



CITY OF SALISBURY

Community Survey

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On behalf of: City of Salisbury

Project No: 8523

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Section 1

Introduction

This document has been prepared by McGregor Tan Research to report on the 2008 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 2007 Community Survey, however, there were some refinements to the lines of enquiry. These included:
 - Providing trend data in relation to satisfaction with Council services
 - Providing trend data in relation to overall satisfaction with Council
 - Providing trend data in relation to the Quality of Life
 - Providing data in relation to the perceptions of Community Strength
 - To identify where responses were negative, and provide feedback to the Council on reasons for these negative responses

- 1.6 A further element of the research was to assist the Council in the recruitment of a Community Panel, through both the conduct of the quantitative survey, and providing advice on other mediums through which this could be achieved.

Methodology

- 1.7 A telephone survey was undertaken among 800 residents within the City of Salisbury area, using the McGregor Tan Computer Assisted Computer Interview (CATI) facilities.
- 1.8 The fieldwork started on August 22nd 2008 and finished on August 27th 2008.

Section 2

Executive Summary

The following Executive Summary covers the key findings of the 2008 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, down from 4.3 in 2007)
- Recycling services (4.2, up from 4.1 in 2007)
- Domestic waste and removal services (4.1, up from 3.9 in 2007)

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

- Parks and Reserves (3.8, not assessed in 2007)
- Community Centres (3.8, not assessed in 2007)
- Recreational Services (3.7, unchanged from 2007)

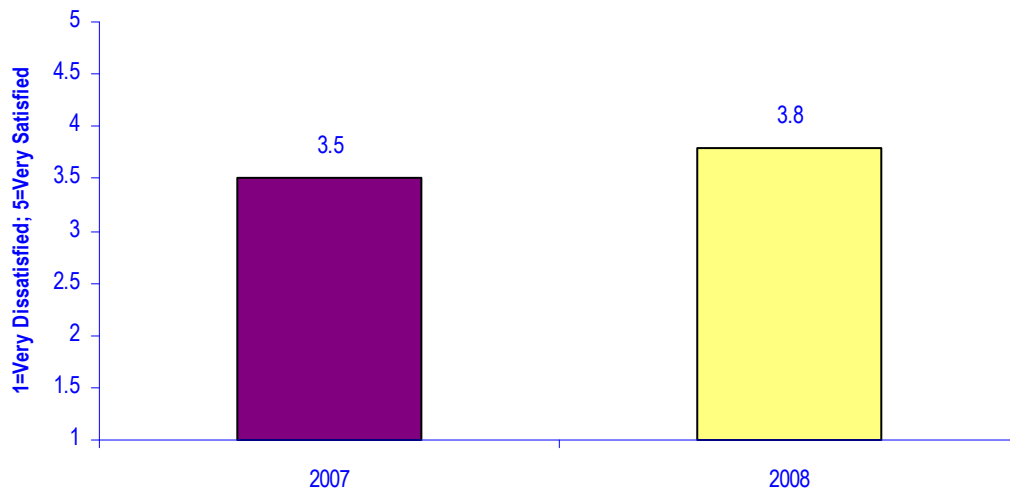
Respondents indicated mixed levels of satisfaction with the following services:

- Road maintenance (3.2, up from 3.0 in 2007)
- Hard waste (2.8, not assessed in 2007)

Overall Satisfaction

The overall satisfaction with the City of Salisbury was rated relatively high, with an average rating of 3.8, up from 3.5 in the 2007 Survey.

Overall Satisfaction with the Salisbury Council



2.2 **Strengths of the City of Salisbury**

The availability of services (12%, slightly down from 13% in 2007) and the location (10%, down from 13% in 2007) were named as the main strengths of the City of Salisbury. Other strengths included:

- Water management – recycling, stormwater, conservation (9%, up from 6% in 2007)
- Sense of community – atmosphere, spirit, awareness (9%, unchanged from 2007)
- Wetlands project (7%, up from 4% in 2007)

2.3 **Reasons for Moving Into the City of Salisbury**

The cost of housing (27%, down from 31% in 2007) was named as the main reason for moving into the Salisbury Council area. Other reasons included the location (21%, down from 26% in 2007) and the availability of housing (15%, unchanged from 2007).

2.4 *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.

There was an extremely high level of importance attributed to the streets and walkways – verges, footpaths, general cleanliness of streets, with an average rating of 4.5 (up from 4.2 in 2007)

Respondents also attributed a very high level of importance to the following aspects:

- Affordable housing (4.4, unchanged from 2007)
- Access to streets and walkways (4.4, up from 4.3 in 2007)
- Access to parks and reserves (4.3, up from 4.2 in 2007)
- Traffic flow (4.3, not assessed in 2007)
- Parks and reserves (4.3, unchanged from 2007)
- Having a sense of community (4.2, up from 4.1 in 2007)
- Development of job opportunities in the Salisbury area (4.2, unchanged from 2007)
- Recreational areas (4.2, unchanged from 2007)
- Provision of recreation and community facilities (4.1, down from 4.2 in 2007)
- Schools (4.1, unchanged from 2007)
- A range of community groups and sports clubs (4.0, up from 3.9 in 2007)

There was a relatively high level of importance associated with the statement “having a diverse community” (average rating of 3.9, up from 3.8 in 2007) and a mixed level of importance with childcare (average rating of 3.4, down from 3.6 in 2007)

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, up from 3.9 in 2007.

Respondents indicated relatively high levels of satisfaction with the following:

- Parks and reserves (3.9, up from 3.8 in 2007)
- Access to streets and walkways (3.8, unchanged from 2007)
- Having a diverse community (3.8, up from 3.7 in 2007)
- Recreational areas (3.8, unchanged from 2007)
- A range of community groups and sports clubs (3.8, unchanged from 2007)
- Schools (3.8, unchanged from 2007)
- Provision of recreation and community facilities (3.8, unchanged from 2007)
- Having a sense of community (3.7, unchanged from 2007)
- Childcare (3.7, unchanged from 2007)
- Affordable housing (3.6, down from 3.8 in 2007)
- Streets and walkways – verges, footpaths, general cleanliness of streets (3.5, unchanged from 2007)
- Development of job opportunities in the Salisbury area (3.5, unchanged from 2007)

Respondents indicated a mixed level of satisfaction with the traffic flow (3.3, not assessed in 2007)

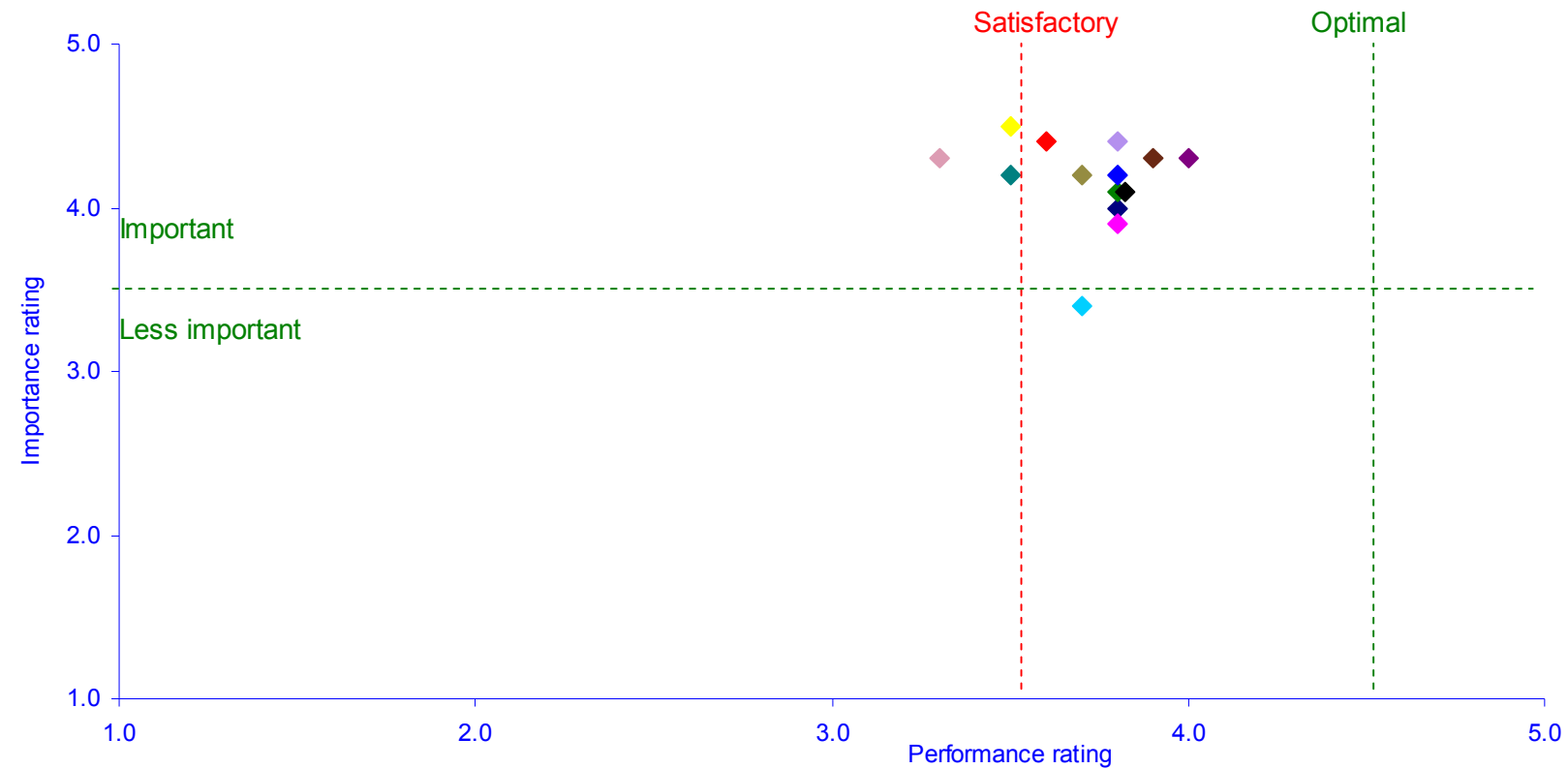
Importance/ Performance Matrix

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.

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
- ◆ 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 City of Salisbury

Over seven in ten (71%, down from 76% in 2007) respondents rated the quality of life in the Council area highly. The scaled responses were as follows:

- Excellent (19%, up from 17% in 2007)
- Good (53%, down from 59% in 2007)
- Average (25%, up from 22% in 2007)
- Poor (3%, slightly up from 2% in 2007)
- Very poor (1%, unchanged from 2007)

Improving the Quality of Life in the City of Salisbury

Approximately one in six (17%, up from 6% in 2007) residents suggested improving the roadways as a way to improve the quality of life in the Council area. Other suggestions included:

- Clean up streets/ beautification/ better streetscape/ better tree selection (14%, up from 8% in 2007)
- Policing – less crime/ make safer/ control undesirables/ hoons (13%, up from 9% in 2007)
- Better maintenance, updating of parks and verges (11%, up from 6% in 2007)
- Better footpaths/ walkways (11%, up from 4% in 2007)

2.5

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, not assessed in 2007)
- The accessibility of the shops (4.1, up from 4.0 in 2007)

- Having local shops (4.1, up from 4.0 in 2007)
- The number of shops (4.0, not assessed in 2007)

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

- Parking at shopping centres (3.9, not assessed in 2007)
- The quality of the shopping experience (3.9, not assessed in 2007)
- The variety of shops (3.8, not assessed in 2007)
- Public transport to shopping centres (3.7, not assessed in 2007)

Overall, the shopping experience within the Salisbury Council area was rated relatively highly, with an average rating of 3.9.

2.6 *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 can get help from family, friends and neighbours when I need it (4.2, unchanged from 2007)
- I like living in my local community (4.1, unchanged from 2007)
- I live in a pleasant environment in terms of planning, open space and lack of pollution (4.0, up from 3.8 in 2007)

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

- My neighbours are friendly and willing to help others (3.9, up from 3.8 in 2007)
- I feel that I am part of my local community (3.5, up from 3.4 in 2007)

There was a mixed level of agreement with the statement “I feel that people in my neighbourhood can be trusted”, with an average rating of 3.4 (unchanged from 2007).

There was a low level of agreement with the statement “I regularly volunteer my time”, with an average rating of 2.4 (up from 2.3 in 2007).

2.7 *Safety in the Salisbury Council Area*

Feeling Safe in the Council Area

Almost three in five (58%) of those surveyed indicated that they felt safe in the Salisbury Council area compared with 15% who indicated that they felt unsafe.

Reasons For, and Locations Where, Residents Feel Unsafe

Many (49%) 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 (31%). Other reasons named included home invasions/ break ins (25%) and lack of policing/ non attendance of police/ lack of attention and protection (18%).

Those surveyed also mentioned specific places within the Salisbury Council area where they felt unsafe, including out in the street/ on the road (22%), the train station (18%) and shopping centres/ car parks (16%).

Feeling Safer in the Council Area

Having more police (38%, down from 40% in 2007) would clearly make residents feel safer in the City of Salisbury and this was followed by better

lighting (20%, down from 22% in 2007). However, almost one third (31%, up from 28% in 2007) of the survey participants indicated that nothing would make them feel safer in the Salisbury Council area.

2.8 Involvement in Community Activities

Approximately two in five (41%) respondents indicated that they attended organised sport, church or community groups at least monthly, with 29% indicating that they did so weekly. Involvement in other community activities, at least monthly, were as follows:

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

2.9 Belonging to a Decision-Making Board or Committee

Approximately one in eight (13%, up from 10% in 2007) respondents stated that they were on a decision-making board or committee such as an action group, sporting club or school/ church board.

2.10 Salisbury Aware Magazine

Reading the Magazine

The incidence of readership of the Local Council's magazine was high, with almost three in four respondents (73%) indicating that they read it.

Rating the Magazine

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

- Excellent (21%)
- Good (47%)
- Average (27%)
- Poor (2%)
- Very poor (1%)

Suggestions for Improving the Magazine

The overwhelming majority of respondents (90%) were unable to give any suggestions to improve the magazine.

However, those who did suggest improvements (10%) mentioned:

- More Council stories, facts and information on projects being undertaken - Accountability (5%)
- Community news/ events up and coming/ schedules of services (1%)
- Less about Mawson Lakes, more about other areas (1%)

2.11 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 Resident with Disabilities, Jack Young Centre or the Para Hills Centre, over one in ten (11%) indicated that they used these services.

Rating the Council's Senior Services

Almost three quarters (73%) rated the Council's Senior Services highly. The scaled responses were as follows:

- Excellent (42%)

- Good (32%)
- Average (13%)

Improving Senior Services

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

Few respondents made suggestions, including transport comments (4%), more home help – gardening, cleaning, shopping, etc (3%) and more/ better advertising (3%).

Following Up on Senior Services

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

2.12 Volunteering to Assist the Community

Incidence of Volunteering

Over one quarter (27%) 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 (8%)
- Eleven to twenty hours (5%)
- Twenty one to fifty hours (5%)

Reasons for Not Volunteering

Those who indicated that they have not volunteered their time in the last year mentioned not having time/ being too busy (69%), as the main reason.

Other reasons included not being physically able (12%) and not interested (10%).

2.13 Interest in Being Part of a Community Panel

Approximately one in seven (15%) respondents stated that they were interested in being part of a Community Panel being formed by the Council.

2.14 City of Salisbury's Website

Access to the Internet

More than four in five (82%) of those surveyed indicated that they had access to the Internet, mainly at home (74%). Lower proportions also mentioned access at work (21%) and School/ University/ TAFE (5%).

City of Salisbury's Website Usage

Over one third (37%) of those who had access to the Internet indicated that they had used the City of Salisbury's website, compared with 62% who stated they had not.

Reasons for Using the Website

Almost half (43%) of the group that had used the Council's website indicated that they used the website for Council services. Other reasons for usage included Council rates (16%), community events (13%) and environment issues (10%).

Rating the Website

Over seven in ten (71%) respondents who used the City of Salisbury's website rated it highly. The scaled responses were as follows:

- Excellent (16%)
- Good (55%)
- Average (20%)
- Poor (5%)

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

Importance of Environmental Sustainability Issues

The importance of sustainability issues was rated highly, with almost three quarters (72%) indicating that it was important compared to other issues. The scaled responses to this question were as follows:

- Very important (32%)
- Important (40%)
- Neither important nor unimportant (20%)
- Not important (6%)
- Not at all important (1%)

Environmental Issues in the Council Area

Water supply (51%) was clearly named as the most important environmental issue facing the City of Salisbury. This was followed by waste, named by almost one quarter (23%) of the survey participants. Other important environmental issues named included climate change (10%) and pollution – noise, traffic, air (10%).

Awareness of Environmental Initiatives in the Council Area

Over half (52%, well above 34% in 2007) of survey participants indicated that they were aware of environmental initiatives within the City of Salisbury,

with the Wetlands Project being named by almost two in five (39%, well above 9% in 2007) of this group.

Other environmental initiatives named included the Solar Cities Project (19%, not mentioned in 2007) and the Waterproofing Northern Adelaide Water Project (17%, up from 7% in 2007).

2.16 *Public Transport in the City of Salisbury*

Almost two in five (39%) of those surveyed rated the public transport in the Council highly, whilst almost one quarter (22%) rated it as average and a further 11% rated it as poor. More than one quarter (28%), however, were unsure.

2.17 *Communication with the Council*

Providing Adequate Communication

The overwhelming majority (76%) 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 (19%) specified the following reasons:

- Not enough information (10%)
- Not frequent enough (10%)
- Not through preferred mediums (1%)

Improving Communications from the Council

Although almost two in five (39%) respondents indicated that communication with the Council could not be improved and a further 28% were unsure, one third (33%) of respondents did, however, make some

suggestions for improvement, with almost one quarter (24%) of this group suggesting more frequent communication.

Preferred Ways to Receive Communication

Almost half (45%) of the respondents indicated that they would prefer to receive information from the Council through the mail and one third (34%) named a letterbox drop.

Other preferred ways to receive communications from the Council included the Messenger newspaper (21%), the Salisbury Aware magazine (15%) and email (13%).

2.18 Performance of the Staff and Elected Members

The general courtesy of the Council staff was rated very highly, with an average rating of 4.0.

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

- General efficiency of Council staff (3.7)
- Performance of the elected members (3.6)
- Staff responsiveness to complaints (3.5)

Section 3

Analysis

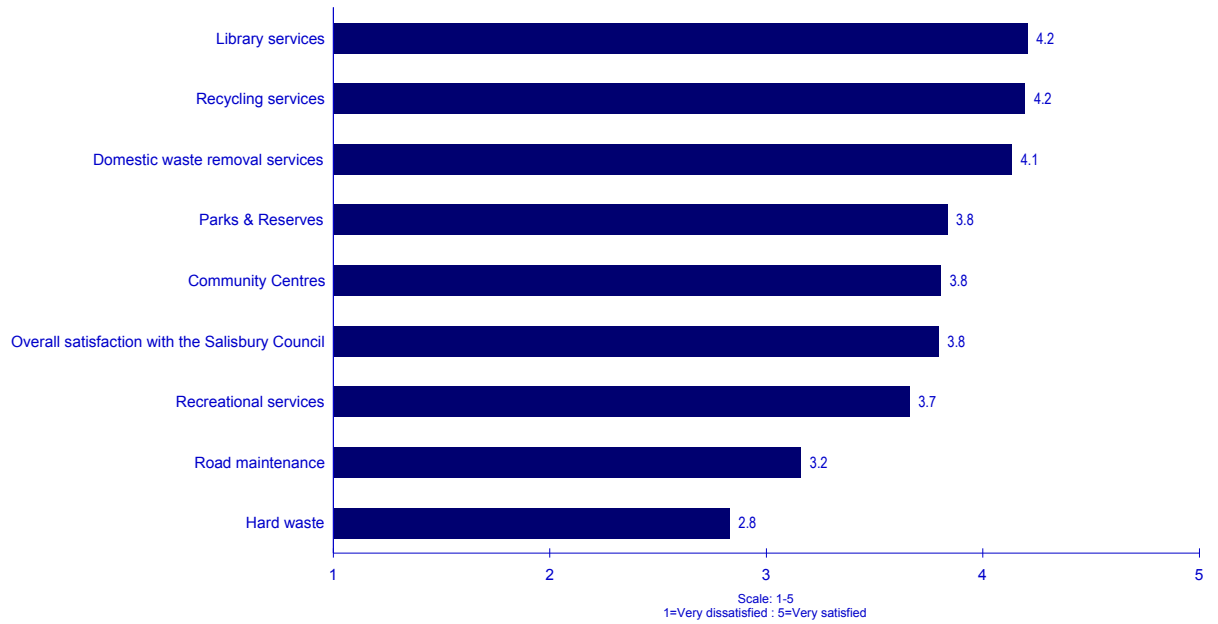
This Section outlines the key findings of the research. For further analysis by age, gender, occupation, household composition etc. please refer to the Computer Tabulations. Where possible, these results have been tracked with the 2007 City of Salisbury Community Survey.

