



Community Survey

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On behalf of: City of Salisbury

Project No: 8808

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For enquiries on this report please contact Peter Hine or Pablo Rengifo.

Section 1

Introduction

This document has been prepared by McGregor Tan Research to report on the 2009 City of Salisbury Community Survey.

Background

- 1.1 Located 25 km north of Adelaide, the City of Salisbury occupies an area of 161 square kilometres, extending from the shores of the Gulf of St Vincent to the Para Escarpment and the foothills of the Mt Lofty Ranges.
- 1.2 The City is a recognised national leader in a range of industries from defence, electronics and technology, as well as a centre for manufacturing plants, factories, distribution outlets and warehousing.
- 1.3 There is a wide range of recreational opportunities, including many parks, reserves and wetlands for residents and visitors to explore and enjoy. The City has long been regarded as an environmental innovator and your dedication to preserve the natural environment is evident through your world leading wetlands program.
- 1.4 In keeping with the strengths of the northern region, the City of Salisbury is committed to planning for the future and encouraging a significant contribution from the community. The Council's vision is to build on Salisbury's proud history so that it continues to develop into a dynamic city.
- 1.5 The City of Salisbury wished to once again conduct a Community Survey of residents living in the Council area. The aims of the research were similar to that of the 2008 Community Survey.

Methodology

- 1.6 A telephone survey was undertaken among 800 residents within the City of Salisbury area, using the McGregor Tan Computer Assisted Computer Interview (CATI) facilities.
- 1.7 The fieldwork started on August 31st and finished on September 7th 2009.

Section 2

Executive Summary

The following Executive Summary covers the key findings of the 2009 City of Salisbury Community Survey.

2.1 Satisfaction with Services in the City of Salisbury

Survey participants indicated a very high level of satisfaction with the following services:

- Library services (4.2, unchanged from 2008)
- Recycling services (4.2, unchanged from 2008)
- Green waste (4.2, not assessed in 2008)
- Rubbish removal (4.1, unchanged from 2008 were it was asked as domestic waste and removal services)

There were relatively high levels of satisfaction with the following services:

- Parks and Reserves (3.8, unchanged from 2008)
- Leisure and sport (3.8, not assessed in 2008)
- Community Centres (3.8, unchanged from 2008)
- Recreational Services (3.7, unchanged from 2008)

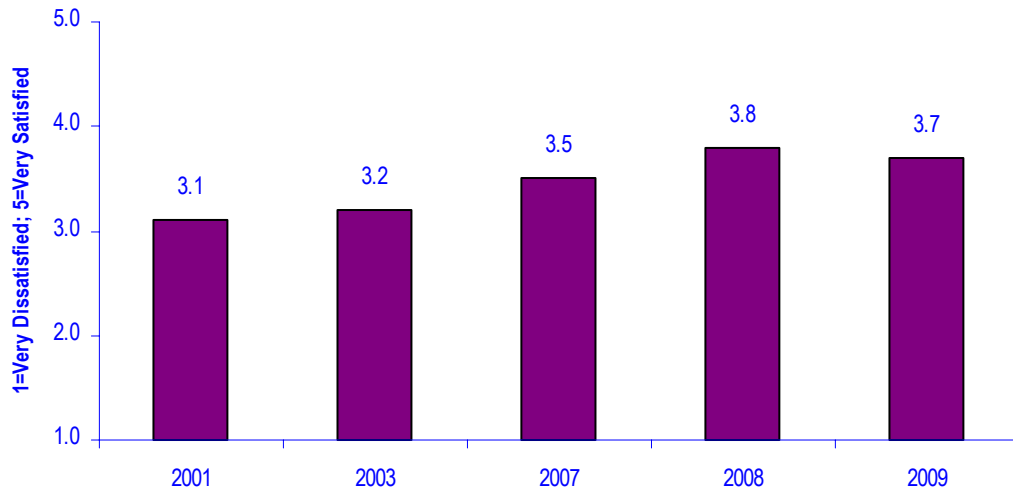
Respondents indicated mixed levels of satisfaction with the following services:

- Road maintenance (3.1, slightly down from 3.2 in 2008)
- Hard waste (3.0, up from 2.8 in 2008)

Overall Satisfaction

The overall satisfaction with the City of Salisbury was rated relatively high, with an average rating of 3.7, which is a slight decrease from the 3.8 recorded in 2008 but it is up from 3.5 in the 2007 Survey.

Overall Satisfaction with the Salisbury Council



2.2 *Length of Time Living in the City of Salisbury*

Over half (51%) of those surveyed indicated that they have lived in the Council area 20 years or more. Other frequencies were:

- Less than one year (3%)
- 1 to less than 3 years (5%)
- 3 to less than 5 years (3%)
- 5 to less than 10 years (15%)
- 10 to less than 15 years (11%)
- 15 to less than 20 years (12%)

2.3 *Strengths of the City of Salisbury*

Water management – recycling, stormwater, conservation (18%, up from 9% in 2008) was named as the main strength of the City. Other strengths identified included:

- Wetlands project (14%, up from 7% in 2008)

- Parks, gardens, trees, verges – amount, maintenance, cleanliness (13%, up from 5% in 2008)
- Sense of community – atmosphere, spirit, awareness (12%, up from 9% in 2008)
- Shopping centres (12%, up from 6% in 2008)

2.4 Reasons for Moving Into the City of Salisbury

The availability of housing (30%, up from 15% in 2008) and the location (28%, up from 21% in 2008) were named by respondents who have lived in the City of Salisbury less than five years as the main reasons for moving into the Council area. Other reasons included the cost of housing (24%, down from 27% in 2008) and family and friends (21%, well above the 3% recorded in 2008).

2.5 Quality of Life in the City of Salisbury

Importance of Aspects Relating to the Quality of Life

Those surveyed were then asked to rate the level of importance of a number of aspects relating to the quality of life in the City of Salisbury using a 1 to 5 scale, where 1 is not at all important and 5 is very important.

Respondents indicated a very high level of importance for the following aspects:

- Traffic flow (4.4, up from 4.3 in 2008)
- Streets and walkways – verges, footpaths, general cleanliness of streets (4.4, down from 4.5 in 2008)
- Affordable housing (4.3, down from 4.4 in 2008)
- Access to streets and walkways (4.3, down from 4.4 in 2008)
- Parks and reserves (4.3, unchanged from 2008)
- Access to parks and reserves (4.3, unchanged from 2008)

- Development of job opportunities in the Salisbury area (4.2, unchanged from 2008)
- Having a sense of community (4.2, unchanged from 2008)
- Recreational areas (4.1, down from 4.2 in 2008)
- Provision of recreation and community facilities (4.0, down from 4.1 in 2008)
- Schools (4.0, down from 4.1 in 2008)

There was a relatively high to mixed level of importance with the statements:

- A range of community groups and sports clubs (3.9, down from 4.0 in 2008)
- having a diverse community (3.8, down from 3.9 in 2008)
- Childcare (3.4, unchanged from 2008)

Satisfaction with Aspects in Relation to the Quality of Life

Those surveyed were then asked to rate their level of satisfaction with all of these aspects, using a 1 to 5 scale, where 1 is very dissatisfied and 5 is very satisfied.

There was a very high level of satisfaction with the access to parks and reserves, with an average rating of 4.0, unchanged from 2008.

Respondents indicated relatively high levels of satisfaction with the following:

- Parks and reserves (3.9, unchanged from 2008)
- Recreational areas (3.8, unchanged from 2008)
- Schools (3.8, unchanged from 2008)
- A range of community groups and sports clubs (3.8, unchanged from 2008)
- Provision of recreation and community facilities (3.8, unchanged from 2008)

- Having a sense of community (3.7, unchanged from 2008)
- Access to streets and walkways (3.7, down from 3.8 in 2008)
- Affordable housing (3.7, up from 3.6 in 2008)
- Having a diverse community (3.7, down from 3.8 in 2008)
- Childcare (3.7, unchanged from 2008)
- Streets and walkways – verges, footpaths, general cleanliness of streets (3.5, unchanged from 2008)

Respondents indicated a mixed level of satisfaction with:

- The traffic flow (3.4, up from 3.3 in 2008)
- Development of job opportunities in the Salisbury area (3.3, down from 3.5 in 2008)

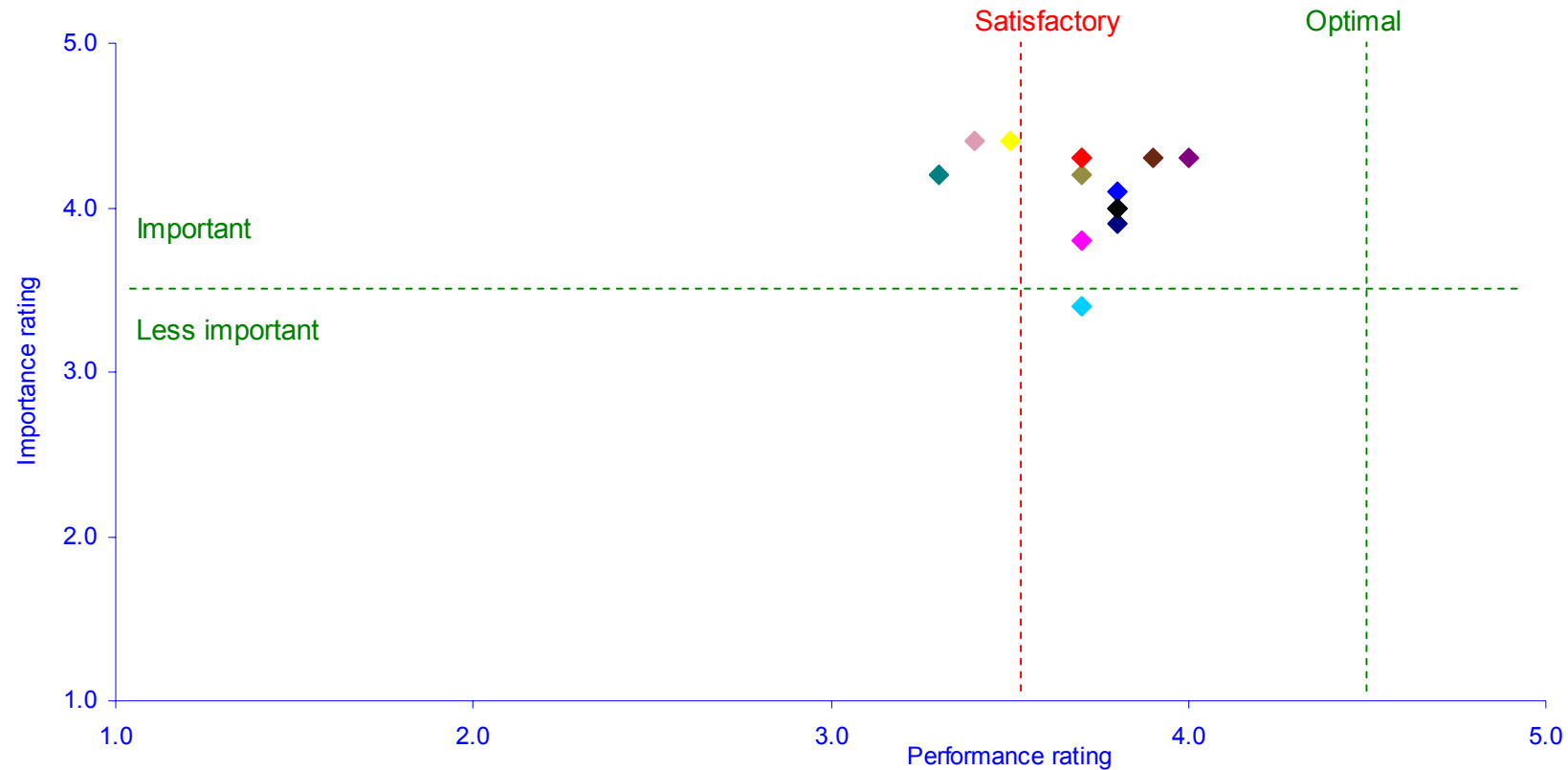
Importance/ Performance Matrix

As in 2008, the Importance/Performance Matrix shows that the streets and walkways, the development of job opportunities and the traffic flow fall in the Maximum Priority, Improvement Critical Quadrant.

Also, as in 2008 childcare services in the City of Salisbury fell in the Low Priority Over Serviced Quadrant which indicates that even though this aspect has low importance, it recorded a high level of satisfaction.

All the other aspects were in the High Priority Maintenance Quadrant which indicates that generally, the aspects having the highest levels of importance also recorded the highest levels of satisfaction.

IMPORTANCE OF AND SATISFACTION WITH ASPECTS REGARDING
- THE QUALITY OF LIFE IN THE CITY OF SALISBURY -



- | | |
|--|--|
| ◆ Access to parks and reserves | ◆ Parks and reserves |
| ◆ A range of community groups and sports clubs | ◆ Access to streets and walkways |
| ◆ Having a diverse community | ◆ Provision of recreation and community facilities |
| ◆ Recreational areas | ◆ Schools |
| ◆ Childcare | ◆ Having a sense of community |
| ◆ Affordable housing | ◆ Development of job opportunities |
| ◆ Streets and walkways | ◆ Traffic flow |

Rating the Quality of Life in the City of Salisbury

Approximately three in four (76%, up from 71% in 2008) respondents rated the quality of life in the Council area highly. The scaled responses were as follows:

- Excellent (20%, slightly up from 19% in 2008)
- Good (56%, up from 53% in 2008)
- Average (21%, down from 25% in 2008)
- Poor (2%, slightly down from 3% in 2008)
- Very poor (0%, slightly down from 1% in 2008)

Improving the Quality of Life in the City of Salisbury

Approximately one in seven (15%, down from 17% in 2008) residents suggested improving the roadways as a way to improve the quality of life in the Council area. Other suggestions included:

- Better maintenance, updating of parks and verges (13%, up from 11% in 2008)
- Better footpaths/ walkways (13%, up from 11% in 2008)
- Clean up streets/ beautification/ better streetscape/ better tree selection (13%, slightly down from 14% in 2008)
- Policing – less crime/ make safer/ control undesirables/ hoons (12%, slightly down from 13% in 2008)

2.6

Satisfaction with Specific Aspects of Shopping in the City of Salisbury

Respondents indicated very high levels of satisfaction with the following aspects related to shopping in the City of Salisbury:

- The location of the shops (4.2, unchanged from 2008)
- The accessibility of the shops (4.2, up from 4.1 in 2008)

- Having local shops (4.1, unchanged from in 2008)
- The number of shops (4.0, unchanged from 2008)

Survey participants showed relatively high levels of satisfaction with the following:

- The variety of shops (3.9, up from 3.8 in 2008)
- Parking at shopping centres (3.9, unchanged from 2008)
- The quality of the shopping experience (3.9, unchanged from 2008)
- Public transport to shopping centres (3.7, unchanged from 2008)

Overall, the shopping experience within the Salisbury Council area was rated very highly, with an average rating of 4.0 (up from 3.9 in 2008).

2.7

Attitudinal Statements Related to Living in the City of Salisbury

Those surveyed were read a number of statements related to living in the City of Salisbury and then asked to rate their level of agreement with each of them using a 1 to 5 scale, where 1 is strongly disagree and 5 is strongly agree.

Survey participants indicated a very high level of agreement with the following statements:

- I like living in my local community (4.2, up from 4.1 in 2008)
- I can get help from family, friends and neighbours when I need it (4.1, down from 4.2 in 2008)
- I feel that I live in a pleasant environment in terms of planning, open space and lack of pollution (4.0, unchanged from 2008)

Those surveyed indicated relatively high levels of agreement with the following statements:

- My neighbours are friendly and willing to help others (3.8, down from 3.9 in 2008)

- I feel that I am part of my local community (3.5, unchanged from 2008)
- I feel that people in my neighbourhood can be trusted (3.5, up from 3.4 in 2008)

There was a low level of agreement with the statement “I regularly volunteer my time”, with an average rating of 2.5 (up from 2.4 in 2008).

2.8 *Safety in the Salisbury Council Area*

Feeling Safe in the Council Area

Two thirds (65%, up from 58% in 2008) of those surveyed indicated that they felt safe in the Salisbury Council area compared with 11% (down from 15% in 2008) who indicated that they felt unsafe.

Reasons For, and Locations Where, Residents Feel Unsafe

Many (45%, down from 49% in 2008) of those who indicated that they felt unsafe indicated that this was because of hoons, gangs and youth loitering and vandalism and violence by youth (28%, up from 31% in 2008). Other reason named was home invasions/ break ins (17%, down from 25% in 2008).

Those surveyed also mentioned specific places within the Salisbury Council area where they felt unsafe, including out in the street/ on the road (17%, down from 22% in 2008) and Salisbury/ Salisbury North/ Salisbury Centre (17%, up from 12% in 2008).

Feeling Safer in the Council Area

Having more police (37%, slightly down from 38% in 2008) would clearly make residents feel safer in the City of Salisbury and this was followed by better lighting (15%, down from 20% in 2008). However, almost one third

(31%, unchanged from 2008) of the survey participants indicated that nothing would make them feel safer in the Salisbury Council area.

2.9 Involvement in Community Activities

Almost half (46%, up from 41% in 2008) of the respondents indicated that they attended organised sport, church or community groups at least monthly, with 34% indicating that they did so weekly. Involvement in other community activities, at least monthly, were as follows:

- Visit Council libraries (36%, up from 34% in 2008)
- Attend local recreation centres (29%, unchanged from 2008)
- Attend community events such as fetes, festivals and school concerts (14%, unchanged from 2008)

2.10 Belonging to a Decision-Making Board or Committee

Approximately one in seven (14%, slightly up from 13% in 2008) respondents stated that they were on a decision-making board or committee such as an action group, sporting club or school/ church board.

2.11 Salisbury Aware Magazine

Reading the Magazine

The incidence of readership of the Local Council's magazine was high, with almost seven in ten respondents (70%, down from 73% in 2008) indicating that they read it.

Rating the Magazine

The magazine was rated highly, with over seven out of ten respondents (72%, up from 68% in 2008) having a positive view of it. The scaled responses were as follows:

- Excellent (21%, unchanged from 2008)
- Good (51%, up from 47% in 2008)
- Average (24%, up from 27% in 2008)
- Poor (3%, slightly up from 2% in 2008)
- Very poor (1%, unchanged from 2008)

Suggestions for Improving the Magazine

The overwhelming majority of respondents (85%, down from 90% in 2008) were unable to give any suggestions to improve the magazine.

However, those who did suggest improvements (15%) mentioned:

- Community news/ events up and coming/ schedules of services (5%, up from 1% in 2008)
- More Council stories, facts and information on projects being undertaken - Accountability (4%, slightly down from 5% in 2008)
- More general interest/ human interest stories (2%, not mentioned in 2008)

2.12 Council's Senior Services

Usage of Council's Senior Services

When those surveyed were asked if they or their family/ friends used Council's Senior Services, such as the Home Support Services, Housing Support, Access for Residents with Disabilities, Jack Young Centre or the Para Hills Centre, one in six respondents (16%, up from 11% in 2008) indicated that they used these services.

Rating the Council's Senior Services

Over four in five respondents (83%, up from 73% in 2008) rated the Council's Senior Services highly. The scaled responses were as follows:

- Excellent (46%, up from 42% in 2008)
- Good (37%, up from 32% in 2008)
- Average (11%, up from 13% in 2008)
- Poor (2%, up from 0% in 2008)

Improving Senior Services

The majority of those who used the Council's Senior Services (73%, down from 84% in 2008) were unable to make any suggestions for improvement of the services.

Few respondents made suggestions, including more funding (6%, up from 2% in 2008), more home help – gardening, cleaning, shopping, etc (6%, up from 3% in 2008) and more/ better advertising (6%, up from 3% in 2008).

Following Up on Senior Services

One in six (17%, slightly up from 16% in 2008) of those who had used the Council's Senior Services indicated that they would like the Council to follow up with them.

2.13 Volunteering to Assist the Community

Incidence of Volunteering

Almost one third (31%, up from 27% in 2008) of the respondents surveyed stated that they had volunteered their time in the past year. The specific number of hours volunteered per month were as follows

- One to five hours (9%, slightly up from 8% in 2008)

- Six to ten hours (6%, up from 4% in 2008)
- Eleven to twenty hours (6%, slightly up from 5% in 2008)

Encouraging to Volunteer

Those who indicated that they have not volunteered their time in the last year mentioned that having more time available (51%) would encourage them to volunteer their time. Other ways to be encourage to volunteer were being physically able (7%), having more information about what they could do (5%) and being healthier (5%).

2.14 Interest in Being Part of a Community Panel

Approximately one in five (21%, up from 15% in 2008) respondents stated that they were interested in being part of a Community Panel being formed by the Council.

2.15 City of Salisbury's Website

Access to the Internet

Four in five (80%, down from 82% in 2008) of those surveyed indicated that they had access to the Internet, mainly at home (72%, down from 74% in 2008). Lower proportions also mentioned access at work (22%, slightly up from 21% in 2008) and library (8%, up from 4% in 2008).

City of Salisbury's Website Usage

Almost two in five respondents (38%, slightly up from 37% in 2008) who had access to the Internet indicated that they had used the City of Salisbury's website, compared with 60% (down from 62% in 2008) who stated they had not.

Reasons for Using the Website

One third (33%, well above the 2% recorded in 2008) of the group that had used the Council's website indicated that they used the website for general information/ browsing. Other reasons for usage included Council rates (16%, unchanged from 2008), library information (13%, up from 3% in 2008) Council services (12%, well below the 43% recorded in 2008) and dog registration (12%, up from 6% in 2008).

Improving the Website

Even though most (72%) respondents were unsure of what could be done to improve the City of Salisbury's website, some suggested better navigation (8%), more information (6%) and more links (3%). One in ten (10%) respondents mentioned that nothing was needed/ fine as it is.

2.16 Environmental Issues and Initiatives in the City of Salisbury

Importance of Environmental Sustainability Issues

The importance of sustainability issues was rated highly, with seven in ten respondents (70%, down from 72% in 2008) indicating that it was important compared to other issues. The scaled responses to this question were as follows:

- Very important (30%, down from 32% in 2008)
- Important (40%, unchanged from 2008)
- Neither important nor unimportant (22%, up from 20% in 2008)
- Not important (5%, slightly down from 6% in 2008)
- Not at all important (1%, unchanged from 2008)

Environmental Issues in the Council Area

Water supply (52%, slightly up from 51% in 2008) was clearly named as the most important environmental issue facing the City of Salisbury. This was followed by pollution – noise, traffic, air (25%, up from 10% in 2008), waste (17%, down from 23% in 2008) and recycling (13%, up from 3% in 2008).

Awareness of Environmental Initiatives in the Council Area

Over two thirds (68%, up from 52% in 2008) of the survey participants indicated that they were aware of environmental initiatives within the City of Salisbury, with the Wetlands Project being named by almost three in five (58%, up from 39% in 2008) of this group.

Other environmental initiatives named included the Waterproofing Northern Adelaide Water Project (29%, up from 17% in 2008) and Solar Cities Project (31%, up from 19% in 2008).

2.17 Public Transport in the City of Salisbury

Almost half (46%, up from 39% in 2008) of those surveyed rated the public transport in the Council highly, whilst over one in five (21%, slightly up from 22% in 2008) rated it as average and a further 9% (down from 11% in 2008) rated it as poor. Almost one quarter (24%, down from 28% in 2008), however, were unsure.

2.18 Communication with the Council

Providing Adequate Communication

The overwhelming majority (73%, down from 76% in 2008) of respondents agreed that the City of Salisbury provided adequate communications to them.

Those who did not believe that the Council provided adequate communications with them (22%, up from 19% in 2008) specified the following reasons:

- Not enough information (13%, up from 10% in 2008)
- Not frequent enough (10%, unchanged from 2008)
- Not through preferred mediums (2%, slightly up from 1% in 2008)

Improving Communications from the Council

Although over one quarter (26%, down from 39% in 2008) of the respondents indicated that communication with the Council could not be improved and a further 39% (up from 28% in 2008) were unsure, over one third (35%, up from 33%) of respondents did, however, make some suggestions for improvement, with almost one fifth (18%, down from 24% in 2008) of this group suggesting more frequent communication.

Preferred Ways to Receive Communication

Almost half (46%, slightly up from 45% in 2008) of the respondents indicated that they would prefer to receive information from the Council through the mail and almost three in ten (29%, down from 34% in 2008) named a letterbox drop.

Other preferred ways to receive communications from the Council included the Messenger newspaper (26%, up from 21% in 2008), the Salisbury Aware magazine (18%, up from 15% in 2008) and email (14%, slightly up from 13% in 2008).

2.19

Performance of the Staff and Elected Members

The general courtesy of the Council staff was rated very highly, with an average rating of 4.1 (up from 4.0 in 2008).

Respondents rated the following aspects of the performance of the Council staff and elected members as relatively high:

- General efficiency of Council staff (3.8, up from 3.7 in 2008)
- Performance of the elected members (3.6, unchanged from 2008)
- Staff responsiveness to complaints (3.6, up from 3.5 in 2008)

Section 3

Analysis

This Section outlines the key findings of the research. For further analysis by age, gender, occupation, household composition etc. please refer to the Computer Tabulations. Where possible, these results have been tracked with the 2007 and 2008 City of Salisbury Community Surveys.

3.1 Satisfaction with Services in the City of Salisbury

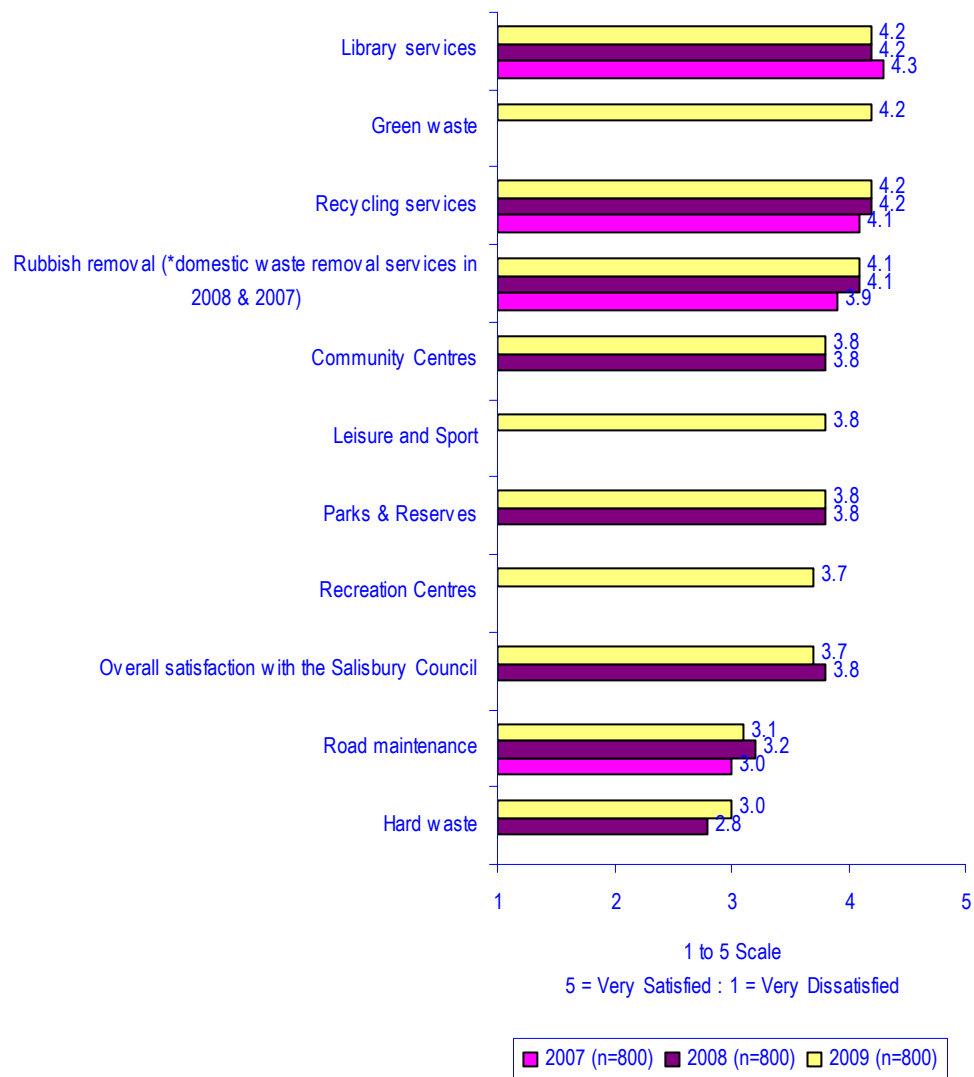
Satisfaction with Services

- 3.1.1 Those surveyed were read a number of services provided by the City of Salisbury and asked to rate their level of satisfaction with each of them, using a 1 to 5 scale, where 1 is very dissatisfied and 5 is very satisfied
- 3.1.2 It is generally considered that an average rating of 4.0 represents a very high level of satisfaction, an average rating of 3.5 represents a relatively high level of satisfaction and average ratings between 2.5 and 3.4 represent a mixed result.
- 3.1.3 Based on these parameters, survey participants indicated a very high level of satisfaction with the following services:
- Library services (4.2, unchanged from 2008)
 - Recycling services (4.2, unchanged from 2008)
 - Green waste (4.2, not assessed in 2008)
 - Rubbish removal (4.1, unchanged from 2008 where it was asked as domestic waste and removal services)
- 3.1.4 There were relatively high levels of satisfaction with the following services:
- Parks and Reserves (3.8, unchanged from 2008)
 - Leisure and sport (3.8, not assessed in 2008)
 - Community Centres (3.8, unchanged from 2008)
 - Recreation Services (3.7, unchanged from 2008)

3.1.5 Respondents indicated mixed levels of satisfaction with the following services:

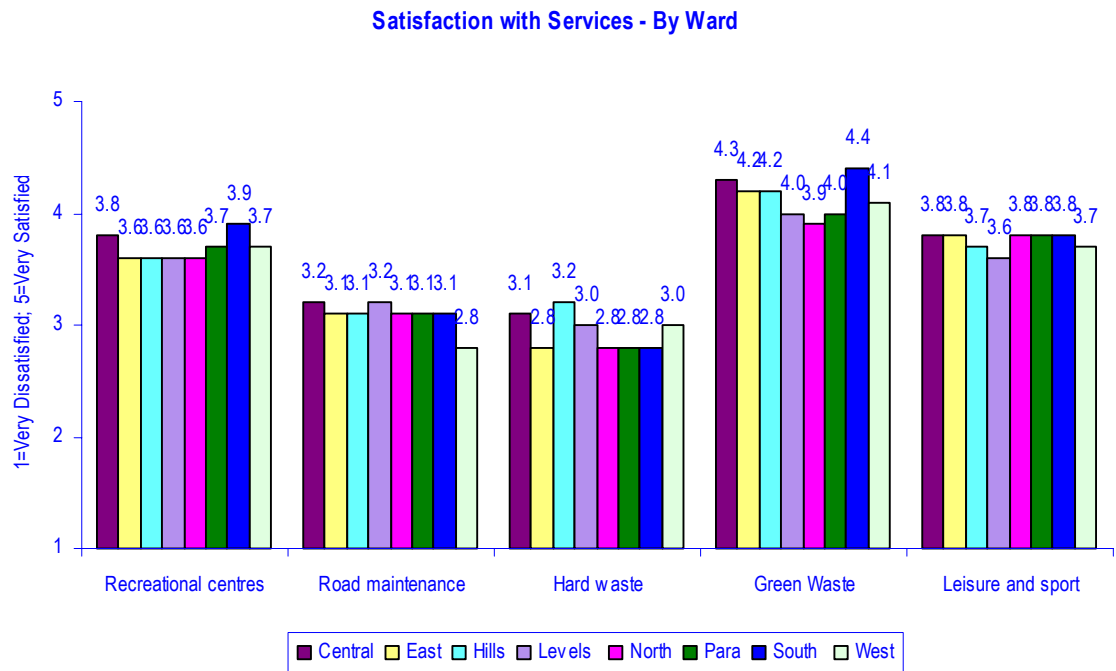
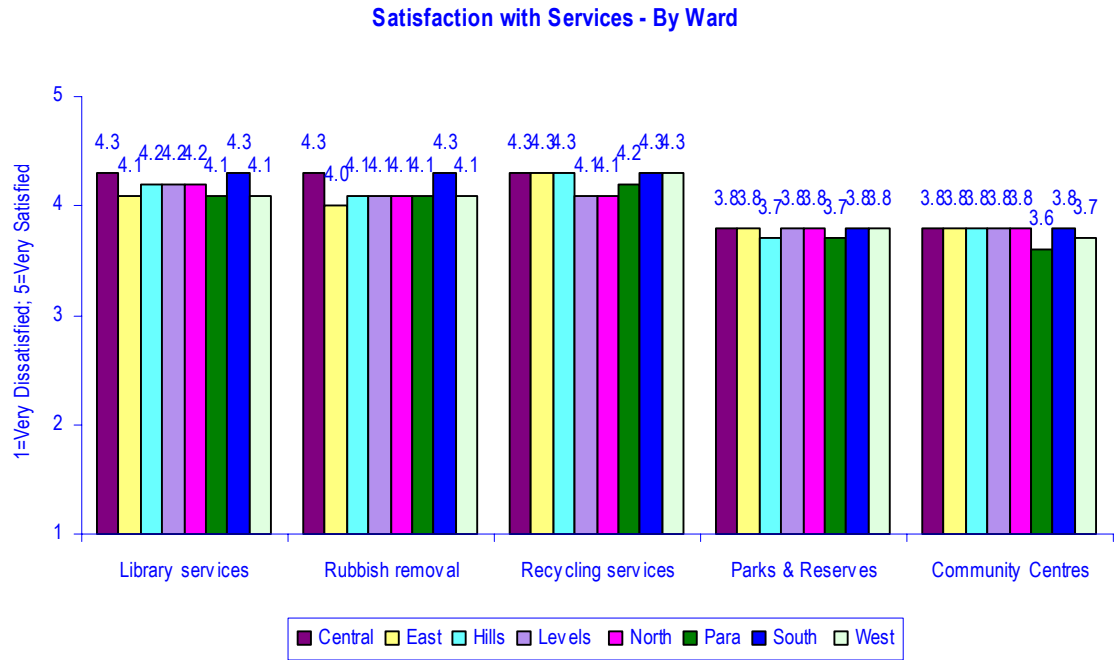
- Road maintenance (3.1, slightly down from 3.2 in 2008)
- Hard waste (3.0, up from 2.8 in 2008)

Q1. Rate your level of satisfaction on a scale of 1 to 5, where 5 is very satisfied and 1 is very dissatisfied, in the following areas.



3.1.6

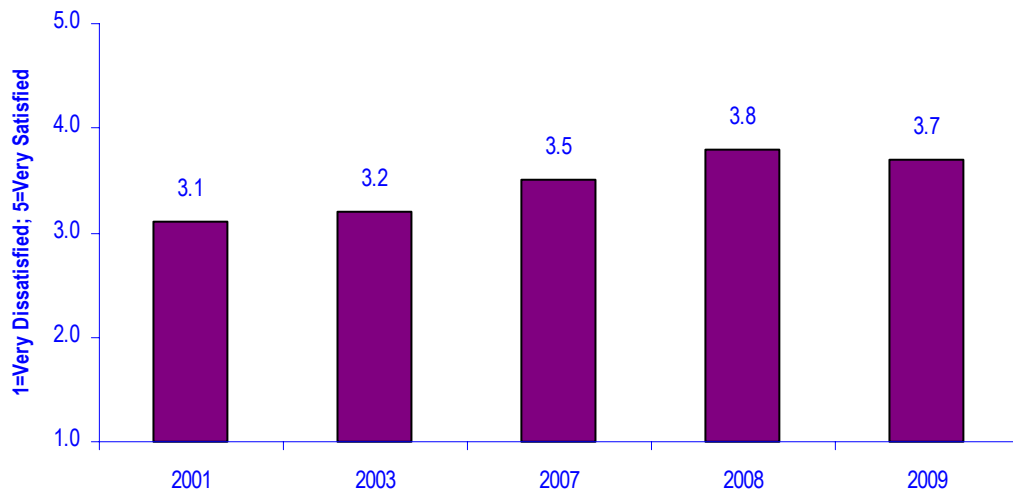
The satisfaction ratings by ward were as follows:



Overall Satisfaction

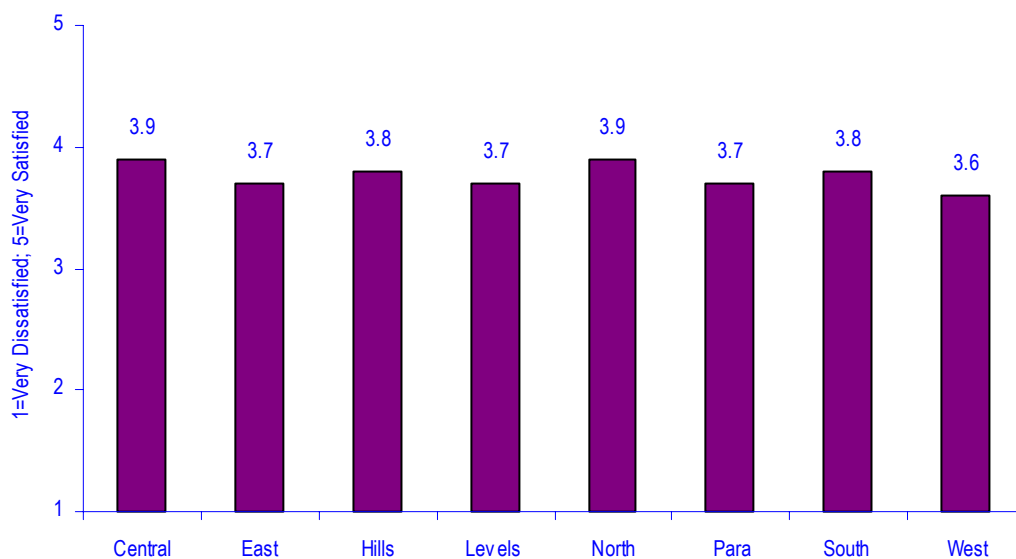
- 3.1.7 The overall satisfaction with the City of Salisbury was rated relatively high, with an average rating of 3.7, which is a slight decrease from the 3.8 recorded in 2008 but it is up from 3.5 in the 2007 Survey.

Overall Satisfaction with the Salisbury Council



- 3.1.8 The next chart shows the overall satisfaction with the Salisbury Council among the wards of the City.

