

# 2021 COMMUNITY SURVEY

Final Report  
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CITY OF  
TEA TREE GULLY  
*Naturally Better*





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# Background & Objectives

The City of Tea Tree Gully has conducted an annual Community Survey for over 18 years. The survey seeks to measure the community's perception of Council's performance and service delivery, and the level of satisfaction residents have with key services.

For the last 12 years, members of Council's Community Panel (now Council's online community 'Have Your Say Tea Tree Gully') have also been given the opportunity to complete the survey. This is administered at the same time as the general community survey with results reported separately.

The survey questions focus on the following areas:

- Service awareness, usage and value
- Satisfaction with key services
- Community wellbeing

The majority of questions remained unchanged in order to allow for comparison of results over time.

This report outlines the results of the 2021 Community Survey.

# Executive summary

Market and customer research company **newfocus** was engaged to conduct the 2021 Annual City of Tea Tree Gully Community Survey. This report presents findings from this wave of research and tracks results over time. A total of 406 random members of the City of Tea Tree Gully community were surveyed, with a further 242 surveys completed by members of the Council's online community 'Have Your Say Tea Tree Gully'.

## Key results from this round of research (excluding online community results):

- Overall satisfaction with Council declined by 4% in 2021 (not statistically significant) to 67%. The proportion of those very satisfied declined by 4% (however, this key metric nevertheless remains higher than in 2018 and 2019).
- The decline in overall satisfaction reflects small declines across a number of services in 2021, though most were only marginal. Of note is the decline in very satisfied ratings across the majority of aspects, even those with improved overall satisfaction scores.
- Waste services continue to be the most recalled and used services, with satisfaction remaining very high (93% for recycling and green waste and 94% for general waste collection). Hard waste collection continued to be the only waste service area with lower satisfaction, however this improved for the third consecutive year to 76% (up from 71% in 2020).
- None of the services were rated as areas of low satisfaction (i.e. 49% T2B score or lower). Only one service recorded a significant decline in satisfaction in 2021: maintenance of footpaths (from 59% in 2020 to 50%).
- Maintenance of footpaths in the local area was identified as an area for improvement, particularly given the decline in satisfaction recorded. Other areas included provision of footpaths, roadside verges, opportunity to have one's say (which has already seen a positive improvement this year), local and main roads, street trees and arts and cultural performances and activities.
- Overall, City of Tea Tree Gully residents returned a positive wellbeing score of 78.9 in 2021, which declined from 2020 (80.2), yet remains higher than Australia's average of 76.45. Five out of the eight wellbeing measures saw declines, with feeling part of their community falling just below 50% satisfaction in 2021. As noted in 2020, changes in results have likely been influenced by the COVID-19 pandemic, with items such as community connectedness likely impacted by lock-downs and reduced social activities.

# Methodology & Sample

A sample of **406 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 17<sup>th</sup> – 22<sup>nd</sup> March 2021 and ran for an average of 12 minutes. The online social media surveys were collected from 17<sup>th</sup> – 21<sup>st</sup> March 2021 and took an average of 12 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.

Methodology		Age		Gender		Ward	
Segment	Total	Segment	Total	Segment	Total	Segment	Total
CATI	303	18-39 years	136	Male	194	Steventon	67
Social Media	103	40-59 years	141	Female	212	Pedare	67
<b>Total</b>	<b>406</b>	60+ years	129	<b>Total</b>	<b>406</b>	Hillcott	72
		<b>Total</b>	<b>406</b>			Drumminor	69
						Balmoral	66
						Water Gully	65
						<b>Total</b>	<b>406</b>

A further 242 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.

A total of 8 interviewers conducted the CATI interviews.

# Sample Accuracy

Sample Accuracy				
	Population*	Sample	Error Margin	Error Margin Over Time
Residents of the City of Tea Tree Gully	97,734	406	±4.86	±6.87

\*Australian Bureau of Statistics, 2016 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  $\pm 4.86\%$ , 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  $\pm 4.86\%$ .

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  $\pm x\%$ . In this instance, where the sample at each point in time is 406, and is quoted as accuracy over time of  $\pm 6.87\%$ , this means that there must be a difference of  $\pm 6.87\%$  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.

### 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

### Reporting of results

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

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



### 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  $P < .05$ .

#### Over time



These symbols have been used on the charts to identify where a statistically significant difference over time (between 2020 & 2021) was found, and ↓ or ↑ used in tables.

Satisfaction: combined 'top-2-box' scores (T2B – satisfied + very satisfied)	
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 (B2B – dissatisfied + very dissatisfied)	
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*





# Waste/garbage collection continues to be the most recalled and most important Council service

## 1.1 Council services

- » The top four services in terms of importance, awareness and usage remained exactly the same as 2020 and prior years, with waste/garbage collection the most recalled, used and important service.
- » Roads, parks and reserves and the Library were the other most important and most recalled services provided by Council in 2021.
- » Highest stated usage of other services were all waste related: green waste, recycling and hard waste collection.

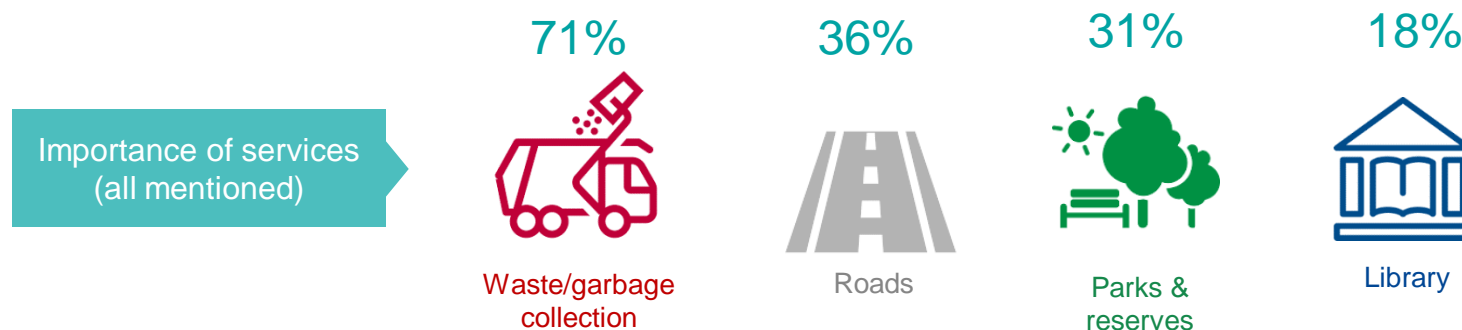
	Importance (all mentioned)		Unprompted awareness (first mentioned)		Unprompted stated usage	
	2020	2021	2020	2021	2020	2021
Waste/garbage collection	1 <sup>st</sup>	1 <sup>st</sup>	1 <sup>st</sup>	1 <sup>st</sup>	1 <sup>st</sup>	1 <sup>st</sup>
Roads	2 <sup>nd</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	3 <sup>rd</sup>	=6 <sup>th</sup> *	=6 <sup>th</sup> *
Parks & reserves	3 <sup>rd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	3 <sup>rd</sup>
Library	4 <sup>th</sup>	4 <sup>th</sup>	2 <sup>nd</sup>	2 <sup>nd</sup>	2 <sup>nd</sup>	2 <sup>nd</sup>

\*In 2021, other services ranked high in terms of usage were as follows:

- 4<sup>th</sup> Green waste
- 5<sup>th</sup> Recycling
- =6<sup>th</sup> Hard waste collection

# The top-4 most important services remains unchanged from 2020, with waste/garbage collection the most important

## 1.2 Importance of Council services



### Changes in importance over the past 12 months (all mentioned)

- » The top four most important services have remained unchanged from 2020. Importance of [waste/garbage collection](#) decreased from 74% to 71%, and [roads](#) increased from 32% to 36%. [Parks and reserves](#) and [library](#) remain unchanged.
- » The importance of [street trees/maintenance](#) increased statistically significantly from 13% in 2020 to 17% in 2021 and importance of the [overall appearance of the local area](#) increased statistically significantly to 6% (up from 3% in 2020 and returning to 2019 levels).
- » After increasing statistically significantly to 8% in 2020, [Commonwealth Home Support Program](#) importance has declined significantly to 2% in 2021, its lowest point in the history of the tracking study. Although not statistically significant, this decrease is driven by females and those aged 40-59.
- » Importance of [recycling](#) has declined statistically significantly from 10% to 3% in 2021, its lowest point in the history of the tracking study. This is driven by a statistically significant decrease of females and those aged 40-59.
- » [Street sweeping](#) also saw a statistically significant decrease in overall importance, from 5% in 2020 to 2% in 2021.

# Importance of some services differed by age and gender

## 1.2 Importance of Council services continued

### Statistically significant differences in overall importance by age

- » 40-59 year olds were more significantly likely than other ages groups to rate **parks and reserves** as important, while 60+ were significantly *less* likely to mention them as important.
- » Conversely, the 60+ age group were significantly more likely to believe the **library** is important, while 40-59 year olds were *less* likely (as were 18-39 year olds, though not statistically significantly).
- » 60+ year olds were also significantly more likely to believe **footpaths** and **green waste** were important services provided by Council.
- » The youngest age group (18-39 year olds) were more likely to believe **events** and the **overall appearance of the area/street trees/tidiness** were important.

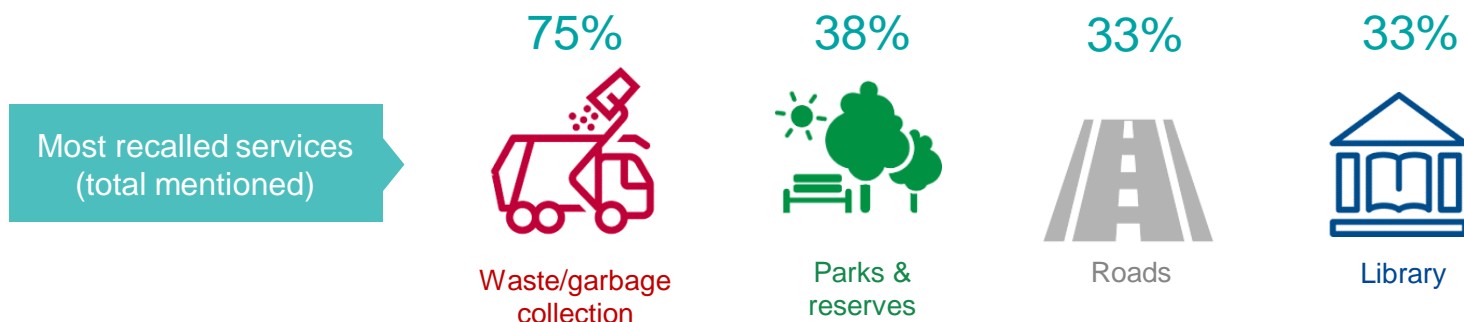
### Statistically significant differences in overall importance by gender

- » Females were significantly more likely than males to believe **footpaths** and **verge maintenance** were important services offered by Council.



# Waste/garbage collection remained the most recalled service, followed by parks & reserves, the library and roads/maintenance

## 1.3 Unprompted awareness of Council services



### Changes in awareness of services over the past 12 months

- » The hierarchy of recalled services remained unchanged from 2020, with **waste/garbage collection** standing out as the most salient service provided by the Council, despite seeing a small drop in awareness.
- » After seeing a significant decline in awareness last year (and trending down from 2018) **green waste** saw a statistically significant increase in awareness in 2021 (with statistically significant increases seen among females and those aged 50-59). Also halting declining awareness trends, marginally increased awareness was recorded for **hard waste** and **recycling**.
- » Awareness for **waste/garbage collection** continues to decline year-on year, though remained high in 2021 at 75%.

	2018	2019	2020	2021
Waste/garbage collection	80%	80%	79%	75%
Green waste	31%	20%	15%	22%↑
Hard waste	29%	17%	14%	16%
Recycling	24%	19%	15%	17%

- » **Library** saw a statistically significant decline in awareness from 40% in 2020 to 33% in 2021, particularly among females (where a statistically significant decrease from 46% in 2020 to 32% in 2021 was recorded).

# Awareness of services differed by age and gender

## 1.3 Unprompted awareness of Council services continued

### Statistically significant differences in awareness by age

- » As in previous years, older residents were more likely than younger residents to recall **waste collection services**.
  - Those aged 50+ were statistically significantly more likely to be aware of **general waste/garbage collection**, and 70+ year olds were more likely than others to be aware of **green waste**, while the same cohort (along with 50-59 year olds) being more likely than others to be aware of **recycling**.
  - That group (50-59) was also less likely to spontaneously mention the **library service**.
- » 25-34 year olds were the most likely of all age groups to be aware of the provision of **events, bins in general** (awareness was also higher on this among 35-39 year olds), **overall appearance and maintenance of the area and street trees** and **bike paths and walking trails**. This group was also less likely to spontaneously recall the **Library**.
- » 40-59 year olds were the most likely of all groups to spontaneously mention **community facilities/buildings**.
- » Residents 70+ were statistically significantly more likely than other groups to recall **footpaths**.

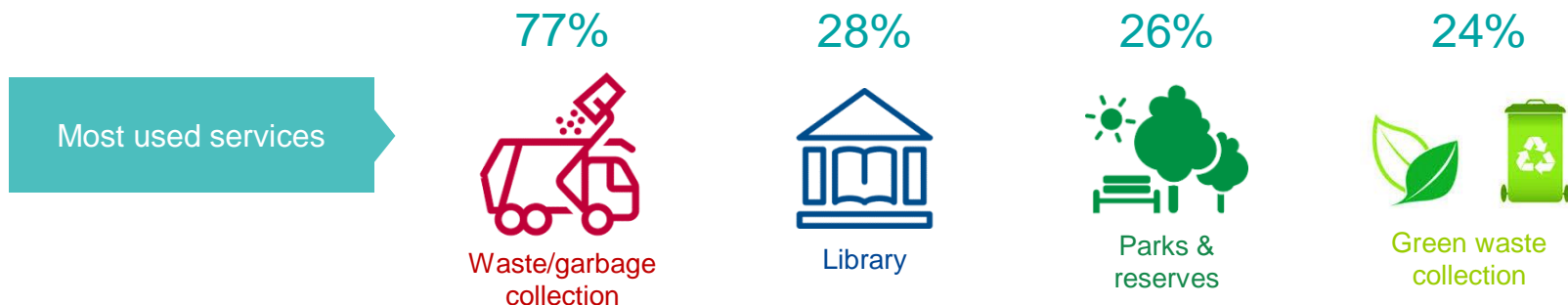
### Statistically significant differences in awareness by gender

- » Females were more likely than males to recall **events**, while males were more likely to recall **roads**.

# The services with the top stated usage have remained unchanged for the past 5 years

## 1.4 Usage of Council services

The top four services with the highest stated unprompted usage are the same as in the last five years, with both green waste (up from 16% in 2020) and garbage/waste collection (up from 71% in 2020) recording statistically significant increased usage.



### Changes in stated usage of other services over the past 12 months

- » The increase in stated usage of **waste/garbage collection** was driven by females (from 68% in 2020 to 78% in 2021), along with those aged 60-69 (73% in 2020 to 92% in 2021) – both statistically significant.
- » The increase in stated usage of **green waste** was also driven by an increase among females (14% in 2020 to 24% in 2021), as well as 50-59 year olds (19% to 37%) – both statistically significant.
- » Stated usage of the **Library** reduced in 2021 from 34% in 2020 to 28%, which was driven by a statistically significant decrease in stated usage among females (from 39% in 2020 to 29% in 2021). This may be attributed to COVID-19 and the temporary suspension of Library services and programs.
- » **Events** usage reduced significantly from 9% to 5%, which was likely impacted by COVID-19 and related restrictions.
- » Stated usage of the **immunisation service** decreased from 7% to 2%, primarily among females (both statistically significant). This has returned stated usage to similar levels to 2019, after increasing significantly in 2020.



# Stated usage differed by age and gender

## 1.4 Usage of Council services continued

### Statistically significant differences in awareness by age

- » As with awareness of services, older residents were far more likely than younger residents to state usage of waste services. In particular, those aged 60+ were significantly more likely to state that they use the [waste/garbage collection](#) service, with 50-59 and 70+ year olds the most likely to use [green waste](#) (60-69 year olds were also more likely than younger residents, though not statistically significantly so), and 50-59 year olds were the most likely to use the [recycling service](#)
- » 70+ year olds were significantly more likely to use the [library](#) service with stated usage increasing with age. They were also the least likely to use [parks and reserves](#).
- » The use of bike paths and walking trails was significantly higher among 25-34 year olds, as was the use of [playgrounds](#), along with 35-39 year olds.

### Statistically significant differences in awareness by gender

- » Males had higher stated usage of [roads](#) compared to females.

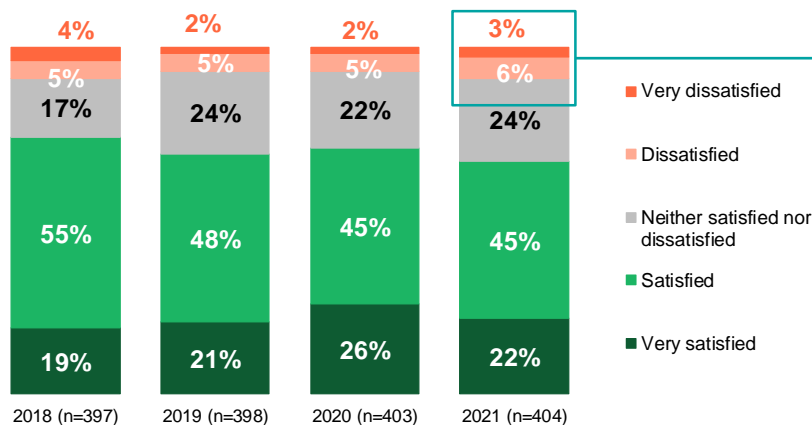
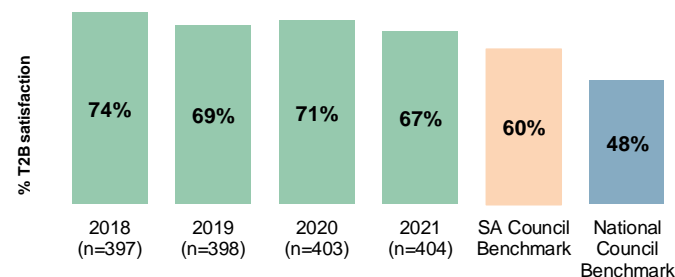
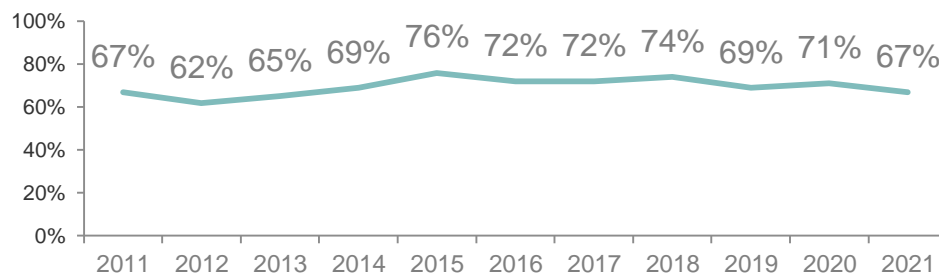
# Overall satisfaction decreased by 4% (not statistically significant). The proportion of those *very* satisfied decreased, but remained higher than 2019 and earlier

## 1.5 Satisfaction with Council performance overall

### Satisfaction decreased overall

- » The decline in satisfaction was due to a decline in very satisfied ratings, which halted an increasing trend seen over the previous three years. Despite the decline, this proportion remains higher than 2019 and earlier.
- » Dissatisfaction also increased slightly, and was higher than in 2019 and 2020, but on par with 2018.
- » The decline in satisfaction was not statistically significant, and therefore could be due to sampling variance, yet should be monitored going forward.
- » The decline in satisfaction reflects a decline across a number of aspects seen this year. The majority of these are not statistically significant, so should be monitored with caution, however it indicates there could be a trend of lower satisfaction overall.

