

# 2022 COMMUNITY WELLBEING SURVEY

Final Report  
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CITY OF  
TEA TREE GULLY  
*Naturally Better*





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# Background & Research Objectives

## Background

The City of Tea Tree Gully community has faced a number of challenges over the last two years, particularly in regards to overall wellbeing as a result of the global COVID-19 pandemic and subsequent emergency health restrictions, which has had an impact in terms of the community's participation and usage of the broad spectrum of key Council services, programs and events.

In addition to the vision and aspirations outlined in CTTG's strategic plan, internally the Community Value program has been initiated, which is all about creating better services and a better organisation for the community and people. This provides the opportunity to set-up the organisation into the future. The program is about creating better outcomes for the community and will help redefine Council's purpose and role within the community.

To support the work of the Community Value program, the 2022 community survey was used as an opportunity to deep dive and better understand the current 'state of play' that is in the community in regards to community wellbeing, and map the connections and synergies that exist between the spaces, places, services, programs and initiatives that Council provide, and the experience of wellbeing at the neighbourhood level. The responses that form the 2022 Community Wellbeing Survey will be used to consider the levels that the Council has to improve for access to community resources that contribute to the achievement of a thriving City of Tea Tree Gully.

## Research objectives

The overall objective is to better understand the current state of play regarding community wellbeing in the City of Tea Tree Gully and how this links with Council service awareness and usage.

The research includes further exploration of views and behaviours relating to physical activity, park visits, participation in community groups outside of Council and transport disadvantage.

# Executive Summary

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

- Overall satisfaction with Council increased by 5% in 2022 (not statistically significant) to 72%, despite another decline in very satisfied ratings. The increase was attributed to a statistically significant increase in those *satisfied*, increasing from 45% in 2021 to 53% in 2022.
- Overall, despite a decrease, City of Tea Tree Gully residents returned a positive wellbeing score of 76.4 in 2022. Seven out of the eight wellbeing measures saw declines, with *how safe you feel* increasing by 1%. *Feeling part of your community* remains below 50% satisfaction in 2022. Analysis indicated that those that did not feel a part of the community (dissatisfied rating) noted that they do not join/participate in community activities as a reason for providing the rating, that there were not enough events and that COVID-19 has changed community participation and how the community interacts. Evidently, changes in results have likely been influenced by the COVID-19 pandemic, with items such as community connectedness likely impacted by COVID-19 restrictions and related rules and regulations.
- The majority of the general community (83%) participated in some form of physical activity in the past 12 months, 23% of those participating all within the City of Tea Tree Gully. Recent physical activity (at least within the last week) equated to a considerably higher (statistically significantly) level of satisfaction with community wellbeing in relation to *your health*.
- The majority of the general community don't have an issue with travelling around the City of Tea Tree Gully area, but those who do (10%) cite the main difficulties as being: the poor public transport service, being unable to drive, mobility issues and too much traffic / roadworks. In comparison to those who sometimes face difficulties in getting to the places they need to, those who travel around the CTTG with ease tend to be statistically significantly more satisfied with wellbeing aspects such as: *your health, what you are currently achieving in life, personal relationships, how safe you feel and life as a whole*.
- Twenty percent (20%) of the community either live with a disability or have someone in their household who does. This group tended to be older and statistically significantly less satisfied with various aspects of their wellbeing (*life as whole, your health, what you are currently achieving in life and how safe you feel*). They were more likely to not have participated in any physical activities, have more difficulty travelling around the area and were less likely to agree that diversity is welcomed and celebrated in the City of Tea Tree Gully.
- The City of Tea Tree Gully is perceived as a good place to raise a family (95% agreeing with this statement). The community also generally agreed that CTTG is a good place to grow old, that they feel safe being out in parks and public spaces in the local community and that they can find allied health services. Seventy five percent (75%) believed that CTTG is a place of growth and prosperity, and that diversity is welcomed and celebrated.

# Methodology & Sample

A sample of **608 surveys** was collected by new**focus**. A mixed methodology was utilised consisting of CATI (phone) interviews and online surveys advertised through social media and hosted by new**focus**. CATI surveys were conducted from 16<sup>th</sup> – 30<sup>th</sup> June 2022 and ran for an average of 10 minutes. The online social media surveys were collected from 6<sup>th</sup> – 18<sup>th</sup> July 2022 and took an average of 10 minutes to complete.

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

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

The general community sample was weighted by age and gender based on ABS 2016 Census figures. Targets were nevertheless set by age and gender to ensure a good distribution of residents between gender categories and across age cohorts.

Age			Gender			Ward		Methodology	
Segment	Unweighted	Weighted	Segment	Unweighted	Weighted	Segment	Total	Segment	Total
18-39 years	198	207	Male	280	292	Steventon	113	CATI	407
40-59 years	198	213	Female	328	316	Water Gully	94	Social Media	201
60+ years	212	188	<b>Total</b>	<b>608</b>	<b>608</b>	Balmoral	107	<b>Total</b>	<b>608</b>
<b>Total</b>	<b>608</b>	<b>608</b>				Drumminor	110		
						Hillcott	108		
						Pedare	76		
						<b>Total</b>	<b>608</b>		

A further 446 surveys were collected through Council's online community 'Have Your Say Tea Tree Gully'.

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

A total of 14 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	608	±3.97	±5.61

\*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 ±3.97%, this means that the measurement of items in the survey accurately represents the measurement of these same items in the population, within a range of ±3.97%.

The calculation of error margin over time is based on the sample size taken at each point in time. This accuracy level illustrates the percentage difference that is required between this study and the last study before a statistically significant difference will be found with the sample size selected. Accuracy over time is generally quoted in the form of ±x%. In this instance, where the sample at each point in time is 608, and is quoted as accuracy over time of ±5.61%, this means that there must be a difference of ±5.61% 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 2021 & 2022) 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*





# Aside from safety, all wellbeing aspects decreased from 2022, with life achievements and future security seeing particularly large declines, and only 43% reporting feeling connected to their community

## Community wellbeing

	2021		2022		T3B% change from 2021
	T3B%	B3B%	T3B%	B3B%	
Your standard of living	78	1	69	1	-9↓
Your health	62	2	55	2	-7↓
What you are currently achieving in life	64	1	54	3	-10↓
Your personal relationships	80	2	73	3	-7↓
How safe you feel	76	0	77	1	+1
Feeling part of your community	49	3	43	5	-6↓
Your future security	62	1	52	3	-10↓
Life as a whole	67	2	62	1	-5

- » 40-59 year olds were statistically significantly less satisfied with all aspects of their wellbeing compared to 2021, with the exception of *how safe you feel*, which saw a decrease of 6% (not statistically significant).
- » The declines also tended to be larger among females (with many statistically significant).
- » Those aged over 60+ were the most satisfied with wellbeing aspects of their lives, while those aged 18-39 were the least satisfied overall.
- » Importantly, the area of lowest satisfaction - *feeling part of your community* - was much higher among those aged 60+ (56%), while only 38% and 36% of those aged 18-39 and 40-59 respectively reported feeling part of their community.

	Age %T3B response 2022		
	18-39 (n~207)	40-59 (n~212)	60+ (n~185)
Your standard of living	65	61	83
Your health	54	54	58
What you are currently achieving in life	47	56	60
Your personal relationships	64	71	84
How safe you feel	77	72	83
Feeling part of your community	38	36	56
Your future security	45	44	68
Life as a whole*	49	62	75

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

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

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 both previously in 2020 and 2021, 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.
- » Other studies on wellbeing conducted by new**focus** suggest that the social desirability effect, or the desire to respond in a more favorable manner may be more prevalent in phone interviews.

	%T3B response 2022									
	Gender				Age					
	Male		Female		18-39		40-59		60+	
	Phone (n~207)	SM (n~82)	Phone (n~187)	SM (n=127)	Phone (n~64)	SM (n=143)	Phone (n~147)	SM (n=65)	Phone (n~183)	SM (n~2)
Your standard of living	78	59	71	59	79	58	61	61	83	48
Your health	64	48	58	42	73	45	59	42	58	48
What you are currently achieving in life	59	46	58	47	59	42	56	55	60	48
Your personal relationships	78	63	79	62	74	60	72	68	85	48
How safe you feel	80	76	82	67	89	73	74	68	83	48
Feeling part of your community	46	37	47	33	49	33	34	39	56	48
Your future security	59	44	56	38	58	39	44	43	69	48
Life as a whole*	70	44	66	53	59	45	63	60	75	48

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. the social media sample in the 60+ age group 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 2022

Community wellbeing continued

CITY OF TEA TREE GULLY  
PHONE/SOCIAL MEDIA  
2022

**76.4**  
(2021 = 78.9)

CITY OF TEA TREE GULLY  
ONLINE COMMUNITY 2022

**73.9**  
(2021 = 78.7)



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 38.0 (Ms Sarah Khor, Professor Robert A. Cummins, Associate Professor Matthew Fuller-Tyszkiewicz, Ms Tanja Capic, Ms Celine Jona, Professor Craig A. Olsson, Associate Professor Delyse Hutchinson (June 2022). Australian Unity Wellbeing Index: Report 38.0, School of Psychology, Deakin University Deakin University, Australian Centre on Quality of Life. <http://www.acqol.com.au/uploads/surveys/survey-038-report.pdf>



# The City of Tea Tree Gully is seen as a good place to raise a family

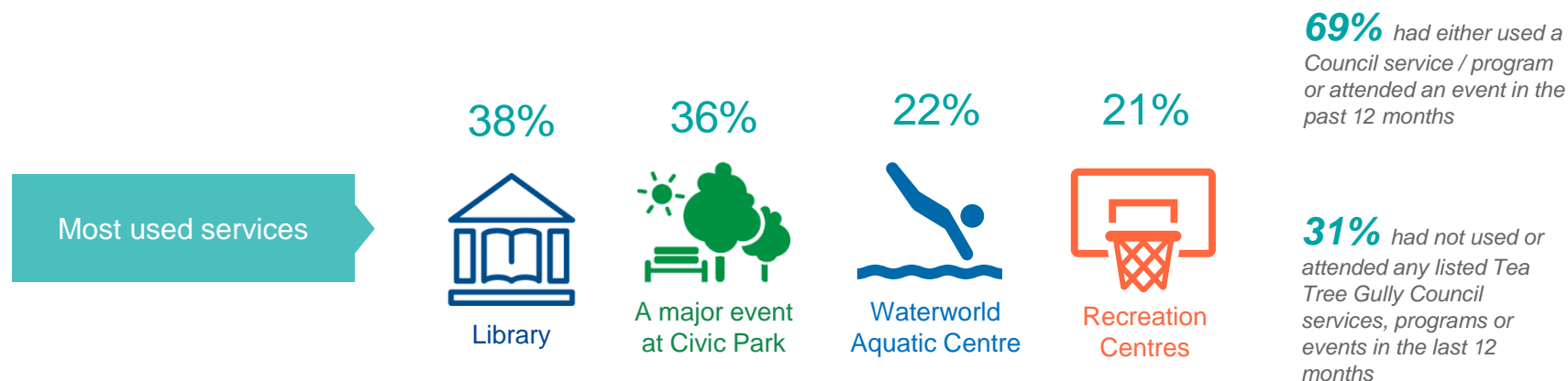
## Life in the City of Tea Tree Gully

- » The City of Tea Tree Gully is seen as a good place to raise a family, particularly among those aged 18-39 who are more likely to be those with younger children.
- » It is seen as safe (86% agree that they feel safe being out in parks and public spaces), however, this was statistically significantly lower among females compared to males, and among those older compared to those younger.
- » *'Diversity is welcomed and celebrated in the City of Tea Tree Gully'* was rated lower overall, along with it being a place of growth and prosperity, however, it must be noted that there were larger proportions rating these as neutral, as opposed to disagreement with those statements.
- » In terms of health, the majority agree that they can find the allied health services they need in their local area (86%), however, this was significantly higher among those aged 60+.

	% T2B					
	Total	Male	Female	18-39	40-59	60+
Diversity is welcomed and celebrated in the City of Tea Tree Gully	75%	75%	74%	77%	66%	82%
The City of Tea Tree Gully is a good place to raise a family	95%	94%	96%	98%	93%	95%
The City of Tea Tree Gully is a good place to grow old	88%	87%	89%	87%	86%	91%
The City of Tea Tree Gully is a place of growth and prosperity	75%	76%	75%	79%	70%	78%
I feel safe being out in parks and public spaces in my local community	86%	90%	83%	91%	84%	85%
You can find allied health services you need in your local area	86%	87%	85%	84%	82%	91%

# Library services and attendance at a major event at Civic Park generated the most interaction with the general community in the past 12 months

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



## Further findings:

- » 18-39 year old community members were statistically significantly more likely to have attended or used a Council service or event in the past 12 months: 48% using the Library services, 50% attending a major event at Civic Park, 32% visiting Waterworld, 26% using recreation centres and 20% utilising immunisation services.
- » 48% of the 60+ age group had not used a Council service or program, or attended a Council event in the past 12 months, with the Library (29%) the most used Council service of this age cohort.
- » Females were statistically significantly more likely to use the Library (44% vs 31%) and Community centres (16% vs 10%) in comparison to males. Males were significantly more likely than females to not have used or attended a Council related service, program or event.
- » Those who had utilised a CTTG Community Centre had a statistically significant higher level of satisfaction (in comparison to other services) for their standard of living, what they are currently achieving in life, personal relationships, feeling part of their community and their life as a whole.
- » While not statistically significant, usage of a Council service equated to slightly higher satisfaction with wellbeing aspects than those who didn't utilise a Council service, program or event in the past 12 months.

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

## Physical activity

At the time of conducting the research surveys, 29% of the general community had participated in physical activities on that day, with a further 38% within the last week.

### Demographic findings:

- » 74% of those aged 18-39 had participated in physical activity in the last week ('today' and within the last week), in comparison to 58% of those aged 60+, a statistically significant difference.
- » Those 60+ who had participated in physical activity were more likely to have done organised physical activity all within the City of Tea Tree Gully in comparison to other age groups (30% for this age cohort compared to 22% for 40-59 year olds and 20% for 18-39 year olds).
- » Males were significantly more likely to have participated in physical activity 'today' than females at the time of survey completion (33% vs 25%).

### Recency of physical activity on wellbeing:

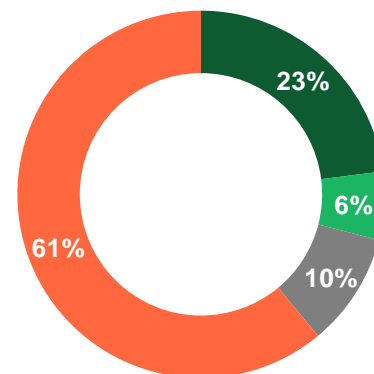
- » Recent physical activity (at least within the last week) equated to a considerably statistically significant higher level of satisfaction with the 'your health' wellbeing aspect.
- » This cohort was also statistically significantly more satisfied with what they are currently achieving in life. Satisfaction with this aspect declined with recency of physical activity.
- » Participating in organised physical activities all within the City of Tea Tree Gully resulted in a significantly higher level of satisfaction for 'feeling part of your community'.

**83%** participated  
in physical activities in  
the past 12 months



**Were any activities organised by a club, association or other organisation?**

- Yes, all within the City of Tea Tree Gully
- Yes, some within the City of Tea Tree Gully and some outside the City of Tea Tree Gully
- Yes, all outside the City of Tea Tree Gully
- No



(n=502)

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



# Footpaths are the most common public space utilised for physical activity. 74% agree that footpaths and trails in the local area are suitable

## Public spaces and facilities for physical activity

Agreement that parks and reserves in the local area are suitable for physical activity and that there are enough recreation centres or community centres in the local area was high at over 80% agreement.

### Demographic findings:

- » 18-39 year olds were statistically significantly more likely to have used a park or footpath for physical activity at least weekly in comparison to those aged 60+.
- » 36% of those aged 60+ have not used a park for physical activity in the last 12 months.
- » Although not statistically significantly, males used a park, footpath or cycling path for physical activity more often than females.
- » Minimal difference by age and gender for agreement on suitability of public spaces and facilities for physical activity.