Overall Satisfaction with the Council - By Ward



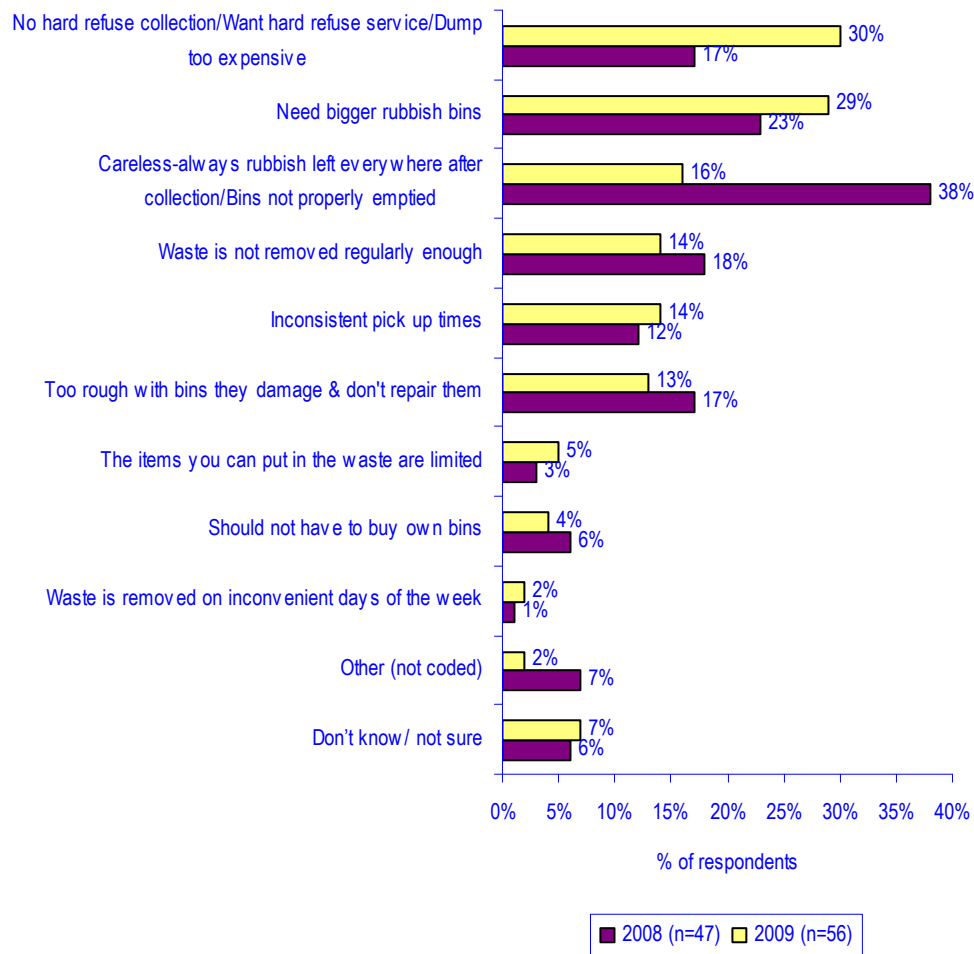
Reasons for Dissatisfaction with the Rubbish Removal

- 3.1.9 Those who were not satisfied with the domestic waste removal services (n=56) were asked why.
- 3.1.10 Three in ten respondents (30%, up from 17% in 2008) mentioned no hard refuse collection/ want hard refuse service/ dump too expensive as the major reason for dissatisfaction. Other reasons included:
- Need bigger rubbish bins (29%, up from 23% in 2008)
 - Careless service - always rubbish left anywhere after collection/ bins not properly emptied (16%, down from 38% in 2008)
 - Inconsistent pick up times (14%, up from 12% in 2008)
 - Waste is not removed regularly enough (14%, down from 18% in 2008)
 - Too rough with bins - they damage and do not repair them (13%, down from 17% in 2008)

Q2. Why are you not satisfied with this aspect? – Rubbish removal

Unprompted multiple response

BASE: Dissatisfied with rubbish removal



Reasons for Dissatisfaction with Hard Waste Services

3.1.11 Those who were not satisfied with the hard waste service (n=281) were asked why.

3.1.12 Hard waste not being collected regularly enough (59%, down from 64% in 2008) was clearly the main reason for dissatisfaction with this service. Other reasons included:

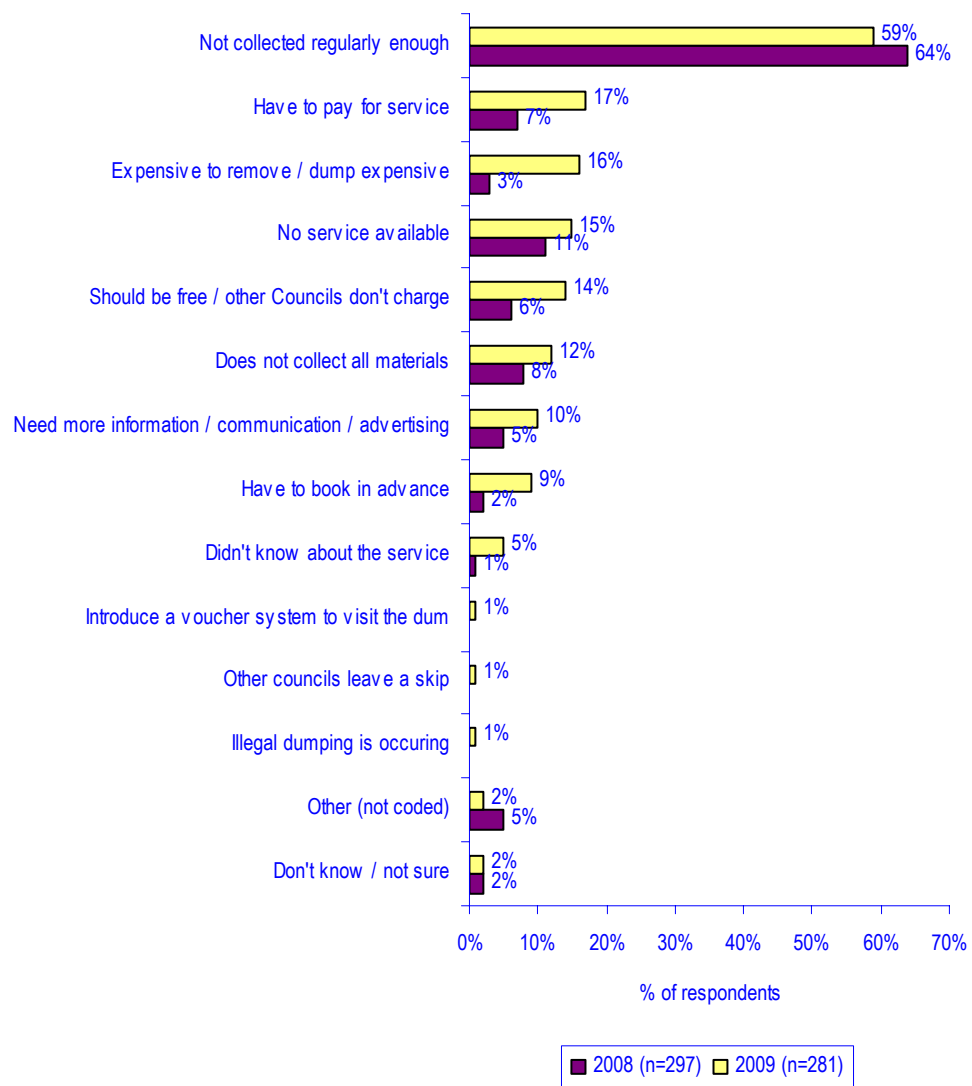
- Have to pay for service (17%, up from 7% in 2008)
- Expensive to remove/ dump expensive (16%, up from 3% in 2008)
- No service available (15%, up from 11% in 2008)

- Should be free/ other Councils do not charge (14%, up from 6% in 2008)
- Need more information/ communication/ advertising (10%, up from 5% in 2008)
- Have to book in advance (9%, up from 2% in 2008)

Q3. Why are you not satisfied with this aspect? – Hard waste

Unprompted multiple response

BASE: Dissatisfied with hard waste



3.1.13

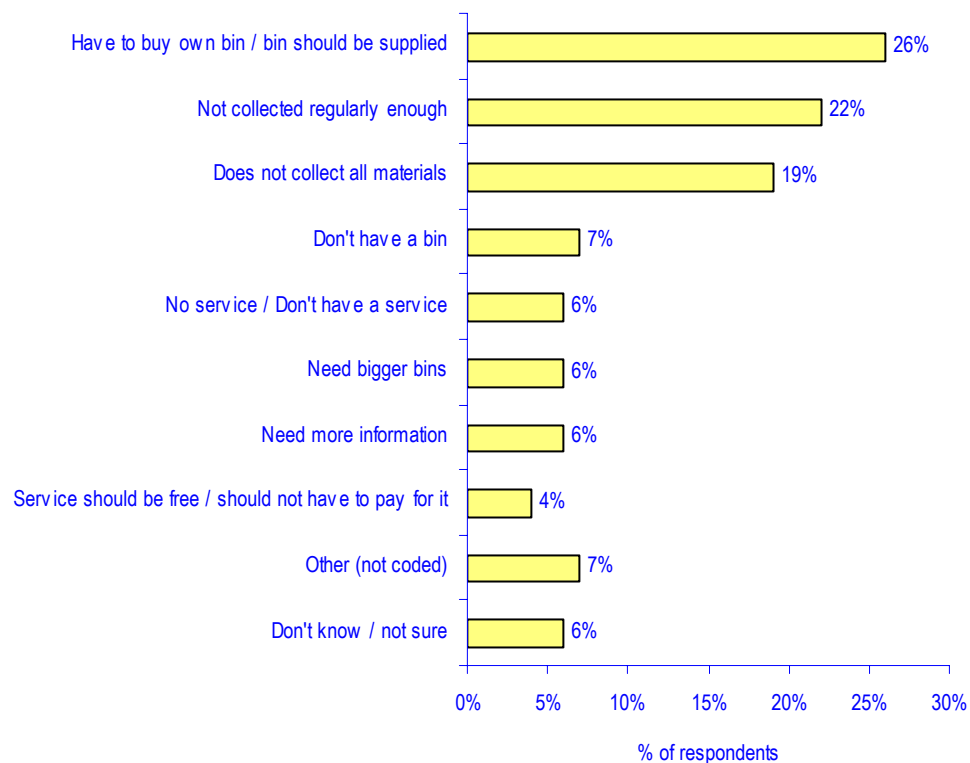
Those aged 65 plus (74%), those living within the Council area 20 years or more (64%) and those with an English speaking background (74%) were more likely to indicate that hard waste is not collected regularly enough.

- 3.1.14 Males were more likely to indicate that there is no service available (20%), those in paid work were more likely to indicate that there is a need for more information/ communication/ advertising (14%) and those living within the Council area for more than 20 years were more likely to indicate that it is expensive to remove/ dump expensive (21%).

Reasons for Dissatisfaction with Green Waste

- 3.1.15 Those who were dissatisfied with the green waste (n=54) were asked why.
- 3.1.16 Having to buy their own bin/ bin should be supplied (26%) was the main reason for dissatisfaction among this group. Other reasons were:
- Not collected regularly enough (22%)
 - Does not collect all materials (19%)
 - Do not have a bin (7%)

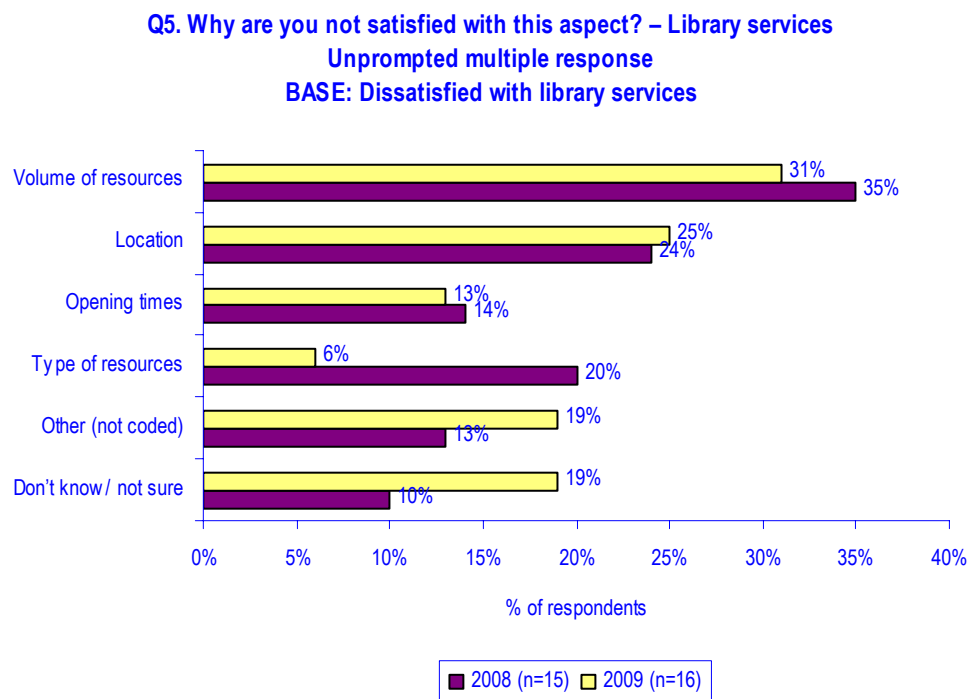
Q4. Why are you not satisfied with this aspect? – Green waste **BASE: Dissatisfied with green waste**



Reasons for Dissatisfaction with Library Services

3.1.17 The small group of those who were dissatisfied with the library services (n=16) were asked why.

3.1.18 The volume of resources (31%, down from 35% in 2008), the location (25%, slightly up from 24% in 2008) and the opening times (13%, slightly down from 14% in 2008) were named as the major reasons for dissatisfaction with the library services in the City of Salisbury among this small group.



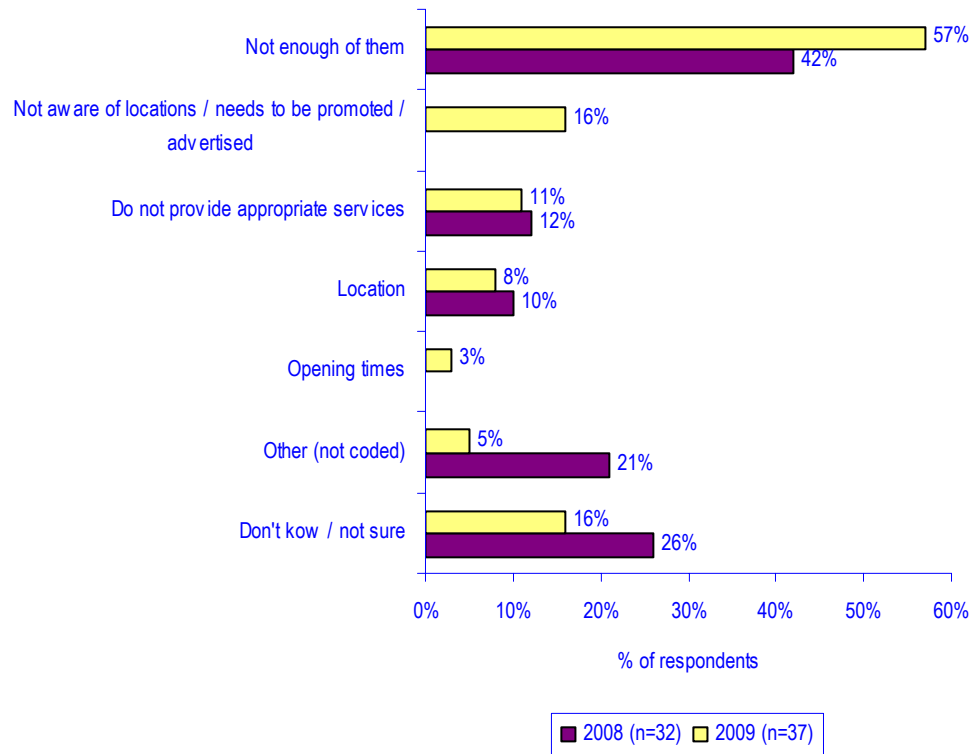
Reasons for Dissatisfaction with Community Centres

3.1.19 Survey participants who were dissatisfied with the community centres (n=37) were asked why. Previously this was worded neighbourhood and community houses.

3.1.20 Not having enough of them (57%, up from 42% in 2008) was named as the main reason for dissatisfaction with this service.

- 3.1.21 Other respondents also mentioned not being aware of locations/ needs to be promoted/ advertised (16%, not mentioned in 2008), not providing appropriate services (11%, slightly down from 12% in 2008) and the location (8%, down from 10% in 2008).

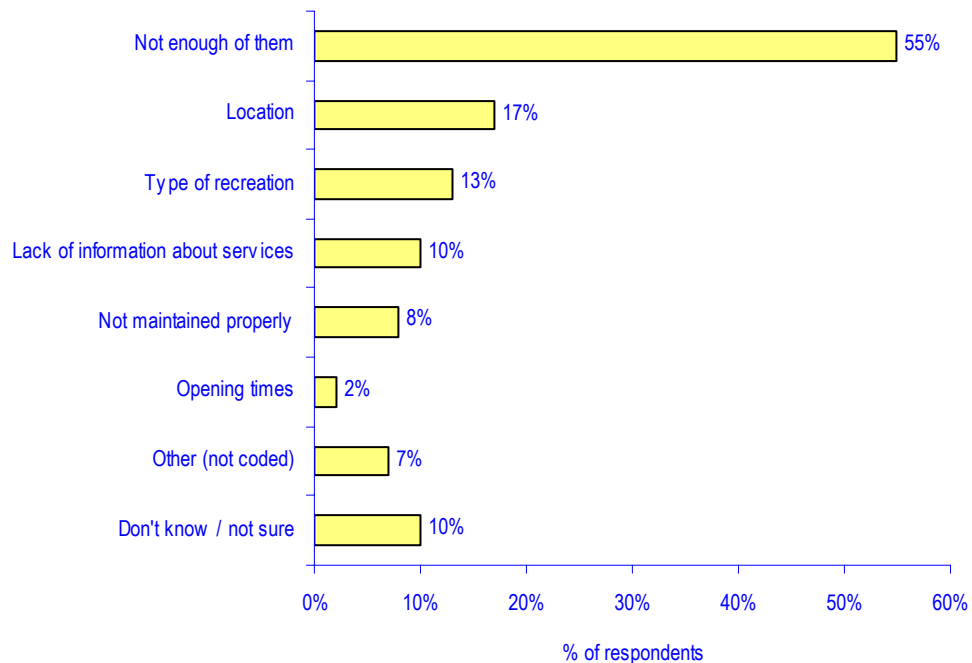
Q6. Why are you not satisfied with this aspect? – Community centres
Unprompted multiple response
BASE: Dissatisfied with community centres



Reasons for Dissatisfaction with Recreation Centres

- 3.1.22 Those who were dissatisfied with the recreation centres (n=60) were asked why.
- 3.1.23 Over half of this group (55%) indicated that there were not enough recreation centres in the City of Salisbury and 17% were dissatisfied with the location. Other reasons mentioned were type of recreation (13%), lack of information about services (10%) and not maintained properly (8%).

Q7. Why are you not satisfied with this aspect? – Recreation Centres
Unprompted multiple response
BASE: Dissatisfied with recreation centres



Reasons for Dissatisfaction with Leisure and Sport

3.1.24 Survey participants who were dissatisfied with leisure and sport in the City of Salisbury (n=45) were asked why.

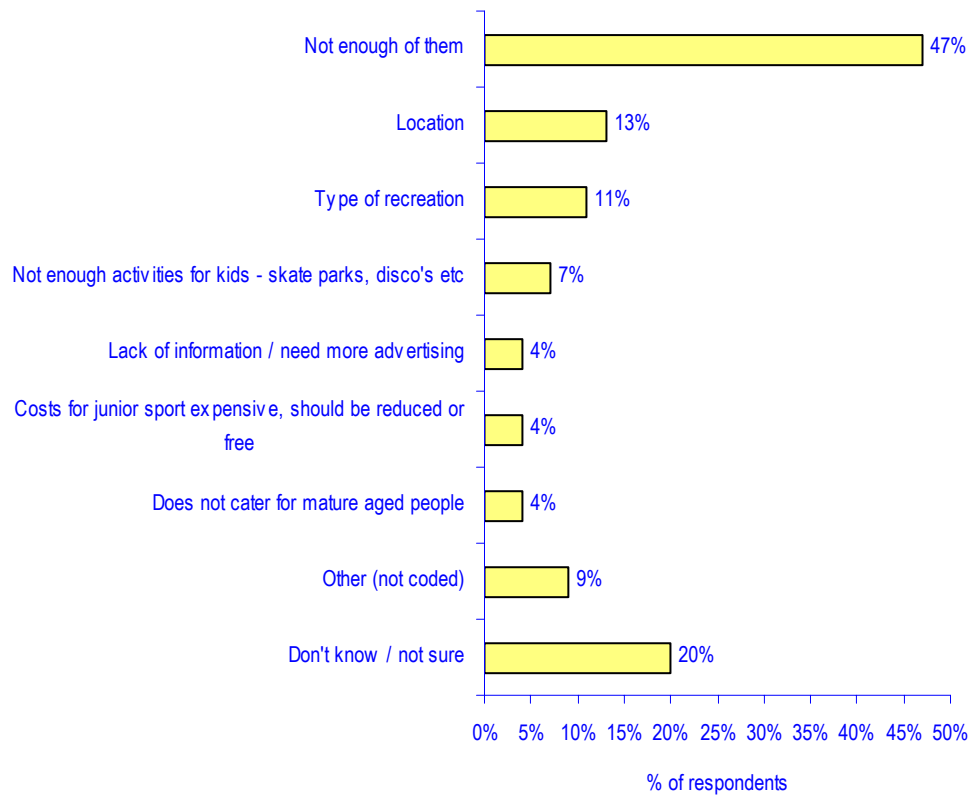
3.1.25 Almost half of this group (47%) indicated that they were dissatisfied because there were not enough of them. Other reasons for dissatisfaction included:

- Location (13%)
- Type of recreation (11%)
- Not enough activities for kids – skate parks, discos etc (7%)

Q8. Why are you not satisfied with this aspect? – Leisure and Sport

Unprompted multiple response

BASE: Dissatisfied with leisure and sport



Reasons for Dissatisfaction with Parks and Reserves

3.1.26 Survey participants who were dissatisfied with parks and reserves in the City of Salisbury (n=81) were asked why.

3.1.27 Over two in five (42%, well above the 12% recorded in 2008) respondents among this group were dissatisfied because of the need for better maintenance of parks and equipment.

3.1.28 Other reasons for dissatisfaction included:

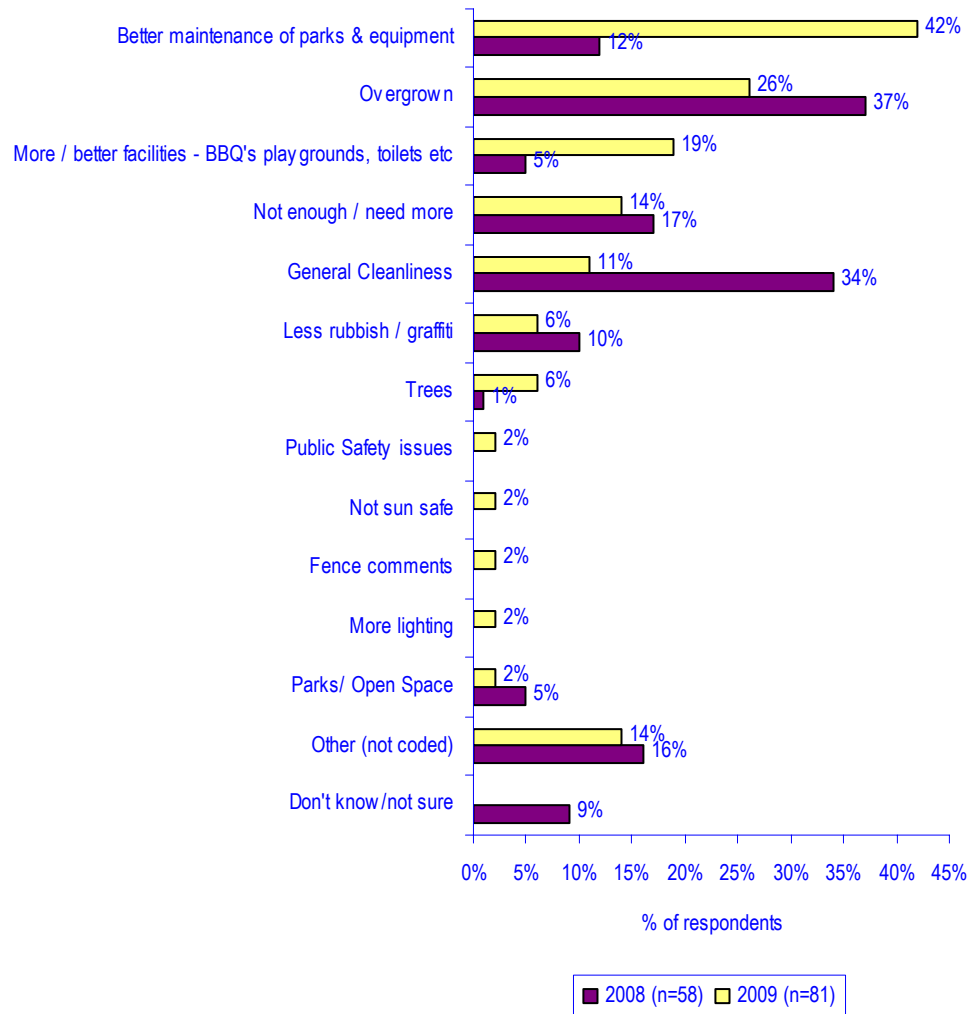
- Parks/ reserves were overgrown (26%, down from 37% in 2008)
- More/ better facilities – BBQ, playgrounds, toilets (19%, up from 5% in 2008)
- Not enough/ need more (14%, down from 17% in 2008)

- General cleanliness (11%, down from 34% in 2008)
- Trees (6%, up from 1% in 2008)
- Less rubbish/ graffiti (6%, down from 10% in 2008)

Q9. Why are you not satisfied with this aspect? – Parks & Reserves

Unprompted multiple response

BASE: Dissatisfied with parks & reserves



Reasons for Dissatisfaction with Recycling Services

3.1.29 The group of those dissatisfied with the recycling services (n=32) were asked why.

3.1.30

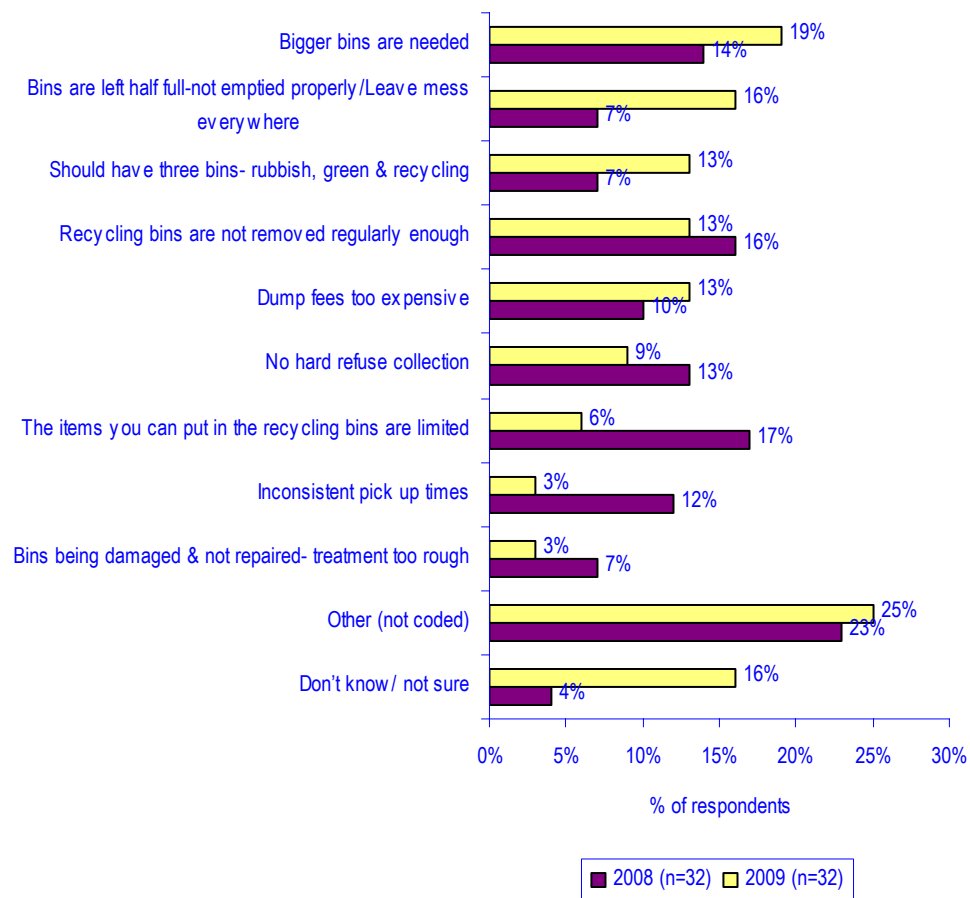
The main reasons for dissatisfaction with this service were:

- Bigger bins are needed (19%, up from 14% in 2008)
- Bins are left half full – not emptied properly/ leave mess everywhere (16%, up from 7% in 2008)
- Dump fees too expensive (13%, up from 10% in 2008)
- Recycling bins are not removed regularly enough (13%, down from 16% in 2008)
- Should have 3 bins – rubbish, green and recycling (13%, up from 7% in 2008)
- No hard refuse collection (9%, down from 13% in 2008)
- The items that you can put in the recycling bin are limited (6%, down from 17% in 2008)

Q10. Why are you not satisfied with this aspect? – Recycling services

Unprompted multiple response

BASE: Dissatisfied with recycling services



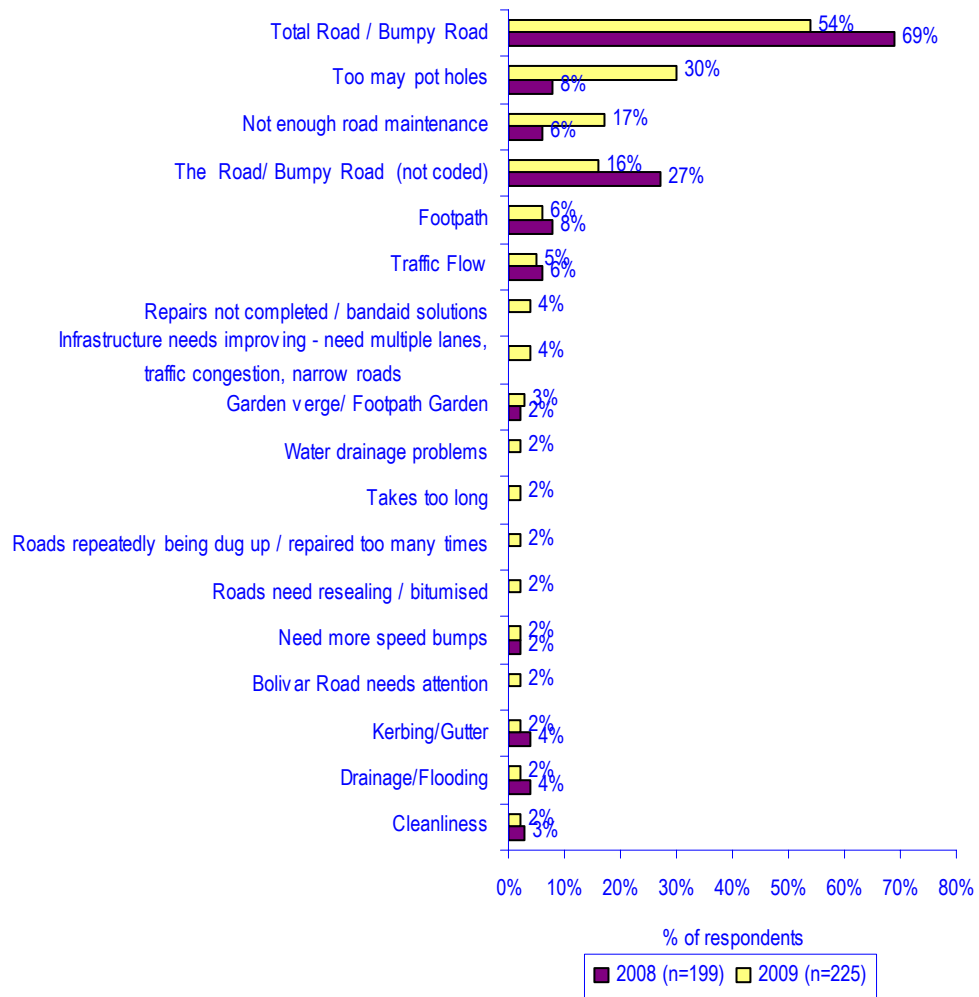
Reasons for Dissatisfaction with the Road Maintenance

- 3.1.31 Those who were dissatisfied with road maintenance in the City of Salisbury (n=225) were asked why.
- 3.1.32 Over half (54%, down from 69% in 2008) of this group were dissatisfied because of bumpy roads throughout the City, in particular in the following locations:
- Burton Road (10%, unchanged from 2008)
 - Bridge Road (6%, up from 3% in 2008)
 - Kings Road (6%, up from 3% in 2008)
 - Waterloo Corner (6%, up from 3% in 2008)
 - Main North Road (5%, slightly up from 4% in 2008)
 - Montague Road (4%, up from 1% in 2008)
 - Salisbury area (4%, unchanged from 2008)
- 3.1.33 Other reasons for being dissatisfied with roads maintenance included:
- Too many pot holes (30%, well above the 8% recorded in 2008)
 - Not enough road maintenance (17%, up from 6% in 2008)
 - Footpaths (6%, down from 8% in 2008)
 - Traffic flow (5%, slightly down from 6% in 2008)
 - Infrastructure needs improving – need multiple lanes, traffic congestion, narrow roads (4%, not mentioned in 2008)
 - Repairs not completed/ bandaid solutions (4%, not mentioned in 2008)

Q11. Why are you not satisfied with this aspect? - Roads maintenance

Main Responses

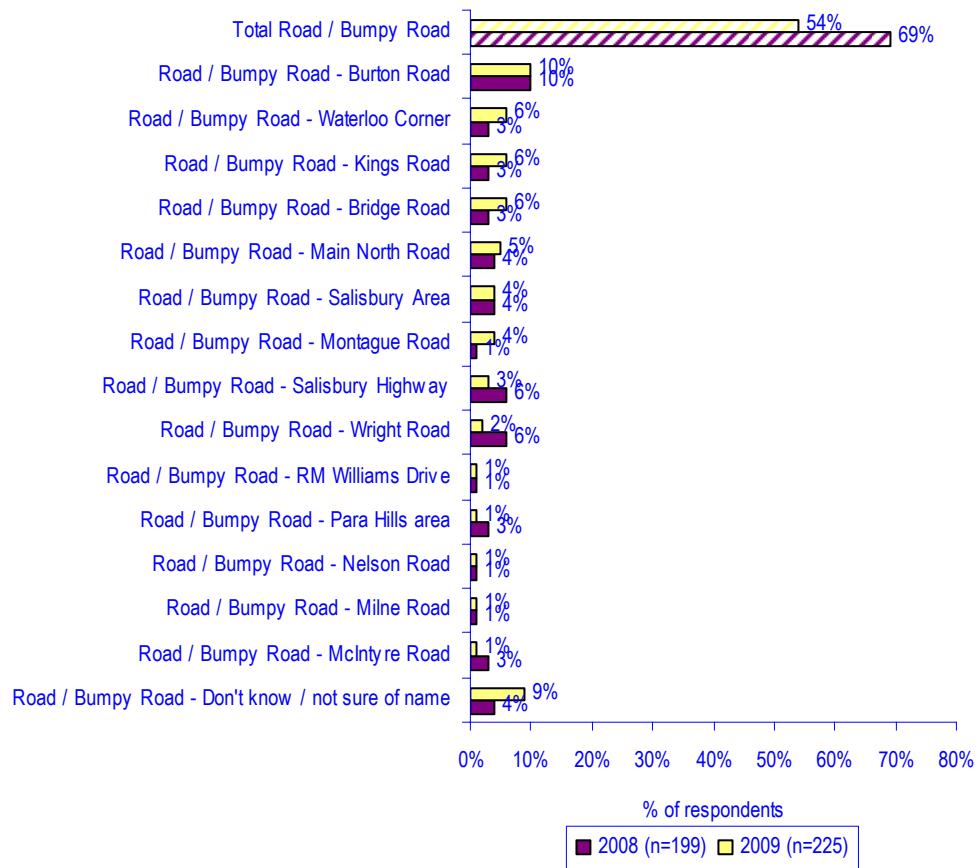
BASE: Dissatisfied with road maintenance



Q11. Why are you not satisfied with this aspect? - Roads maintenance

Road/ Bumpy Road

BASE: Dissatisfied with road maintenance



3.1.34

Mature couples/ singles (24%) were more likely to indicate that there is not enough road maintenance.

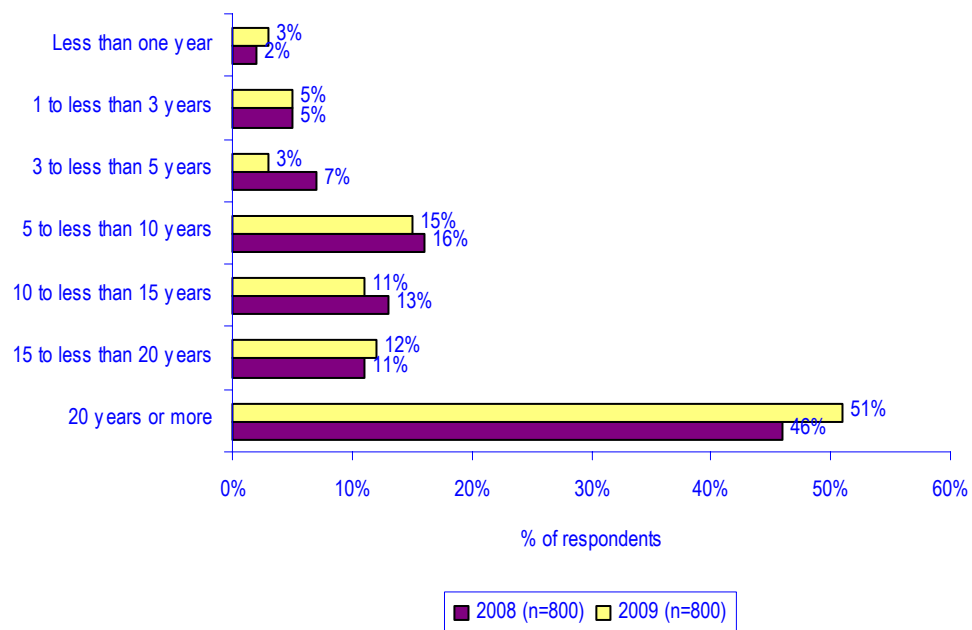
3.2 *Length of Time Living in the City of Salisbury*

3.2.1 Those surveyed were asked how long have they lived in the Salisbury Council area.

3.2.2 Over half (51%) of those surveyed indicated that they have lived in the Council area 20 years or more. Other frequencies were:

- Less than one year (3%)
- 1 to less than 3 years (5%)
- 3 to less than 5 years (3%)
- 5 to less than 10 years (15%)
- 10 to less than 15 years (11%)
- 15 to less than 20 years (12%)

Q12. How long have you lived in the Salisbury Council area?



3.2.3 Overall, those aged 18 to 39, those in paid work, young and middle families and households with gross household income of over \$60,000 per annum were more likely to indicate that they have lived in the City of Salisbury area less than 10 years ago.

- 3.2.4 Conversely, residents from the South Ward (63%), those aged 40 plus (59%), retirees (71%), those not in paid work (60%), mature couples/singles (64%), households with an income of under \$20,000 per annum (60%) and those whose country of birth was the United Kingdom (64%) were more likely to indicate that they have been living in the City of Salisbury area for 20 or more years.