T2B satisfaction



### Reasons for dissatisfaction with Council performance overall (n=38)

- » In 2021, n=38 surveyed residents mentioned they were dissatisfied with Council overall (compared with n=29 in 2020).
- » The main reasons for dissatisfaction in 2021 related to **poor maintenance of verges/parks/reserves etc** (mentioned by 11 people).
- » This was followed elements relating to Council rates: **high council rates, poor value for money** (6 mentions) and **rates being high/have gone up but services remain the same** (6 people)

# Drivers of overall satisfaction with Council performance

## 1.5 Overall satisfaction with Council performance continued

Higher statistical analysis was conducted to identify which services/areas are most strongly contributing to overall satisfaction with Council performance. In order of influence, the following services/areas were found to have the strongest influence on whether someone was satisfied with Council overall in 2021:

Satisfaction with all of the drivers identified here remained on par with 2020 results or improved, with the exception of major events, which declined by 5% (significant only at the 90% confidence level). This decline in satisfaction was among males, where a statistically significant decreased was recorded (from 86% in 2020 to 77% in 2021). Given this has been identified as a driver of overall satisfaction with Council, it is possible this has contributed to the decline seen for overall satisfaction, however given both are not statistically significant, such a conclusion should be made with caution.





# Areas identified for improvement remain on par with previous years

## 1.6 Satisfaction with Council Services

### Council Services

- » All Council services have been classified into categories based on satisfaction scores (T2B – combined very satisfied or satisfied).
- » Consistent with previous years, the top performing areas relate to waste services; importantly these are areas of high importance and/or usage.
- » Priority areas for improvement remain similar to previous years, with provision and maintenance of footpaths, roadside verges, opportunity to have one's say (which has already seen a positive improvement this year), local and main roads, street trees and arts and cultural performances and activities.

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

### Top performing areas in 2021:

#### Areas of very high satisfaction

- Waste collection service overall
- Green waste collection
- Recycling services

#### Areas of high satisfaction

- Provision of parks, reserves and playing fields
- Maintenance of parks, reserves and playing fields
- Major events
- Council's Library services

#### Areas of relatively high satisfaction

- Hard waste collection
- Provision of playgrounds
- Maintenance of playgrounds
- Control of litter and rubbish
- The provision of community centres, services and programs
- Council's Recreation centres
- Waterworld

#### Areas of moderate satisfaction

- Condition of local or residential roads
- Condition of main roads
- Provision of street trees
- Maintenance of street trees
- The provision of arts and cultural performances and activities

#### Areas of relatively low satisfaction

- Provision of footpaths in your local area
- Maintenance of footpaths in your local area
- Appearance of roadside verges in your local area
- Opportunity to have your say on issues affecting your area

#### Areas of low satisfaction

None identified

### Areas for improvement in 2021:

# Satisfaction with some services differed by age and gender

## 1.6 Satisfaction with Council Services continued

### Statistically significant differences in satisfaction with services by age

- » Satisfaction with **hard waste** was significantly higher among 60+ year olds and significantly lower among 18-39 year olds (67%). The same was found for **control of litter and rubbish**.
- » 40-59 year olds were more likely to be satisfied with **maintenance of parks, reserves and playing fields**, with 18-39 year olds less likely.
- » 60+ year old were *less* likely to be satisfied with **provision of street trees** and **maintenance of street trees**, with 18-39 year olds significantly *more* likely to be satisfied with the latter.

### Statistically significant differences in satisfaction with services by gender

- » Females were significantly more satisfied than males with the **provision of arts and cultural performances and activities, major events, Council's recreation centres** and **Council's library services**.
- » Males were significantly more satisfied than females with **control of litter and rubbish** and **provision of footpaths in the area**.

# Satisfaction was down on a number of elements in 2021

1.7 Largest changes in satisfaction with Council Services over the past 12 months

## Improvements

### Most service areas recorded an increase in satisfaction

#### Areas where satisfaction increased by at least 3% include:

- » Opportunity to have say on issues affect area (59%, up by 6%)
- » Hard waste collection (76%, up by 5%, increased for the third consecutive year)
- » Council's Library services (88%, up by 5%)
- » Provision of parks, reserves and playing fields (85%, up by 4%)
- » Provision of community centres, services and programs (70%, up by 3%)

## Declines

### Declines in satisfaction did not represent a long-term trend

#### Areas where satisfaction decreased by at least 3% include:

- » Maintenance of footpaths in your local area (50%, down by 7%, a significant decline)
- » Provision of footpaths in local area (54%, down by 6%)
- » Condition of local or residential roads (61%, down by 5%)
- » Major events (82%, down by 5%)
- » The provision of arts and cultural performances and activities (64%, down by 5%)
- » Provision of street trees (67%, down by 4%)
- » Waterworld (74%, down by 3%)
- » Condition of main roads (66%, down by 3%)

Declines were seen across a number of areas in 2021, for the most part due to declines in very satisfied ratings. Only one decline was statistically significant (maintenance of footpaths), however, these results reflects the change in overall satisfaction with Council.



# Some aspects of community wellbeing, including life as a whole and feeling part of community, declined in 2021

## 1.8 Community wellbeing

- » The largest declines were for **life as a whole**, down 6% to 67%, and **what you are currently achieving in life**, also down 6% to 64%.
- » **Feeling part of your community**, already the area of lowest satisfaction, declined further in 2021 to 49%. This however represented more of a shift to neutral ratings as opposed to dissatisfaction. Females were statistically significantly more likely to be satisfied with this aspect, however satisfaction declined among both males and females when compared to 2020.
- » **Personal relationships** also declined by 5% in 2021. This was due to statistically significant declines among 25-39 year olds (25 to 34 year olds declined from 85% satisfaction in 2020 to 70% in 2021 and 35-39 year olds declined from 88% to 69%).
- » **Health** also recorded declined satisfaction in 2021, down by 4%. This decline was more prevalent across 25-39 year olds, however this was not statistically significant.
- » **Standard of living, how safe you feel** and **future security** all improved marginally from 2020.

*Note: As noted in 2020, changes in results might have been influenced over the past 12 months by the COVID-19 pandemic and related restrictions, particularly for items such as feeling part of your community.*

	2020		2021		T3B% change from 2020
	T3B%	B3B%	T3B%	B3B%	
Life as a whole*	73	2	67	2	-6
Your personal relationships	85	1	80	2	-5
Your standard of living	77	1	78	1	+1
How safe you feel	73	1	76	0	+3
What you are currently achieving in life	70	1	64	1	-6
Your health	66	2	62	2	-4
Your future security	61	2	62	1	+1
Feeling part of your community	54	3	49	3	-5

\* From 2019 'Life as a whole' asked as a separate question first, before other items

# Satisfaction with different aspects of wellbeing varied by age and survey method also impacted on results

## 1.8 Community wellbeing continued

### Age differences:

- » There were some differences in wellbeing across age, with older and younger residents more and less satisfied across a number of wellbeing items, respectively.

	Age %T3B response 2021		
	18-39 (n~134)	40-59 (n~138)	60+ (n~123)
Life as a whole*	58	67	76
Your standard of living	72	79	82
Your health	62	67	58
What you are currently achieving in life	63	68	61
Your personal relationships	73	81	88
How safe you feel	72	78	78
Feeling part of your community	40	48	60
Your future security	54	62	70

Note1. text in blue indicates result is statistically significantly higher than other age cohort. Text in red indicates result is statistically significantly lower than other age cohort.

# Satisfaction with different aspects of wellbeing varied by age and survey method also impacted on results (cont)

## 1.8 Community wellbeing continued

### Sampling methodology differences:

- » Although overall differences by sampling methodology could be explained by differences in results by age group and gender, when broken down further, there were still some differences by methodology.
- » As seen in 2020, sub-groups (males, females and age groups) who completed the survey via social media were less satisfied with some elements of their lives as outlined below).
- » This was particularly prevalent among females. This tendency is confirmed by other studies on wellbeing using the same questionnaire conducted by newfocus, suggesting that the social desirability effect might be stronger among females.

	%T3B response 2021									
	Gender				Age					
	Male		Female		18-39		40-59		60+	
	Phone (n~140)	SM (n~49)	Phone (n~155)	SM (n=51)	Phone (n~62)	SM (n=72)	Phone (n~125)	SM (n=13)	Phone (n~107)	SM (n~15)
Life as a whole*	69	58	72	55	65	53	69	54	77	75
Your standard of living	78	72	84	63	79	67	81	62	83	75
Your health	61	59	68	53	69	56	68	54	57	60
What you are currently achieving in life	67	57	67	55	74	54	68	62	62	60
Your personal relationships	81	78	86	67	77	69	81	77	89	80
How safe you feel	83	66	78	63	77	68	80	54	81	56
Feeling part of your community	46	37	56	47	41	39	48	54	62	47
Your future security	65	57	65	47	61	49	62	62	71	60

Note1. text in blue indicates result is statistically significantly higher than other methodology type. Text in red indicates result is statistically significantly lower than other methodology type.

Note 2. differences in results by method are only marked as significant for the 18-39 y.o. group but a similar pattern was also observed for a number of aspects measured in the older groups, particularly among 40-59 year olds, however the social media sample in the older groups was small, therefore significance was not tested in those groups and results should be interpreted with caution.

# The wellbeing of City of Tea Tree Gully residents declined slightly in 2021 but remains above the national average

1.8 Community wellbeing continued

CITY OF TEA TREE GULLY  
PHONE/SOCIAL MEDIA

**78.9**

(2020 = 80.2)

CITY OF TEA TREE GULLY  
ONLINE COMMUNITY

**78.7**

(2020 = 79.5)



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 37.0 (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 (November 2020). Australian Unity Wellbeing Index: Report 37.0, School of Psychology, Deakin University Deakin University, Australian Centre on Quality of Life. <http://www.acqol.com.au/uploads/surveys/survey-037-report.pdf>



# SECTION 2



Full results  
*CATI & Social Media*





# Waste collection remained the most recalled service in 2021. A significant increase and decrease occurred for green waste and the Library, respectively

## 2.1 Unprompted awareness of services provided to residents

	% response											
	First mentioned				Others mentioned				All mentioned			
	2018 (n=399)	2019 (n=398)	2020 (n=405)	2021 (n=406)	2018 (n=380)	2019 (n=366)	2020 (n=390)	2021 (n=395)	2018 (n=399)	2019 (n=398)	2020 (n=405)	2021 (n=406)
Waste/garbage collection	52	51	52	48	29	32	28	28	80	80	79	75
Parks & reserves	9	4	6	5	41	46	38	33	48	47	42	38
Roads	8	7	8	7	27	29	29	26	34	33	37	33
Library	10	8	8	9	28	33	33	25↓	37	38	40	33↓
Street trees/maintenance	1	3	1	3	23	17	22	26	22	18	22	28
Green waste	2	2	1	2	30	20	14	20↑	31	20	15	22↑
Footpaths	3	2	3	2	17	20	20	18	19	20	23	19
Recycling	1	2	1	-	24	18	15	18	24	19	15	17
Hard waste collection	4	3	2	3	27	14	12	13	29	17	14	16
Verge maintenance	2	1	2	2	17	16	15	14	18	16	16	15
Street sweeping	2	2	1	2	13	16	14	11	14	17	15	12
Events (e.g. Civic Park Carols, Australia Day, Civic Park Movies, Carols at Home and Summer Garden Festival)	-	1	0	0	13	11	14	10	12	11	14	10
Playgrounds	0	0	-	0	8	7	9	8	8	7	9	9
Community Bus/Transport Service	1	1	1	2	7	6	5	4	7	7	6	6
Park maintenance	-	-	-	0	-	0	6	5	-	0	5	5
Development Approvals	0	1	-	0	4	3	2	4	5	4	2	4
Bins - generic	-	1	2	3	0	-	-	1	0	1	2	4↑
Ovals and sporting grounds	-	-	0	0	4	5	5	4	4	5	5	4
Recreation Centres/facilities (Golden Grove, Turramurra, Burragah)	-	0	-	-	4	5	4	4	4	5	4	4
Community Centres (Holden Hill, Surrey Downs, Jubilee & Greenwith)	0	0	0	-	5	4	3	4	5	4	3	4
Overall appearance/street maintenance/tidiness of the local area	-	1	1	0	1	1	1	3	1	2	2	4

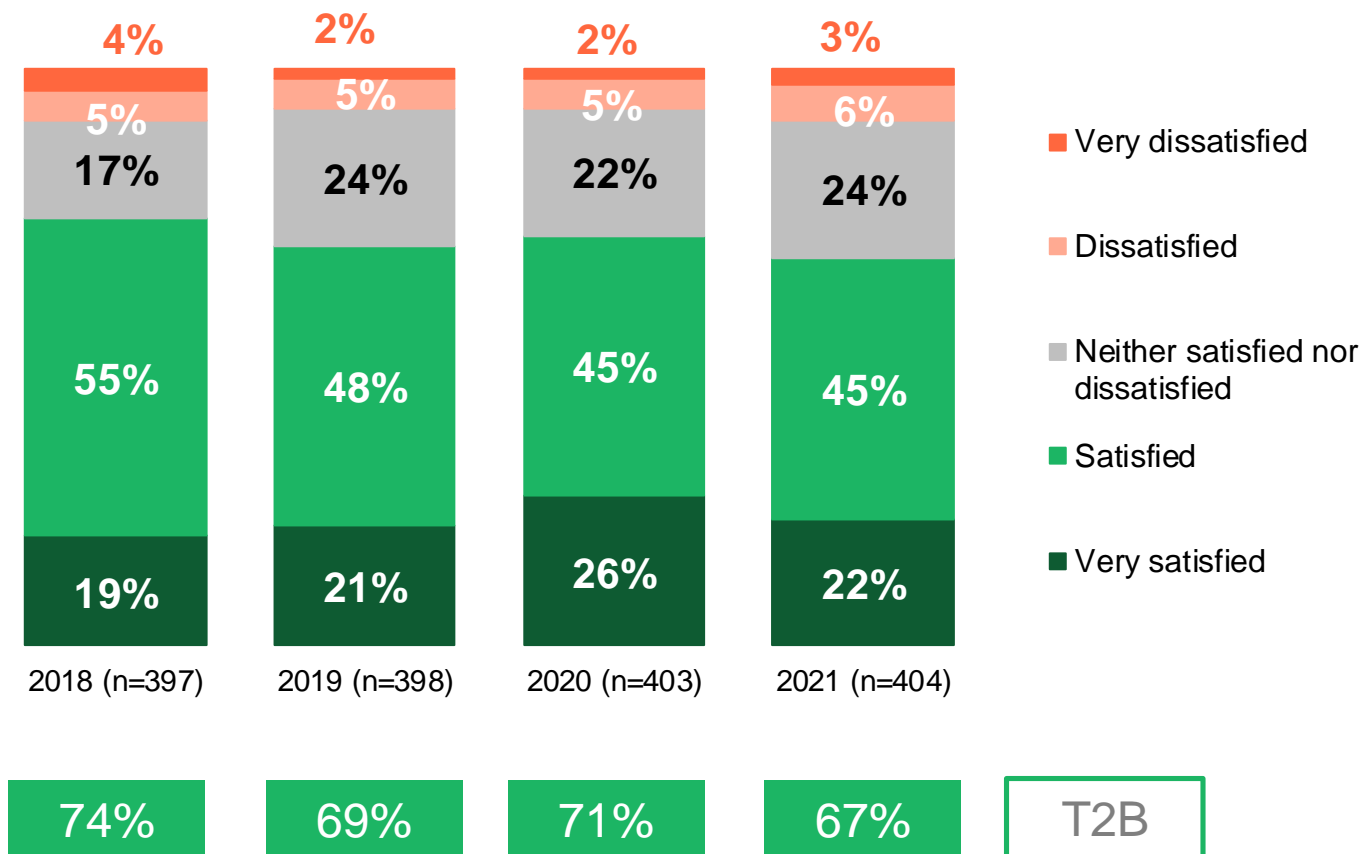
# Waste services saw increases in stated usage, particularly for waste/garbage collection and green waste

## 2.2 Services used

	% response			
	2018 (n=387)	2019 (n=397)	2020 (n=403)	2021 (n=401)
Waste/garbage collection	74	75	71	77↑
Library	31	33	34	28
Parks & reserves	28	26	31	26
Green waste	34	23	16	24↑
Recycling	27	19	14	18
Hard waste collection	27	18	15	16
Roads	14	17	14	16
Footpaths	7	11	9	9
Street trees/maintenance	4	5	6	6
Events (e.g. Civic Park Carols, Australia Day, Civic Park Movies, Carols at Home and Summer Garden Festival)	7	8	9	5↓
Bike paths and walking trails (shared use paths)	2	1	2	4
Dog registration/control	5	5	4	3
Playgrounds	7	5	6	3
Street sweeping	3	4	2	3
Justice of the Peace	2	4	4	3
None/in particular	3	5	2	3
Community Centres (Holden Hill, Surrey Downs, Jubilee & Greenwith)	2	1	3	2
Immunisation service	3	3	7	2↓
Ovals and sporting grounds	3	3	2	2
Waterworld	5	2	1	2
Effluent systems/septic tanks/removal	1	2	1	2
Recreation Centres/facilities (Golden Grove, Turramurra, Burragah)	2	3	1	2
Environmental awareness/Enviro care day/mini muncher compost bins/enviro care Sunday	3	1	2	2
All services provided by Council are important	2	2	2	2
Dog parks	3	2	1	2
Bins - generic	-	2	3	2

# Satisfaction with Council's performance saw a small decline in 2021 versus prior years

## 2.3 Satisfaction with Council's performance overall



Analysis of the change in satisfaction levels shows the small decline was consistent across gender, while all age groups below 50 saw a decline in satisfaction, with those aged 50-69 seeing an improvement and 70+ being stable. Across wards, satisfaction decreased in some but increased in others. It is important to note that none of these results were statistically significant and could be due to sampling variation year on year.

