	2021 (n=406)	2022 (n=608)	2024 (n=600)	2025 (n=608)
Greenwith	11%	10%	10%	11%
Hope Valley - East of Reservoir Road	4%	5%	6%	8%
Wynn Vale	8%	9%	9%	8%
Modbury Heights	7%	8%	6%	7%
Highbury	9%	7%	6%	7%
Redwood Park	7%	6%	6%	6%
Modbury	6%	6%	6%	5%
Modbury North	5%	7%	7%	5%
Tea Tree Gully	5%	4%	3%	5%
Banksia Park	4%	4%	3%	4%
Dernancourt	4%	3%	3%	4%
Ridgehaven	5%	5%	3%	4%
Golden Grove - West of Golden Grove Road & North of The Golden Way	5%	3%	5%	4%
Surrey Downs	2%	4%	4%	3%
Golden Grove - East of Golden Grove Road	1%	3%	3%	3%
St Agnes	4%	4%	4%	3%
Fairview Park	3%	3%	4%	3%
Holden Hill	3%	2%	3%	2%
Valley View	2%	2%	1%	2%
Gilles Plains	1%	2%	2%	2%
Golden Grove - West of Golden Grove Road & South of The Golden Way	1%	1%	1%	1%
Vista	1%	0%	1%	1%
Hope Valley - West of Reservoir Road	2%	3%	2%	1%
Gulfview Heights	-	0%	0%	1%
Yatala Vale	-	1%	0%	0%
Upper Hermitage	-	0%	-	0%
Houghton	-	-	0%	0%

Resident profile 2025 - Weighted

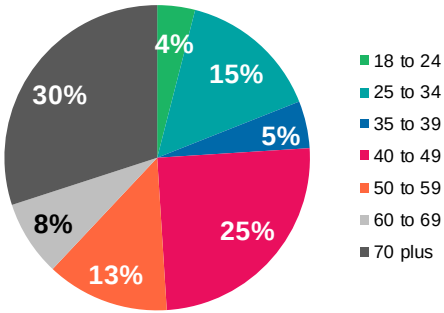
2.13 Demographic profile of residents continued



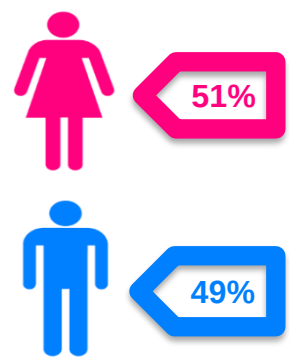
Age – Total (n=608)



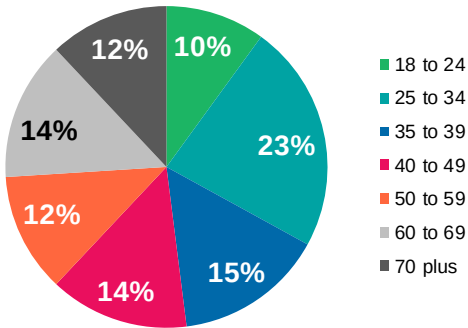
Age – CATI (n=352)



Gender (n=608)

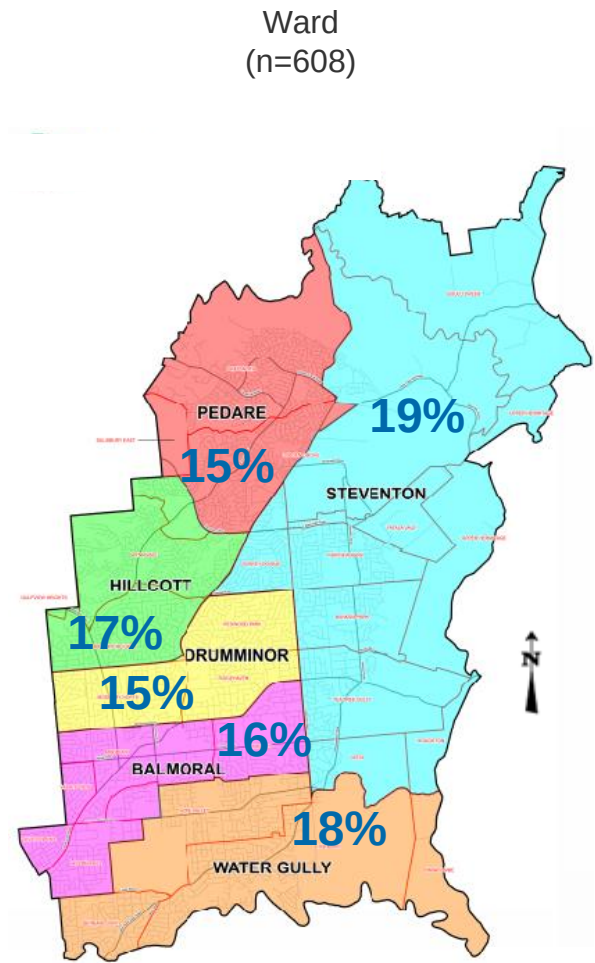


Age – Social Media (n=256)

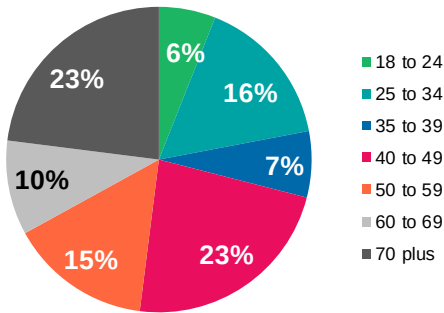


Resident profile 2025 - Unweighted

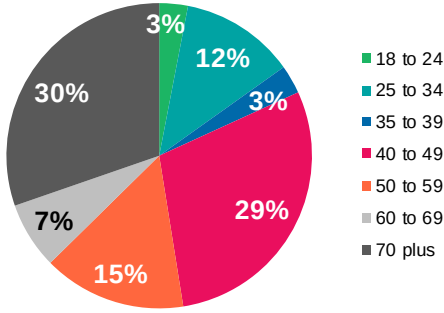
2.13 Demographic profile of residents continued



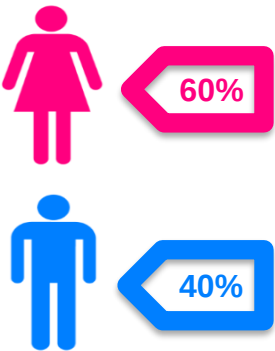
Age – Total (n=608)



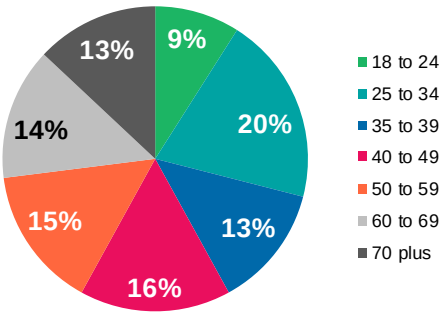
Age – CATI (n=350)



Gender (n=608)



Age – Social Media (n=258)





KEY FINDINGS: HAVE YOUR SAY 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.

In 2025, amongst the online community, all wellbeing metrics increased, most notably for overall satisfaction with *life as a whole* increasing from 58% to 67% satisfaction.

Community wellbeing

- » Satisfaction with *achieving in life*, *personal relationships* and *future security* all increased by 6% on satisfaction levels recorded in 2024.
- » The community wellbeing score was 75.2 among the online community members, increasing from 74.5 recorded in 2024.

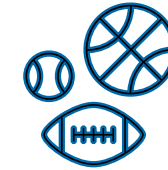
	2021		2022		2024		2025		T3B% change from 2024
	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	
Standard of living	83%	1%	68%	1%	67%	2%	68%	2%	+1%
Health	61%	3%	50%	5%	53%	3%	54%	3%	+1%
Achieving in life	70%	1%	53%	3%	56%	2%	62%	2%	+6%
Personal relationships	77%	2%	66%	3%	69%	1%	75%	2%	+6%
Personal safety	74%	1%	67%	2%	62%	2%	64%	2%	+2%
Community connectedness	51%	3%	44%	5%	45%	5%	47%	6%	+2%
Future security	62%	2%	50%	5%	47%	7%	53%	3%	+6%
Life as a whole	71%	0%	58%	2%	58%	2%	67%	2%	+9%

Ninety-two percent (92%) of online community members reported participated physical activity in the past 12 months, up 2% on 2024.

Physical activity

- » Seventy-seven (77%) of online community members participated in physical activity at least within the last week (at time of survey).
- » Physical activity participation organised by a club, association or other organisation increased in 2025, up from 38% to 44% in 2025.
- » Twenty-eight (28%) of those who did participate organised physical activity did so all within the City of Tea Tree Gully, increasing from 21% in 2024.

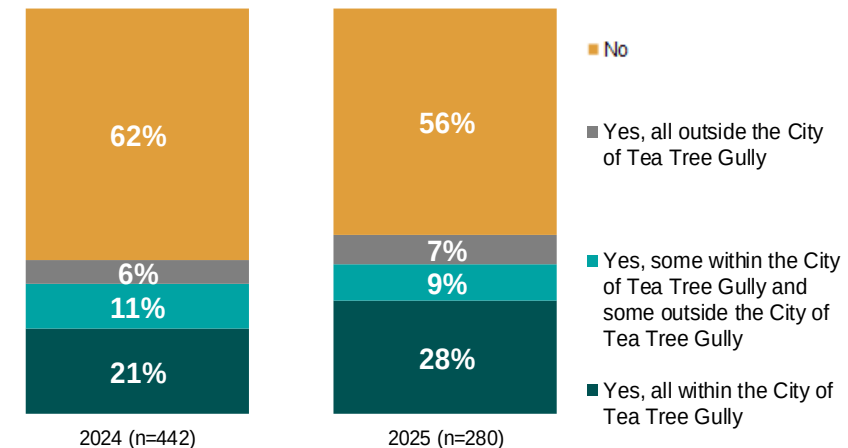
92% participated
in physical activities in
the past 12 months



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

Recency of physical activity on wellbeing:

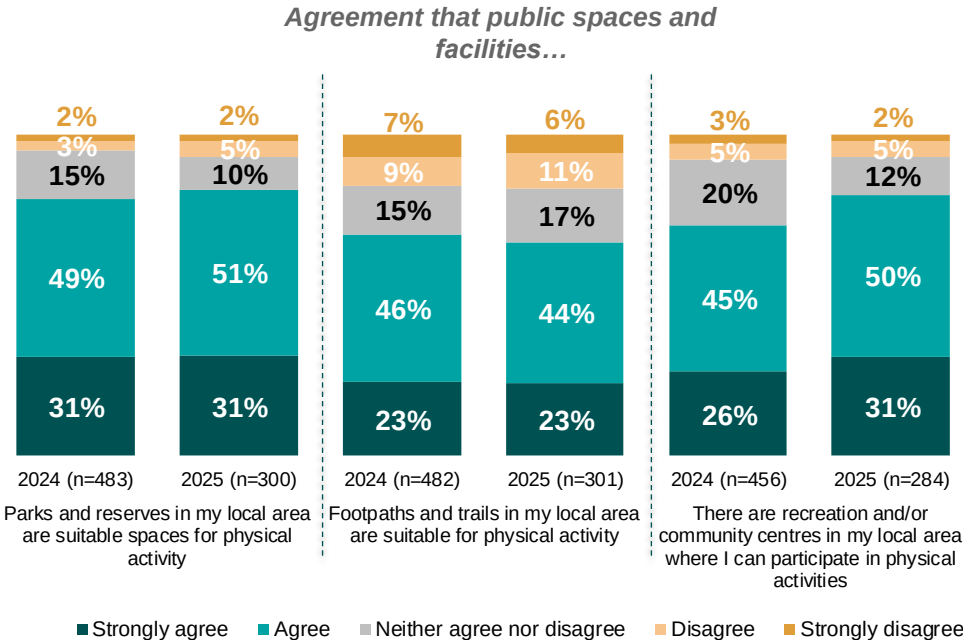
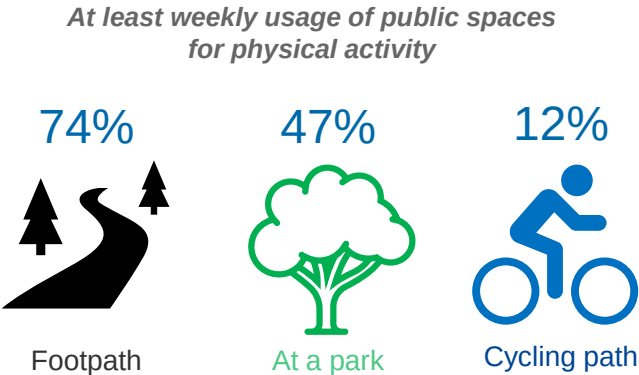
- » Much like the general community, physical activity within the last week amongst the online community members resulted in higher levels of satisfaction with six of eight wellbeing components (*life as a whole, standard of living, health, achieving in life, future security and community connectedness*).
- » Physical activity recency did not substantially impact satisfaction with *how safe* online community members feel



Approximately three in four online community members continue to use footpaths and trails for physical activity at least weekly.

Public spaces and facilities for physical activity

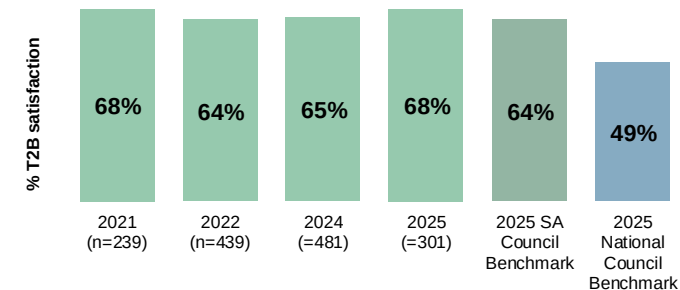
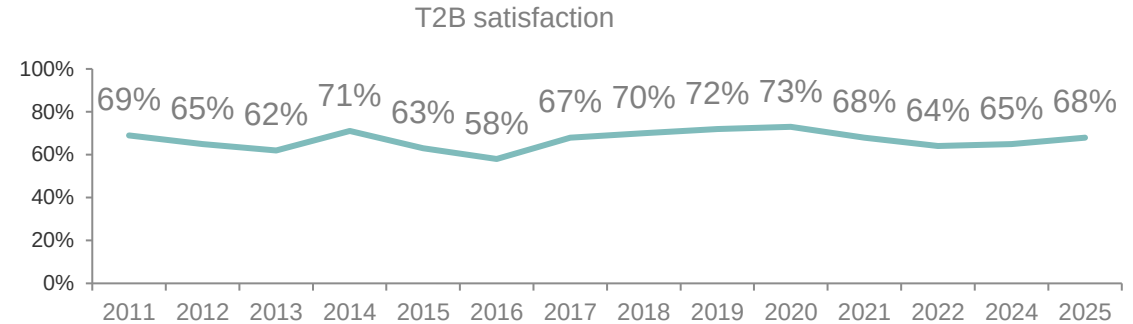
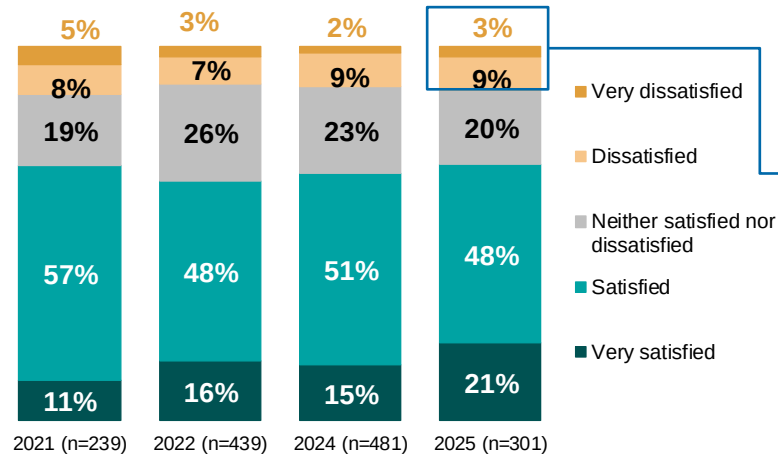
- » While agreement that suitability of parks and reserves for physical activity in the local area increased in 2025 (up 2% to 82%) agreement levels that footpaths and trails in the local area a suitable for physical activity decreased from 69% to 66%.
- » Positively, agreement that there are recreation centres / community centres in the local area for participation in physical activities increased from 71% agreement in 2024 to 81% agreement in 2025.



Overall satisfaction with Council performance increased from 65% to 68%, back to levels seen in 2021.

Overall satisfaction with Council performance

- » Overall satisfaction increase was attributed to shift of 15% of those very satisfied to 21% of online community members being satisfied with Council, as well as a shift out of neutral responses.
- » Dissatisfaction, however, increased slightly from 11% to 12% dissatisfied / very dissatisfied.



Reasons for dissatisfaction (n=36)

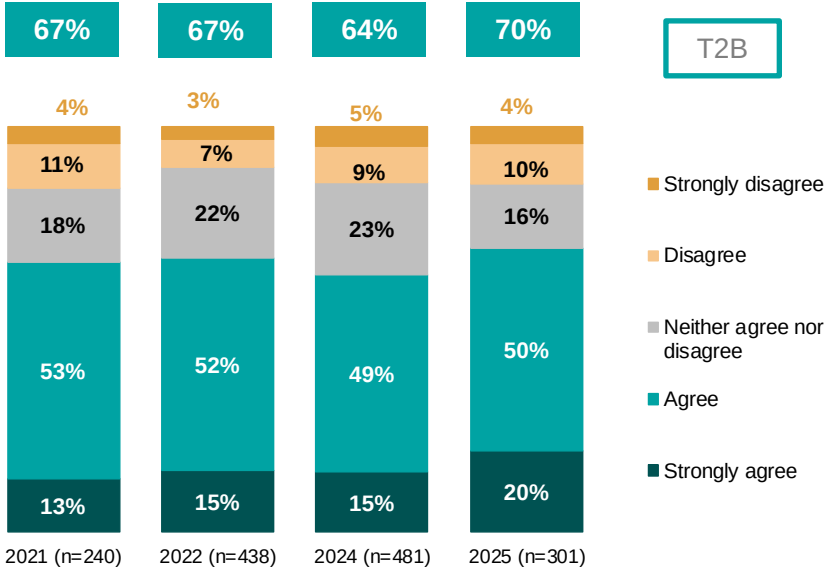
- » Poor response times (n=8) was the top reason for dissatisfaction.
- » Other reasons for dissatisfaction included:
 - Poor maintenance of verges, parks, reserves, etc (n=6)
 - Perception that Council doesn't spend money wisely (n=6)
 - High Council rates (n=5)
 - Don't listen to the community (n=5)
 - Footpaths are poorly maintained (n=4)

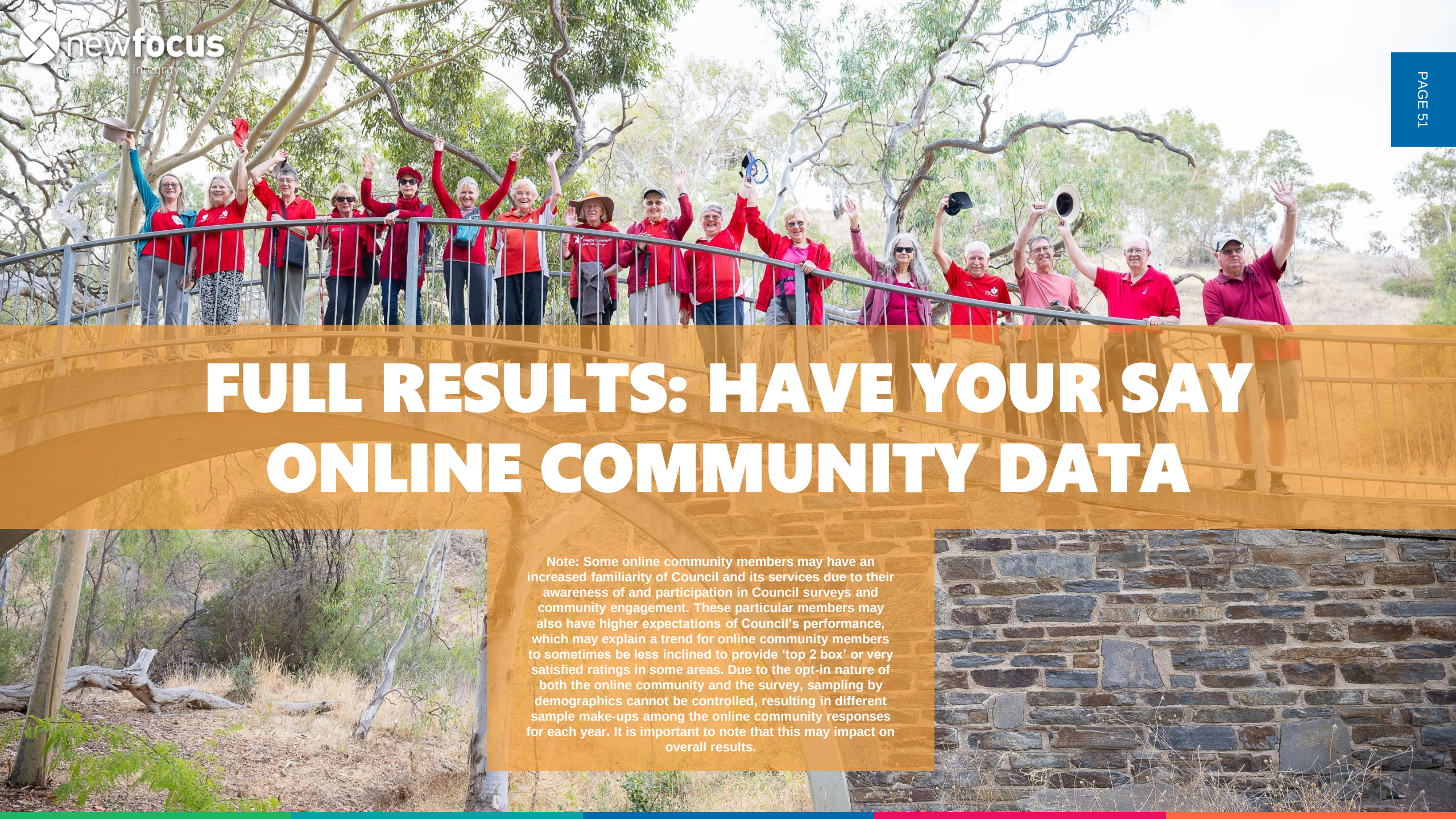
Seventy percent (70%) of online community members agreed they have an opportunity to have their say on issues impacting the area, up 6% on 2024. This is the highest level of agreement since 2020.