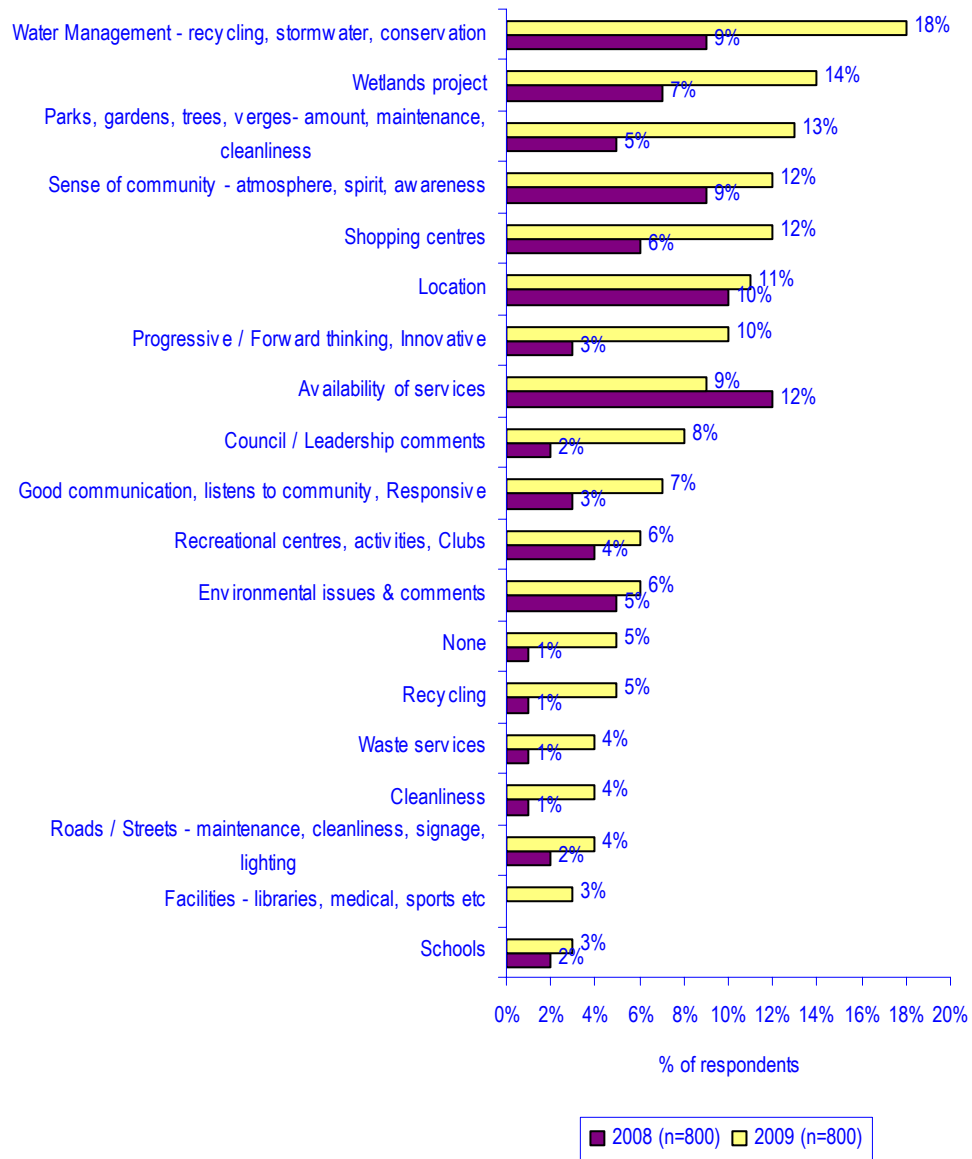
3.3 *Strengths of the City of Salisbury*

3.3.1 Those surveyed were asked what they considered to be the strengths of the City of Salisbury.

3.3.2 Water management – recycling, stormwater, conservation (18%, up from 9% in 2008) was named as the main strength of the City. Other strengths identified included:

- Wetlands project (14%, up from 7% in 2008)
- Parks, gardens, trees, verges – amount, maintenance, cleanliness (13%, up from 5% in 2008)
- Sense of community – atmosphere, spirit, awareness (12%, up from 9% in 2008)
- Shopping centres (12%, up from 6% in 2008)
- Location (11%, slightly up from 10% in 2008)
- Progressive/ forward thinking, innovative (10%, up from 3% in 2008)

Q13. What do you consider to be the City of Salisbury's strengths?
Unprompted multiple response



3.3.3 Residents from the South Ward (31%), those aged 40 plus (21%), professionals/ executives (27%), retirees (23%), mature couples/ singles (22%) and those whose country of origin was the United Kingdom (28%) were more likely to indicate that the main strength of the Council was water management – recycling, stormwater, conservation.

3.3.4 Residents from the Central (21%) and East (22%) Wards, those aged 40 plus (17%), retirees (21%), mature couples/ singles (18%), those living in the Council area 15 to less than 20 years (22%) and those whose country of

origin was the United Kingdom (20%) were more likely to indicate that the main strength of the Council was the wetlands project.

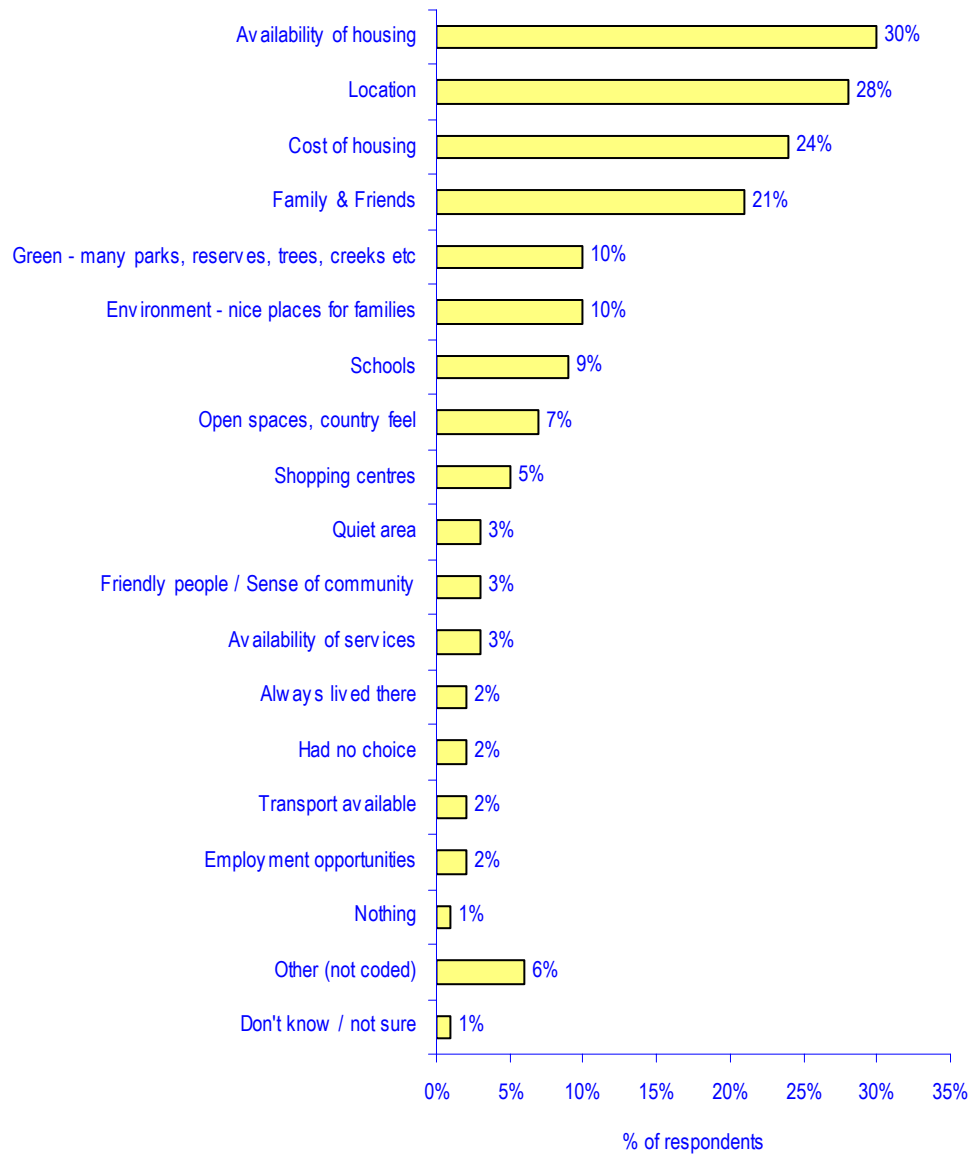
- 3.3.5 Residents from the Central Ward were more likely to name the location (22%) and the availability of services (20%) as the main strengths of the City of Salisbury.
- 3.3.6 Higher proportions of females named the shopping centres (16%) and the sense of community – atmosphere, spirit, awareness (15%).

3.4 *Reasons for Moving Into the Salisbury Council Area*

- 3.4.1 Those who indicated that they have lived in the Salisbury Council area for less than five years (n=87) were asked, thinking about when they first moved into the Salisbury Council area, what attracted them to live there. This question was asked to all respondents previously.
- 3.4.2 The availability of housing (30%, up from 15% in 2008) and the location (28%, up from 21% in 2008) were named by respondents as the main reasons for moving into the Council area.
- 3.4.3 Other reasons included:
- Cost of housing (24%, down from 27% in 2008)
 - Family and friends (21%, well above the 3% recorded in 2008)
 - Environment – nice places for families (10%, up from 1% in 2008)
 - Green – many parks, reserves, trees, creeks, etc (10%, up from 2% in 2008)
 - Schools (9%, up from 4% in 2008)
 - Open spaces/ country feel (7%, up from 2% in 2008)

**Q14. Thinking about when you moved into the Salisbury Council area,
what attracted you to living in the area?**

BASE: Lived in Salisbury for less than five years (n=87)



3.4.4

There were few variances to these responses among the groups surveyed.

3.5 ***Quality of Life in the City of Salisbury***

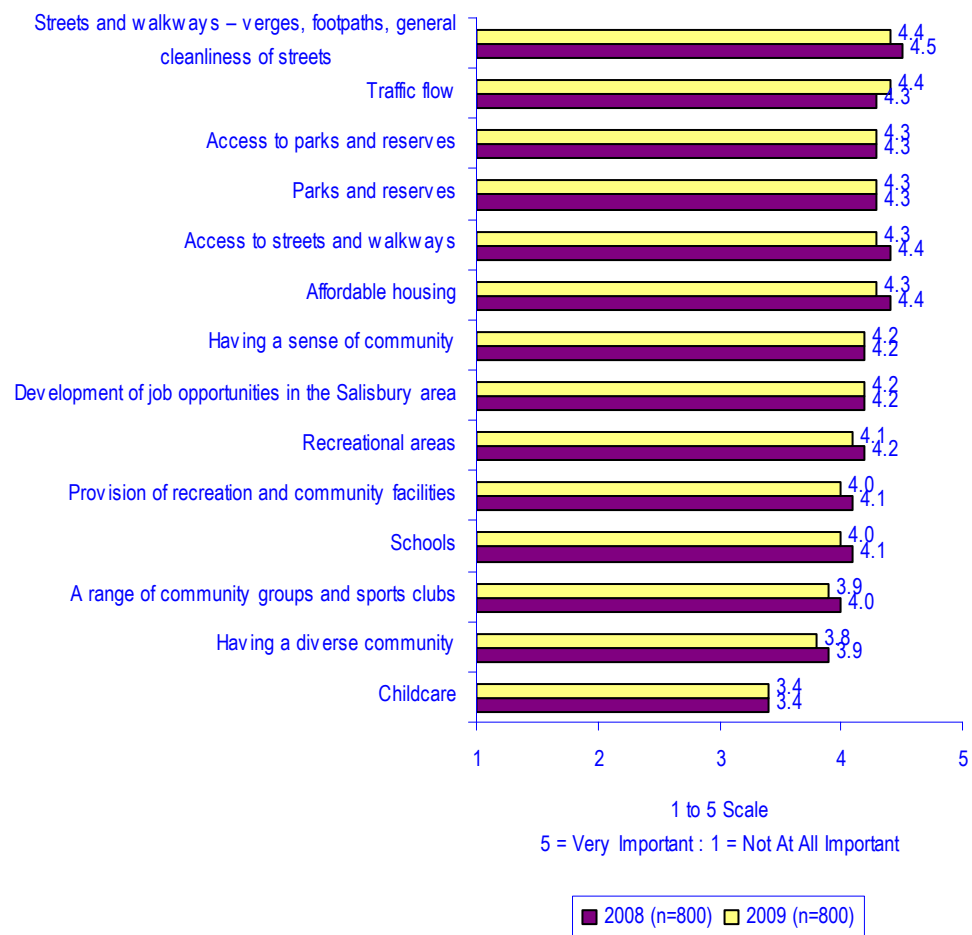
Importance of Aspects Relating to the Quality of Life

- 3.5.1 Those surveyed were then asked to rate the level of importance of a number of aspects related to the quality of life in the City of Salisbury using a 1 to 5 scale, where 1 is not at all important and 5 is very important.
- 3.5.2 It is generally accepted that an average rating of 4.5 represents an extremely high level of importance, an average rating of 4.0 represents a very high level of importance and an average rating of 3.5 represents a relatively high level of importance.
- 3.5.3 Based on these parameters, respondents indicated a very high level of importance for the following aspects:
- Traffic flow (4.4, up from 4.3 in 2008)
 - Streets and walkways – verges, footpaths, general cleanliness of streets (4.4, down from 4.5 in 2008)
 - Affordable housing (4.3, down from 4.4 in 2008)
 - Access to streets and walkways (4.3, down from 4.4 in 2008)
 - Parks and reserves (4.3, unchanged from 2008)
 - Access to parks and reserves (4.3, unchanged from 2008)
 - Development of job opportunities in the Salisbury area (4.2, unchanged from 2008)
 - Having a sense of community (4.2, unchanged from 2008)
 - Recreational areas (4.1, down from 4.2 in 2008)
 - Provision of recreation and community facilities (4.0, down from 4.1 in 2008)
 - Schools (4.0, down from 4.1 in 2008)

3.5.4 There was a relatively high to mixed level of importance attributed to the statements:

- A range of community groups and sports clubs (3.9, down from 4.0 in 2008)
- Having a diverse community (3.8, down from 3.9 in 2008)
- Childcare (3.4, unchanged from 2008)

Q15. Now thinking about the quality of life where you live, on a scale of 1 to 5, where 5 is very important and 1 is not at all important, please rate the importance of the following to you.



Satisfaction with Aspects in Relation to the Quality of Life

3.5.5 Those surveyed were then asked to rate their level of satisfaction with the same aspects, using a 1 to 5 scale, where 1 is very dissatisfied and 5 is very satisfied.

3.5.6 Based on the parameters previously identified, there was a very high level of satisfaction with the access to parks and reserves, with an average rating of 4.0, unchanged from 2008.

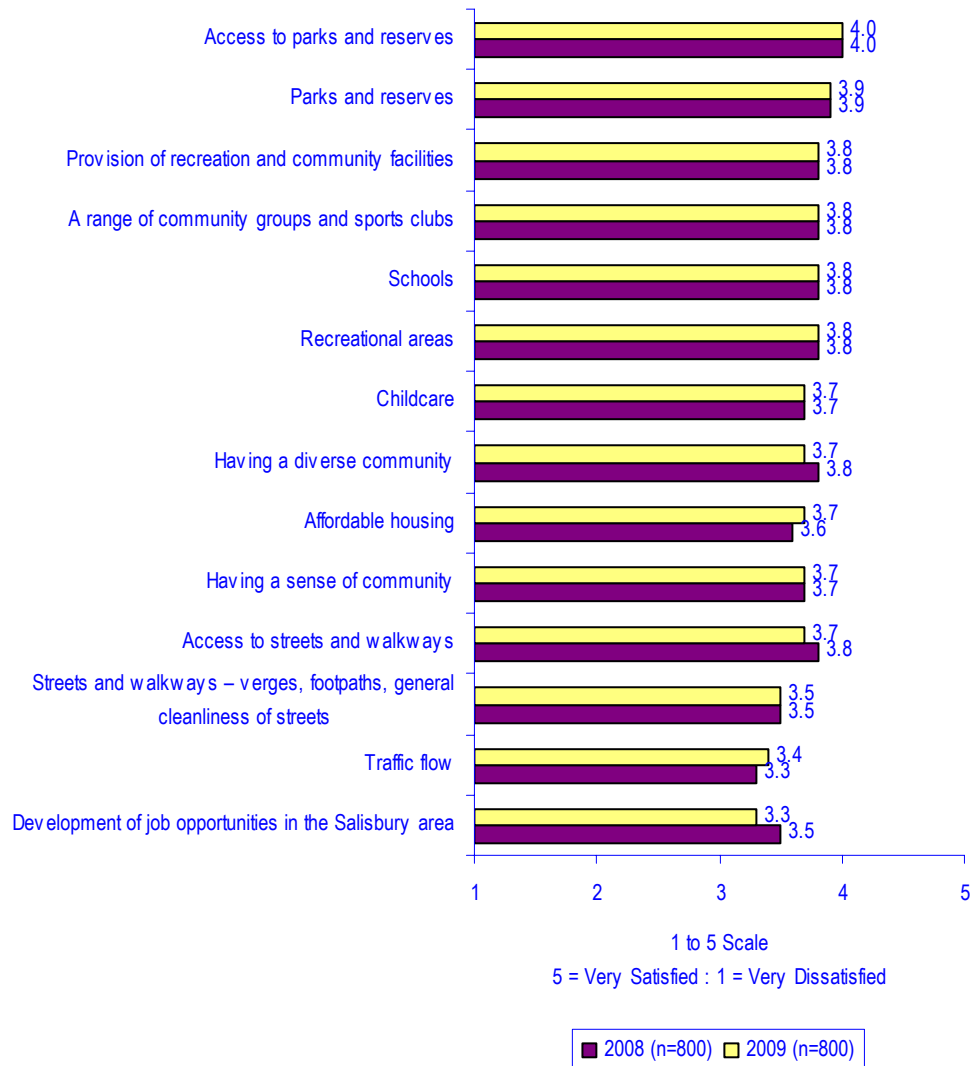
3.5.7 Respondents indicated relatively high levels of satisfaction with the following:

- Parks and reserves (3.9, unchanged from 2008)
- Recreational areas (3.8, unchanged from 2008)
- Schools (3.8, unchanged from 2008)
- A range of community groups and sports clubs (3.8, unchanged from 2008)
- Provision of recreation and community facilities (3.8, unchanged from 2008)
- Having a sense of community (3.7, unchanged from 2008)
- Access to streets and walkways (3.7, down from 3.8 in 2008)
- Affordable housing (3.7, up from 3.6 in 2008)
- Having a diverse community (3.7, down from 3.8 in 2008)
- Childcare (3.7, unchanged from 2008)
- Streets and walkways – verges, footpaths, general cleanliness of streets (3.5, unchanged from 2008)

3.5.8 Respondents indicated a mixed level of satisfaction with:

- The traffic flow (3.4, up from 3.3 in 2008)
- Development of job opportunities in the Salisbury area (3.3, down from 3.5 in 2008)

Q16. Again thinking about the quality of life where you live, on a scale of 1 to 5, where 5 is very satisfied and 1 is very dissatisfied, please rate your level of satisfaction with the following.



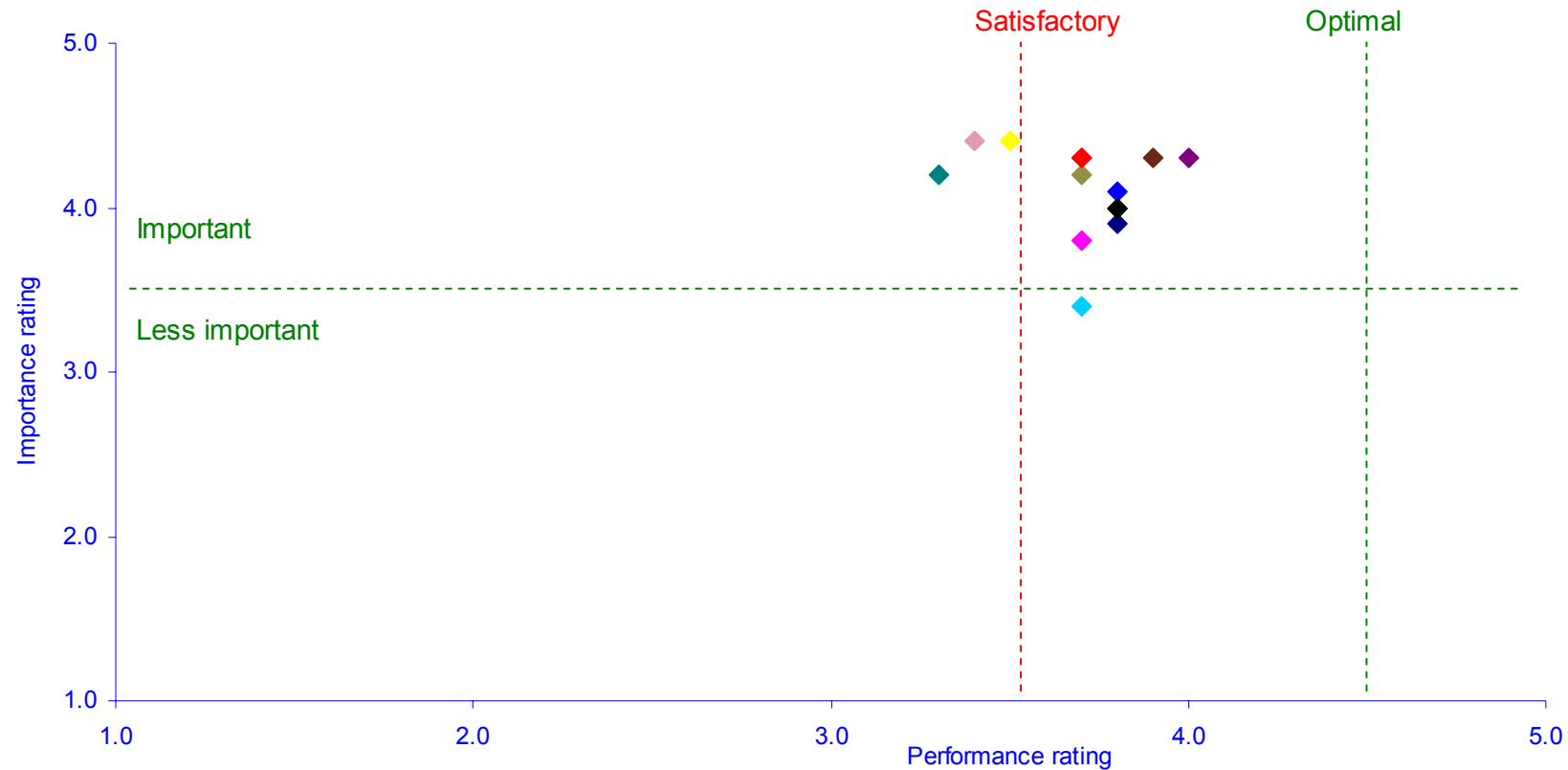
Importance/ Performance Matrix

3.5.9 As in 2008, the Importance/Performance Matrix shows that there the streets and walkways, the development of job opportunities and the traffic flow fall in the Maximum Priority, Improvement Critical Quadrant.

3.5.10 Also as in 2008, childcare services in the City of Salisbury fell in the Low Priority Over Served Quadrant which indicates that even though this aspect has low importance, it recorded a high level of satisfaction.

- 3.5.11 All the other aspects were in the High Priority Maintenance Quadrant which indicates that generally, the aspects having the highest levels of importance also recorded the highest levels of satisfaction.

IMPORTANCE OF AND SATISFACTION WITH ASPECTS REGARDING
- THE QUALITY OF LIFE IN THE CITY OF SALISBURY -



- ◆ Access to parks and reserves
- ◆ A range of community groups and sports clubs
- ◆ Having a diverse community
- ◆ Recreational areas
- ◆ Childcare
- ◆ Affordable housing
- ◆ Streets and walkways
- ◆ Parks and reserves
- ◆ Access to streets and walkways
- ◆ Provision of recreation and community facilities
- ◆ Schools
- ◆ Having a sense of community
- ◆ Development of job opportunities
- ◆ Traffic flow

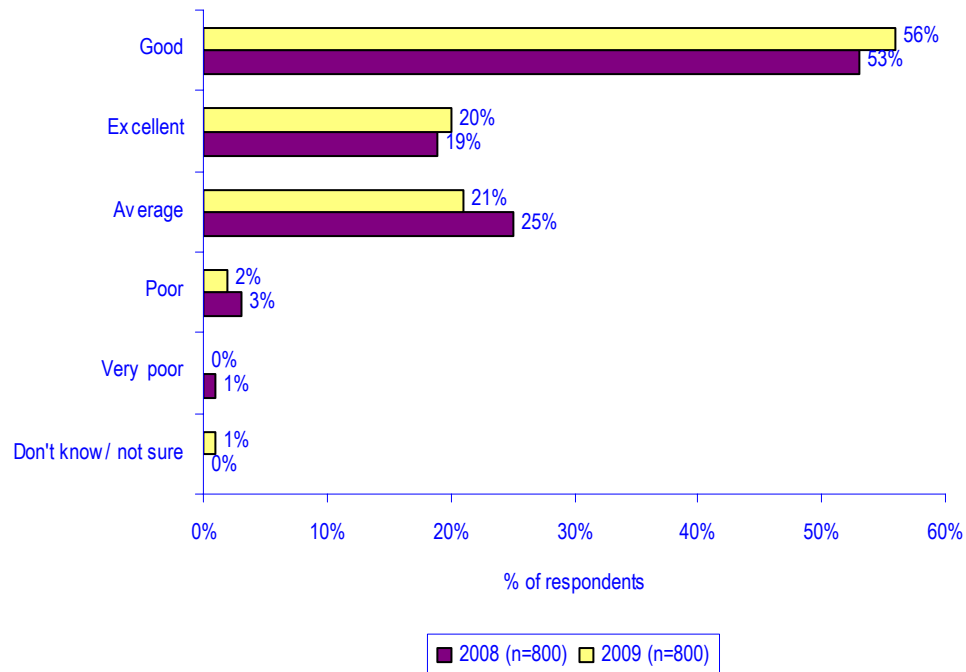
Rating the Quality of Life in the Salisbury Council Area

3.5.12 Survey participants were asked to rate the quality of life in the Salisbury Council area.

3.5.13 Approximately three in four (76%, up from 71% in 2008) respondents rated the quality of life in the Council area highly. The scaled responses were as follows:

- Excellent (20%, slightly up from 19% in 2008)
- Good (56%, up from 53% in 2008)
- Average (21%, down from 25% in 2008)
- Poor (2%, slightly down from 3% in 2008)
- Very poor (0%, slightly down from 1% in 2008)

Q17. Overall, how would you rate the quality of life in the Salisbury Council area?

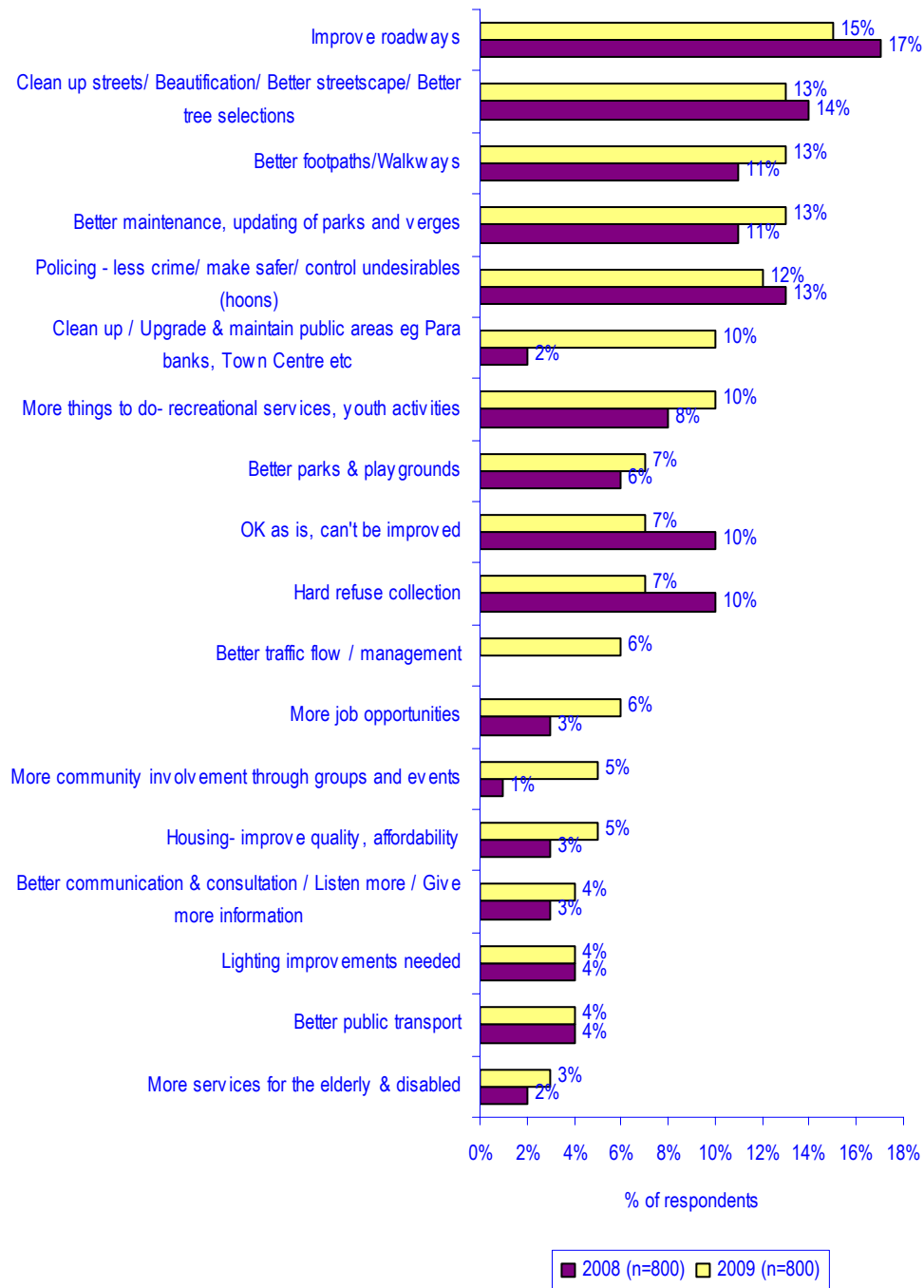


3.5.14 Residents from the Hills Ward (86%), those aged 65 plus (86%), retirees (84%) and residents born in the United Kingdom (82%) were more likely to rate the quality of life in the City of Salisbury as good.

Improving the Quality of Life in the City of Salisbury

- 3.5.15 Those surveyed were then asked in what ways could the quality of life in the City of Salisbury be improved.
- 3.5.16 Approximately one in seven (15%, down from 17% in 2008) residents suggested improving the roadways as a way to improve the quality of life in the Council area. Other suggestions included:
- Better maintenance, updating of parks and verges (13%, up from 11% in 2008)
 - Better footpaths/ walkways (13%, up from 11% in 2008)
 - Clean up streets/ beautification/ better streetscape/ better tree selection (13%, slightly down from 14% in 2008)
 - Policing – less crime/ make safer/ control undesirables/ hoons (12%, slightly down from 13% in 2008)
- 3.5.17 Almost one in ten respondents (7%, down from 10% in 2008) indicated that the quality of life in the City of Salisbury could not be improved.

Q18. In what ways do you think the quality of life in the Salisbury Council area could be improved?



3.5.18

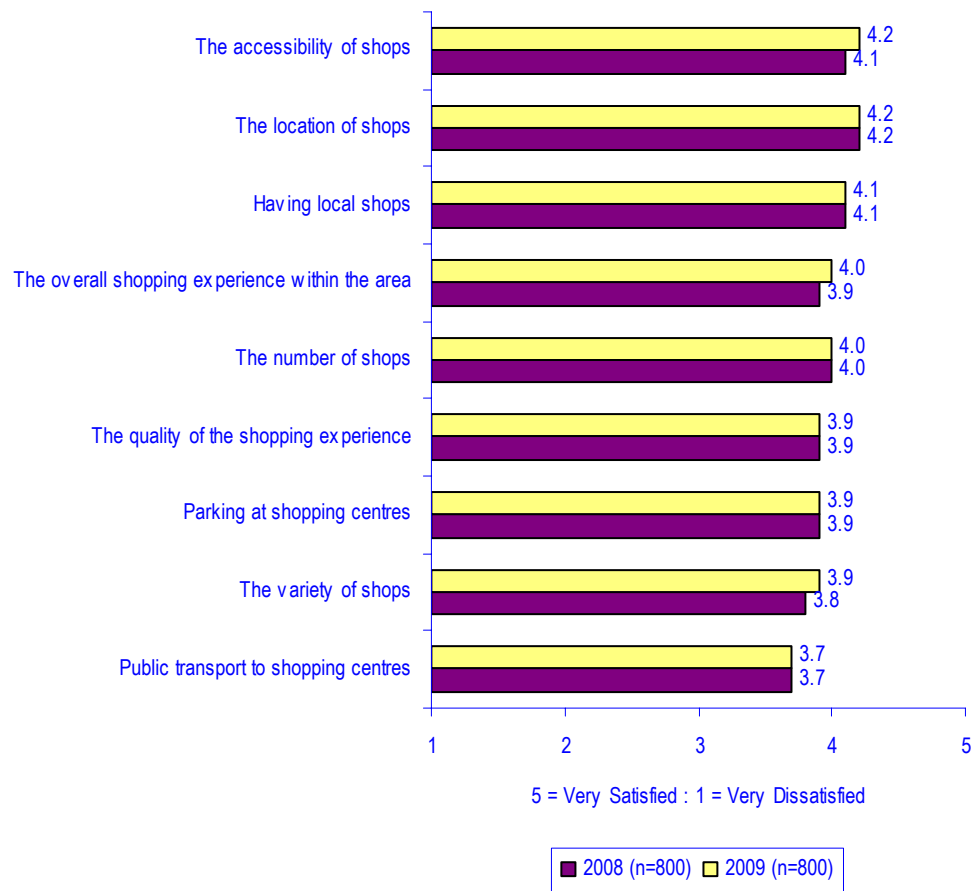
Residents from the Central Ward (28%), males (18%), those aged 40 to 54 (19%), blue collar workers (20%) and mature families (21%) were more likely to suggest improving roadways.

- 3.5.19 Higher proportions of residents from the Central Ward (20%), those aged 40 to 54 (17%), white collar workers (18%) and those in paid work (15%) named better maintenance, updating of parks and verges.
- 3.5.20 Residents from the Central Ward (22%) and those aged 40 plus (15%) were more likely to suggest better footpath/ walkways.
- 3.5.21 Residents from the Central Ward (22%) were more likely to suggest cleaning up/ upgrading and maintaining public areas e.g. Parabanks, Town Centre.

3.6 *Satisfaction with Specific Aspects of Shopping in the City of Salisbury*

- 3.6.1 Those surveyed were read a list of aspects in relation to shopping in the City of Salisbury and then asked how satisfied they were with each of them using a 1 to 5 scale, where 1 represents not at all satisfied and 5 represents very satisfied.
- 3.6.2 Based on the parameters previously outlined, respondents indicated very high levels of satisfaction with the following aspects related to shopping in the City of Salisbury:
- The location of the shops (4.2, unchanged from 2008)
 - The accessibility of the shops (4.2, up from 4.1 in 2008)
 - Having local shops (4.1, unchanged from in 2008)
 - The number of shops (4.0, unchanged from 2008)
- 3.6.3 Survey participants showed relatively high levels of satisfaction with the following:
- The variety of shops (3.9, up from 3.8 in 2008)
 - Parking at shopping centres (3.9, unchanged from 2008)
 - The quality of the shopping experience (3.9, unchanged from 2008)
 - Public transport to shopping centres (3.7, unchanged from 2008)
- 3.6.4 Overall, the shopping experience within the Salisbury Council area was rated very highly, with an average rating of 4.0 (up from 3.9 in 2008).

Q19. How satisfied are you with the following in relation to shopping in the Salisbury Council area?



3.7 *Attitudinal Statements Related to Living in the City of Salisbury*

- 3.7.1 Those surveyed were read a number of statements related to living in the City of Salisbury and then asked to rate their level of agreement with each of them using a 1 to 5 scale, where 1 is strongly disagree and 5 is strongly agree.
- 3.7.2 Survey participants indicated a very high level of agreement with the following statements:
- I like living in my local community (4.2, up from 4.1 in 2008)
 - I can get help from family, friends and neighbours when I need it (4.1, down from 4.2 in 2008)
 - I feel that I live in a pleasant environment in terms of planning, open space and lack of pollution (4.0, unchanged from 2008)
- 3.7.3 Those surveyed indicated relatively high levels of agreement with the following statements:
- My neighbours are friendly and willing to help others (3.8, down from 3.9 in 2008)
 - I feel that I am part of my local community (3.5, unchanged from 2008)
 - I feel that people in my neighbourhood can be trusted (3.5, up from 3.4 in 2008)
- 3.7.4 There was a low level of agreement with the statement “I regularly volunteer my time”, with an average rating of 2.5 (up from 2.4 in 2008).

**Q20. Please rate, on a scale of 1 to 5,
where 5 is strongly agree and 1 is strongly disagree,
your level of agreement with the following statements.**



3.8 *Safety in the Salisbury Council Area*

Feeling Safe in the Council Area

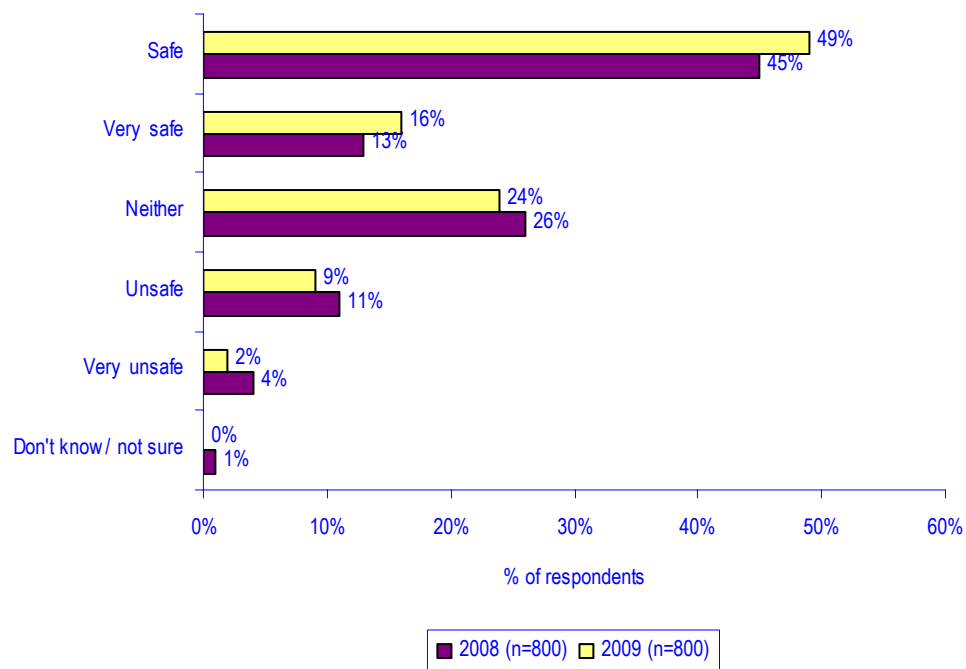
3.8.1 Survey participants were asked how safe they felt in the Salisbury Council area.