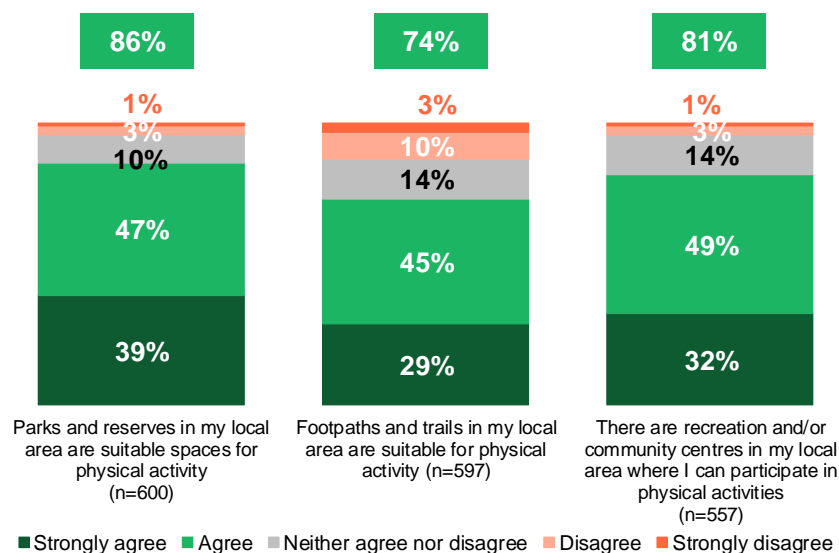
### Public space usage for physical activity and wellbeing:

- » Members of the general community that use any of the three public spaces for physical activity at least weekly were significantly more likely to be satisfied with their health (component of wellbeing), than those who use the public spaces less frequently.

### At least weekly usage of public spaces for physical activity



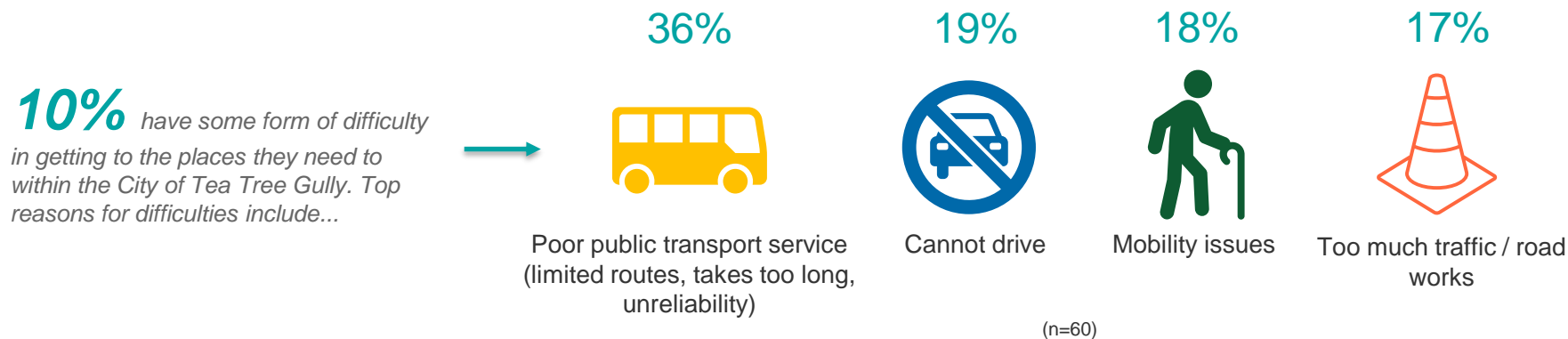
### Agreement that public spaces and facilities...



T2B

# The majority (90%) don't have an issue with travel around the City of Tea Tree Gully area

Transport



## Demographic findings:

- » Although 89% of 18-39 year olds can get easily around CTTG, 10% (mainly comprised of the younger 18-34 year old group) said they *sometimes have difficulty getting to the places* they need to, in comparison to just 4% of those aged 60+.

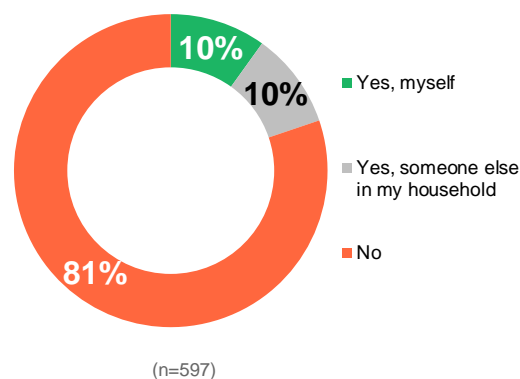
## Transport and wellbeing:

- » In comparison to those who sometimes have difficulties getting to the place they need to, those who travel around the CTTG with ease tended to be statistically significantly more satisfied with wellbeing aspects such as *their health, what they're currently achieving in life, personal relationships, how safe they feel* and *their life as a whole*.

# Twenty percent (20%) of the general community either live with disability or someone in their household does

## Accessibility

**Disability in household in 2022**



Twenty percent (20%), City of Tea Tree Gully residents declared that they or another household member live with a disability (including five residents who themselves have a disability and live with someone with a disability). This is slightly more than the figure reported by the AIHW (Australian Institute of Health and Welfare) that 18%\* of Australian's live with a disability. The AIHW report indicates that prevalence of disability generally increases with age (consistent with findings in this report). The longer people live, the more likely they are to experience some form of disability. According to the AIHW report, 50% of people aged 65 and over have a disability.

In comparison to those living without disability, findings from this survey show that those living with disability:

- » Tended to be older (this segment was significantly lower among those 18-39 y.o. (19%) and significantly higher among those 60+, at 40% for that age group).
- » Significantly less satisfied with their life as a whole, their health, what they are currently achieving in life and how safe they feel.
- » Significantly more likely to have not participated in any physical activities (19% vs 6%).
- » Significantly less likely to state that they can easily get to the places they need (76% vs 92%) and significantly more likely to state that they often have difficulty getting to the places they need to (6% vs 1%).
- » Significantly less likely to agree that *diversity is welcomed and celebrated in the City of Tea Tree Gully* (65% vs 77%).

\*Australia Institute of Health and Welfare., 05 Jul 2022. People with Disability in Australia. [Online] Available at: <https://www.aihw.gov.au/reports/disability/people-with-disability-in-australia/contents/people-with-disability/prevalence-of-disability> [Accessed 12th August 2022].



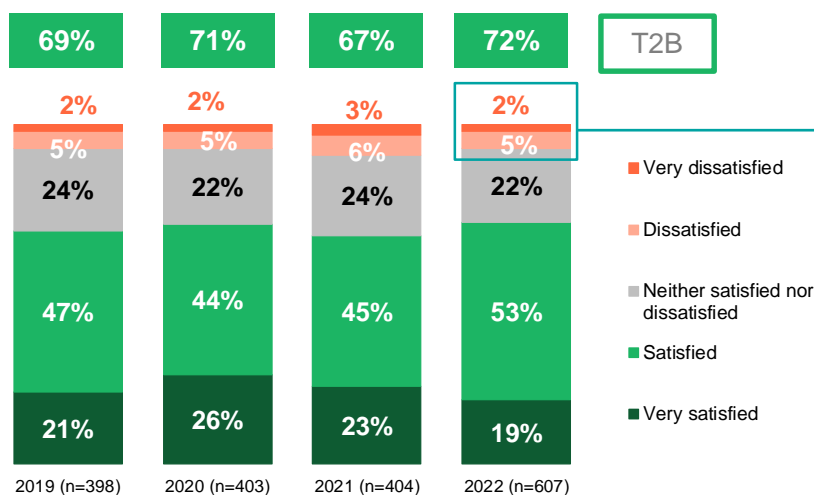
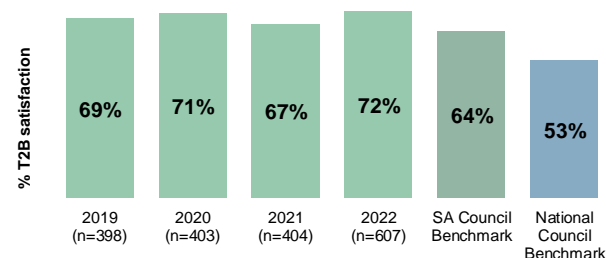
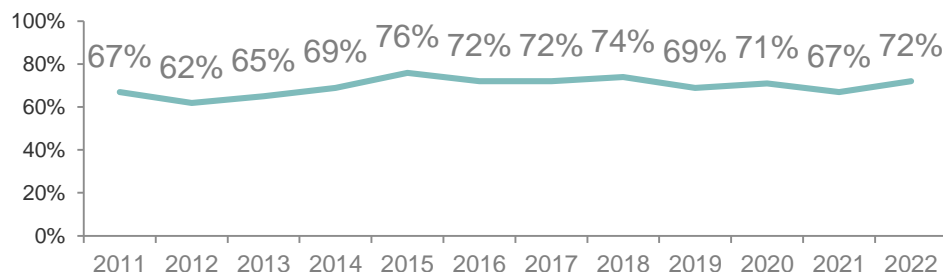
# Overall satisfaction increased, driven by a large increase in those rating 'satisfied'

Satisfaction with Council performance overall

## Satisfaction increased overall

- » Satisfaction increased to 72% from 67% in 2021. This increase was despite a continued decline in *very satisfied* ratings. The increase was instead attributed to a statistically significant increase in those *satisfied*, increasing from 45% in 2021 to 53% in 2022.
- » Increased satisfaction was seen among those 18-39, and in particular 35-39 year olds, where satisfaction saw a statistically significant increase from 55% to 77% in 2022.
- » Those aged 40-59 (particularly 50-59) were statistically significantly less likely to be satisfied overall.
- » In terms of *dissatisfaction*, this has reduced slightly from 9% in 2021 to 7% in 2022.

T2B satisfaction



## Reasons for dissatisfaction with Council performance overall (n=40)

- » In 2022, n=40 surveyed residents mentioned being dissatisfied with Council.
- » Perceived high Council rates were the main factor leading to dissatisfaction with Council (mentioned by six people (on par with 2021)), however, there was a reduction in the proportion of people who mentioned poor maintenance of verges and other open spaces (mentioned by 4 people, down from the 11 people who did in 2021).

# SECTION 2



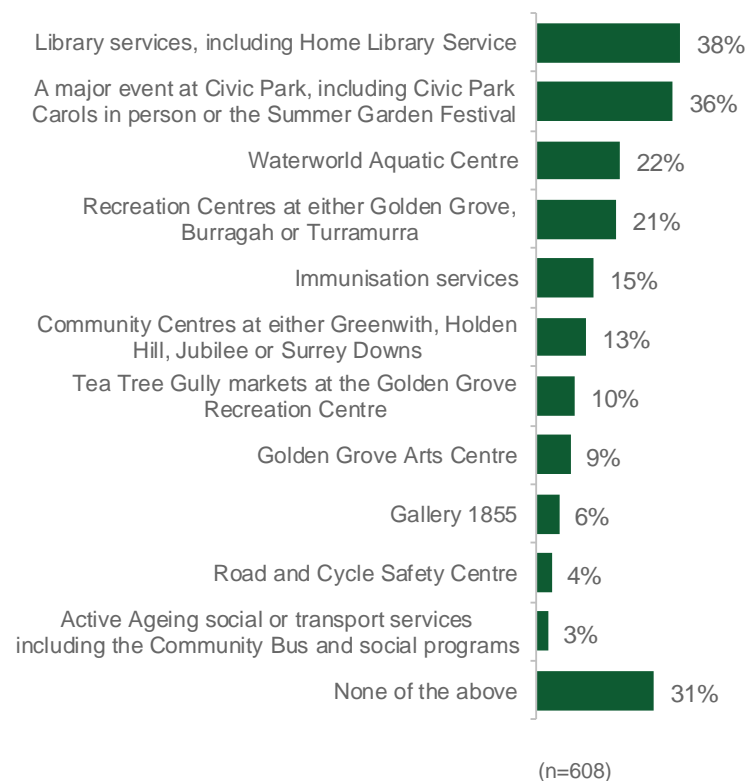
Full results  
*CATI & Social Media*



## Library services were used by almost 4 out of 10 over the past 12 months, while over 1 in 3 had also attended a major event

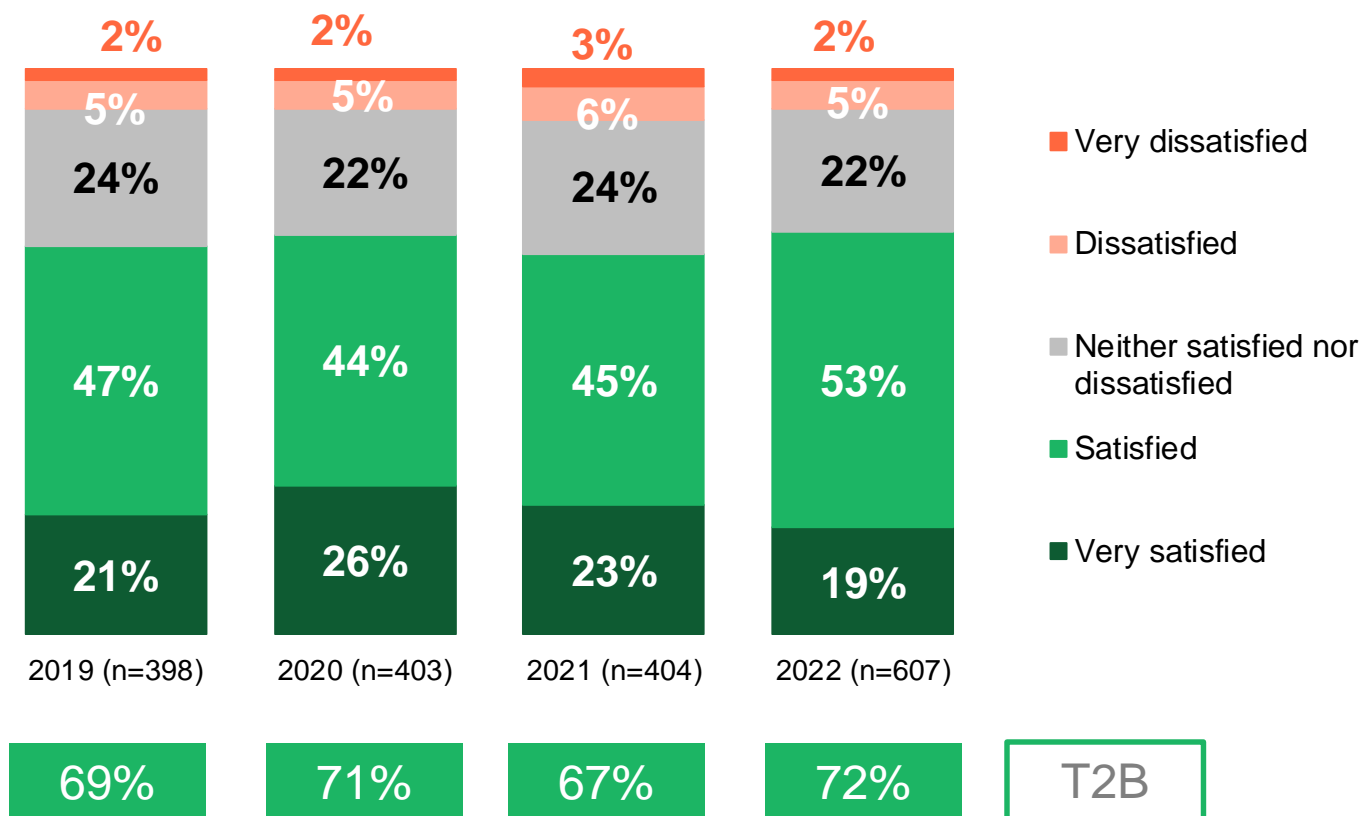
### 2.1 Participation in Council services, programs or events (prompted)

#### *Services and events used in the last 12 months*



# Satisfaction with Council's performance increased over the past 12 months, driven by a large increase in 'satisfied' ratings

## 2.2 Satisfaction with Council's performance overall



The increase in 'satisfied' ratings was statistically significant, however, there was a decrease in the proportion of those rating 'very satisfied'. Analysis of the change in overall satisfaction levels shows the increase was driven by those aged 18-39 (and particularly 35-39 year olds, who recorded an increase from 55% satisfied to 77% satisfied year on year). The increase in satisfaction was seen across both males and females.