3.1 Satisfaction with Services in the City of Salisbury

Satisfaction with Services

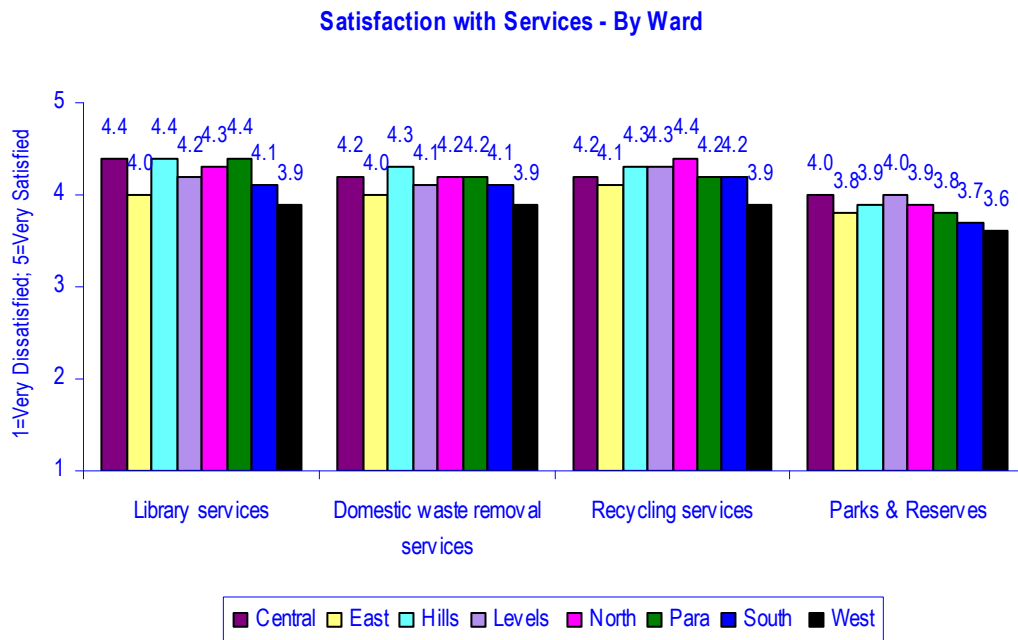
- 3.1.1 Those surveyed were read a number of services provided by the City of Salisbury and asked to rate their level of satisfaction with each of them, using a 1 to 5 scale, where 1 is very dissatisfied and 5 is very satisfied
- 3.1.2 It is generally considered that an average rating of 4.0 represents 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, down from 4.3 in 2007)
 - Recycling services (4.2, up from 4.1 in 2007)
 - Domestic waste and removal services (4.1, up from 3.9 in 2007)
- 3.1.4 There were relatively high levels of satisfaction with the following services:
- Parks and Reserves (3.8, not assessed in 2007)
 - Community Centres (3.8, not assessed in 2007)
 - Recreational Services (3.7, unchanged from 2007)
- 3.1.5 Respondents indicated mixed levels of satisfaction with the following services:
- Road maintenance (3.2, up from 3.0 in 2007)
 - Hard waste (2.8, not assessed in 2007)

1. Rate your level of satisfaction in the following areas.

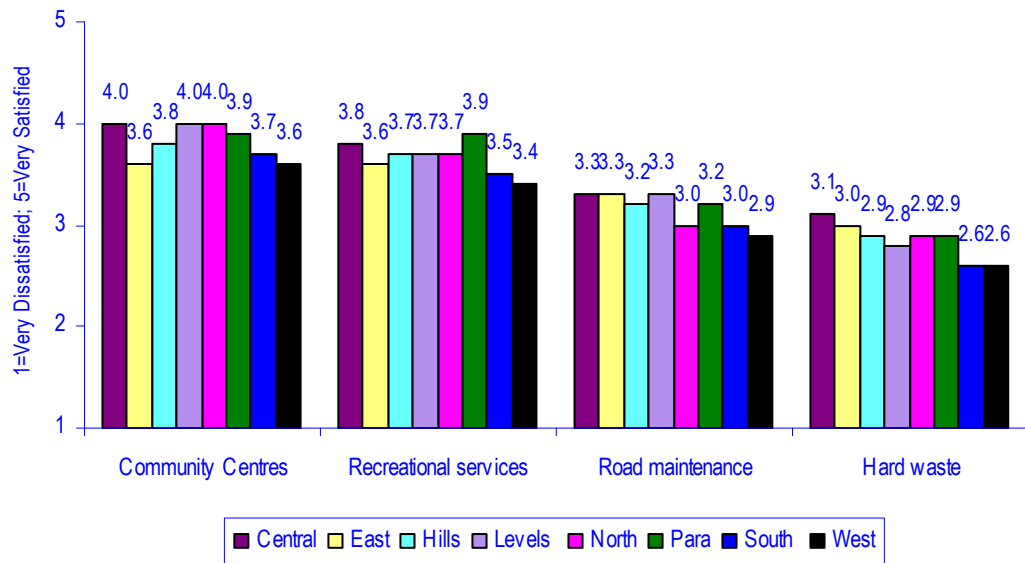


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3.1.6 The satisfaction ratings by ward were as follows:



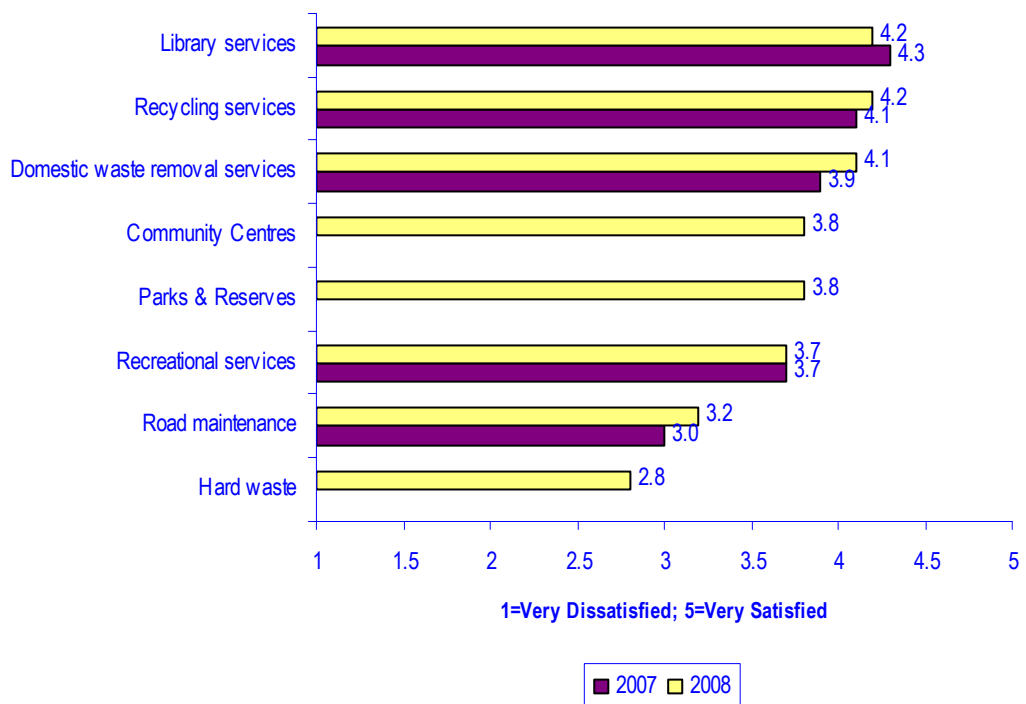
Satisfaction with Services - By Ward



Comparisons to 2007

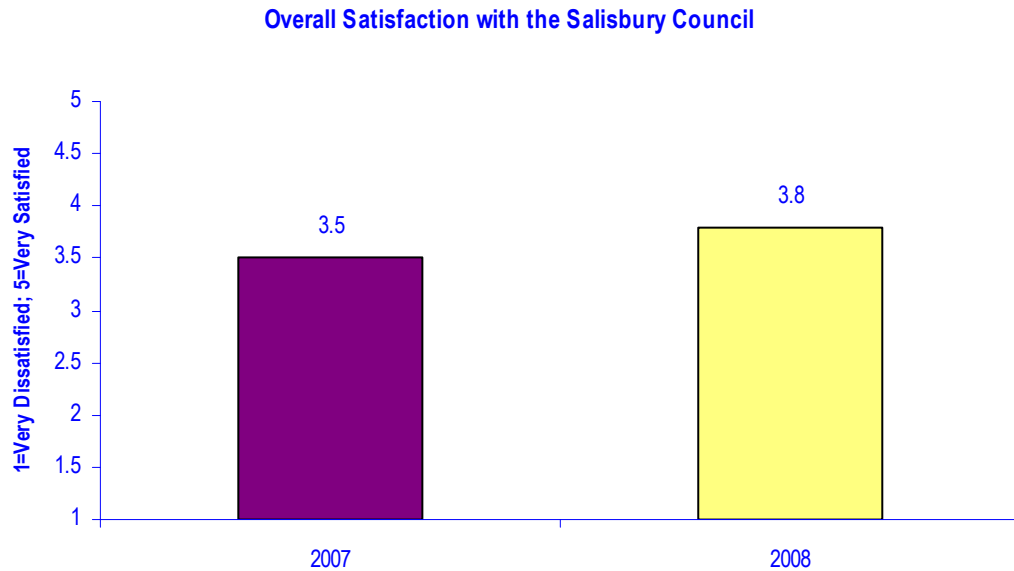
3.1.7 The following chart shows graphically the satisfaction ratings with services in comparison with the ones recorded in the 2007 Community Survey.

Satisfaction with Services - Comparison 2007-2008

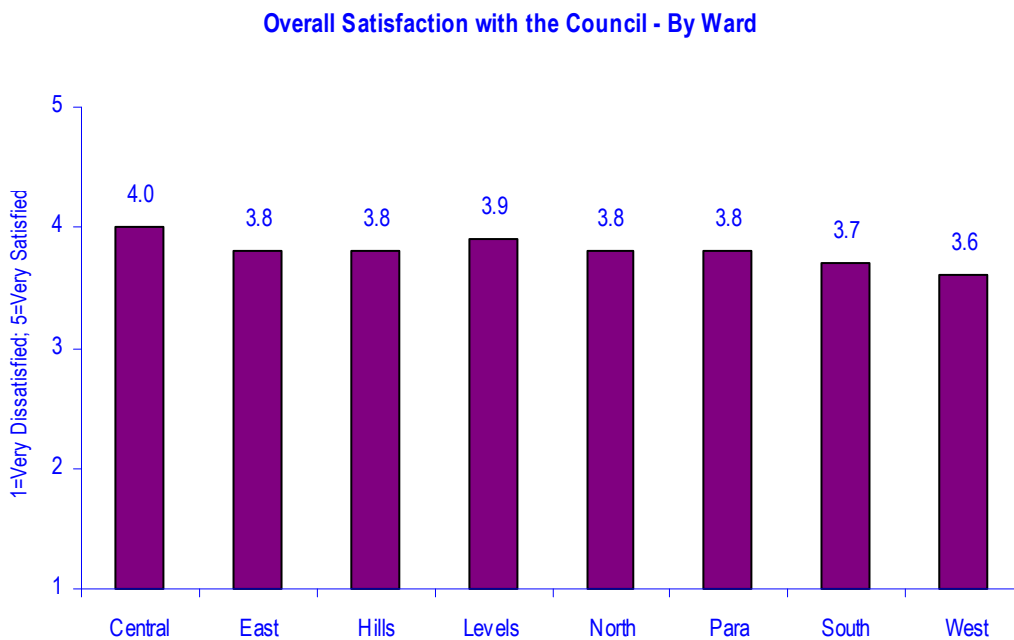


Overall Satisfaction

- 3.1.8 The overall satisfaction with the City of Salisbury was rated relatively high, with an average rating of 3.8, up from 3.5 in the 2007 Survey.



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



Reasons for Dissatisfaction with the Domestic Waste Removal

Services

3.1.10 Those who were not satisfied with the domestic waste removal services (n=47) were asked why.

3.1.11 Over one third (38%, up from 15% in 2007) of these respondents mentioned a careless service - always rubbish left anywhere after collection/ bins not properly emptied as the major reason for dissatisfaction. Other reasons included:

- Need bigger rubbish bins (23%, up from 9% in 2007)
- Waste is not removed regularly enough (18%, up from 16% in 2007)
- Too rough with bins - they damage and do not repair them (17%, up from 4% in 2007)
- No hard refuse collection/ want hard refuse service/ dump too expensive (17%, well below 40% in 2007)
- Inconsistent pick up times (12%, up from 4% in 2007)

2. Why are you not satisfied with this aspect – Domestic waste removal services? BASE: Domestic waste removal services (n=47)



MTR (Ref: 8523)

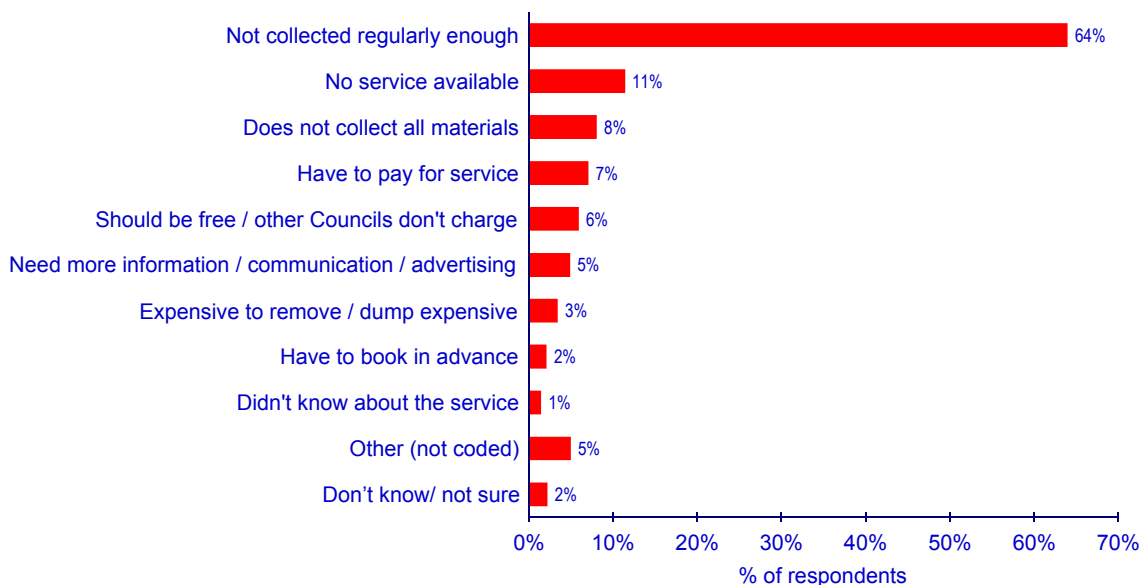
Reasons for Dissatisfaction with Hard Waste Services

3.1.12 Those who were not satisfied with the hard waste service (n=297) were asked why.

3.1.13 Hard waste not being collected regularly enough (64%) was clearly the main reason for dissatisfaction with this service. Other reasons included:

- No service available (11%)
- Does not collect all materials (8%)
- Have to pay for service (7%)
- Should be free/ other Councils do not charge (6%)

3. Why are you not satisfied with this aspect – Hard waste? BASE: Dissatisfied with hard waste (n=297)



MTR (Ref: 8523)

3.1.14 Middle families (77%) and those with a gross household income of \$80,000 to \$99,999 per annum (82%) were more likely to indicate that hard waste was not collected regularly enough.

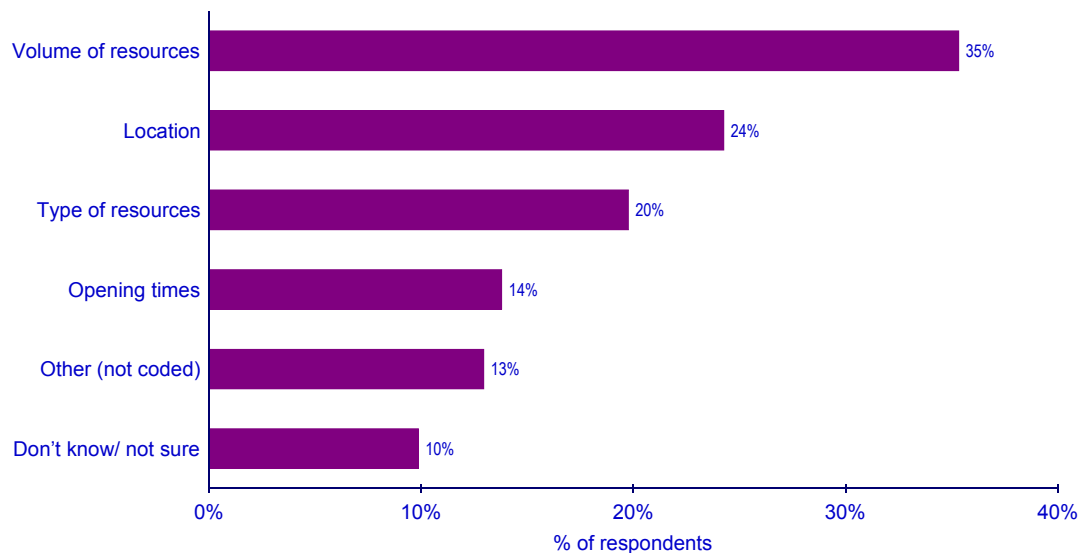
Reasons for Dissatisfaction with Library Services

3.1.15 The small group of those who were dissatisfied with the library services (n=15) were asked why.

3.1.16 The volume of resources (35%), the location (24%), the type of resources (20%) and the opening times (14%) were named as the major reasons for dissatisfaction with the library services in the City of Salisbury among this small group.