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 area:

- » 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 71% agreeing on this statement. This was closely followed by those aged 18-39 and 40-59 at 68%.
- » 75% of males in the online community agree they have an opportunity to have their say compared to 68% of females
- » Of online community members who have or live with someone with a disability 61% agree they have an opportunity to have their say. This is compared to 74% of online community members who don't live with a disability in their household.





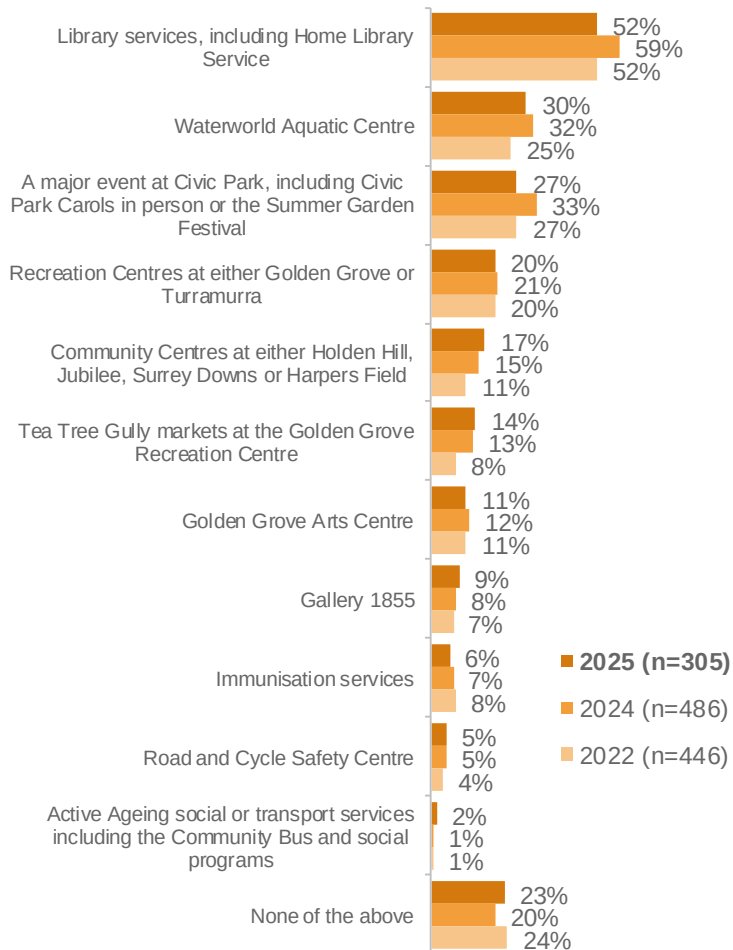
FULL RESULTS: HAVE YOUR SAY ONLINE COMMUNITY DATA

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.

77% of the online community members participated in Council services, programs or events, a decrease of 3% on 2024.

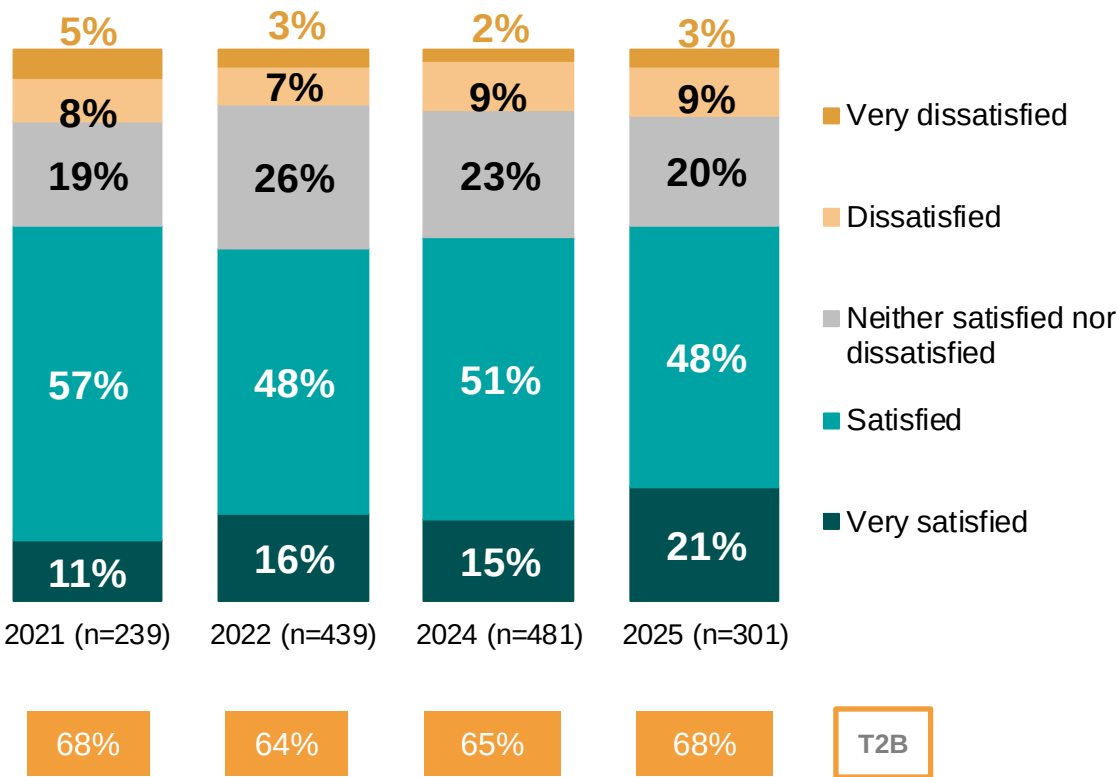
4.1 Participation in Council services, programs or events (prompted)

Services and events used in the last 12 months



Overall satisfaction with Council increased to 68%, highest satisfaction since 2021. Positively 21% stated they were *very satisfied* with Council’s overall performance.

4.2 Satisfaction with Council's performance overall



Among the small proportion who were dissatisfied with Council performance, reasons varied, however, highest reasoning was for poor response times and needing to follow Council up on enquiries.

4.3 Reasons for dissatisfaction with Council's performance overall

	% response			
	2021 (n=28)	2022 (n=43)	2024 (n=56)	2025 (n=36)
Poor response time/need to follow Council up/no action taken	-	2%	4%	22%
Poor maintenance of verges/parks/reserves/litter/broken glass/dying grass/plants/overhanging trees	7%	5%	18%	17%
Don't spend money wisely/waste on executive pay packets/poor decision making	7%	14%	9%	17%
High council rates/poor value for money/regardless of property value/increased for business/vacant blocks	-	5%	18%	14%
Don't listen to the community/not consulted on key issues which affect us	-	16%	14%	14%
Footpaths/poorly maintained/uneven/lack of/none on either side of the road for years	7%	12%	11%	11%
Will not accept responsibility for trees/removal/pruning/trees not replaced	4%	5%	-	8%
Traffic control issues/poor planning/hoons/speeding drivers	-	-	2%	8%
Communication/poor/don't keep us informed/no information/feedback provided regarding issues/complaints	7%	5%	4%	8%
Roads/poorly maintained/designed/flood	4%	7%	5%	6%
Distribution of resources/should do so more effectively/unequal/given to newer areas for maintenance/older/rural areas forgotten	-	2%	5%	6%
Animal control/stray cats/council should collect once trapped	-	2%	2%	6%
Poor development decisions/no regard for environment or existing residents/should not develop farm land into residential zone/subdivision/rezone to allow multi-storey buildings	-	21%	4%	6%
Other areas have newer/better playgrounds	4%	-	-	3%
Neighbour disputes/issues not resolved/unfair	4%	-	-	3%
Street lighting/lacking/poorly maintained	-	2%	-	3%
Customer service/poor/unhelpful/rude	7%	2%	2%	3%
Parking/inadequate/especially around schools/hospitals	4%	2%	2%	3%
Involvement within the community is lacking/don't do much for the area/lack of support/funding	-	-	4%	3%
Storm water/poor drainage/floods/leaves a mess	-	-	-	3%
Building approval process/takes too long	-	-	-	3%
Rates are high/have gone up/but the services provided have remained the same/reduced/do not equate	-	-	7%	3%

Satisfaction with all wellbeing metrics increased in 2025, most notably satisfaction with their *life*, increasing 9% from 58% to 67%.