# Perceived high Council rates was the main reason for dissatisfaction with Council in 2022, after a decline in the number of those dissatisfied with maintenance of verges and open spaces

## 2.3 Reasons for dissatisfaction with Council's performance

	% response			
	2019 (n=27)	2020 (n=29)	2021 (n=38)	2022 (n=40)
High council rates/poor value for money/regardless of property value/increased for business/vacant blocks	30	10	16	16
Don't spend money wisely/waste on executive pay packets/poor decision making	4	-	8	10
Poor maintenance of verges/parks/reserves/litter/broken glass/dying grass/plants/overhanging trees	19	21	29	10
Poor response time/need to follow Council up/no action taken	-	7	5	10
Don't do enough/what they say they will/only the bare minimum/all talk no action	11	-	3	9
Services received minimal/does not justify rates paid/only service received is garbage collection	-	-	8	8
Poor councillor behaviour	-	-	-	8
Communication/poor/don't keep us informed/no information/feedback provided regarding issues/complaints	-	3	5	7
Issue/drama/controversy regarding The Mayor	-	-	3	7
Lack of infrastructure/facilities for planned developing areas	-	-	-	7
Will not accept responsibility for trees/removal/pruning/trees not replaced	-	31	8	6
Dealing with council have been less than satisfactory	-	-	-	5
Customer service/poor/unhelpful/rude	7	-	8	5
Rubbish bins/taken too long to update system	-	-	-	5
Roads/poorly maintained/designed/flood	11	7	5	5
Don't listen to the community/not consulted on key issues which affect us	-	-	3	5
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	4	3	3	4
Roadworks/not informed when occurring/caused upheaval/made a mess/noisy	-	3	3	3
Poor financial management/debt Council is in/too high/affects completion of projects/selling off land	-	-	-	3
Council have become too bureaucratic	4	-	-	3
No reason given	4	-	-	3
Footpaths/poorly maintained/uneven/lack of/none on either side of the road for years	7	28	8	2
Street lighting/lacking/poorly maintained	-	-	-	2
Distribution of resources/should do so more effectively/unequal/given to newer areas for maintenance/older/rural areas forgotten	7	3	-	2
HACC services is limited/non existent for the elderly	-	-	-	2
Don't do enough for the elderly	4	3	3	2

# Decreases were seen for all wellbeing measures apart from safety, with all decreases statistically significant (except for life as a whole)

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

CITY OF TEA TREE GULLY

76.4



Down from 78.9 in 2021

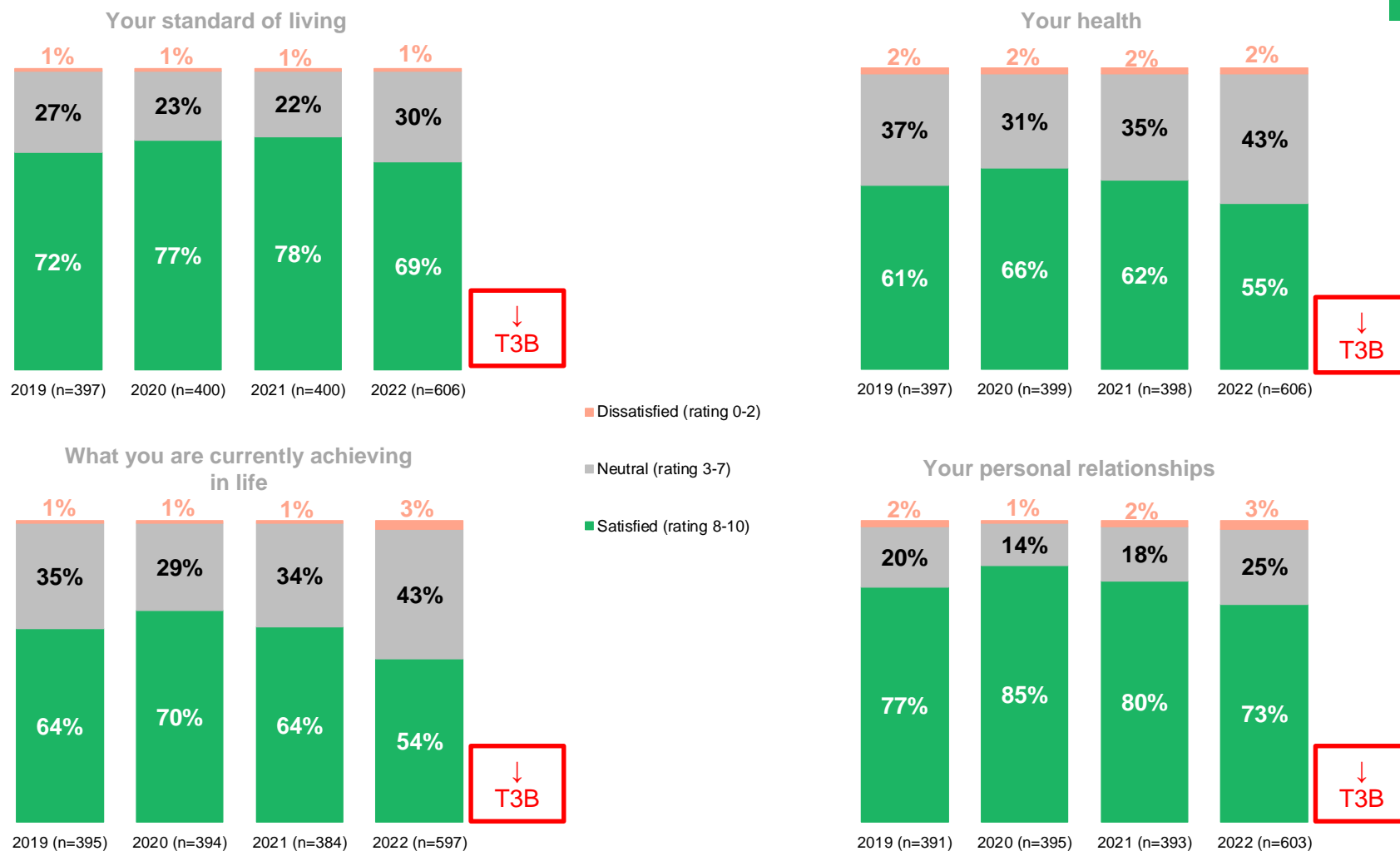
	2019		2020		2021		2022		T3B% change from 2021
	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	
Your standard of living	72	1	77	1	78	1	69	1	-9↓
Your health	61	2	66	2	62	2	55	2	-7↓
What you are currently achieving in life	64	1	70	1	64	1	54	3	-10↓
Your personal relationships	77	2	85	1	80	2	73	3	-7↓
How safe you feel	71	0	73	1	76	0	77	1	+1
Feeling part of your community	46	4	54	3	49	3	43	5	-6↓
Your future security	62	1	61	2	62	1	52	3	-10↓
Life as a whole	65	2	73	2	67	2	62	1	-5

### The impact of COVID-19 on wellbeing

- » It is likely that a number of personal wellbeing measures were impacted by the COVID-19 pandemic in the 2021 survey, when lockdowns were still in place. However, with the exception of safety, all other measures decreased further from 2022.
- » The increase in safety is comparable to the Australian Unity Wellbeing Index (AUWI) report 38.0 which states that '*Satisfaction with personal safety, on the other hand, rose above the normative range in 2021 and 2020, which followed its rising pattern over the past 21 years.*'<sup>1</sup>.
- » In particular, *feeling part of your community* decreased to 43% T3B satisfaction (where only 43% rated 8, 9 or 10 out of 10 on a satisfaction scale from 0-10).

# Wellbeing measures saw declines in satisfaction over the past 12 months, due to increased neutrality

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



# Wellbeing measures saw declines in satisfaction over the past 12 months, due to increased neutrality, with the exception of safety, which remained high at 77%

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





# Respondents that felt part of their community were satisfied because of their friendly interactions with neighbours, making an effort to engage with the community and participating in clubs/groups/events

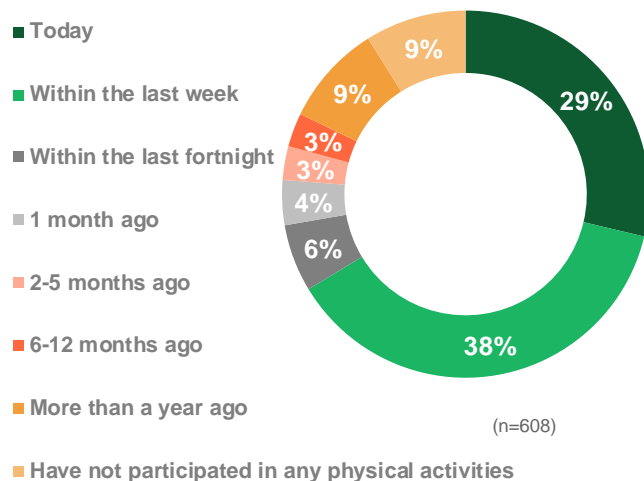
## 2.5 Reasons for rating provided for 'feeling part of your community'

	% response		
	Satisfied (rating 8-10) n=256	Neutral (rating 3-7) n=316	Dissatisfied (rating 0-2) n=29
Friendly/good neighbours	33	8	-
I make an effort to engage with the community/participate	15	5	-
I participate in many clubs/groups/events	14	2	-
Good amenities/facilities	12	3	-
I enjoy living in TTG	11	3	4
There are many opportunities to get involved	9	3	-
Feel included/supportive atmosphere	9	1	-
I do not join/participate in community activities	7	30	38
No reason/just feel this way	5	3	4
It feels safe	5	1	-
Have made friends	5	1	-
Council is helpful/informative	3	1	-
Too busy/time poor to participate	2	9	3
Have annoying/mean neighbours	2	-	-
Work in the community/know people	2	1	-
Connected to environment	2	-	-
Not enough events (in general)	2	5	11
Feel excluded/not welcome	2	1	-
Social media keeps me informed	2	0	-
COVID has stopped community events	1	1	4
Don't know many people	1	3	4
COVID has changed community participation/how we interact	1	3	6
Still new to the area	1	3	-
Starting to engage more with the community	1	1	-
Increase of crime/subdivision traffic/hoons/unsafe	1	1	4
Do not feel there is a sense of community in TTG	1	3	-
Not a lot of community interaction/lonely/quiet neighbours	1	9	18
Opportunities to provide feedback	1	0	-
Don't know	2	2	-

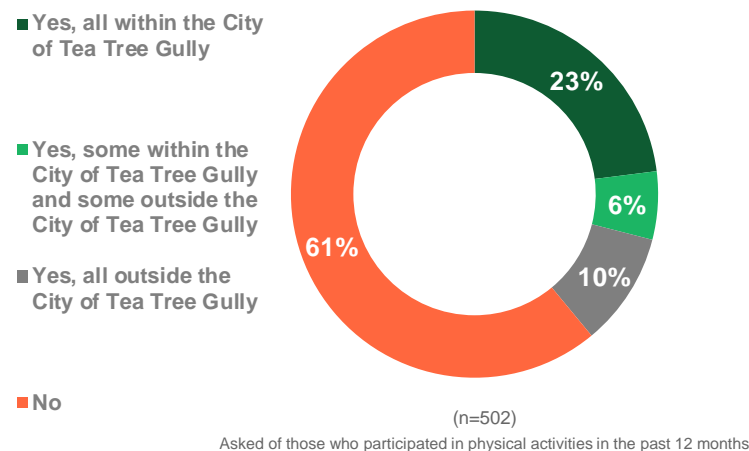
Approximately two-thirds participated in physical activity within the past week and where physical activity occurred, it was passive (not organised activity) for 6 in 10, while 29% participated in organised physical activities with CTTG

## 2.6 Physical activity

*Participation in physical activities*



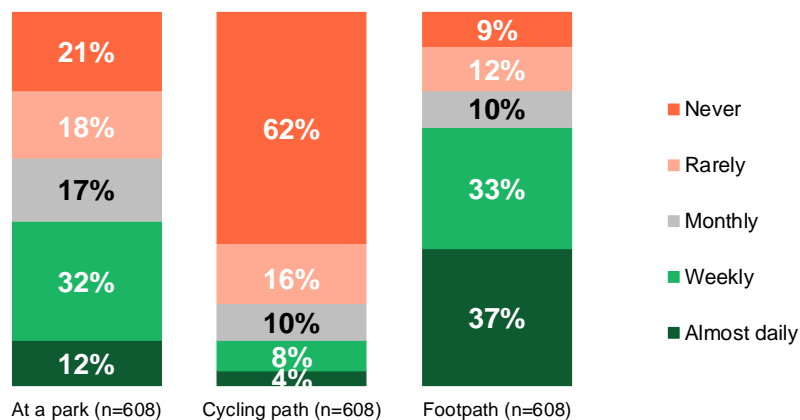
*Were any of these physical activities organised by a club, association or other organisation?*



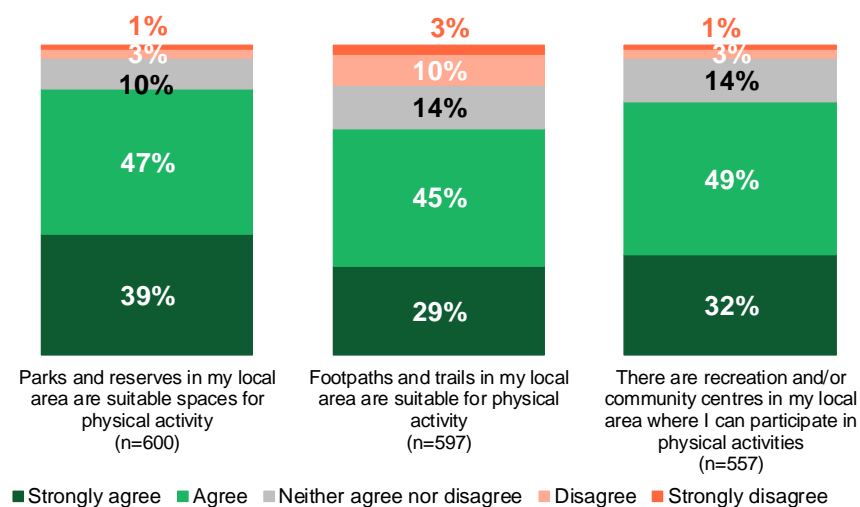
# Footpaths are used often, while parks are used at least monthly by just over a half (and 3 in 10 use weekly), while cycling paths are used less frequently

## 2.7 Public spaces and facilities for physical activity

*Use of public spaces and facilities for physical activity*



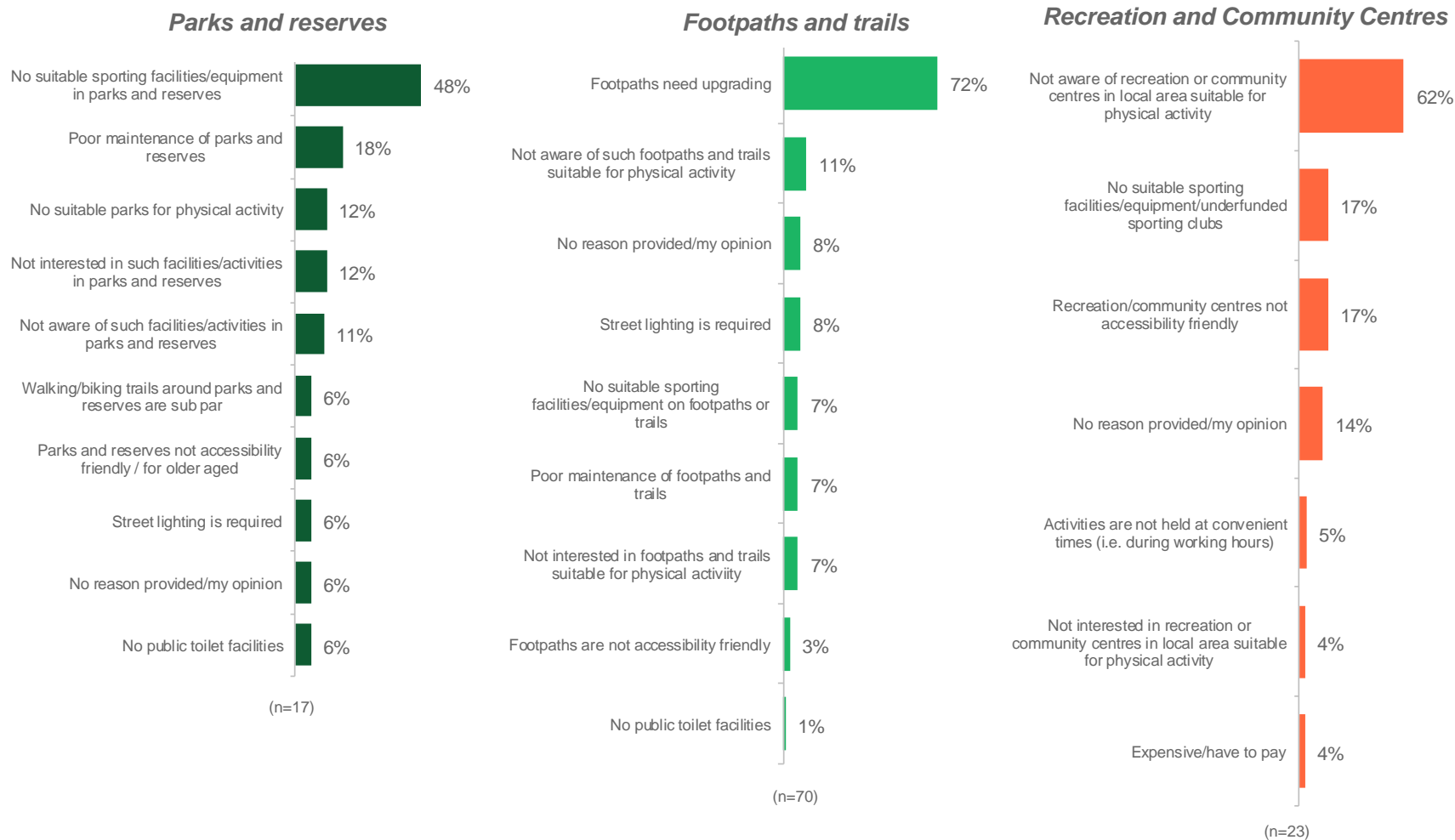
*Agreement that public spaces and facilities...*