# The most common reason for dissatisfaction in 2021 was poor maintenance of verges/parks/reserves

## 2.4 Reasons for dissatisfaction with Council's performance

	% response			
	2018 (n=35)	2019 (n=27)	2020 (n=29)	2021 (n=38)
Poor maintenance of verges/parks/reserves/litter/broken glass/dying grass/plants/overhanging trees	17	19	21	29
High council rates/poor value for money/regardless of property value/increased for business/vacant blocks	9	30	10	16
Rates are high/have gone up/but the services provided have remained the same/reduced/do not equate	9	7	7	16
Don't spend money wisely/waste on executive pay packets/poor decision making/travel/rock concerts	6	4	-	8
Footpaths/poorly maintained/uneven/lack of/none on either side of the road for years	11	7	28	8
Will not accept responsibility for trees/removal/pruning/trees not replaced	6	-	31	8
Customer service/poor/unhelpful/rude	3	7	-	8
Services received minimal/does not justify rates paid/only service received is garbage collection	9	-	-	8
Street cleaning/maintenance not often enough/should be done after storms/rubbish collection not before	3	4	14	5
Roads/poorly maintained/designed/flood	9	11	7	5
Communication/poor/don't keep us informed/no information/feedback provided regarding issues/complaints	9	-	3	5
Poor response time/need to follow Council up/no action taken	11	-	7	5
Involvement within the community is lacking/don't do much for the area/lack of support/funding	-	-	-	5
Building approval process/takes too long	-	4	-	5
Don't collect all the rubbish/green waste/hard refuse	6	-	-	3
Don't listen to the community/not consulted on key issues which affect us	6	-	-	3
More recycling services/centres needed	-	-	-	3
Don't do enough/what they say they will/only the bare minimum/all talk no action	9	11	-	3
Lack of community focus from EMs/bickering/ineffective decision making/focus on wrong things/lack of transparency	-	-	3	3
Roadworks/not informed when occurring/caused upheaval/made a mess/noisy	-	-	3	3
Parking/inadequate/especially around schools/hospitals	-	4	7	3
Double standards/conflict of interest/inconsistent rules/only affects certain groups of people	-	-	-	3
Storm water/poor drainage/floods/leaves a mess	-	-	-	3
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	6	4	3	3
Don't do enough for the elderly	-	4	3	3
Issue/drama/controversy regarding The Mayor	-	-	-	3

# Waste collection services performed well in 2021, with hard waste collection continuing to improve over time

## 2.5 Satisfaction with services - waste collection services

### Waste collection services

	2018		2019		2020		2021		T2B% change from 2020
	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	
Green waste collection	90	3	91	2	91	3	93	3	+2
Recycling services	89	3	91	2	93	2	93	2	-
Hard waste collection	65	15	67	14	71	8	76	8	+5
Waste collection service overall	92	2	93	2	93	1	94	2	+1



#### Top 3 most common reasons for dissatisfaction with the hard waste service included (n=26):

- » Size restrictions/difficult to judge/cut to right size – mentioned by 35% of those dissatisfied
- » Not enough collection days a year/wait time too long – mentioned by 31% of those dissatisfied
- » Leave rubbish behind – mentioned by 31% of those dissatisfied

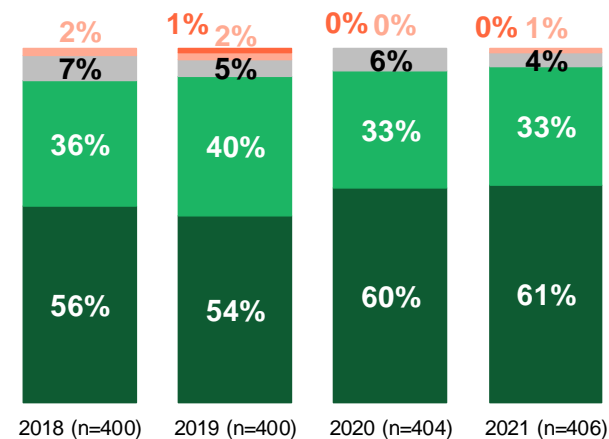
The top 3 reasons for dissatisfaction with hard waste collection remain the same as in 2020.



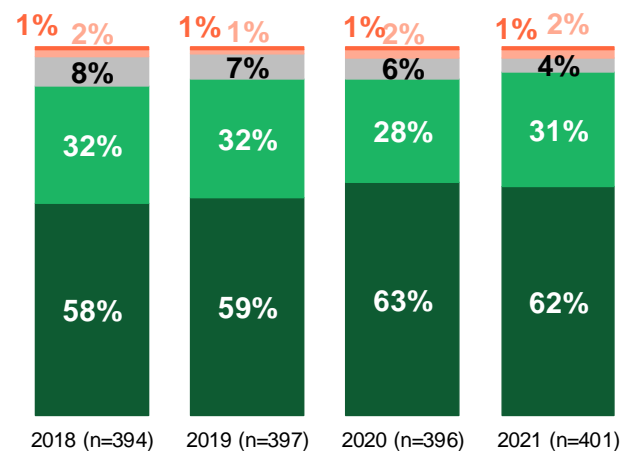
# Satisfaction with all waste services remained at similar levels to 2020

## 2.5 Satisfaction with services - waste collection services continued

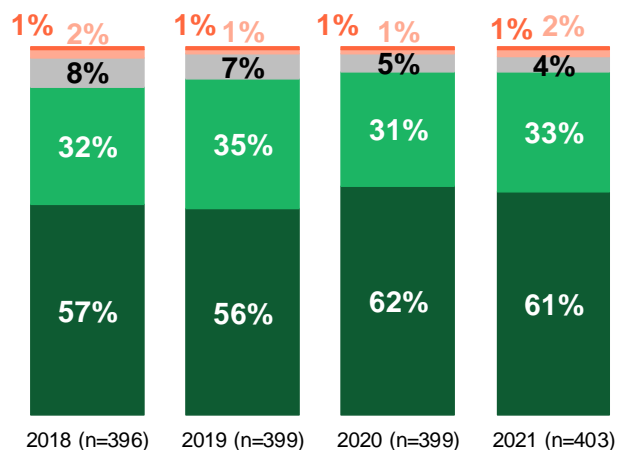
Waste collection services overall



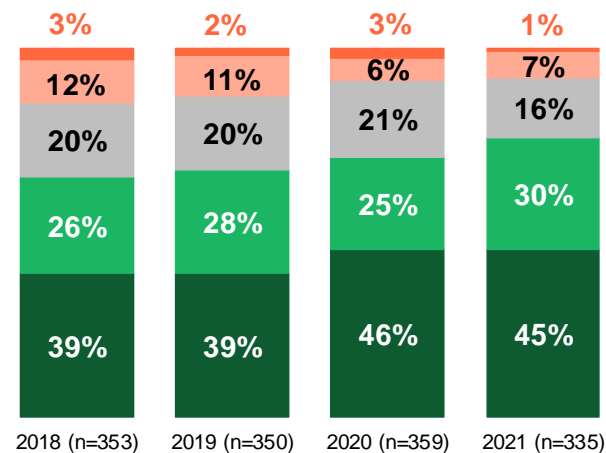
Green waste collection



Recycling services



Hard waste collection



# Size restrictions, infrequency of service and leaving rubbish behind remain the main reasons for dissatisfaction with the hard waste service

## 2.5 Satisfaction with services - reasons for rating for hard waste collection services

% response – Q14 – Hard waste collection	Satisfied to very satisfied			Neither satisfied nor dissatisfied			Dissatisfied to very dissatisfied			Don't know		
	2019 (n=231)	2020 (n=254)	2021 (n=254)	2019 (n=67)	2020 (n=73)	2021 (n=55)	2019 (n=48)	2020 (n=28)	2021 (n=26)	2019 (n=49)	2020 (n=45)	2021 (n=71)
Efficient/prompt collection/no issues	65	67	59	4	5	4	2	-	4	-	-	-
Useful/convenient/saves effort of going to dump	14	13	17	1	3	-	-	4	-	-	-	-
Easy to book/just need to ring/request online	9	10	11	1	-	-	-	-	-	-	-	-
Not enough collection days a year/wait time too long	6	6	9	34	41	33	52	54	31	-	-	-
Two pickups per year is suitable	10	6	7	1	-	-	2	4	-	-	-	-
Haven't used the service/not for a long time	3	2	4	19	33	36	2	4	12	96	87	93
Customer service/helpful	2	5	3	-	-	-	-	-	-	-	-	-
Leave rubbish behind	1	2	3	6	4	11	15	25	31	-	-	-
Only take specific items/materials	1	1	2	6	1	9	4	7	8	-	-	-
Website/easy to use	1	1	2	-	-	-	-	-	-	-	-	-
Late/delayed/inconsistent time	1	2	2	-	-	5	4	4	8	-	-	-
People put out too early/unsightly	-	2	2	4	3	2	2	4	4	-	-	-
Inexpensive/cheaper/free	7	4	2	-	-	-	-	-	-	-	-	-
Size restrictions/difficult to judge/cut to right size	2	0	1	13	5	11	23	29	35	-	-	-
Instructions for collection/not clear	0	-	1	-	-	-	-	-	4	-	-	1
Other Council's don't provide service/charge for it	1	0	1	-	-	-	-	-	-	-	-	-
Don't know enough information	-	-	1	9	4	2	4	-	4	4	9	6
Don't have a need for the service	1	-	0	3	-	-	-	-	-	10	2	1
Positive word of mouth (e.g. neighbours)	0	1	0	1	-	-	-	-	-	-	-	-
Poor customer service	-	1	0	-	-	-	4	7	4	-	-	-
Don't know	0	-	0	1	1	5	-	-	-	2	-	-
Other (unrelated to hard waste)	0	0	0	4	4	-	2	4	-	-	-	-
Preparation of items required before pick up/annoying/a hassle	0	-	0	-	-	2	2	-	-	-	2	-
Stops illegal dumping	1	1	0	-	-	-	-	-	-	-	-	-
Website/complicated	-	-	-	1	-	-	-	-	-	-	-	-
Environmentally friendly	0	1	-	-	-	-	-	-	-	-	-	-
Don't recycle/should separate items and recycle if possible	0	-	-	-	-	-	4	-	-	-	-	-
People add to pile/make over-size	-	-	-	3	-	-	2	4	4	-	-	-
Information provided about what is collected/clear	1	-	-	-	-	-	-	-	-	-	-	-
Missed our street/no pickup/area neglected	0	0	-	1	3	-	4	4	-	-	-	-
Difficult/hassle to organise	0	0	-	4	7	2	10	14	4	-	-	-
No set dates	1	1	-	-	-	-	-	-	-	-	-	-
Communicate scheduled pick ups/all households on street advised so pick ups happen at one time	0	-	-	-	-	4	4	-	-	-	-	-
Monthly pick ups/happy with this frequency	0	0	-	-	-	-	-	-	-	-	-	-

Satisfaction with roads and footpaths decreased in 2021 yet remains higher than levels seen prior to 2020. In particular, maintenance of footpaths saw both a statistically significant decrease and increase in satisfaction and dissatisfaction, respectively

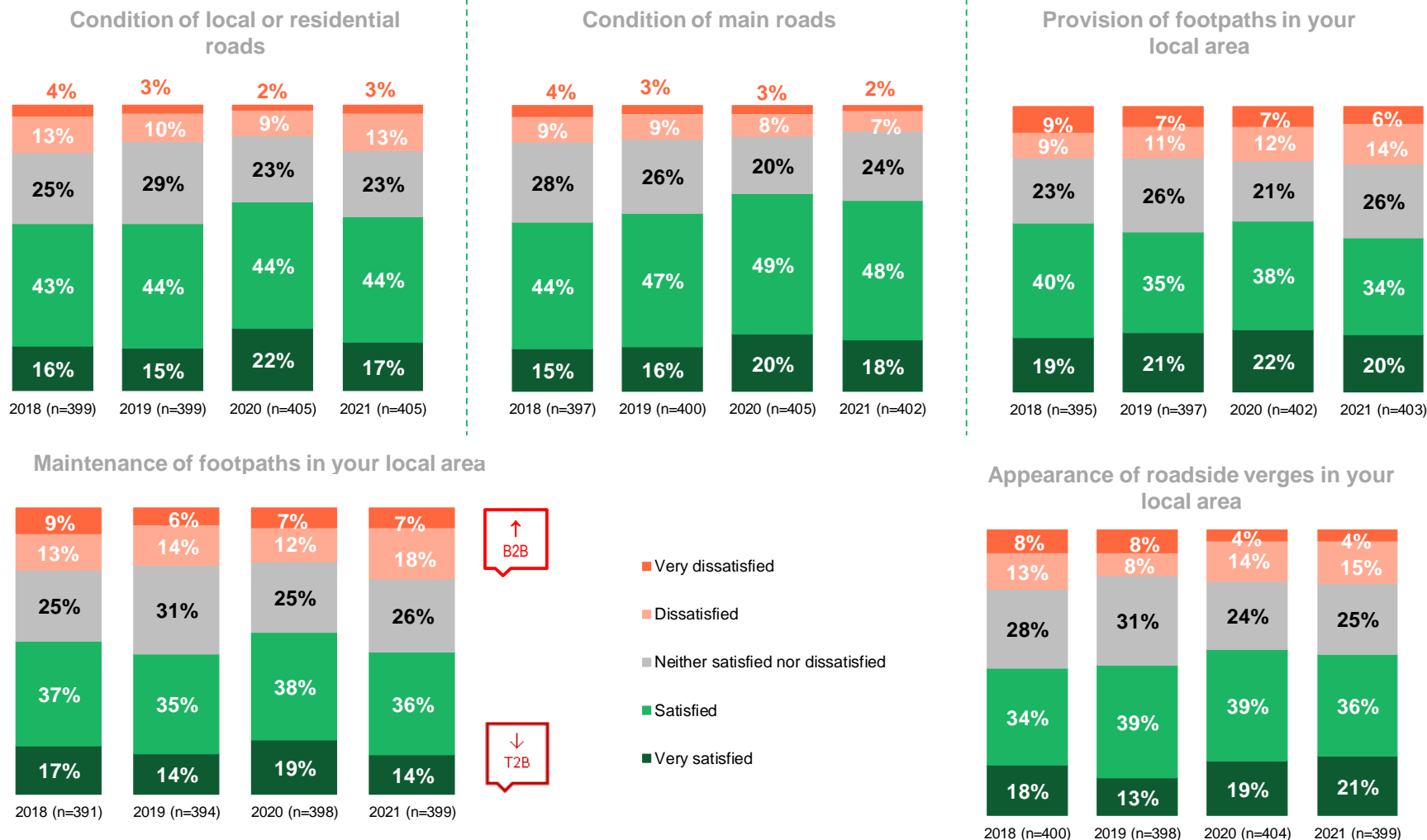
## 2.6 Satisfaction with services - roads and footpaths

### Roads and footpaths

	2018		2019		2020		2021		T2B% change from 2020
	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	
Condition of local or residential roads	59	16	59	12	66	11	61	16	-5
Condition of main roads (generally dual lane roads and high traffic roads)	59	13	62	12	69	10	66	10	-3
Provision of footpaths in your local area	59	18	56	19	60	19	54	20	-6
Maintenance of footpaths in your local area	53	22	49	21	57	18	50	25 ↑	-7 ↓
Appearance of roadside verges in your local area	52	21	53	17	58	18	56	19	-2

# Significant changes in satisfaction with the maintenance of footpaths were driven by a decrease in very satisfied ratings and an increase in dissatisfied ratings

## 2.6 Satisfaction with services - roads and footpaths continued



Satisfaction with aspects of the local area remained unchanged or improved from 2020, with the only exception being the provision of street trees, which saw a decline

## 2.7 Satisfaction with services - aspects of the local area

### Parks, playground and trees

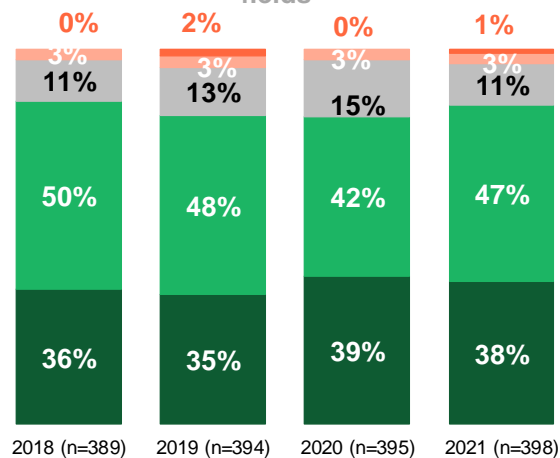
	2018		2019		2020		2021		T2B% change from 2020
	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	
Provision of parks, reserves and playing fields	86	3	82	5	81	4	85	3	+4
Maintenance of parks, reserves and playing fields	79	5	78	7	81	3	83	4	+2
Provision of playgrounds	79	5	81	5	77	6	77	5	-
Maintenance of playgrounds	81	4	79	5	77	6	77	5	-
Provision of street trees	66	14	63	16	71	12	67	12	-4
Maintenance of street trees	57	21	55	19	59	18	60	17	+1
Control of litter and rubbish	75	9	74	7	76	7	76	8	-



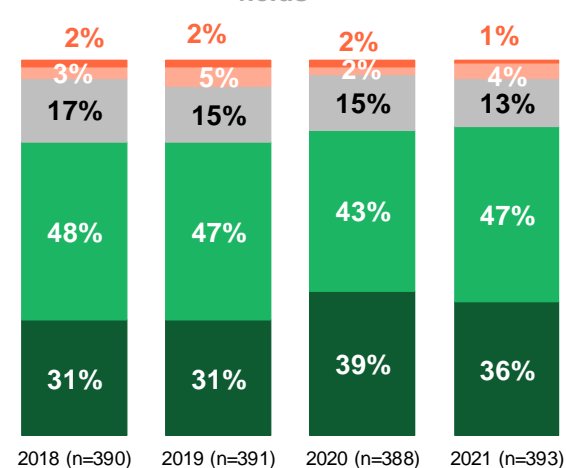
# Despite results remaining on par with 2020, all aspects saw a shift from very satisfied ratings to satisfied ratings

## 2.7 Satisfaction with services - aspects of the local area continued

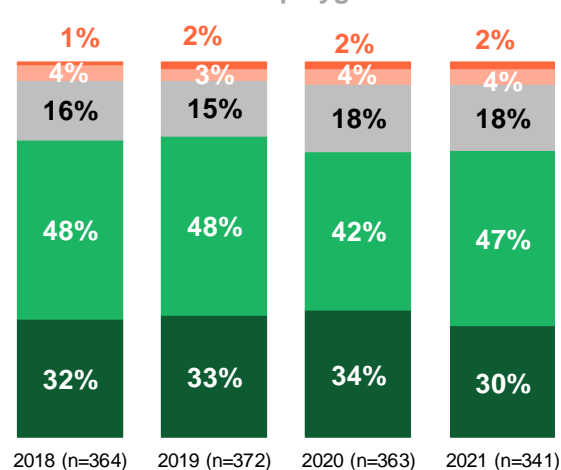
Provision of parks, reserves and playing fields



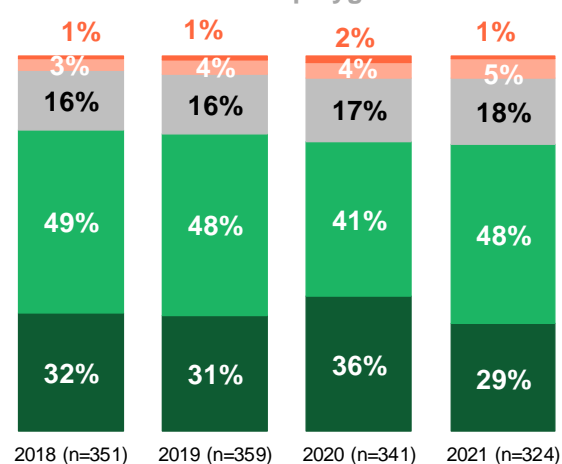
Maintenance of parks, reserves and playing fields