4. Why are you not satisfied with this aspect – Library services?

BASE: Dissatisfied with library services (n=15)



MTR (Ref: 8523)

Reasons for Dissatisfaction with Neighbourhood or Community

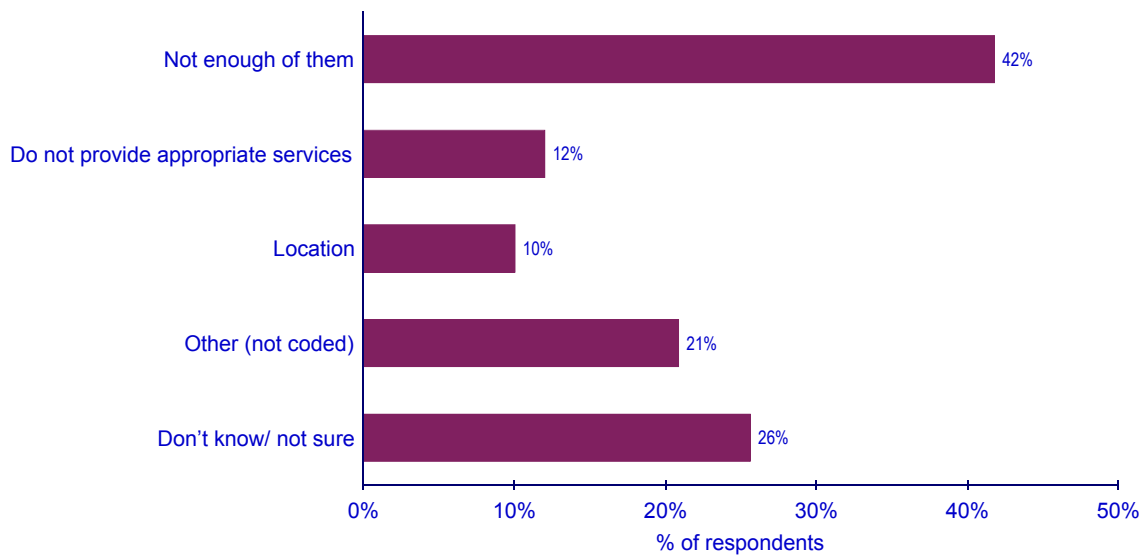
Houses

3.1.17 Survey participants who were dissatisfied with the neighbourhood and community houses (n=32) were asked why.

3.1.18 Not having enough neighbourhood and community houses (42%) was named as the main reason for dissatisfaction with this service. Few respondents also mentioned not providing appropriate services (12%) and the location (10%).

5. Why are you not satisfied with this aspect – Neighbourhood or community houses?

BASE: Dissatisfied with neighbourhood or community houses (n=32)

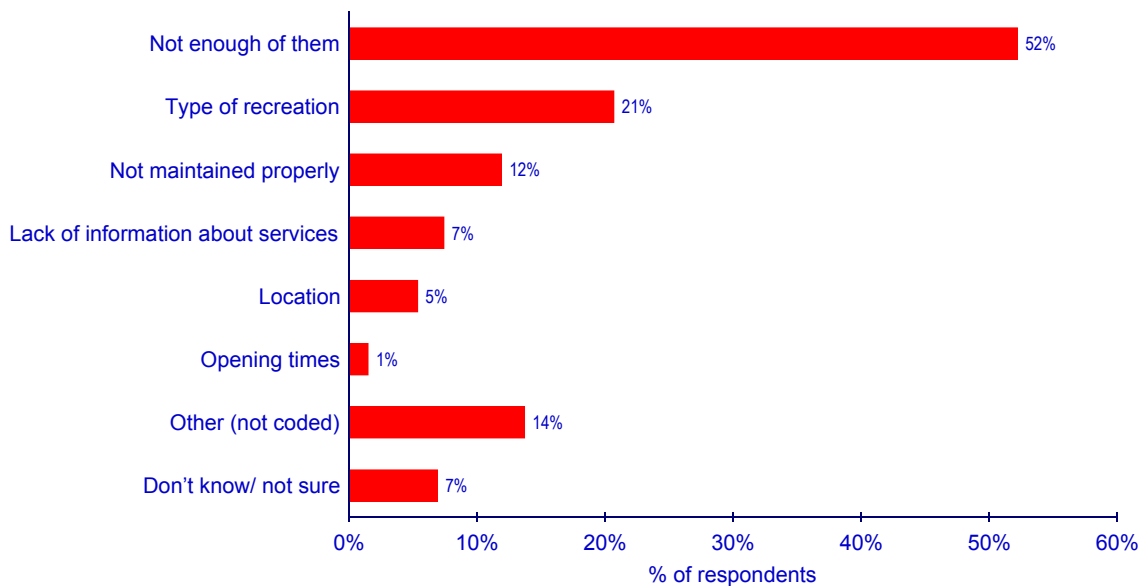


MTR (Ref: 8523)

Reasons for Dissatisfaction with Recreational Services

- 3.1.19 Those who were dissatisfied with the recreational services (n=56) were asked why.
- 3.1.20 Over half of this group (52%) indicated that there were not enough recreational services in the City of Salisbury and one in five (21%) were dissatisfied with the type of recreation. Other reasons mentioned were: not maintained properly (12%) and lack of information about services (7%).

6. Why are you not satisfied with this aspect – Recreational services?
BASE: Dissatisfied with recreational services (n=56)



MTR (Ref: 8523)

Reasons for Dissatisfaction with Parks and Reserves

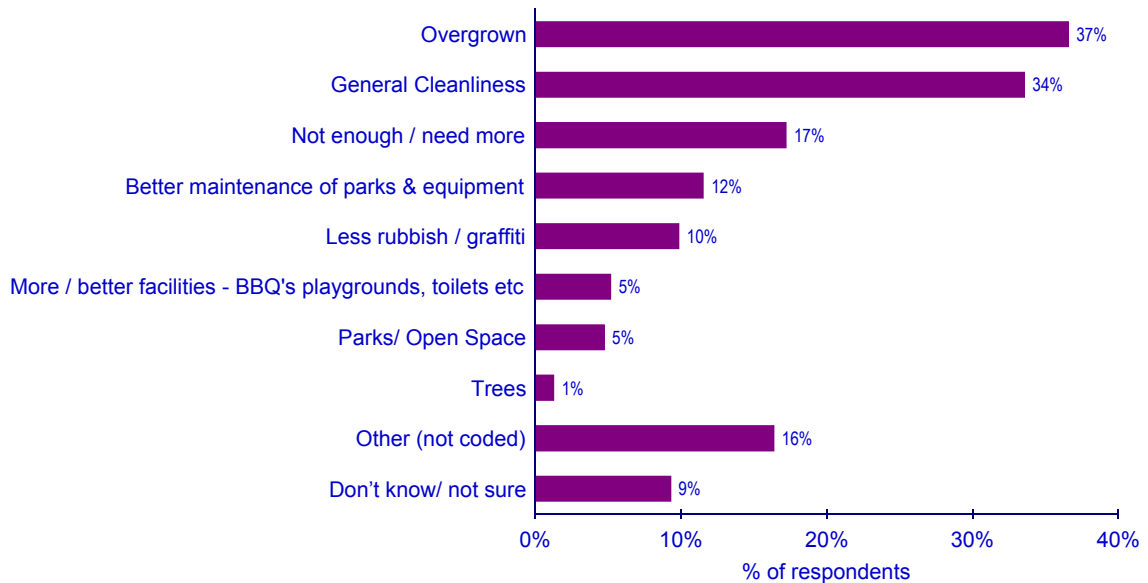
3.1.21 Survey participants who were dissatisfied with parks and reserves in the City of Salisbury (n=58) were asked why.

3.1.22 Over one third of this group indicated that they were dissatisfied because the parks/ reserves were overgrown (37%) or because of the general cleanliness (34%). Other reasons for dissatisfaction included:

- Not enough/ need more (17%)
- Better maintenance of parks and equipment (12%)
- Less rubbish/ graffiti (10%)

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

BASE: Dissatisfied with parks & reserves (n=58)



MTR (Ref: 8523)

Reasons for Dissatisfaction with Recycling Services

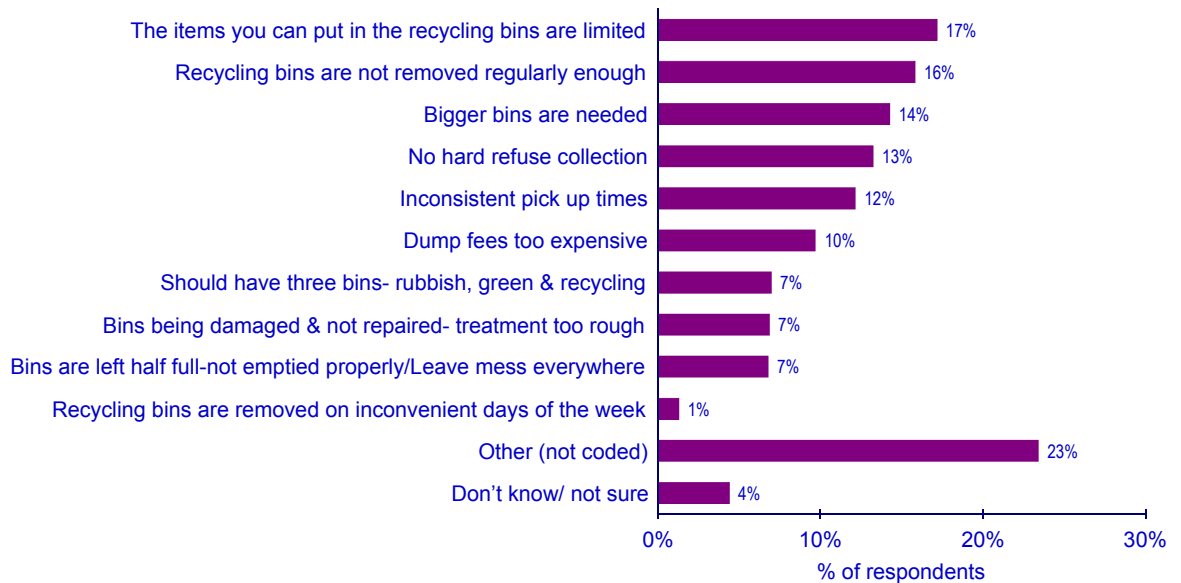
3.1.23 The group of those dissatisfied with the recycling services (n=32) were asked why.

3.1.24 The main reasons for dissatisfaction with this service included:

- The items that you can put in the recycling bin are limited (17%, slightly down from 18% in 2007)
- Recycling bins are not removed regularly enough (16%, up from 13% in 2007)
- Bigger bins are needed (14%, up from 3% in 2007)
- No hard refuse collection (13%, down from 18% in 2007)
- Inconsistent pick up times (12%, up from 10% in 2007)
- Dump fees too expensive (10%, up from 8% in 2007)

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

BASE: Dissatisfied with recycling services (n=32)



MTR (Ref: 8523)

Reasons for Dissatisfaction with the Road Maintenance Service

3.1.25 Those who were dissatisfied with road maintenance in the City of Salisbury (n=199) were asked why.

3.1.26 Over two thirds (69%) of this group were dissatisfied because of bumpy roads throughout the City, in particular in the following locations:

- Burton Road (10%)
- Wright Road (6%)
- Salisbury Highway (6%)
- Salisbury area (4%)
- Main North Road (4%)

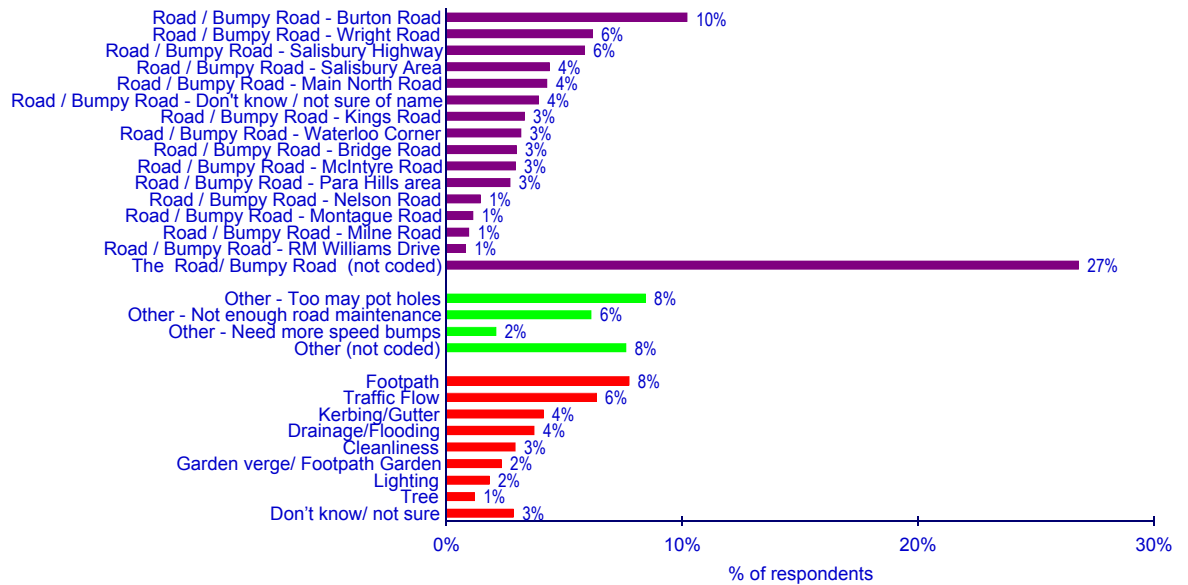
3.1.27 Other reasons for being dissatisfied with roads maintenance included:

- Footpaths (8%)
- Too many pot holes (8%)
- Not enough road maintenance (6%)

- Traffic flow (6%)
- Kerbing/ gutter (4%)
- Drainage/ flooding (4%)

9. Why are you not satisfied with this aspect – roads maintenance?

BASE: Dissatisfied with roads maintenance services (n=199)



MTR (Ref: 8523)

3.1.28

Those not in paid work (80%) and those who had lived for more than 20 years in the City of Salisbury (76%) were more likely to be dissatisfied with road maintenance because of bumpy roads.

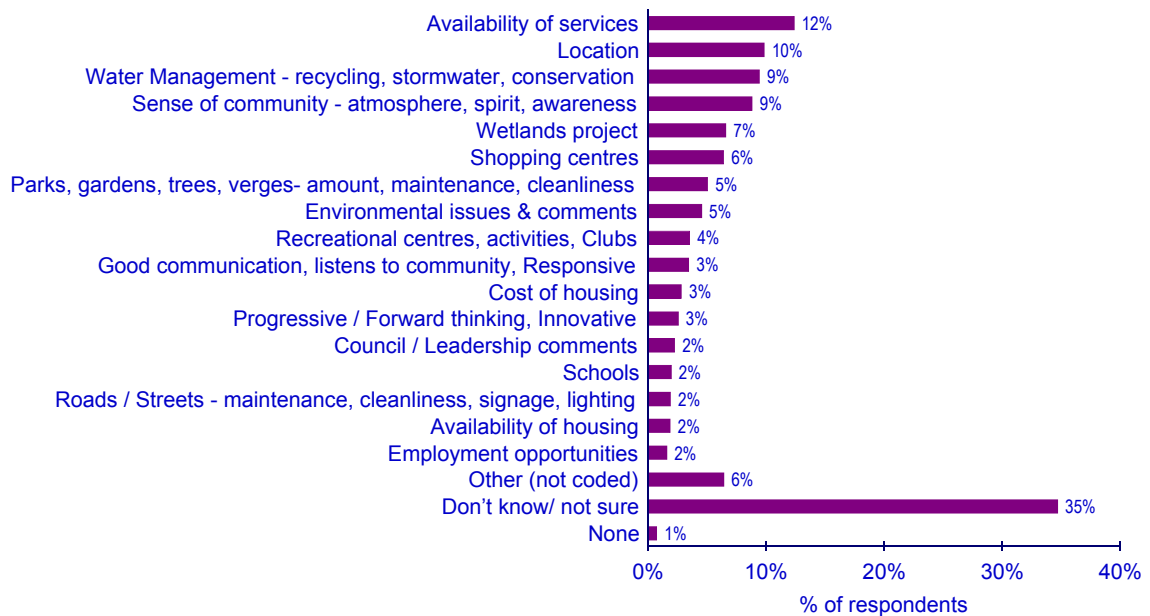
3.2 *Strengths of the City of Salisbury*

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

3.2.2 The availability of services (12%, slightly down from 13% in 2007) and the location (10%, down from 13% in 2007) were named as the main strengths of the City. Other strengths identified included:

- Water management – recycling, stormwater, conservation (9%, up from 6% in 2007)
- Sense of community – atmosphere, spirit, awareness (9%, unchanged from 2007)
- Wetlands project (7%, up from 4% in 2007)
- Shopping centres (6%, down from 12% in 2007)
- Parks, gardens, trees, verges – amount, maintenance, cleanliness (5%, unchanged from 2007)

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



MTR (Ref: 8523)

- 3.2.3 Males (12%), those aged 40 plus (13%) and mature couples/ singles (13%) were more likely to name water management as the main strength of the City of Salisbury.
- 3.2.4 Higher proportions of those aged 40 plus (10%) and mature couples/ singles (10%) named the wetlands project as the main strength of the City.

3.3 *Reasons for Moving Into the Salisbury Council Area*

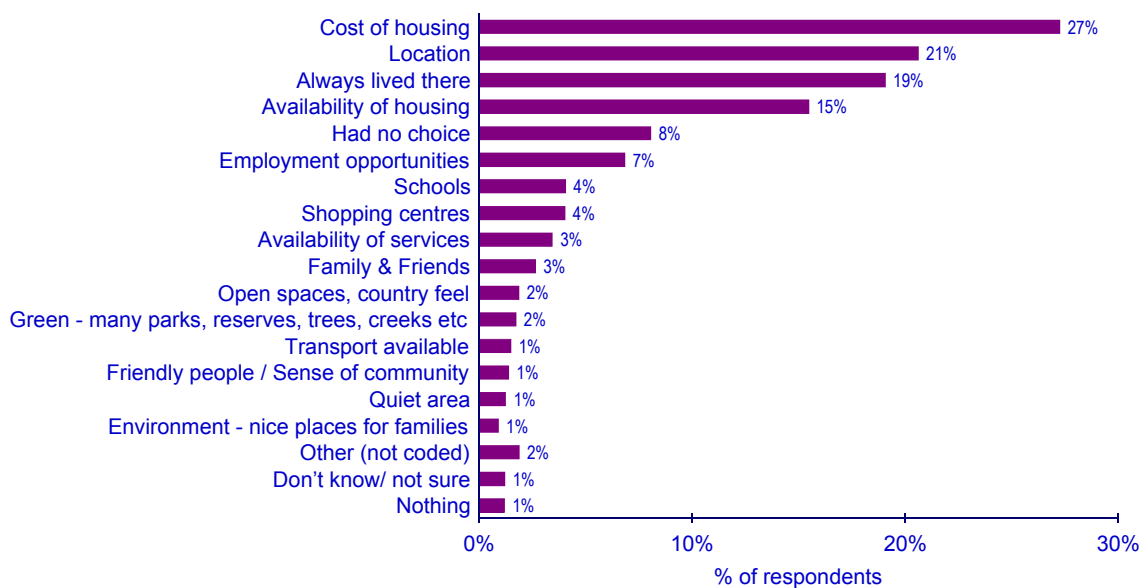
3.3.1 Those surveyed were asked, thinking about when they first moved into the Salisbury Council area, what attracted them to live there.

3.3.2 The cost of housing (27%, down from 31% in 2007) was named by respondents as the main reason for moving into the Council area. Other reasons included:

- Location (21%, down from 26% in 2007)
- Availability of housing (15%, unchanged from 2007)
- Employment opportunities (7%, up from 5% in 2007)
- Schools (4%, marginally down from 5% in 2007)
- Shopping centres (4%, down from 6% in 2007)

3.3.3 Almost one fifth (19%) of those surveyed indicated that they had always lived in the Salisbury Council area, and a further 8% indicated that they had no choice.