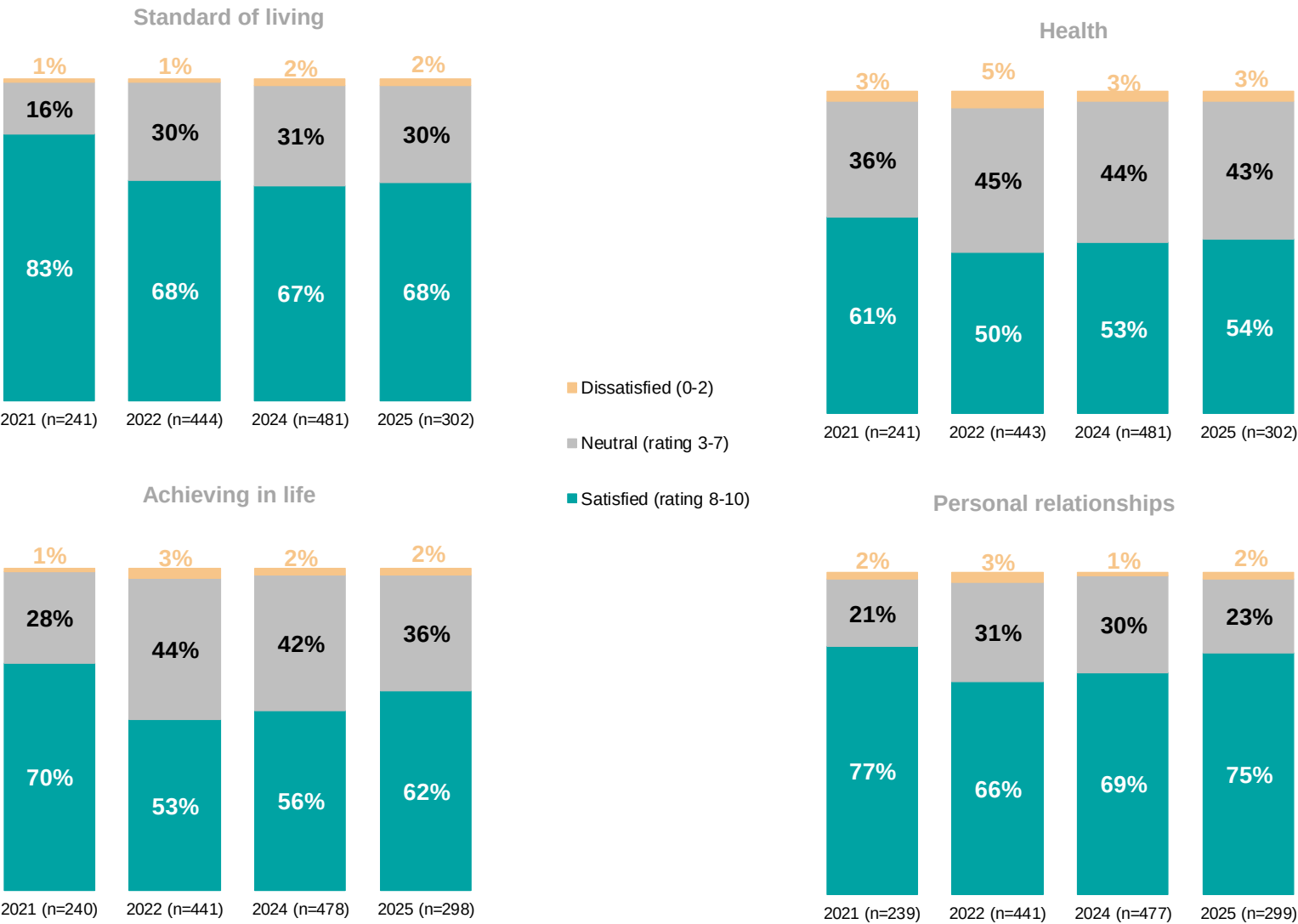
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4.4 Online community member satisfaction with areas of their life

	2021		2022		2024		2025		T3B% change from 2024
	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	
Your standard of living	83%	1%	68%	1%	67%	2%	68%	2%	+1%
Your health	61%	3%	50%	5%	53%	3%	54%	3%	+1%
What you are currently achieving in life	70%	1%	53%	3%	56%	2%	62%	2%	+6%
Your personal relationships	77%	2%	66%	3%	69%	1%	75%	2%	+6%
How safe you feel	74%	1%	67%	2%	62%	2%	64%	2%	+2%
Feeling part of your community	51%	3%	44%	5%	45%	5%	47%	6%	+2%
Your future security	62%	2%	50%	5%	47%	7%	53%	3%	+6%
Life as a whole	71%	0%	58%	2%	58%	2%	67%	2%	+9%

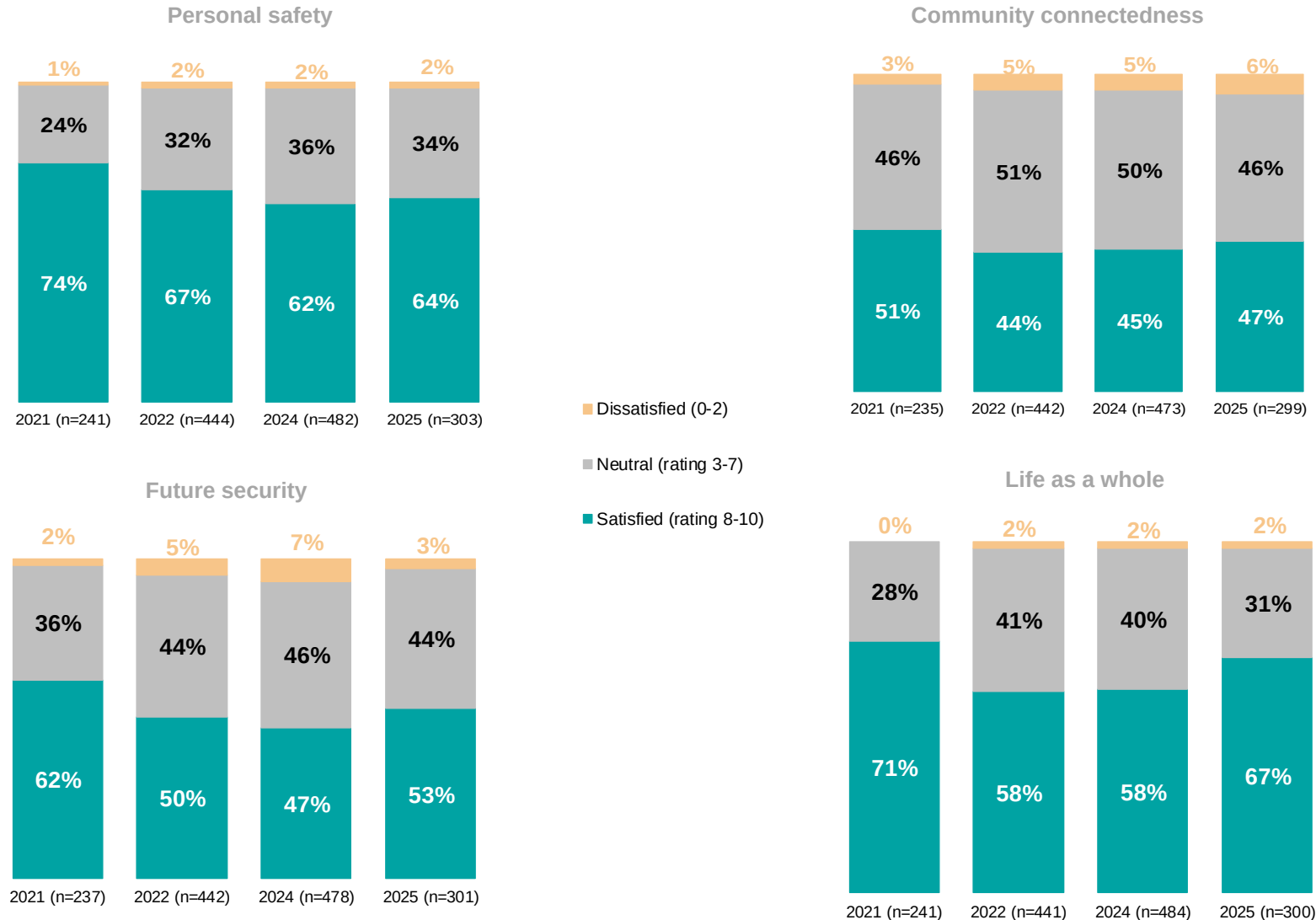
75% of online community members satisfied with their *personal relationships*, increasing by 6% on 2024 levels of satisfaction.

4.4 Online community member satisfaction with areas of their life continued



Larger increases in satisfaction were achieved for the online community members in their *future security* (up 6%) and their *life as a whole* (up 9%). 64% were satisfied with *personal safety*.

4.4 Online community member satisfaction with areas of their life continued



Main reasons amongst online community members for *feeling part of the community* include participating in clubs/groups/events and engagement with friendly neighbours.

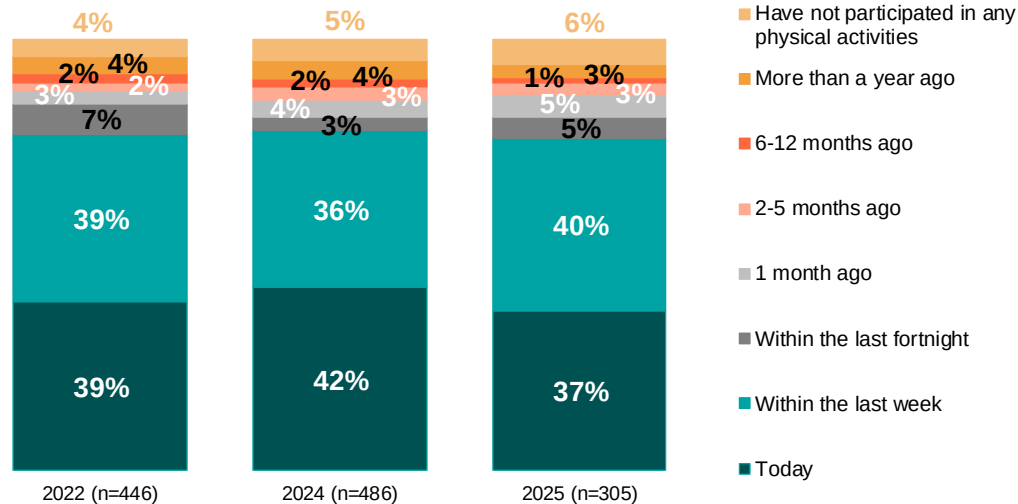
4.5 Reasons for rating provided for 'feeling part of your community'