# A lack of suitable facilities and equipment at parks and reserves, required upgrades to footpaths and low awareness of recreation and community centres were the main reasons given for low agreement

## 2.7 Public spaces and facilities for physical activity

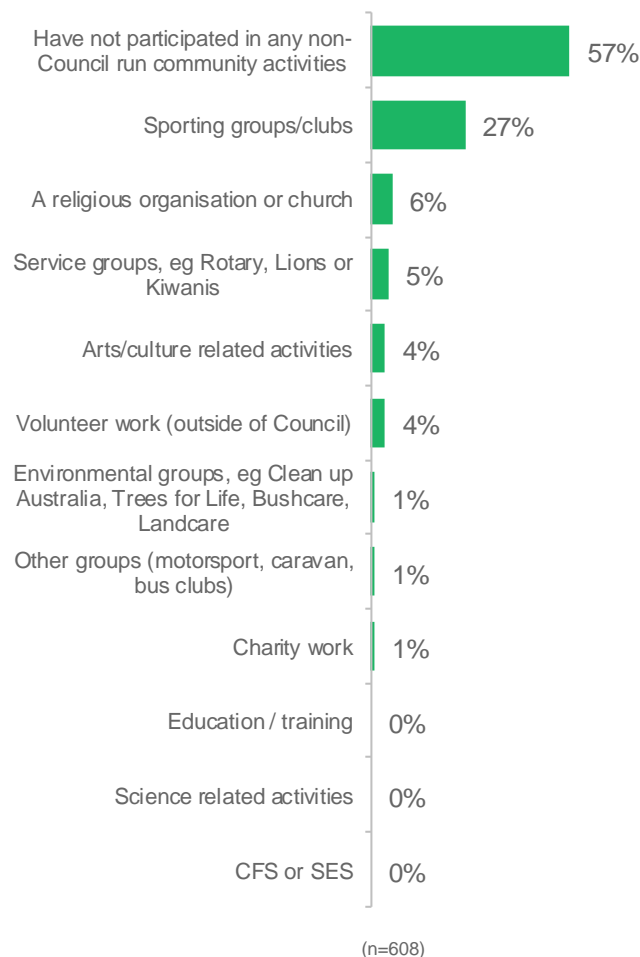
### Reasons for disagreement that open spaces and facilities are suitable for physical activity





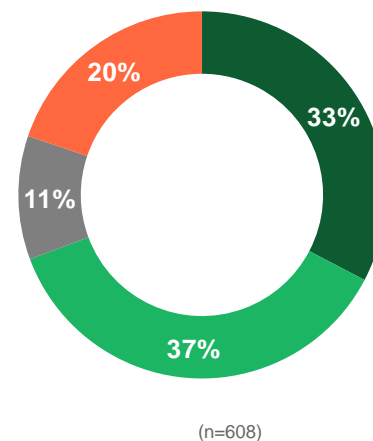
The vast majority have not participated in any community activities in the past 12 months. Among those who have, sports and religious organisations are the most participated in

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



### Participation in community activities\*

- Participated in CTTG activities AND Non-Council run activities
- Only participated in CTTG activities
- Only participated in Non-Council run activities
- Didn't participate in any community activities



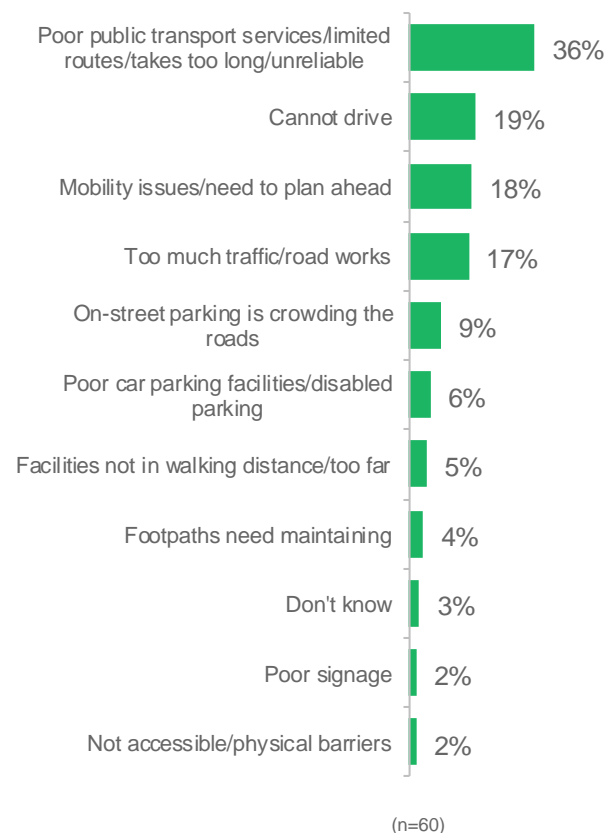
# 9 in 10 participants feel they can easily get to the places that they need to. For those who do experience difficulty, the main reason relates to poor or limited public transport options

2.9 Transport within CTTG

*Transport situation*



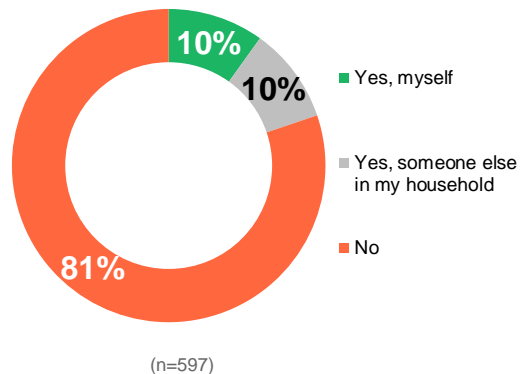
*Reasons for having difficulty getting to the places they need to*



# Households with a disability were generally less satisfied with accessibility in CTTG, with the exception of Council-run programs, services and events

## 2.10 Accessibility

Disability in household\*



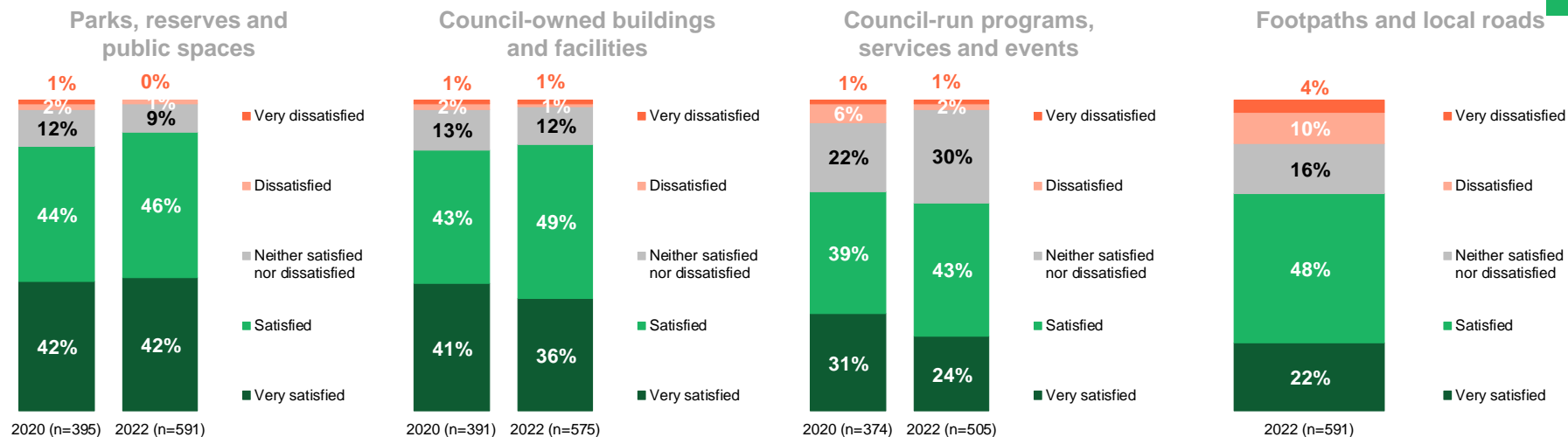
	2020		2022	
	T2B%	B2B%	T2B%	B2B%
Parks, reserves and public spaces	86	3	89	2
Council-owned buildings and facilities, such as the Civic Centre and Library, community and recreation centres and public toilets	85	3	86	2
Council-run programs, services and events	70	7	67	3
Footpaths and locals roads**	-	-	70	14

\*\*New attribute for 2022. Question not asked in 2021

	Satisfaction with ease of access to... (T2B%)		Dissatisfaction with ease of access to... (B2B%)	
	Households with disability (n~99)	Households without disability (n~458)	Households with disability (n~99)	Households without disability (n~458)
Parks, reserves and public spaces	85	90	4	4
Council-owned buildings and facilities, such as the Civic Centre and Library, community and recreation centres and public toilets	81	87	5	2
Council-run programs, services and events	70	67	4	3
Footpaths and locals roads	62	72	21	13

# The majority are satisfied with accessibility to various Council facilities and spaces, however, there is room for improvement regarding ease of access for footpaths and local roads, with 14% dissatisfied

## 2.10 Accessibility



Attribute not asked in 2020.

Reasons for dissatisfaction with parks, reserves and public spaces	n response	
	Disability in household (n=3)	No disability in household (n=6)
Parks lack wheelchair access	1	-
No amenities suitable for disabled users (playground equipment, toilets)	-	1
Lack of car parking	1	3
Lack of maintenance	-	1
Unsure of where access points are	1	-
Not enough footpaths/walkways for wheelchairs	-	1

Reasons for dissatisfaction with Council-owned buildings and facilities	n response	
	Disability in household (n=5)	No disability in household (n=8)
Parks lack wheelchair access	2	1
No amenities suitable for disabled users (playground equipment, toilets)	1	1
Lack of car parking	1	4
Lack of maintenance	-	1
Generally difficult to access with a disability	1	-
Other complaint (not tied to accessibility)	-	1

Reasons for dissatisfaction with Access to Council-run programs, services and events	n response	
	Disability in household (n=3)	No disability in household (n=11)
Lack of maintenance	-	1
Generally difficult to access with a disability	1	-
Unsure of where access points are	-	1
Other complaint (not tied to accessibility)	2	8

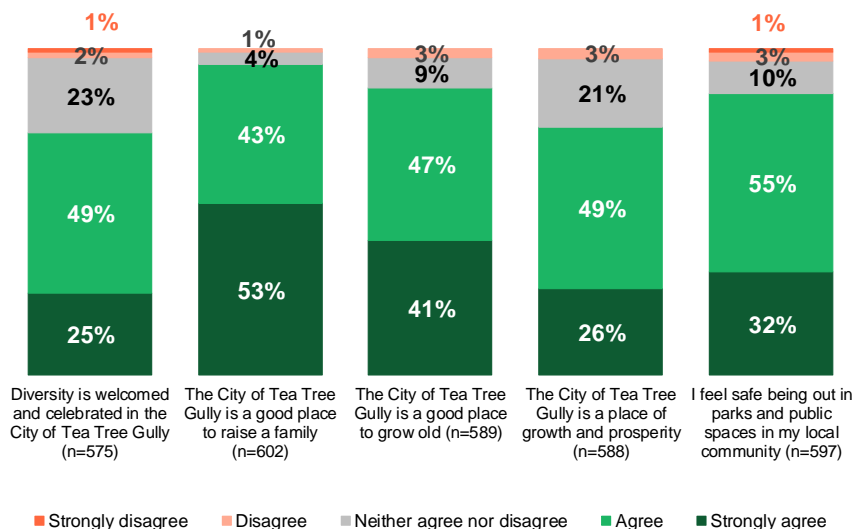
Reasons for dissatisfaction with footpaths and local roads	n response	
	Disability in household (n=23)	No disability in household (n=61)
Parks lack wheelchair access	-	1
Lack of car parking	-	3
Lack of maintenance	5	10
Not enough footpaths/walkways for wheelchairs	18	47



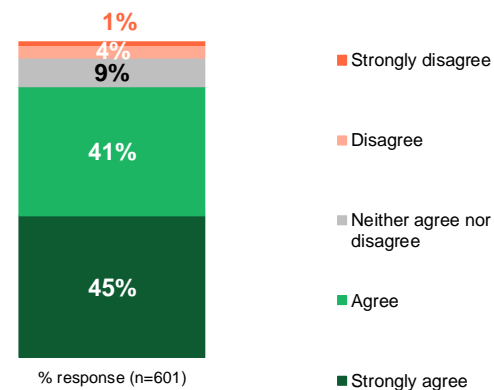
# The City of Tea Tree Gully is perceived as a good area to raise a family and to grow old, with high access to health services

## 2.11 Living in the CTTG area

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



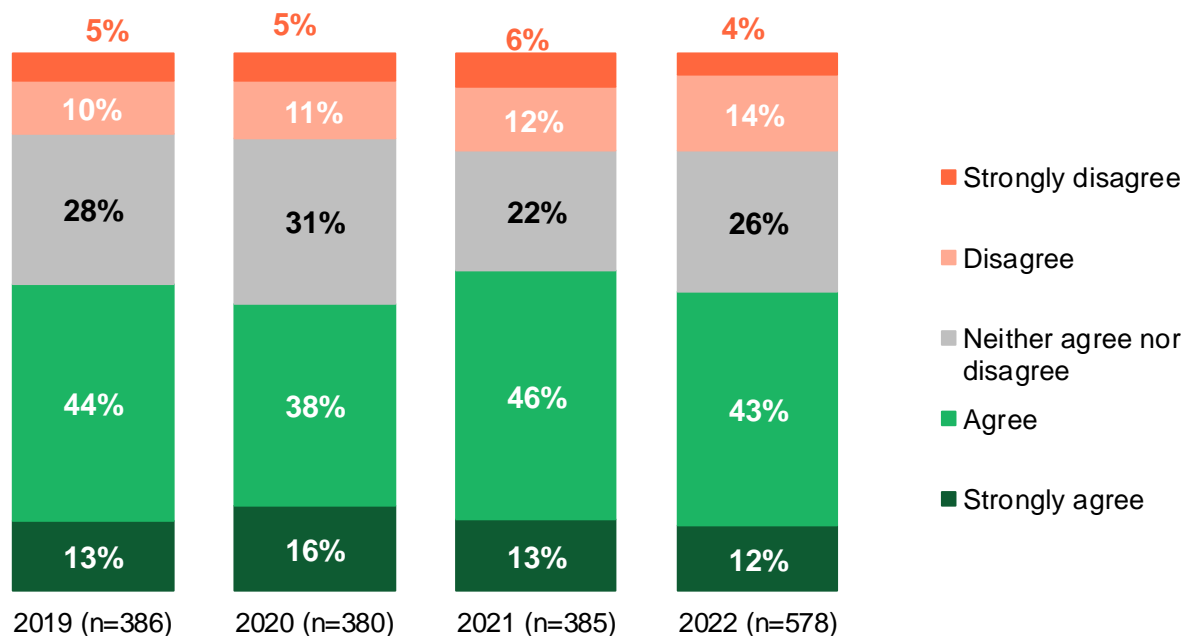
### Agreement that when looking for health and wellbeing services (doctors and allied health) you can find what you need in your local area



# 55% of residents feel that they have opportunity to have their say on issues, down slightly from 59% in 2021

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

	2019		2020		2021		2022		T3B% change from 2021
	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	
Opportunity to have your say on issues affecting your area	57	15	53	16	59	18	55	19	-4