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



MTR (Ref: 8523)

- 3.3.4 Those aged 40 plus were more likely to name the following as the main reasons for moving into the Salisbury Council area:
- Cost of housing (32%)
 - Location (25%)
 - Availability of housing (19%)
- 3.3.5 Females (24%) were more likely to name the location as the main reason for moving into the Salisbury Council, area whilst males (9%) were more likely to name employment opportunities.
- 3.3.6 Mature couples/ singles (33%), those living in the Central Ward (36%) and those living in the area between 15 and 20 years (39%) were more likely to name the cost of housing, while middle families (23%) were more likely to name the availability of housing
- 3.3.7 Higher proportions of those aged 18 to 39 indicated that they had always lived in the area (29%) or had no choice (13%).
- 3.3.8 Blue collar workers (28%), those in paid work (22%), young families (28%) and those living in the area for 20 or more years (30%) were also more likely to indicate that had they always lived in the Salisbury Council area.

3.4 *Quality of Life in the City of Salisbury*

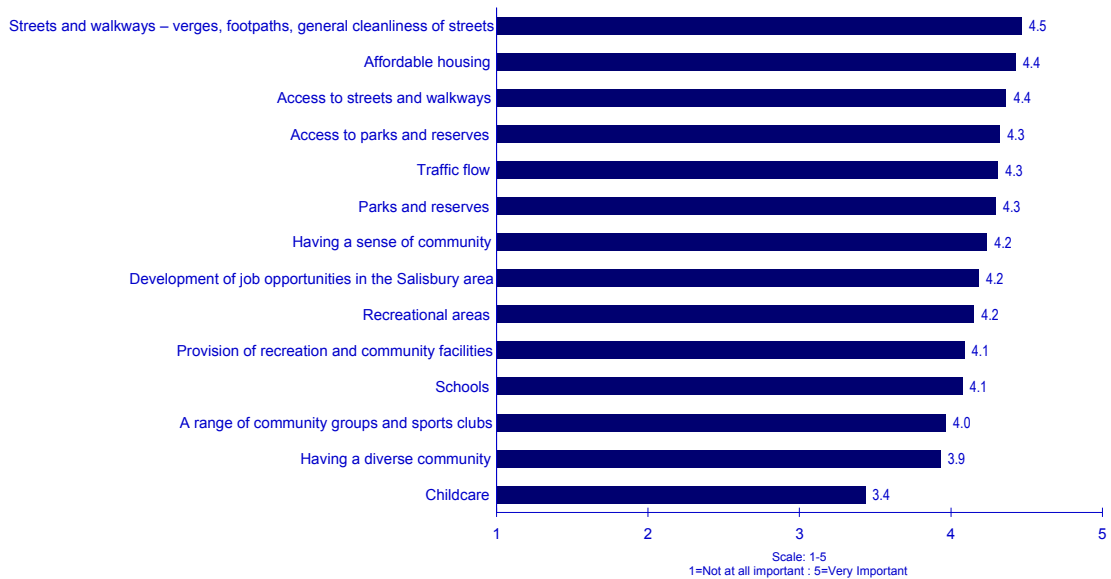
Importance of Aspects Relating to the Quality of Life

- 3.4.1 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.
- 3.4.2 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.
- 3.4.3 Based on these parameters, there was an extremely high level of importance attributed to the streets and walkways – verges, footpaths, general cleanliness of streets, with an average rating of 4.5 (up from 4.2 in 2007)
- 3.4.4 Respondents indicated a very high level of importance for the following aspects:
- Affordable housing (4.4, unchanged from 2007)
 - Access to streets and walkways (4.4, up from 4.3 in 2007)
 - Access to parks and reserves (4.3, up from 4.2 in 2007)
 - Traffic flow (4.3, not assessed in 2007)
 - Parks and reserves (4.3, unchanged from 2007)
 - Having a sense of community (4.2, up from 4.1 in 2007)
 - Development of job opportunities in the Salisbury area (4.2, unchanged from 2007)
 - Recreational areas (4.2, unchanged from 2007)
 - Provision of recreation and community facilities (4.1, down from 4.2 in 2007)
 - Schools (4.1, unchanged from 2007)

- A range of community groups and sports clubs (4.0, up from 3.9 in 2007)

3.4.5 There was a relatively high level of importance with the statement “having a diverse community” (average rating of 3.9, up from 3.8 in 2007) and a mixed level of importance with childcare (average rating of 3.4, down from 3.6 in 2007)

12. Now thinking about the quality of life in the Salisbury Council area, please rate the importance of the following to you.



MTR (Ref: 8523)

Satisfaction with Aspects in Relation to the Quality of Life

3.4.6 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.

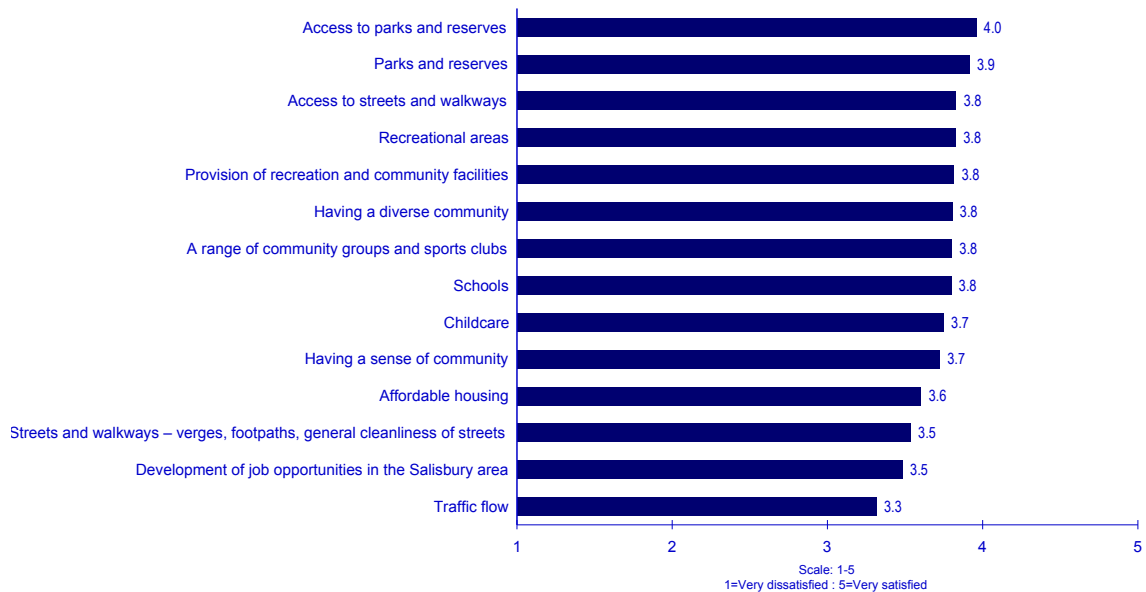
3.4.7 Based on the parameters previously identified, there was a very high level of satisfaction with the access to parks and reserves, with an average rating of 4.0, up from 3.9 in 2007.

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

- Parks and reserves (3.9, up from 3.8 in 2007)
- Access to streets and walkways (3.8, unchanged from 2007)
- Having a diverse community (3.8, up from 3.7 in 2007)
- Recreational areas (3.8, unchanged from 2007)
- A range of community groups and sports clubs (3.8, unchanged from 2007)
- Schools (3.8, unchanged from 2007)
- Provision of recreation and community facilities (3.8, unchanged from 2007)
- Having a sense of community (3.7, unchanged from 2007)
- Childcare (3.7, unchanged from 2007)
- Affordable housing (3.6, down from 3.8 in 2007)
- Streets and walkways – verges, footpaths, general cleanliness of streets (3.5, unchanged from 2007)
- Development of job opportunities in the Salisbury area (3.5, unchanged from 2007)

3.4.9 Respondents indicated a mixed level of satisfaction with the traffic flow (3.3, not assessed in 2007).

13. Again thinking about the quality of life in the Salisbury Council area, please rate your level of satisfaction with the following.

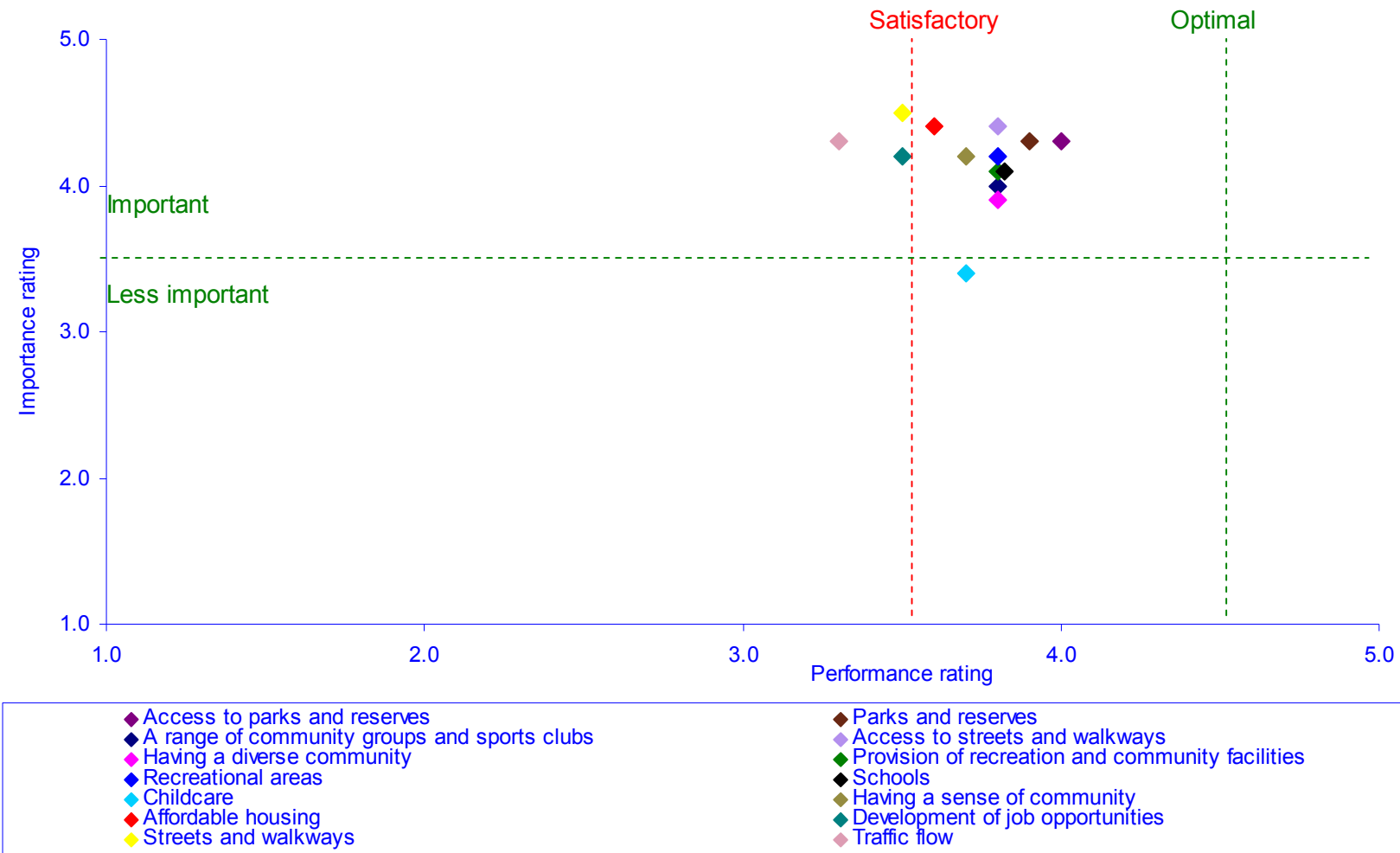


MTR (Ref: 8523)

Importance/ Performance Matrix

- 3.4.10 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.
- 3.4.11 As can be seen in the following chart, most of 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.
- 3.4.12 Childcare services in the City of Salisbury fell in the Low Priority Over Serviced Quadrant which indicates that even though this aspect has less importance, it recorded a high level of satisfaction.

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



Rating the Quality of Life in the Salisbury Council Area

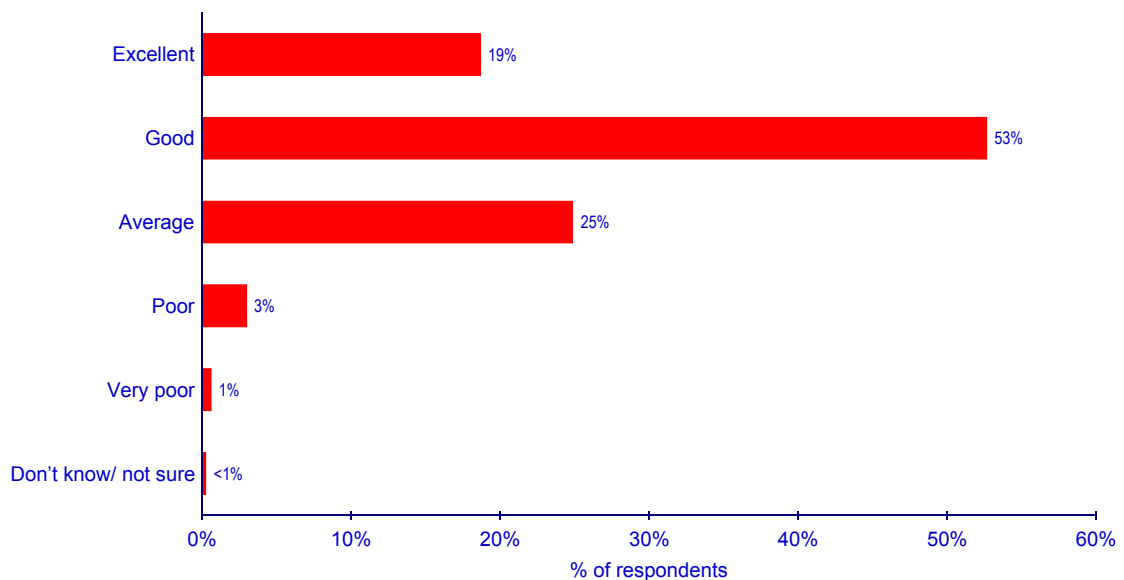
3.4.13 Survey participants were asked to rate the quality of life in the Salisbury Council area.

3.4.14 Over seven in ten (71%, down from 76% in 2007) respondents rated the quality of life in the Council area as excellent or good.

3.4.15 The scaled responses were as follows:

- Excellent (19%, up from 17% in 2007)
- Good (53%, down from 59% in 2007)
- Average (25%, up from 22% in 2007)
- Poor (3%, slightly up from 2% in 2007)
- Very poor (1%, unchanged from 2007)

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



MTR (Ref: 8523)

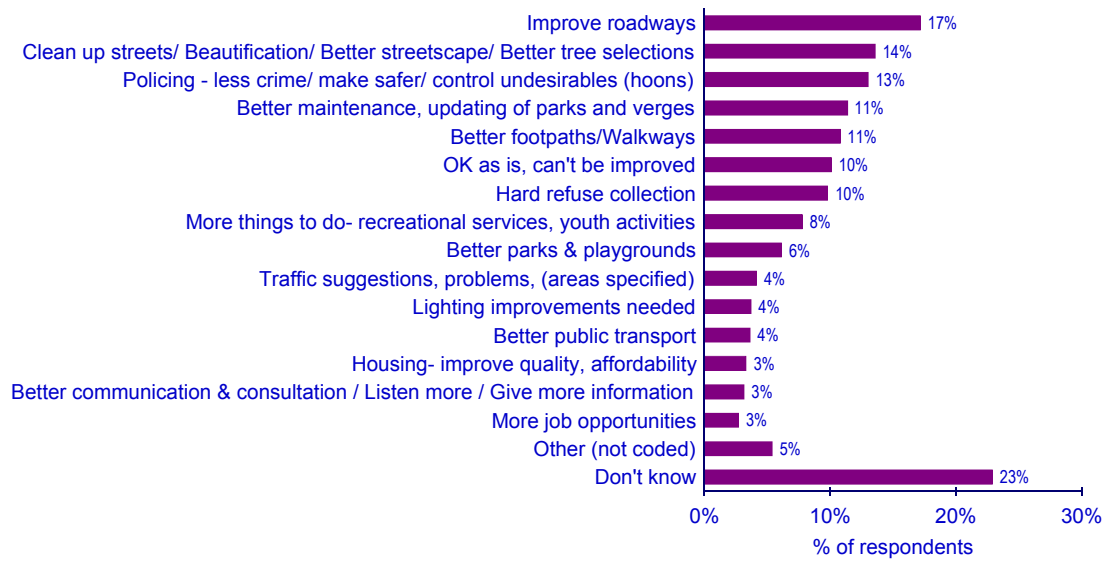
3.4.16 Those aged 40 plus (75%), retirees (78%), mature couples/ singles (76%), those living in the Hills Ward (84%) and residents born in the United Kingdom (79%) were more likely to rate the quality of life in the City of Salisbury as good.

- 3.4.17 Residents living in the Southern (35%) and Western (34%) Wards were more likely to rate the quality of life in the City of Salisbury as average.

Improving the Quality of Life in the City of Salisbury

- 3.4.18 Those surveyed were then asked in what ways could the quality of life in the City of Salisbury be improved.
- 3.4.19 Approximately one in six (17%, up from 6% in 2007) residents surveyed indicated improving the roadways as a way to improve the quality of life in the City. Other suggestions included:
- Clean up streets/ beautification/ better streetscape/ better tree selection (14%, up from 8% in 2007)
 - Policing – less crime/ make safer/ control undesirables/ hoons (13%, up from 9% in 2007)
 - Better maintenance, updating of parks and verges (11%, up from 6% in 2007)
 - Better footpaths/ walkways (11%, up from 4% in 2007)
 - Hard refuse collection (10%, up from 2% in 2007)
- 3.4.20 One in ten respondents (10%, down from 19% in 2007) indicated that the quality of life in the City of Salisbury could not be improved/ it is OK as is.

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



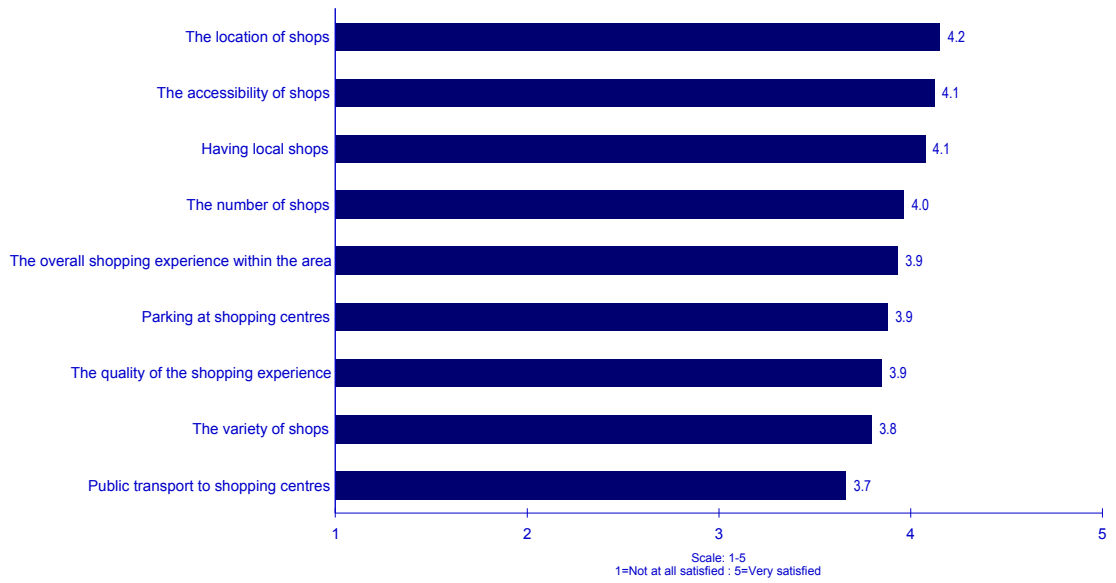
MTR (Ref: 8523)

- 3.4.21 Higher proportions of females (16%), those aged 18 to 39 (17%) and middle families (23%) suggested cleaning up streets/ beautification/ better streetscape/ better tree selections.
- 3.4.22 Residents from the Para Ward (32%) were more likely to suggest improving roadways.