	% response		
	Satisfied (rating 8-10) n=139	Neutral (rating 3-7) n=129	Dissatisfied (rating 0-2) n=16
I participate in many clubs/groups/events	29%	3%	-
Friendly/good neighbours	24%	5%	-
I make an effort to engage with the community/participate	15%	-	-
Feel included/supportive atmosphere	14%	-	-
Good amenities/facilities	11%	5%	-
I enjoy living in TTG	9%	2%	-
I do not join/participate in community activities	9%	16%	13%
Have made friends	9%	1%	-
Work in the community/know people	6%	8%	-
There are many opportunities to get involved	5%	5%	-
No reason/just feel this way	4%	6%	-
Council is helpful/informative	4%	-	-
Too busy/time poor to participate	4%	17%	6%
Connected to environment	3%	1%	-
I do not feel a part of this community	2%	5%	-
Not enough activities for my age group (50+)	2%	5%	-
It feels safe	1%	1%	-
Find it hard to engage with new people	1%	5%	-
Feedback is not listened to	1%	1%	-
Starting to engage more with the community	1%	1%	-
Dont know many people	1%	5%	-
Have not yet found the right group	1%	1%	-
Still new to the area	1%	2%	-
Health issues prevent me from attending/participating	1%	3%	13%
No events that appeal to me	1%	5%	-
Other issue with council	1%	1%	6%
Don't know	1%	1%	-

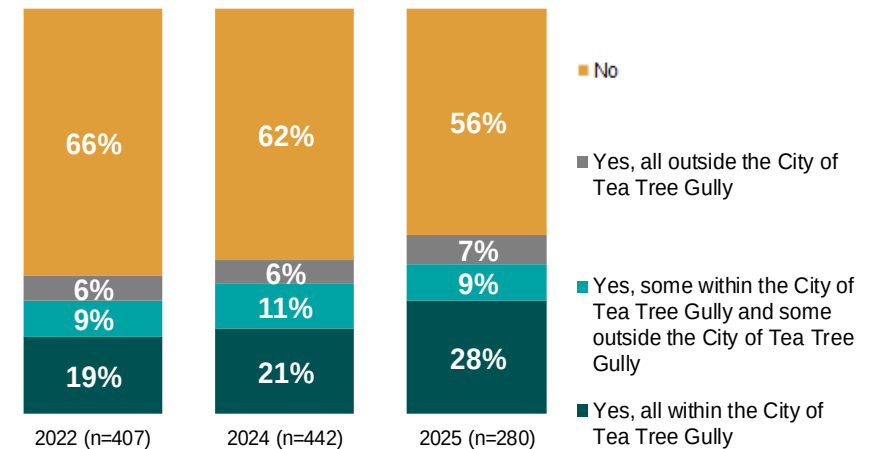
Majority of online community members are physically active, with 77% participating in activities within the last week (at time of survey). Twenty-eight percent participate through organised activities all within the City of Tea Tree Gully.

4.6 Physical activity

Participation in physical activities



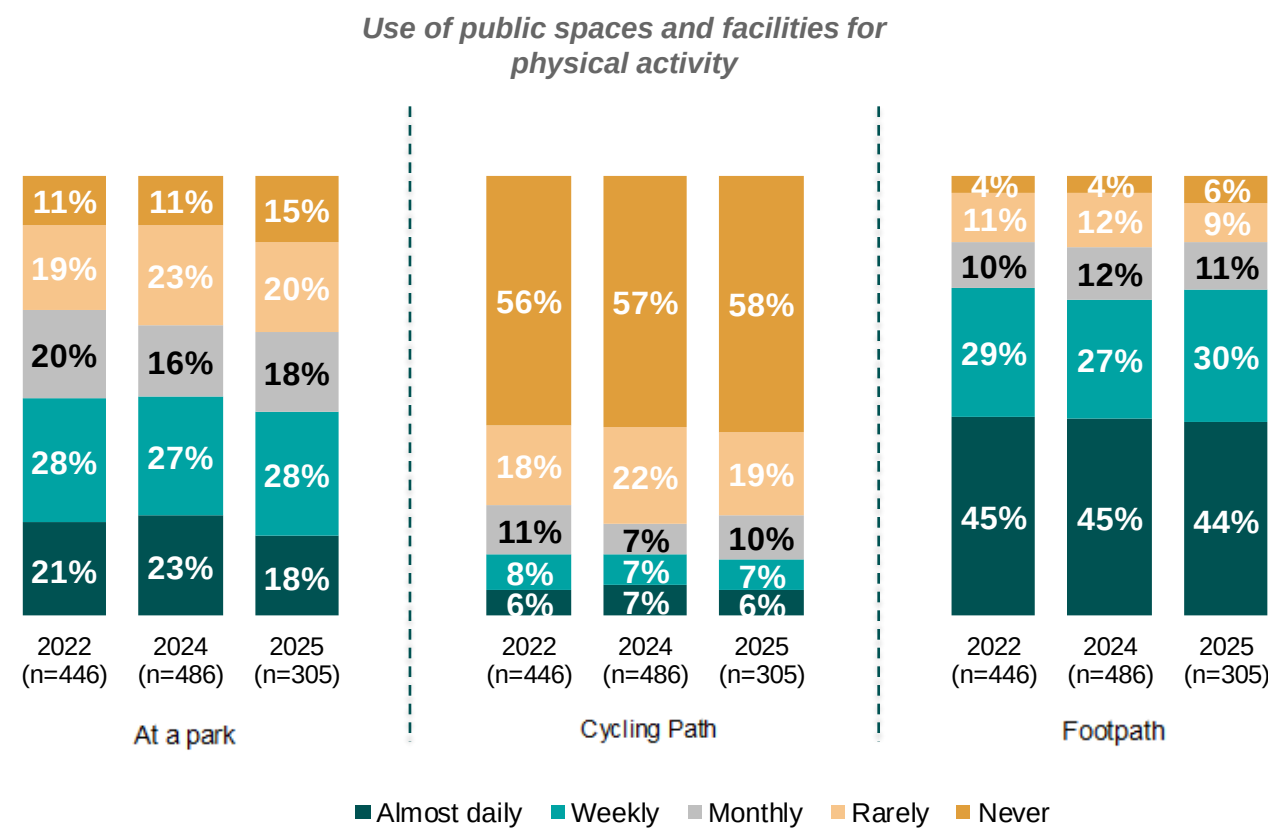
*Were the physical activities organised activities (by a club, association or other organisation)?**



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

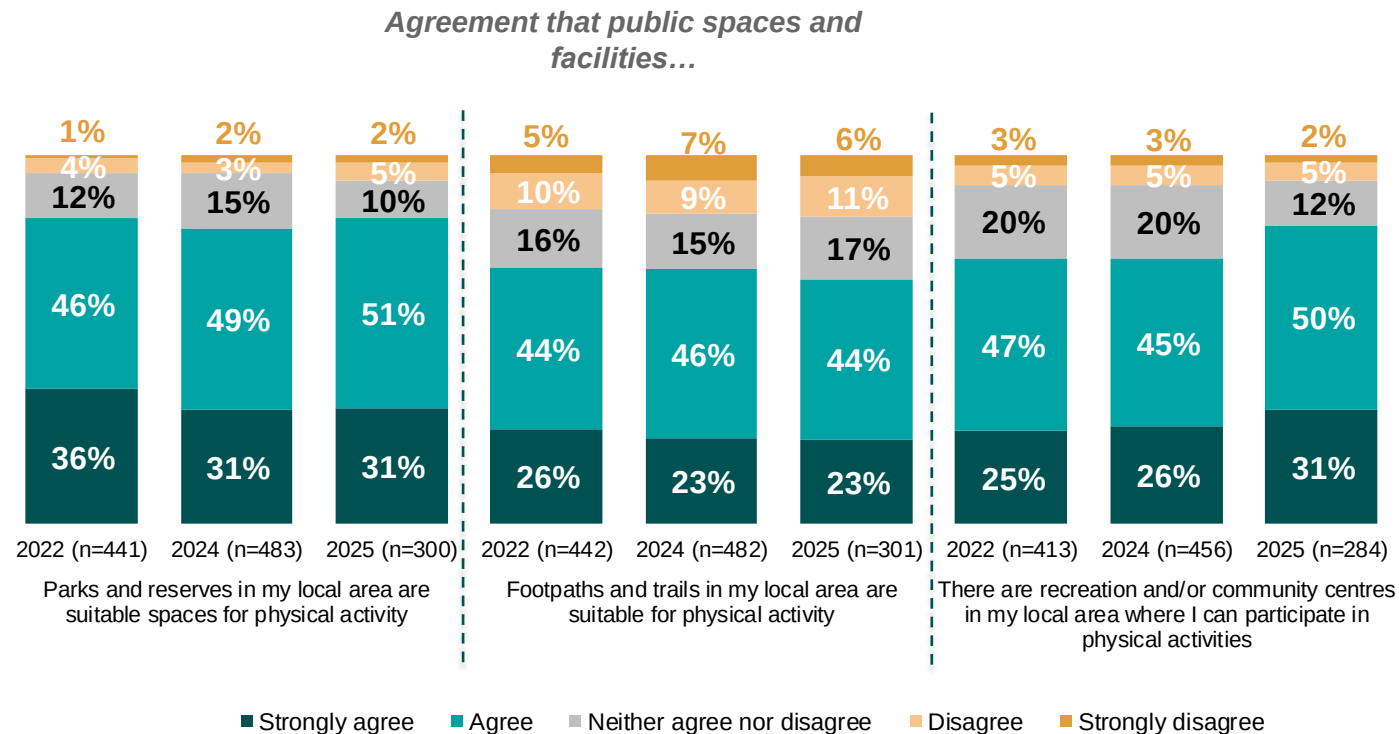
Most common public space for physical activity amongst online community members are footpaths in the area, with 44%, at time of survey using them almost daily for physical activity.

4.7 Public spaces and facilities for physical activity



While most online community members agree that public spaces and facilities are suitable spaces for physical activity, footpaths and trails continue to be lower than parks and recreation.