3.8.2 Two thirds (65%, up from 58% in 2008) of those surveyed indicated that they felt safe in the Salisbury Council area compared with 11% (down from 15% in 2008) who indicated that they felt unsafe.

3.8.3 The scaled responses to this question were as follows:

- Very safe (16%, up from 13% in 2008)
- Safe (49%, up from 45% in 2008)
- Neither safe nor unsafe (24%, down from 26% in 2008)
- Unsafe (9%, down from 11% in 2008)
- Very unsafe (2%, down from 4% in 2008)

Q21. How safe do you feel in the Salisbury Council area?



- 3.8.4 Those living in the Hills Ward (75%), those aged 40 plus (67%), retirees (72%), those not in paid work (70%), mature couples/ singles (68%) and those living in the Council area for 20 years or more (68%) were more likely to indicate that they felt safe in the Salisbury Council area.
- 3.8.5 Those aged 18 to 39 (30%), white collar workers (30%), young families (34%) and households with a gross income of \$80,000 to \$99,999 per annum (33%) were more likely to indicate that they felt neither safe nor unsafe in the Council area.
- 3.8.6 Higher proportions those aged 40 to 54 (14%) and those in paid work (13%) indicated that they felt unsafe in the City of Salisbury.

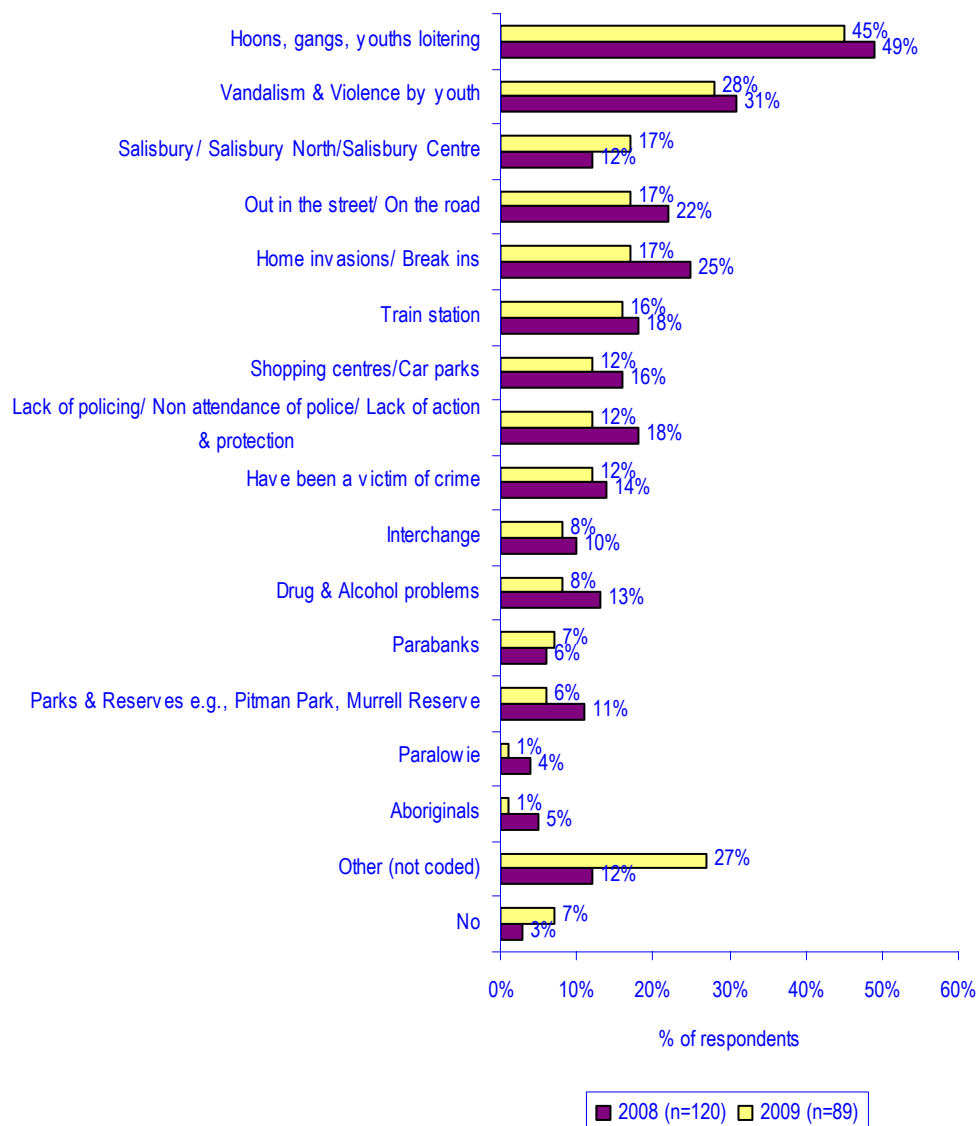
Reasons For, or Locations Where, Resident Feel Unsafe

- 3.8.7 Those who indicated that they felt unsafe in the Salisbury Council area (n=89) were asked if there were any particular reasons or locations where they felt unsafe.
- 3.8.8 Almost half of this group (45%, down from 49% in 2008) indicated that they felt unsafe because of hoons, gangs and youth loitering, followed by vandalism and violence by youth (28%, down from 31% in 2008). Other reasons named included:
- Home invasions/ break ins (17%, down from 25% in 2008)
 - Have been a victim of crime (12%, down from 14% in 2008)
 - Lack of policing/ non attendance of police/ lack of attention and protection (12%, down from 18% in 2008)
 - Drug and alcohol problems (8%, down from 13% in 2008)
 - Aborigines (1%, down from 5% in 2008)
- 3.8.9 Those surveyed also mentioned specific places within the Salisbury Council area where they felt unsafe:
- Out in the street/ on the road (17%, down from 22% in 2008)

- Salisbury/ Salisbury North/ Salisbury Centre (17%, up from 12% in 2008)
- Train station (16%, down from 18% in 2008)
- Shopping centres/ car parks (12%, down from 16% in 2008)
- Interchange (8%, down from 10% in 2008)
- Parabanks (7%, slightly up from 6% in 2008)
- Parks and reserves e.g. Pitman Park, Murrell Reserve (6%, down from 11% in 2008)
- Paralowie (1%, down from 4% in 2008)

Q22. Is there a particular reason or location where you feel unsafe?

BASE: Feel unsafe



3.8.10 These findings were generally consistent among the groups surveyed.

Feeling Safer in the Council Area

3.8.11 All those surveyed were then asked if there was anything that would make them feel safer in the Salisbury Council area.

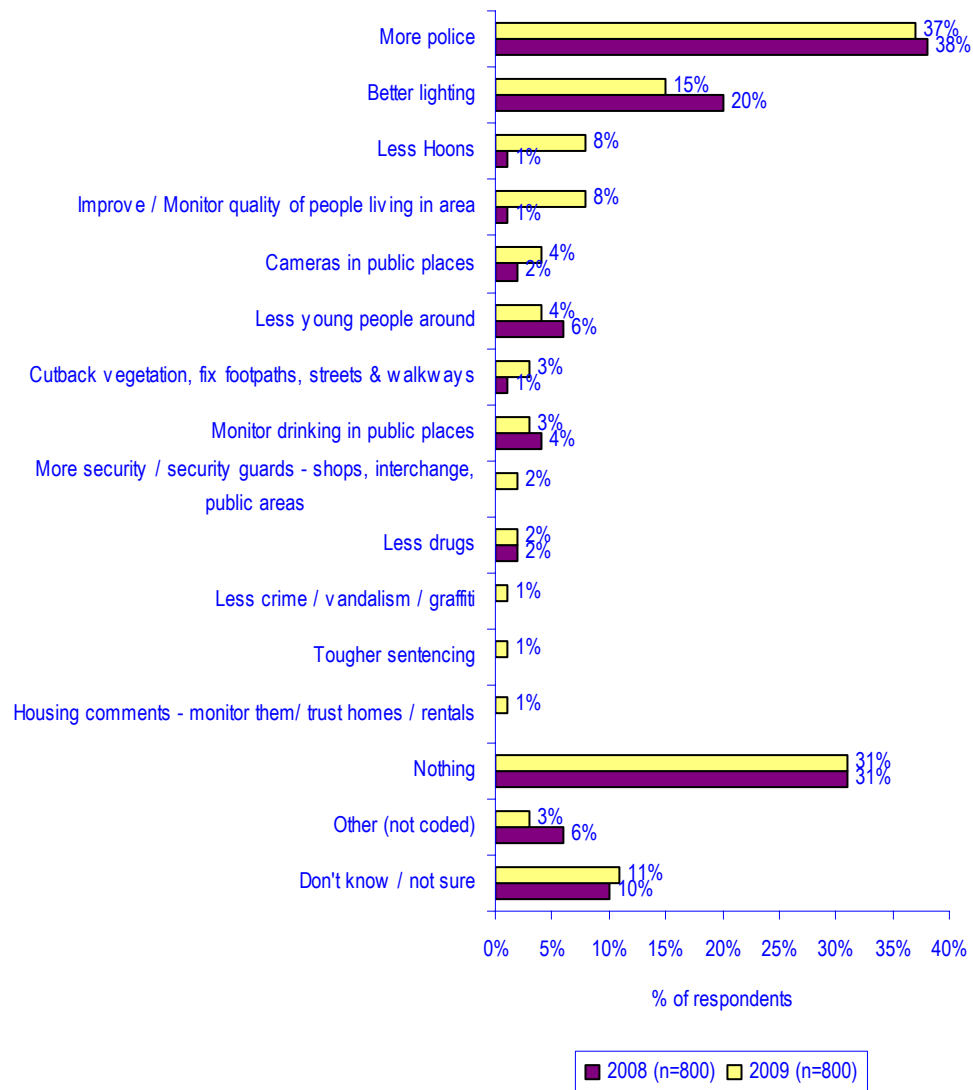
3.8.12 Having more police (37%, slightly down from 38% in 2008) would clearly make residents feel safer in the City of Salisbury, and this was followed by better lighting (15%, down from 20% in 2008).

3.8.13 Other suggestions named by smaller proportions of respondents included:

- Improve/ monitor quality of people living in the area (8%, up from 1% in 2008)
- Less hoons (8%, up from 1% in 2008)
- Cameras in public places (4%, up from 2% in 2008)
- Less young people around (4%, down from 6% in 2008)

3.8.14 Almost one third (31%, unchanged from 2008) of the survey participants indicated that nothing would make them feel safer in the Salisbury Council area.

Q23. Is there anything that would make you feel safer in the Salisbury Council area?



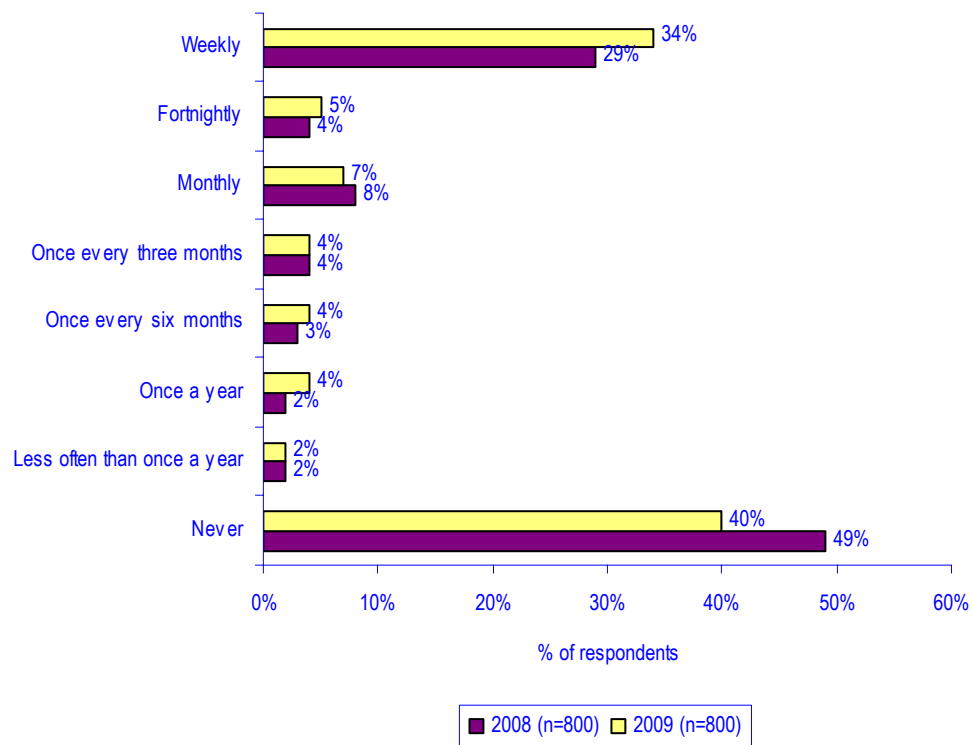
3.8.15 There were higher incidences of males (43%), those aged 40 plus (39%), those in paid work (42%) and households with gross income of \$100,000 plus (48%) naming more police.

3.8.16 Higher proportions of residents from the Central Ward (40%), those aged 65 plus (40%), those engaged in home duties (46%), retirees (39%), those not in paid work (40%), mature couples/ singles (35%), households with a gross income of under \$20,000 per annum (44%) indicated that nothing would make them feel safer in the Salisbury Council area.

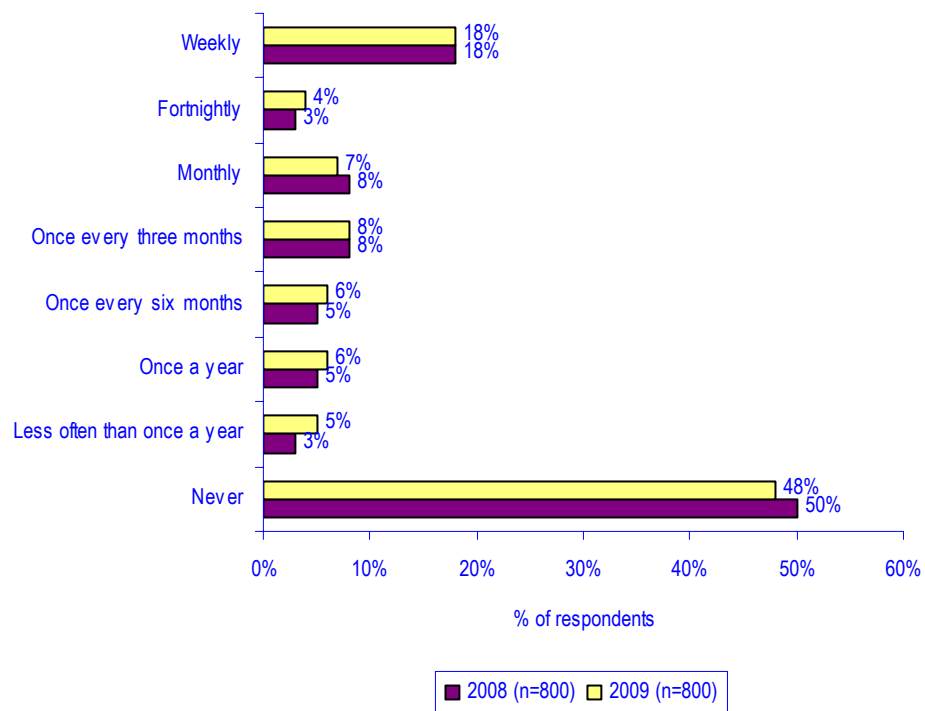
3.9 *Involvement in Community Activities*

- 3.9.1 Those surveyed were read a number of community activities and then asked how often they were involved in each of them.
- 3.9.2 Almost half (46%, up from 41% in 2008) of the respondents indicated that they attended organised sport, church or community groups at least monthly, with 34% indicating that they did so weekly. Involvement in other community activities, at least monthly, was as follows:
- Visit Council libraries (36%, up from 34% in 2008)
 - Attend local recreation centres (29%, unchanged from 2008)
 - Attend community events such as fetes, festivals and school concerts (14%, unchanged from 2008)
 - Attend neighbourhood centres (13%, up from 11% in 2008)
 - Attend Local Council events such as Living Loud and the Salisbury Writers Festival (3%, slightly up from 2% in 2008)
- 3.9.3 The specific frequencies of involvement in community activities can be seen in the following graphs.

Q24. How often are you involved in the following community activities?
Attend organised sport, church or community groups

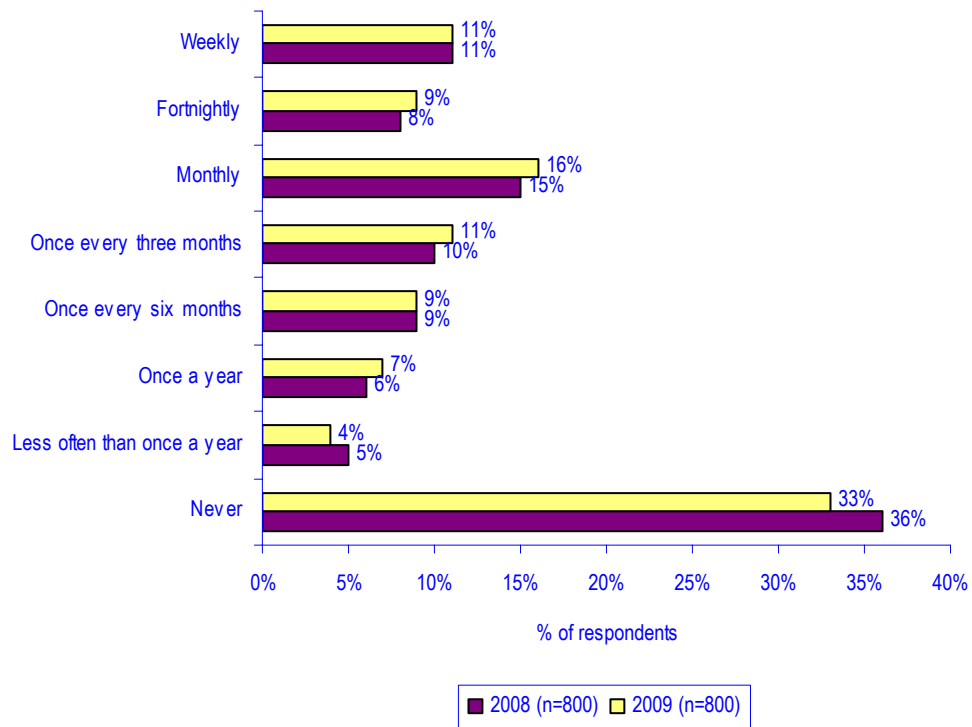


Q24. How often are you involved in the following community activities?
Attend local recreation centres



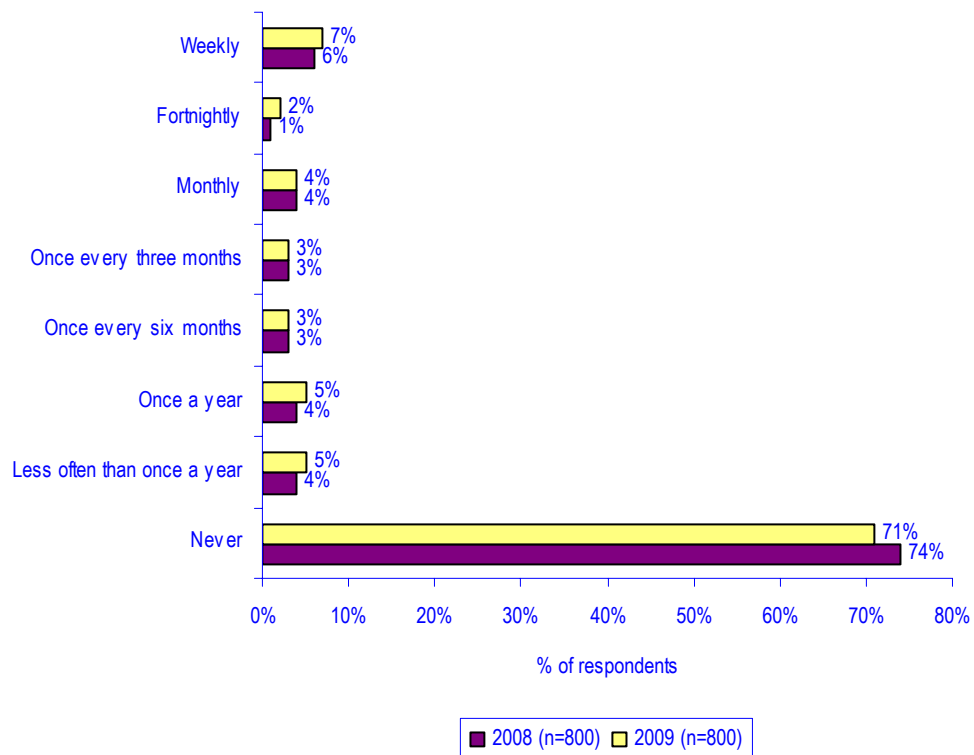
Q24. How often are you involved in the following community activities?

Visit Council Libraries

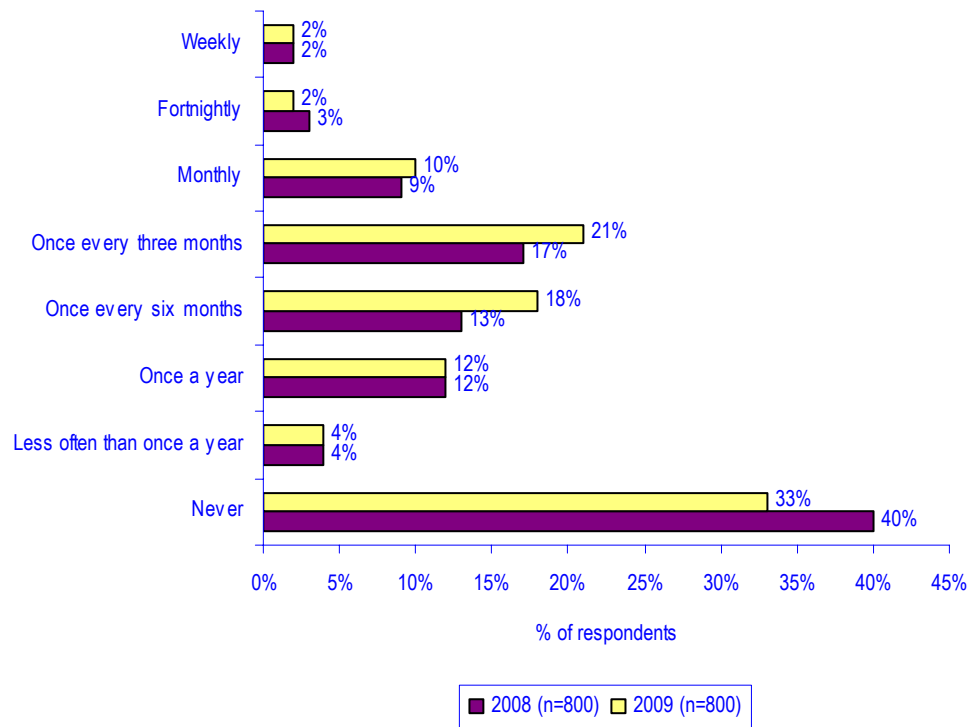


Q24. How often are you involved in the following community activities?

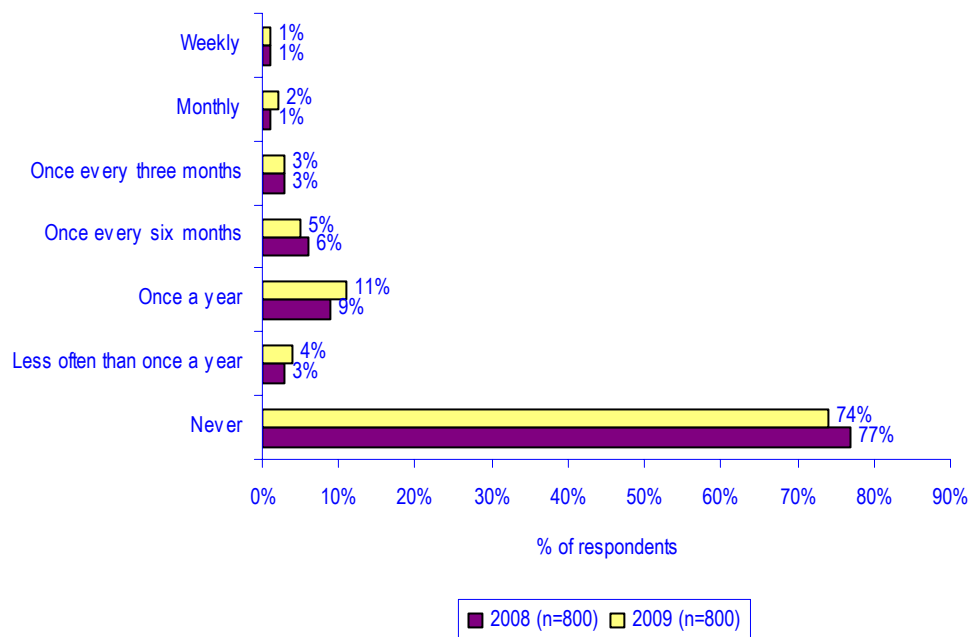
Attend neighbourhood centres



Q24. How often are you involved in the following community activities?
Attend community events such as fetes, festivals and school concerts



Q24. How often are you involved in the following community activities?
Attend local council events such as Living Loud and the Salisbury Writers Festival



3.9.4

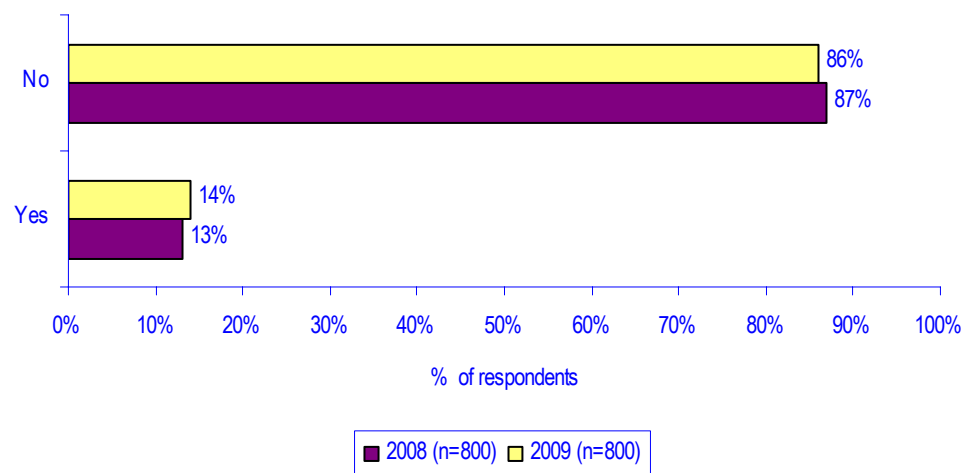
There were few variances to these responses among the groups surveyed.

3.10 *Belonging to a Decision-Making Board or Committee*

3.10.1 Those surveyed were asked if they were on a decision-making board or committee such as an action group, sporting club or school/ church board.

3.10.2 Approximately one in eight (14%, slightly up from 13% in 2008) respondents stated that they were on such boards or committees.

Q25. Are you on a decision-making board or committee such as an action group, sporting club or school/ church board?



3.10.3 Middle families (19%) were more likely to indicate that they were on a decision-making board or committee.

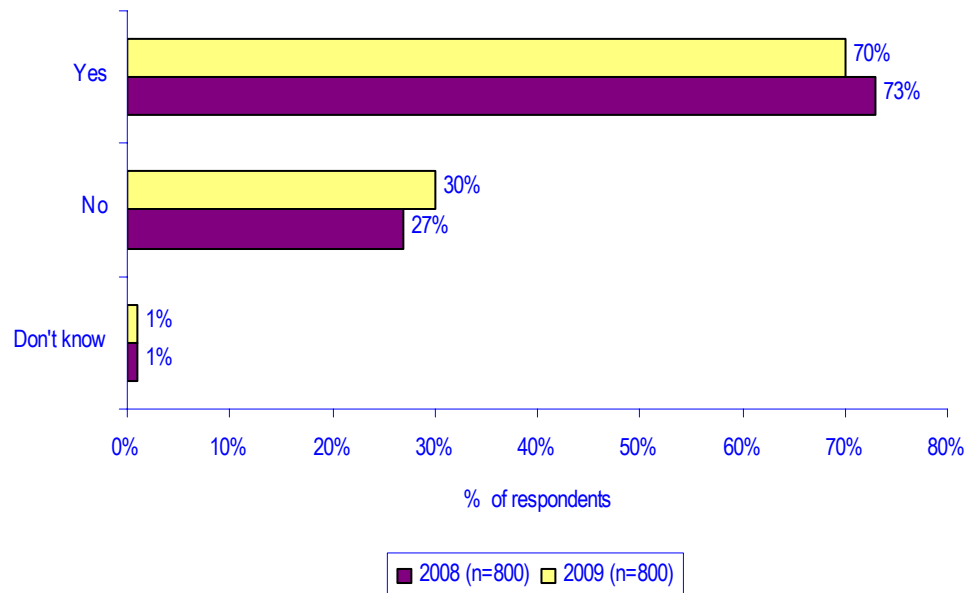
3.11 *Salisbury Aware Magazine*

Reading the Magazine

3.11.1 Those surveyed were asked if they read the Local Council magazine Salisbury Aware.

3.11.2 The incidence of readership of the Council's magazine was high, with almost seven in ten respondents (70%, down from 73% in 2008) indicating that they read it.

Q26. Do you read your local Council magazine Salisbury Aware?



3.11.3 Those who were more likely to indicate that they read Salisbury Aware included:

- Residents of the Central Ward (80%)
- Females (76%)
- Those aged 40 plus (76%), in particular those aged 65 plus (86%)
- Retirees (84%)
- Those not in paid work (74%)
- Mature couples/ singles (76%)

- Those with a gross household income of \$20,000 to \$39,999 per annum (78%)
- Those who had lived for 20 years or more in the Salisbury Council area (74%)
- Residents born in the United Kingdom (81%)

3.11.4 Conversely, those more likely to indicate that they did not read the magazine included:

- Males (37%)
- Those aged 18 to 39 (49%)
- Blue collar workers (38%)
- Those in paid work (33%)
- Young families (44%)
- Mature families (38%)
- Those with a gross household income of \$100,000 plus per annum (43%)

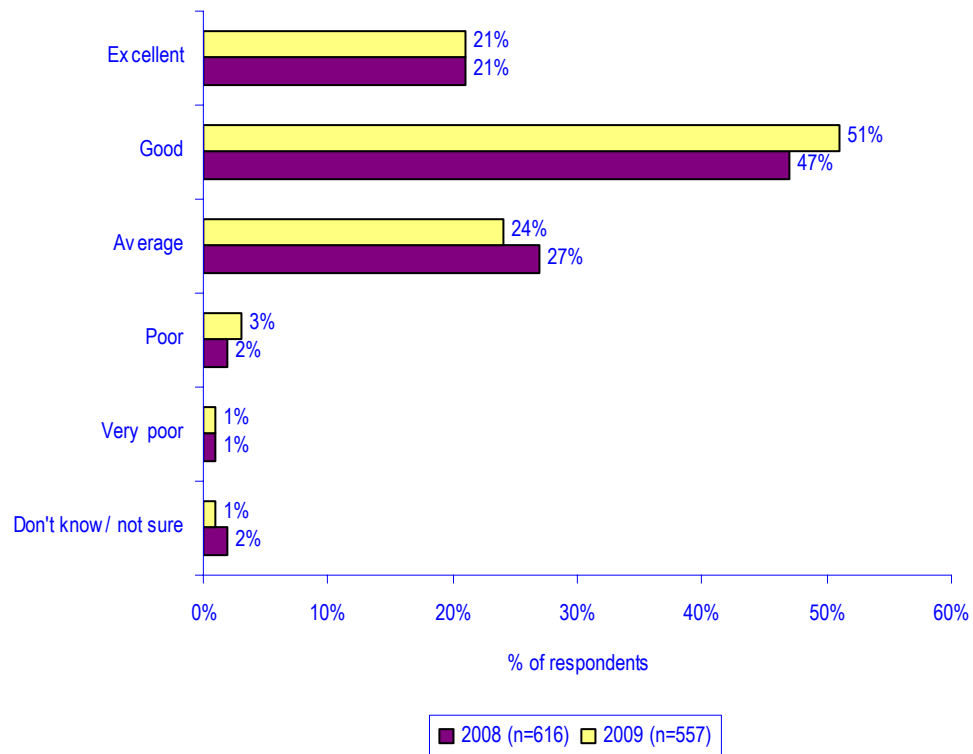
Rating the Magazine

3.11.5 Those who indicated that they read Salisbury Aware (n=557) were asked how would they rate the magazine, using a scale of 1 to 5, where 1 is very poor and 5 is excellent.

3.11.6 The magazine was rated highly, with over seven out of ten respondents (72%, up from 68% in 2008) having a positive view of it. The scaled responses were as follows:

- Excellent (21%, unchanged from 2008)
- Good (51%, up from 47% in 2008)
- Average (24%, up from 27% in 2008)
- Poor (3%, slightly up from 2% in 2008)
- Very poor (1%, unchanged from 2008)

**Q27. How would you rate the magazine out of 5
where 5 is excellent and 1 is very poor?
BASE: Read Salisbury Aware**



3.11.7 Higher proportions of residents from the East (86%) and Hills (84%) Wards, females (76%), those aged 40 plus (75%), retirees (81%), those not in paid work (77%), mature couples/ singles (78%) and those living in the Council area for 20 years or more (76%) rated Salisbury Aware as good or excellent.

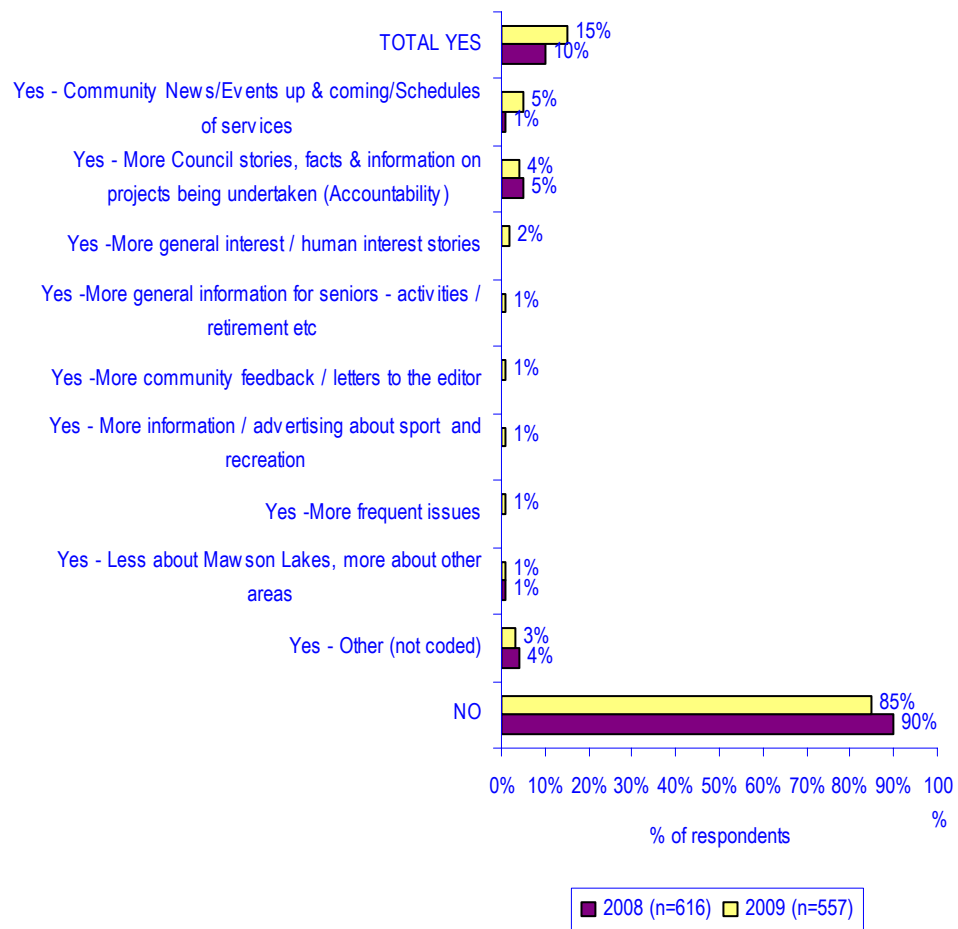
3.11.8 Males (29%), those aged 18 to 39 (39%), those in paid work (27%), young families (41%), those with a gross household income of \$60,000 to \$79,999 per annum (38%) and those living in the Council area 5 to less than 10 years (35%) were more likely to rate the magazine as average.

Suggestions for Improving the Magazine

3.11.9 Those who read the magazine (n=557) were then asked if they had any suggestions for improvement.

- 3.11.10 The overwhelming majority of respondents (85%, down from 90% in 2008) were unable to give any suggestions to improve the magazine.
- 3.11.11 However, those who did make a suggestion (15%, up from 10% in 2008) mentioned the following:
- Community news/ events up and coming/ schedules of services (5%, up from 1% in 2008)
 - More Council stories, facts and information on projects being undertaken - accountability (4%, slightly down from 5% in 2008)
 - More general interest/ human interest stories (2%, not mentioned in 2008)
 - Less about Mawson Lakes, more about other areas (1%, unchanged from 2008)
 - More frequent issues (1%, not mentioned in 2008)
 - More information/ advertising about sport and recreation (1%, not mentioned in 2008)
 - More community feedback/ letters to the editor (1%, not mentioned in 2008)
 - More general information for seniors – activities/ retirement, etc (1%, not mentioned in 2008)

Q28. Do you have any suggestions for improvement?
BASE: Read Salisbury Aware



3.11.12 There were few variances to these responses among the groups surveyed.

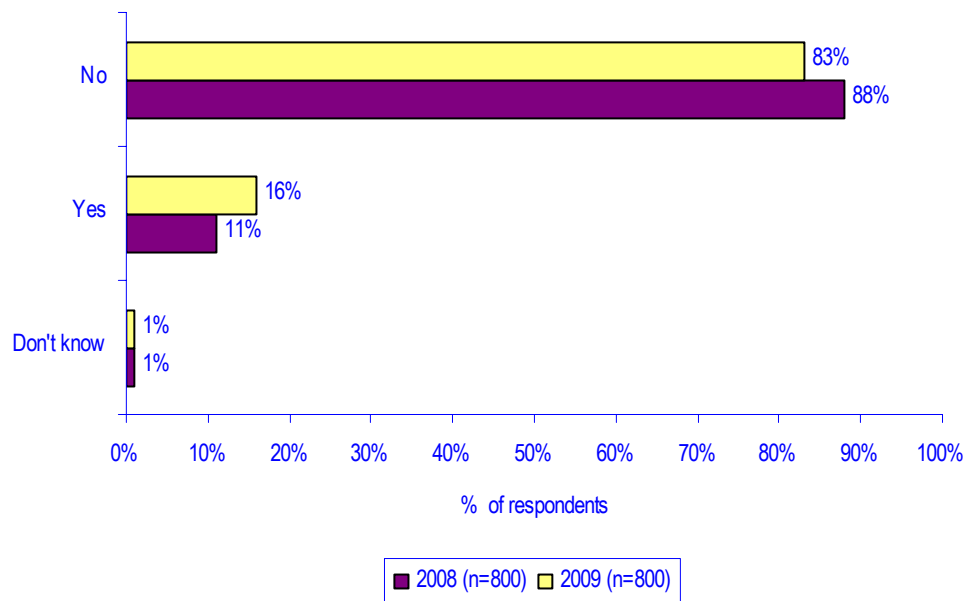
3.12 Council's Senior Services

Usage of Council's Senior Services

3.12.1 Those surveyed were asked if they or their family/ friends used Council's Senior Services, such as the Home Support Services, Housing Support, Access for Residents with Disabilities, Jack Young Centre or the Para Hills Centre.