# Resident profile

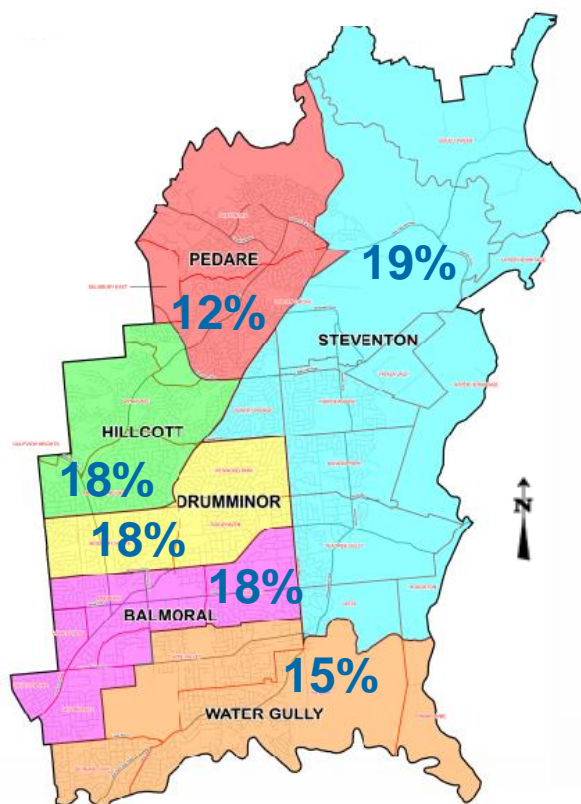
## 2.13 Demographic profile of residents

Suburb of residence	% response			
	2019 (n=400)	2020 (n=405)	2021 (n=406)	2022 (n=608)
Greenwith	12	13	11	10
Wynn Vale	9	8	8	9
Modbury Heights	7	7	7	8
Highbury	10	8	9	7
Modbury North	6	6	5	7
Modbury	7	5	6	6
Redwood Park	5	7	7	6
Ridgehaven	7	4	5	5
Hope Valley - East of Reservoir Road	4	5	4	5
Banksia Park	3	2	4	4
St Agnes	6	3	4	4
Tea Tree Gully	2	3	5	4
Surrey Downs	5	2	2	4
Golden Grove - East of Golden Grove Road	2	3	1	3
Fairview Park	2	4	3	3
Golden Grove - West of Golden Grove Road & North of The Golden Way	4	4	5	3
Dernancourt	4	4	4	3
Hope Valley - West of Reservoir Road	1	2	2	3
Holden Hill	2	3	3	2
Valley View	1	1	2	2
Gilles Plains	1	1	1	2
Golden Grove - West of Golden Grove Road & South of The Golden Way	-	1	1	1
Yatala Vale	-	-	-	1
Vista	2	1	1	0
Gulfview Heights	-	-	-	0
Upper Hermitage	-	-	-	0
Paracombe	0	-	-	-
Para Hills	0	-	-	-
Salisbury Heights	0	-	-	-
Gould Creek	-	0	-	-

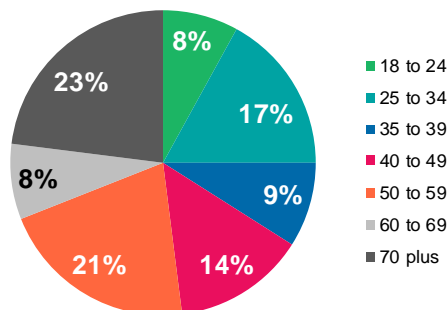
# Resident profile 2022 - Weighted

## 2.13 Demographic profile of residents continued

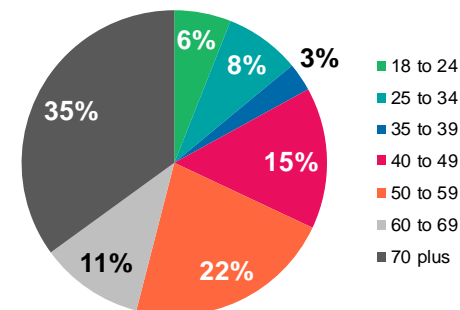
Ward  
(n=608)



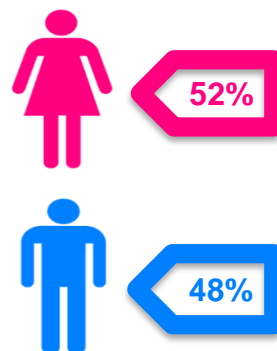
Age – Total (n=608)



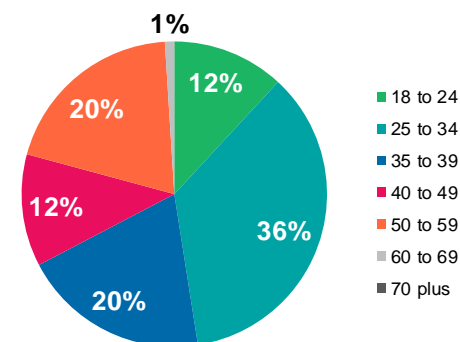
Age – CATI (n=398)



Gender  
(n=608)



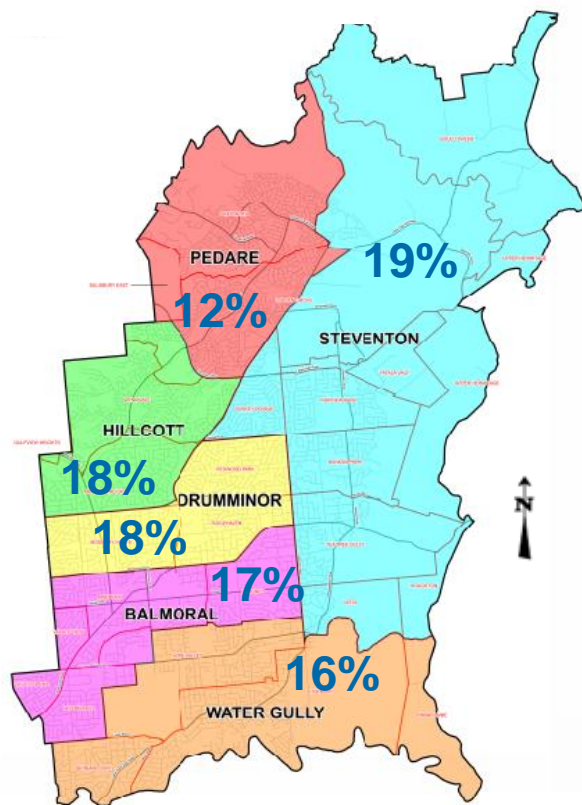
Age – Social Media (n=210)



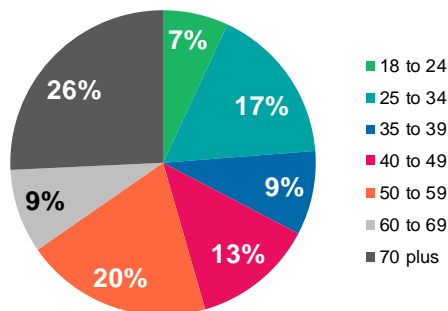
# Resident profile 2022 - Unweighted

## 2.13 Demographic profile of residents continued

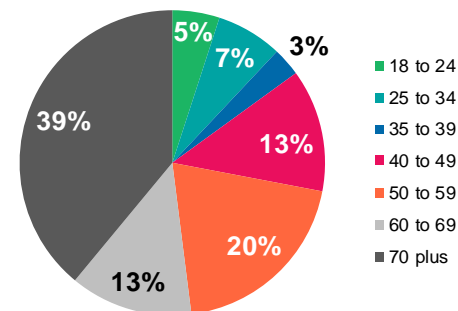
Ward  
(n=608)



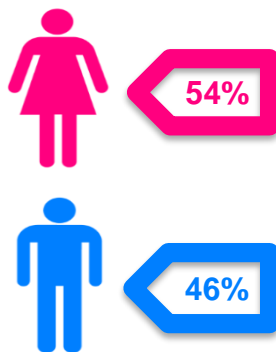
Age – Total (n=608)



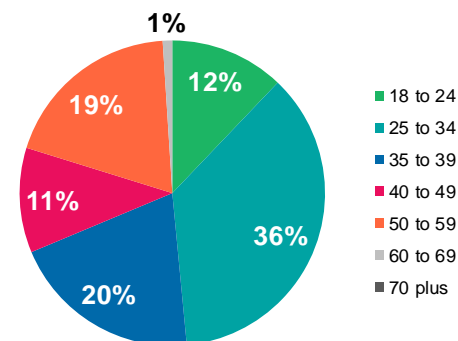
Age – CATI (n=407)



Gender  
(n=608)



Age – Social Media (n=201)





# SECTION 3



## Key findings

### *Online Community Data*

Note: Some online community members may have an increased familiarity of Council and its services due to their awareness of and participation in Council surveys and community engagement.

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





# All community wellbeing aspects declined in 2022, most notably for 'what you are currently achieving in life'

## Community wellbeing

- » Overall, the community wellbeing score was 73.9 among the online community panel, below the score of the general community at 76.4 and down on the 78.7 achieved in 2021.
- » Satisfaction with six community wellbeing aspects decreased by 11% or more and was attributed to a shift to more neutral ratings rather than dissatisfaction.
- » *Feeling part of the community* and *how safe you feel* both decreased by 7%.

	2019		2020		2021		2022		T3B% change from 2021
	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	
Your standard of living	78	0	79	0	83	1	68	1	-15
Your health	64	2	65	1	61	3	50	5	-11
What you are currently achieving in life	70	1	68	1	70	1	53	3	-17
Your personal relationships	79	1	80	2	77	2	66	3	-11
How safe you feel	78	1	78	2	74	1	67	2	-7
Feeling part of your community	57	2	61	4	51	3	44	5	-7
Your future security	60	4	56	6	62	2	50	5	-12
Life as a whole	69	0	73	1	71	0	58	2	-13

# Ninety one percent (91%) of online community members had participated in some form of physical activity in the past 12 months

Physical activity

**91%** participated  
in physical activities in  
the past 12 months



At the time of conducting the research surveys, 39% of City of Tea Tree Gully online community members had participated in physical activities on that day, with a further 39% within the last week.

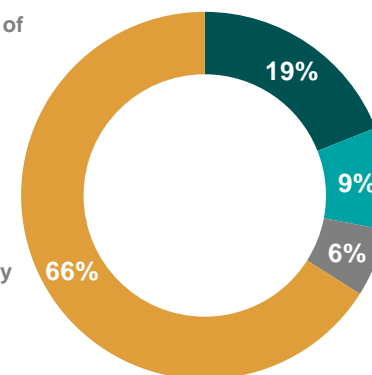


**Were any activities by a club,  
association or other organisation?**

## Recency of physical activity on wellbeing:

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

- Yes, all within the City of Tea Tree Gully
- Yes, some within the City of Tea Tree Gully and some outside the City of Tea Tree Gully
- Yes, all outside the City of Tea Tree Gully
- No



(n=407)

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

# 3 in 4 use footpaths and trails, and 1 in 2 use parks and reserves for physical activity at least weekly

Public spaces and facilities for physical activity

*At least weekly usage of public spaces for physical activity*

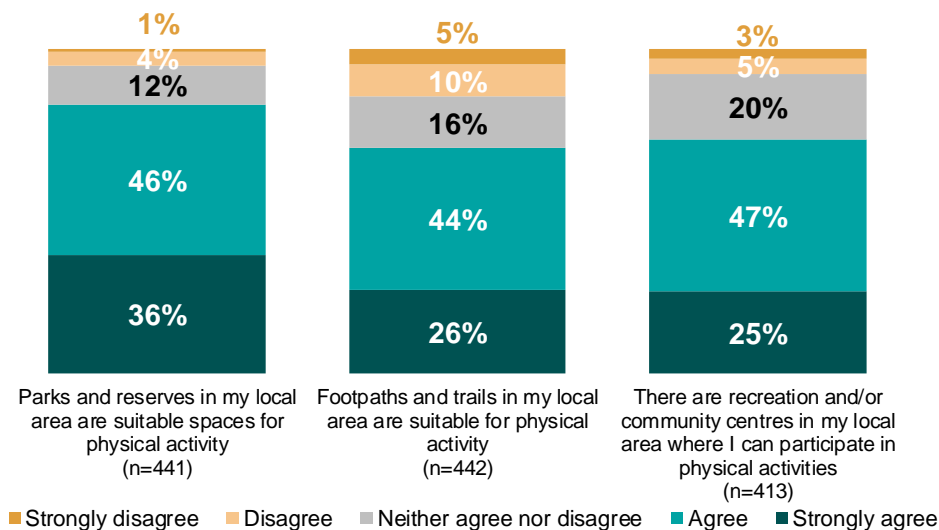


Agreement that parks and reserves in the local area are suitable for physical activity was high at 82%. Agreement that there are enough recreation and or/community centres in the local area for physical activity was more moderate at 72%, followed by suitability of footpaths and trails at 70%.

*Agreement that public spaces and facilities...*

## Public space usage for physical activity and wellbeing:

- » Members of the online community that use any of the three public spaces for physical activity at least weekly were more likely to be satisfied with wellbeing aspects such as *your standard of living, your health and personal relationships*

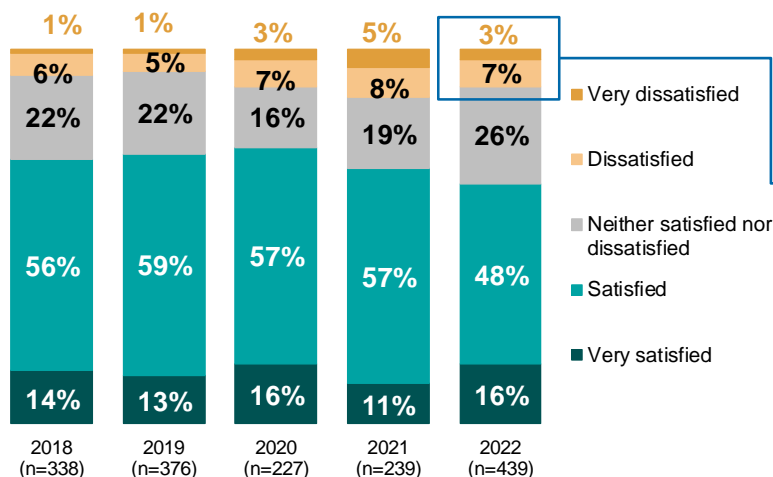


# Satisfaction with Council overall declined in 2022, with an increase in neutral ratings

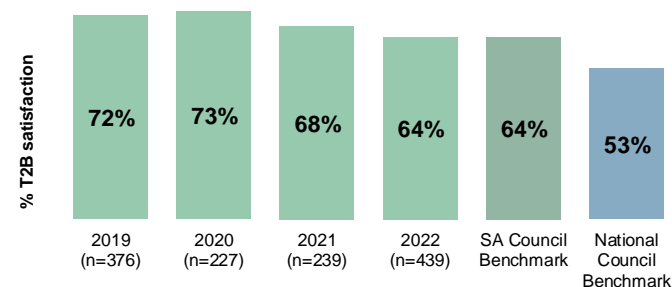
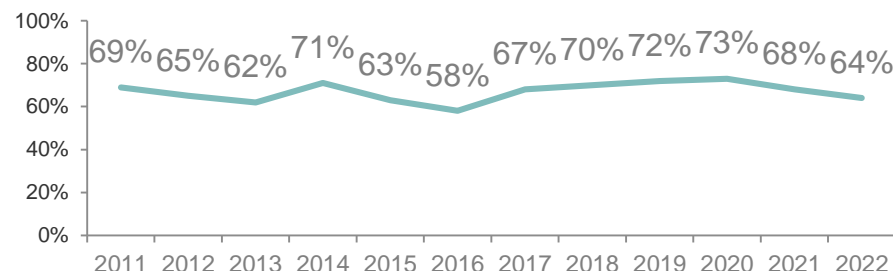
Overall satisfaction with Council performance

## Overall satisfaction with performance declined in 2022

- » Overall satisfaction with Council declined by 4% from 68% to 64%.
- » This was due to a decrease in those rating *satisfied* and neutral ratings increasing by 7%.
- » Dissatisfaction overall decreased however in comparison to 2021.