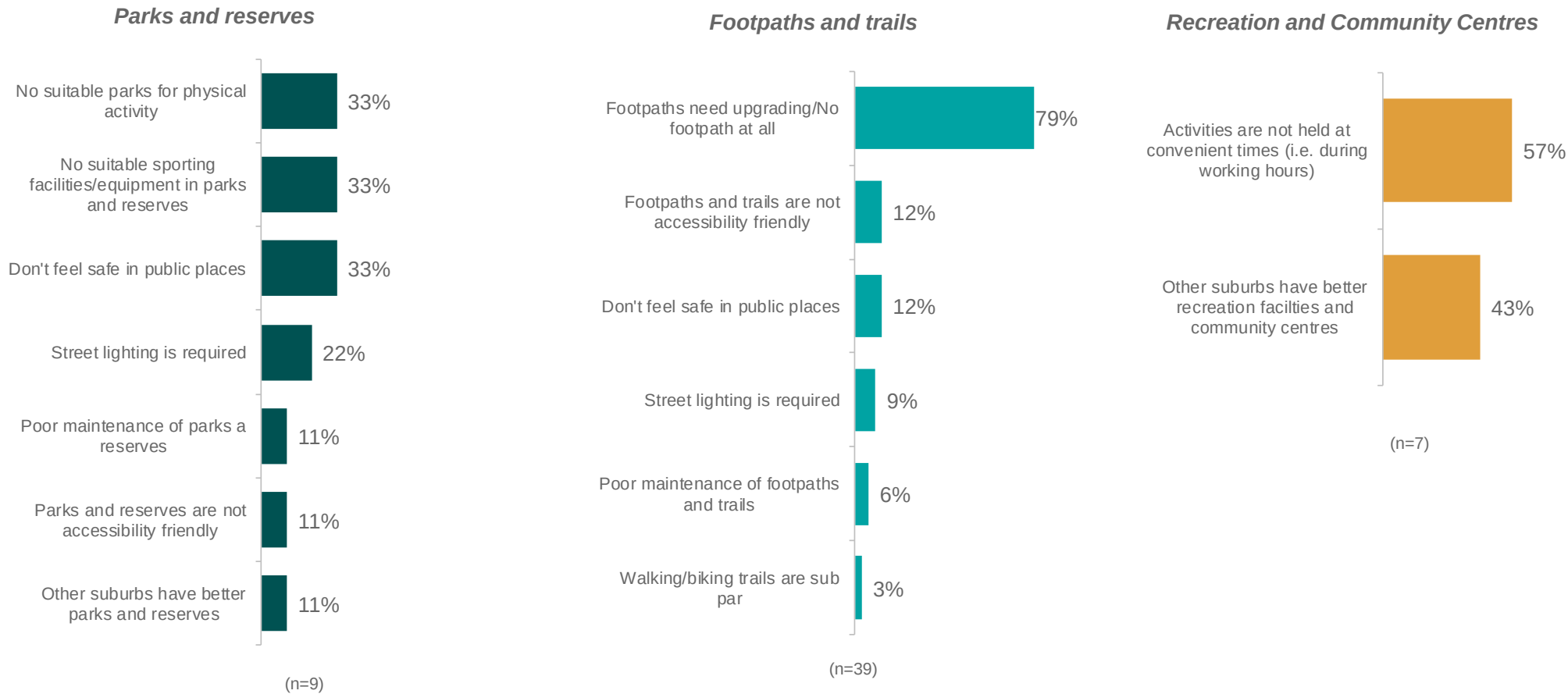
4.7 Public spaces and facilities for physical activity



Suitability of parks and sporting facilities, footpaths needing to upgraded and activities are not held at convenient times are the main associated reasons for dissatisfaction on why the public spaces in the area are not suitable for their specific physical activity needs.*

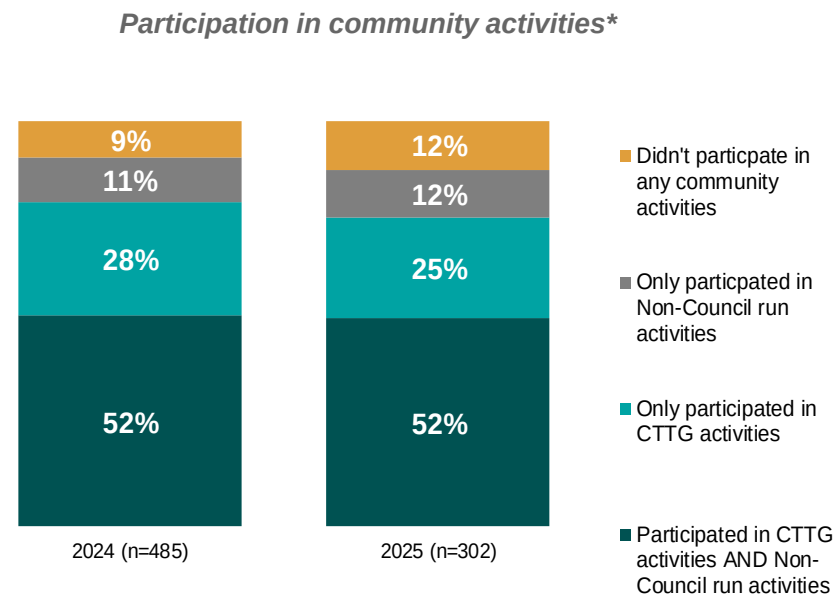
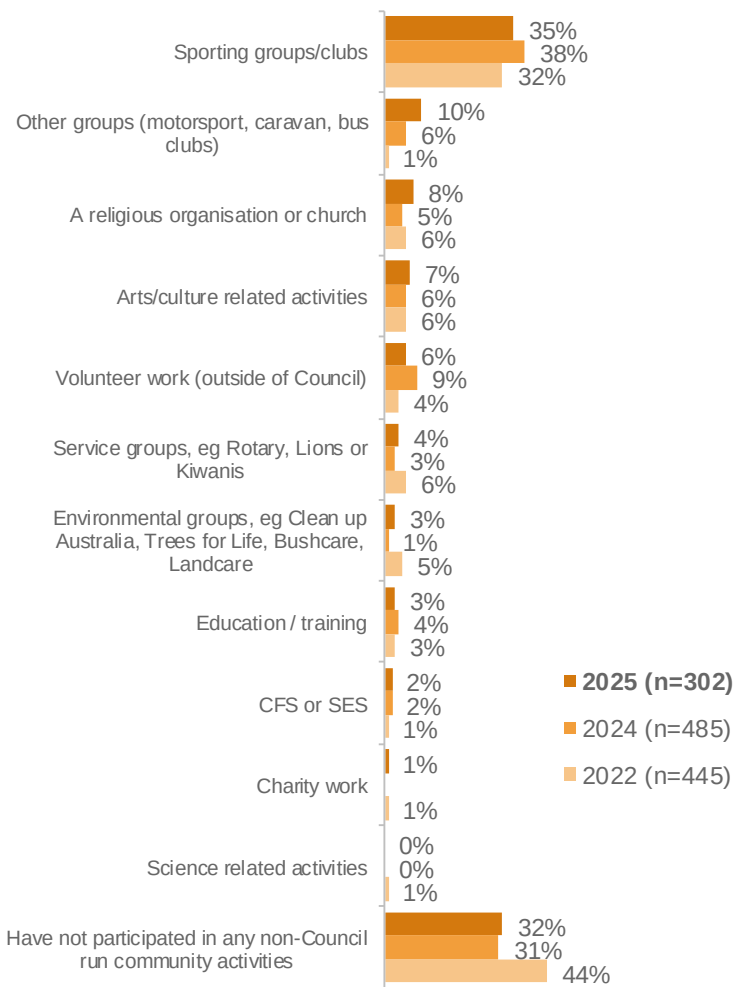
4.7 Public spaces and facilities for physical activity

Reasons for dissatisfaction with open spaces and facilities



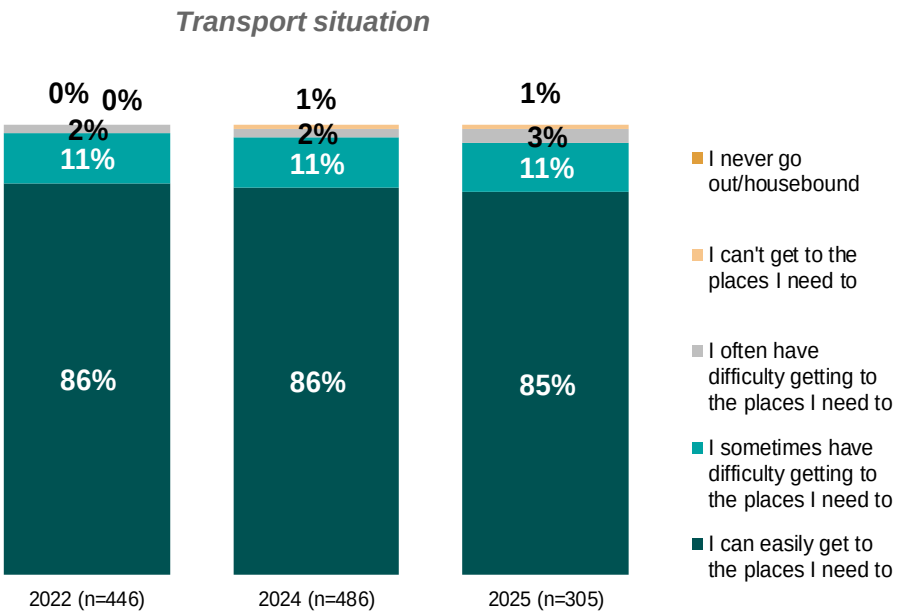
Participation in Council run, and non-Council run activities decreased slightly in 2025 for online community members. Overall, participation was very high at 88%.

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

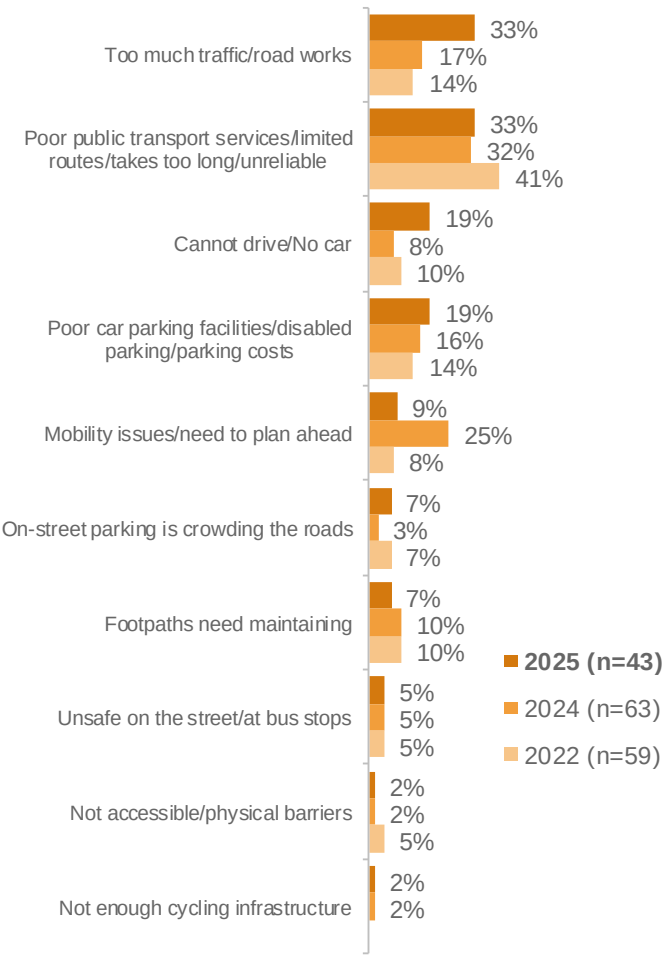


While most online community members have no issue getting to the places they desire, of 15% who do have some form of difficulty, it is mostly due to too much traffic or road works or perception of poor public transport services. Notably, there was a 16% decrease in those stating mobility issues as a barrier.