Provision of playgrounds

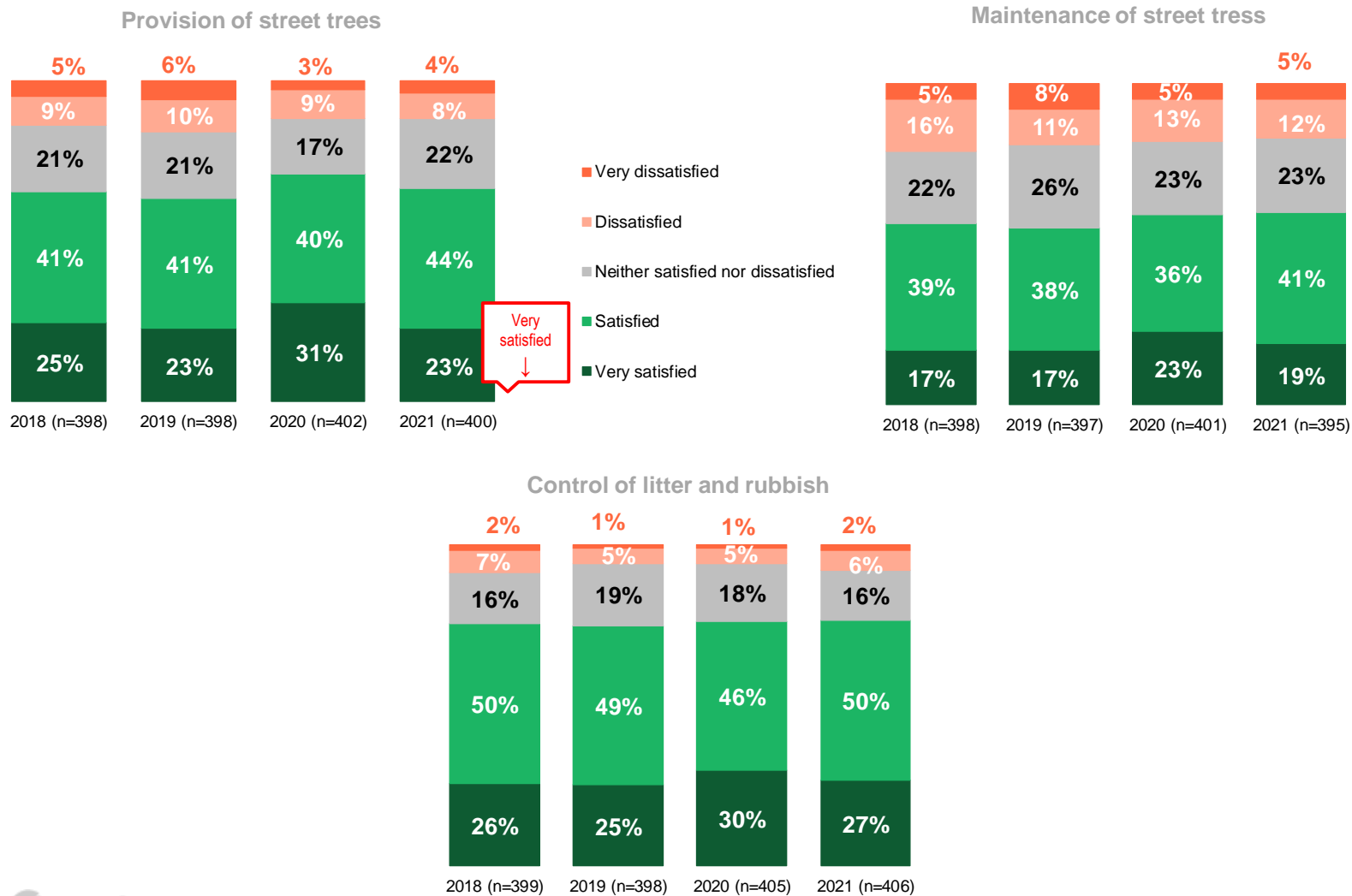


Maintenance of playgrounds



# The decrease in satisfaction with provision of street trees was driven by a statistically significant decline in very satisfied ratings

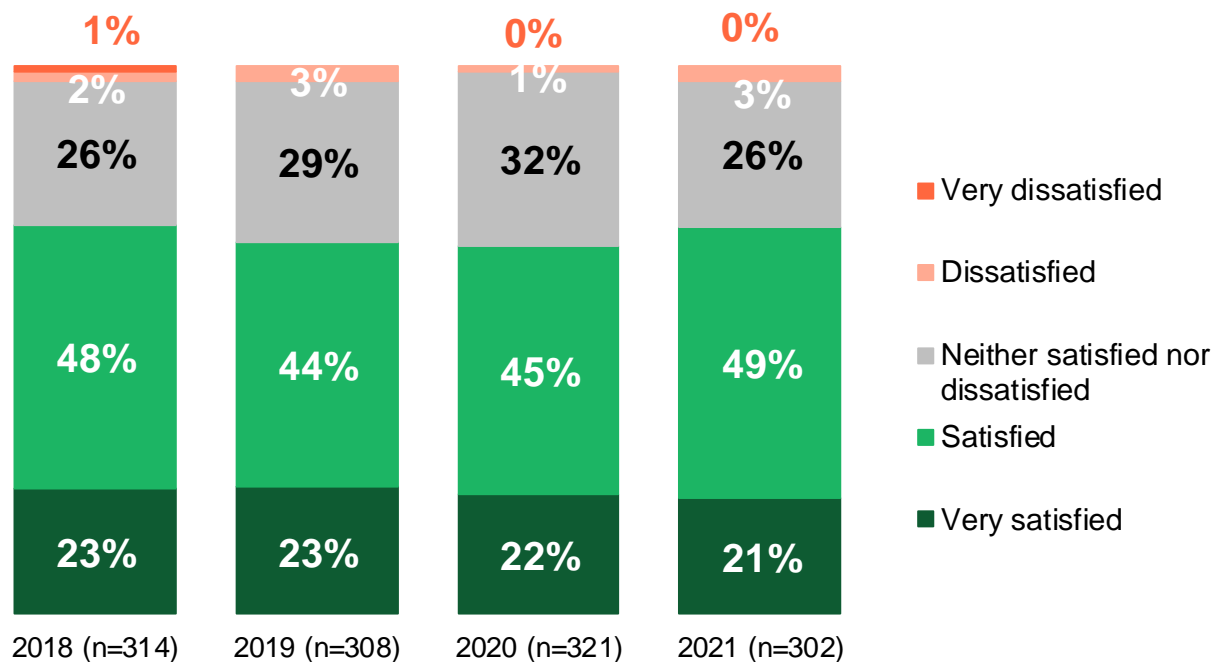
2.7 Satisfaction with services - aspects of the local area continued



# Provision of community centres, services and programs saw an increase in satisfaction

2.8 Satisfaction with services - provision of community centres, services and programs

	2018		2019		2020		2021		T2B% change from 2020
	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	
Provision of community centres, services and programs	71	3	68	3	67	1	70	4	+3



# Arts and leisure services saw mixed results this year. Library services and major events remained the highest performing areas, with the former seeing increased satisfaction and the latter seeing decreased satisfaction

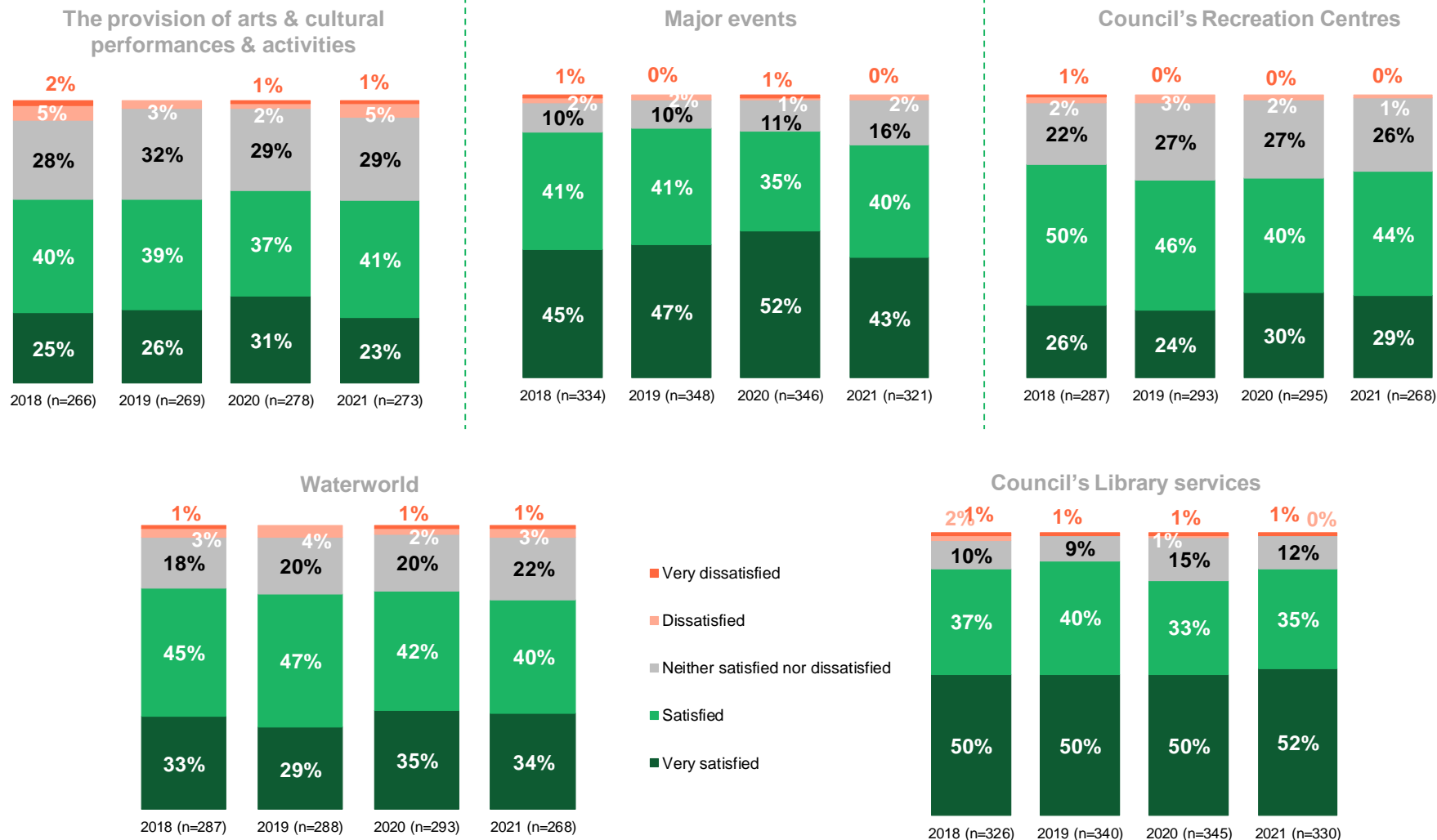
## 2.9 Satisfaction with services - arts and leisure

### Arts, leisure and community orientated programs and services

	2018		2019		2020		2021		T2B% change from 2020
	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	
The provision of arts and cultural performances and activities (e.g. for art exhibitions, theatre shows and library events)	65	7	65	3	69	3	64	6	-5
Major events (CTTG Christmas Festival (including Carols AT Home), Summer Garden Festival and Civic Park Movies)	86	4	88	2	87	2	82	2	-5
Council's Recreation Centres	76	2	70	3	71	2	72	1	+1
Waterworld	78	4	76	4	77	2	74	3	-3
Council's Library services	87	2	90	1	83	1	88	1	+5

# Declines in very satisfied ratings were recorded across all aspects of arts and leisure with the exception of library services

## 2.9 Satisfaction with services - arts and leisure continued

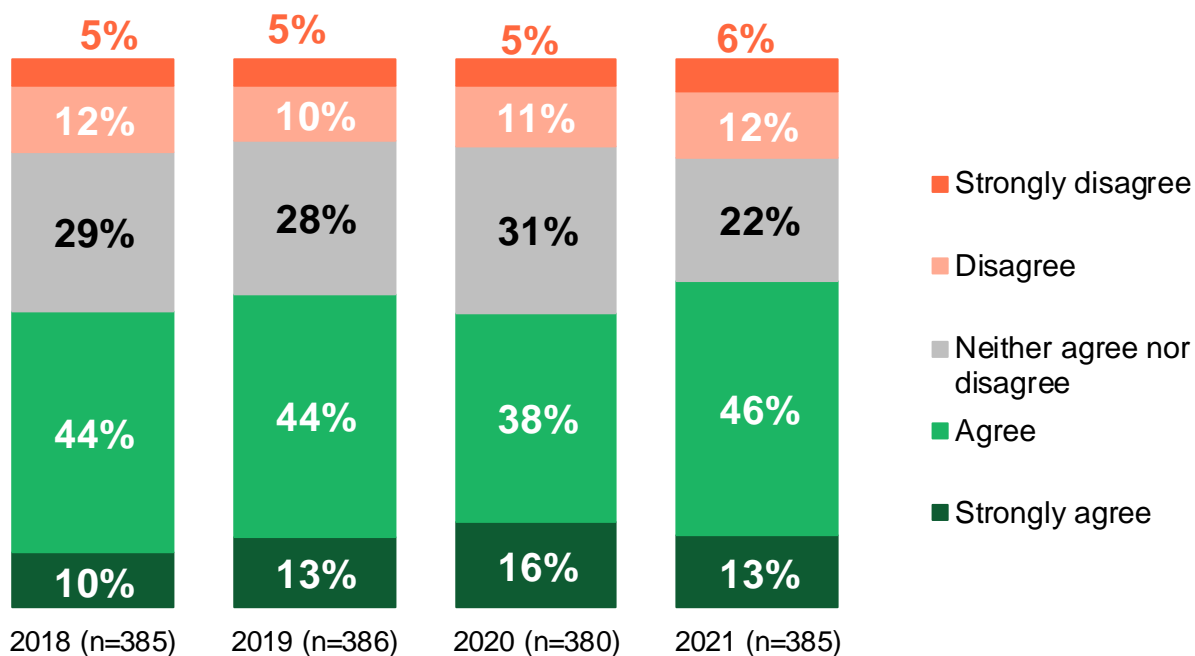




# Residents in 2021 were more likely to agree they have the opportunity to have their say compared to prior years

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

	2018		2019		2020		2021		T2B% change from 2020
	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	
Opportunity to have your say on issues affecting your area	54	17	57	15	53	16	59	18	+6



# Waste/garbage collection continues to be the key priority for residents. Increased importance of street trees/maintenance was recorded

## 2.11 Most important services provided by Council

	% response															
	Total				Most important				2nd most important				3rd most important			
	2018 (n=400)	2019 (n=400)	2020 (n=405)	2021 (n=406)	2018 (n=398)	2019 (n=400)	2020 (n=405)	2021 (n=406)	2018 (n=394)	2019 (n=390)	2020 (n=392)	2021 (n=379)	2018 (n=372)	2019 (n=369)	2020 (n=377)	2021 (n=349)
Waste/garbage collection	70	74	74	71	47	53	50	54	14	14	15	12	9	8	9	7
Roads	40	32	32	36	15	9	10	11	16	12	11	18↑	9	12	12	10
Parks & reserves	35	35	31	31	6	6	3	5	17	15	17	16	13	15	12	13
Library	17	21	18	18	4	5	5	4	7	9	6	7	7	8	7	9
Street trees/maintenance	12	10	13	17↑	2	3	3	3	5	5	5	9↑	6	3	5	7
Footpaths	14	12	13	16	2	1	1	1	5	3	6	6	7	8	6	11↑
Events (e.g. Civic Park Carols, Australia Day, Civic Park Movies, Carols at Home and Summer Garden Festival)	11	14	14	13	2	4	3	1	3	6	5	3	6	5	6	9
Green waste	7	6	7	8	1	1	1	0	2	3	3	4	4	3	3	5
Verge maintenance	5	4	5	7	1	1	0	1	2	2	3	3	2	2	2	3
Overall appearance/street maintenance/tidiness of the local area	2	6	3	6↑	1	2	1	2	1	3	1	3	1	1	1	2
Playgrounds	8	6	6	5	2	1	0	1	3	3	2	2	3	3	4	2
Ovals and sporting grounds	2	2	2	3	0	-	0	0	1	1	1	1	1	0	1	2
Hard waste collection	6	5	3	3	1	1	0	1	4	1	1	2	2	2	1	1
Community facilities/buildings	0	2	3	3	0	1	1	1	-	0	1	0	-	1	1	2
Recycling	8	9	10	3↓	1	2	1	0	5	5	5	1	2	3	4	2
Effluent systems/septic tanks/removal	1	1	0	3	0	0	-	1	-	1	0	1	0	0	0	1
Park maintenance	-	-	4	3	-	-	1	0	-	-	2	1	-	-	2	2
Community Bus/Transport Service	1	4	3	2	1	2	1	0	0	1	1	1	0	1	1	1
Recreation Centres/facilities (Golden Grove, Turrumurra, Burragah)	4	4	3	2	1	1	0	1	1	1	1	1	2	3	2	1
Environmental management/protection	2	-	1	2	1	-	1	1	1	-	1	1	0	-	0	1
Street sweeping	5	5	5	2↓	3	1	1	0	2	3	2	1	1	1	3	1
Waterworld	2	2	0	2	-	-	-	0	0	1	-	1	2	1	0	1
City planning/urban design	2	1	1	2	1	1	1	1	1	1	1	1	1	0	0	1
Commonwealth Home Support Program (formerly HACC): Home Assist, Respite & Carer Support Program, Social Groups, health/aged care services	4	4	8	2↓	2	2	3	1	1	1	4	1	2	2	2	1

# Requests to be kept updated through various channels was again the most common suggestion for improvement, and more mentioned community events and programs relative to prior years

## 2.12 Suggestions for improvement

	% response			
	2018 (n=400)	2019 (n=399)	2020 (n=404)	2021 (n=403)
Nothing/happy with everything	10	12	11	9
Communication/kept updated/what they are doing/promote their services/more newsletters/emails/use of social media	6	6	10	8
Footpaths/on all roads/maintain/seal/not just those on main roads/make paths wheelchair & pram friendly/fix promptly	5	6	7	7
Listen to/consult with ratepayers/community forum/understand our needs/co-operate/be honest/transparent	5	5	4	6
Community events/programs/raise awareness/better variety/on weekends/appeal to all demographics/wheelchair access	3	2	2	5↑
Verges/better maintain verges/alternative to grass/council trees/clear branches overhanging footpaths/better rubbish control	5	3	4	4
Road maintenance/line marking/median strips with access gaps/prioritise maintenance needs/lobby for repairs on State roads	11	6	5	4
Customer service/improve/remember who they serve/be more available/helpful/follow up/ensure staff are adequately trained	2	1	1	3
Council rates/reduce/user pays system/find other ways to raise funds	5	3	5	3
Rubbish/green waste/recycling/reliable/collected more frequently/have larger/split/more public bins/offer free dump runs/more environmentally friendly trucks/soft plastic recycling	5	5	2	3
Tree maintenance/employ good arborists/monitor dangerous trees/significant trees/change laws/more leniency	4	3	5	3
Recreational facilities/provide more/maintain/upgrade/playgrounds/bike trails/paths/BBQ facilities/dog off the lead/toilets areas/wheelchair swings/shaded areas/hiking trails	3	3	3	3
Plantings/look after/improve selection of trees council plant/native/replace dead trees/plan appropriately	2	2	0	3
Subdivision/limit/increase minimum block size/no high rise apartments/limit density planning/not enough parking space	0	2	0	2
General maintenance/beautification/upkeep of the area/streetscape	1	1	1	2
Don't know/can't think of anything	6	12	11	12

# Decreases in wellbeing were seen for five of eight measures. Feeling part of your community decreased to below 50% in 2021, remaining the area of lowest satisfaction