T2B satisfaction



## Reasons for dissatisfaction (n=43)

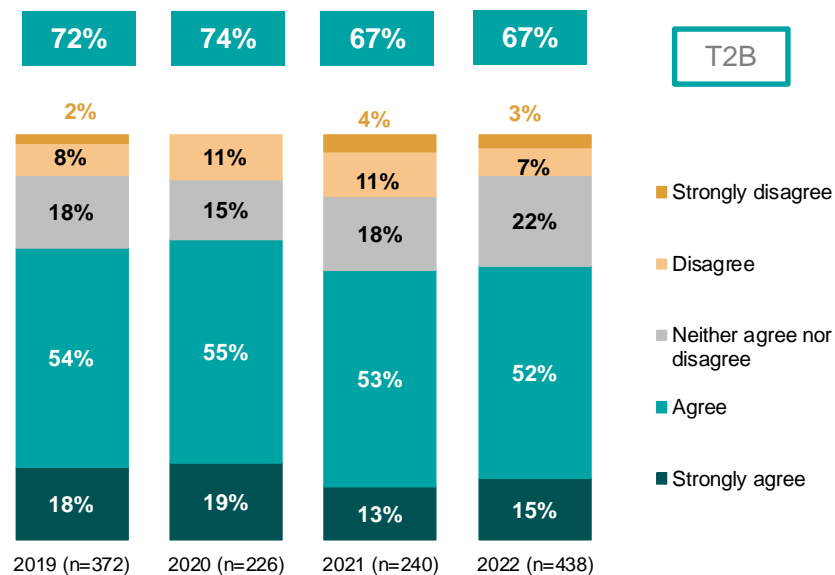
- » Poor development decisions (decisions on sub-divisions, new developments or disregard for the environment) was mentioned by nine people for their reason for dissatisfaction.
- » A further seven people mentioned CTTG don't listen to the community or don't consult on key issues.
- » Other main reasons for dissatisfaction included: not spending money wisely (mentioned by six people), poor footpath and road maintenance (mentioned by five people), and lack of community entertainment programs (mentioned by four people).

# Consistent with 2021, 2 in 3 continue to agree that they have an opportunity to have their say. Dissatisfaction levels decreased

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

## Amongst the online community members:

- » Those members who agreed they have a say in issues had much higher levels of overall satisfaction with Council's performance than those who disagreed they don't have an opportunity to have their say.
- » Agreement increased with age. 58% of online community members aged 18-39 agreed, compared to 72% of 60+ year olds.
- » Those who participated in community activities within the City of Tea Tree Gully only\* were more likely to agree (70%) than those who only participate in activities outside the City of Tea Tree Gully\*\* (58%) and don't participate in activities at all (52%).
- » Levels of satisfaction are considerably higher on all components of wellbeing for those who agree they have an opportunity to have their say, compared to those who disagree.



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



# SECTION 4



Full results  
*Online community data*

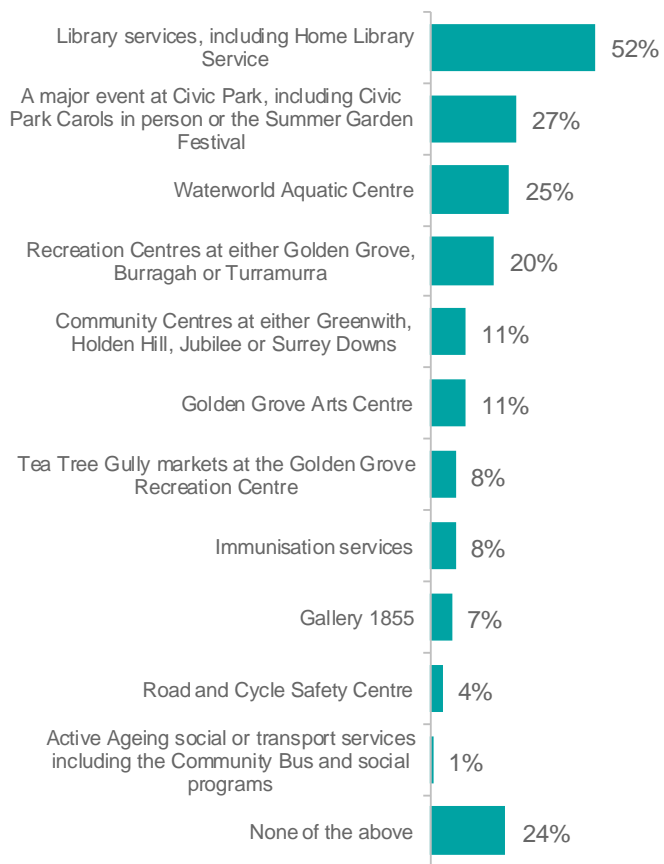




# Over half have used the library services in the past 12 months, while over a quarter have also attended a major event

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

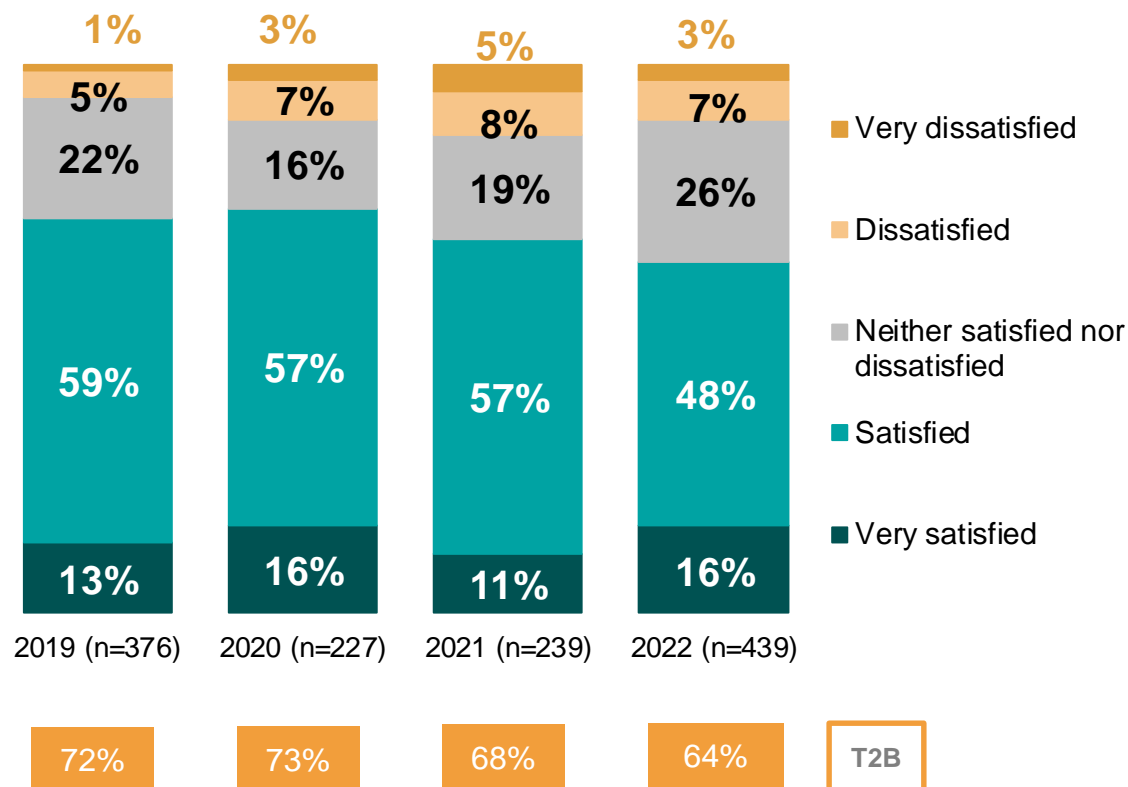
### *Services and events used in the last 12 months*



(n=446)

# Satisfaction with Council's performance declined in 2022 due to a decrease in 'satisfied' ratings and an increase in 'neutral' ratings

## 4.2 Satisfaction with Council's performance overall



# Development decisions were the main cause for dissatisfaction with Council in 2022

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

	% response			
	2019 (n=20)	2020 (n=24)	2021 (n=28)	2022 (n=43)
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	15	4	-	21
Don't listen to the community/not consulted on key issues which affect us	5	-	-	16
Don't spend money wisely/waste on executive pay packets/poor decision making	-	8	7	14
Footpaths/poorly maintained/uneven/lack of/none on either side of the road for years	5	8	7	12
Lack of community entertainment programs	-	-	-	9
Roads/poorly maintained/designed/flood	10	-	4	7
Issue/drama/controversy regarding The Mayor	-	21	7	7
High council rates/poor value for money/regardless of property value/increased for business/vacant blocks	5	8	-	5
Poor maintenance of verges/parks/reserves/litter/broken glass/dying grass/plants/overhanging trees	30	21	7	5
Street cleaning/maintenance not often enough/should be done after storms/rubbish collection not before	5	-	4	5
Will not accept responsibility for trees/removal/pruning/trees not replaced	10	13	4	5
Communication/poor/don't keep us informed/no information/feedback provided regarding issues/complaints	-	13	7	5
Other areas have newer/better dog parks	-	-	-	2
Street lighting/lacking/poorly maintained	-	-	-	2
Customer service/poor/unhelpful/rude	15	4	7	2
Lack of community focus from EMs/bickering/ineffective decision making/focus on wrong things/lack of transparency	-	4	11	2
Poor response time/need to follow Council up/no action taken	-	17	-	2
Distribution of resources/should do so more effectively/unequal/given to newer areas for maintenance/older/rural areas forgotten	-	-	-	2
Parking/inadequate/especially around schools/hospitals	5	4	4	2
Dealings with Council have been less than satisfactory	-	4	4	2
Animal control/stray cats/Council should collect once trapped	-	-	-	2
High level of crime/no where safe for families to relax	-	-	-	2
Not enough activities for youth/farmers markets	-	-	-	2
Poor councillor behaviour	-	4	-	2

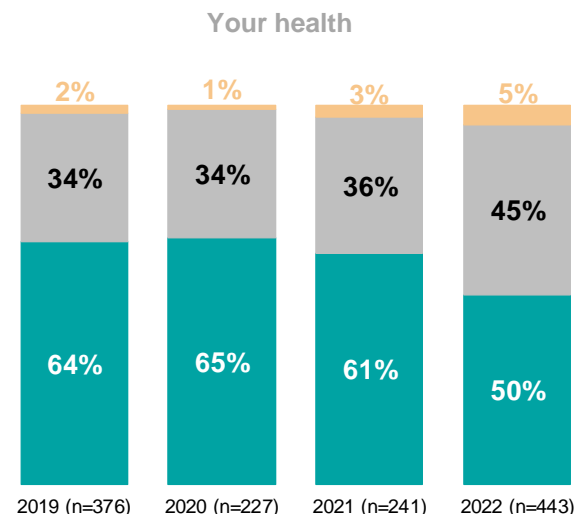
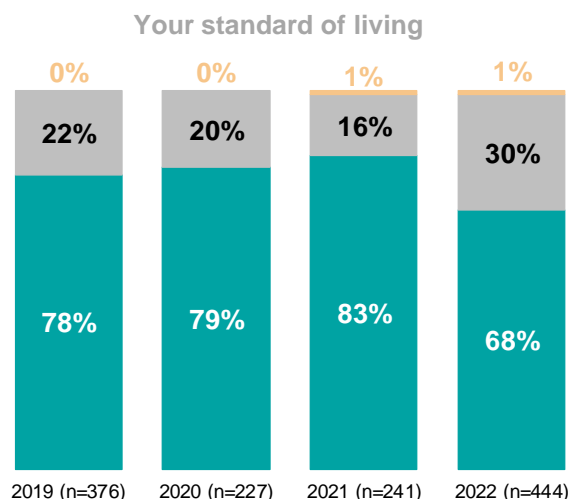
All wellbeing indicators saw significant decline in 2022 among online community members. In particular, standard of living and life achievements saw very large decreases, with feeling part of the community continuing to be the area of lowest satisfaction

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

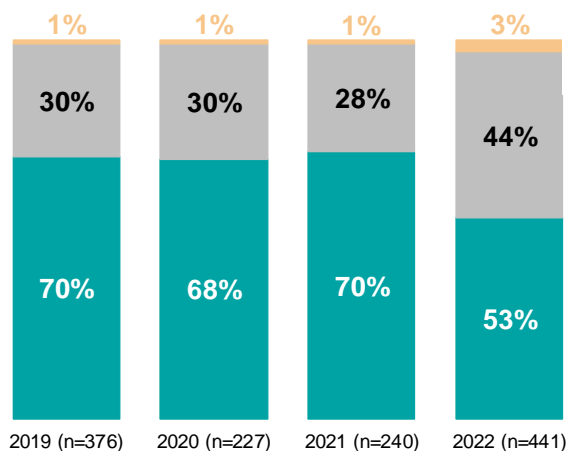
	2019		2020		2021		2022		T3B% change from 2021
	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	
Your standard of living	78	0	79	0	83	1	68	1	-15
Your health	64	2	65	1	61	3	50	5	-11
What you are currently achieving in life	70	1	68	1	70	1	53	3	-17
Your personal relationships	79	1	80	2	77	2	66	3	-11
How safe you feel	78	1	78	2	74	1	67	2	-7
Feeling part of your community	57	2	61	4	51	3	44	5	-7
Your future security	60	4	56	6	62	2	50	5	-12
Life as a whole	69	0	73	1	71	0	58	2	-13

# Decreases in satisfaction can be attributed to increased neutrality on all aspects of wellbeing, with dissatisfaction remaining largely the same, or seeing very small increases

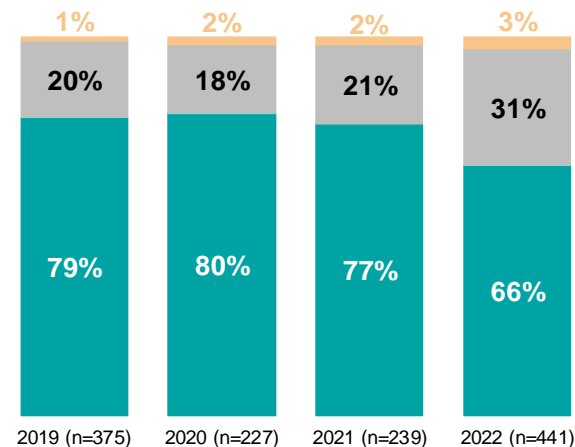
## 4.4 Online community member satisfaction with areas of their life continued



### What you are currently achieving in life



### Your personal relationships



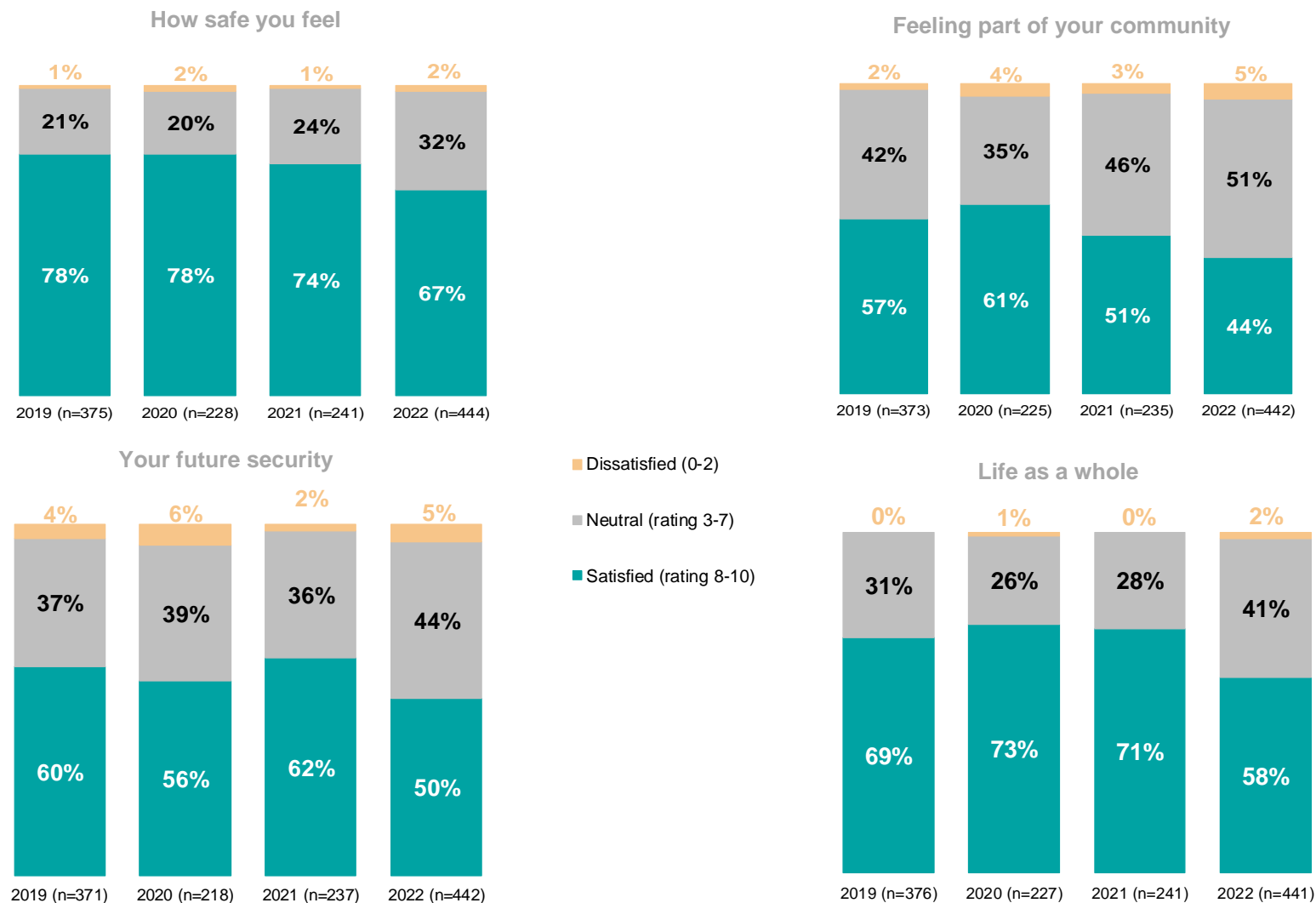
■ Dissatisfied (0-2)