3.12.2 Approximately one in six (16%, up from 11% in 2008) of those surveyed indicated that they used these services.

Q29. Do you, or any of your family/ friends, use Council's Senior Services, such as the Home Support Services, Housing Support, Access for Residents with Disabilities, Jack Young Centre or the Para Hills Centre?



3.12.3 Larger proportions of females (21%), those aged 40 plus (19%), retirees (28%), those not in paid work (24%), mature couples/ singles (23%), those with a gross household income of under \$20,000 per annum (27%), residents of the Central Ward (24%), those living in the Council area for 20 years or more (19%) and those born in the United Kingdom (23%) indicated that they, or their family/ friends, used Council's Senior Services.

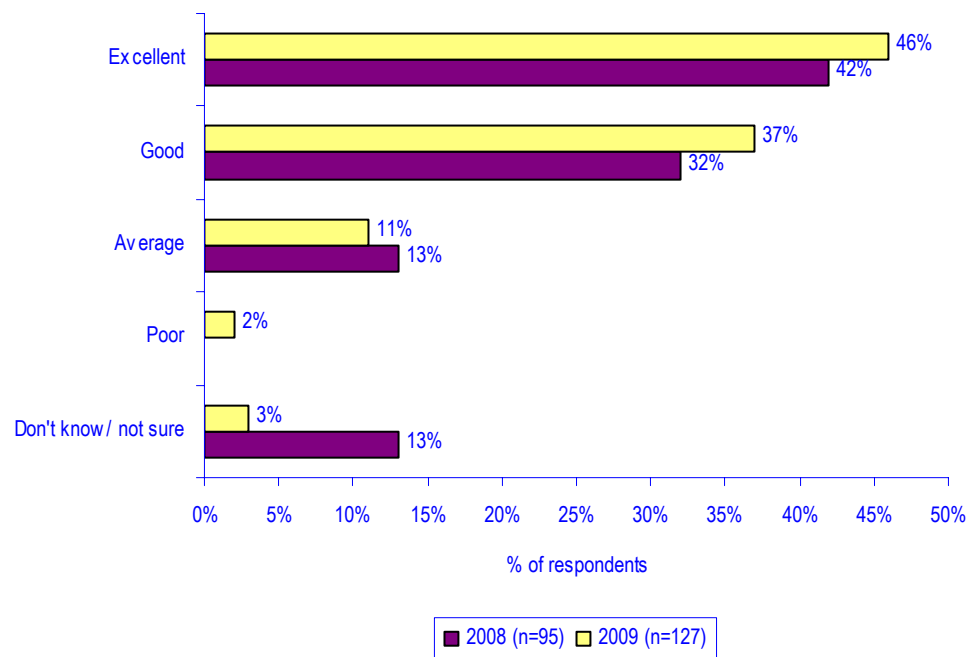
Rating Senior Services

3.12.4 Those who had used the Council's Senior Services (n=127) were then asked how they would rate these services, using a scale of 1 to 5, where 1 is very poor and 5 is excellent.

3.12.5 Over four in five (83%, up from 73% in 2008) responded positively, as outlined below:

- Excellent (46%, up from 42% in 2008)
- Good (37%, up from 32% in 2008)
- Average (11%, down from 13% in 2008)
- Poor (2%, up from 0% in 2008)

**Q30. How would you rate these services out of 5
where 5 is excellent and 1 is very poor?
BASE: Use Council Senior Services**



3.12.6 The incidence of those rating the Council's Senior Services positively was higher among:

- Those not in paid work (89%)
- Mature couples/ singles (89%)

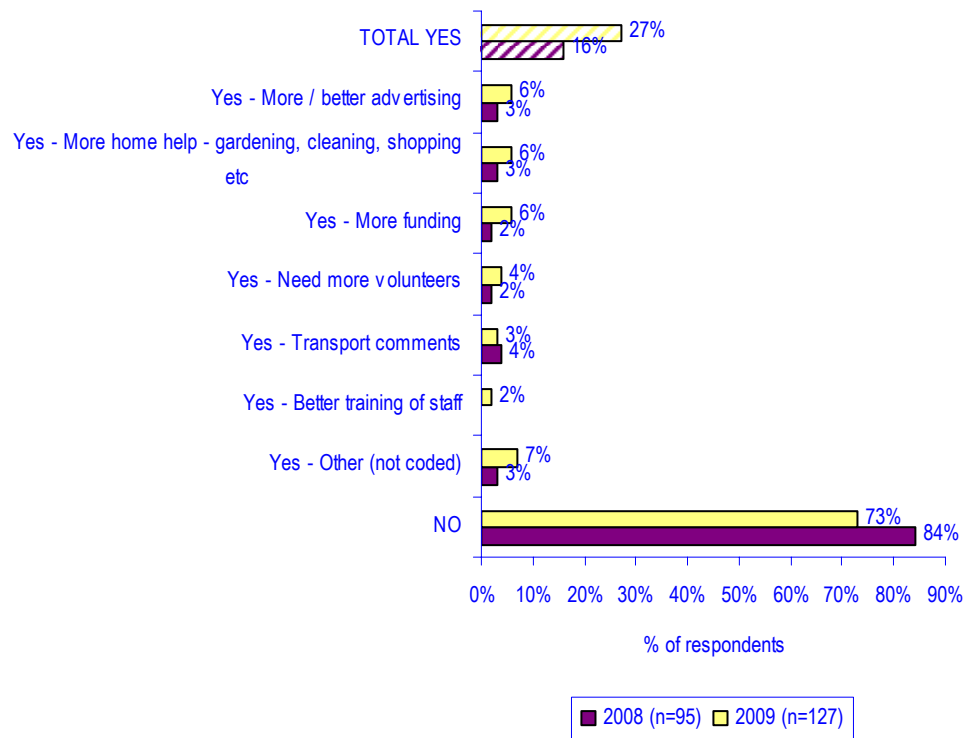
- Those with a gross household income of under \$20,000 per annum (98%)
- Those living in the Council area for 20 years or more (90%)

Improving Senior Services

- 3.12.7 Those who used the Council's Senior Services (n=127) were asked if they could suggest any improvements to these services.
- 3.12.8 The majority of this group (73%, down from 84% in 2008) were unable to make any suggestions for improvement of the services.
- 3.12.9 Small proportions of respondents made a number of suggestions, including:
- More funding (6%, up from 2% in 2008)
 - More home help – gardening, cleaning, shopping, etc (6%, up from 3% in 2008)
 - More/ better advertising (6%, up from 3% in 2008)
 - Need more volunteers (4%, up from 2% in 2008)
 - Transport comments (3%, slightly down from 4% in 2008)
 - Better training of staff (2%, not mentioned in 2008)

Q31. Can you suggest any improvements to these services?

BASE: Use Council Senior Services

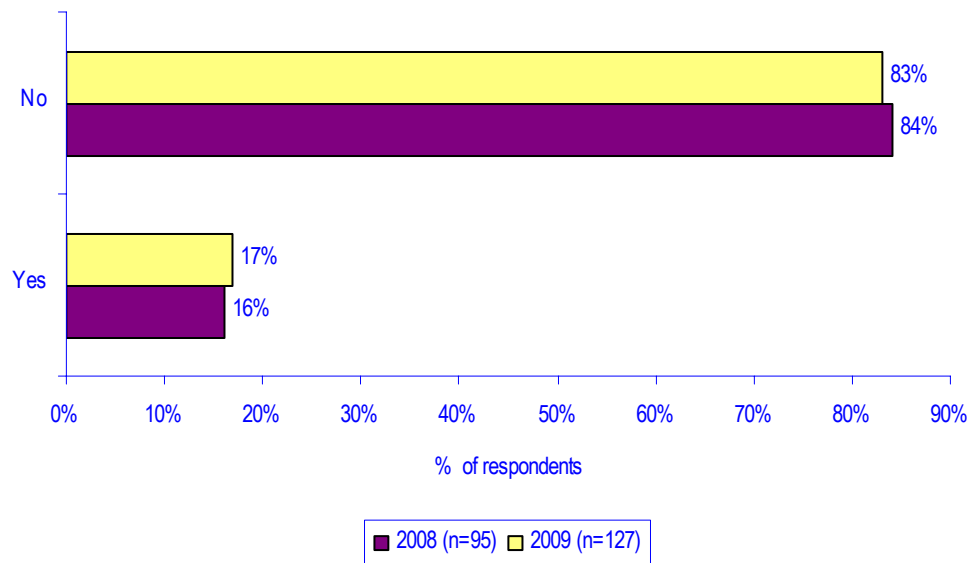


Following Up Senior Services

- 3.12.10 Those who had used the Council's Senior Services (n=127) were then asked if they would like the Council to follow up on any of these services with them.
- 3.12.11 One in six (17%, slightly up from 16% in 2008) of this group indicated that they would like the Council to do so.

Q32. Would you like the Council to follow up with you on any of these services?

BASE: Use Council Senior Services



3.12.12

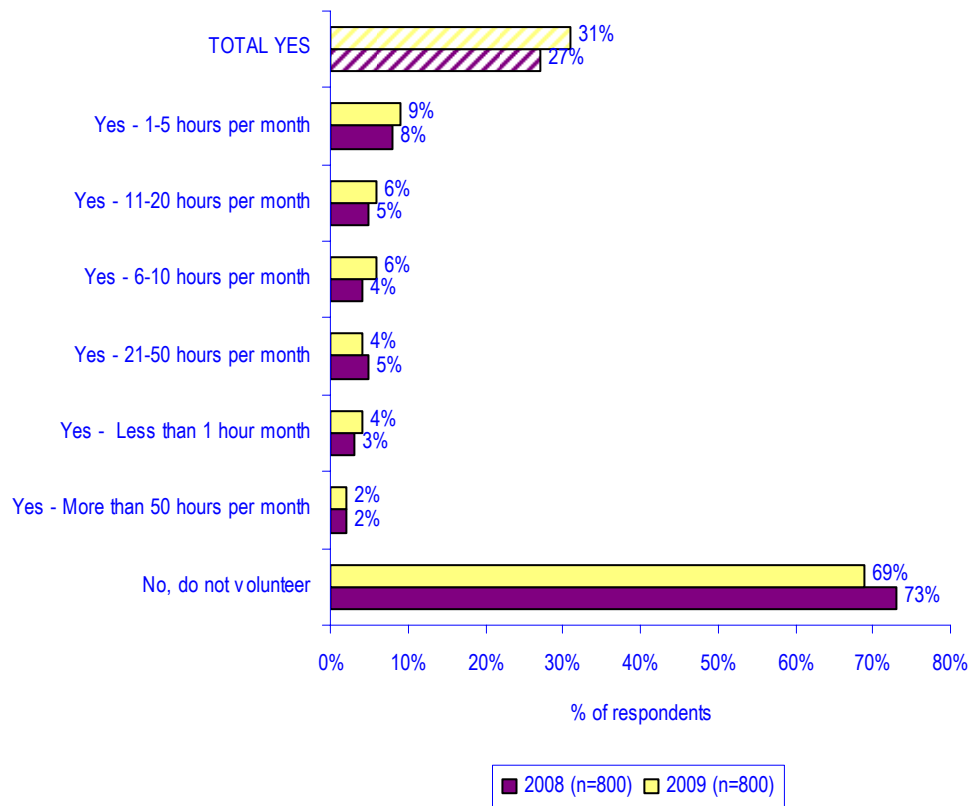
The list and contact details of the respondents who wanted the Council to follow up services with them can be found in the Appendix 3: Contact Details.

3.13 ***Volunteering to Assist the Community***

Incidence of Volunteering

- 3.13.1 Those surveyed were asked if they volunteered their time to assist the community in the past year, and if so, how many hours per month they volunteered.
- 3.13.2 Almost one third (31%, up from 27% in 2008) of those surveyed stated that they had volunteered their time in the past year. The specific number of hours volunteered per month are outlined below:
- Less than one hour (4%, slightly up from 3% in 2008)
 - One to five hours (9%, slightly up from 8% in 2008)
 - Six to ten hours (6%, up from 4% in 2008)
 - Eleven to twenty hours (6%, slightly up from 5% in 2008)
 - Twenty one to fifty hours (4%, slightly down from 5% in 2008)
 - More than fifty hours (2%, unchanged from 2008)
- 3.13.3 The majority of respondents (69%, down from 73% in 2008), however, indicated that they did not volunteer their time to assist the community.

**Q33. Have you volunteered your time to assist the community
in the past year?**
If yes: Approximately, how many hours per month do you volunteer?



3.13.4 The incidences of volunteering to help the community were higher among females (35%), those aged 40 plus (33%), middle families (40%) and households with a gross income of \$20,000 to \$39,999 per annum (37%).

Encouraging to Volunteer

3.13.5 Those who indicated that they have not volunteered their time in (n=555) were asked what would encourage them to do so.

3.13.6 Having more time available was named by more than half (51%) of this group as the main reason for not volunteering their time. Other reasons included:

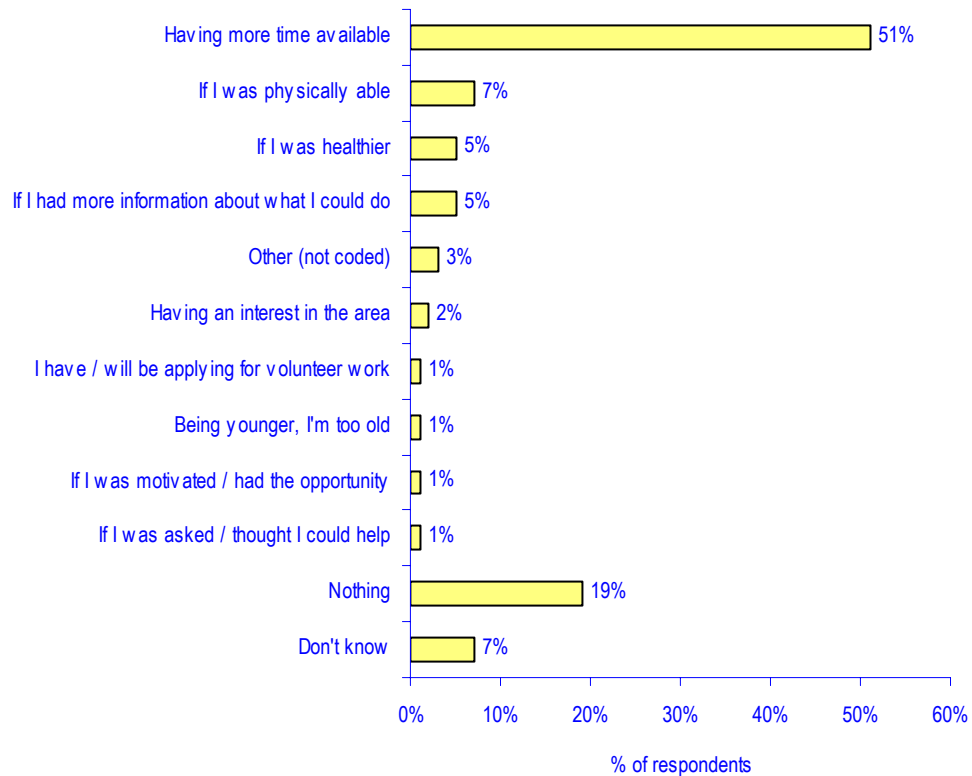
- Not physically able (7%)
- If I had more information about what is involved (5%)

- If they were healthier (5%)

Q34. What would encourage you to volunteer your time?

Unprompted, multiple response

BASE: Do not volunteer (n=555)



3.13.7

Those who indicated that having more time available would encourage them to volunteer their time were more likely to be:

- Residents of the Hills Ward (63%)
- Females (56%)
- Those aged 40 to 54 (65%)
- White collar workers (74%)
- Blue collar workers (61%)
- Those in paid work (66%)
- Middle families (68%)
- Households with a gross annual income of \$40,000 to \$59,999 (66%)
- Those living in the Council area for 15 to less than 20 years (68%)

3.13.8 Those who indicated that they would volunteer their time if they were physically able to were more likely to be:

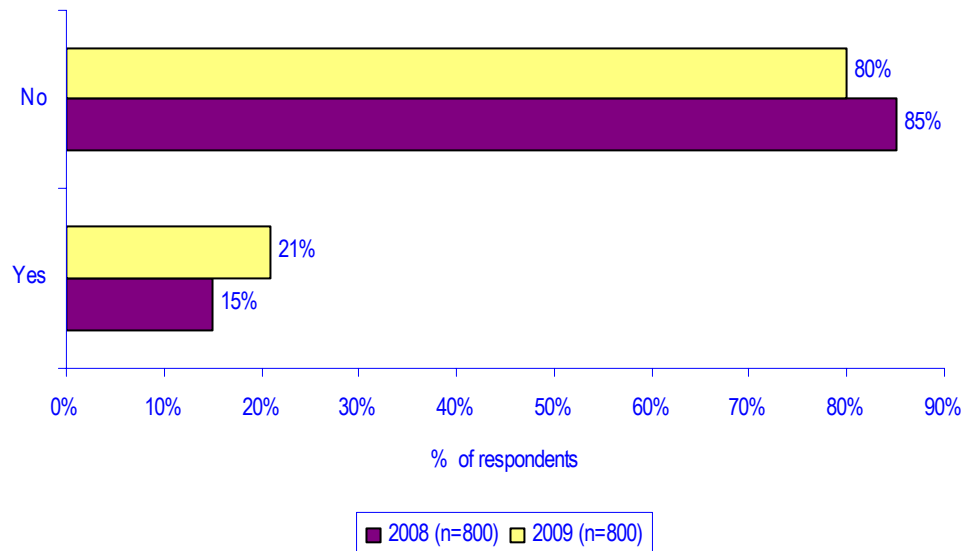
- Those aged 40 plus (9%)
- Retirees (19%)
- Those not in paid work (15%)
- Mature couples/ singles (12%)

3.14 *Interest of Being Part of a Community Panel*

3.14.1 All respondents were then asked if they were interested in being part of a community panel being formed by the Council to consult residents on issues that affect the community.

3.14.2 Approximately one in five (21%, up from 15% in 2008) respondents stated that they were interested in being part of a Community Panel being formed by the Council.

Q35. Are you interested in being part of a community panel, which is being formed by Council, to consult residents on issues that affect the community?



3.14.3 Those aged 40 to 54 (25%) and 55 to 64 (27%), professionals/ executives (39%), those in paid work (24%) and households with gross incomes of \$80,000 to \$99,999 (29%) and \$100,000 plus (30%) per annum were more likely to indicate that they were interested in being part of a community panel.

3.15 *City of Salisbury's Website*

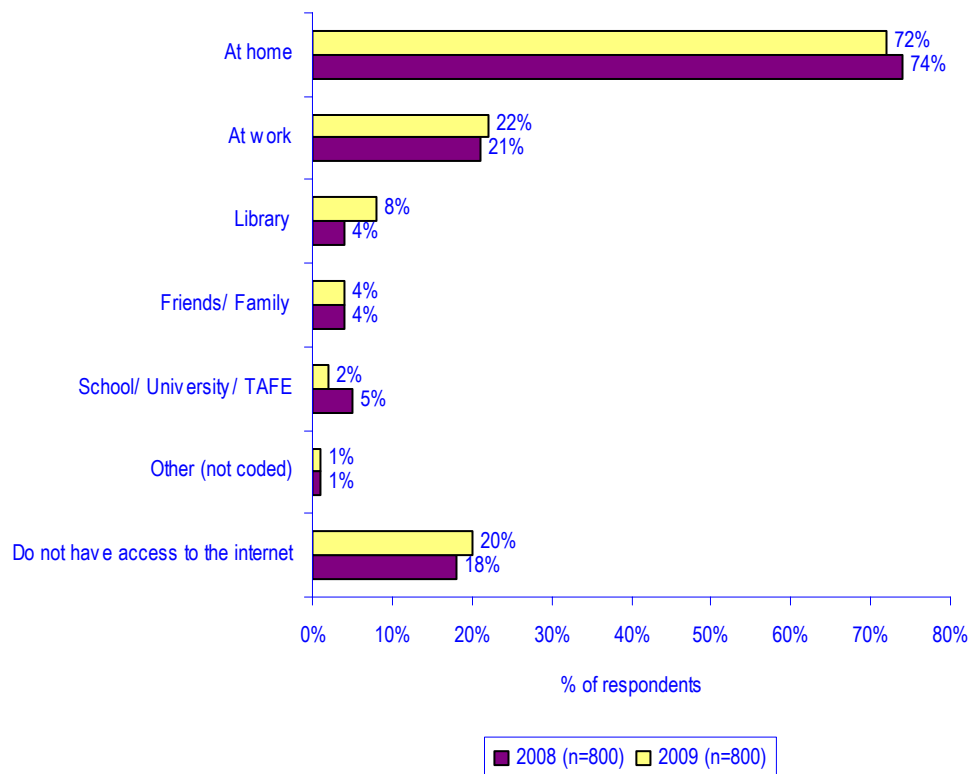
Access to the Internet

3.15.1 Survey participants were asked where they had access to the Internet.

3.15.2 Four in five (80%, down from 82% in 2008) of those surveyed indicated that they had access to the Internet, mainly at home (72%, down from 74% in 2008). Lower proportions also indicated that they had access from:

- Work (22%, slightly up from 21% in 2008)
- Library (8%, up from 4% in 2008)
- Friends/ family (4%, unchanged from 2008)
- School/ University/ TAFE (2%, down from 5% in 2008)

Q36. Where do you have access to the Internet?



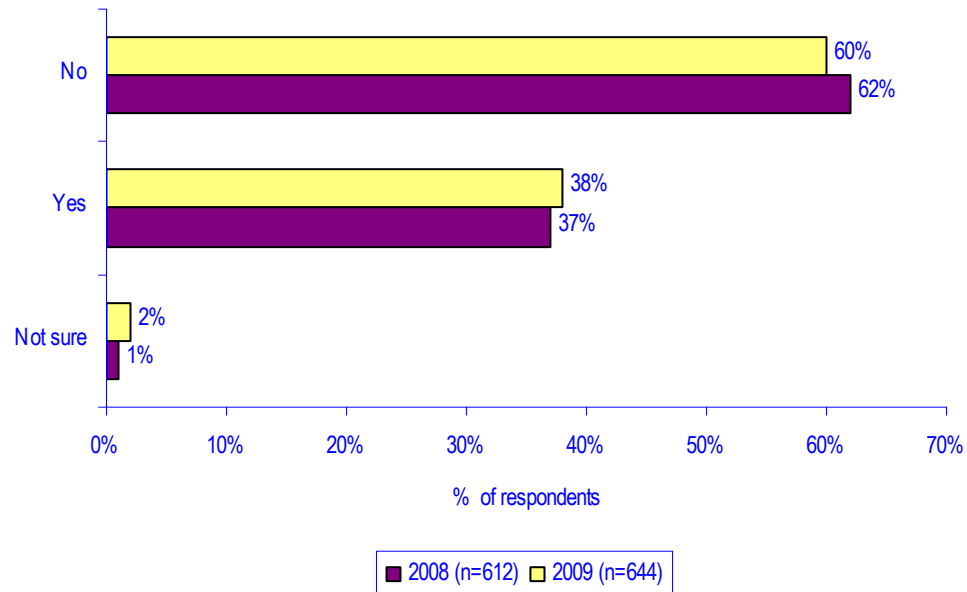
- 3.15.3 Those aged 18 to 39 (86%) and 40 to 54 (81%), professionals/ executives (88%), white collar workers (88%), those in paid work (83%), young families (87%), middle families (86%), mature families (87%), those with household incomes of \$40,000 to \$59,999 (81%), \$60,000 to \$79,999 (86%), \$80,000 to \$99,999 (89%) and \$100,000 plus (90%) per annum and those living in the Salisbury Council area from 15 to less than 20 years (82%) were more likely to indicate that they had access to the Internet at home.
- 3.15.4 Those aged 31 to 39 (31%) and 40 to 54 (32%), professionals/ executives (55%), white collar workers (46%), those in paid work (37%), middle families (33%), mature families (31%), those with household incomes of \$80,000 to \$99,999 (52%) and \$100,000 plus (49%) per annum and Australian born residents (24%) were more likely to indicate that they had access to the Internet at work.

City of Salisbury's Website Usage

- 3.15.5 Those who had access to the Internet (n=644) were asked if they had used the City of Salisbury's website.
- 3.15.6 Almost two fifths (38%, slightly up from 37% in 2008) of this group indicated that they had used the website, compared with 60% (down from 62% in 2008) who indicated that they had not used it.

Q37. Have you used the City of Salisbury website?

BASE: Have access to the Internet



- 3.15.7 The incidence of using the Council's website was higher among professionals/ executives (56%), white collar workers (48%), those in paid work (42%), households with gross annual incomes of \$80,000 to \$99,999 (51%) and \$100,000 plus (55%) and those living in the Council area 15 to less than 20 years (52%).

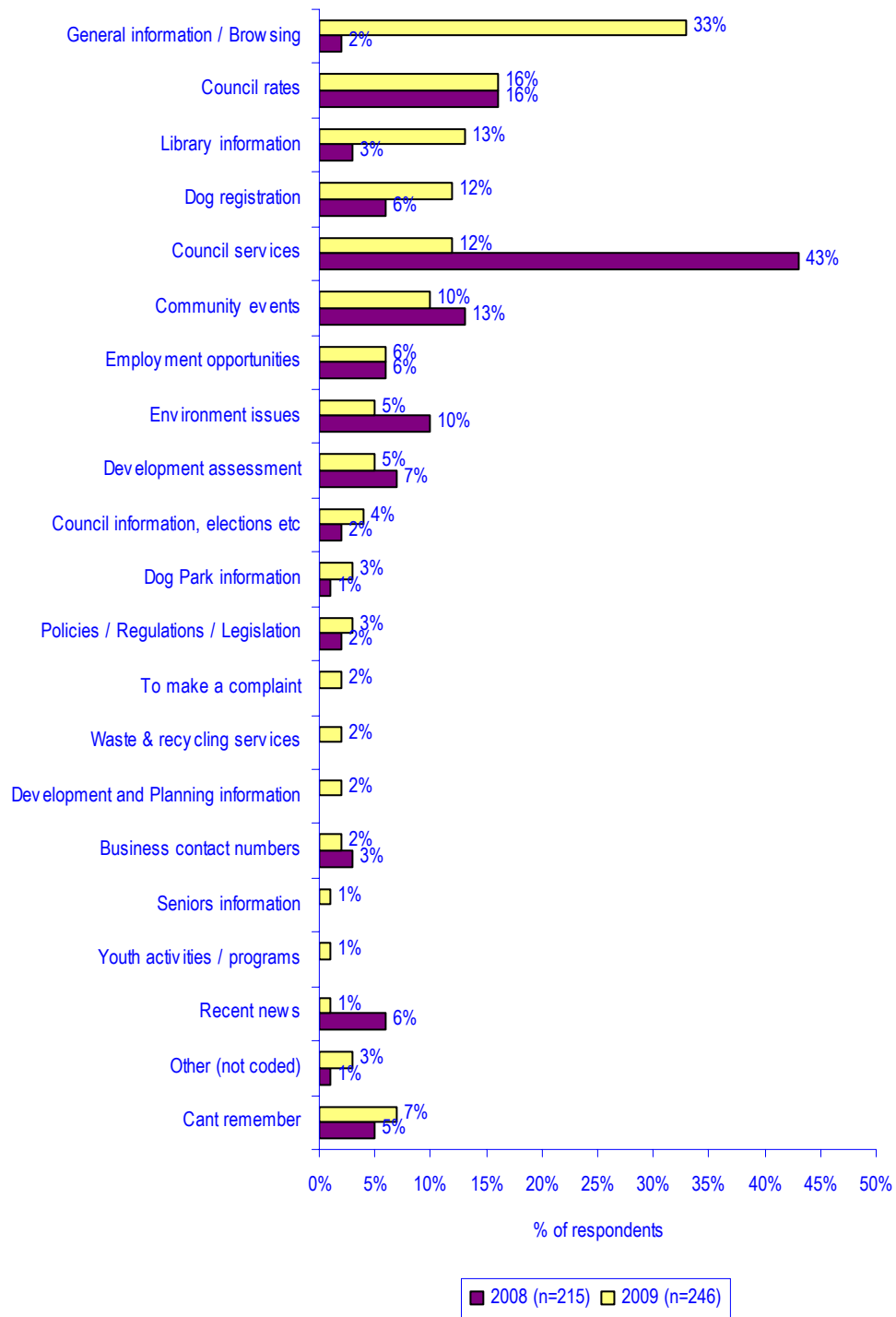
Reasons for Using the Website

- 3.15.8 Those who used the City of Salisbury's website (n=246) were then asked what they used it for.

- 3.15.9 One third of this group (33%, well above the 2% recorded in 2008) indicated that they used the website for general information/ browsing. Other reasons named included:

- Council rates (16%, unchanged from 2008)
- Library information (13%, up from 3% in 2008)
- Council services (12%, well below the 43% recorded in 2008)
- Dog registration (12%, up from 6% in 2008)
- Community events (10%, down from 13% in 2008)

Q38. What did you use the City of Salisbury website for?
BASE: Used City of Salisbury website



3.15.10

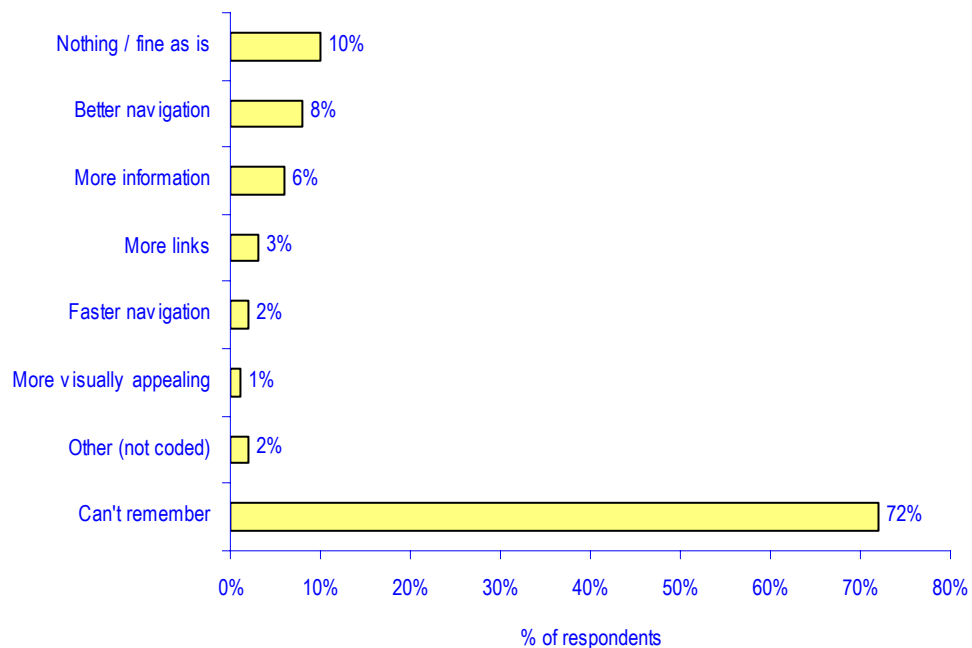
Females were more likely to state that they used the Council's website for library information (17%) and dog registration (16%).

Improving the Website

3.15.11 Those who used the City of Salisbury's website (n=246) were asked what could be done to improve the website.

3.15.12 Even though most (72%) respondents were unsure of what could be done to improve the City of Salisbury's website, some suggested better navigation (8%), more information (6%) and more links (3%). One in ten (10%) respondents mentioned that nothing was needed/ it is fine as it is.

Q39. What could be done to improve the City of Salisbury website?
BASE: Used City of Salisbury website (n=246)



3.15.13 There were few variances to these responses among the groups surveyed.

3.16 *Environmental Issues and Initiatives in the City of Salisbury*

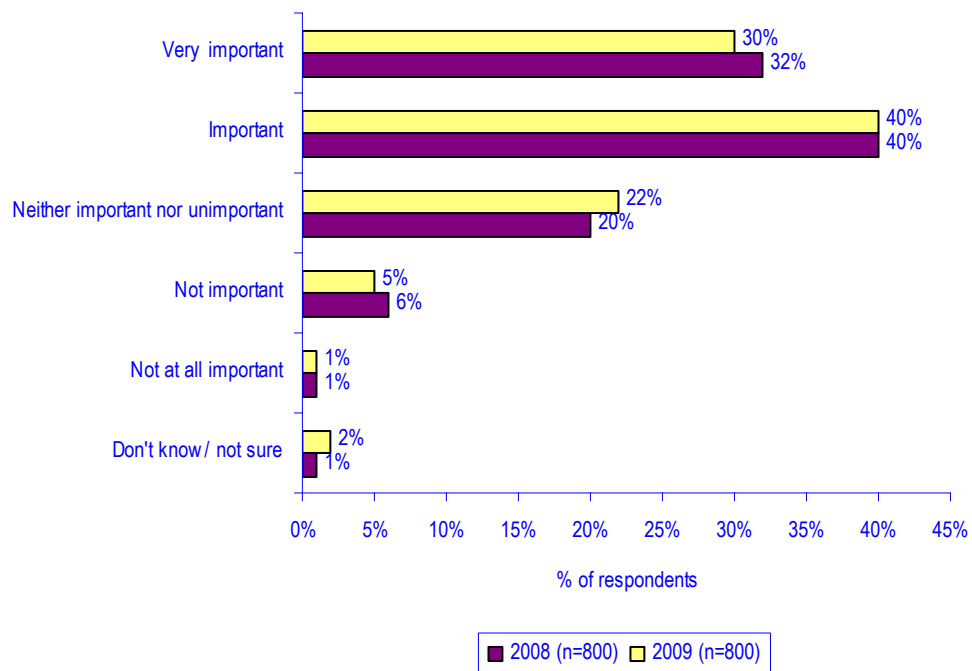
Importance of Environmental Sustainability Issues

3.16.1 Those surveyed were asked to rate, on a 1 to 5 scale where 1 is not at all important and 5 is very important, how important environmental sustainability issues were compared to other issues in their lives.

3.16.2 The importance of sustainability issues was rated highly, with seven in ten respondents (70%, down from 72% in 2008) indicating that it was important compared to other issues. The scaled responses were as follows:

- Very important (30%, down from 32% in 2008)
- Important (40%, unchanged from 2008)
- Neither important nor unimportant (22%, up from 20% in 2008)
- Not important (5%, slightly down from 6% in 2008)
- Not at all important (1%, unchanged from 2008)

Q40. On a scale of 1-5 where 5 is very important and 1 is not at all important, how important are environmental sustainability issues compared to other issues in your life?

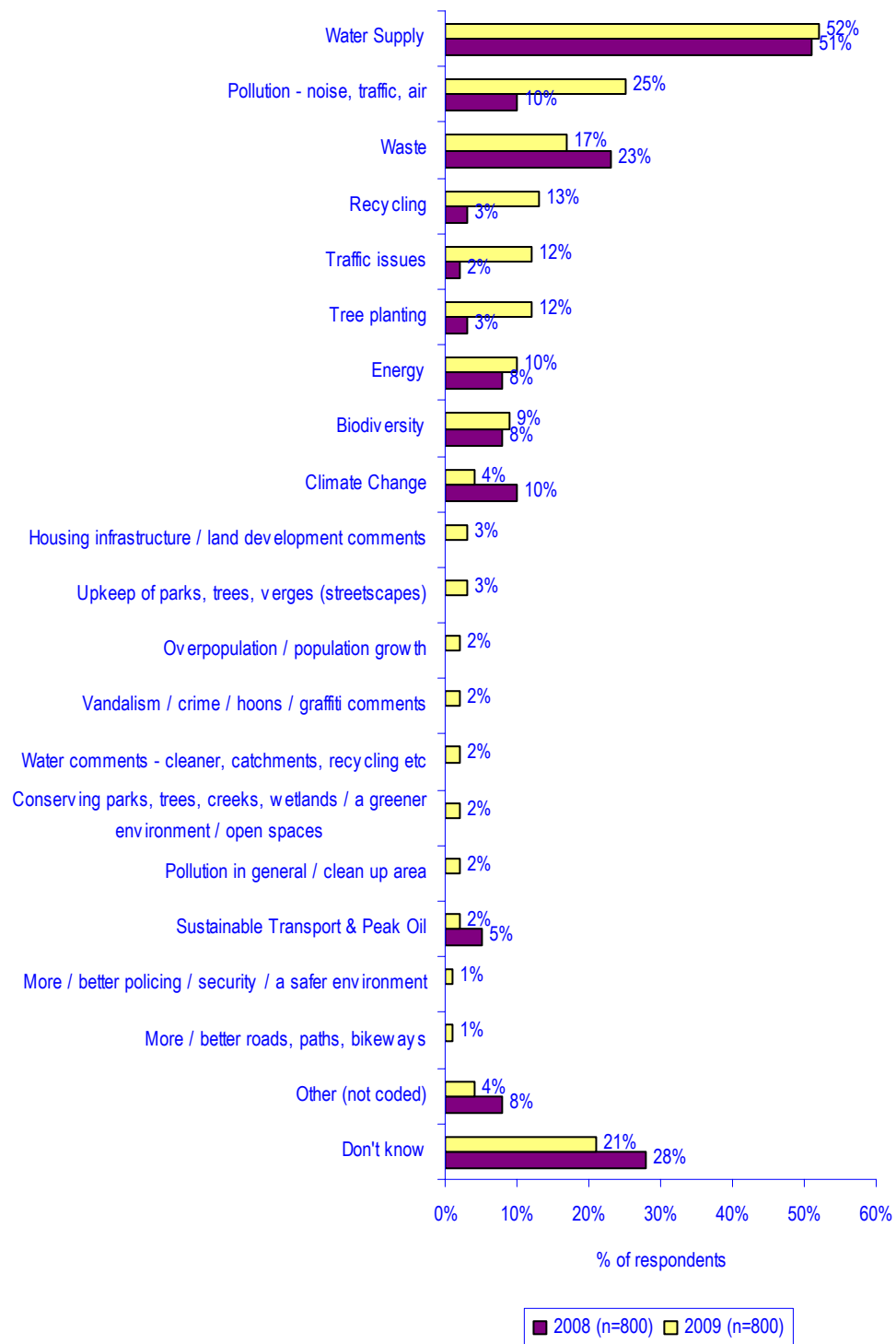


- 3.16.3 Those who considered the environmental sustainability issues as important or very important compared with other issues were more likely to be residents from the East Ward (79%), those aged 40 plus (73%) and residents born in the united Kingdom.
- 3.16.4 Those aged 18 to 39 (31%), those in paid work (25%), those living in the Salisbury Council area 10 to less than 15 years (32%) and Australian born residents (25%) were more likely to consider environmental sustainability issues as neither important nor unimportant.