## 2.13 Wellbeing - resident satisfaction with areas of their life

CITY OF TEA TREE GULLY

78.9



Down from 80.2 in 2020

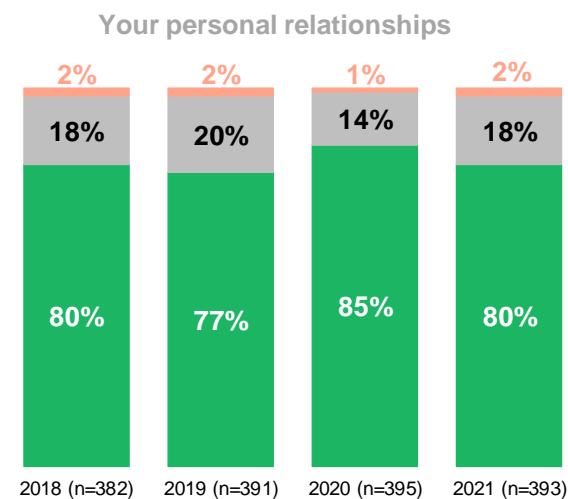
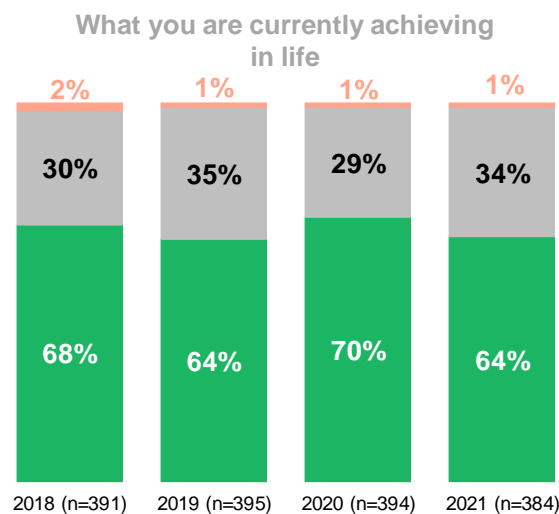
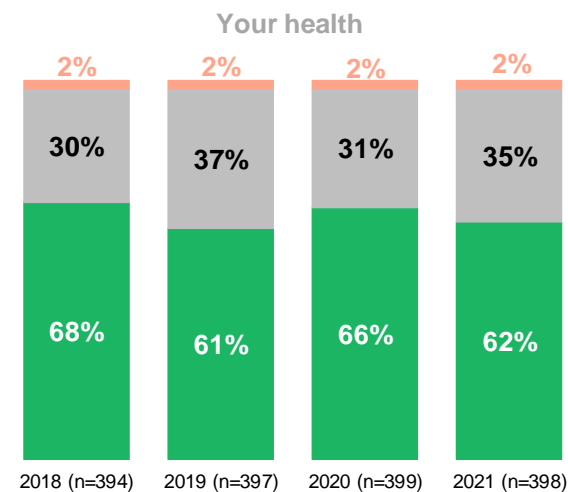
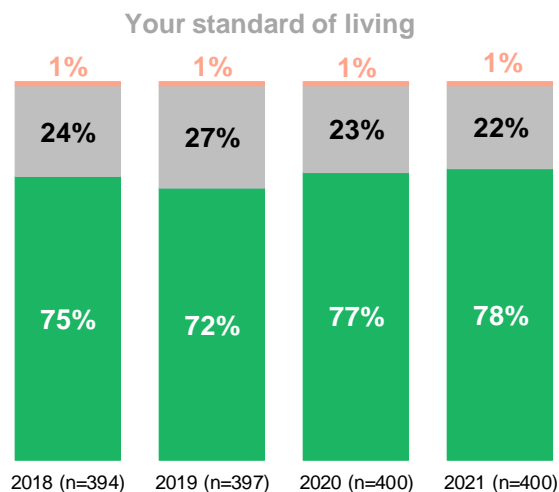
	2018		2019		2020		2021		T3B% change from 2020
	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	
Life as a whole	77	2	65	2	73	2	67	2	-6
Your standard of living	75	1	72	1	77	1	78	1	+1
Your health	68	2	61	2	66	2	62	2	-4
What you are currently achieving in life	68	2	64	1	70	1	64	1	-6
Your personal relationships	80	2	77	2	85	1	80	2	-5
How safe you feel	74	2	71	0	73	1	76	0	+3
Feeling part of your community	47	5	46	4	54	3	49	3	-5
Your future security	61	3	62	1	61	2	62	1	+1

### The impact of COVID-19 on wellbeing

- » It is likely that a number of personal wellbeing measures have been impacted by the COVID-19 pandemic. The Australian Unity Wellbeing report suggests that *'There is emerging research both in Australia and internationally to suggest that the COVID-19 crisis and its associated social distancing measures to control infection rates may be having negative impacts on our communities – impacts that are being felt most strongly among those who are vulnerable due to factors such as financial hardship, increased strain on families (i.e., working from home and home schooling), and/or mental health difficulties'*<sup>1</sup>
- » In line with lock-downs and reduced social activities throughout the majority of 2020 (and continuing), *feeling part of your community* has reduced (thought not statistically significantly).
- » In line with findings from the The Australian Unity Wellbeing Index Report 37.0, scores on *standard of living* and *personal safety* were elevated, reaching their highest levels for some time.

# Health, relationships and life achievements all saw declines in 2021, while standard of living increased

2.13 Wellbeing - resident satisfaction with areas of their life continued



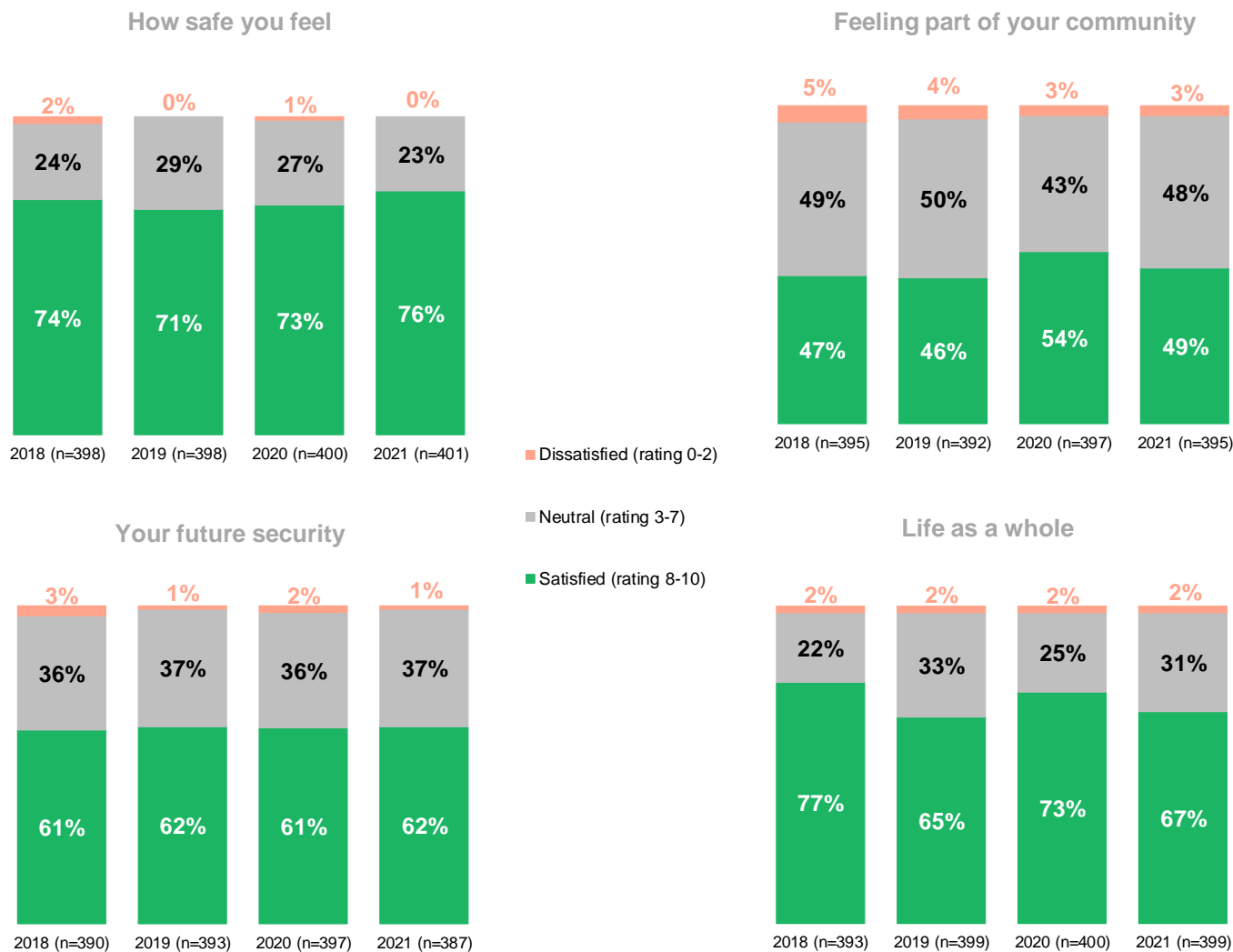
■ Dissatisfied (rating 0-2)

■ Neutral (rating 3-7)

■ Satisfied (rating 8-10)

# Feeling part of your community and life as a whole declined, while safety and security increased

## 2.13 Wellbeing - resident satisfaction with areas of their life continued



0% represents n=1

From 2019 "Life as a whole" asked as a separate question first, before other items



# Resident profile

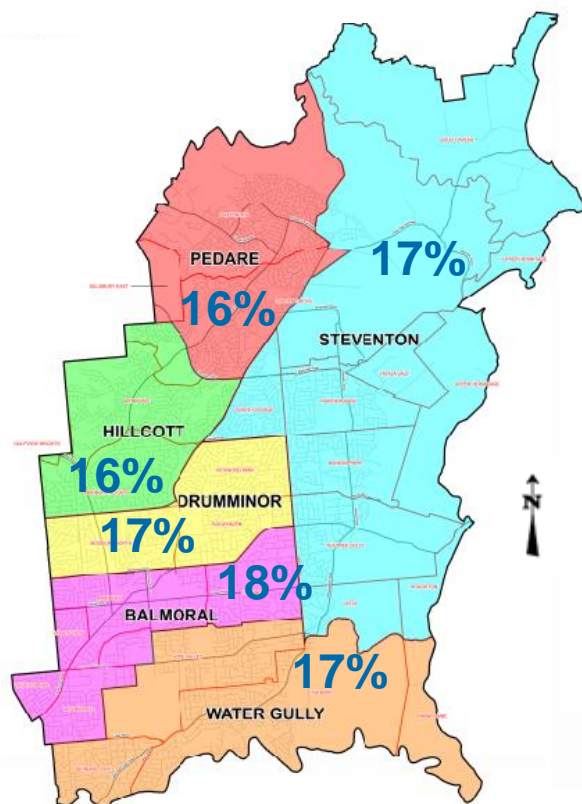
## 2.14 Demographic profile of residents

Suburb of residence	% response			
	2018 (n=400)	2019 (n=400)	2020 (n=405)	2021 (n=406)
Greenwith	12	12	13	11
Highbury	8	10	8	9
Wynn Vale	13	9	8	8
Modbury Heights	4	7	7	7
Redwood Park	6	5	7	7
Modbury	5	7	5	6
Golden Grove - West of Golden Grove Road & North of The Golden Way	6	4	4	5
Modbury North	7	6	6	5
Ridgehaven	3	7	4	5
Tea Tree Gully	2	2	3	5
St Agnes	5	6	3	4
Banksia Park	4	3	2	4
Dernancourt	4	4	4	4
Hope Valley - East of Reservoir Road	5	4	5	4
Fairview Park	4	2	4	3
Holden Hill	3	2	3	3
Surrey Downs	2	5	2	2
Valley View	2	1	1	2
Hope Valley - West of Reservoir Road	1	1	2	2
Golden Grove - East of Golden Grove Road	4	2	3	1
Gilles Plains	1	1	1	1
Vista	1	2	1	1
Golden Grove - West of Golden Grove Road & South of The Golden Way	-	-	1	1

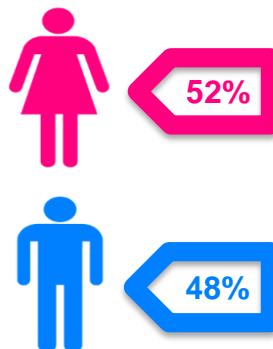
# Resident profile 2021

## 2.14 Demographic profile of residents continued

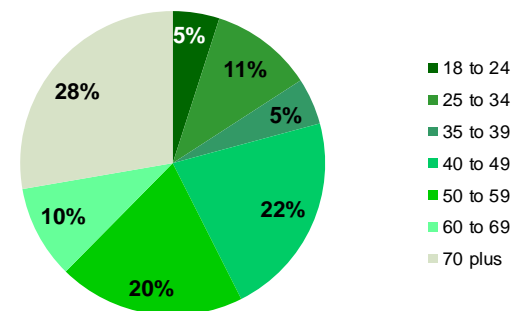
Ward  
(n=406)



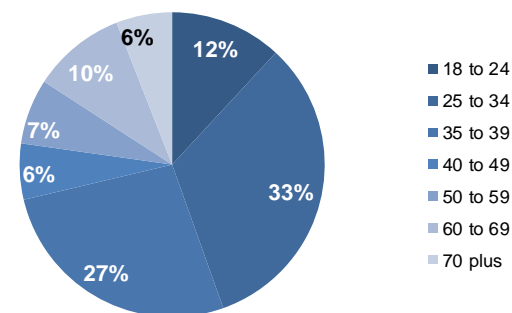
Gender  
(n=406)



Age – CATI (n=303)



Age – Social Media (n=103)



# SECTION 3



## Key findings

### *Online Community Data*

Note: Online community members, by nature of their membership, may have an increased familiarity of Council and its services due to the Council surveys they participate in, as well as (for some) a higher level of involvement in their community. Online community members also often join with specific areas of interest, such as the environment, and this may contribute to their differing responses. It is also thought that online community members often 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-up among the online community responses for each year. It is important to note that this may impact on overall results.



# Waste/garbage collection continues to be the most important service that Council provides

## 3.1 Council services

**As seen with the results for the general public (phone and social media), waste collection, roads, parks & reserves, and the Library were among the most important services provided by Council**

- » The hierarchy of services remained similar to 2020 with waste/garbage collection continuing as the most important service (with almost half (45%) rating it as the most important, and 68% rating it as important overall).
- » This was followed by roads, with just 10% (11% in 2019) listing it as the most important service and 40% rating it as important overall.
- » Parks and reserves was the third most important services overall (26%, with 3% rating as the most important).
- » Library was next, with 18% rating it important overall – a statistically significant decline from 2020 (31%). 3% rated the Library as the most important service.
- » The only other significant changes in importance were for recreation centres/facilities, which saw overall importance decline to 3%, from 8% in 2020, and street trees/maintenance, which increased from 3% to 9% for overall importance.

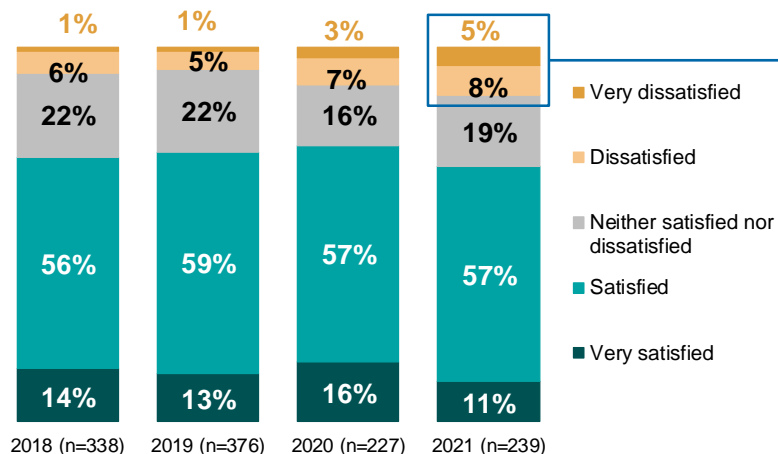
	Importance (all mentioned)	
	2020	2021
Waste/garbage collection	1 <sup>st</sup>	1 <sup>st</sup>
Roads/maintenance	2 <sup>nd</sup>	2 <sup>nd</sup>
Parks & reserves	4 <sup>th</sup>	3 <sup>rd</sup>
Library	3 <sup>rd</sup>	4 <sup>th</sup>

# Satisfaction with Council overall declined in 2021, with an increase in neutral and dissatisfied ratings

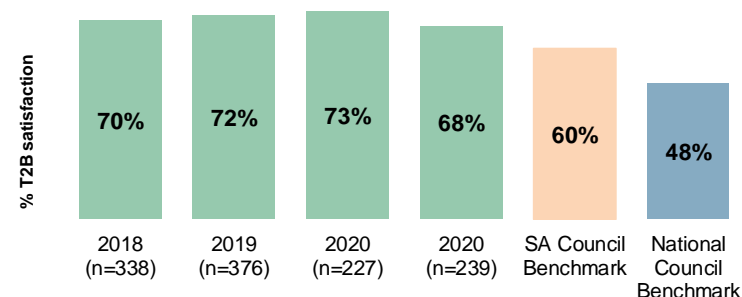
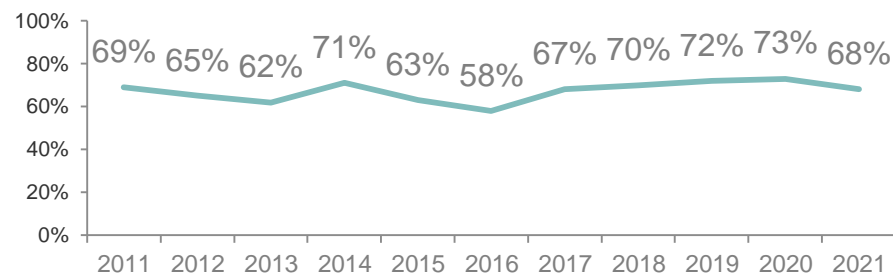
## 3.2 Overall satisfaction with Council performance

### Overall satisfaction with performance declined in 2021

- » Consistent with the general population results, overall satisfaction with Council declined by 5% from 73% to 68% (not statistically significant).
- » This was due to a decrease in very satisfied ratings (with satisfied ratings staying the same), and a shift towards neutral ratings (up by 3%) and dissatisfaction (also up by 3%).



T2B satisfaction



### Reasons for dissatisfaction (n=28)

- » Lack of community focus from EMs/bickering/ineffective decision making etc was mentioned by three people as the reason for their dissatisfaction with Council's performance overall
- » A further three people mentioned issues with the CMWS
- » Other reasons for dissatisfaction varied, but included poor maintenance of verges, Council not spending money wisely, unnecessary tree removal, footpaths, poor customer service and communication, high density housing, double standards and issues/drama regarding the Mayor

# Footpaths and maintenance of street trees were identified as main areas for improvement

## 3.3 Satisfaction with Council Services

### Council Services

- » All Council services have been classified into categories based on satisfaction scores (T2B – combined very satisfied or satisfied)
- » The top performing areas for online community members relate to the waste collection service overall, while maintenance of footpaths and appearance of roadside verges were areas of low satisfaction

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

### Top performing areas (online community):

#### Areas of very high satisfaction

- Waste collection service overall

#### Areas of high satisfaction

- Green waste collection
- Recycling services
- Provision of parks, reserves and playing fields
- Council's Library services

#### Areas of relatively high satisfaction

- Maintenance of parks, reserves and playing fields
- Provision of playgrounds
- Maintenance of playgrounds
- Major events

### Areas for improvement (online community):

#### Areas of moderate satisfaction

- Hard waste collection
- Condition of local or residential roads
- Condition of main roads
- Provision of street trees
- Control of litter and rubbish
- Council's Recreation Centres
- Waterworld
- Provision of community centres, services and programs
- Opportunity to have your say on issues affecting your area

#### Areas of relatively low satisfaction

- Provision of footpaths in your local area
- Maintenance of street trees
- The provision of arts and cultural performances and activities

#### Areas of low satisfaction

- Maintenance of footpaths in your local area
- Appearance of roadside verges in your local area



# The largest changes in satisfaction over the past 12 months

## 3.4 Largest changes in satisfaction with Council Services over the past 12 months

### Improvements

#### Only one area saw increased satisfaction (by at least 3%) in 2021

##### Areas where satisfaction increased by at least 3% include:

- » Maintenance of street trees (55%, up by 5%)

### Declines

#### The majority of aspects measured recorded a decline in satisfaction

##### Areas where satisfaction decreased by at least 3% include:

- » Condition of local or residential roads (61%, down by 7%)
- » Opportunity to have say on issues in the area (67%, down by 7%)
- » Provision of community centres, services and programs (60%, down by 6%)
- » The provision of arts and cultural performances and activities (59%, down by 6%)
- » Council's Library services (82%, down by 5%)
- » Maintenance of footpaths in your local area (47%, down by 4%)
- » Maintenance of parks, reserves and playing fields (76%, down by 4%)
- » Major events (71%, down by 4%)
- » Council's Recreation Centres (64%, down by 4%)
- » Provision of footpaths in your local area (54%, down by 4%)
- » Waste collection services overall (90%, down by 3%)
- » Green waste collection (88%, down by 3%)

## Five of eight community wellbeing aspects declined in 2021, most notably for feeling part of your community

### 3.5 Community wellbeing

- » Overall, the community wellbeing score was 78.7 among the online community panel, very similar to the general community at 78.9. This score was down slightly from the score of 79.5 recorded in 2020.
- » A decline in satisfaction with feeling part of your community was recorded (down 10% to 51%).
- » The other areas that declined saw only marginal decreased ranging from -2 to -4, including life as a whole, your health, personal relationships and how safe you feel.
- » Standard of living, future security and what you're currently achieving in life all increased from 2020.