■ Neutral (rating 3-7)

■ Satisfied (rating 8-10)

# Decreases in satisfaction can be attributed to increased neutrality on all aspects of wellbeing, with dissatisfaction remaining largely the same, or seeing very small increases

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



Q1N14\_9, Q1N19  
0% represents n=1

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



Main reasons for feeling part of the community include friendly neighbours, making an effort to engage, participating in clubs/groups/events as well as just generally enjoying living in CTTG

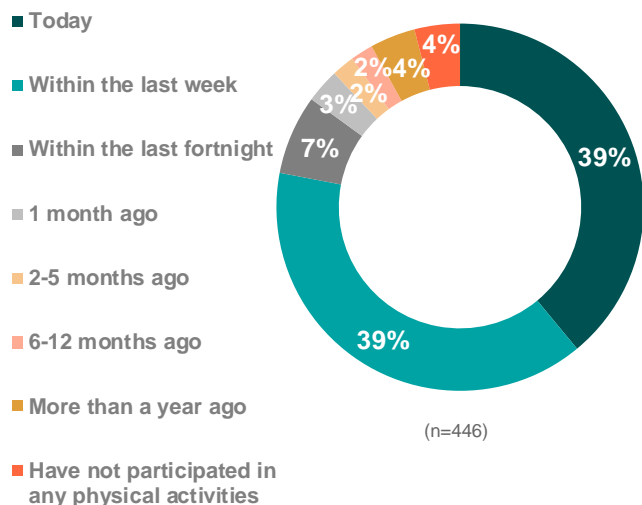
#### 4.5 Reasons for rating provided for 'feeling part of your community'

	% response		
	Satisfied (rating 8-10) n=192	Neutral (rating 3-7) n=222	Dissatisfied (rating 0-2) n=21
Friendly/good neighbours	21	4	-
I make an effort to engage with the community/participate	17	3	-
I enjoy living in TTG	15	4	-
I participate in many clubs/groups/events	14	1	-
There are many opportunities to get involved	8	1	-
Good amenities/facilities	7	1	-
Feel included/supportive atmosphere	7	1	-
No reason/just feel this way	6	5	-
I do not join/participate in community activities	5	21	19
Have made friends	4	1	-
It feels safe	3	1	-
Council is helpful/informative	3	1	-
Opportunities to provide feedback	2	0	-
Too busy/time poor to participate	2	13	5
Not a lot of community interaction/lonely/quiet neighbours	2	9	10
COVID has changed community participation/how we interact	2	5	5
Work in the community/know people	2	1	-
Connected to environment	2	-	-
Health issues prevent me from attending/participating	2	4	19
Issues with Council's decisions/developments/subdivisions	2	2	-
Increase of crime/subdivision traffic/hoons/unsafe	2	1	5
Not enough activities for my age group (50+)	2	2	-
Social media keeps me informed	1	0	-
COVID has stopped community events	1	2	5
Not enough events (in general)	1	5	14
Needs more community spaces	1	2	5
Have annoying/mean neighbours	1	0	5
Not enough support for the elderly or disabled	1	1	5
Other issue with Council	1	0	-
Starting to engage more with the community	1	1	-
Don't know many people	1	4	10
Not enough communication from Council	1	4	5
Have not yet found the right group	1	1	-
Feedback is not listened to	1	0	5
Don't know	3	1	-

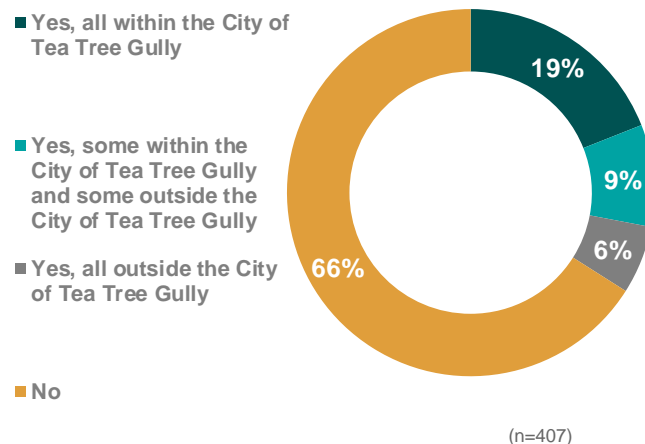
92% have been physically active in the past 12 months, and for two-thirds of these people, the activity has been passive (i.e. not an organised activity) while 28% have participated in organised activities within CTTG

#### 4.6 Physical activity

##### *Participation in physical activities*



##### *Were any of these physical activities organised by a club, association or other organisation?*

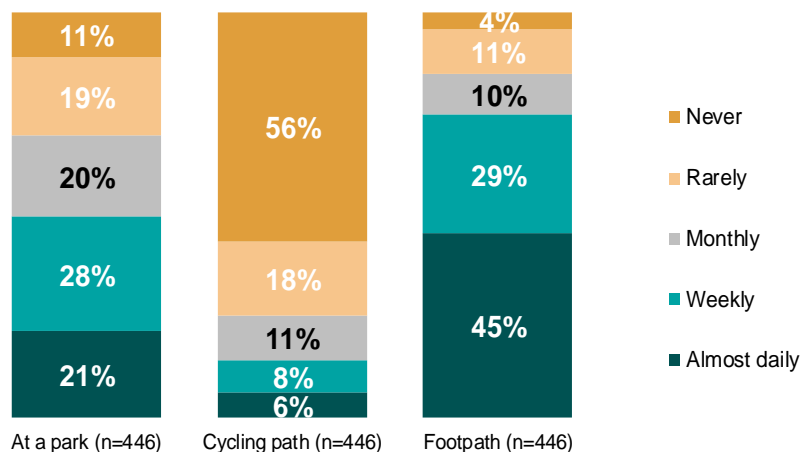


Asked of those who participated in physical activities in the past 12 months

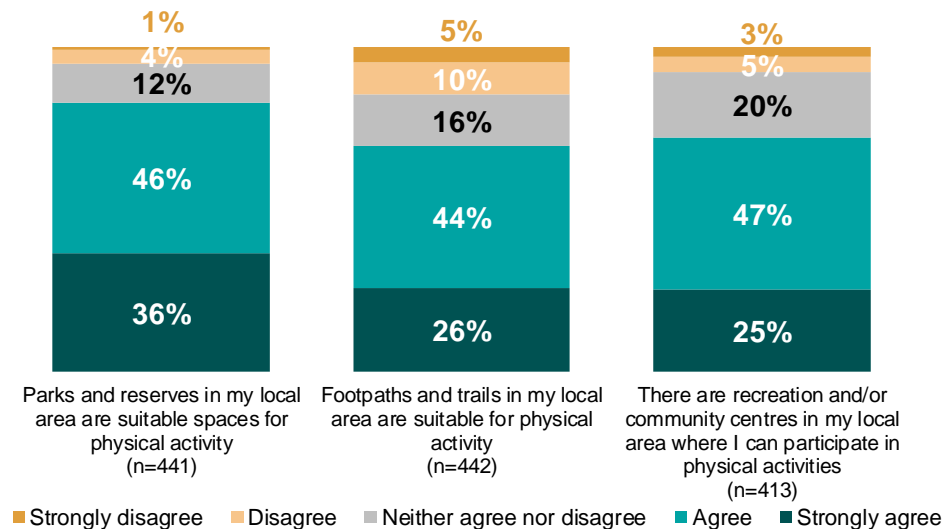
Footpaths are used regularly, while there is less use of parks and cycling parks for physical activity. However, the majority feel parks and reserves are suitable for physical activity, less so for footpaths and recreation/community centres

#### 4.7 Public spaces and facilities for physical activity

*Use of public spaces and facilities for physical activity*



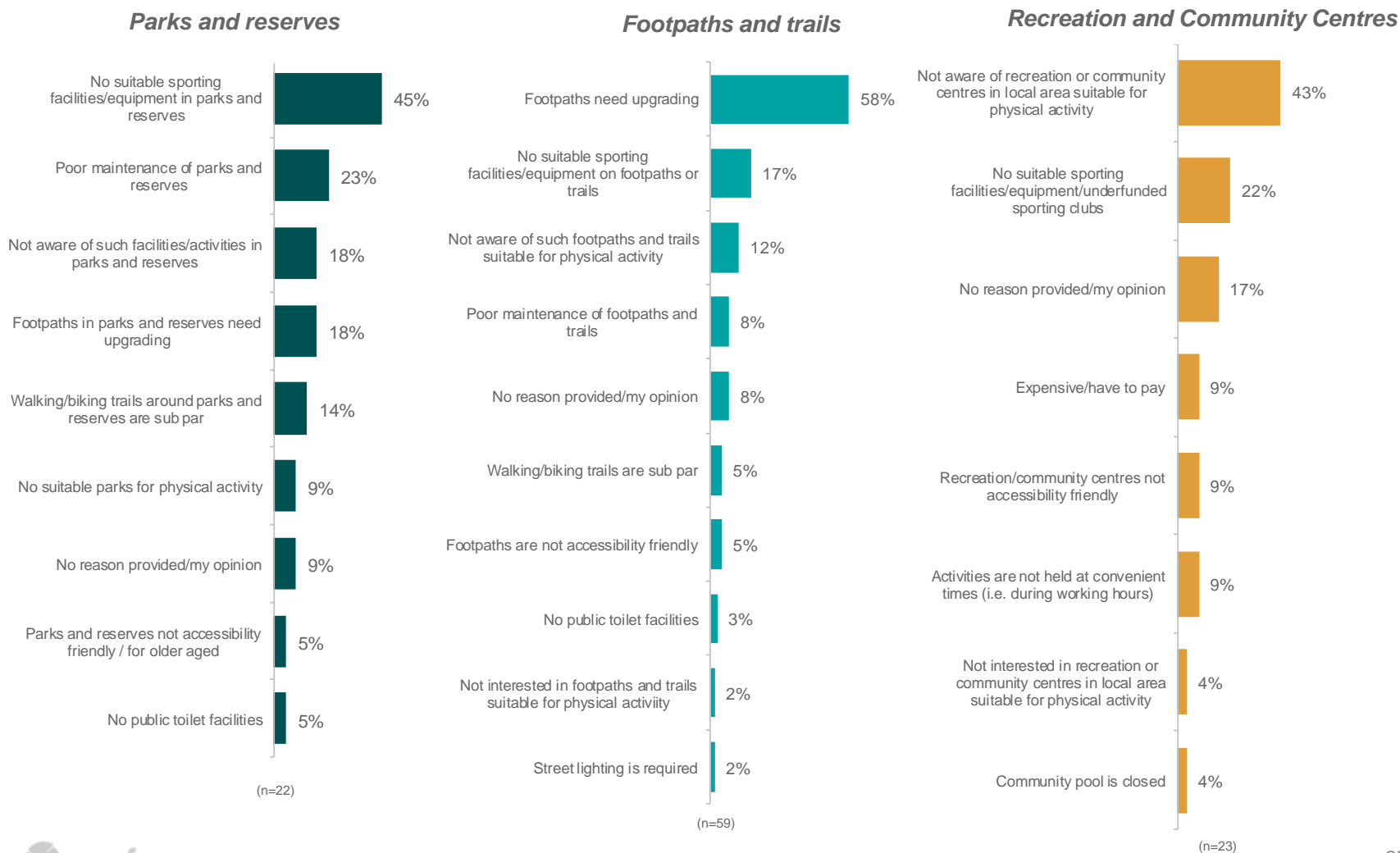
*Agreement that public spaces and facilities...*



# A lack of suitable facilities and equipment at parks and reserves, required upgrades to footpaths and low awareness of recreation and community centres were the main reasons given for low agreement

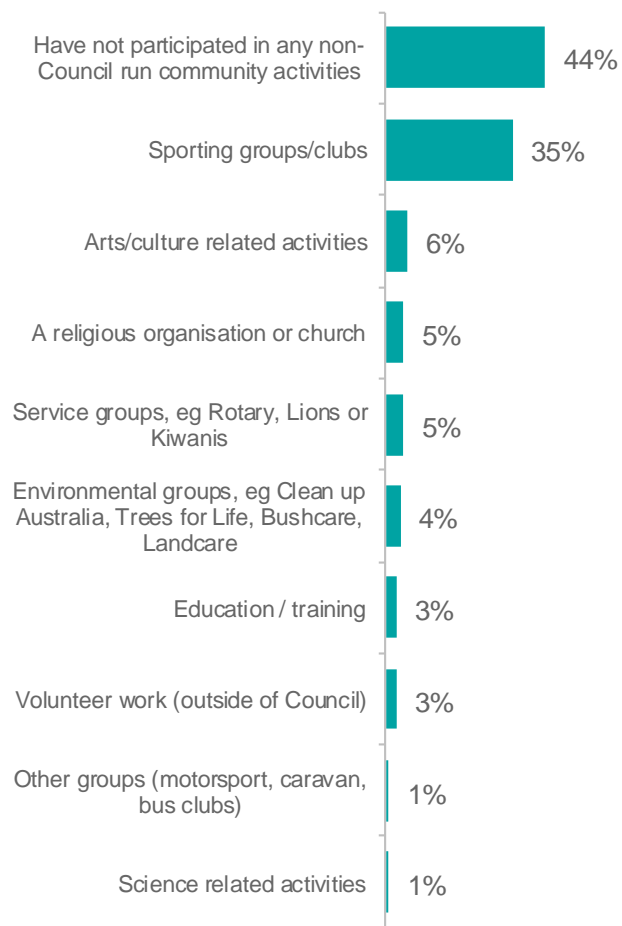
## 4.7 Public spaces and facilities for physical activity

### Reasons for agreement that open spaces and facilities are suitable for physical activity



Forty four percent (44%) had not participated in any non-Council run community activities in the past 12 months. Where they had, sport groups/clubs and arts/culture related activities were the most common

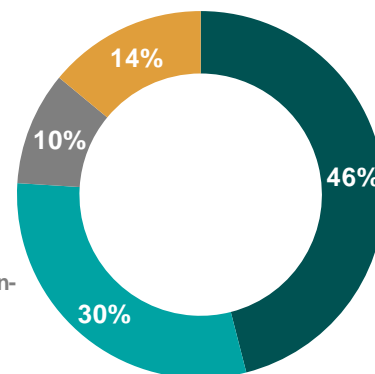
#### 4.8 Non-Council run community activity participation in the last 12 months (unprompted)



(n=445)

#### Participation in community activities\*

- Participated in CTTG activities AND Non-Council run activities
- Only participated in CTTG activities
- Only participated in Non-Council run activities
- Didn't participate in any community activities



(n=445)