Environmental Issues in the Council Area

- 3.16.5 Those surveyed were asked what they believed were the most important environmental issues facing the City of Salisbury.
- 3.16.6 Water supply (52%, slightly up from 51% in 2008) was again identified as the most important environmental issue facing the City of Salisbury. This was followed by pollution – noise, traffic, air (25%, up from 10% in 2008).
- 3.16.7 Other issues named included:
- Waste (17%, down from 23% in 2008)
 - Recycling (13%, up from 3% in 2008)
 - Traffic issues (12%, up from 2% in 2009)
 - Tree planting (12%, up from 3% in 2008)
 - Energy (10%, up from 8% in 2008)
 - Biodiversity (9%, slightly up from 8% in 2008)

Q41. What do you believe are the three most important environmental issues facing the City of Salisbury?



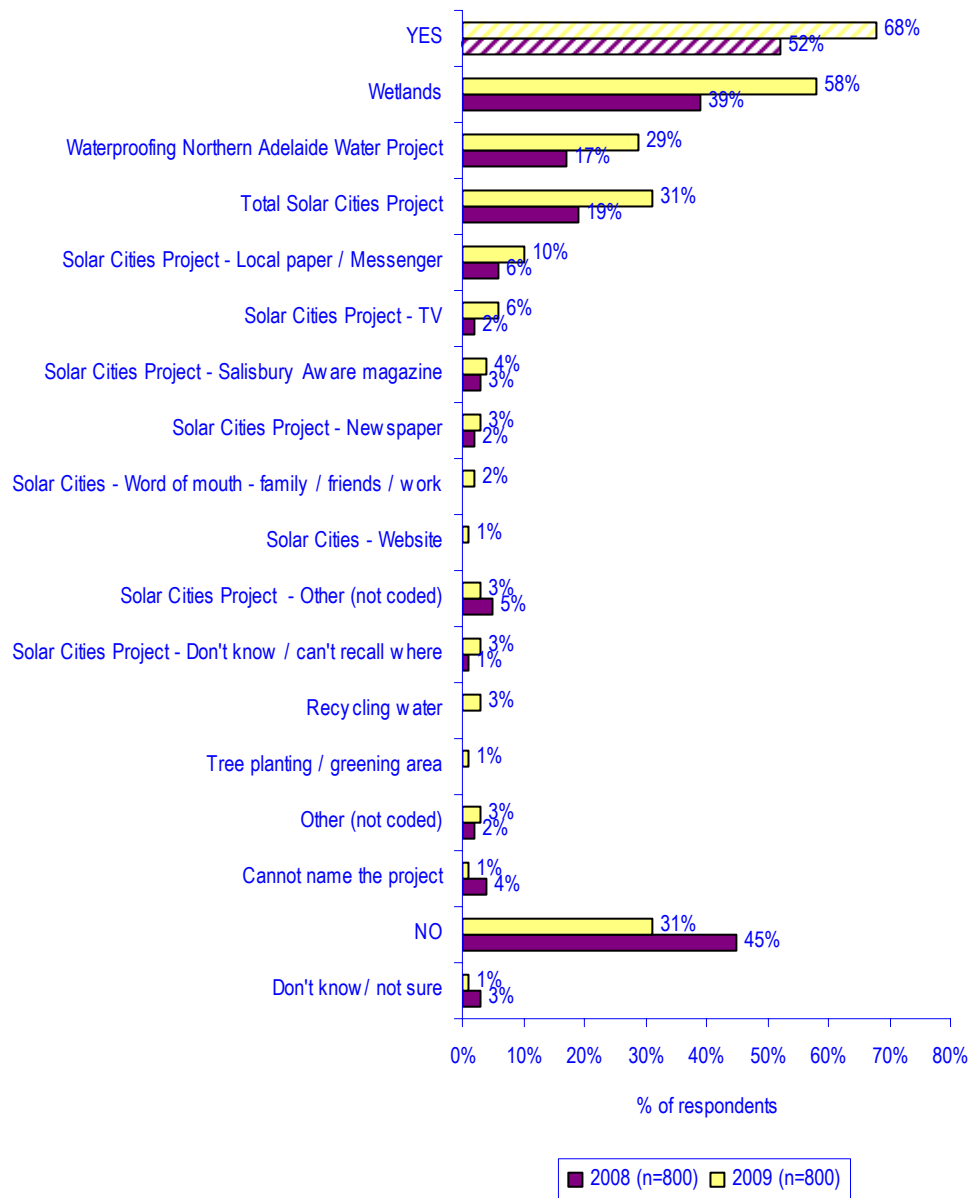
- 3.16.8 Those naming water supply as a major environmental issue facing the City of Salisbury were more likely to be:
- Residents of the East (64%) and South (66%) Wards
 - Professionals/ executives (67%)
 - Those in paid work (56%)
 - Households with a gross annual income of \$80,000 to \$99,999 (69%)
- 3.16.9 Those naming pollution – noise, traffic, air as a major environmental issue in the City of Salisbury were more likely to be residents of the East (34%) and Para (40%) Wards and those born in Australian (27%).
- 3.16.10 Recycling was more likely to be named as an environmental issue in the City of Salisbury among:
- Females (15%)
 - Those aged 40 to 54 (18%)
 - White collar workers (19%)
 - Those in paid work (15%)

Awareness of Environmental Initiatives in the Council Area

- 3.16.11 Those surveyed were asked if they were aware of any environmental initiatives occurring within the Council area.
- 3.16.12 Over two thirds (68%, up from 52% in 2008) indicated that they were aware of environmental initiatives within the City of Salisbury, with the Wetlands Project being named by almost three in five (58%, up from 39% in 2008) of this group.
- 3.16.13 Other environmental initiatives named included:
- Solar Cities Project (31%, well above the 19% recorded in 2008)
 - Waterproofing Northern Adelaide Water project (29%, up from 17% in 2008)

3.16.14 The following chart shows the major projects named and their specific sources of awareness:

Q42. Are you aware of any environmental initiatives occurring within the Council area?



3.16.15 Those aware of the Wetland project were more likely to be residents of the Central (69%) and Hills (73%) Wards, those aged 40 plus (62%), mature couples/ singles (63%), those with a gross household income of \$60,000 to \$79,999 per annum (70%) and residents living for 20 or more years in the Council area (64%).

- 3.16.16 Those aware of the Waterproofing Northern Adelaide Water project were more likely to be males (33%), those aged 40 plus (31%), professionals/executives (40%) and residents living for 20 or more years in the Council area (33%).

3.17 *Public Transport in the City of Salisbury*

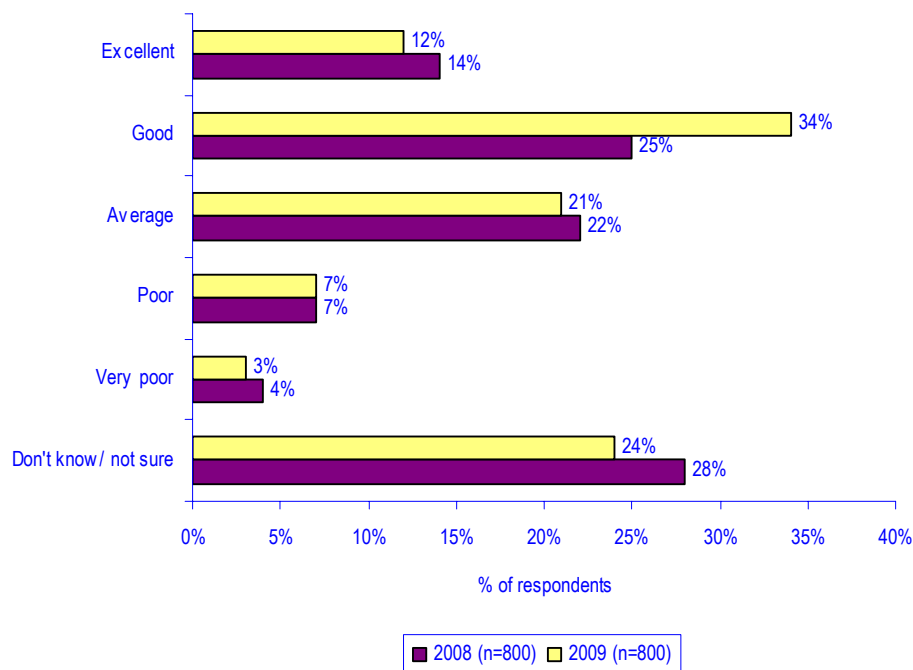
3.17.1 Those surveyed were then asked how they would rate the public transport that it is available in the City of Salisbury.

3.17.2 Almost half (46%, up from 39% in 2008) of those surveyed rated the public transport in the Council highly, whilst over one in five (21%, slightly up from 22% in 2008) rated it as average and a further 9% (down from 11% in 2008) rated it as poor. Almost one quarter (24%, down from 28% in 2008), however, were unsure.

3.17.3 The scaled responses to this question were:

- Excellent (12%, down from 14% in 2008)
- Good (34%, up from 25% in 2008)
- Average (21%, slightly down from 22% in 2008)
- Poor (7%, unchanged from 2008)
- Very poor (3%, slightly down from 4% in 2008)

Q43. How would you rate the public transport that is available within the City of Salisbury?



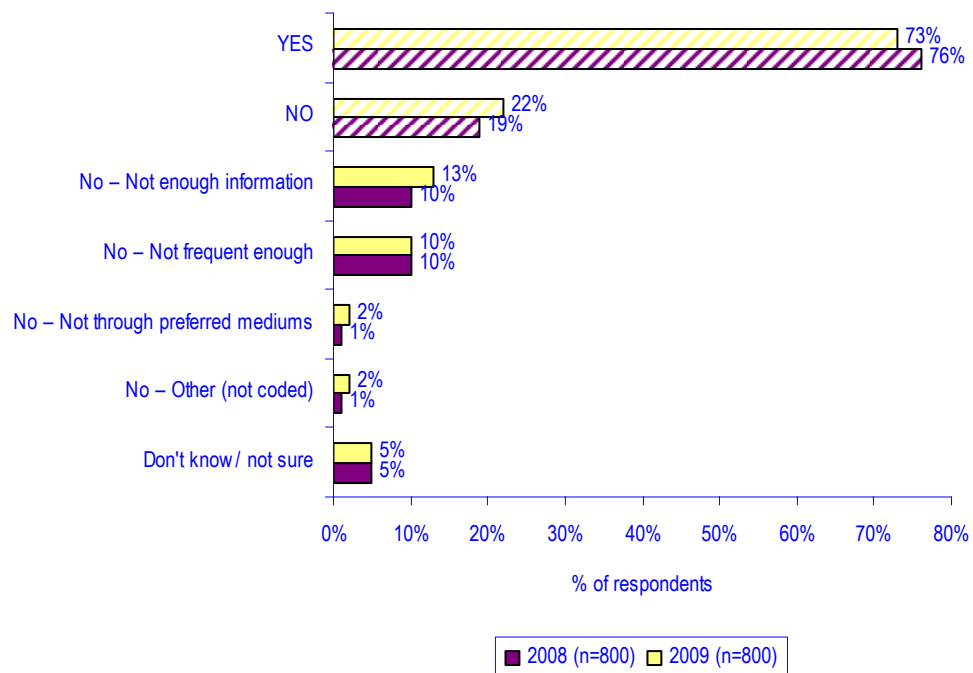
3.17.4 There were few variances to these responses among the groups surveyed.

3.18 *Communication with the Council*

Providing Adequate Communication

- 3.18.1 Those surveyed were asked if they believed that the Council provided adequate communication to them.
- 3.18.2 The overwhelming majority (73%, down from 76% in 2008) of respondents agreed that the City of Salisbury provided adequate communications to them.
- 3.18.3 Those who did not believe that the Council provided adequate communications to them (22%, up from 19% in 2008) specified the following reasons:
- Not enough information (13%, up from 10% in 2008)
 - Not frequent enough (10%, unchanged from 2008)
 - Not through preferred mediums (2%, slightly up from 1% in 2008)

Q44. Do you believe that the Council provides adequate communications to you?



3.18.4 Higher proportions of those aged 65 plus (84%), retirees (83%), those not in paid work (77%), mature couples/ singles (79%), households with a gross annual income of under \$20,000 (81%) and those living in the Council area 20 years or more (76%) believed that the Council provides adequate communication.

3.18.5 Those in paid work were more likely to indicate that they did not believe that the Council communicates adequately with them because there is not enough information (15%) and the communication is not frequent enough (12%).

Improving Communications from the Council

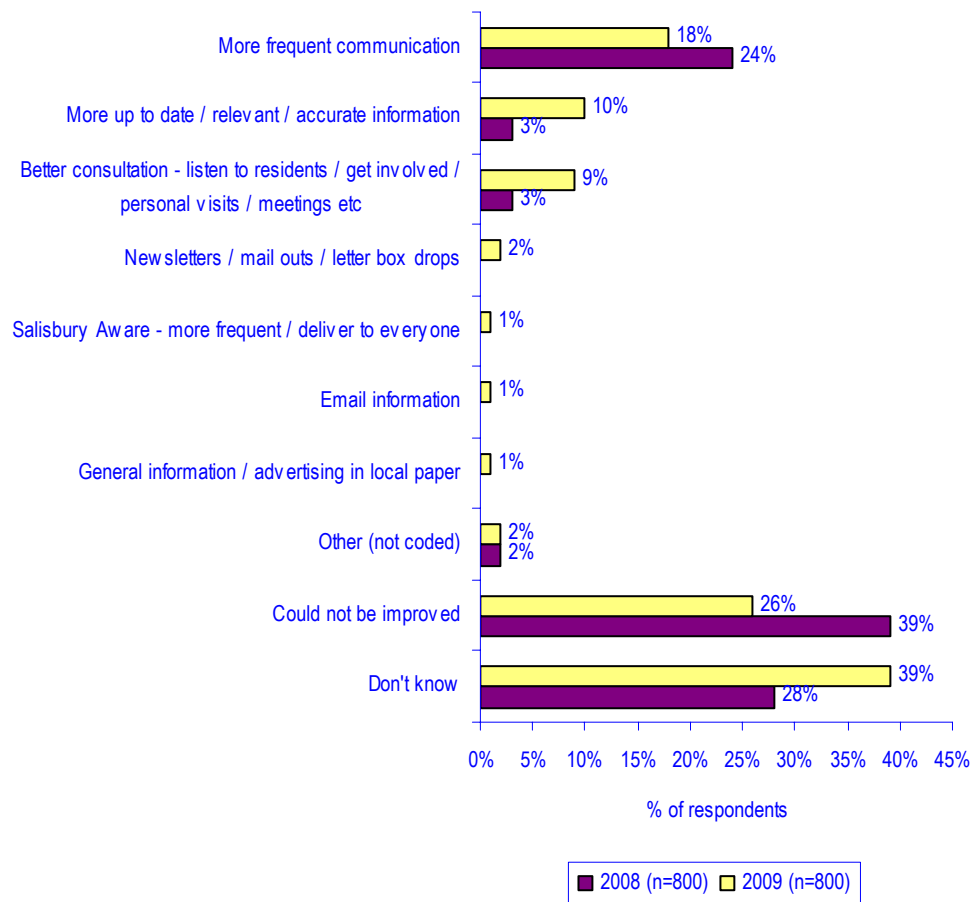
3.18.6 Survey participants were asked how could communications from the Council be improved.

3.18.7 Although over one quarter (26%, down from 39% in 2008) of the respondents indicated that communication with the Council could not be improved and a further 39% (up from 28% in 2008) were unsure, over one third (35%, up from 33%) of respondents did, however, make some suggestions for improvement, with almost one fifth (18%, down from 24% in 2008) of this group suggesting more frequent communication.

3.18.8 Other suggestions named by lower proportions of respondents included:

- More up to date/ relevant/ accurate information (10%, up from 3% in 2008)
- Better consultation – listen to residents/ get involved/ personal visits/ meetings, etc (9%, up from 3% in 2008)

Q45. How could communications from the Council be improved?



3.18.9 Residents living in the West Ward (27%), those aged 18 to 39 (24%), those in paid work (21%), middle families (26%) and households with a gross income of \$100,000 plus per annum (29%) were more likely to suggest more frequent communication.

Preferred Ways to Receive Communication

3.18.10 Those surveyed were then asked how would they prefer to receive information from the Council.

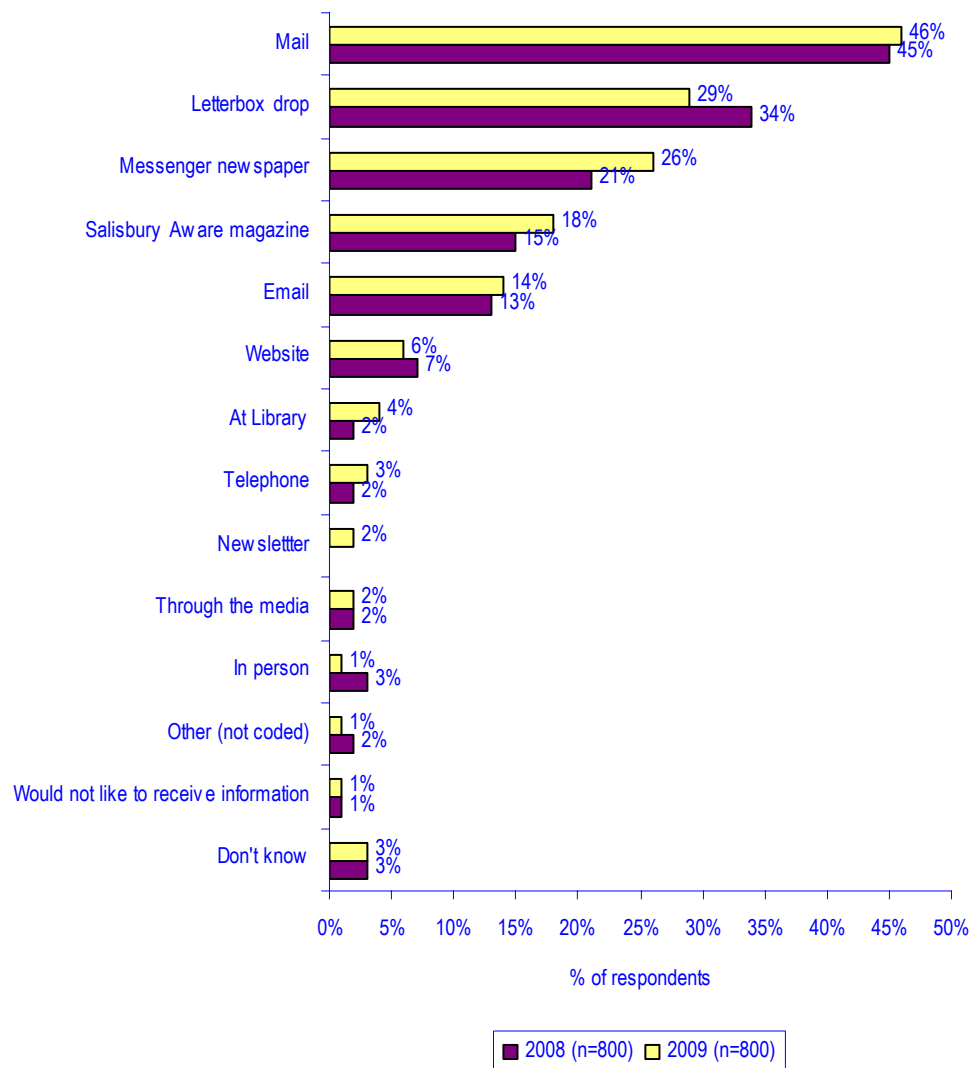
3.18.11 Almost half (46%, slightly up from 45% in 2008) of the respondents indicated that they would prefer to receive information from the Council through the mail and almost three in ten (29%, down from 34% in 2008) named a letterbox drop.

3.18.12

Other preferred ways to receive communications from the Council included:

- Messenger newspaper (26%, up from 21% in 2008)
- Salisbury Aware magazine (18%, up from 15% in 2008)
- Email (14%, slightly up from 13% in 2008)
- Website (6%, slightly down from 7% in 2008)
- At library (4%, up from 2% in 2008)
- Telephone (3%, slightly up from 2% in 2008)
- Through the media (2%, unchanged from 2008)
- Newsletter (2%, not mentioned in 2008)

Q46. How would you prefer to receive information from the Council?

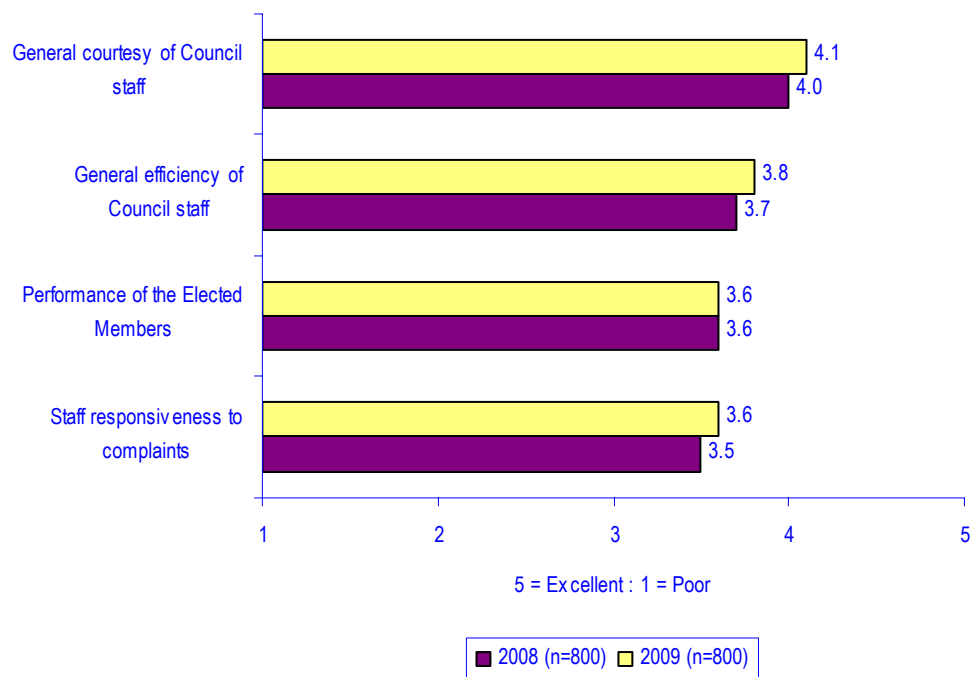


- 3.18.13 Residents who preferred receiving information from the City of Salisbury through the mail were more likely to be singles under 40 years of age (64%).
- 3.18.14 Residents living in the Central (41%) and Eastern (38%) Wards and females (32%) were more likely to prefer a letterbox drop.
- 3.18.15 Those aged 40 plus (28%), retirees (33%), mature couples/ singles (29%) and residents living in the Council area for 20 years or more (31%) were more likely to name the Messenger newspaper.
- 3.18.16 Higher proportions of residents living in the Central Ward (28%), those aged 40 plus (20%), retirees (24%) and mature couples/ singles (22%) preferred receiving information from the Council through the Salisbury Aware magazine.
- 3.18.17 Those who indicated that they would prefer receiving information via email were more likely to be residents of the Eastern Ward (22%), those aged 18 to 39 (21%), professionals/ executives (29%), those in paid work (18%), young families (26%), mature families (19%) and households with an annual gross income of \$80,000 to \$99,999 (24%) and \$100,000 plus (27%).

3.19 *Performance of the Staff and Elected Members*

- 3.19.1 Survey participants were asked to rate different aspects of the performance of the Council staff and elected members using a 1 to 5 scale, where 1 is poor and 5 is excellent.
- 3.19.2 The general courtesy of the Council staff was rated very highly, with an average rating of 4.1 (up from 4.0 in 2008).
- 3.19.3 Respondents rated the following aspects of the performance of the Council staff and elected members as relatively high:
- General efficiency of Council staff (3.8, up from 3.7 in 2008)
 - Performance of the elected members (3.6, unchanged from 2008)
 - Staff responsiveness to complaints (3.6, up from 3.5 in 2008)

Q47. I am now going to ask you to rate the performance of the staff and elected members. On a scale of 1 to 5 where 1 means poor and 5 means excellent, what rating would you give the....



- 3.19.4 There were few variances to these responses among the groups surveyed.

Appendix 1: About The Research

How We Did The Research

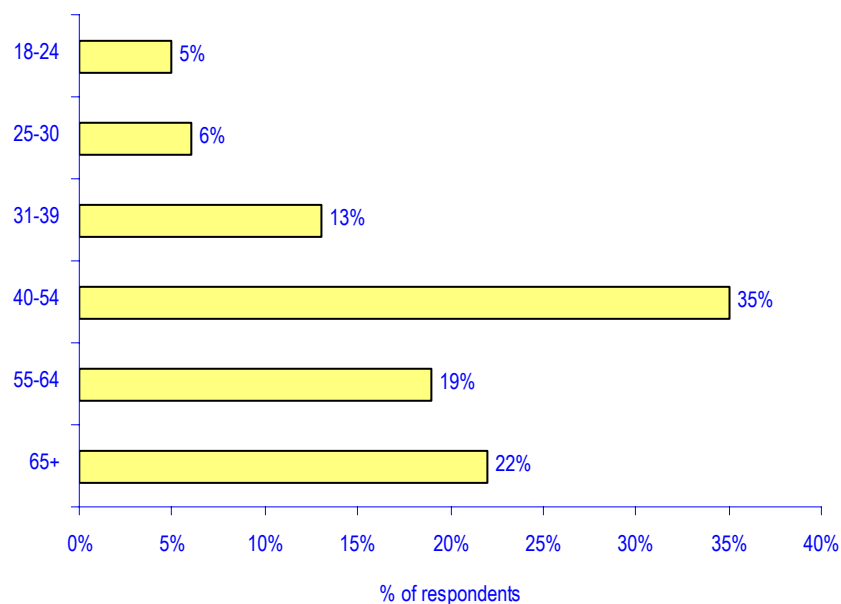
A telephone survey was undertaken among 800 residents within the City of Salisbury, using the McGregor Tan Computer Assisted Computer Interview (CATI) facilities.

The fieldwork started on August 31st and finished on September 7th 2008.

Who was involved

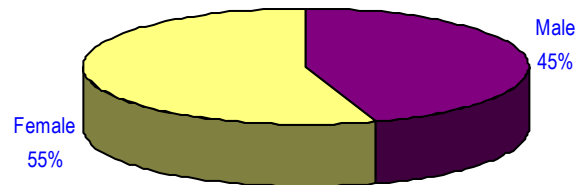
Age

Q49. In which of these age groups do you fall?



Gender

Q48. Gender.

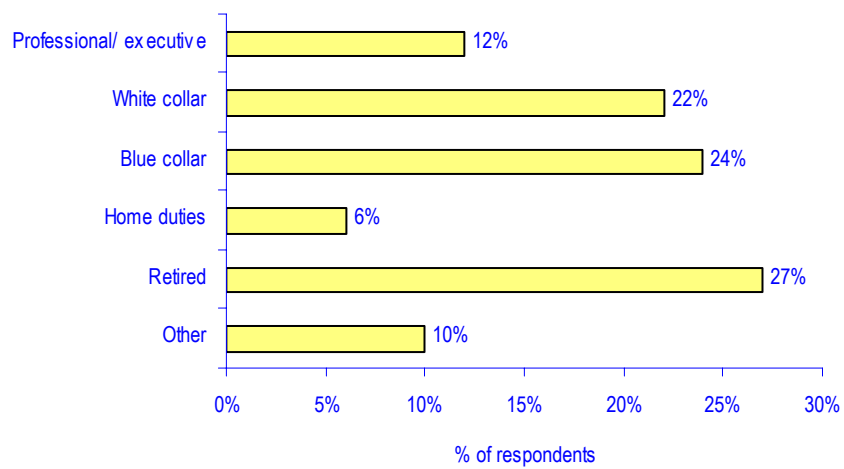


Employment and occupation

Q50. Are you in paid employment?

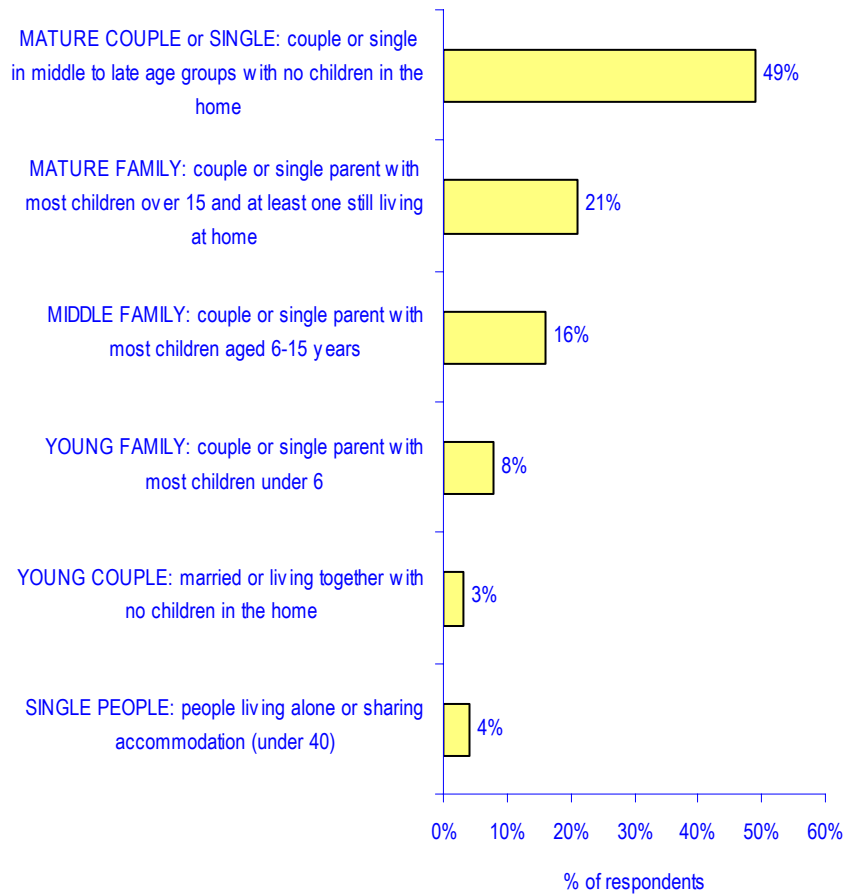
If yes: What is your occupation?

If no: Could you please tell me how you describe your occupation.



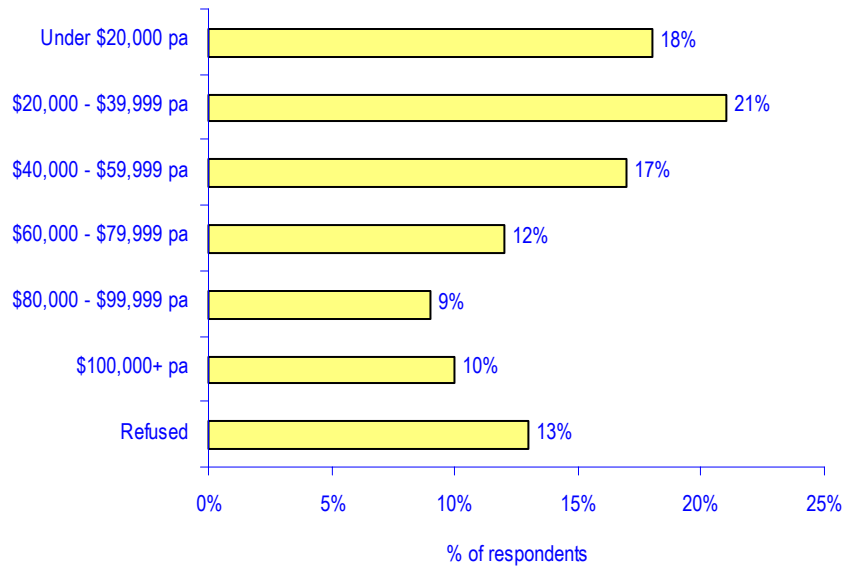
Household composition

Q51. Which of these groups best describes your household?



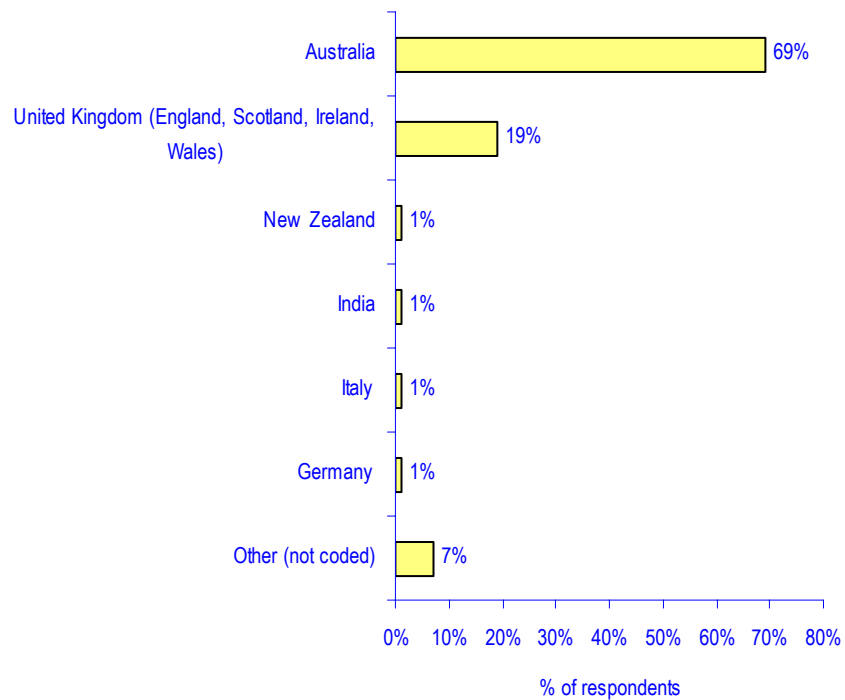
Income

Q52. Which of the following best describes your gross household income?



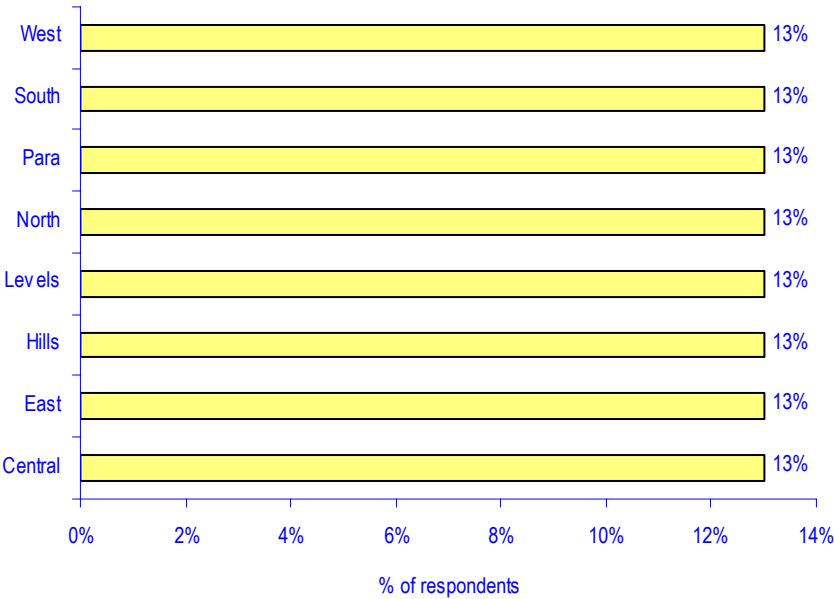
Country of Birth

Q53. Country of Birth.



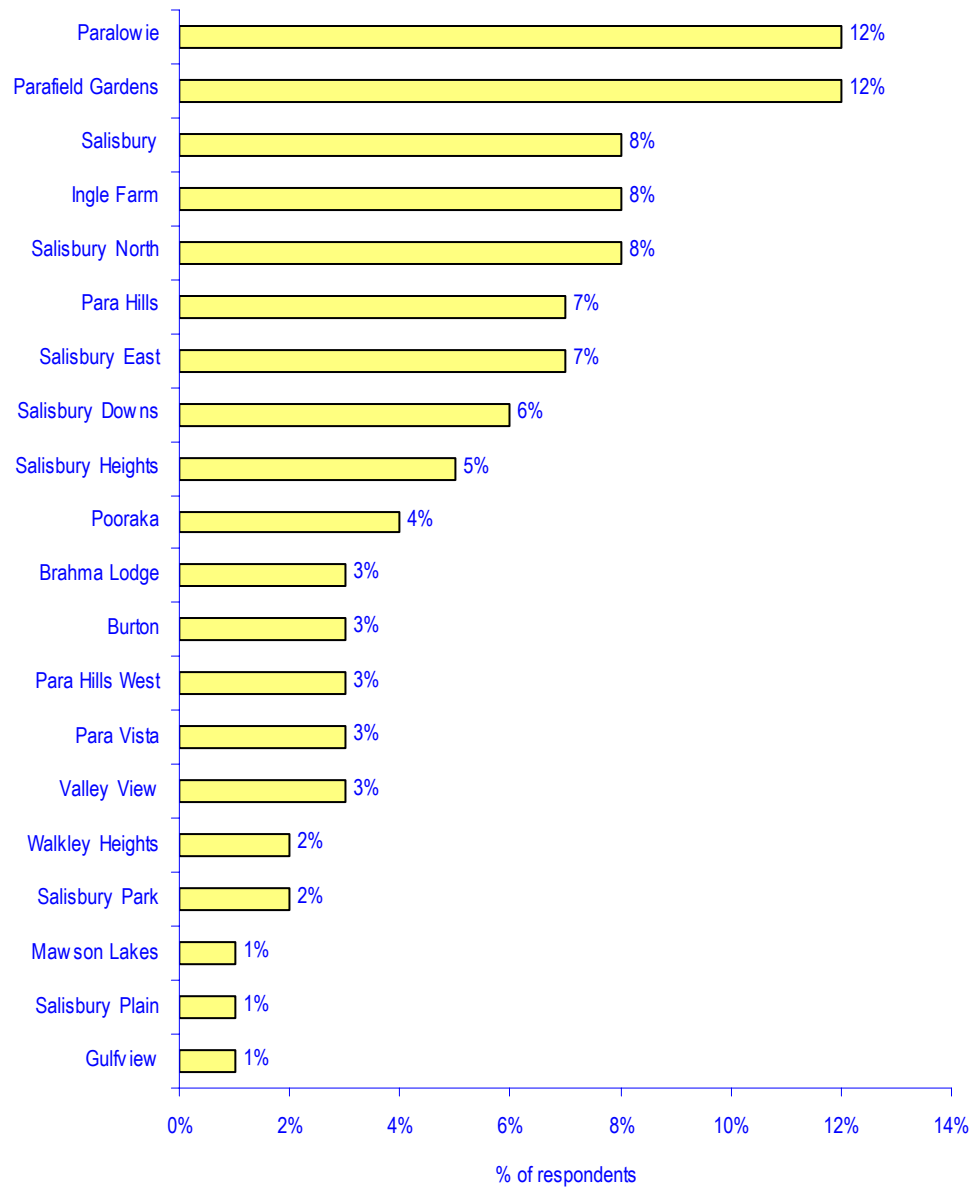
Ward

Q54. Ward



Suburb

Q55. Suburb.