	2018		2019		2020		2021		T3B% change from 2020
	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	
Life as a whole	75	1	69	0	73	1	71	0	-2
Your standard of living	74	1	78	0	79	0	83	1	+4
Your health	62	2	64	2	65	1	61	3	-4
What you are currently achieving in life	71	2	70	1	68	1	70	1	+2
Your personal relationships	80	1	79	1	80	2	77	2	-3
How safe you feel	68	2	78	1	78	2	74	1	-4
Feeling part of your community	52	2	57	2	61	4	51	3	-10
Your future security	59	3	60	4	56	6	62	2	+6

# SECTION 4

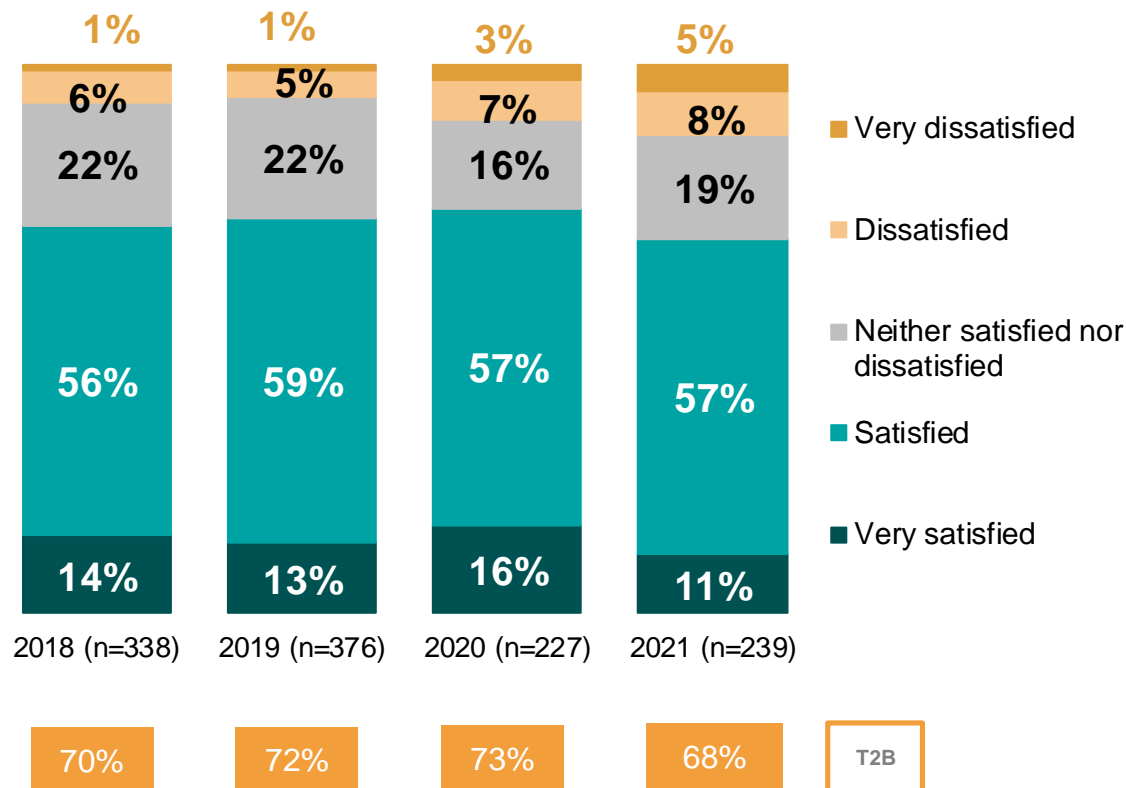


Full results  
*Online community data*



# Satisfaction with Council's performance declined in 2021, driven by a decrease in very satisfied ratings

## 4.1 Satisfaction with Council's performance overall



# Lack of community focus from EMs and issues with the CWMS were the most cited reasons for dissatisfaction with Council's performance

## 4.2 Reasons for dissatisfaction with Council's performance overall

	% response			
	2018 (n=24)	2019 (n=20)	2020 (n=24)	2021 (n=28)
Lack of community focus from EMs/bickering/ineffective decision making/focus on wrong things/lack of transparency	-	-	4	11
Issues with CWMS	-	-	-	11
Poor maintenance of verges/parks/reserves/litter/broken glass/dying grass/plants/overhanging trees	25	30	21	7
Don't spend money wisely/waste on executive pay packets/poor decision making/travel/rock concerts	21	-	8	7
Unnecessary removal of trees/roses/replacing with unsightly plants/shrubs	-	-	4	7
Footpaths/poorly maintained/uneven/lack of/none on either side of the road for years	8	5	8	7
Customer service/poor/unhelpful/rude	8	15	4	7
Communication/poor/don't keep us informed/no information/feedback provided regarding issues/complaints	8	-	13	7
Double standards/conflict of interest/inconsistent rules/only affects certain groups of people	-	-	-	7
Too much high density housing/no back yards for children to play in	-	5	-	7
Issue/drama/controversy regarding The Mayor	-	-	21	7
Other areas have newer/better playgrounds	-	-	-	4
Roadside council workers stand around not doing much/don't clean up mess that is left behind	-	-	-	4
Neighbour disputes/issues not resolved/unfair	4	5	-	4
Street cleaning/maintenance not often enough/should be done after storms/rubbish collection not before	4	5	-	4
Roads/poorly maintained/designed/flood	13	10	-	4
Will not accept responsibility for trees/removal/pruning/trees not replaced	-	10	13	4
Roadworks/not informed when occurring/caused upheaval/made a mess/noisy	-	-	-	4
Parking/inadequate/especially around schools/hospitals	-	5	4	4
Council have become too bureaucratic	-	-	8	4
Dealing with council have been less than satisfactory	-	-	4	4
Overall maintenance/presentation of area/poor	4	-	-	4
HACC services is limited/non existent for the elderly	-	-	-	4
Rubbish removal/requests for rubbish removal unheeded	4	-	-	4
Don't do enough for the elderly	-	-	-	4

# Satisfaction with waste collection services recorded small declines across all services

## 4.3 Satisfaction with Services - waste collection service

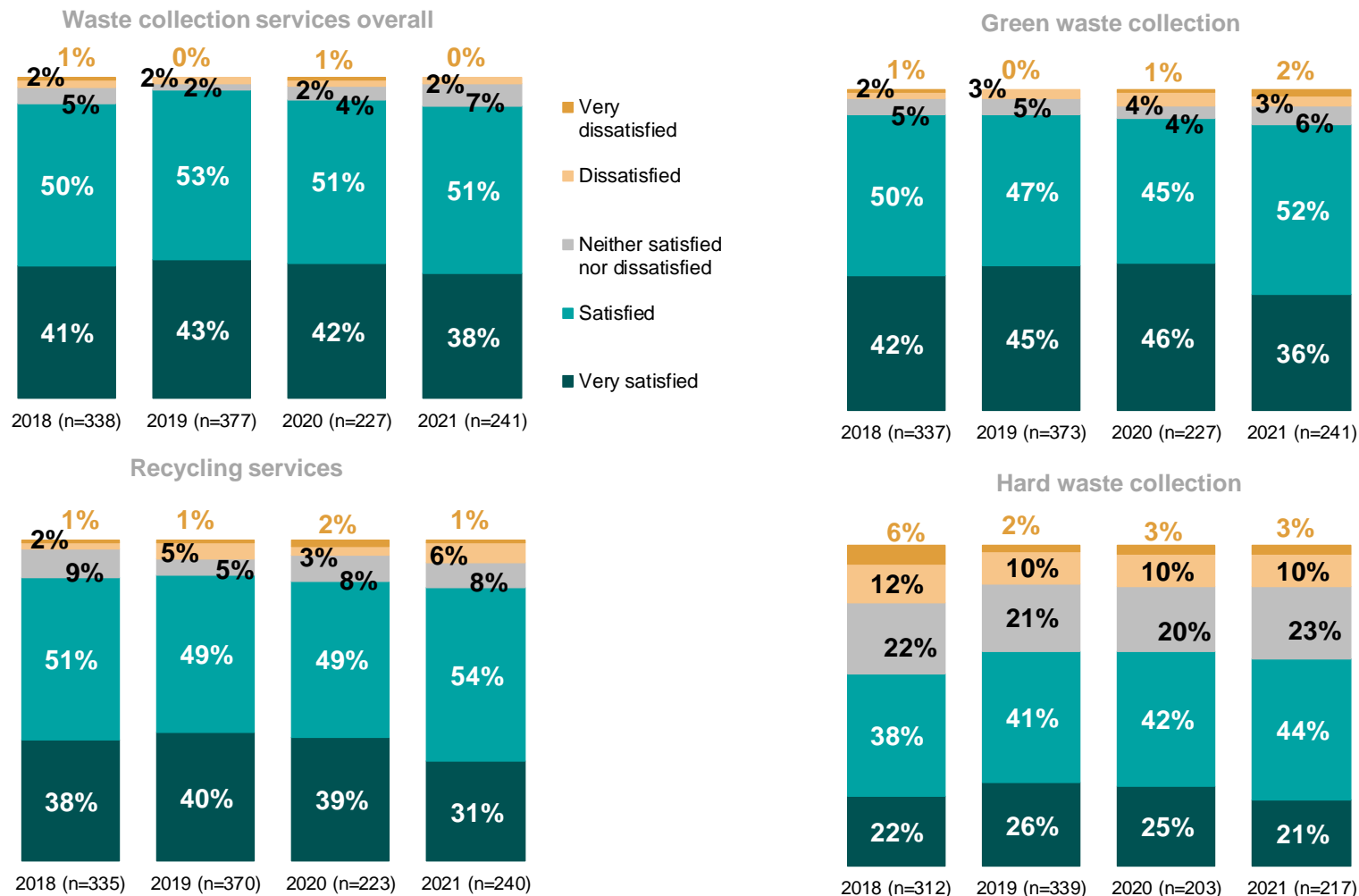
	2018		2019		2020		2021		T2B% change from 2020
	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	
Green waste collection	92	3	92	3	91	5	88	5	-3
Recycling services	89	2	88	7	87	4	85	7	-2
Hard waste collection	60	18	67	12	67	14	65	12	-2
Waste collection service overall	92	3	95	3	93	4	90	3	-3

- » As seen in previous years, and as with the general community results (phone and social media sample), satisfaction with hard waste collection was lower than other waste services. This is due to a large portion of neutral respondents (perhaps suggesting lower usage), as well as a larger portion of dissatisfied respondents.
  - As in previous years, the main source of dissatisfaction concerned infrequency of collections, though this has declined further this year, continuing a decreasing trend over the past few years (35%, down from 43% in 2020)
  - Increasingly, dissatisfaction is related to the items being taken, with 31% citing only specific items taken, up from 11% in 2020 and 10% in 2019



# Across all services, decreased satisfaction was driven by lower very satisfied ratings

## 4.3 Satisfaction with Services - waste collection service continued



# Efficiency of service remained the main reason for satisfaction, while infrequency of collections and only specific items being taken drove dissatisfaction

## 4.3 Satisfaction with services - reasons for rating for hard waste collection services

% response – Q14 – Hard waste collection	Satisfied to very satisfied			Neither satisfied nor dissatisfied			Dissatisfied to very dissatisfied			Don't know		
	2019 (n=186)	2020 (n=124)	2021 (n=121)	2019 (n=67)	2020 (n=37)	2021 (n=44)	2019 (n=39)	2020 (n=28)	2021 (n=26)	2019 (n=35)	2020 (n=26)	2021 (n=24)
Efficient/prompt service/no issues	54	52	54	4	3	5	-	11	-	3	-	-
Two pickups per year is suitable	10	8	14	-	-	2	-	-	-	-	-	-
Not enough collection days a year/wait time too long	6	6	12	30	24	27	44	43	35	3	-	-
Useful/saves effort of going to dump	9	10	10	-	-	-	-	-	-	-	-	-
Council bin/household bin issue	-	-	8	-	-	2	-	-	8	-	-	-
Haven't used the service/not for a long time	2	2	7	42	35	20	-	-	-	86	85	13
Satisfied but room for improvement	-	-	2	-	-	-	-	-	-	-	-	-
Only take specific items	2	4	2	3	3	16	10	11	31	-	-	-
People put out too early/unsightly	-	2	2	3	3	2	10	4	12	-	-	-
Don't know enough information	2	2	2	3	5	7	8	4	-	6	12	17
Customer service/helpful	2	3	1	-	-	-	-	4	-	-	-	-
Website/easy to use	-	-	1	-	-	-	-	-	-	-	-	-
Size restrictions/difficult to judge/cut to right size	1	5	1	9	8	5	28	25	4	-	-	-
People add to pile/make over-size	-	2	1	1	3	2	8	-	-	-	-	-
Easy to book/just need to ring	15	13	1	-	-	-	-	-	-	-	-	-
Don't recycle/should separate items and recycle if possible	1	1	1	-	-	-	-	-	4	-	-	-
People take from pile/disrupt/leave mess	-	-	1	3	-	-	-	-	-	-	-	-
Subsidised/free access to a dump instead	-	-	1	-	-	5	-	-	4	-	-	-
Stops illegal dumping	-	2	-	-	-	-	-	-	-	-	-	-
Website/complicated	1	-	-	-	-	-	-	-	-	-	-	-
Preparation of items required before pick up/annoying	-	1	-	-	-	-	-	-	-	-	-	-
Instructions for collection/not clear	-	-	-	-	-	-	-	-	8	-	-	-
Don't have a need for the service	-	-	-	1	-	-	-	-	-	6	-	8
Information on where the hard rubbish is taken	-	-	-	-	-	5	-	-	4	-	-	-
Leave rubbish behind	1	2	-	1	-	-	13	11	12	-	-	-
Inexpensive/cheaper/free	4	2	-	-	3	-	-	-	-	-	-	-
No confirmation received from Council	-	-	-	-	5	2	-	-	4	-	-	-
Bad experience (unspecified)	-	-	-	-	-	2	-	-	-	-	-	-
No set dates	2	-	-	6	-	-	3	-	-	3	-	-
Late/delayed/inconsistent time	-	-	-	-	5	5	-	-	-	-	-	-
Positive word of mouth (e.g. neighbours)	2	4	-	-	-	-	-	-	-	-	-	-
Difficult/hassle to organise	2	-	-	3	8	-	8	-	4	3	-	-
Other (unrelated to hard waste)	5	7	-	3	8	-	5	7	-	-	8	-
Information provided about what is collected/clear	2	-	-	-	-	-	-	-	-	-	-	-
Communicate scheduled pick ups/all households on street advised so pick ups happen at one time	-	-	-	-	-	2	-	4	-	-	-	-
Poor customer service	1	-	-	1	3	-	8	4	4	-	-	-
Don't know	1	1	1	1	-	11	-	-	-	3	-	63

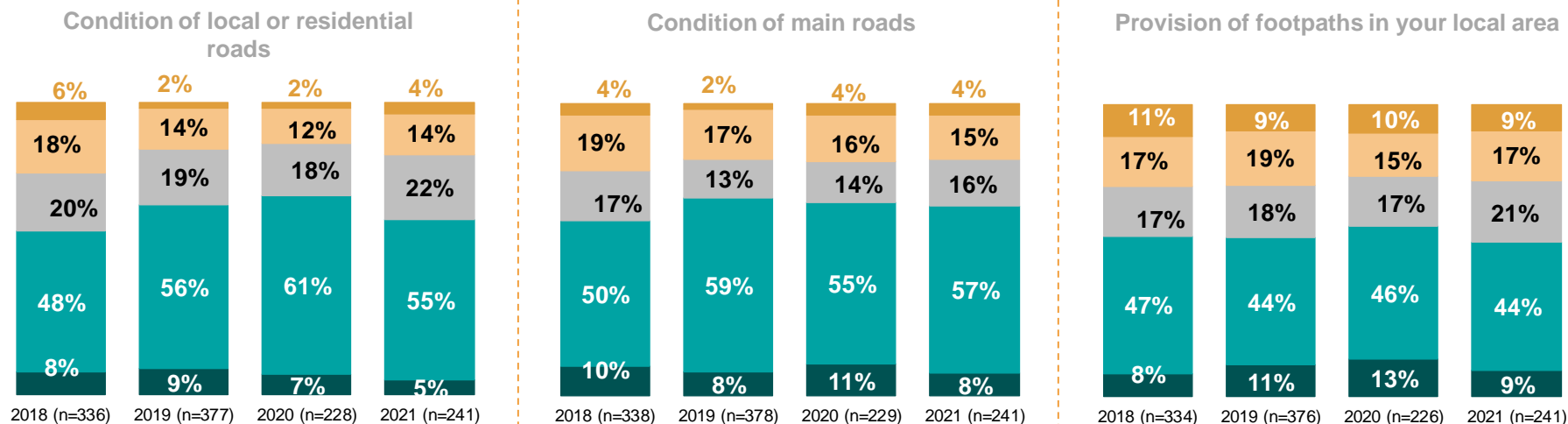
# Satisfaction with roads and footpaths saw decreased satisfaction across all aspects, particularly the condition of local or residential roads

## 4.4 Satisfaction with Services - roads and footpaths

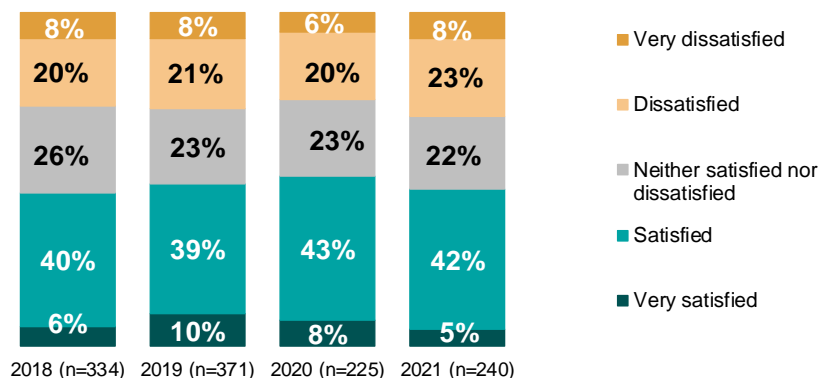
	2018		2019		2020		2021		T2B% change from 2020
	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	
Condition of local or residential roads	56	24	65	16	68	14	61	17	-7
Condition of main roads (generally dual lane roads and high traffic roads)	60	23	67	19	66	20	65	19	-1
Provision of footpaths in your local area	56	28	55	28	58	24	54	26	-4
Maintenance of footpaths in your local area	45	29	48	28	51	26	47	31	-4
Appearance of roadside verges in your local area*	44	34	44	35	-	-	40	33	N/A

# Appearance of roadside verges continues to be the area of lowest satisfaction

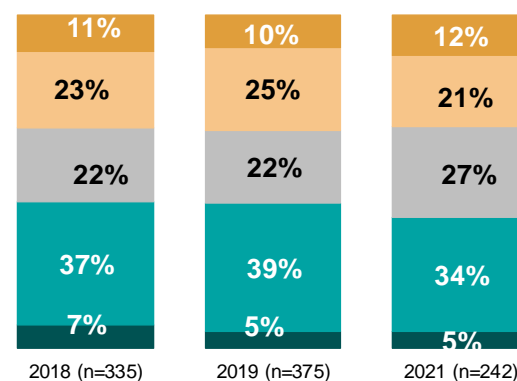
## 4.4 Satisfaction with Services - roads and footpaths continued