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

- 3.5.1 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.
- 3.5.2 Based on the parameters previously outlined, respondents indicated very high levels of satisfaction with the following:
- The location of the shops (4.2, not assessed in 2007)
 - The accessibility of the shops (4.1, up from 4.0 in 2007)
 - Having local shops (4.1, up from 4.0 in 2007)
 - The number of shops (4.0, not assessed in 2007)
- 3.5.3 Survey participants showed relatively high levels of satisfaction with the following:
- Parking at shopping centres (3.9, not assessed in 2007)
 - The quality of the shopping experience (3.9, not assessed in 2007)
 - The variety of shops (3.8, not assessed in 2007)
 - Public transport to shopping centres (3.7, not assessed in 2007)
- 3.5.4 Overall, the shopping experience within the Salisbury Council area was also rated relatively high, with an average rating of 3.9.

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

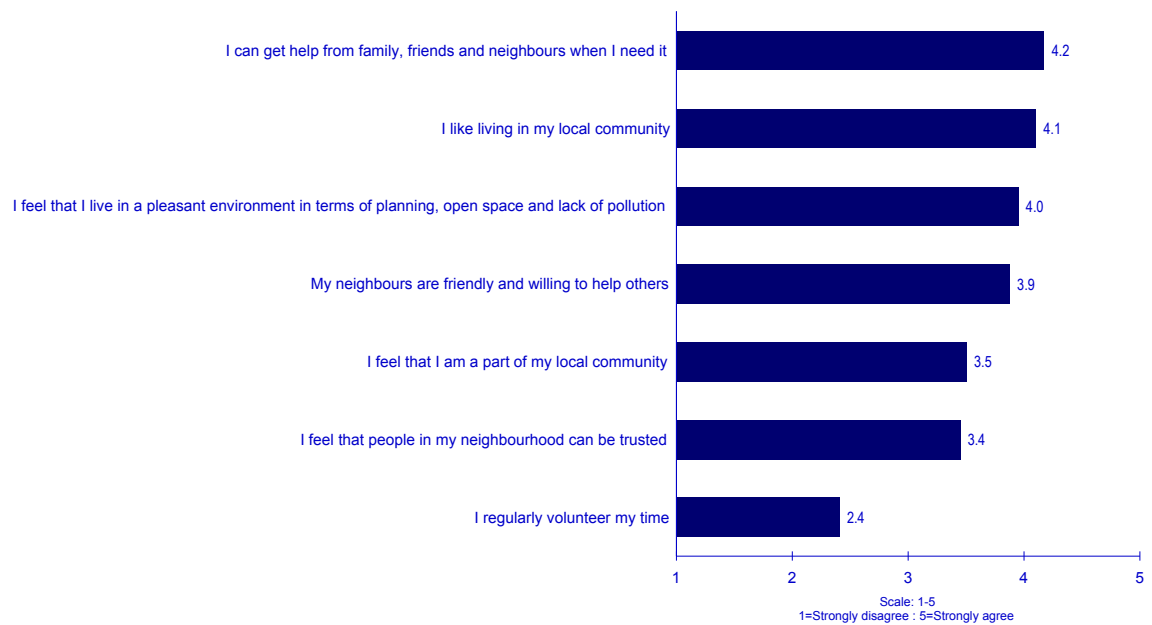


MTR (Ref: 8523)

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

- 3.6.1 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.
- 3.6.2 Survey participants indicated a very high level of agreement with the following statements:
- I can get help from family, friends and neighbours when I need it (4.2, unchanged from 2007)
 - I like living in my local community (4.1, unchanged from 2007)
 - I live in a pleasant environment in terms of planning, open space and lack of pollution (4.0, up from 3.8 in 2007)
- 3.6.3 Those surveyed indicated relatively high levels of agreement with the following statements:
- My neighbours are friendly and willing to help others (3.9, down from 3.8 in 2007)
 - I feel that I am part of my local community (3.5, up from 3.4 in 2007)
- 3.6.4 There was a mixed level of agreement with the statement “I feel that people in my neighbourhood can be trusted”, with an average rating of 3.4 (unchanged from 2007).
- 3.6.5 There was a low level of agreement with the statement “I regularly volunteer my time”, with an average rating of 2.4 (up from 2.3 in 2007).

17. Please rate, your level of agreement with the following statements.



MTR (Ref: 8523)

3.7 *Safety in the Salisbury Council Area*

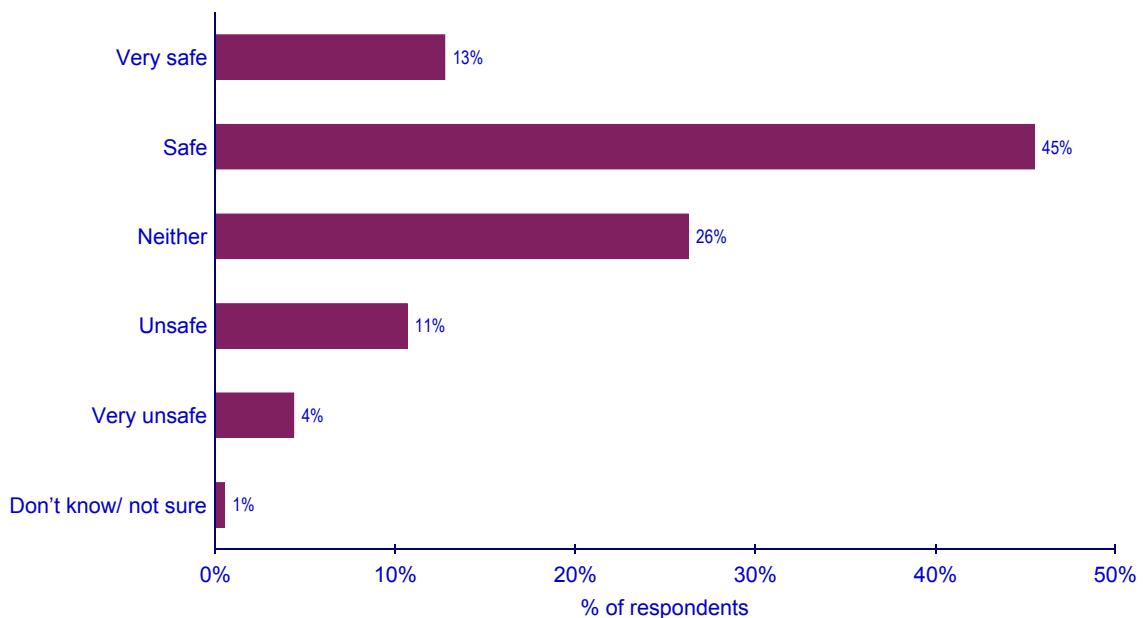
Feeling Safe in the Council Area

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

3.7.2 Almost three in five (58%) of those surveyed indicated that they felt safe in the Salisbury Council area, compared with 15% who indicated that they felt unsafe. The scaled responses to this question were as follows:

- Very safe (13%)
- Safe (45%)
- Neither safe nor unsafe (26%)
- Unsafe (11%)
- Very unsafe (4%)

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



MTR (Ref: 8523)

- 3.7.3 Males (64%), those aged 65 plus (70%), retirees (70%), mature couples/ singles (66%) and those living in the Central Ward (72%) were more likely to indicate that they felt safe in the Salisbury Council area.
- 3.7.4 Those aged 31 to 39 (33%) and 40 to 54 (32%), white collar workers (32%), those engaged in home duties (36%) and households with a gross annual income of \$80,000 to \$99,999 (40%) were more likely to indicate that they felt neither safe nor unsafe in the Council area.
- 3.7.5 Higher proportions of females (18%), those aged 18 to 24 (28%) and those living in the North Ward (24%) indicated that they felt unsafe in the City of Salisbury.

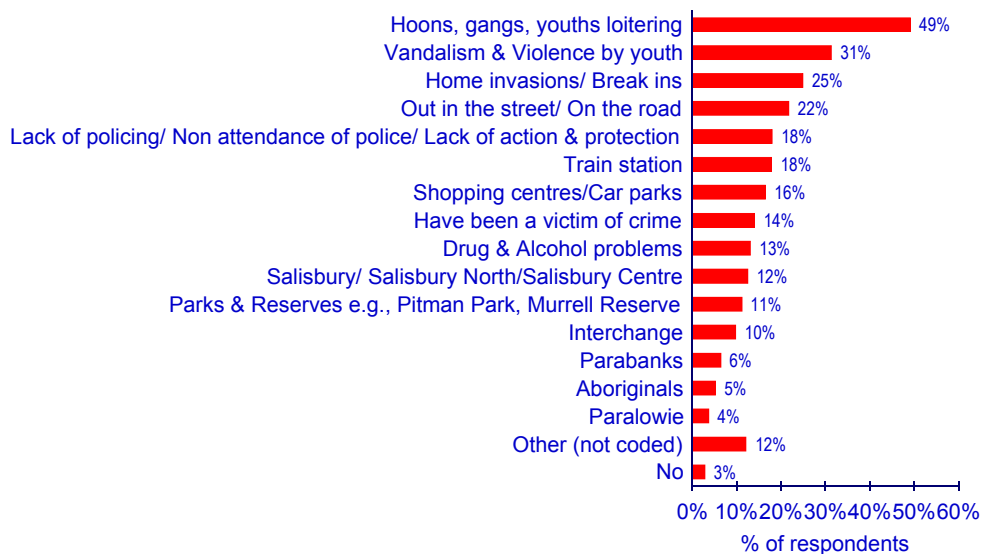
Reasons For, or Locations Where, Resident Feel Unsafe

- 3.7.6 Those who indicated that they felt unsafe in the Salisbury Council area (n=120) were asked if there were any particular reasons or locations where they felt unsafe.
- 3.7.7 Almost half of this group (49%) indicated that they felt unsafe because of hoons, gangs and youth loitering, followed by vandalism and violence by youth (31%). Other reasons named included:
- Home invasions/ break ins (25%)
 - Lack of policing/ non attendance of police/ lack of attention and protection (18%)
 - Have been a victim of crime (14%)
 - Drug and alcohol problems (13%)
 - Aboriginals (5%)
- 3.7.8 Those surveyed also mentioned specific places within the Salisbury Council area where they felt unsafe:
- Out in the street/ on the road (22%)
 - Train station (18%)

- Shopping centres/ car parks (16%)
- Salisbury/ Salisbury North/ Salisbury Centre (12%)
- Parks and reserves e.g. Pitman Park, Murrell Reserve (11%)
- Interchange (10%)
- Parabanks (6%)
- Paralowie (4%)

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

BASE: Feel unsafe (n=120)



MTR (Ref: 8523)

3.7.9 These findings were generally consistent among the groups surveyed.

Feeling Safer in the Council Area

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

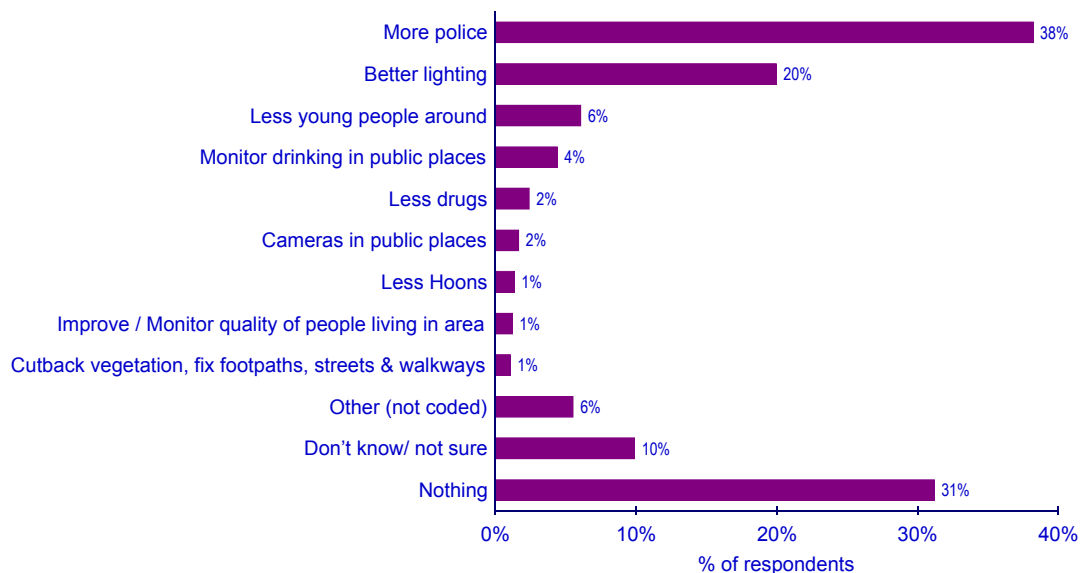
3.7.11 Having more police (38%, down from 40% in 2007) would clearly make residents feel safer in the City of Salisbury. This was followed by better lighting (20%, down from 22% in 2007).

3.7.12 Other suggestions named by smaller proportions of respondents included:

- Less young people around (6%, unchanged from 2007)
- Monitor drinking in public places (4%, unchanged from 2007)
- Less drugs (2%, unchanged from 2007)
- Cameras in public places (2%, slightly up from 1% in 2007)

3.7.13 Almost one third (31%, up from 28% in 2007) of survey participants indicated that nothing would make them feel safer in the Salisbury Council area, and one tenth (10%, slightly up from 9% in 2007) were unsure.

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



MTR (Ref: 8523)

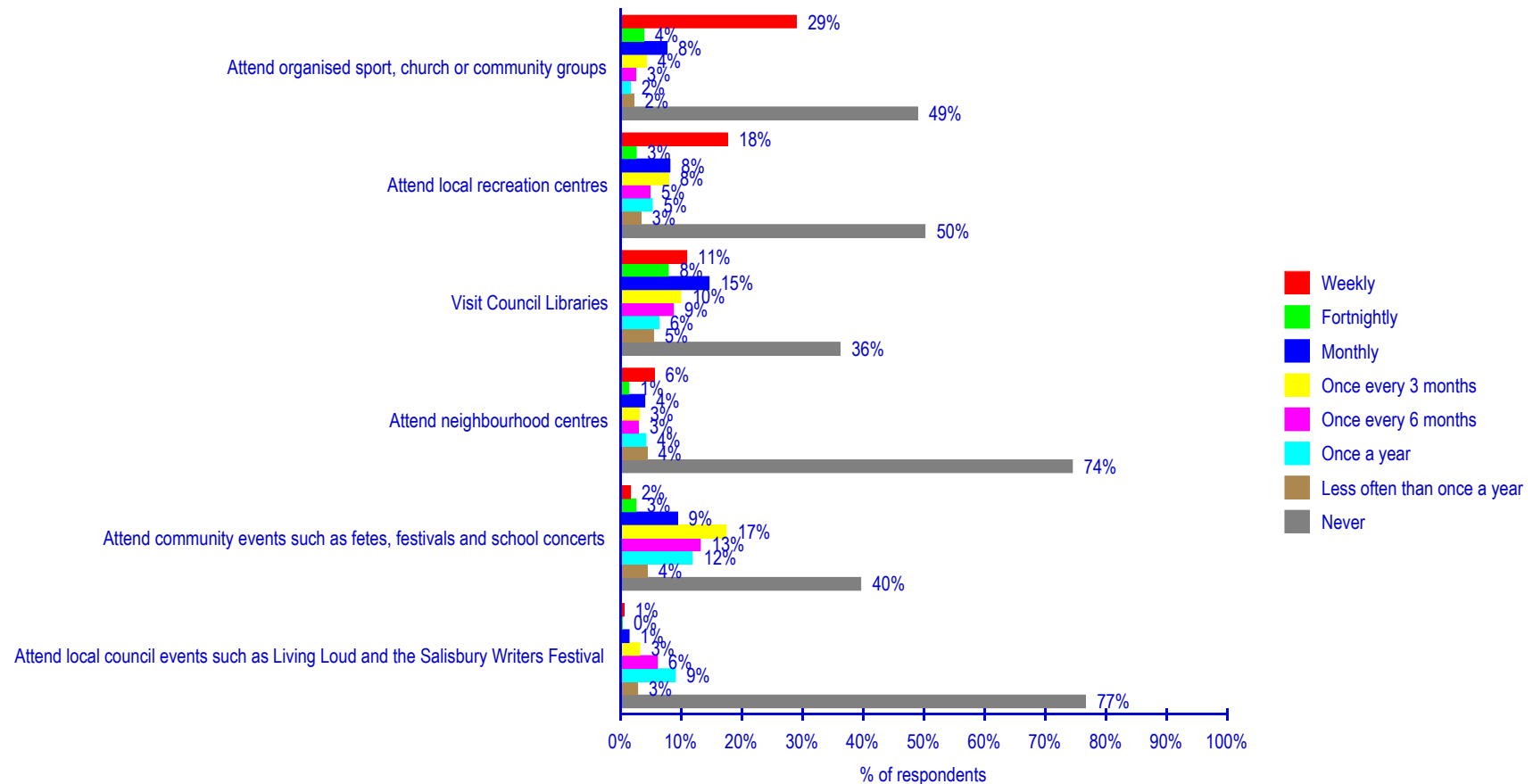
3.7.14 Those aged 18 to 39 (26%), those in paid work (23%), households with gross annual incomes of \$80,000 to \$99,999 (30%) and \$100,000 plus (34%), and residents in the Para Ward (29%) were more likely to indicate that better lightning would make them feel safer in the Salisbury Council area.

3.7.15 Higher proportions of those aged 65 plus (40%), retirees (40%), those not in paid work (35%), mature couples/ singles (36%) and residents of the Central (40%) and Southern (41%) Wards indicated that nothing would make them feel safer in the Salisbury Council area.

3.8 *Involvement in Community Activities*

- 3.8.1 Those surveyed were read a number of community activities and then asked how often they were involved in each of them.
- 3.8.2 Approximately two in five (41%) respondents indicated that they attended organised sport, church or community groups at least monthly, with 29% indicating that they did so weekly.
- 3.8.3 Involvement in other community activities, at least monthly, was as follows:
- Visit Council libraries (34%)
 - Attend local recreation centres (29%)
 - Attend community events such as fetes, festivals and school concerts (14%)
 - Attend neighbourhood centres (11%)
 - Attend Local Council events such as Living Loud and the Salisbury Writers Festival (2%)
- 3.8.4 The specific frequencies of involvement in community activities can be seen in the following graph.

21. How often are you involved in the following community activities? Read out



MTR (Ref: 8523)

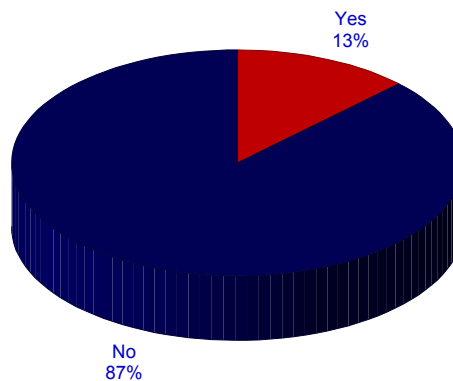
3.8.5 There were few variances to these responses among the groups surveyed.

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

3.9.1 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.

3.9.2 Approximately one in eight (13%, up from 10% in 2007) respondents stated that they were on such boards or committees.

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



MTR (Ref: 8523)

3.9.3 Middle families (20%) and those with a gross household income of \$40,000 to \$59,999 per annum (18%) were more likely to indicate that they were on a decision-making board or committee.