Appendix 2:

Additional Comments

This section lists a **selection** of responses, made by individual interviewees, which did not fit within the coded responses.

These comments are included for **completeness**, but always remember they are **minor responses, negligible** in relation to the main, coded data. *In other words, remember that these are generally **isolated comments**, providing flavour but not constituting the main ingredients.*

SALISBURY COMMUNITY SURVEY - SEPTEMBER 2009

2. Why are you not satisfied with this aspect?

Rubbish removal - Other - specify

Filter: Other (not coded)

THERE'S SOMETHING ABOUT A CHARGE ON THE BINS. I'M NOT SURE OF THE DETAILS.

Hard waste Other - specify

Filter: Other (not coded)

FORCED TO PUT CONTAMINATED WASTE IN THE HARD RUBBISH
NEED A HARD WASTE SERVICE
THE WAITING LIST IS MONTHS LONG- TAKES TOO LONG.
THE WAY TO GET HARD WASTE REMOVED IS TOO COMPLICATED. IT'S SIMPLER IN OTHER COUNCIL AREAS.
THEY MISSED OUR HOUSE, FORGOT TO PICK IT UP.
TOO RESTRICTIVE
TOOK SO LONG TO BE AVAILABLE.

Green waste - Other - specify

Filter: Other (not coded)

ED UP CLEANING UP AFTER COUNCIL TREES AN WASTE, SHOULD MAKE NEIGHBOURS CLEAN UP LEAVES FROM THIER OWN TREES
.THEY ALL BLOW INTO MY YARD AND IT COSTS ME \$45 TO TAKE WASTE TO RESEARCH ROAD DUMP.
I GET A LOT OF GREEN WASTE IN MY BUSINESS AND THE TIPPING FEES FOR THE GREENWASTE FACILITY ARE WAY TOO HIGH
WAS NOT PICKED UP BECAUSE IT WAS TOO HEAVY.
WE HAVE THE WRONG SIXE BIN AND NOT BEEN HERE VERY LONG.

Library services - Other - specify

Filter: Other (not coded)

DID NOT EVEN KNOW WHERE IT WAS
FAIRLY ORDINARY SALISBURY LIBRARY
THE PEOPLE WHO WORK IN THE LIBRARY INSIST THE I DO NOT BELONG IN THEIR LIBRARY, BUT IN THE ENFIELD ONE, AND I SHOULD GO THERE.

Community centres - Other - specify

Filter: Other (not coded)

BETTER FACILITIES.

SUPPORT THE SCATING RINKS AND GIVE THE YOUTH MORE HELP.

Recreation Centres - Other – specify

Filter: Other (not coded)

I'M ABORIGINAL, WE ENDURE ABUSE, THERE NEEDS TO BE MORE CULTURAL AWARENESS.

JUNIOR FEES ARE TOO HIGH, MONIES ARE USED FOR THE SENIOR PLAYERS, YOUNG LITTLIES ARE MISSING OUT.

NEED MORE SUITABLE FOOD FOR A HEALTHY LIFESTYLE, NOT ALL JUNK FOOD.

TOO SCARED TO GO TO THEM EG THE WETLANDS, FEEL VULNERAL, SEEN DRUG DEALERS ETC.

Leisure and Sport - Other specify

Filter: Other (not coded)

NOT SUITABLE FOR DISABLED PEOPLE, THERE ARE NOT ANY FACILITIES.

THERE ARE NO FACILITIES AT ALL.

THEY GIVE SOME CLUBS MORE MONEY THAN WE GET, PARA HILLS SOCCER CLUB.

THEY SHOULD GET GRANTS TO HELP THEM.

Parks & Reserves - Trees – specify where

Filter: Trees

ALL OF THEM AROUND INGLE FARM AREA.

GENERALY

OVERALL

SALISBURY EAST

Parks & Reserves - Parks/ Open Space – specify where

Filter: Parks/ Open Space

DON'T WANT TO LOSE THE PARK AT GREGORY STREET SHOPS. ITS DANGEROUS FOR THE NEIGHBOURHOOD ARE PUT AT A DISADVANTAGE!

GULLY IN GULFVIEW HEIGHTS NEEDS MOWING

Parks & Reserves - General Cleanliness – specify where

Filter: General Cleanliness

ALL OVER SALISBURY

DOG PARK BAULTIMORE RESERVE

GENERALLY

MORE MAINTENANCE AND GENERAL CLEANLINESS OF THE PARKS!

NEAR HOLLYWOOD PLAZA OF WINDSOR.

NEEDLES AND RUBBISH IN SOME AROUND SALISBURY NORTH, WINDERMERE

NEGLECTED, GRASS NOT CUT NO WATERING.

THE ONE WITH THE SKID KIDS, IN SALISBURY NORTH, NAME MAY BE ADAMS OVAL

PREPARED BY MCGREGOR TAN RESEARCH (REF: 8808)

Parks & Reserves - Overgrown – specify where

Filter: Overgrown

ALL OVER SALISBURY, IN PARTICULAR BEHIND HOLLYWOOD PLAZA , ROUND ABOUT IS IN WRONG SPOT, SHOULD BE ON UNIVERSAL ROAD
BILLABONG ROAD
CHATSWOOD WAY,
COBBLER CREEK RESERVE!
END OF ST ALBURN DRIVE
GENERAL DRIVE, SETTLERS FARM.
GENERALLY
GENERALLY
GRASS NOT CUT
IN GENERAL
JOHN RICE AVENUE NEARBY.
MORE IN THE PLAYGROUND AREAS.
NEAR ETON COMMON.
OFF LYNOR STREET AT THE END OF THE COURT.
PARA RIVER AREA.
RESERVE AT THE END OF ASAPH COURT
RESERVE NEXT TO GOLF COURSE OFF WATERLOO CORNER ROAD
ROWE PARK INGLE FARM.
RYANS ROAD RESERVE,
THE PADDOCKS

Parks & Reserves - Other – specify

Filter: Other (not coded)

NEED MORE DOG PARKS WITH SOME GRASS NOT JUST HORRIBLE EARTH. THEY ARE NOT BIG ENOUGH FOR DOGS TO HAVE A PROPER RUN AROUND. THE TIMES ARE TOO RESTRICTIVE OFF LEAD RUN, NEED SOME DAYLIGHT HOURS.
RYANS ROAD RESERVE HAS A SIGN THAT THERE IS NO ENTRY BUT THERE ARE ALWAYS PEOPLE WALKING THROUGH AND CARS DRIVING THROUGH, NEEDS MORE POLICING.
THE YOUNG KIDS ALWAYS USE THE DISABLED PARKING AND BECAUSE IT'S SUCH A WILD AREA PEOPLE ARE JUST RUNNING STRAY LIKE WILD DOGS.
THERE ARE NO BINS IN THE PARK AND NO WHERE TO PUT DOG POO SO ITS LEFT LAYING AROUND ITS THE PARK NEAR HOLLYWOOD PLAZA OF WINDSOR.
THERE'S NOT ENOUGH.
THEY ARE A BIT BLAND.
THEY AREN'T THAT SAFE.
THEY COULD AHVE WATER TANKS UNDERNEATH TO CATCH THE STORMWATER TO WATER THE PARKS IN THE SUMMER MONTHS.
THEY HAVE NO AMENITY VALUE TO THEM - NO FACILITIES AVAILABLE
TREES PLANTED AND GARDENS DONE. TOO MANY OF THEM SITTING AROUND LIKE DIRTBOWLS.
WANT THE COUNCIL TO FIX THE PARK FOR THE LAST 2 YEARS WITH LAWNS AND SWINGS LIKE A PLAY GROUND EVERY THING GETS PUTTING FORWARD TO COUNCIL BUT NOTHING IS DONE

Recycling services - Other - specify

Filter: Other (not coded)

AS FAR AS I KNOW, MOST OF THE RECYCLABLES END UP AT THE DUMP WITH THE GENERAL RUBBISH ANYWAY

BINS SHOULD BE SPLIT UP INTO PAPER, GLASS, AND PLASTIC.

ITS HARD TO GO THROUGH THE PROCESS OF RECYCLING - VERY TIME CONSUMING

NO AWARENESS ABOUT WHAT YOU CAN DO WITH WASTE IN GENERAL - PARTICULARLY WITH ELECTRONIC WASTE. NO AWARENESS HOW TO MANAGE WHAT YOU PUT OUT IN THE BIN.

NO RECYCLING AVAILABLE

SHOULD HAVE ANOTHER LOCAL DEPOT

THE SURCHARGE ON THE BINS.

WASN'T REALLY AWARE OF IT- NOT ENOUGH INFORMATION ABOUT IT.

Roads maintenance - Garden verge/ Footpath Garden – specify where

Filter: Garden verge/ Footpath Garden

ALL OVER THE COUNCIL AREA

JERSEY AVENUE BRAHMA LODGE.

KINGS ROAD.

NATURE STRIPS ARE OVERGROWN AND NOT CUT IN THE COUNCIL AREA IN GENERAL

NELSON ROAD, BILLABONG RD, MILNE ROAD, CAROONA AVENUE AND DUKE AVENUE AND DUTCHESS WALK.

TECOMA COURT

Roads maintenance - Footpath – specify where

Filter: Footpath

BY THE SALISBURY NORTH PRIMARY SCHOOL AND ON ROLLESTON AVENUE.

FOX STREET AND BACK ROADS OF SALISBURY DOWNS

GENERALLY

JERSEY AVENUE BRAHMA LODGE.

LEABROOK DRIVE.

MAINTENANCE...

MOAST FOOTPATHS NEED WORK

PARALOWIE, SHELLEY DRIVE, OTOMA STREET, WATERLOO CORNER ROAD BETWEEN WHITES ROAD AND BAGSTERS ROAD, MANTISSA ROAD, SALISBURY NORTH AND THE STREETS IN BETWEEN!

ROLLESTONE ROAD

ROSITANO DRIVE, EASTERN AND NORTHERN SIDES!

SAINT'S ROAD, GOODALL ROAD.

SUMMERSET ROAD, PARA HILLS.

THE VERGE NEEDS CUTTING PROPERLY AND MORE REGULARLY.

Roads maintenance - Kerbing/Gutter – specify where

Filter: Kerbing/Gutter

BRIDGE ROAD.

GREGORY STREET, BRAHMA LODGE

HAWTHORN TERRACE

KINGS RD, NO GUTTERS & FOOTPATHS. ALSO PORT WAKEFIELD RD, NO BIKE LANES, AOPART FROM A FEW APPEARANCES AT TRAFFIC LIGHTS. MUCH SPENT ON NEW RD, BUT NO BIKE LANES.

Roads maintenance - Cleanliness – specify where

Filter: Cleanliness

BRIDGE ROAD NEAR GOLDEN WAY.

IN PARALOWIE AREA
MY STREET, GOORANGA AVENUE, SALISBURY NORTH, IS HARDLY EVER CLEANED
OVERALL IN GENERAL

Roads maintenance - The Road/ Bumpy Road – specify where

Filter: The Road/ Bumpy Road (not coded)

A LOT OF STREETS IN BRAHMA LODGE NEED WORK, GREGORY STREET, BRAHMA LODGE IS VERY ROUGH, WITH A LOT OF CRACKS WHICH LET THE WATER IN
ALL OVER THE AREA
BAGSTER ROAD
BAGSTER ROAD, VIRGINIA STREET AND SURROUNDING STREEETS
BARU STREET , POORAKA NEEDS FIXING.
BAXTER'S ROAD TRAFFIC LIGHTS SYNCHRONIZATION IS NOT GOOD AND TRAFFIC GETS BUILT UP. DIMENT ROAD NEEDS ATTENTION - NEEDS RESEALING.
CHESS STREET.
CRACKING BUMPY ROADS.
DIMIT ROAD
EUDUNDA AVENUE
EVERYWHERE.
GENERAL, TRUCK DAMAGE AND BUILDING WORK AND MANHOLE COVERS.
GENERALLY SPEAKING AROUND WHERE I LIVE
JUST APPROACHING THE BRIDGE AT PORT WAKEFIELD ROAD, THE ROAD IS CRUMLING, THEY PATCH ROADS UP INSSTEAD OF DOING IT PROPERLY. WHITES ROAD AT PARAFIELD GDNS, IS GETTING DIPS IN IT. A WATER LEAK AT PT WAKEFIELD ROAD AND VICTORIA TCE.
LOTS OF POT HOLES THAT GO UNFIXED FOR TOO LONG.
MARTINS ROAD.
MAXWELL ROAD, THE POTHOLES ARE NOT FIXED PROMPTLY AND THEY GET BIGGER
MOST ROADS IN PARALOWIE AREA ARE BUMPY WITH POTHOLES
OUR STREET, HALIFAX AVENUE, WAS DUG UP ABOUT 18 MONTHS AGO AND THE ROAD WAS NOT RESURFACED PROPERLY SO THERE IS A LOT OF LOOSE GRAVEL AND WE END UP WITH POOLS OF WATER AFTER HEAVY RAINS, WHERE MOSQUITOES BREED
PARAFIELD GARDENS.
PORT WAKEFIELD ROAD.
POT HOLE IN FAIRBANKS ROAD
POTHOLES, UNEVEN
ROAD RUNNING BY SIDE OF ST AUGUSTIN'S PRIMARY SCHOOL
SHEPPARTON ROAD.
STANFORD ROAD AS WELL. PACIFIC CIRCUIT AS WELL.
WATERLOO CORNER. FOODLAND WHITES ROAD.

Roads maintenance - Tree – specify where

Filter: Tree

BRIDGE
THE STREETSCAPING THAT WAS PROMISED IN OUR STREET NEVER OCCURRED

Roads maintenance - Traffic Flow – specify where

Filter: Traffic Flow

AT KINGS ROAD, BURTON ROAD,
MAIN NORTH ADN BRIDGE ROAD NIGHTMARE PEAK HOUR TRAFFIC
MARTINS ROAD, PT WAKEFIELD AREA

NOT ENOUGH CAPACITY TO OVERTAKE, BOLIVER ROAD HAS A LARGE SECTION OF LOOSE EDGES. AND NO KERBING ALLONG WITH KINGS ROAD, IN PARCHES.

PONTON STREET TRAFFIC FLOW AND THE SALISBURY INTER-CHANGE VERY CONGESTED AT VARIOUS TIMES AND DANGEROUS. NEED FOR MORE DISABLED CAR PARKS IN JOHN STREET AND THE PARABANKS CARPARK!

SALISBURY HIGHWAY

SALISBURY TOWN CENTRE IN THE INTERCHANGE AREA!

THE PONTON STREET AREA NEAR ST AUGUSTINES!

TRAFFIC FLOW THROUGH THE INTER-CHANGE!

WATERLOO CORNER ROAD FROM BAGSTERS ROAD TO WHITES ROAD - WHERE THEY'VE REDUCED IT TO ONE LANE.

WATERLOO CORNER.

Roads maintenance - Drainage/Flooding – specify where

Filter: Drainage/Flooding

BRIDGE ROAD, PARA HILLS NEAR THE PARA HILLS COMMUNITY CENTRE.

IN FRONT OF OUR HOUSE IN TECOMA COURT

KINGS ROAD

MANY OF THE STREETS IN SALISBURY SUBURB ARE NOT PROPERLY GUTTERED AND PAVED E.G. COMMERCIAL ROAD ROAD ARE NOT WELL DRAINED

Roads maintenance - Lighting – specify where

Filter: Lighting

ALLEY THAT RUNS OFF SHEPHERDSON ROAD TO THE END OF TECOMA COURT, THERE ARE ABOUT 3 STREET LIGHTS THAT HAVE NOT BEEN WORKING FOR SEVERAL WEEKS

NEED FLORO LIGHTING ON STREET NAMES AS TO SEE THEM.

Roads maintenance - Other – specify

Filter: Other (not coded)

AND FAIRFAX ROAD.

BARKER ROAD IS BEING DESTROYED BY THE TRUCKS.

CANT SEE THE STREET SIGNS TO SEE WHAT STREET WE ARE IN.

CLOSURE OF BREAK IN THE ROAD FROM PORT WAKEFIELD ROAD INTO VICTORIA DRIVE IS VERY INCONVENIENT AS IT WILL CAUSE ACCIDENTS WITH PEOPLE DOING U TURNS ON PORT WAKEFIELD ROAD.

CORNER OF WYNN VALE DRIVE AND BRIDGE ROAD NEEDS TRAFFIC LIGHTS, THERE ARE FREQUENT ACCIDENTS THERE

HAMPSTEAD RD IS SHOCKING

HOONS USE CHESS STREET AS A DRAG STREET. END UP IN SOMEONE ELSE'S GARDEN IS A COMMON OCCURENCE. AND THE COUNCIL DOES NOT DO ANYTHING ABOUT IT.

HUGE TRUCKS PARKED ON SUBURBAN RESIDENTIAL AREA AND BEING PARKED ACROSS THE BOTTOM OF A T JUNCTION WHICH IS DANGEROUS. CAN BE 2 TO 3 DUMP TRUCKS PARKED THERE, IT IS WELLINGTON AVENUE.

KESTERS ROAD AND WILLIAMSON AND WILKINSON, OVER THE LAST SIX YEARS WALKWAYS HAVE BEEN BANDAIDED, NOT FIXED PROPERLY. SOME IMPROVEMENTS HAVE BEEN MADE BUT TOO LATE.

LACK OF CONSULTATION - THEY ASK WHAT YOU WANT DONE AND THEN DO WHAT THEY WANT REGARDLESS.

MANY ROADS WITH POTHoles AND BROKEN SURFACES

MYALL BLVD & ROSITANO DV.

NEED PAVEMENT STRIPS ON THE CORNER OF MY STREET. CHARTWELL CRES

NORTH EAST ROAD.

PARK TERRACE BETWEEN FENDEN MAIN NORTH ROADS!

ROAD CLOSURES ARE VERY BAD, DIAMENT ROAD AND PARALLEL ROADS, HUME STREET, HARCOURT TERRACE.

ROADS AROUND PARALOWIE IN GENERAL NEED UPGRADING

SAINTS ROAD, FENDON ROAD. POMPTON ROAD. ALL TERRIBLE, AND GODDARD DRIVE.

SPEED BUMPS PRISCILLA ROAD POORAKA ARE A MAGNET FOR HOONS - MARKS ON ROAD.

THE CORRAGATIONS (BITUMEN RDS) ARE ANNOYING SUCH AS MONTAQUE RD

THE MAJORITY OF THE ROADS IN WALKLEY HEIGHTS ARE VERY BADLY CRACKED.

THE ROADS ARE ATROCTIOUS

THE ROADS ARE VERY POOR

THERE ARE TOO MANY TRAFFIC CALMING DEVICES IN OUR LOCAL STREETS WHICH MAKES IT DIFFICULT FOR US WHEN TOWING A CARAVAN, ALSO THE HOONS LOVE DRIVING OVER THE TOP OF SPEED HUMPS AND ROUNDABOUTS SO IT'S DONE NOTHING TO SOLVE THE PROBLEM OF HOON DRIVERS

THEY UPDATE THE ROUNDABOUT BEFORE THEY FIX THE ROADS. DIMET ROAD IS VERY BAD, AND OTHER ROADS THAT RUN OFF DIMET ROAD AS WELL.

UNEVEN SERVICE INSPECTION PLATE ON THE ROAD CNR. KINGS & SALISBURY HIGHWAY.

WHEN THEY DO EVENTUALLY DO SOME ROAD MAINTENANCE IT'S ONLY SPRAYING BITUMEN ON TOP.

WHERE THEY'VE CHANGED TWO T JUNCTIONS AND PUT ISLANDS IN THEM AND MAKES IT DANGEROUS AND SMALLER (PARAFIELD GARDENS)

13. What do you consider to be the City of Salisbury's strengths?

Filter: Other (not coded)

ABILITY TO ACT ON ANY PROBLEMS IN THE AREA.

AFFORDABLE RATES.

ALL THE UP GRADES

BEAUTIFYING THE AREA

CASUAL LIFESTYLE.

CHILDCARE FACILITIES.

CHURCH GROUPS.

COMMUNITY CENTERS

COMMUNITY CENTRES AND HEIGHBOURHOOD HOUSES

COMMUNITY CENTRES.

COST OF LIVING

DON'T DO ENOUGH WITH MAINTAINCE OF THE ROADS

EASY TO GET AROUND.

ECONOMIC CLOUT AND THE SHEER SIZE OF THE CITY.

EVERYTHING'S ACCESSIBLE.

GENERAL LIFESTYLE

GETTING RID OF OLD HOUSES AND BUILDING NEW ONES.

GOOD COMMUNITY CENTRES

GOOD COMMUNITY CENTRES.

I FEEL SAFE IN THE AREA I LIVE IN

INDUSTRIAL SIDE OF IT.

IT'S MULTI-CULTURAL

IT'S QUICK AND EASY TO GET AROUND THE SALISBURY AREA.

JOHN ST

NO INTERFERENCE WITH THE RESIDENTS, NON INTRUSIVE.

POLICING AND EVERYTHING

PUTTING IN A SEA WALL TO PROTECT THE HOMES.

RENOVATION OF THE HOUSING COMMISSION HOUSES.

RESTAURANTS AND CINEMAS.

SMALL BUSINESS.

THE CIVIC SQUARE.

THE IMPROVEMENTS THEY SEEM TO BE MAKING IN THE MORE NORTHERN SUBURBS WITHIN THE CITY.

THEY CATER TO A LARGE RANGE OF AGES.

THEY HAVE A GOOD CAR WASH.

THEY LET ME HAVE A SWIMMING POOL DURING THE DROUGHT.

VERY GOOD OVERALL.

14. Thinking about when you moved into the Salisbury Council area, what attracted you to living in the area?

Filter: Other (not coded)

IT'S PRETTY QUIET, LESS HOONS AND LESS CRIME.
LIVED ACCROSS THE ROAD AND WHEN BUILT THE TOWN HOUSES I DOWN SIZED AND MOVED.
LOW COUNCIL RATES.
OWNED A VILLA IN SALISBURY FOR 17 YEARS AND DECIDED TO LIVE IN IT - DOWNSIZED.
PERSONAL REASONS

18. In what ways do you think the quality of life in the Salisbury Council area could be improved?

Filter: Other (not coded)

ATTRACT MORE BUSINESS INTO AREA DEVELOP MORE SHOPS INTO AREA PARABANKS AND JOHN STREET IN DESPERATE NEED OF UPGRADING NEED REDEVELOPMENT
BE MORE ENVIRONMENTALLY CONSCIOUS WHEN CUTTING GRASS NEAR ROADS - THE SWEEPER DOESN'T SEEM TO COME ALONG TO CLEAN UP FOR DAYS AFTER CUTTING THE GRASS AND BY THEN IT'S IN THE DRAINS.
BETTER BOOKS IN THE LIBRARY, AND THEY SHOULD LET KIDS BECOME MEMBERS OF THE BOOK CLUBS, AND LET THEM HAVE ACCESS TO THE LATEST BOOKS EVEN IF THEY ARE NOT MEMEBERS OF THE BOOK CLUB. THEY SHOULDN'T LET PEOPLE MOVE INTO THE AREA UNLESS THEY LEARN HOW TO ASSIMILATE.
BETTER DISTRIBUTION ON THE FUNDING THEY RECEIVE, NOT ALL ON MAWSON LAKES.
BETTER EDUCATION AND SUPPORT FOR THE FAMILIES IN NEED.
BETTER REMOVAL OF GRASS CUTTINGS LEFT BY THE CONTRACTORS SO THEY DON'T POLLUTE THE STORM WATER.
BETTER RE-ZONING OF LAND. DON'T LIKE THE WAY COUNCIL DISALLOWS PRIVATE LAND SUBDIVISION. COUNCIL SHOULD BE MORE FOR THE PEOPLE AND LESS FOR THEMSELVES. SUPPLY FREE GREEN BINS IF YOU WANT US TO RECCYCLE. STOP SELLING OFF LAND FOR HOUSING. MORE PARKS AND RESERVES AND TREES. LET THE PRIVATE SECTOR SELL THE LAND OFF E.G., ONE TREE HILL.
BETTER VARIETY OF SHOPS, NOT JUST THE \$2 SHOPS,
BUILDING RESTRICTIONS E.G. FOR SHEDS, PERGOLAS, ARE TOO STRICT IN TERMS OF DISTANCE FROM THE FENCE AND SO ON
CAP THE POPULLATION AND RETAIN THE AIRPORT.
COLLECTION OF STORM WATER AND BETTER ACCESS TO IT.
COMMUNITY BUS
CONSTANTLY REVIEWING ALL THE SERVICES ARE UP WITH THE TIMES., LIKE ANY CHANGES THAT THEY AWARE OF. IMPROVEMENTS WITH NEW IDEAS, THEIR FINGER IS ON THE PULSE.
DIRECT EXPENDITURE TO OTHER AREAS, I.E. STORMWATER RECYCLING.
DO NOT PLANT TREES UNDER THE LIGHTS.
DO SOMETHING ABOUT ALL THE RATS AND MICE WHICH ARE AROUND
DO SOMETHING ABOUT ALL THE RATS AND MICE WHICH ARE AROUND
DON'T LET THE WATER FROM LITTLE PARA RIVER RUN OUT TO SEA AND GO TO WASTE
FACILITIES FOR MOTOR VEHICLE ACTIVITIES LIKE A DRIFT TRACK. REMOVE SOME OF THE SICK LOOKING STREET TREES.
FROM THE ABORIGINAL PERSPECTIVE, THE NAIDOC WEEK WAS GOOD, COULD BE A LITTLE MORE AWARENESS THOUGH. NOTHING IS ACTUALLY PROMOTED ON RECONCILIATION & WHAT IT MEANS. NEEDS TO BE OPENED FOR PUBLIC DISCUSSION. THE INDIG WORKER IN COUNCIL COULD PUT SOMEHING IN THE MESSENGER RE WHAT IT ALL MEANS, GET THE MESSAGE OUT THERE. EMBRACING THE CULTURE. IT'S NOT ACKNOWLEDGED AT A COMMUNITY LEVEL.
HAVE A COMMUNITY BUS THAT GROUPS CAN HIRE FOR OUTINGS. HOLMEWOOD DRIVE NEEDS A "NO PARKING" SIGN OUTSIDE HOUSE NUMBER 24 BECAUSE THE ROAD HAS A SHARP BEND IN IT AND IF THERE IS A CAR PARKED OUTSIDE THE HOUSE, IT IS DANGEROUS FOR CARS COMING AROUND THE BEND.
HOUSING PLANS AND DEVELOPING OTHER AREAS SHOULD BE KEPT ON HOLD UNTILL OUR INFRASTRUCTURE CATCHES UP.
IMPROVE LIBRARIES AND RESOURCES/
INCREASE THE FREQUENCY OF GREEN WASTE PICKUPS IN THE TIMES WHEN A LOT OF GARDENING IS DONE.
INTRODUCTION OF THE PIPE SYSTEM FOR STORM WATER REUSE AND BETTER BROADBAND SERVICES.

LESS LIGHTS EVERYWHERE. UNDERPASS OR OVERPASS [PAST TRAINLINES.
LIBRARY SERVICE COULD BE IMPROVED.
LIKE TO SEE EVERYTHING IMPROVED
MORE A COMMUNITY FEEL THROUGH SOMETHING LIKE A COMMUNITY GARDEN
MORE BICICLE LANES.
MORE CAR PARKS AVAILABLE, REDUCING THE FLIGHT TIMES AT AIR PORT, GO BELOW SAFE HEIGHTS NEED MORE POLICING.
MORE FACILITIES FOR HIRE - HALLS AND SIMILAR.
MORE SCHOOLS.
MORE SERVICES FOR YOUNG PEOPLE...
MORE SHOPS AND WIDER SHOPPING HOURS
MORE SHOPS AS A LOT ARE CLOSING DOWN.
MORE STORMWATER DRAINAGE.
NEED BIGGER BINS FOR LARGER FAMILIES. AND THE COUNCIL NEED TO ORGANISE WAYS FOR THE COMMUNITY TO BE EDUCATED ABOUT THE KNEW CULTURES THAT ARE COMING INTO THE AREA. AS MOST PEOPLE DONT KNOW HOW TO APPROACH PEOPLE AND INVITE THEM INTO THE COMMUNITY AND WELCOME THEM. WE NEED MORE WAYS TO MAKE THESE KNEW CULTURES OF PEOPLE FEEL WELCOME TO SALISBURY.
NOT HAPPY WITH THE AMOUNT OF PEOPLE WHO HAVE GOT MENTAL PROBLEMS AND THEY ARE PUSHING THEM INTO ONE AREA IN THE LOCATION OF SALISBURY, THESE MAY BE DRUG INDUCED PROBLEMS.
PROVISION OF A COMMUNITY BUS SERVICE
PROVISION OF BETTER INTERNET SERVICES.
REMOVE THE ISLAMIC GROUPS FROM THE AREA
STOP MOTORBIKE RIDING ON RESERVES
THE GOPHERS, WHEELCHAIR, WALKERS HAVE DIFFICULTY IN THE AREA AND TO MOVE SAFELY. IT IS DANGEROUS FOR SOME PEOPLE TO MOVE AROUND!
THE PROPOSAL TO TAKE OVER THE AIRPORT FOR HOUSING SHOULD NOT GO AHEAD.
THEY SEEM TO WASTE MONEY WITH UPKEEP OF STREETS AND VERGES
TOO DUSTY NEAR WATERLOO AND DIMENT RDS, COMES INTO HOUSE
TOO MANY HOON DRIVERS. NEED MORE POST OFFICES,
TOO MANY ROAD SIGNS ON SMITH ROAD.
TRAFFIC LIGHTS AT RYANS ROAD. BUSY SALISBURY HIGHWAY, ACCESS POOR. GET RID OF PARAFIELD AIRPORT.
WAITING LISTS FOR HOSPITALS
WASTE TRANSFER STATION NEEDS TO BE MORE FLEXIBLE. THE COSTS ARE TOO HIGH AND THE DESCRIPTIONS OF GOODS THAT THEY TAKE ARE VAGUE. EG. GREEN WASTE MUST BE 75% OR MORE, I DO NOT KNOW WHAT THAT MEANS. RE-CYCLING ENERGY EFFICIENT BULBS, NEEDS TO HAVE SOME FACILITY. WOULD LIKE TO SEE QUESTIONNAIRES COMING OUT FOR PEOPLE TO FILL THEM OUT.
WE COULD DO SOMETHING ABOUT JOHN ST AND THE SHOPS.
WE NEED MORE SPEED HUMPS NEAR SCHOOLS AND HIGHER FENCES SURROUNDING SCHOOLS
WETLANDS SHOULD ALLOW EVERYONE TO FISH AT ANYTIME IT WOULD BE GOOD FOR THE COMMUNITY AS WELL
WRIGHT AND NELSON ROAD VALLEY VIEW AND YOU WANT THE COUNCIL TO SET SOMETHING UP TO STOP PEOPLE GOING THROUGH OUR FENCE WITH THEIR CARS. THEY TO PLACE A BARRIER OR BOLLARD INFRONT FENCE TO STOP PEOPLE COMING THROUGH AS THIS IS GOING ADVENTURELY KILL SOME INNOCENT PERSON WHOM WALKING BY. I AM SURROUNDED BY SCHOOL AND CHILDREN WALKING BY MY FENCING EVERYDAY THIS IS AN ACCIDENT WAITING TO HAPPEN.

22. Is there a particular reason or location where you feel unsafe?

Filter: Other (not coded)

AFTER DARK.
ANYWHERE AFTER DARK.
ANYWHERE ON THE STREETS AFTER DARK. PEOPLE HERE HAVE A LOT OF SOCIAL PROBLEMS AND I DON'T FEEL SAFE AROUND THEM.
AROUND THE SWIMMING POOL IN SALISBURY.
BRAHMA LODGE AREA.
BROKEN OR LACK OF LIGHTING
DO NOT KNOW OR TRUST MY NEIGHBOURS BECAUSE THEY ARE TRANSIENT.
DON'T KNOWINGLY PUT DANGEROUS CRIMINALS INTO THE COMMUNITY TOGETHER.

FEEL VULNERABLE (1) BECAUSE OF CURRENT NEIGHBOUR AT THE MOMENT NEXT DOOR (2) LARGE TREE NEXT TO HOUSE AND STRONG WINDS.
GENERALLY AT NIGHT TIME IN THE STREETS - DUE TO POOR LIGHTING
GREENFIELDS.
IN MY SUBURB AND HOME
JOHN ST / NEAR THE SHOPS/ HAD MONEY STOLEN
JOHN ST PRECINCT AT NIGHT.
JUST IN MY AREA - IT HAS POOR LIGHTING AND IT'S UNSAFE TO WALK ON THE FOOTPATHS AT NIGHT.
LACK OF LIGHTING ALL THROUGH SALISBURY.
LACK OF SUFFICIENT LIGHTING IN OUR STREET.
NEEDS MORE SECURITY GUARDS. THEY ALSO NEED TO CLEAN UP PARABANKS SHOPPING CENTRE AS IF WE HAD A NEW SHOPPING CENTRE AND NEW TRAIN STATION WE WOULD GET RID OF MOST OF THE PEOPLE JUST HANGING AROUND. ALSO BRING NEW PEOPLE BACK INTO THE CENTRE OF SALISBURY AND GIVE IT LIFE.
PUBLIC HIGH SCHOOL
SALISBURY PARK AND SALISBURY DOWNS.
SALISBURY SHOPPING CENTRE
THE LOW SOCIO-ECONOMIC CIRCUMSTANCE.
THE SHOOTINGS. BURTON'S ALSO HAD A BIT OF TROUBLE.
WAS CONFRONTED IN MY HOUSE AND ROBBED BY SOMEONE WEILDING A KNIFE. ALSO, CONFRONTED BY A PERSON WITH A WEAPON IN MY DRIVEWAY. ALSO FRIGHTENED OF BEING ROBBED IN CAR IN HOLLYWOOD PLAZA.

23. Is there anything that would make you feel safer in the Salisbury Council area?

Filter: Other (not coded)

AN ALARM SISTER FOR MY HOUSE.
BETTER EDUCATION WILL HELP EDUCATE THE KIDS, AND BETTER SUPPORT FOR FAMILIES.
BETTER TOWN PLANNING TO MINIMISE DANGERS
CROSSINGS NEARS SCHOOLS NEED TO BE MADE SAFER
CUTTING OUT ACCESS ROUTES TO THE SHOPPING CENTRES, AT PARAFIELD GARDENS.
HATE TO SEE A SCHOOL CHILD KILLED BECAUSE I AM NEAR A SCHOOL.
HAVE SOMEONE TO CALL WHEN IN TROUBLE
HAVING DEDICATED PUSH-BIKE ROADS.
IF I WAS ALLOWED TO OWN A GUN.
IMPROVE EMPLOYMENT FOR YOUNG PEOPLE SO THEY DON'T HANG AROUND THE STREETS GETTING INTO TROUBLE.
IMPROVE THE SALISBURY INTERCHANGE
LESS TROUBLE WITH INDIGINOUS PEOPLE
LIVE CLOSE TO BRAHMA LODGE HOTEL. LESS PUB HOURS.
MORE FREQUENT ACCESS TO AREA VIA PUBLIC TRANSPORT
MORE TELEPHONE BOXES.
MOVING TO MAWSON LAKES.
PEOPLE WHO COME HERE FROM OTHER COUNTRIES AND START FIGHTS.
PLANTING MORE TREES ALONG MAIN ROADS AND FENCE LINES SO AS TO PROHIBIT PEOPLE FROM ACCESSING OTHER PEOPLE'S PROPERTY.
PUT ISLANDS IN COOK STREET AND WHITES ROAD.
SOME OF THE RESIDENTS IN THE AREA. COUNCIL UNABLE TO HELP
TO BE ALLOWED TO HAVE FRONT FENCES,
TRAFFIC CALMING DEVICES ON ROADS TO CONTROL SPEEDING
TRAFFIC STOP SPEEDING AND TO CONTROL ACCIDENTS. AND STOP THE TRASHING OF THE YOUTHS IN THE AREA.
WONDERFUL NEIGHBOURS

28. Do you have any suggestions for improvement? Yes - Other - specify

Filter: Yes - Other (not coded)

AVAILABLE ON THE INTERNET FOR EVENTS AND AVAILABLE.
BETTER AWARENESS OF THE LOCATION OF WALKLEY HEIGHTS, NEEDD TO INCLUDE THEM IN THE MAGAZINE.
CLEAN UP THE STREERTS AND HAVE MORE POLICE ON THE ROADS
COULD BE FLASHIER
CUT DOWN ON SOME OF THE THINGS THAT THEY SPEND MONEY ON IN THERE.
LESS SELF PROMOTION BY COUNCIL AND MRE INPUT FROM RESIDENTS.
MAKE IT BIGGER AND MORE DETAILED.
MAKE THEM SIZE OF A4
MAKING IT SMALLER
MORE FOCUS ON DISABILITY SERVICES SUCH AS SPORT AND ENTERTAINMENT
MORE INFO AND LESS ADS.
MORE TARGETED AT YOUNG FAMILYS.
MORE TIPS AND SUGGESTIONS ON HOW TO IMPROVE DIFFERENT THINGS, RATHER THAN HAVING SO MUCH ON GARDENING. COVER
MORE POSITIVE STORIES RATEHR THAN ALL THE NEGATIVE.
NOT VERY BIG, NOT NECESSARY TO HAVE A SEPARATE THING TO THE MESSENGAR.
TOO MUCH ELECTION PARAFINALIA , GIVE PEOPLE IN COUNCIL AREAS CHEAPER DEALS LISTED IN MAGAZINE.

31. Can you suggest any improvements to these services? Yes - Other - specify

Filter: Yes - Other (not coded)

BE ABLE TO FILL A FORM TO RATE THEIR PERFORMANCE
EXTEND THEM TO OTHER PARTS OF SALISBURY AREA
MORE AVAILABILITY OF TRADES PEOPLE.
MORE MIXING OF THE AGE GROUPS. MORE AMATURE DRAMATICS.
MORE REBATES
NEED TO BE MORE ACCESSIBLE AND MORE NOTICE TO ATTEND
OFFER SMALLER COMPUTER CLASSES.
SENIOR SERVICES SHOULD BE FREE SUCH AS U3A HAS MEETINGS IN HIRED ROOMS WHICH I THINK SHOULD BE PROVIDED FOR FREE.
THEY NEED TO CATER MORE TO PEOPLE WHO CAN'T GO TO THE ACTUAL CENTRES THEMSELVES (IE. THEY ARE HOME BOUND), SO
THEY SHOULD BE ABLE TO ACCESS SERVICES FROM THEIR HOMES.