### Maintenance of footpaths in your local area



### Appearance of roadside verges in your local area\*



# Satisfaction with aspects of the local area saw mixed results in 2021. Provision and parks, reserves and playing fields remains an area of high satisfaction

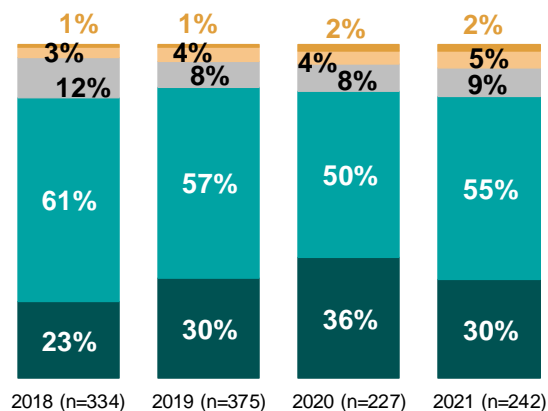
## 4.5 Satisfaction with Services - aspects of local area

	2018		2019		2020		2021		T2B% change from 2020
	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	
Provision of parks, reserves and playing fields	84	4	87	5	86	6	85	6	-1
Maintenance of parks, reserves and playing fields	80	10	81	7	80	8	76	12	-4
Provision of playgrounds	77	5	78	6	77	6	78	7	+1
Maintenance of playgrounds	75	5	77	5	76	2	75	6	-1
Provision of street trees	64	17	67	20	64	19	66	16	+2
Maintenance of street trees	54	22	56	29	50	21	55	25	+5
Control of litter and rubbish	68	14	67	14	64	15	62	17	-2

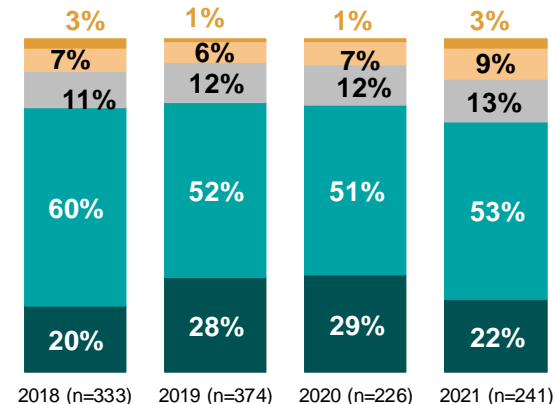
# All areas saw a decline in very satisfied ratings, with most shifting to satisfied. Maintenance of parks, reserves and playing fields also saw an increase in dissatisfaction

## 4.5 Satisfaction with Services - aspects of local area continued

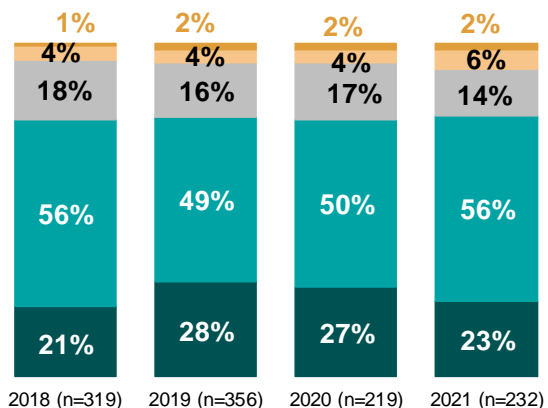
Provision of parks, reserves and playing fields



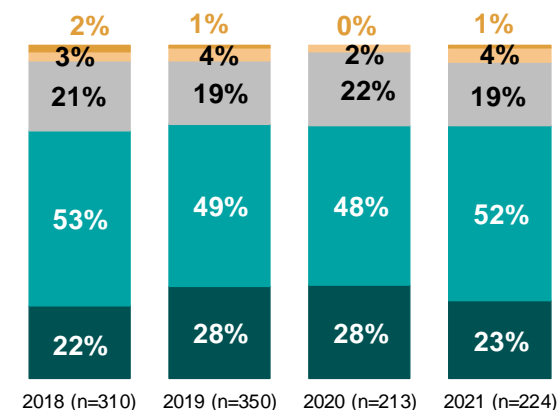
Maintenance of parks, reserves and playing fields



Provision of playgrounds



Maintenance of playgrounds

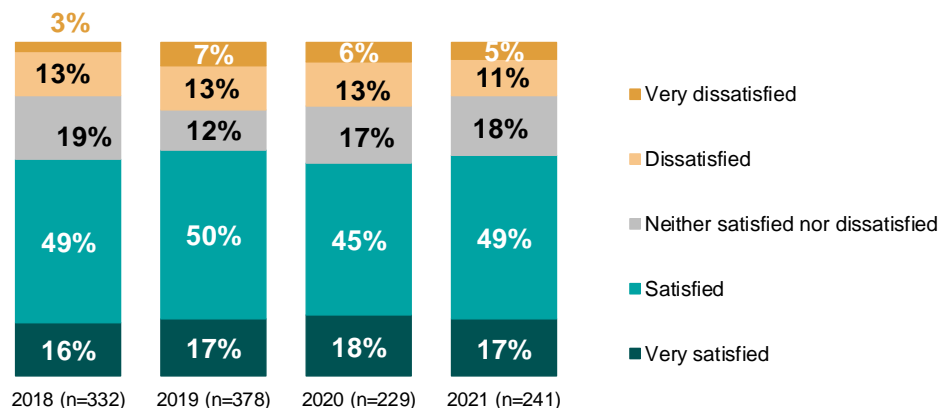




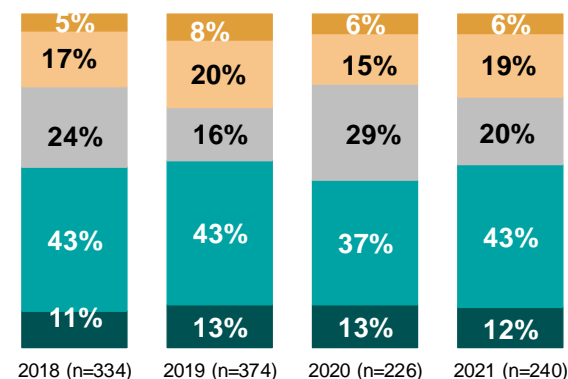
## The aspect with lowest satisfaction, maintenance of street trees, nevertheless saw a 5% increase in satisfaction this year

### 4.5 Satisfaction with Services - aspects of local area continued

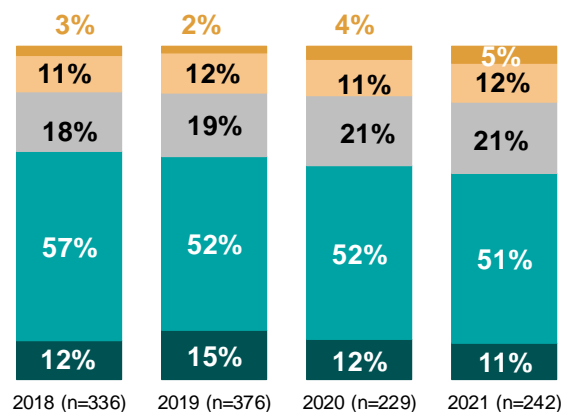
Provision of street trees



Maintenance of street trees



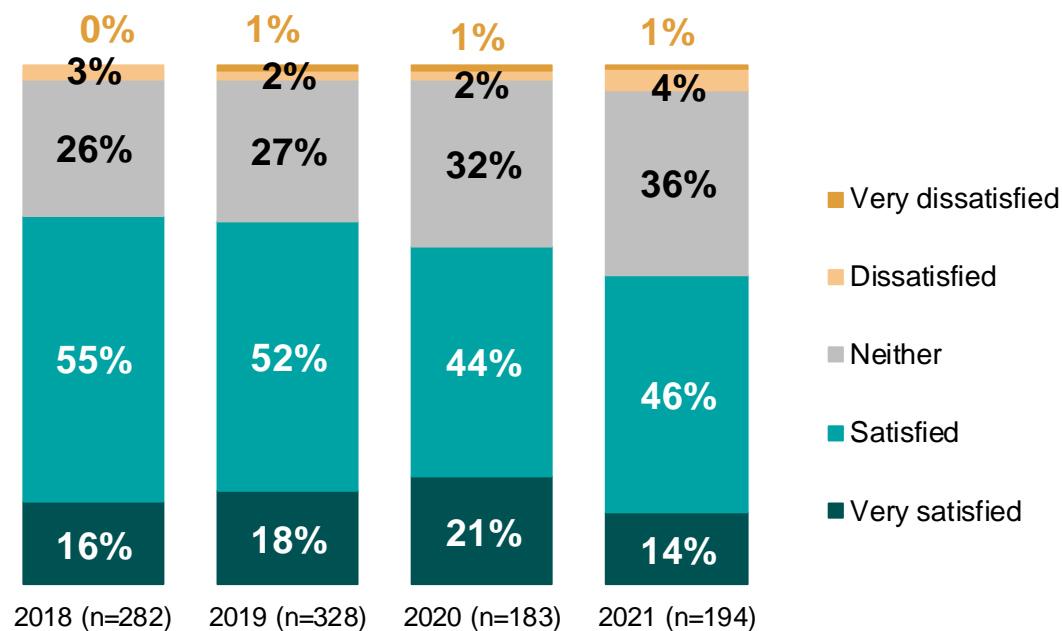
Control of litter and rubbish



# Satisfaction with community centres, services and programs continued a declining trend seen over the past few years

## 4.6 Satisfaction with Services - provision of community centres, services and programs

	2018		2019		2020		2021		T2B% change from 2020
	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	
Provision of community centres, services and programs	71	3	70	3	66	3	60	4	-6



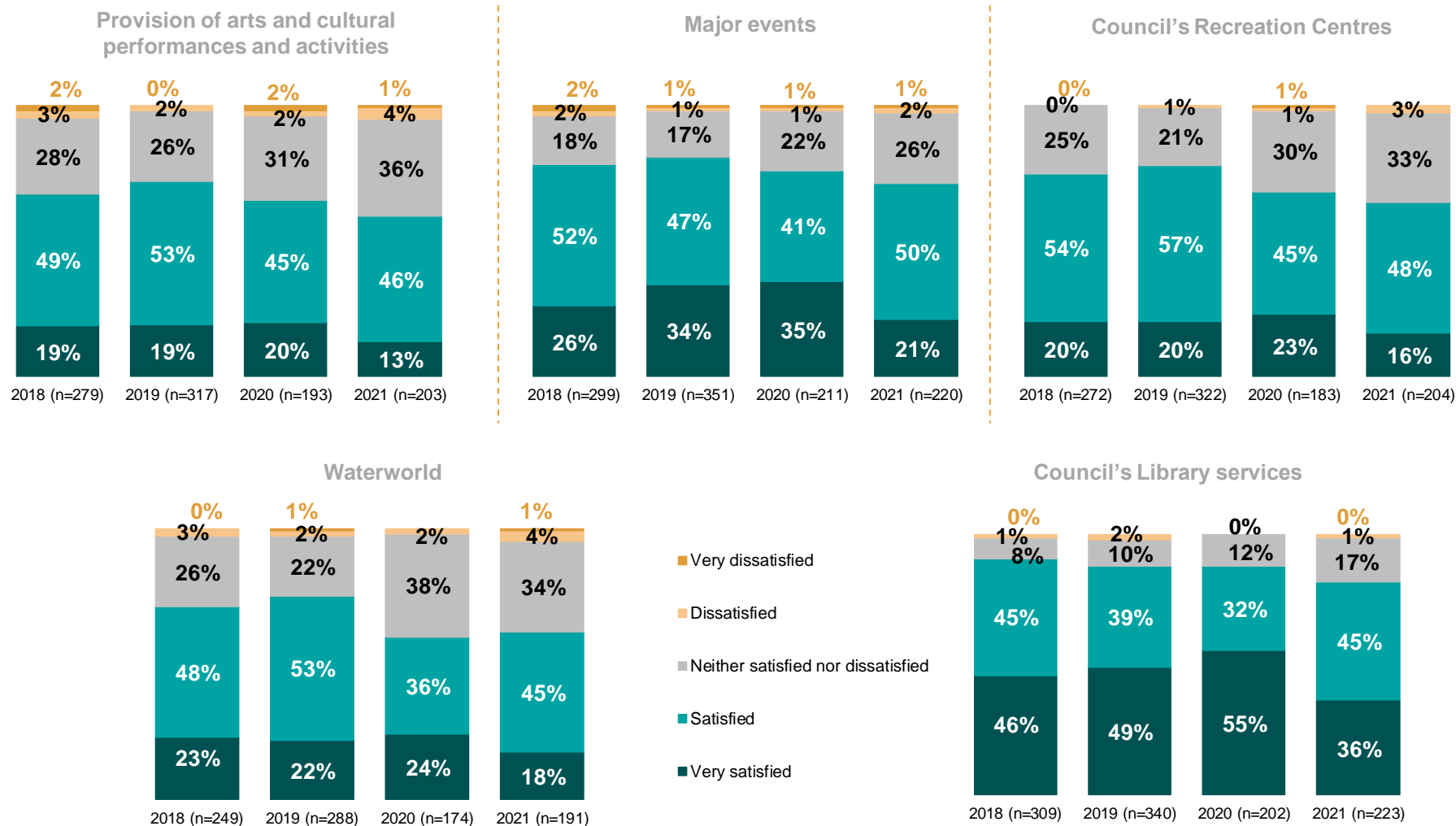
# Arts and leisure recorded declines across all services except for Waterworld

## 4.7 Satisfaction with Services - Arts & Leisure

	2018		2019		2020		2021		T2B% change from 2020
	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	
The provision of arts and cultural performances and activities (e.g. for art exhibitions, theatre shows and library events)	68	5	72	3	65	4	59	5	-6
Major events (CTTG Christmas Festival (including Carols AT Home), Summer Garden Festival and Civic Park Movies)	78	4	81	2	75	3	71	3	-4
Council's Recreation Centres	75	1	78	1	68	2	64	3	-4
Waterworld	71	3	75	3	60	2	62	4	+2
Council's Library services	91	1	88	2	87	0	82	2	-5

Large declines in very satisfied ratings were seen across all aspects, contributing to lower satisfaction overall (with a shift to satisfied or neutral ratings)

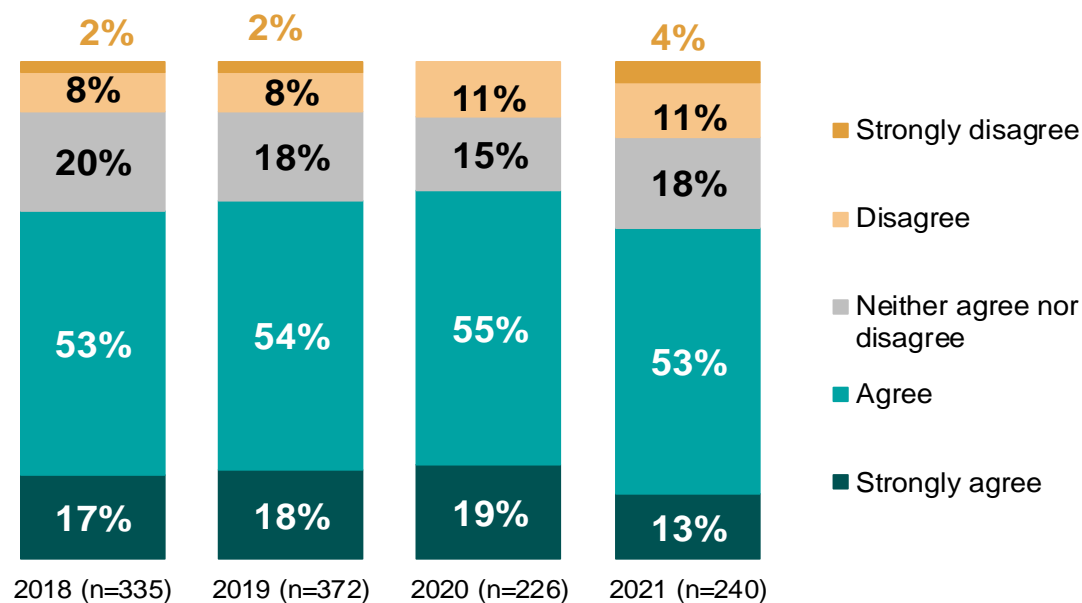
#### 4.7 Satisfaction with Services - Arts & Leisure continued



## Opportunity to have one's say saw reduced satisfaction in 2021 and increased dissatisfaction

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

	2018		2019		2020		2021		T2B% change from 2020
	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	T2B%	B2B%	
Opportunity to have your say on issues affecting your area	70	10	72	10	74	11	67	15	-7



Waste collection remained the most important service provided by Council in 2021, followed by roads/maintenance and parks & reserves. A reduction was seen in the importance of library services, whilst increased importance was placed on street trees

#### 4.9 Most important services provided by Council

	% response															
	Total				Most important				2nd most important				3rd most important			
	2018 (n=338)	2019 (n=356)	2020 (n=219)	2021 (n=234)	2018 (n=338)	2019 (n=356)	2020 (n=219)	2021 (n=234)	2018 (n=0)	2019 (n=350)	2020 (n=213)	2021 (n=229)	2018 (n=0)	2019 (n=320)	2020 (n=189)	2021 (n=195)
Waste/garbage collection	49	69	71	68	49	43	51	45	-	19	13	16	-	9	10	9
Roads/maintenance	14	46	41	40	14	13	11	10	-	24	23	24	-	10	9	8
Parks & reserves	6	32	28	26	6	7	5	3	-	10	13	10	-	18	12	15
Library	4	20	31	18	4	5	5	3	-	7	11	5	-	9	18	12
Footpaths	4	18	11	14	4	4	1	4	-	7	5	4	-	8	6	6
Overall appearance/street maintenance/tidiness of the local area	3	8	16	11	3	3	4	4	-	3	6	5	-	3	7	2
Street trees/maintenance	1	6	3		1	1	0	3	-	4	1	4	-	2	1	2
Community services/programs/support	1	9	6	9	1	2	0	3	-	5	3	2	-	3	4	5
Events (e.g. Civic Park Carols, Australia Day, Civic Park Movies, Carols at Home and Summer Garden Festival)	1	8	9	8	1	2	2	1	-	2	4	2	-	5	4	7
Playgrounds	1	4	3	6	1	0	0	-	-	1	1	3	-	3	2	3
Verge maintenance	1	6	1	6	1	1	0	1	-	2	0	2	-	3	-	3
Infrastructure/maintenance	1	4	1	5	1	2	-	2	-	1	-	2	-	1	1	1
Communication/listening to the opinions/demands of the community/keeping public informed	0	3	5	4	0	1	4	1	-	0	0	1	-	2	2	2
Recreation Centres/facilities (Golden Grove, Turrumurra, Burregah)	1	4	8	3	1	1	0	0	-	1	1	1	-	3	8	2
Recycling	1	6	1	3	1	1	0	1	-	3	0	1	-	2	-	2
Environmental management/protection	-	2	2	3	-	1	0	2	-	1	1	-	-	1	1	1
City planning/urban design/strategic direction	1	2	5	3	1	1	2	2	-	1	1	0	-	1	1	1
Park maintenance	-	-	-	3	-	-	-	3	-	-	-	-	-	-	-	-
Community facilities/buildings	-	2	2	3	-	1	0	0	-	0	2	0	-	2	-	2
Arts/cultural activities/celebrations/markets	-	2	-	3	-	1	-	-	-	1	-	1	-	1	-	2
Safety/security/law and order/emergency mitigation	2	2	5	3	2	1	1	1	-	0	2	1	-	0	1	-