4.9 Transport within CTTG

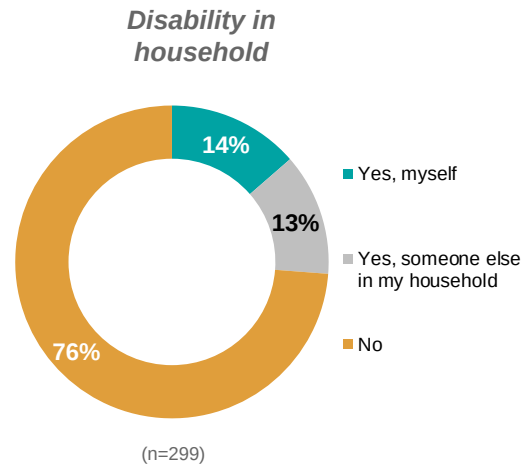


Reasons for having difficulty getting to the places they need to



While satisfaction with aspects of accessibility continue to be high for *parks, reserves, public spaces* and *Council-owned buildings* (81%), just 57% were satisfied with accessibility on *footpaths and local roads* (just 40% of those with a disability in the house satisfied).

4.10 Accessibility within CTTG



	2024		2025	
	T2B%	B2B%	T2B%	B2B%
Parks, reserves and public spaces	85%	4%	81%	4%
Council-owned buildings and facilities, such as the Civic Centre and Library, community and recreation centres and public toilets	83%	2%	81%	3%
Council-run programs, services and events	62%	7%	62%	5%
Footpaths and local roads	60%	21%	57%	20%

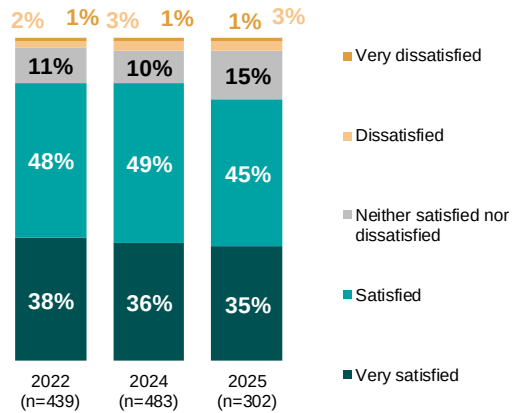
	Satisfaction with aspects of accessibility (T2B%)		Dissatisfaction with aspects of accessibility (B2B%)	
	Households with disability (n~67)	Households without disability (n~216)	Households with disability (n~67)	Households without disability (n~216)
Parks, reserves and public spaces	79%	82%	4%	4%
Council-owned buildings and facilities, such as the Civic Centre and Library, community and recreation centres and public toilets	77%	83%	8%	2%
Council-run programs, services and events	61%	63%	7%	4%
Footpaths and local roads	40%	63%	33%	15%

2025

While satisfaction high at 81%, satisfaction decreased from 85% for accessibility in *parks, reserves and public spaces* and from 83% *Council-owned buildings and facilities*.

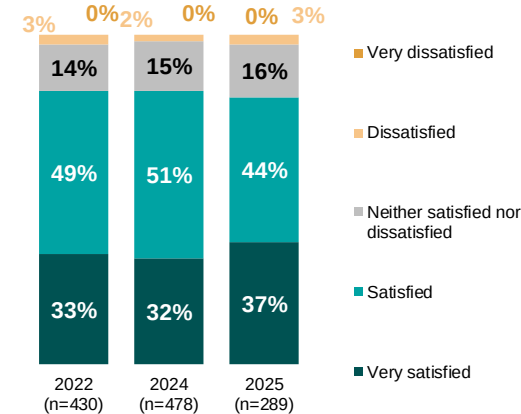
4.10 Accessibility within CTTG

Parks, reserves and public spaces



Reasons for dissatisfaction with accessibility of parks, reserves and public spaces in 2025	n response	
	Disability in household (n=3)	No disability in household (n=5)
Lack of maintenance/need upgrading	1	-
Generally difficult to access with a disability	1	-
Not enough footpaths/walkways for wheelchairs	1	-
Lack of car parking	-	2
Other complaint (not tied to accessibility)	1	3

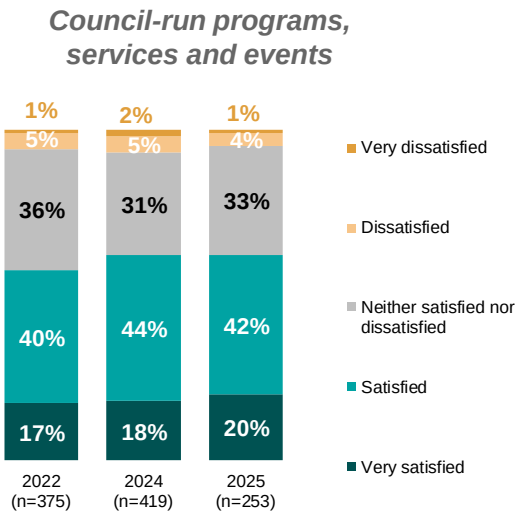
Council-owned buildings and facilities



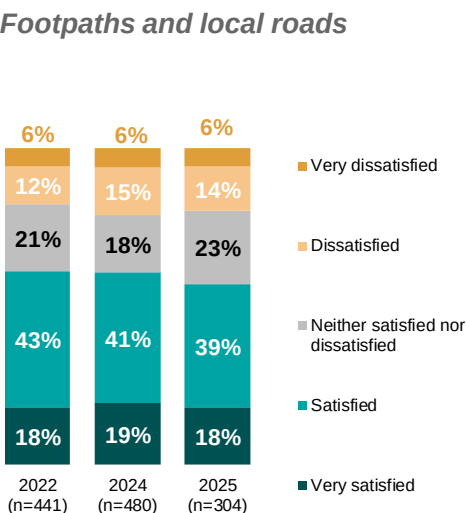
Reasons for dissatisfaction with accessibility of Council-owned buildings and facilities in 2025	n response	
	Disability in household (n=4)	No disability in household (n=4)
Lack of car parking	3	-
Need more public toilets/public toilets are hardly open/public toilets are dirty	-	2
Lack of maintenance	-	1
Lack of information/advertising	-	1
Other complaint (not tied to accessibility)	1	2

Main reason for dissatisfaction with accessibility of footpaths and local roads, irrespective of disability status, is lack of maintenance.

4.10 Accessibility within CTTG



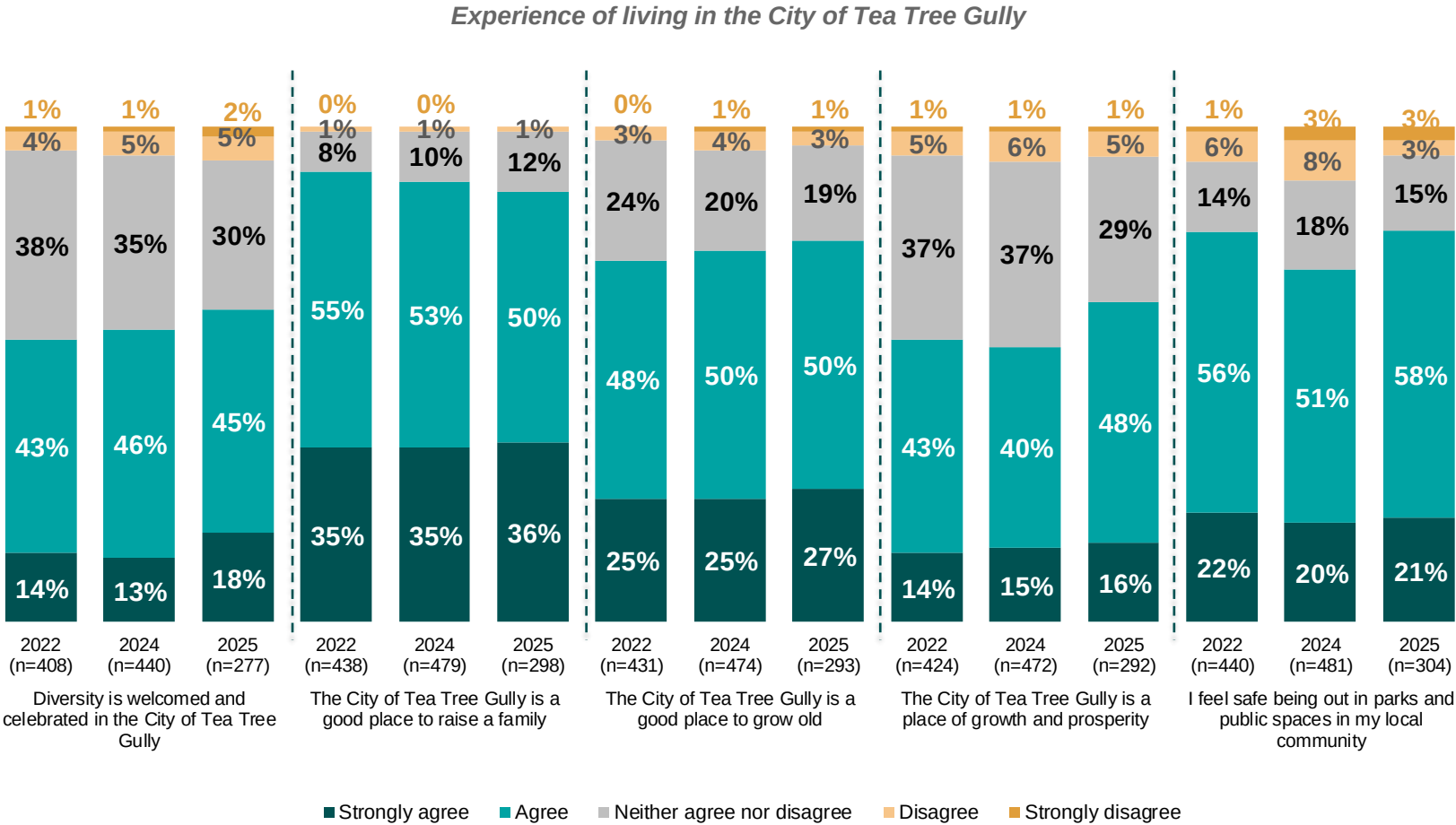
Reasons for dissatisfaction with accessibility of Council-run programs, service and events in 2025	n response	
	Disability in household (n=4)	No disability in household (n=8)
Not enough program, services and events out of business hours	2	1
Not enough walkways for wheelchairs	1	-
Lack of car parking	-	1
Generally difficult to access with a disability	-	1
Unsure of where to access information	-	1
Lack of information/advertising	-	1
Too far away from my place	-	1
Other complaint (not tied to accessibility)	1	3