3.9.4 Conversely, younger couples without children (98%) were more likely to indicate that they were not on such boards or committees.

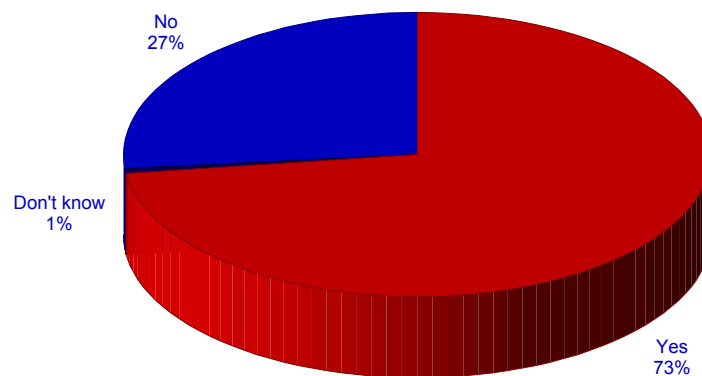
3.10 *Salisbury Aware Magazine*

Reading the Magazine

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

3.10.2 The incidence of readership of the Council's magazine was high, with almost three in four respondents (73%) indicating that they read it.

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



MTR (Ref: 8523)

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

- Females (80%)
- Those aged 40 plus (83%)
- Retirees (89%)
- Those not in paid work (78%)
- Mature couples/ singles (83%)

- Those with a gross household income of under \$20,000 per annum (83%)
- Residents of the North Ward (85%)
- Those who had lived for 20 years or more in the Salisbury Council area (81%)
- Residents born in the United Kingdom (84%)

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

- Males (34%)
- Those aged 18 to 39 (39%)
- Blue collar workers (39%)
- Those in paid work (31%)
- Young couples without children (46%)
- Those who had lived for one to less than three years in the Council area (53%)

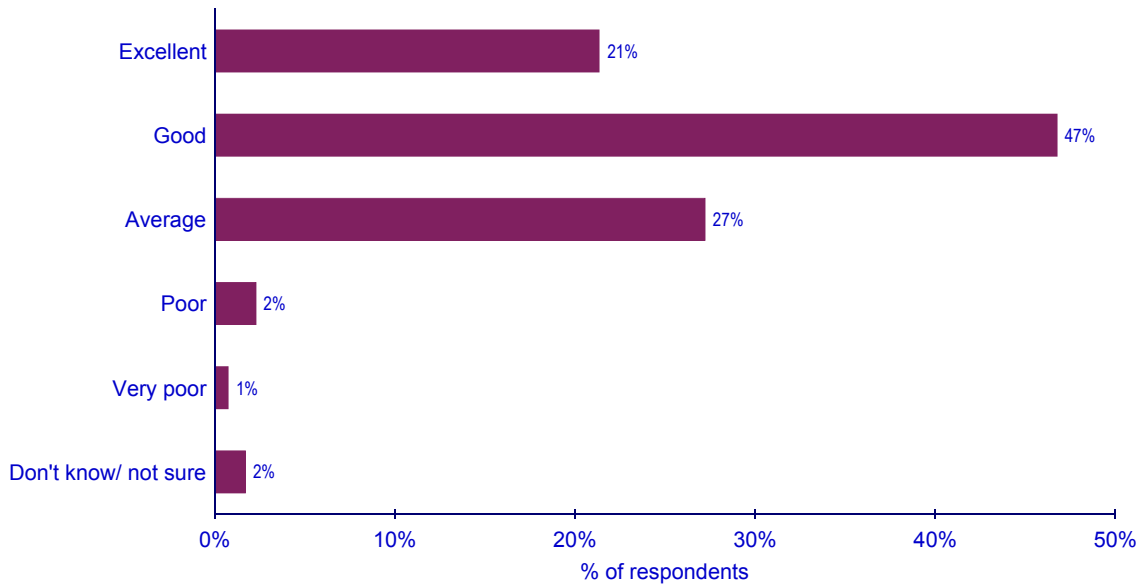
Rating the Magazine

3.10.5 Those who indicated that they read Salisbury Aware (n=616) were asked how would they rate the magazine, using a scale of 1 to 5, where 1 is very poor and 5 is excellent.

3.10.6 The magazine was rated highly, with almost seven out of ten respondents (68%) recording positive responses. The scaled responses were as follows:

- Excellent (21%)
- Good (47%)
- Average (27%)
- Poor (2%)
- Very poor (1%)

24. How would you rate the magazine out of 5 where 5 is excellent and 1 is very poor? BASE: Read Salisbury Aware (n=616)



MTR (Ref: 8523)

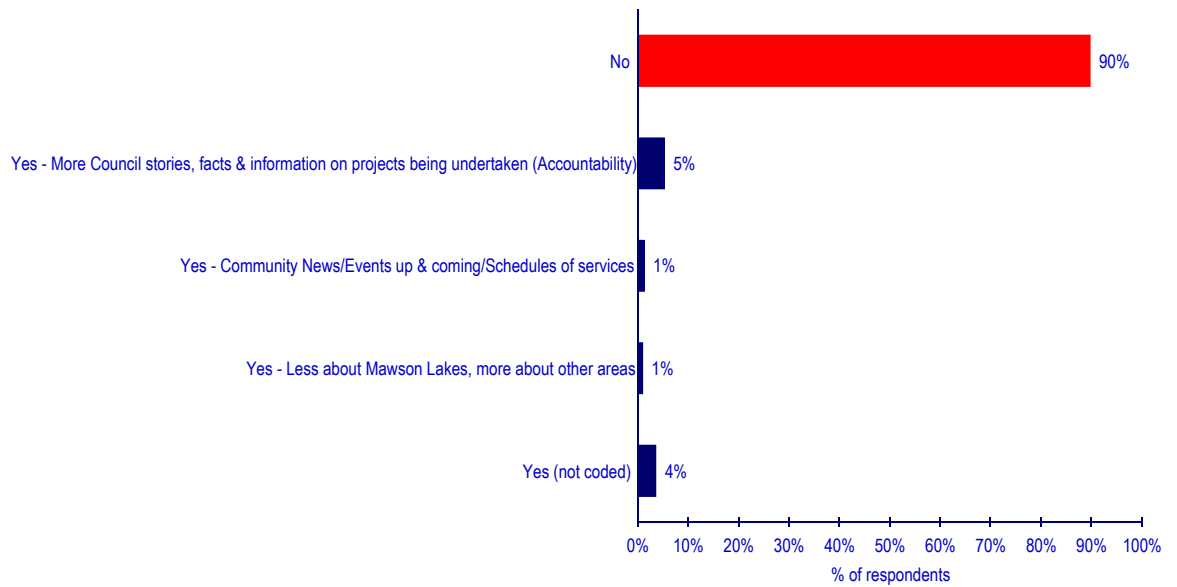
- 3.10.7 Higher proportions of females (74%), those aged 40 plus (75%), retirees (80%), those not in paid work (72%) and mature couples/ singles (76%) rated Salisbury Aware as good or excellent.
- 3.10.8 Males (35%), those aged 18 to 39 (39%), mature families (37%) and those with a gross household income of \$60,000 to \$79,999 per annum (37%) were more likely to rate the magazine as average.

Suggestions for Improving the Magazine

- 3.10.9 Those who read the magazine (n=616) were then asked if they had any suggestions for improvement.
- 3.10.10 The overwhelming majority of respondents (90%) were unable to give any suggestions to improve the magazine.
- 3.10.11 However, those who did suggest something (10%) mentioned the following:
- More Council stories, facts and information on projects being undertaken - accountability (5%)

- Community news/ events up and coming/ schedules of services (1%)
- Less about Mawson Lakes, more about other areas (1%)

25. Do you have any suggestions for improvement?
BASE: Read Salisbury Aware (n=616)



MTR (Ref: 8523)

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

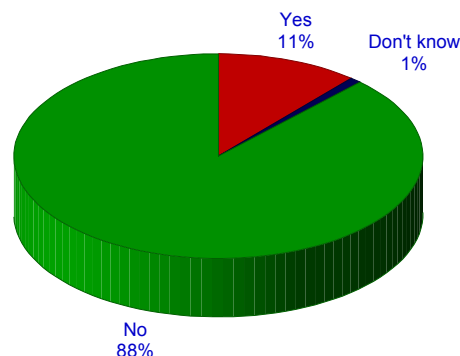
3.11 Council's Senior Services

Usage of Council's Senior Services

3.11.1 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 Resident with Disabilities, Jack Young Centre or the Para Hills Centre.

3.11.2 Over one in ten (11%) of those surveyed indicated that they used these services.

26. 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?



MTR (Ref: 8523)

3.11.3 Larger proportions of females (15%), those aged 40 plus (15%), retirees (25%), those not in paid work (17%), mature couples/ singles (18%), those with a gross annual income of under \$20,000 (22%), residents of the Central (17%) and Northern (19%) Wards, those living in the Council area for 20 years or more (15%) and those born in the United Kingdom (19%) indicated that they, or their family/ friends, used Council's Senior Services.

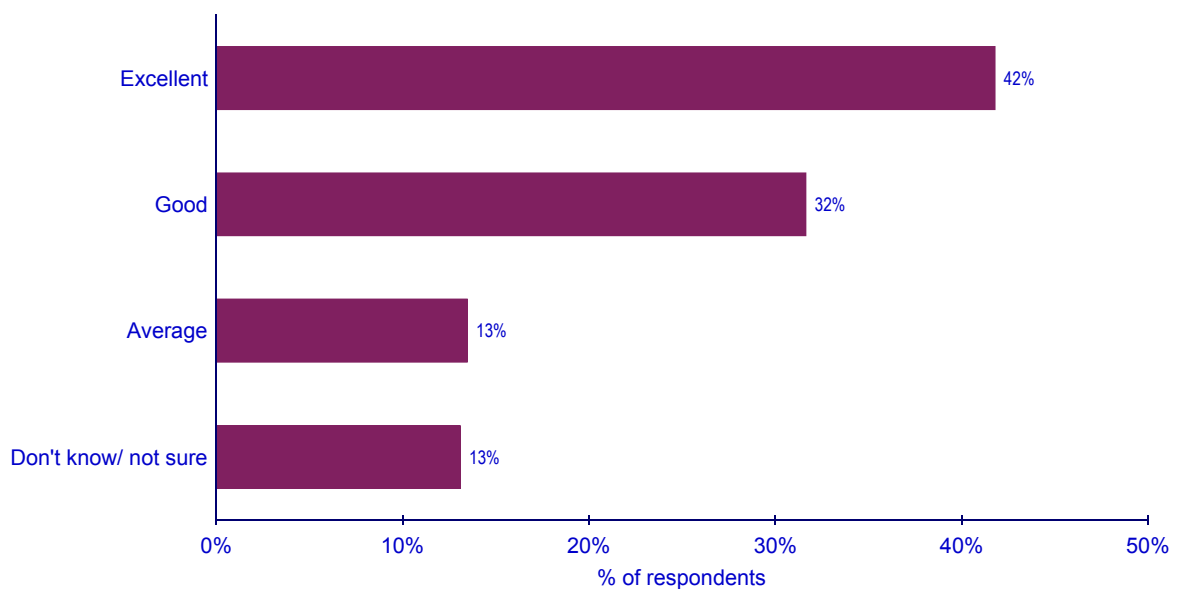
Rating Senior Services

3.11.4 Those who had used the Council's Senior Services (n=95) 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.

3.11.5 Almost three quarters (73%) responded positively, as outlined below::

- Excellent (42%)
- Good (32%)
- Average (13%)

27. How would you rate these services out of 5 where 5 is excellent and 1 is very poor? BASE: Use the Council Senior Services (n=95)



MTR (Ref: 8523)

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

- Those aged 65 plus (87%)
- Retirees (86%)
- Those not in paid work (82%)
- Mature couples/ singles (87%)

- Those with a gross household income of under \$20,000 per annum (88%)

Improving Senior Services

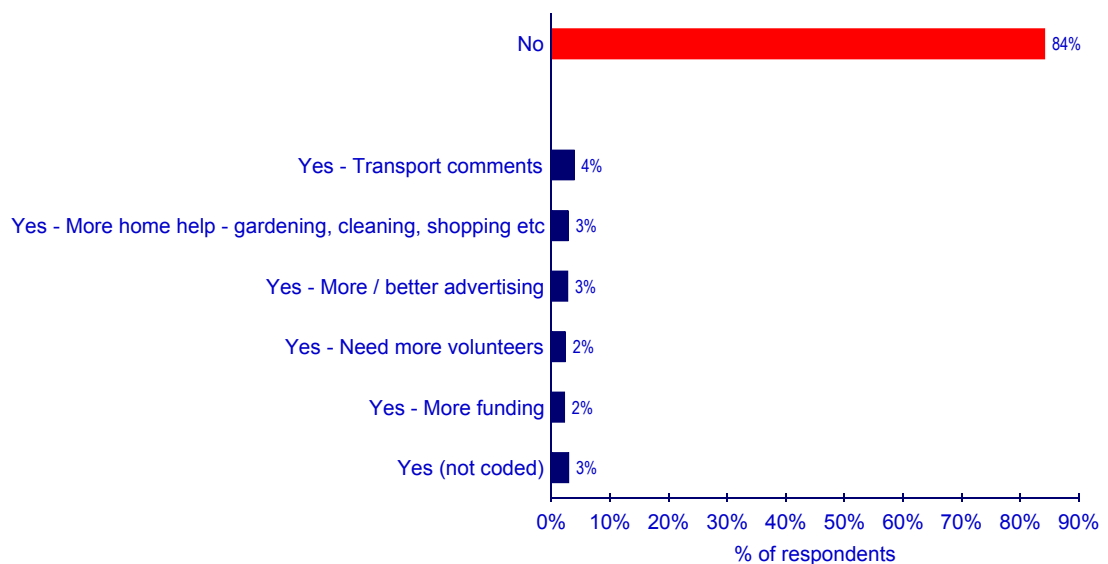
3.11.7 Those who used the Council's Senior Services (n=95) were asked if they could suggest any improvements to these services.

3.11.8 The majority of this group (84%) were unable to make any suggestions for improvement of the services.

3.11.9 Small proportions of respondents made a number of suggestions, including:

- Transport comments (4%)
- More home help – gardening, cleaning, shopping, etc (3%)
- More/ better advertising (3%)
- Need more volunteers (2%)
- More funding (2%)

28. Can you suggest any improvements to these services? BASE: Use the Council Senior Services (n=95)



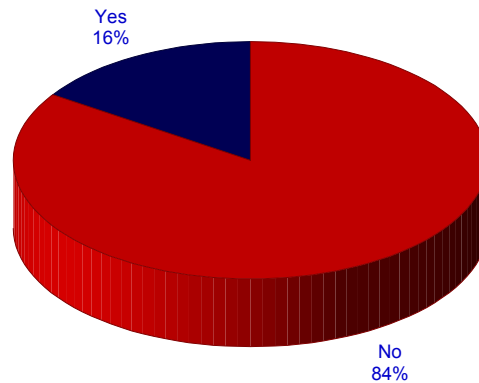
MTR (Ref: 8523)

Following Up Senior Services

3.11.10 Those who had used the Council's Senior Services were then asked if they would like the Council to follow up on any of these services with them.

3.11.11 One in six (16%) of this group indicated that they would like the Council to follow up services with them.

29. Would you like the Council to follow up with you on any of these services? BASE: Use the Council Senior Services (n=95)



MTR (Ref: 8523)

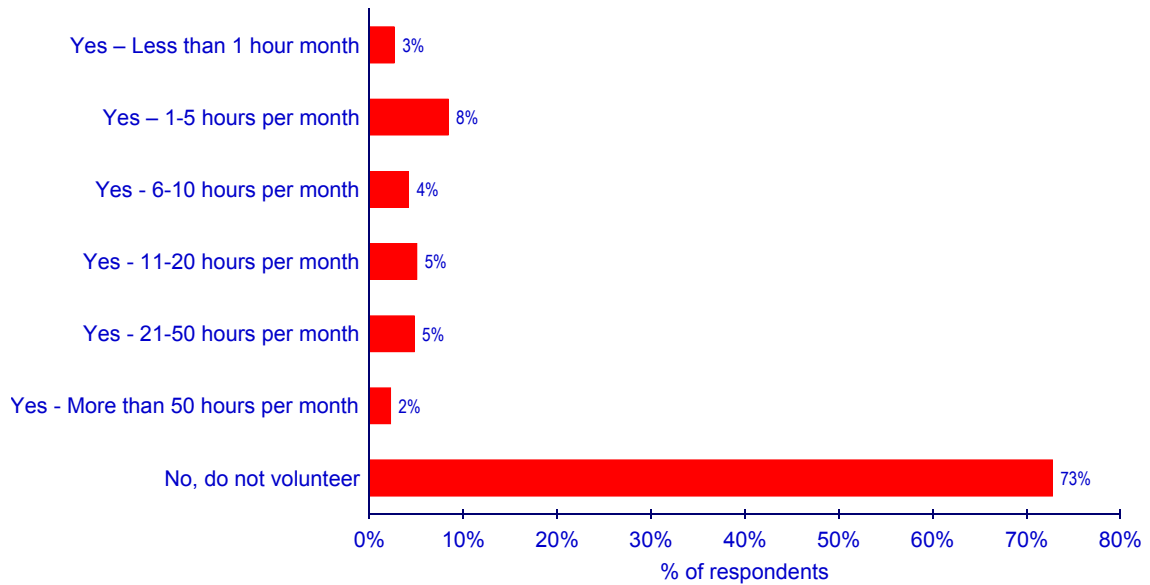
3.11.12 Those not in paid work (22%) were more likely to indicate that they would like the Council to follow up services with them.

3.12 ***Volunteering to Assist the Community***

Incidence of Volunteering

- 3.12.1 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.
- 3.12.2 Over one quarter (27%) 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 (3%)
 - One to five hours (8%)
 - Six to ten hours (4%)
 - Eleven to twenty hours (5%)
 - Twenty one to fifty hours (5%)
 - More than fifty hours (2%)
- 3.12.3 The majority of respondents (73%), however, indicated that they did not volunteer their time to assist the community.

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



MTR (Ref: 8523)

- 3.12.4 The incidences of volunteering to help the community were higher among those aged 40 to 54 (33%), middle families (40%), households with a gross annual income of under \$20,000 (36%) and those living in the Council area between 15 to 20 years (44%).

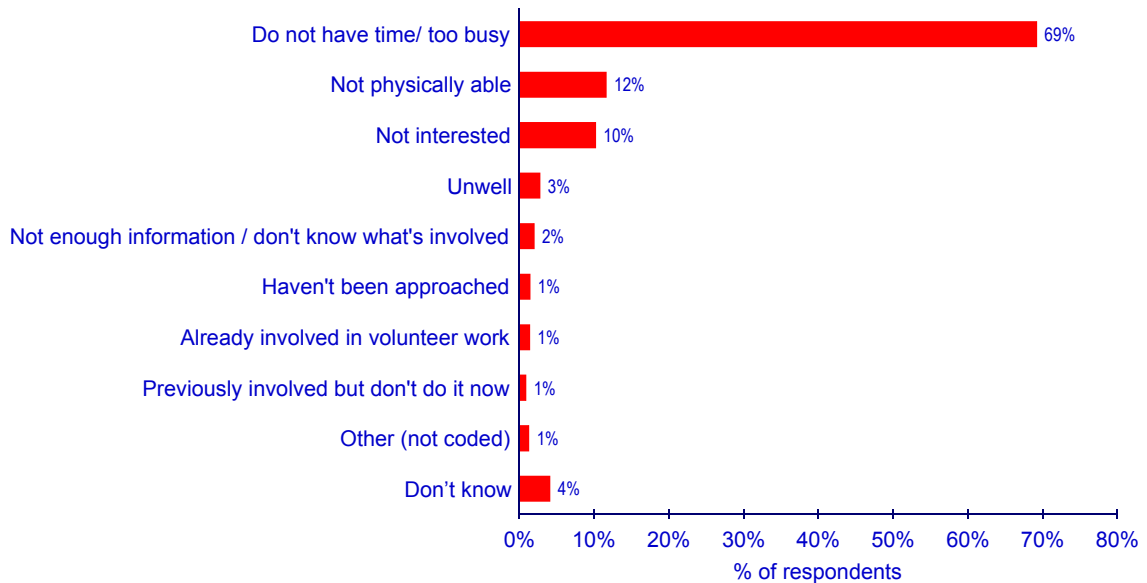
Reasons for Not Volunteering

- 3.12.5 Those who indicated that they have not volunteered their time in the last year (n=574) were asked why.