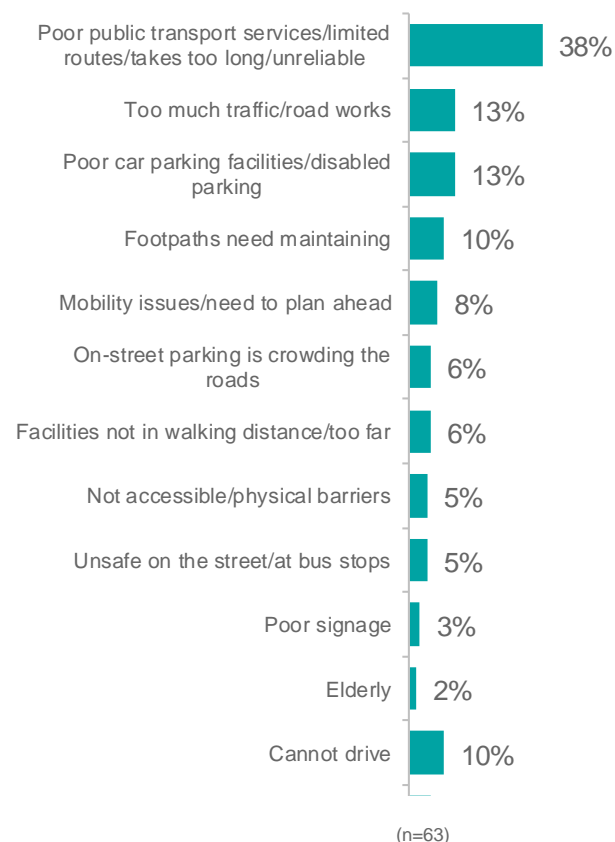
The majority feel that they can easily get to the places they need to (86%). For the small proportion who sometimes or often have difficulty, poor or limited public transport services were the main reason

#### 4.9 Transport within CTTG

*Transport situation*



*Reasons for having difficulty getting to the places they need to*

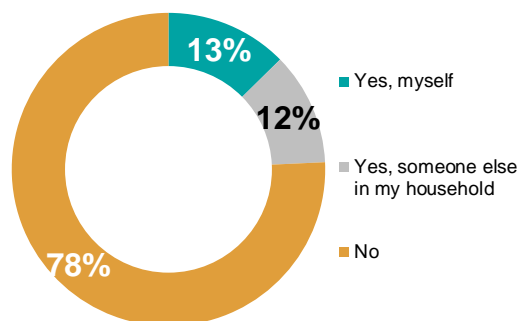




# Satisfaction with accessibility for parks, reserves and public spaces and Council-owned buildings were high and moderately high. Lower satisfaction with accessibility for Council-run programs and footpaths/local roads

## 4.10 Accessibility within CTTG

*Disability in household\**



(n=427)

**2022**

	2020		2022	
	T2B%	B2B%	T2B%	B2B%
Parks, reserves and public spaces	90	3	86	3
Council-owned buildings and facilities, such as the Civic Centre and Library, community and recreation centres and public toilets	85	2	83	3
Council-run programs, services and events	77	2	58	6
Footpaths and locals roads**	-	-	61	18

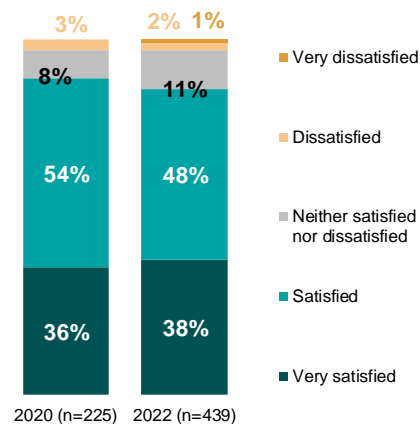
\*\*New attribute for 2022. Question not asked in 2021

	Satisfaction with ease of access to... (T2B%)		Dissatisfaction with ease of access to... (B2B%)	
	Households with disability (n~89)	Households without disability (n~314)	Households with disability (n~89)	Households without disability (n~314)
Parks, reserves and public spaces	77	88	10	2
Council-owned buildings and facilities, such as the Civic Centre and Library, community and recreation centres and public toilets	77	85	3	2
Council-run programs, services and events	52	59	10	5
Footpaths and locals roads	57	63	26	15

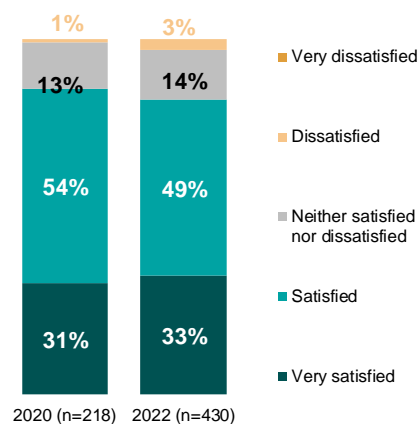
# Satisfaction with accessibility access within CTTG declined in 2022. Eighteen percent (18%) were dissatisfied with access for footpaths and local roads

## 4.10 Accessibility within CTTG

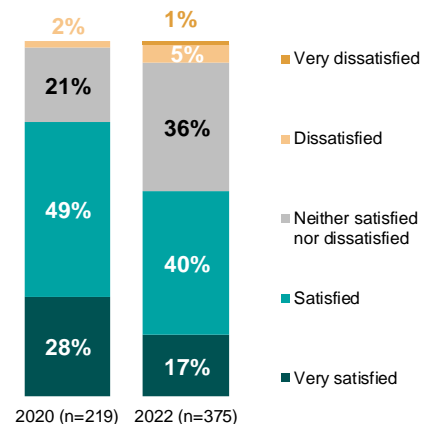
### Parks, reserves and public spaces



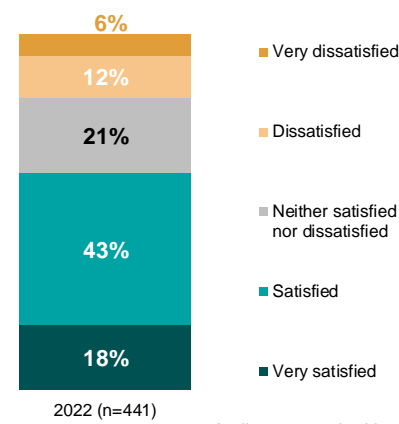
### Council-owned buildings and facilities



### Council-run programs, services and events



### Footpaths and local roads



Attribute not asked in 2020.

Reasons for dissatisfaction with access to parks, reserves and public spaces	n response	
	Disability in household (n=9)	No disability in household (n=5)
Parks lack wheelchair access	1	-
No amenities suitable for disabled users (playground equipment, toilets)	3	1
Lack of maintenance	-	1
Generally difficult to access with a disability	1	-
Lack of information/advertising	-	1
Not enough footpaths/walkways for wheelchairs	1	1
Other complaint (not tied to accessibility)	3	1

Reasons for dissatisfaction with access to Council-owned buildings and facilities	n response	
	Disability in household (n=4)	No disability in household (n=8)
No amenities suitable for disabled users (playground equipment, toilets)	-	2
Lack of car parking	2	2
Generally difficult to access with a disability	2	-
Other complaint (not tied to accessibility)	-	4

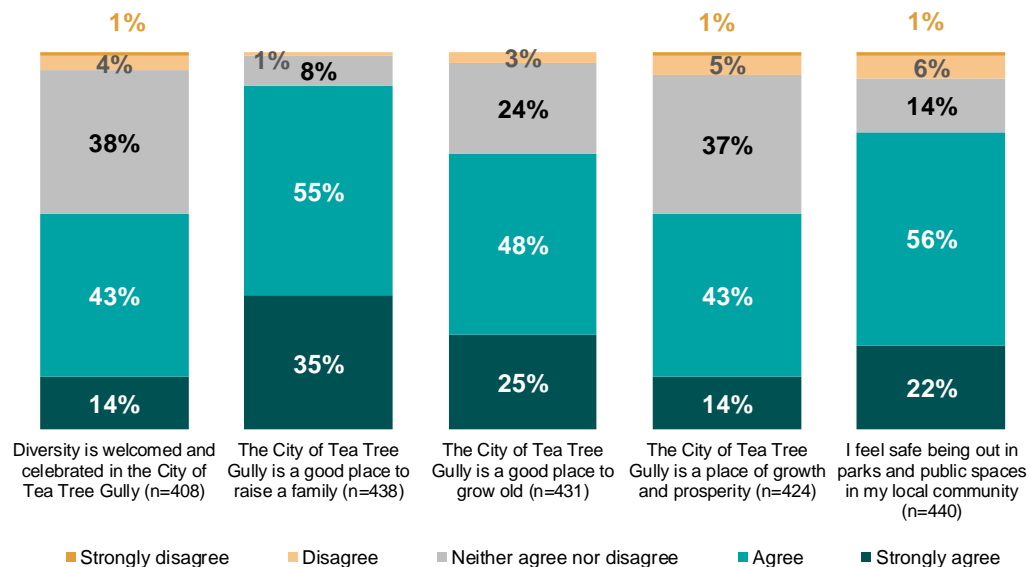
Reasons for dissatisfaction with access to Council-run programs, service and events	n response	
	Disability in household (n=11)	No disability in household (n=14)
Parks lack wheelchair access	1	-
Lack of car parking	1	-
Generally difficult to access with a disability	-	1
Other complaint (not tied to accessibility)	9	13

Reasons for dissatisfaction with access to footpaths and local roads	n response	
	Disability in household (n=27)	No disability in household (n=49)
Lack of maintenance	-	4
No ramps for wheelchair access	1	1
Not enough footpaths/walkways for wheelchairs	26	42
Other complaint (not tied to accessibility)	-	2

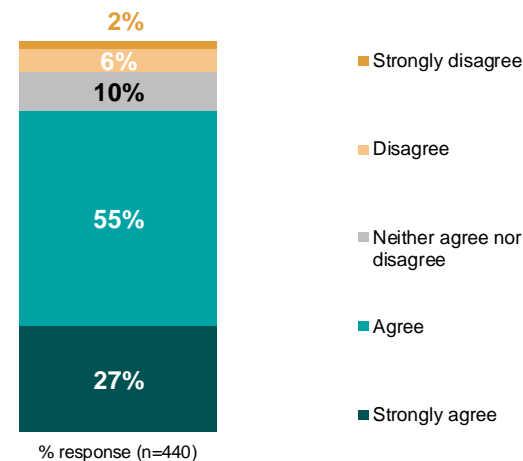
The City of Tea Tree Gully is perceived to be a good place to raise a family, however, there is lower agreement that diversity is welcomed and celebrated and that the City of Tea Tree Gully is a place of growth and prosperity, due to a larger proportion of neutral response

#### 4.11 Living in the CTTG area

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



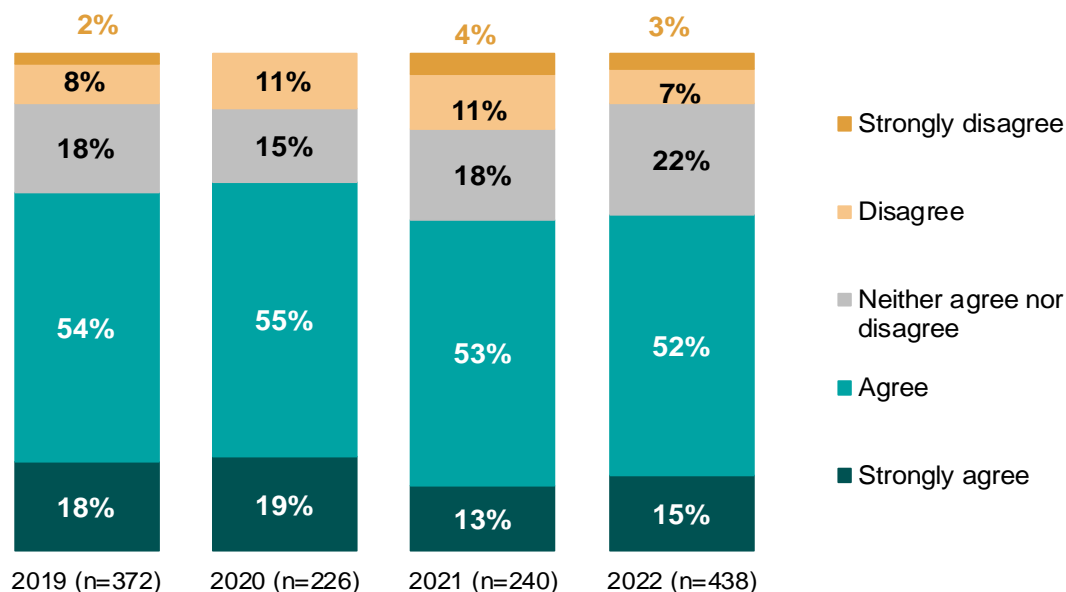
##### *Agreement that when looking for health and wellbeing services (doctors and allied health) you can find what you need in your local area*



## Two-thirds continue to agree that they have the opportunity to have their say, unchanged from 2021

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

	2019		2020		2021		2022		T3B% change from 2021
	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	T3B%	B3B%	
Opportunity to have your say on issues affecting your area	72	10	74	11	67	15	67	11	0



# Respondent profile 2022

## 4.13 Demographic profile of online community sample

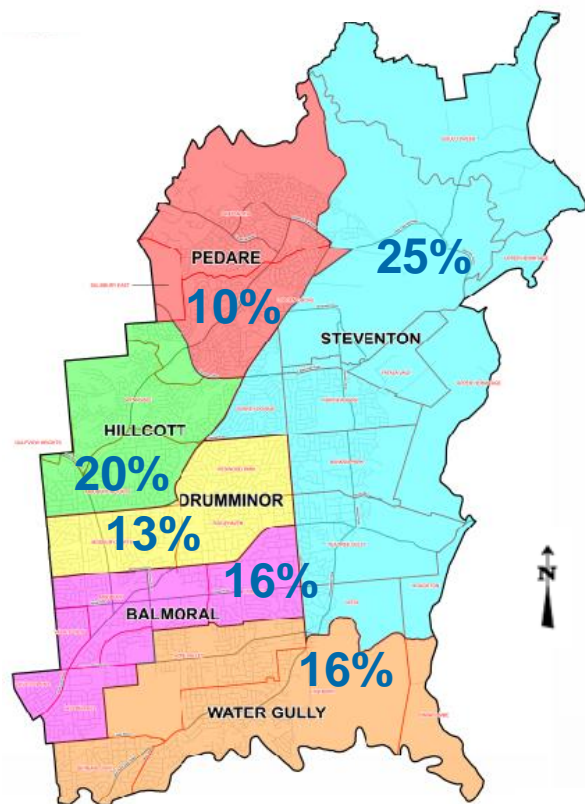
Suburb of residence	% response			
	2019 (n=376)	2020 (n=227)	2021 (n=236)	2022 (n=446)
Wynn Vale	10	7	8	9
Modbury Heights	10	10	9	9
Banksia Park	6	6	7	8
Highbury	8	11	5	7
Fairview Park	5	4	5	6
Greenwith	6	7	8	6
St Agnes	6	8	6	5
Dernancourt	3	4	8	5
Modbury	8	9	5	5
Modbury North	5	6	8	5
Tea Tree Gully	2	3	3	4
Ridgehaven	4	4	5	4
Surrey Downs	4	4	5	4
Redwood Park	5	4	3	4
Golden Grove - West of Golden Grove Road & North of The Golden Way	5	4	5	4
Hope Valley - East of Reservoir Road	7	4	4	4
Valley View	2	1	2	2
Gilles Plains	1	1	-	1
Holden Hill	1	-	1	1
Vista	1	1	0	1
Golden Grove - East of Golden Grove Road	-	-	-	1
Hope Valley - West of Reservoir Road	-	-	-	1
Golden Grove - West of Golden Grove Road & South of The Golden Way	-	-	-	1
Gulfview Heights	-	-	-	0
Houghton	0	-	1	0
Upper Hermitage	0	-	0	0
Yatala Vale	1	0	-	0
Paracombe	0	0	0	-
Salisbury Heights	1	-	-	-



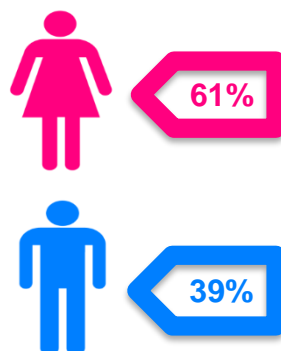
# Respondent profile 2022

## 4.13 Demographic profile of online community sample continued

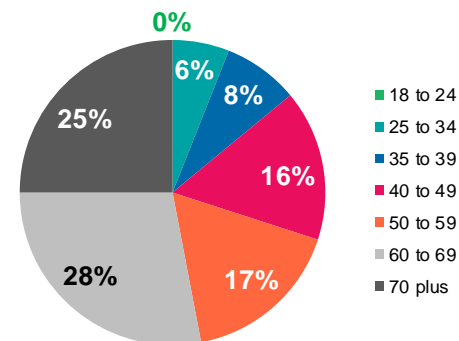
Ward (n=446)



Gender  
(n=446)



Age (n=446)



# THANK YOU



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