# In line with importance, suggestions for improvement centered around waste collection, parks and reserves, and footpaths

## 4.10 Suggestions for improvement

	% response		
	2019 (n=269)	2020 (n=173)	2021 (n=177)
Rubbish/green waste/recycling/reliable/collected more frequently/have larger/split/more public bins/offer free dump runs/more environmentally friendly trucks/soft plastic recycling	6	4	7
Parks and reserves better maintained/environmentally friendly/provide facilities such as turf/toilets/fountains	3	6	6
Footpaths/on all roads/maintain/seal/not just those on main roads/make paths wheelchair & pram friendly/fix promptly	7	4	6
Verges/better maintain verges/alternative to grass/council trees/clear branches overhanging footpaths/better rubbish control	7	2	6
Listen to/consult with ratepayers/community forum/understand our needs/co-operate/be honest/transparent	4	6	5
Plantings/look after/improve selection of trees council plant/native/replace dead trees/plan appropriately	1	4	5
Recreational facilities/provide more/maintain/upgrade/playgrounds/bike trails/paths/BBQ facilities/dog off the lead/toilets areas/wheelchair swings/shaded areas/hiking trails	3	2	5
Communication/kept updated/what they are doing/promote their services/more newsletters/emails/use of social media	4	3	4
Nothing/happy with everything	4	4	4
Elected councillors are the voice of the people/should have more say/listened to by the administration/political parties should have limited involvement	-	-	3
Customer service/improve/remember who they serve/be more available/helpful/follow up/ensure staff are adequately trained	1	2	3
Subdivision/limit/increase minimum block size/no high rise apartments/limit density planning/not enough parking space	3	4	3
Intersections/improve/install traffic lights in busy areas/eliminate use of green arrows to prevent congestion/widen roads	0	-	3
Road maintenance/line marking/median strips with access gaps/prioritise maintenance needs/lobby for repairs on State roads	5	4	2
Tree maintenance/employ good arborists/monitor dangerous trees/significant trees/change laws/more leniency	2	4	2
Fitness facilities/install along walkways and around Civic Park	-	-	2
Sewerage network/needs to be installed in council area/eliminate septic systems	1	1	2
Street lighting/improve/better maintained/around the O-Bahn	0	-	2
Sporting facilities in the area/upgrade/maintain/reduce rates	0	1	2
Dog control/stricter control over barking dogs	0	1	2
Equality for all areas/more maintenance/attention/to older areas/reduce rates for areas not maintained as much	3	1	2
Don't know/can't think of anything	2	2	2

## Most wellbeing indicators declined in 2021

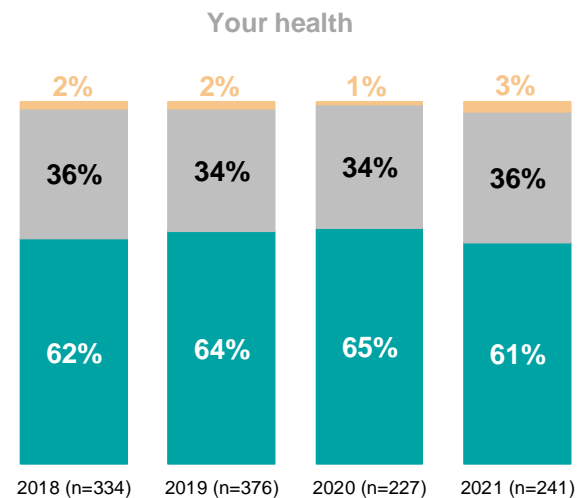
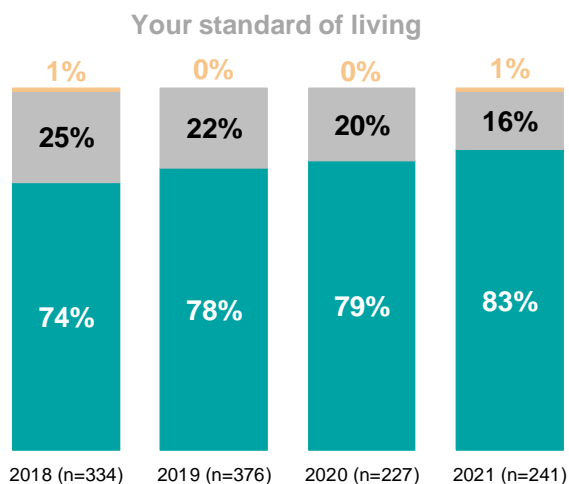
### 4.11 Online community member satisfaction with areas of their life

	2018		2019		2020		2021		T3B% change from 2020
	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	
Life as a whole	75	1	69	0	73	1	71	0	-2
Your standard of living	74	1	78	0	79	0	83	1	+4
Your health	62	2	64	2	65	1	61	3	-4
What you are currently achieving in life	71	2	70	1	68	1	70	1	+2
Your personal relationships	80	1	79	1	80	2	77	2	-3
How safe you feel	68	2	78	1	78	2	74	1	-4
Feeling part of your community	52	2	57	2	61	4	51	3	-10
Your future security	59	3	60	4	56	6	62	2	+6

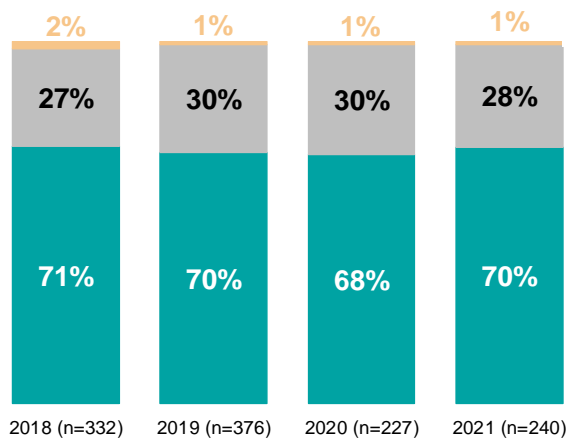
» The decline in feeling part of your community reflects a decline seen in the broader community survey.

# Standard of living has continued to improve over time, while health and personal relationships saw declines in 2021

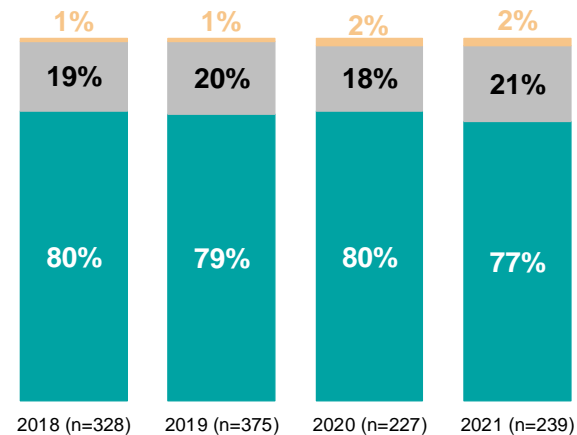
## 4.11 Online community member satisfaction with areas of their life continued



### What you are currently achieving in life

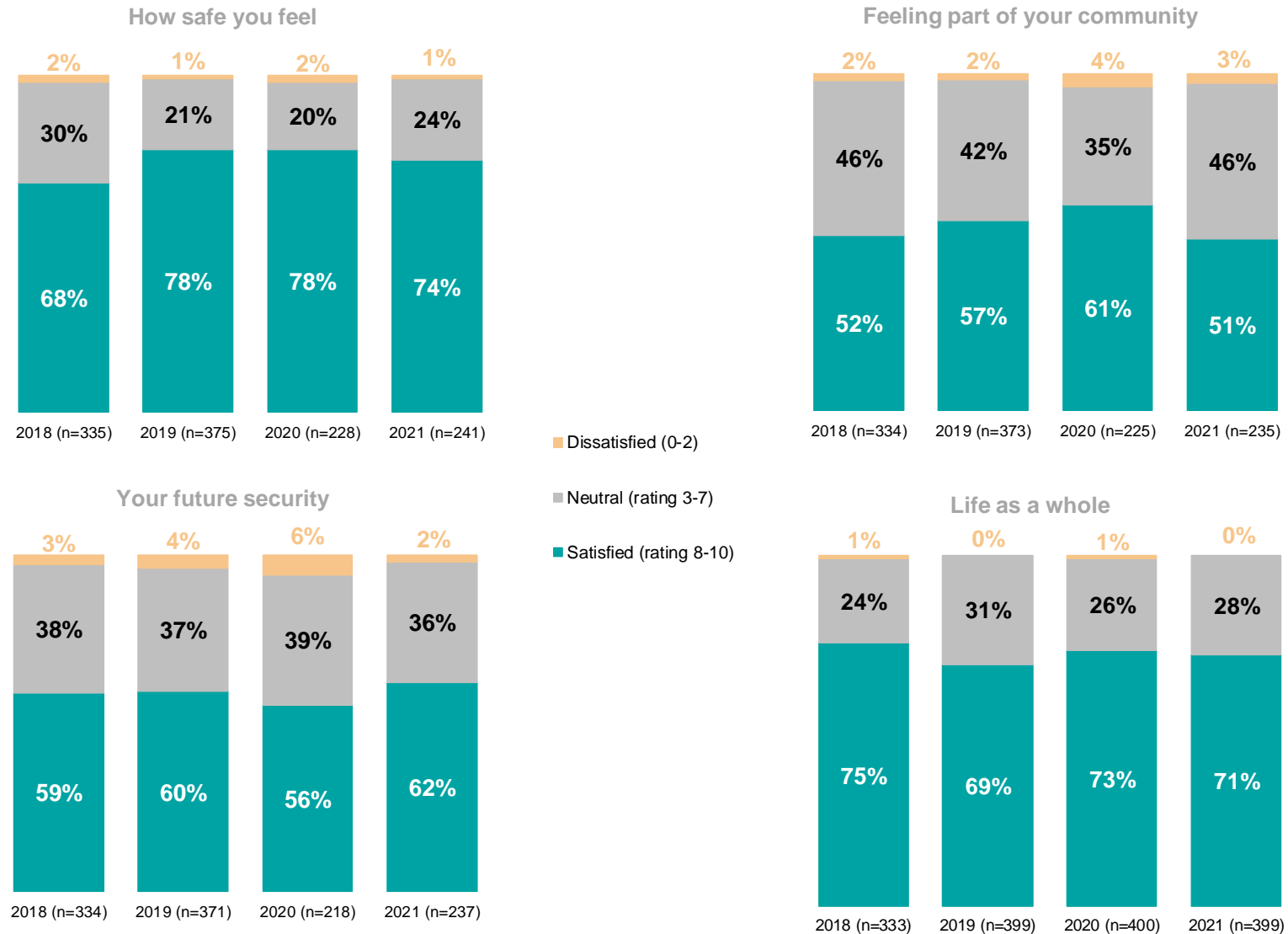


### Your personal relationships



# Feeling part of one's community declined, with a shift to more neutral ratings, with the inverse pattern seen for one's future security

## 4.11 Online community member satisfaction with areas of their life continued



# Respondent profile

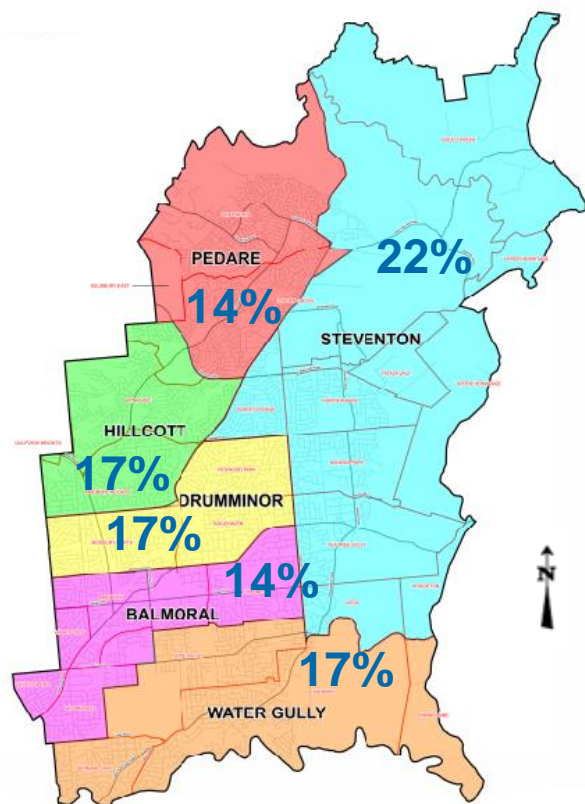
## 4.12 Demographic profile of online community sample

Suburb of residence	% response			
	2018 (n=338)	2019 (n=376)	2020 (n=227)	2021 (n=236)
Modbury Heights	12	10	10	9
Greenwith	5	6	7	8
Modbury North	5	5	6	8
Wynn Vale	7	10	7	8
Dernancourt	3	3	4	8
Banksia Park	6	6	6	7
St Agnes	5	6	8	6
Fairview Park	4	5	4	5
Highbury	12	8	11	5
Modbury	7	8	9	5
Ridgehaven	4	4	4	5
Golden Grove - West of Golden Grove Road & North of The Golden Way	3	5	4	5
Surrey Downs	6	4	4	5
Hope Valley - East of Reservoir Road	5	7	4	4
Redwood Park	4	5	4	3
Tea Tree Gully	4	2	3	3
Valley View	1	2	1	2
Holden Hill	2	1	-	1
Houghton	0	0	-	1
Upper Hermitage	-	0	-	0
Vista	1	1	1	0
Paracombe	0	0	0	0

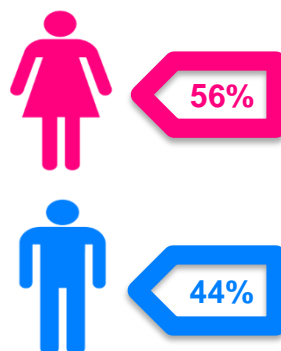
# Respondent profile 2021

## 4.12 Demographic profile of online community sample continued

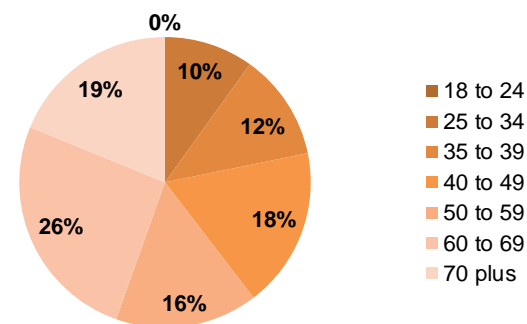
Ward (n=236)



Gender  
(n=238)



Age (n=242)



# Action Plan

Section prepared by Council staff

Area	Action
<b>Waste collection</b>	<ul style="list-style-type: none"> <li>• Continue rollout of green organics bins for households that do not have one. Green organics bin and kitchen caddy delivered to new builds as part of standard set</li> <li>• Continue the Mini Munchers program with further rollout of kitchen caddies to the community</li> <li>• Continue use of compostable dog waste bags at dog parks, with other suitable locations to be considered</li> <li>• Trial organics and recycling bins in selected parks and at Waterworld using solar compacting bins</li> <li>• Continue and expand waste education messaging via social media, including short animated videos</li> </ul>
<b>Parks &amp; reserves</b>	<ul style="list-style-type: none"> <li>• Review maintenance standards for all horticultural sites to ensure a sustainable approach to open space management</li> </ul>
<b>Verges</b>	<ul style="list-style-type: none"> <li>• Continue programmed approach to residential verge maintenance to help embed acceptable service levels within the community</li> <li>• Continue use of interactive website maps to display verge cutting information</li> </ul>
<b>Street trees</b>	<ul style="list-style-type: none"> <li>• Provide advanced notification of planting and planned maintenance to help embed service standards with our community</li> <li>• Promote the social, economic and environmental benefits of trees to educate and raise levels of awareness in the community</li> </ul>



# Action Plan

Section prepared by Council staff

Area	Action
<b>Roads</b>	<ul style="list-style-type: none"> <li>• Proactively inform the community and raise awareness of major capital works, including road works</li> <li>• Continue to look for opportunities for using recycled materials in the construction and maintenance of our roads</li> <li>• Set service levels for road and kerb maintenance</li> <li>• Continue use of interactive website maps to promote capital projects and display service based information, including road works and street sweeping</li> <li>• Continue use of dust suppressant and bound materials on unsealed roads to improve driver safety and reduce maintenance costs</li> </ul>
<b>Footpaths</b>	<ul style="list-style-type: none"> <li>• Continue use of interactive website maps to promote planned footpath works (capital works program)</li> <li>• Continue project to set service levels for footpath maintenance across the City</li> <li>• Undertake six month trial to inspect and follow up footpath damage caused by builders and developers</li> <li>• Continue grinding of trip steps to ensure pedestrian safety</li> <li>• Promote footpath works (provision and maintenance) to our community</li> </ul>
<b>Playgrounds</b>	<ul style="list-style-type: none"> <li>• Maintain a high level of maintenance on all playgrounds</li> <li>• Continue use of interactive website maps to promote planned playground renewals (capital works program)</li> <li>• Continue to engage with the local community in the development and upgrade of playgrounds</li> <li>• Develop a Playground Guide which sets service standards for playgrounds based on their classification</li> </ul>

# Action Plan

Section prepared by Council staff

Area	Action
Library	<ul style="list-style-type: none"> <li>• Review services within the context of the Community Survey results</li> <li>• Implement recommendations from the service review</li> </ul>
Recreation Centres and Arts Centre	<ul style="list-style-type: none"> <li>• Review sporting programs offered and stadium hire availability</li> <li>• Explore cross-centre program options</li> </ul>
Sport and community facilities	<ul style="list-style-type: none"> <li>• Continue to audit Council-owned sporting infrastructure</li> <li>• Establish a long-term facility upgrade program</li> </ul>
Waterworld Aquatic Centre	<ul style="list-style-type: none"> <li>• Review current operations and services (eg. programs offered, online booking options, café operations)</li> </ul>
Customer service/communication	<ul style="list-style-type: none"> <li>• Implement further stages of the Customer Request Management system to improve customer experience</li> <li>• Proactively promote the role of Council and its services</li> <li>• Continue to conduct customer experience and communication training</li> <li>• Continue to implement recommendations relating to customer service and communications in the Disability Access &amp; Inclusion Plan 2020-2024</li> <li>• Launch an upgraded website with improved functionality and search capability</li> </ul>

# Action Plan

Section prepared by Council staff

Area	Action
<b>Major events/arts &amp; cultural activities</b>	<ul style="list-style-type: none"> <li>• Continue to conduct post-event surveys to obtain community/attendee feedback and identify new opportunities</li> <li>• Implement safe community events that adhere to COVID-19 directions and approved COVID Management Plans</li> <li>• Introduce an Event Attraction Program designed to support the delivery of events that create a memorable, engaging and innovative experience for locals and visitors in the City of Tea Tree Gully. This will see Council work alongside established events and event providers to extend the City's event program in a more sustainable way</li> <li>• Engage with key groups to improve accessibility and inclusion</li> </ul>
<b>Community engagement</b>	<ul style="list-style-type: none"> <li>• Continue to grow Council's 'Have Your Say Tea Tree Gully' online community membership</li> <li>• Proactively promote 'have your say' opportunities and the subsequent outcomes and decisions</li> <li>• Continue to raise staff awareness of opportunities to engage with our community</li> <li>• Investigate and implement recommendations relating to community engagement in the Disability Access &amp; Inclusion Plan 2020-2024</li> </ul>
<b>Community centres, services and programs</b>	<ul style="list-style-type: none"> <li>• Upgrade the Road and Cycle Safety Centre track, fence and car park</li> <li>• Continue to evaluate programs and obtain participant feedback, including ensuring they are appropriate, sustainable and inclusive</li> <li>• Gain a better understanding of what the community wants in relation to community centres, services and programs</li> </ul>

# THANK YOU



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