- 3.12.6 Not having time/being too busy was named by more than two thirds (69%) of this group as the main reason for not volunteering their time. Other reasons included:

- Not physically able (12%)
- Not interested (10%)
- Unwell (3%)
- Not enough information/ do not know what is involved (2%)

31. Why haven't you volunteered your time? BASE: Do not volunteer (n=574)



MTR (Ref: 8523)

3.12.7 Those who indicated that they did not have enough time/ too busy to volunteer their time were more likely to be:

- Middle families (87%)
- Residents of the East Ward (87%)
- Those in paid work (83%)
- Those aged 18 to 39 (80%)
- Mature families (80%)
- Households with a gross annual income of \$40,000 to \$59,999 (80%)
- Australian born residents (72%)

3.12.8 Those who indicated that they did not volunteer their time because they were not physically able to were more likely to be:

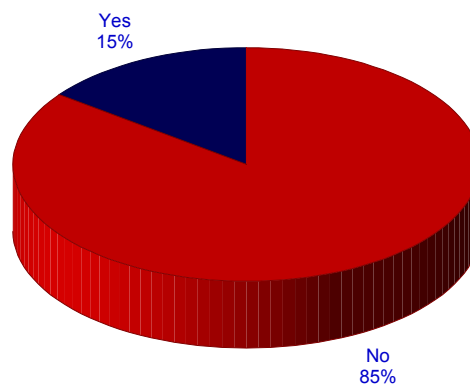
- Retirees (42%)
- Households with a gross annual income of under \$20,000 (41%)
- Residents of the Central Ward (31%)
- Those not in paid work (27%)

- Residents born in the United Kingdom (26%)
- Mature couples/ singles (24%)
- Those aged 40 plus (20%), in particular those age 65 plus (42%)
- Those living in the Council area for 20 or more years (17%)

3.13 *Interest of Being Part of a Community Panel*

- 3.13.1 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.
- 3.13.2 Approximately one in seven (15%) respondents stated that they were interested in being part of a community panel. The remaining 85% indicated that they were not interested.

32. 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?



MTR (Ref: 8523)

- 3.13.3 Those aged 25 to 30 (27%), professionals/ executives (26%), white collar workers (22%), residents of the Western Ward (27%) and those who had lived in the City of Salisbury for 15 to 20 years (22%) were more likely to indicate that they were interested in being part of a community panel.

3.14 *City of Salisbury's Website*

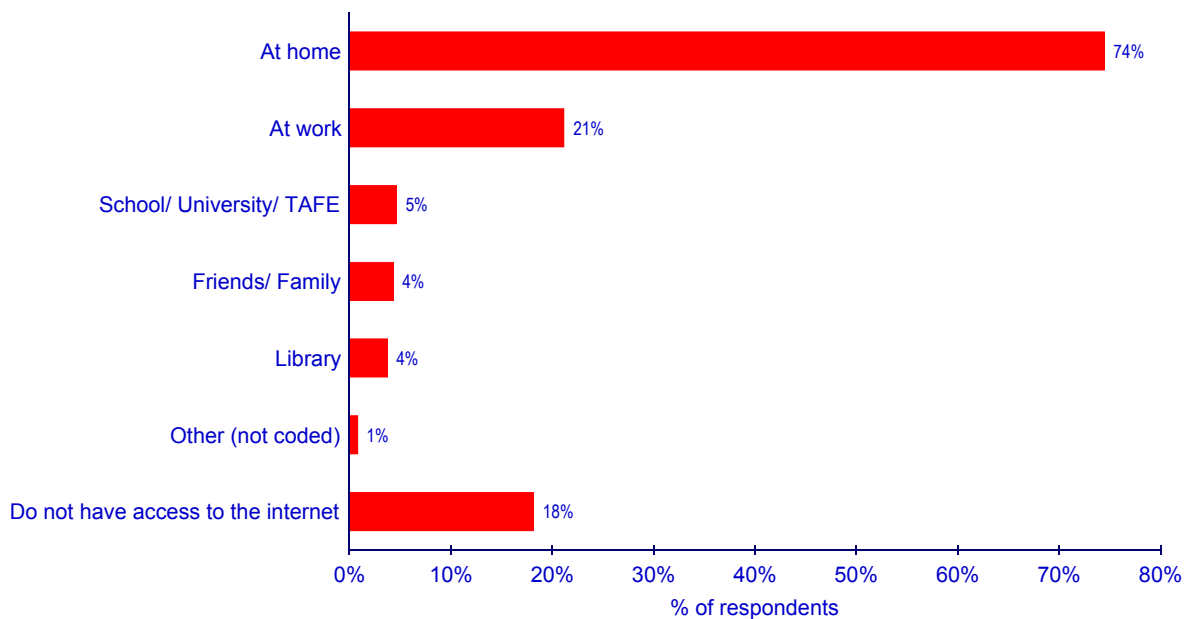
Access to the Internet

3.14.1 Survey participants were asked where they had access to the Internet

3.14.2 More than four in five (82%) of those surveyed indicated that they had access to the Internet, mainly from home (74%). Lower proportions also identified access from:

- Work (21%)
- School/ University/ TAFE (5%)
- Friends/ family (4%)
- Library (4%)

33. Where do you have access to the Internet?



MTR (Ref: 8523)

3.14.3 Residents from the Hills (83%) and Western (88%) Wards, those living in the Salisbury Council area from 5 to less than 10 years (87%), males (80%) and those with household incomes of \$40,000 to \$59,999 (85%), \$60,000 to

\$79,999 (87%), and \$80,000 to \$99,999 (92%) per annum were more likely to indicate that they had access to the Internet at home.

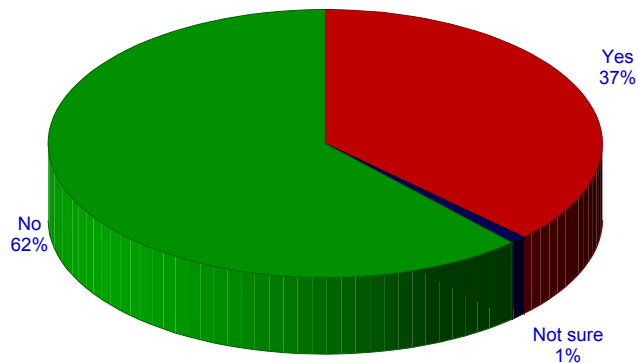
- 3.14.4 Younger respondents and those engaged in paid work were more likely to indicate that they had access to the Internet at home, at work or in the School/ University/ TAFE.

City of Salisbury's Website Usage

- 3.14.5 Those who had access to the Internet (n=612) were asked if they had used the City of Salisbury's website.

- 3.14.6 Over one third (37%) of this group indicated that they had used the website, compared with 62% who indicated that they had not used it.

34. Have you used the City of Salisbury website? BASE: Have access to the Internet (n=612)



MTR (Ref: 8523)

- 3.14.7 The incidence of using the Council's website was higher among those aged 18 to 39 (43%), white collar workers (50%), those in paid work (41%), young families (48%), households with gross annual incomes of \$80,000 to \$99,999 (48%) and \$100,000 plus (55%), residents of the North Ward (50%) and Australian born residents (40%).

Reasons for Using the Website

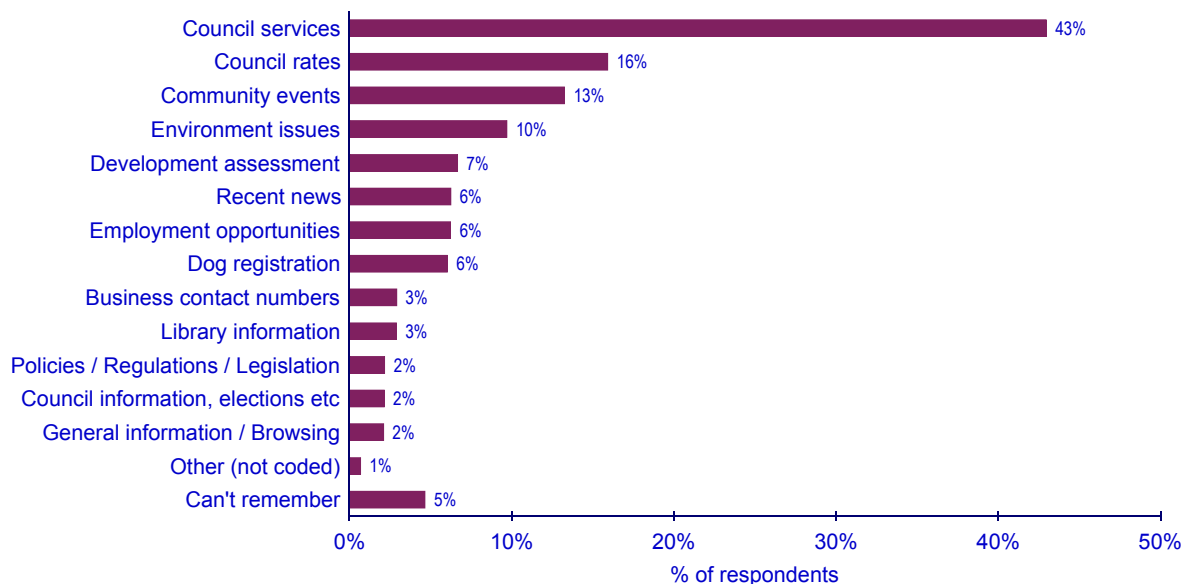
3.14.8 Those who used the City of Salisbury's website (n=215) were then asked what they used it for.

3.14.9 Almost half (43%) of this group indicated that they used the website for Council services. Other reasons named included:

- Council rates (16%)
- Community events (13%)
- Environment issues (10%)
- Development assessment (7%)
- Recent news (6%)
- Employment opportunities (6%)
- Dog registration (6%)

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

BASE: Used City of Salisbury website (n=215)



MTR (Ref: 8523)

3.14.10 Residents aged 18 to 39 (50%) and young families (62%) were more likely to state that they used the Council's website for Council services.

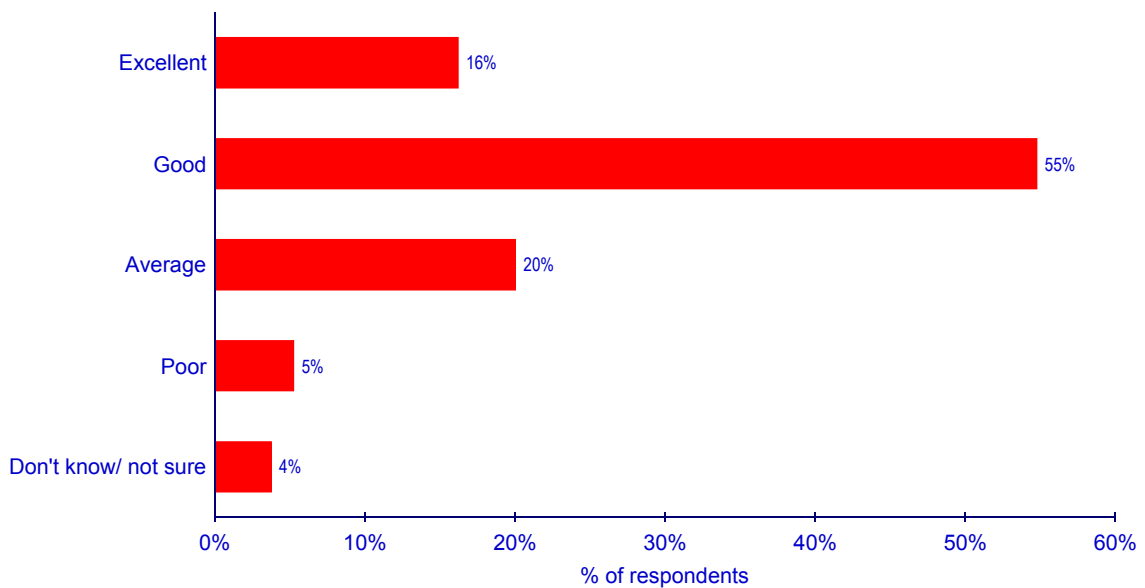
Rating the Website

3.14.11 Those who used the City of Salisbury's website (n=215) were asked how would they rate it.

3.14.12 Over seven in ten (71%) respondents among this group rated the website highly. The scaled responses were as follows:

- Excellent (16%)
- Good (55%)
- Average (20%)
- Poor (5%)

36. How would you rate the City of Salisbury website? BASE: Used City of Salisbury website (n=215)



MTR (Ref: 8523)

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

3.15 Environmental Issues and Initiatives in the City of Salisbury

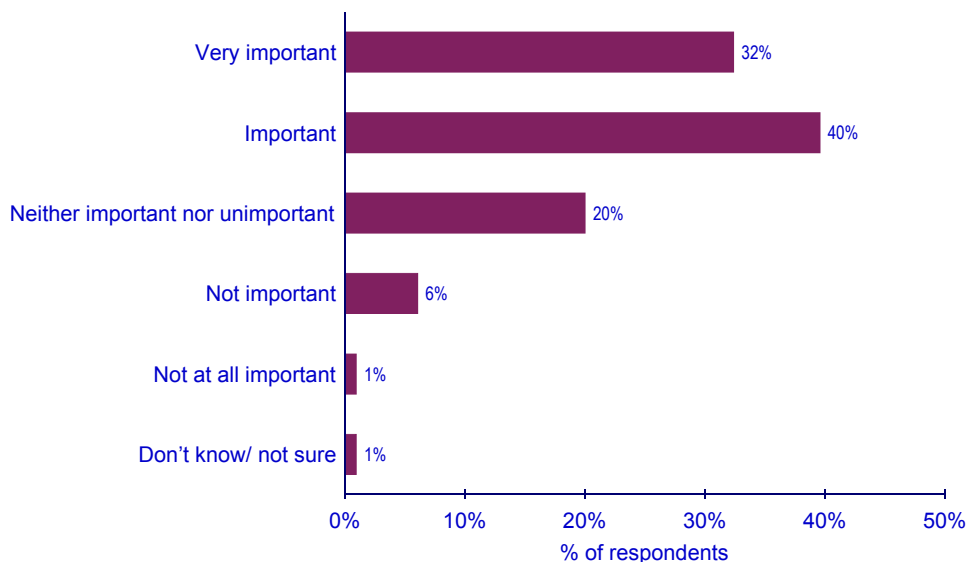
Importance of Environmental Sustainability Issues

3.15.1 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.

3.15.2 The importance of sustainability issues was rated highly, with almost three quarters (72%) indicating that it was important compared to other issues. The scaled responses were as follows:

- Very important (32%)
- Important (40%)
- Neither important nor unimportant (20%)
- Not important (6%)
- Not at all important (1%)

37. 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?



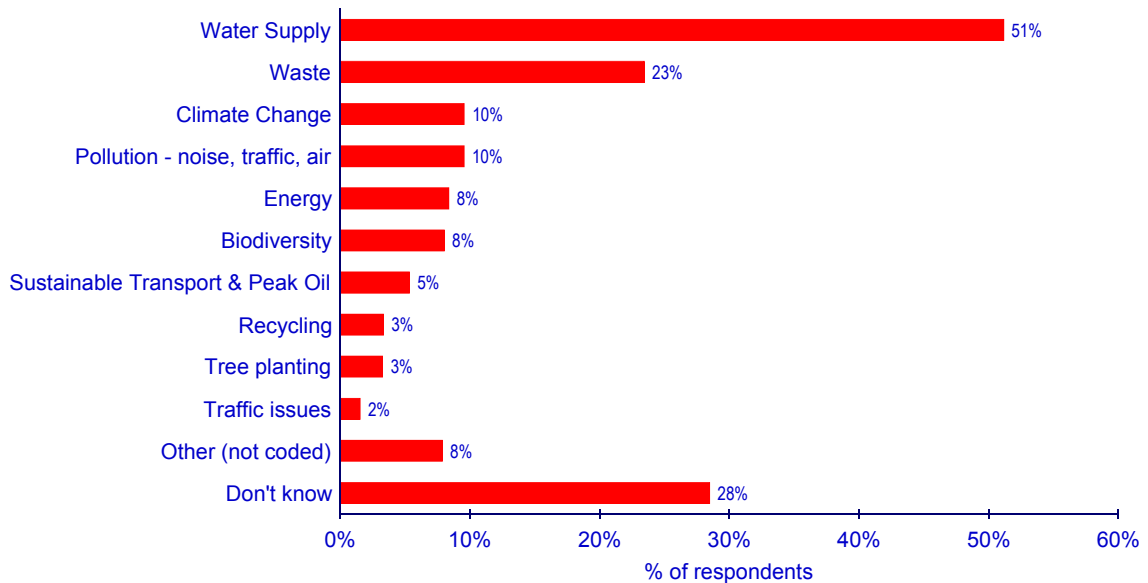
MTR (Ref: 8523)

- 3.15.3 Those who considered the environmental sustainability issues as very important compared with other issues were more likely to be:
- Those aged 40 plus (38%), in particular those aged 65 plus (41%)
 - Retirees (43%)
 - Those not in paid work (36%)
 - Mature couples/ singles (40%)
 - Households with a gross annual income under \$20,000 (47%)
 - Residents from the North Ward (42%)
- 3.15.4 Those who considered the environmental sustainability issues important compared with other issues were more likely to be those 18 to 39 (44%) and white collar workers (49%).
- 3.15.5 Those engaged in home duties (30%) and Australian born residents (22%) were more likely to consider environmental sustainability issues as neither important nor unimportant.

Environmental Issues in the Council Area

- 3.15.6 Those surveyed were asked what they believed were the most important environmental issues facing the City of Salisbury.
- 3.15.7 Water supply (51%) was clearly identified as the most important environmental issue facing the City of Salisbury. This was followed by waste, named by almost one quarter (23%) of the survey participants.
- 3.15.8 Other issues named included:
- Climate change (10%)
 - Pollution – noise, traffic, air (10%)
 - Energy (8%)
 - Biodiversity (8%)
 - Sustainability transport and peak oil (5%)

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



MTR (Ref: 8523)

3.15.9 Those naming water supply as a major environmental issue facing the City of Salisbury were more likely to be:

- Professionals/ executives (68%)
- Residents of the Hills Ward (63%)
- Those aged 40 plus (55%), in particular those aged 40 to 54 (62%)
- Households with gross annual incomes of \$60,000 to \$79,999 (61%), \$80,000 to \$99,999 (68%) and \$100,000 plus (65%)
- Australian born residents (54%)

3.15.10 Those naming waste as a major environmental issue in the City of Salisbury were more likely to be:

- Professionals/ executives (40%)
- Households with a gross annual income of \$60,000 to \$79,999 (33%)
- Residents of the West Ward (33%)
- Those living in the Council area from 5 to less than 10 years (31%)
- White collar workers (30%)

- Mature families (30%)
- Those aged 40 to 54 (29%)
- Those in paid work (28%)

3.15.11 Residents engaged in paid work (11%) and those with a gross household income of \$40,000 to \$59,999 per annum (15%) were more likely to name pollution – noise, traffic, air as the main environmental issue facing the City of Salisbury.