Reasons for dissatisfaction with accessibility of Footpaths and local roads in 2025	n response	
	Disability in household (n=24)	No disability in household (n=32)
Lack of maintenance	15	18
Footpaths/roads not accurately planned	7	7
Not enough footpaths (in general)	5	11
Generally difficult to access with a disability	2	2
Not enough footpaths/walkways for wheelchairs	2	1
Other complaint (not tied to accessibility)	2	1

Agreement that the *City of Tea Tree Gully* is a good place to raise a family remained the highest rated experience of living in the area at 86%, however, did decrease slightly. All remaining aspects increased in perception.

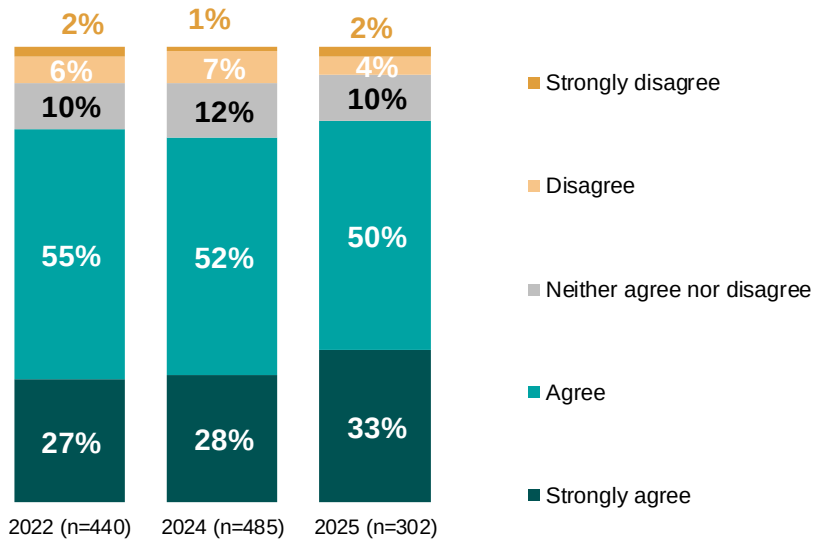
4.11 Living in the CTTG area



In 2025, 83% of online community members agreed that they can find what they need in terms of looking for health and wellbeing services, an increase of 3% on last year.

4.11 Living in the CTTG area

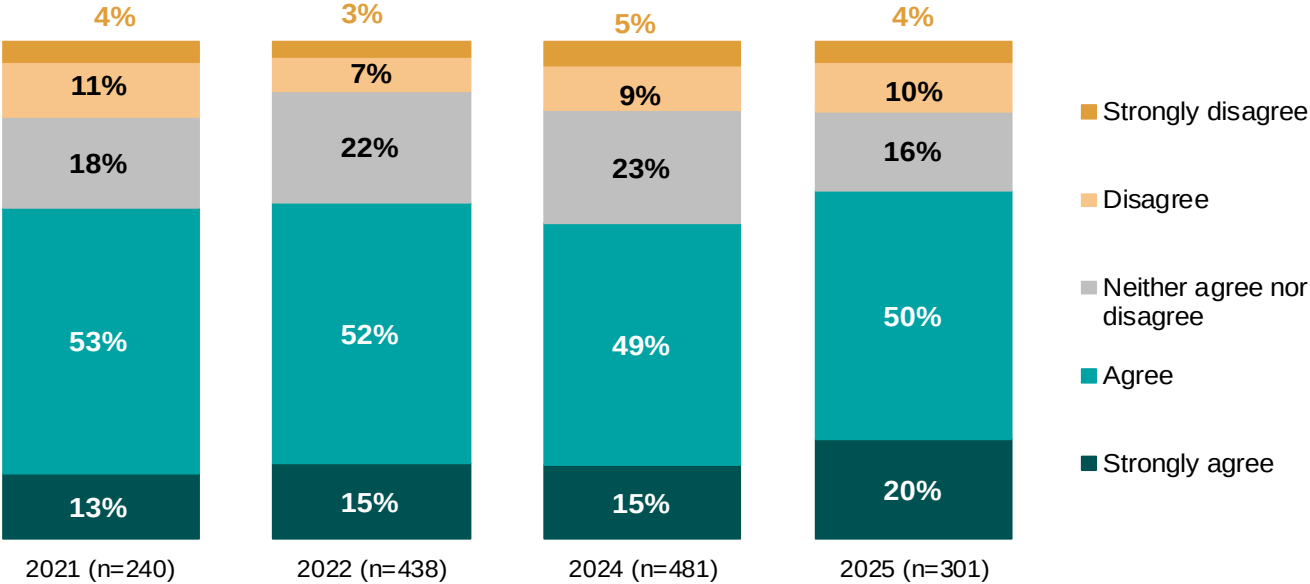
Agreement that when looking for health and wellbeing services (doctors and allied health) you can find what you want in your local area



Agreement that online community members have an opportunity to have their say on issues in the area increased by 6% to 70%, highest agreement since 2020.

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

	2021		2022		2024		2025		T2B% change from 2024
	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	
Opportunity to have your say on issues affecting your area	67%	15%	67%	11%	64%	13%	70%	14%	+6%



Respondent profile 2025

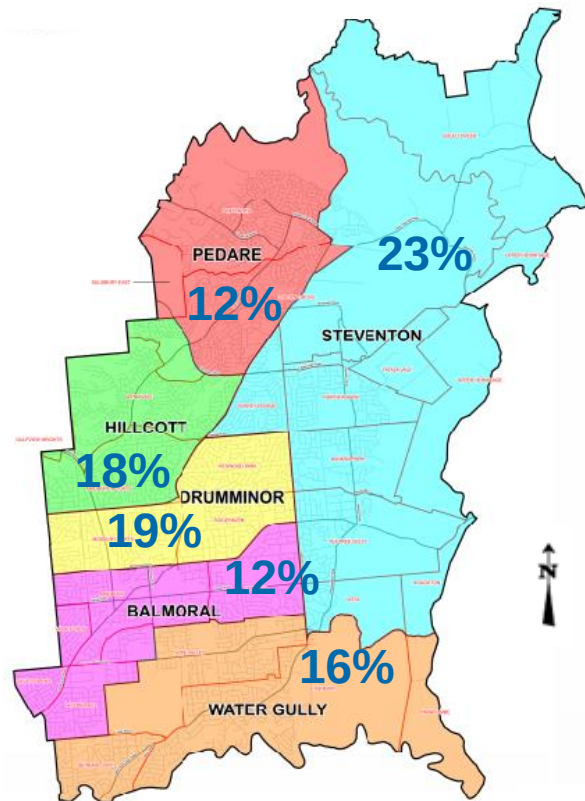
4.13 Demographic profile of online community sample

Suburb of residence	% response			
	2021 (n=236)	2022 (n=446)	2024 (n=486)	2025 (n=305)
Wynn Vale	8%	9%	10%	10%
Greenwith	8%	6%	8%	9%
Modbury North	8%	5%	5%	7%
Highbury	5%	7%	7%	7%
Redwood Park	3%	4%	5%	6%
Banksia Park	7%	8%	6%	6%
Ridgehaven	5%	4%	6%	6%
Hope Valley - East of Reservoir Road	4%	4%	3%	6%
Modbury Heights	9%	9%	7%	5%
Fairview Park	5%	6%	6%	5%
Tea Tree Gully	3%	4%	5%	5%
Modbury	5%	5%	5%	4%
Surrey Downs	5%	4%	5%	4%
Golden Grove - West of Golden Grove Road & North of The Golden Way	5%	4%	3%	4%
Dernancourt	8%	5%	4%	3%
St Agnes	6%	5%	3%	3%
Golden Grove - West of Golden Grove Road & South of The Golden Way	-	1%	2%	2%
Vista	0%	1%	2%	2%
Holden Hill	1%	1%	2%	1%
Hope Valley - West of Reservoir Road	-	1%	1%	1%
Valley View	2%	2%	1%	1%
Golden Grove - East of Golden Grove Road	-	1%	1%	1%
Gilles Plains	-	1%	0%	1%
Gulfview Heights	-	0%	0%	0%
Houghton	1%	0%	0%	0%
Yatala Vale	-	0%	0%	0%

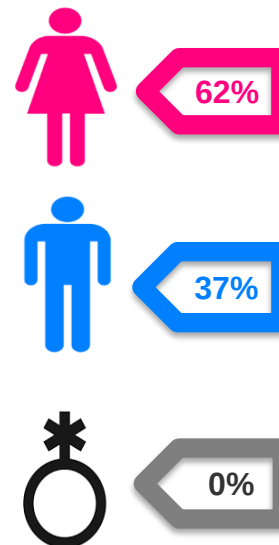
Respondent profile 2025

4.13 Demographic profile of online community sample continued

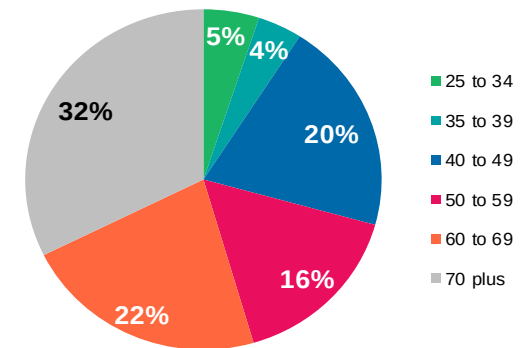
Ward (n=305)



Gender (n=301)



Age (n=305)



THANK YOU



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