34. What would encourage you to volunteer your time?

Filter: Other (not coded)

A SAFRER ENVIRONMENT
BOREDOM AT HOEM OR BEING ABLE TO MEET NEW PEOPLE
CHARITY EVENTS
FREE BEER
HAVESOME TRAINING FRO MY LITTLE DOG SO THAT WE COULD GO AND VISIT NURSING HOMES AND LOCAL SCHOOLS AND READ TO
KIDS, RETIRED TEACHER
HAVING LIVED IN THE COMMUNITY LONGER.
I FEEL THAT I HAVE ALREADY DONE MY SHARE.
I HELP MY CHILDREN WITH SCHOOL ACTIVITIES AND SPORTS
IF I WAS INVOVLED IN A GROUP WITHIN THE AREA.
IF MONEY WAS INVOLVED
IF SOMEONE DOES SOMETHING FOR ME I WOULD DO SOMETHING FOR THEM
IF THERE WAS A NATURAL DISASTER LIKE A FIRE OR FLOOD.
IF THERE WAS SOMEWHERE OR SOMEONE TO LOOK AFTER MY SON.
MY ENGLISH ISN'T VERY GOOD.

POSITIVE OUTCOME

RETIREMENT

USED TO BE INVOLVED IN RUNNING A BASKETBALL CLUB FOR 15 YEARS.

VOLUNTEERS OFTEN WITH CHURCH GROUPS ETC INSTEAD OF COUNCIL VOLUNTEERING.

36. Where do you have access to the Internet?

Filter: Other (not coded)

AT COMMUNITY CENTRES.

COMMUNITY CENTRE - MONTAGUE FARM.

COMMUNITY CENTRE.

HAVE SMART PHONE

IN YOUR CAR, PHONE AND LAPTOP.

LAPTOP MOBILE.

MOBILE PHONE

PLAY FORD COUNCIL

WIFE'S WORK.

38. What did you use the City of Salisbury website for?

Filter: Other (not coded)

COMMUNICATING WITH COUNCIL.

HOLIDAY INFORMATION TO QLD

INFORMATION ON LOCAL GRANTS.

LOOKING FOR THERE LOGO

MISSING CAT.

SOLAR CITIES.

SPORT CENTRE,

TO LOOK UP WALKING TRAILS.

39. What could be done to improve the City of Salisbury website?

Filter: Other (not coded)

FULL DISCLOSURES

I LIKE THINGS TO BE PRINTED A BIT BIGGER FONT-WISE.

LESS USELESS INFORMATION.

UPDATE MORE OFTEN, PEOPLE RECOGNISED FOR WHAT THEY DO WHEN THEY VOLUNTEER. LOCAL ORGANISATIONS POSTED ON THIS SITE AS WELL.

WOULD NOT ACCEPT PAYMENT OF COUNCIL RATES.

41. What do you believe are the three most important environmental issues facing the City of Salisbury?

Filter: Other (not coded)

AWARENESS OF ISSUES.

BETTER BUS SERVICE. BETTER POLICING.

BETTER PUBLIC TRANSPORT, MORE POLICE PRESENCE

BUILD A BETTER SHOPPING CENTER...

BUILDING BETTER WALKWAYS; CONTROL OF MOSQUITOES DURING SUMMER; MORE ESTABLISHMENT AND ENTERTAINMENT FOR YOUTH (SO AS TO KEEP THEM OFF THE STREET)
CREATING A SAFER ENVIRONMENT AT NIGHT, TOO MANY YOUNGSTERS OUT ON THE PROWL, WE NEED MORE FACILITIES FOR THEM.
DERELICT BUILDINGS WHICH AFFECT THE ENVIRONMENT AS THEY DECAY.
EDUCATION - TO EDUCATE PEOPLE ABOUT THE NEED TO PROTECT THE ENVIRONMENT AND WATER RESOURCES.
EMPLOYMENT AND JOBS ANND SAFETY OF CHILDREN AND MORE POLAICE
EMPLOYMENT. GENERAL CUMMMUNITY.
FERAL ANIMALS
GARDEN DISPOSAL
HARD WASTE AND DEVELOPMENT OF STREETScape.
HOW THEY SPEND THEIR MONEY - DON'T WASTE IT. AND DON'T CONTINUE TO EXTEND THE COUNCIL INTO ENVIRONMENTAL ISSUES.
MORE HEALTH OFFICERS
MORE REGULAR PUBLIC TRANSPORT FOR PEOPLE.
PROMOTING BIRD NATIVE BIRD LIFE.
RATS, GRASS TOO HIGH IN SOME PLACES.
SUPPORT FOR THE ELDERLY
THE CHALLENGE OF SUSTAINABLE GROWTH AND PROVIDING THE RESOUCES TO KEEP UP WITH IT
THEY SHOULD CUT DOWN SOME OF THE GUM TREES IN MY NEIGHBOURS' YARDS BECAUSE THEY ARE A DANGER WITH FALLING BRANCHES DURING STORMS
TO MANY STRAY CATS IN THE AREA THEY NEED TO CLEAN THEM UP AND START SPRAYING THEM AS THEY ARE CARRYING DISEASES.
TRAIN LINE NEEDS TO BE ALTERED TO HELP TRAFFIC FLOW.
TREES AND NATURE STRIPS NEED REPLANTING AND UPGRADING. NO GRASS CUTTINGS IN THE VERGES TO GO DOWN THE STORM WATER DRAINS FOR THE COUNCIL GARDENERS. CATS, NOT ENOUGH POLICING OF CATS WHO ROAM AROUND AT NIGHT AND DAY TIME.
URBAN SPRAWL, HOUSING DENSITY, MORE INFORMATION ABOUT ENVIRONMENTAL ISSUES IN THE MESENGER OR ON THE LOCAL FREE TO AIR TV STATIONS
USE OF OLD BUILDINGS THAT COULD BE USED
WATCHER CATCHER, GETTING HOUSEHOLDS TO CATCH ALL RAINWATER AND USE WITHIN PROPERTY. ENFORCEMENT OF CAT CURFEW AT NIGHT BY MICROCHIPPING CATS.
WILDLIFE

42. Are you aware of any environmental initiatives occurring within the Council area?

Yes – Solar Cities Project – specify where TV, newspaper, website

Filter: Yes - Solar Cities Project - Other (not coded)

A FLYER IN WITH OUR POWER RATES.
A MAN FROM THE COUNCIL CALLED ME ABOUT IT.
A PHONE CALL REGARDING THE SOLAR CITIES PROJECT.
ADVERTS IN SHOPPING CENTRES
DOOR TO DOOR SURVEY.
HEARD ABOUT IT VIA ORIGIN ENERGY, AND PAMPHLETS IN THE LETTERBOX.
I GOT A PAMPHLET IN THE MAIL.
IN A NEWSLETTER!
IN A PAMPHLET PUT OUT AT MAWSON LAKES.
MAIL OUT IN MY POST.
MEETINGS AND TELEVISION
ON THE RADIO 5AA
ON THE RADIO, ON THE ABC.
ON THE RADIO.
PAMPHLET IN THE LETTER BOX FROM ORIGIN ENERGY.
RADIO

RADIO AND SALISBURY AWARE.
SCHOOL COUNCIL, NEWSPAPER
SIGNAGE.

Yes – other specify

Filter: Yes - Other (not coded)

COBBLER CREEK, EFFORTS TO RETURN TO ORIGINAL STATE.
EXTENSION OF THE BOLIVAR SCHEME.
GREEN WASTE COLLECTION AND RECYCLING.
I'M NOT TOO SURE WHAT THE PROGRAM IS CALLED BUT IT HAS SOMETHING TO DO WITH RECYCLING AND RECLAIMING LAND.
NEAR WETLANDS, THERE IS A LEARNING CENTRE FOR THIS, WITH NATIVE FAUNA & A PLACE TO EAT OUT.
NORTHERN EXPRESSWAY
ON THE INTERNET
ON THE RADIO 5AA - I THINK ON THE KEITH CONLON OR THE MICHAEL KEELAN SHOW.
RADIO PROBABLY 5AA.
RECYCLING
RECYCLING - NORA OR SOMETHING SIMILAR.
RECYCLING AND DOMESTIC WASTE COLLECTION.
RE-CYCLING GREEN WASTE.
RE-CYCLING OF HOUSEHOLD WASTE.
RECYCLING WASTE.
RECYCLING. GREEN WASTE COLLECTION.
RE-PLANTING TREES. CLEANING GRAFFITI.
SOLAR ON THE RADIO
ST KIDA SEAWALL, AND PLANTING TREES ELSEWHERE.
THE NEEDLE COLLECTION PROGRAM.
THE PARAFIELD AIRPORT- THEY WANT TO MOVE IT AS RESIDENTS COMPLAINED AND THE POLLUTION.
THROUGH ASSOCIATIONS WHERE I USED TO WORK. AND I'VE ALWAYS BEEN INTERESTED IN "ALTERNATIVES".
THROUGH THE MAIL AND A FRIEND.
TRANSIT ORIENTATED DEVELOPMENT AT SALISBURY INTERCHANGE.
URBAN BRAHMA LODGE HOUSING.

44. Do you believe that the Council provides adequate communications to you?

No – Other – specify

Filter: No – Other (not coded)

DO NOT RESPOND ADEQUATELY TO COMPLAINTS ABOUT DANGEROUS TREES.
JUST NO
NEVER RECEIVED ANYTHING.
NO BECAUSE THEY BELIEVE PEOPLE DON'T MATTER
NO CLEAR LINE OF COMMUNICATION
NONE
NOT DROPPING THE SALISBURY AWARE MAG OFF TO ME, NEVER GET IT.
NOT VERY RELEVANT TO WHERE WE ARE SITUATED.
RE COMPLAINT RE TREE THEY DID NOT FOLLOW UP
RECIPROCATION INFORMATION IS NOT AS EASY AS IT SHOULD BE.
TALK TO SOMEONE IN THE COUNCIL WHO WOULD LISTEN.
THEY NEED TO EXPLAIN THINGS BETTER.
TOO SECRETIVE.
YES AND NO. IT DEPENDS ON THE ISSUE. FOR EXAMPLE THERE WAS A TERRIBLE MIX UP WITH THE BIN CHANGES.

45. How could communications from the Council be improved?

Filter: Other (not coded)

A RESIDENTS WEBSITES SOMEWHERE WHERE THE RESIDENTS CAN SEE WHAT EVENTS ETC. ARE GOING ON. OTHER THAN GOING TO THE CITY OF SALISBURY WEBSITE.

ADDRESS INFORMATION PERSONALLY TO ME - LIKE THE POLITICIANS DO.

BE MORE HONEST

BETTER CONTENT AND LESS PR (ABOUT HOW GREAT THEY ARE)

CUT THE RED TAPE A BIT.

EASIER ACCESS TO COUNCIL DEPARTMENTS, TO BE ABLE TO COMMUNICATE WITH THEM.

EMPLOY MORE PEOPLE

FOLLOW UP COMPLAINTS

GET RID OF COUNCIL STAFF NOT DOING THEIR JOBS PROPERLY,

IN THE RATES NOTICE

LET THE COMMUNITY KNOW THAT COUNCILLORS GO ON THE COMMUNITY RADIO STATION 5PBA

MORE COMMUNICATION OR INFORMATION THROUGH THE WEBSITE.

MORE HOME HELP FOR ELDERLY RESIDENTS

MORE INFORMATION IN THE LOCAL PAPER

MORE INFORMATION. MORE OFFER FOR PEOPLE TO MAKE SUGGESTIONS OF INVOLVEMENT IN THE COMMUNITY.

SEE MORE OF THE COUNCIL OFFERING THEIR HELP DOOR TO DOOR FOR THE ELDERLY

THEY ONLY TELL YOU WHAT THEY WANT YOU TO KNOW.

THEY SHOULD HAVE INFORMATION POSTED IN SHOP WINDOWS.

USE OF THE WEBSITE - NEEDS A GOOD FEEDBACK AND DEBATING MECHANISM

46. How would you prefer to receive information from the Council?

Filter: Other (not coded)

AT SHOPPING CENTRES - LIKE INFORMATION BOOTHS OR SIGNS. AND THEY COULD PROMOTE THEIR WEBSITE BETTER, TOO, SO PEOPLE COULD ACCESS THAT.

MORE FREQUENTLY GIVEN

NEIGHBOURHOOD WATCH

NEWSLETTER, FLYERS.

ON BILLBOARDS AND IN LIBRARIES AND SHOPPING CENTRES.

PAMPHLETS IN THE SHOPPING CENTRES OR BIG NOTICES.

SHOPPING CENTRES. EVERYWHERE WHERE PEOPLE GO.

THROUGH THE CHURCHES.

WORD OF MOUTH FROM OTHER PEOPLE, ALSO I HEAR ABOUT THINGS THROUGH THE SCHOOL WHERE I WORK

53. Country of Birth.

Filter: Other (not coded)

ARGENTINA

AUSTRIA

BOSNIA

BRAZIL.

CAMBODIA

CANADA

CEYLON

CHILE

COMBABA

CROATIA

CYPRUS
EL SALVADOR
FIJI
GHANA SOUTH AFRICA
HOLLAND
HUNGARY
LITHUANIA
MALAWI
MALTA
NETHERLAND
PHILIPPINES.
POLAND
SERBIA.
SINGAPORE.
SLOVAKIA.
SOUTH AFRICA
SUDAN.
THAILAND
YUGOSLAVIA
ZIMBABWE

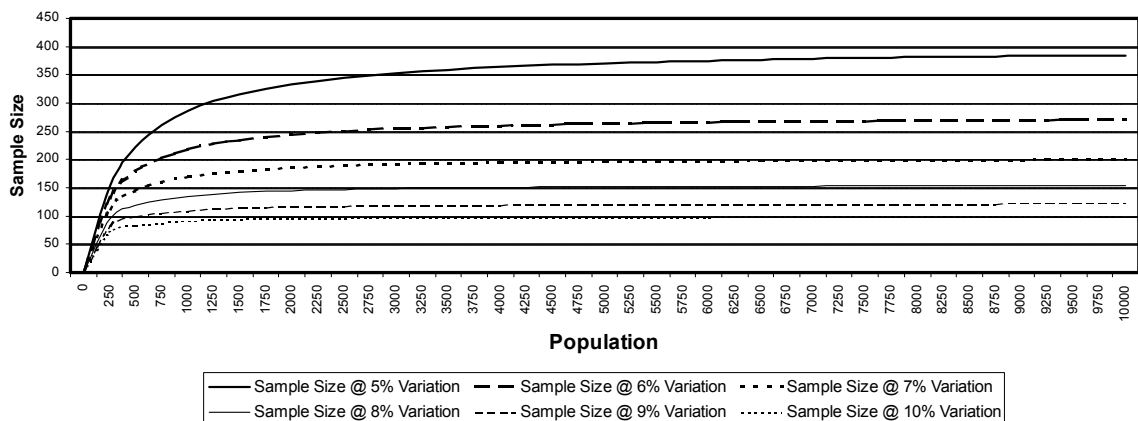
Appendix 4:

Sampling Tolerance

It should be borne in mind throughout this report that all data based on sample surveys are subject to a sampling tolerance. That is, where a sample is used to represent an entire population, the resulting figures should not be regarded as absolute values, but rather as the mid-point of a range plus or minus x% (see sampling tolerance table below). Only variations clearly designated as significantly different are statistically valid differences and these are clearly pointed out in the Key Findings section of this report. Other divergences are within the normal range of fluctuation at a 95% confidence level; they should be viewed with some caution and not treated as statistically reliable changes.

MARGIN OF ERROR TABLE (95% confidence level)										
SAMPLE SIZE ↓	Percentages giving a particular answer									
	5% 95%	10% 90%	15% 85%	20% 80%	25% 75%	30% 70%	35% 65%	40% 60%	45% 55%	50% 50%
50	6	9	10	11	12	13	14	14	14	14
100	4	6	7	8	9	9	10	10	10	10
150	4	5	6	7	7	8	8	8	8	8
200	3	4	5	6	6	6	7	7	7	7
250	3	4	5	5	6	6	6	6	6	6
300	3	4	4	5	5	5	6	6	6	6
400	2	3	4	4	4	5	5	5	5	5
500	2	3	3	4	4	4	4	4	4	5
600	2	2	3	3	4	4	4	4	4	4
700	2	2	3	3	3	4	4	4	4	4
800	2	2	3	3	3	3	3	4	4	4
900	2	2	2	3	3	3	3	3	3	3
1000	1	2	2	3	3	3	3	3	3	3
1500	1	2	3	2	2	2	3	3	3	3
2000	1	1	2	2	2	2	2	2	2	2
3000	1	1	1	2	2	2	2	2	2	2

Optimum Sample Sizes to Ensure the Given Maximum Variation



Appendix 5: Questionnaire

Project No: 8808

SALISBURY COMMUNITY SURVEY - AUGUST 2009

Good I am from McGregor Tan Research. As an independent social and market research company, we do not sell, promote or endorse any product or service. We value your opinions and these are often used to improve services to the public, product quality or safety. We are conducting a survey about living in the City of Salisbury and would appreciate your opinions. There are no right or wrong answers, it is just your opinion that we are after.

1. Rate your level of satisfaction on a scale of 1 to 5, where 5 is very satisfied and 1 is very dissatisfied, in the following areas. **Read out (rotate)**

	5 Very satisfied	→			1 Very dissatisfied	Don't know
Rubbish removal	5	4	3	2	1	6
Hard waste	5	4	3	2	1	6
Green waste	5	4	3	2	1	6
Library services	5	4	3	2	1	6
Community Centres	5	4	3	2	1	6
Recreation Centres	5	4	3	2	1	6
Leisure and Sport	5	4	3	2	1	6
Parks & Reserves	5	4	3	2	1	6
Recycling services	5	4	3	2	1	6
Road maintenance	5	4	3	2	1	6
Overall satisfaction with the Salisbury Council	5	4	3	2	1	6

2. **If code 1 or 2 in Q1 for rubbish removal :**

Why are you not satisfied with this aspect – **Rubbish removal?** **Unprompted multiple response**

- 01 Careless-always rubbish left everywhere after collection/Bins not properly emptied
 02 Inconsistent pick up times
 03 Need bigger rubbish bins
 04 No hard refuse collection/Want hard refuse service/Dump too expensive
 05 Should not have to buy own bins
 06 The items you can put in the waste are limited
 07 Too rough with bins they damage & don't repair them
 08 Waste is removed on inconvenient days of the week
 09 Waste is not removed regularly enough
 10 Other – **specify**
 11 Don't know/ not sure

3. **If code 1 or 2 in Q1 for hard waste:**
 Why are you not satisfied with this aspect – **Hard waste?** **Unprompted multiple response**
 01 Does not collect all materials
 02 Not collected regularly enough
 03 Other – **specify**
 04 Don't know/ not sure
4. **If code 1 or 2 in Q1 for green waste:**
 Why are you not satisfied with this aspect – **Green waste?** **Unprompted multiple response**
 01 Does not collect all materials
 02 Not collected regularly enough
 03 Other – **specify**
 04 Don't know/ not sure
5. **If code 1 or 2 in Q1 for library services:**
 Why are you not satisfied with this aspect – **Library services?** **Unprompted multiple response**
 01 Location
 02 Opening times
 03 Type of resources
 04 Volume of resources
 05 Other – **specify**
 06 Don't know/ not sure
6. **If code 1 or 2 in Q1 for community centres:**
 Why are you not satisfied with this aspect – **Community centres?** **Unprompted multiple response**
 01 Do not provide appropriate services
 02 Location
 03 Not enough of them
 04 Opening times
 05 Other – **specify**
 06 Don't know/ not sure
7. **If code 1 or 2 in Q1 for recreation centres:**
 Why are you not satisfied with this aspect – **Recreation centres?** **Unprompted multiple response**
 01 Location
 02 Not enough of them
 03 Opening times
 04 Type of recreation
 05 Other – **specify**
 06 Don't know/ not sure
8. **If code 1 or 2 in Q1 for leisure and sport:**
 Why are you not satisfied with this aspect – **Leisure and Sport?** **Unprompted multiple response**
 01 Location
 02 Not enough of them
 03 Opening times
 04 Type of recreation
 05 Other – **specify**
 06 Don't know/ not sure

9. **If code 1 or 2 in Q1 for Parks & Reserves:**

Why are you not satisfied with this aspect – **Parks & Reserves?** **Unprompted multiple response**

- 01 Trees – **specify where**
- 02 Parks/ Open Space – **specify where**
- 03 General Cleanliness – **specify where**
- 04 Overgrown – **specify where**
- 05 Other – **specify**
- 06 Don't know/ not sure

10. **If code 1 or 2 in Q1 for recycling services:**

Why are you not satisfied with this aspect – **Recycling services?** **Unprompted multiple response**

- | | |
|---|--|
| 01 Bigger bins are needed | 08 Recycling bins are not removed regularly enough |
| 02 Bins are left half full-not emptied properly/Leave mess everywhere | 09 Recycling bins are removed on inconvenient days of the week |
| 03 Bins being damaged & not repaired-treatment too rough | 10 Should have three bins- rubbish, green & recycling |
| 04 Dump fees too expensive | 11 The items you can put in the recycling bins are limited |
| 05 Inconsistent pick up times | 12 Other – specify |
| 06 No hard refuse collection | 13 Don't know/ not sure |
| 07 Not enough people recycle- monitor more | |

11. **If code 1 or 2 in Q1 for road maintenance:**

Why are you not satisfied with this aspect – **roads maintenance?** **Unprompted multiple response**

- 01 Garden verge/ Footpath Garden – **specify where**
- 02 Footpath – **specify where**
- 03 Kerbing/Gutter – **specify where**
- 04 Cleanliness – **specify where**
- 05 The Road/ Bumpy Road – **specify where**
- 06 Tree – **specify where**
- 07 Traffic Flow – **specify where**
- 08 Drainage/Flooding – **specify where**
- 09 Lighting – **specify where**
- 10 Other – **specify**
- 11 Don't know/ not sure

12. **How long have you lived in the Salisbury Council area? Single response**

- 1 Less than one year
- 2 1 to less than 3 years
- 3 3 to less than 5 years
- 4 5 to less than 10 years
- 5 10 to less than 15 years
- 6 15 to less than 20 years
- 7 20 years or more

13. What do you consider to be the City of Salisbury's strengths? **Unprompted multiple response**

- 01 Availability of housing
- 02 Availability of services
- 03 Cost of housing
- 04 Employment opportunities
- 05 Location
- 06 Schools
- 07 Shopping centres
- 08 Other – **specify**
- 09 Don't know/ not sure

14. **Lived in Salisbury for less than five years (codes 1-3 in Q12):** Thinking about when you moved into the Salisbury Council area, what attracted you to living in the area? **Unprompted multiple response**

- 01 Availability of housing
- 02 Availability of services
- 03 Cost of housing
- 04 Employment opportunities
- 05 Location
- 06 Schools
- 07 Shopping centres
- 08 Other – **specify**
- 09 Don't know/ not sure
- 10 Nothing
- 11 Had no choice
- 12 Always lived there

15. **ASK ALL:** Now thinking about the quality of life where you live, on a scale of 1 to 5, where 5 is very important and 1 is not at all important, please rate the importance of the following to you. **Read out (rotate)**

	5 Very important	→			1 Not at all important	Don't know
A range of community groups and sports clubs	5	4	3	2	1	6
Access to parks and reserves	5	4	3	2	1	6
Access to streets and walkways	5	4	3	2	1	6
Affordable housing	5	4	3	2	1	6
Childcare	5	4	3	2	1	6
Development of job opportunities in the Salisbury area	5	4	3	2	1	6
Having a diverse community	5	4	3	2	1	6
Having a sense of community	5	4	3	2	1	6
Parks and reserves	5	4	3	2	1	6
Provision of recreation and community facilities	5	4	3	2	1	6
Recreational areas	5	4	3	2	1	6
Schools	5	4	3	2	1	6
Streets and walkways – verges, footpaths, general cleanliness of streets	5	4	3	2	1	6
Traffic flow	5	4	3	2	1	6

- | | 5 Very satisfied | → | | | 1 Very dissatisfied | Don't know |
|--|------------------|---|---|---|---------------------|------------|
| A range of community groups and sports clubs | 5 | 4 | 3 | 2 | 1 | 6 |
| Access to parks and reserves | 5 | 4 | 3 | 2 | 1 | 6 |
| Access to streets and walkways | 5 | 4 | 3 | 2 | 1 | 6 |
| Affordable housing | 5 | 4 | 3 | 2 | 1 | 6 |
| Childcare | 5 | 4 | 3 | 2 | 1 | 6 |
| Development of job opportunities in the Salisbury area | 5 | 4 | 3 | 2 | 1 | 6 |
| Having a diverse community | 5 | 4 | 3 | 2 | 1 | 6 |
| Having a sense of community | 5 | 4 | 3 | 2 | 1 | 6 |
| Parks and reserves | 5 | 4 | 3 | 2 | 1 | 6 |
| Provision of recreation and community facilities | 5 | 4 | 3 | 2 | 1 | 6 |
| Recreational areas | 5 | 4 | 3 | 2 | 1 | 6 |
| Schools | 5 | 4 | 3 | 2 | 1 | 6 |
| Streets and walkways – verges, footpaths, general cleanliness of streets | 5 | 4 | 3 | 2 | 1 | 6 |
| Traffic flow | 5 | 4 | 3 | 2 | 1 | 6 |

- 5 Excellent
4 Good
3 Average
2 Poor
1 Very poor
6 Don't know/ not sure

- Unprompted, multiple response**

- 01 OK as is, can't be improved
- 02 Better footpaths/Walkways
- 03 Better maintenance, updating of
parks and verges
- 04 Better parks & playgrounds
- 05 Better public transport
- 06 Clean up streets/ Beautification/
Better streetscape/ Better tree
selections
- 07 Hard refuse collection

- 08 Housing- improve quality, affordability
09 Improve roadways
10 Lighting improvements needed
11 More job opportunities
12 More things to do- recreation
 services, youth activities
13 Policing - less crime/ make safer/
 control undesirables (hoons)
14 Other - **specify**
15 Don't know

19. How satisfied are you with the following in relation to shopping in the Salisbury Council area?

Read out (rotate)

	5 Very satisfied →			1 Very dissatisfied		Don't know
Having local shops	5	4	3	2	1	6
Parking at shopping centres	5	4	3	2	1	6
Public transport to shopping centres	5	4	3	2	1	6
The accessibility of shops	5	4	3	2	1	6
The location of shops	5	4	3	2	1	6
The number of shops	5	4	3	2	1	6
The overall shopping experience within the area	5	4	3	2	1	6
The quality of the shopping experience	5	4	3	2	1	6
The variety of shops	5	4	3	2	1	6

20. Please rate, on a scale of 1 to 5, where 5 is strongly agree and 1 is strongly disagree, your level of agreement with the following statements. **Read out (rotate)**

	5 Strongly agree →			1 Strongly disagree		Don't know
I can get help from family, friends and neighbours when I need it	5	4	3	2	1	6
I feel that I am a part of my local community	5	4	3	2	1	6
I feel that I live in a pleasant environment in terms of planning, open space and lack of pollution	5	4	3	2	1	6
I feel that people in my neighbourhood can be trusted	5	4	3	2	1	6
I like living in my local community	5	4	3	2	1	6
I regularly volunteer my time	5	4	3	2	1	6
My neighbours are friendly and willing to help others	5	4	3	2	1	6

21. How safe do you feel in the Salisbury Council area? **Read out, single response**

- 5 Very safe **Go to Q23**
 4 Safe **Go to Q23**
 3 Neither **Go to Q23**
 2 Unsafe
 1 Very unsafe
 6 Don't know/ not sure **Go to Q23**

22. **Feel unsafe (codes 1-2 in Q21):**

Is there a particular reason or location where you feel unsafe? **Unprompted, multiple response**

- 01 Aboriginals
- 02 Drug & Alcohol problems
- 03 Have been a victim of crime
- 04 Home invasions/ Break ins
- 05 Hoons, gangs, youths loitering
- 06 Interchange
- 07 Lack of policing/ Non attendance of police/ Lack of action & protection
- 08 Out in the street/ On the road
- 09 Parabanks
- 10 Paralowie
- 11 Parks & Reserves e.g., Pitman Park, Murrell Reserve
- 12 Salisbury/ Salisbury North/Salisbury Centre
- 13 Shopping centres/Car parks
- 14 Train station
- 15 Vandalism & Violence by youth
- 16 Other - **specify**
- 17 No

23. **ASK ALL:** Is there anything that would make you feel safer in the Salisbury Council area?

Unprompted, multiple response

- 01 Better lighting
- 02 Less drugs
- 03 Less young people around
- 04 Monitor drinking in public places
- 05 More police
- 06 Other – **specify**
- 07 Don't know/ not sure
- 08 Nothing

24. How often are you involved in the following community activities? **Read out (rotate)**

	Weekly	Fortnightly	Monthly	Once every 3 months	Once every 6 months	Once a year	Less often than once a year	Never
Attend community events such as fetes, festivals and school concerts	1	2	3	4	5	6	7	8
Attend local council events such as Living Loud and the Salisbury Writers Festival	1	2	3	4	5	6	7	8
Attend local recreation centres	1	2	3	4	5	6	7	8
Attend neighbourhood centres	1	2	3	4	5	6	7	8
Attend organised sport, church or community groups	1	2	3	4	5	6	7	8
Visit Council Libraries	1	2	3	4	5	6	7	8

25. Are you on a decision-making board or committee such as an action group, sporting club or school/ church board?
1 Yes
2 No
26. Do you read your local Council magazine Salisbury Aware?
1 Yes
2 Don't know **Go to Q29**
3 No **Go to Q29**
27. **Read Salisbury Aware (code 1 in Q26):** How would you rate the magazine out of 5 where 5 is excellent and 1 is very poor? **Read out, single response**
5 Excellent
4 Good
3 Average
2 Poor
1 Very poor
6 Don't know/ not sure
28. **Read Salisbury Aware (code 1 in Q26):** Do you have any suggestions for improvement?
01 Yes – **specify**
02 No
29. **ASK ALL:** Do you, or any of your family/ friends, use Council's Senior Services, such as the Home Support Services, Housing Support, Access for Residents with Disabilities, Jack Young Centre or the Para Hills Centre?
1 Yes
2 Don't know **Go to Q33**
3 No **Go to Q33**
30. **Use Council Senior Services (code 1 in Q29):** How would you rate these services out of 5 where 5 is excellent and 1 is very poor? **Read out, single response**
5 Excellent
4 Good
3 Average
2 Poor
1 Very poor
6 Don't know/ not sure
31. **Use Council Senior Services (code 1 in Q29):** Can you suggest any improvements to these services?
01 Yes – **specify**
02 No

32. **Use Council Senior Services (code 1 in Q29):** Would you like the Council to follow up with you on any of these services?
01 Yes – **specify, name and phone number**
02 No
33. **ASK ALL:** Have you volunteered your time to assist the community in the past year? **If yes:** Approximately, how many hours per month do you volunteer? **Read out, single response**
1 Yes – Less than 1 hour month
2 Yes – 1-5 hours per month
3 Yes - 6-10 hours per month
4 Yes - 11-20 hours per month
5 Yes - 21-50 hours per month
6 Yes - More than 50 hours per month
7 No, do not volunteer
34. **Do not volunteer (code 7 in Q33):** What would encourage you to volunteer your time?
Unprompted, multiple response
01 Having more time available
02 If I had more information about what I could do
03 If I was healthier
04 If I was physically able
05 Other - **specify**
06 Don't know
07 Nothing
35. **ASK ALL:** Are you interested in being part of a community panel, which is being formed by Council, to consult residents on issues that affect the community?
01 Yes – **specify, name, phone number and address**
02 No
36. Where do you have access to the Internet? **Unprompted, multiple response**
01 At home
02 At work
03 Friends/ Family
04 Internet café
05 School/ University/ TAFE
06 Other - **specify**
07 Do not have access to the internet
37. **Have access to the Internet (codes 01-06 in Q36):** Have you used the City of Salisbury website?
1 Yes
2 Not sure **Go to Q40**
3 No **Go to Q40**

38. **Used City of Salisbury website (code 1 in Q37):** What did you use the City of Salisbury website for?

Unprompted, multiple response

- 01 Business contact numbers
- 02 Community events
- 03 Council rates
- 04 Council services
- 05 Development assessment
- 06 Employment opportunities
- 07 Environment issues
- 08 Recent news
- 09 Other - **specify**
- 10 Can't remember

39. **Used City of Salisbury website (code 1 in Q37):**

What could be done to improve the City of Salisbury website? **Unprompted, multiple response**

- 01 Better navigation
- 02 Faster navigation
- 03 More information
- 04 More links
- 05 More online services
- 06 More visually appealing
- 07 Other - **specify**
- 08 Can't remember

40. **ASK ALL:** On a scale of 1-5 where 5 is very important and 1 is not at all important, how important are environmental sustainability issues compared to other issues in your life?

- 5 Very important
- 4 Important
- 3 Neither important nor unimportant
- 2 Not important
- 1 Not at all important
- 6 Don't know/ not sure

41. What do you believe are the **three** most important **environmental** issues facing the City of Salisbury?

Unprompted, maximum 3 responses

- 01 Biodiversity
- 02 Climate Change
- 03 Energy
- 04 Sustainable Transport & Peak Oil
- 05 Waste
- 06 Water Supply
- 07 Other – **specify**
- 08 Don't know

42. Are you aware of any environmental initiatives occurring within the Council area?
Read out, multiple response
 01 Yes – Waterproofing Northern Adelaide Water Project
 02 Yes – Solar Cities Project – **specify where** TV, newspaper, website etc.
 03 Yes – Wetlands
 04 Yes – **other specify**
 05 Yes – cannot name the project
 06 Don't know/ not sure
 07 No
43. How would you rate the public transport that is available within the City of Salisbury?
Read out, single response
 5 Excellent
 4 Good
 3 Average
 2 Poor
 1 Very poor
 6 Don't know/ not sure
44. Do you believe that the Council provides adequate communications to you?
Unprompted, multiple response
 01 Yes
 02 Don't know/ not sure
 03 No – not frequent enough
 04 No – Not enough information
 05 No – Not through preferred mediums
 06 No – Other – **specify**
45. How could communications from the Council be improved? **Unprompted, multiple response**
 01 More frequent communication
 02 Other – **specify**
 03 Could not be improved
 04 Don't know
46. How would you prefer to receive information from the Council? **Unprompted, multiple response**
 01 At Library
 02 Email
 03 Letterbox drop
 04 In person
 05 Mail
 06 Messenger newspaper
 07 Salisbury Aware magazine
 08 Telephone
 09 Through the media
 10 Website
 11 Other – **specify**
 12 Don't know
 13 Would not like to receive information

47. I am now going to ask you to rate the performance of the staff and elected members. On a scale of 1 to 5 where 1 means poor and 5 means excellent, what rating would you give the...

	Excellent → Poor					Unable to rate
	5	4	3	2	1	
General courtesy of Council staff	5	4	3	2	1	6
General efficiency of Council staff	5	4	3	2	1	6
Performance of the Elected Members	5	4	3	2	1	6
Staff responsiveness to complaints	5	4	3	2	1	6

CLASSIFICATIONS

48. Gender.
 1 Male
 2 Female
49. In which of these age groups do you fall?
 1 18-24
 2 25-30
 3 31-39
 4 40-54
 5 55-64
 6 65+
50. Are you in paid employment?
If yes: What is your occupation?
 1 Professional/executive
 2 White collar
 3 Blue collar
If no: Could you please tell me how you describe your occupation?
 4 Home duties
 5 Retired
 6 Other
51. Which of these groups best describes this household? **Read out**
 1 SINGLE PEOPLE: people of any age living alone or sharing accommodation (under 40)
 2 YOUNG COUPLE: married or living together with no children in the home
 3 YOUNG FAMILY: couple or single parent with most children under 6
 4 MIDDLE FAMILY: couple or single parent with most children aged from 6-15 years
 5 MATURE FAMILY: couple or single parent with most children over 15 years and at least one still living at home
 6 MATURE COUPLE OR SINGLE: couple or single in middle to late age groups with no children in the home

52. Which of the following best describes your gross Household Income? **Read out**
- 1 Under \$20,000 pa
 - 2 \$20,000-39,999 pa
 - 3 \$40,000-59,999 pa
 - 4 \$60,000-79,999 pa
 - 5 \$80,000-99,999 pa
 - 6 \$100,000+ pa
 - 7 Refused
53. Country of Birth.
- 01 Australia
 - 02 China
 - 03 Germany
 - 04 Greece
 - 05 Indonesia
 - 06 Italy
 - 07 Japan
 - 08 Malaysia
 - 09 New Zealand
 - 10 Ukraine
 - 11 United Kingdom (England, Scotland, Ireland, Wales)
 - 12 USA
 - 13 Vietnam
 - 14 Other – **please specify**
 - 15 Refused
54. Ward (imported from sample)
- 1 Central
 - 2 East
 - 3 Hills
 - 4 Levels
 - 5 North
 - 6 Para
 - 7 South
 - 8 West
55. Suburb (imported from sample)
- 01 Bolivar
 - 02 Brahma Lodge
 - 03 Burton
 - 04 Cavan
 - 05 Direk
 - 06 Dry Creek
 - 07 Edinburgh
 - 08 Green Fields
 - 09 Globe Derby Park
 - 10 Gulfview Heights
 - 11 Ingle Farm
 - 12 Parafield
 - 13 Parafield Gardens
 - 14 Para Hills
 - 15 Para Hills West
 - 16 Paralowie
 - 17 Para Vista
 - 18 Pooraka
 - 19 St Kilda
 - 20 Salisbury
 - 21 Salisbury Downs
 - 22 Salisbury East
 - 23 Salisbury Heights
 - 24 Salisbury North
 - 25 Salisbury Park
 - 26 Salisbury Plain
 - 27 Salisbury South
 - 28 The Levels
 - 29 Valley View
 - 30 Walkley Heights
 - 31 Waterloo Corner
 - 32 Mawson Lakes

Appendix 6:
How To Read The
Computer Tabulations

The computer tabulations in the report show the comparisons between [1] the answers given by the total number of respondents and [2] those given by the various subgroups. This is done in the form of percentages. Under certain data, you may notice the presence of + or - signs. These indicate where there is a statistically significant difference between the responses of the subgroup (e.g. males, people over 65, etc) and the group as a whole. When the responses of the subgroup are significantly less than the group as a whole, this is shown by a minus (-) sign. If, on the other hand, there is a significantly higher response by the subgroup, then a plus (+) sign appears. The degree of significance of difference is also indicated. Where a single (- or +), double (-- or ++) or triple (--- or +++) sign occurs, you can be, respectively, 90%, 95% or 99% sure that the subgroup is in fact answering differently to the group as a whole, and that it is not just a random fluctuation in the data. (See example below)

Please note that, because of rounding, answers in single response questions will not always sum precisely to 100%.

In addition, as the base for percentages is the number of respondents answering a particular question (rather than the number of responses) multiple response questions sum to more than 100%.

Example: How would you describe yourself?

	GENDER			AGE GROUP				
	TOTAL	Male	Female	16-24	25-34	35-44	45-54	55+
Complete non-smoker	298 72%	148 70%	150 74%	59 67%	56 63%	55 69%	78 76%	50 89% +++
No. of respondents	416 100%	212 100%	204 100%	88 100%	89 100%	80 100%	103 100%	56 100%

72% of all respondents said that they were complete non-smokers

74% of all females surveyed said that they were complete non-smokers. This is not a significantly different proportion to the total of 72% (no plus or minus signs)

63% of all 25-34 year olds said that they were complete non-smokers. We are 90% sure that this age group's response is significantly fewer than the total of 72% (single minus (-) sign)

89% of all 55+ year olds said that they are complete non-smokers. We are 99% sure that this age group's response is significantly higher than the total of 72% (triple plus (+++) sign)