Awareness of Environmental Initiatives in the Council Area

3.15.12 Those surveyed were asked if they were aware of any environmental initiatives occurring within the Council area.

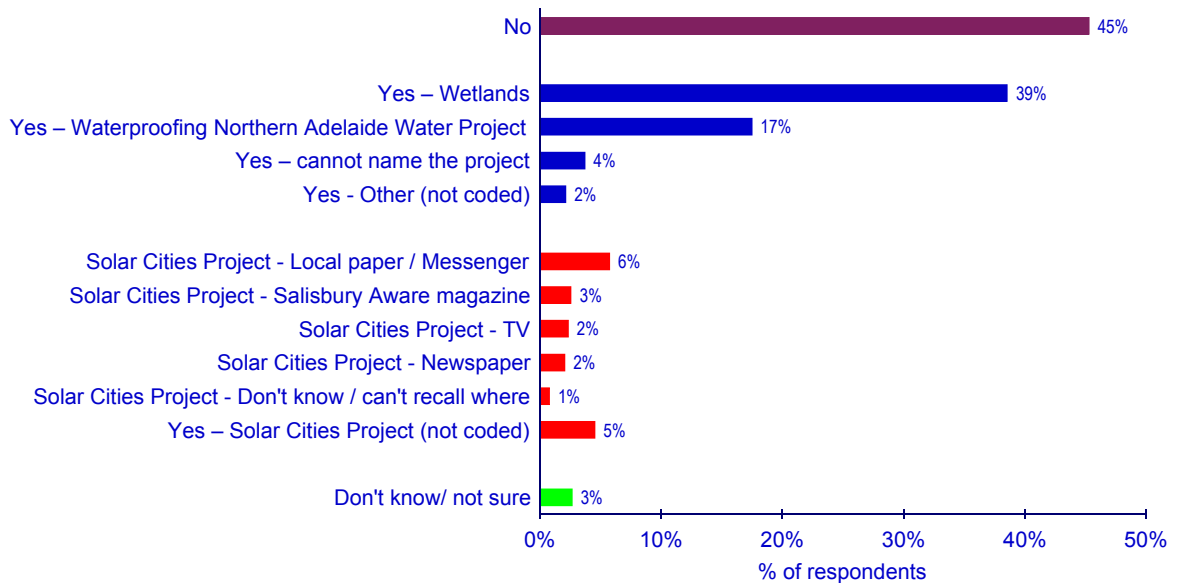
3.15.13 Over half (52%, well above 34% in 2007) indicated that they were aware of environmental initiatives within the City of Salisbury, with the Wetlands Project being named by almost two in five (39%, well above the 9% recorded in 2007) of this group.

3.15.14 Other environmental initiatives named included:

- Solar Cities Project (19%, not mentioned in 2007)
- Waterproofing Northern Adelaide Water project (17%, up from 7% in 2007)

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

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



MTR (Ref: 8523)

3.15.16 Those aware of the Wetland project were more likely to be males (44%), those aged 40 plus (46%), professional/ executives (51%), retirees (45%), mature couples/ singles (45%), residents of the North Ward (49%), residents living for 20 or more years in the Council area (46%), and those born in the United Kingdom (54%).

3.15.17 Those aware of the Waterproofing Northern Adelaide Water project were more likely to be males (20%), those aged 40 plus (21%), mature couples/ singles (22%), residents of the North Ward (26%), residents living for 20 or more years in the Council area (21%), and those born in the United Kingdom (24%).

3.16 *Public Transport in the City of Salisbury*

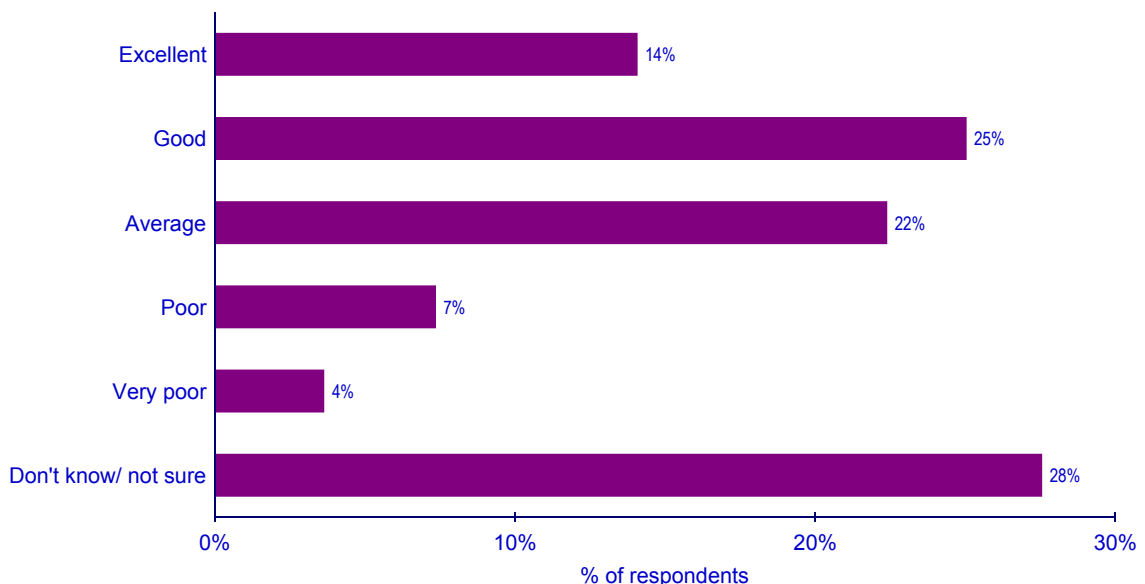
3.16.1 Those surveyed were then asked how they would rate the public transport that it is available in the City of Salisbury.

3.16.2 Almost two in five (39%) of respondents rated the public transport in the Council as good or excellent, whilst almost one quarter (22%) rated it as average and 11% rated it as poor. A further one quarter (28%), however, were unsure.

3.16.3 The scaled responses to this question were:

- Excellent (14%)
- Good (25%)
- Average (22%)
- Poor (7%)
- Very poor (4%)

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



MTR (Ref: 8523)

- 3.16.4 Households with a gross income of \$20,000 to \$39,999 per annum (46%) were more likely to rate the public transport in the City of Salisbury as good.
- 3.16.5 Higher proportions of those aged 18 to 39 (26%) and those living in the Levels Ward (32%) rated the public transport within the Council area as average.
- 3.16.6 Females (13%), those aged 40 to 54 (15%), white collar workers (18%), mature families (16%) and those with a gross household income of \$40,000 to \$59,999 per annum (16%) were more likely to rate the public transport in the City of Salisbury as poor.

3.17 *Communication with the Council*

Providing Adequate Communication

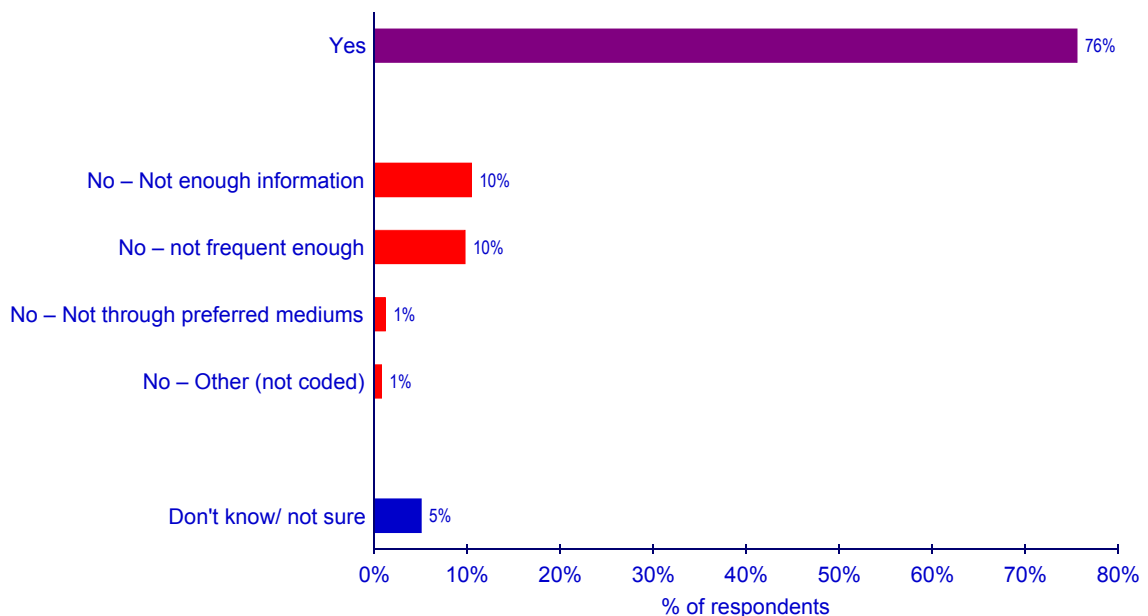
3.17.1 Those surveyed were asked if they believed that the Council provided adequate communication to them.

3.17.2 The overwhelming majority (76%) of respondents indicated that the City of Salisbury provided adequate communication to them.

3.17.3 Those who did not believe that the Council provided adequate communication to them (19%) specified the following reasons:

- Not enough information (10%)
- Not frequent enough (10%)
- Not through preferred mediums (1%)

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



MTR (Ref: 8523)

3.17.4 Higher proportions of those aged 65 plus (62%), those engaged in home duties (87%), those not in paid work (79%), households with a gross annual

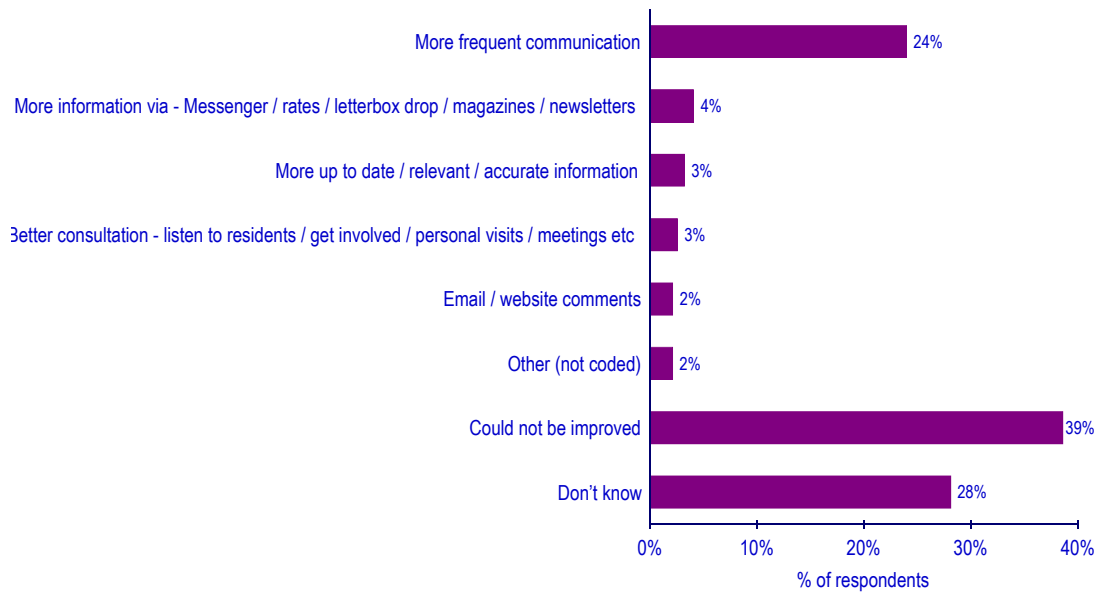
income of \$60,000 to \$79,999 (83%) and Australian born residents (78%) believed that the Council provides adequate communication.

- 3.17.5 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 (12%) and the communication is not frequent enough (12%).

Improving Communications from the Council

- 3.17.6 Survey participants were asked how could communications from the Council could be improved.
- 3.17.7 Although almost two in five (39%) respondents indicated that communications with the Council could not be improved and a further 28% were unsure, one third (33%) of respondents were able to make some suggestions for improvement.
- 3.17.8 Almost one quarter (24%) of this group suggested more frequent communication. Other suggestions named by lower proportions of respondents included:
- More information via - Messenger/ rates/ letterbox drop/ magazines/ newsletters (4%)
 - More up to date/ relevant/ accurate information (3%)
 - Better consultation – listen to residents/ get involved/ personal visits/ meetings, etc (3%)
 - Email/ website comments (2%)

42. How could communications from the Council be improved?



MTR (Ref: 8523)

- 3.17.9 Those in paid work (27%), households with a gross income of \$40,000 to \$59,999 per annum (30%) and residents living in the East Ward (40%) were more likely to suggest more frequent communication.

Preferred Ways to Receive Communication

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

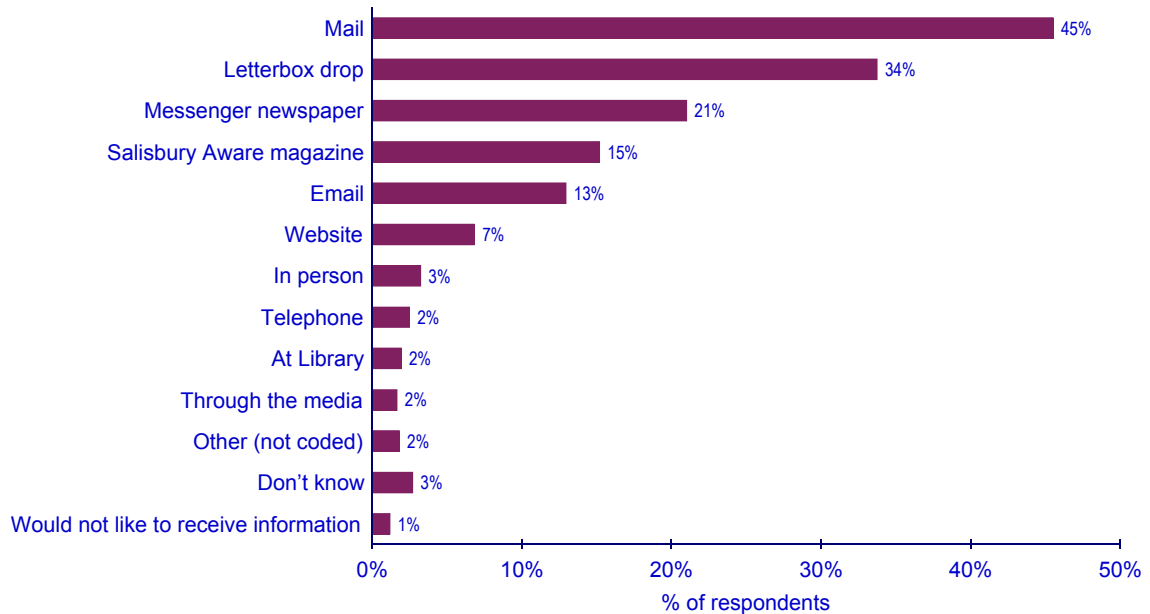
- 3.17.11 Almost half (45%) of the respondents indicated that they would prefer to receive information from the Council through the mail, and one third (34%) named a letterbox drop.

- 3.17.12 Other methods identified included:

- Messenger newspaper (21%)
- Salisbury Aware magazine (15%)
- Email (13%)
- Website (7%)

- In person (3%)
- Telephone (2%)
- At library (2%)
- Through the media (2%)

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



MTR (Ref: 8523)

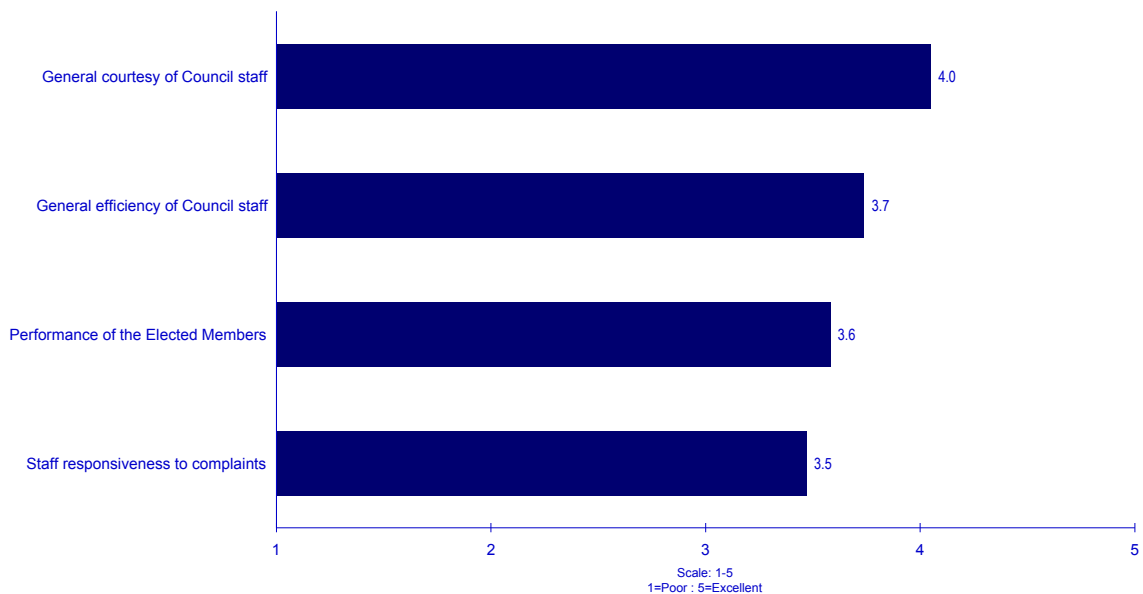
- 3.17.13 Residents who preferred receiving information from the City of Salisbury through the mail were more likely to be those aged 18 to 39 (51%), white collar workers (53%), young families (58%), households with a gross annual income of \$60,000 to \$79,999 (55%), those living in the Hills (61%) and West (58%) Wards and those living in the Council area from 5 to less than 10 years (56%).
- 3.17.14 Mature families (40%), residents living in the Eastern (49%) and Northern (48%) Wards were more likely to prefer a letterbox drop.
- 3.17.15 Those aged 40 plus (25%), retirees (27%), middle families (29%), mature couples/ singles (25%) and residents living in the Northern Ward (32%) were more likely to name the Messenger newspaper.

- 3.17.16 Higher proportions of those aged 40 plus (21%), retirees (24%), mature couples/ singles (21%), residents living in the Northern Ward (33%), residents living in the Council area for 20 years or more (19%) and residents born in the United Kingdom (24%) preferred receiving information from the Council through the Salisbury Aware magazine.
- 3.17.17 Those who indicated that they would prefer receiving information via email were more likely to be males (16%), those aged 18 to 39 (18%), professionals/ executives (29%), white collar workers (19%), those in paid work (16%), young couples without children (29%), households with an annual gross income of \$100,000 plus (36%) and residents of the South Ward (20%).

3.18 *Performance of the Staff and Elected Members*

- 3.18.1 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.
- 3.18.2 The general courtesy of the Council staff rated very highly, with an average rating of 4.0.
- 3.18.3 Those surveyed rated the following aspects of the performance of the Council staff and elected members as relatively high:
- General efficiency of Council staff (3.7)
 - Performance of the elected members (3.6)
 - Staff responsiveness to complaints (3.5)

44. I am now going to ask you to rate the performance of the staff and elected members. What rating would you give the....



MTR (Ref: 8523)

- 3.18.4 Overall, females and retirees were more likely than others to rate all these aspects as excellent.

Appendix 1:

About The Research

How We Did The Research

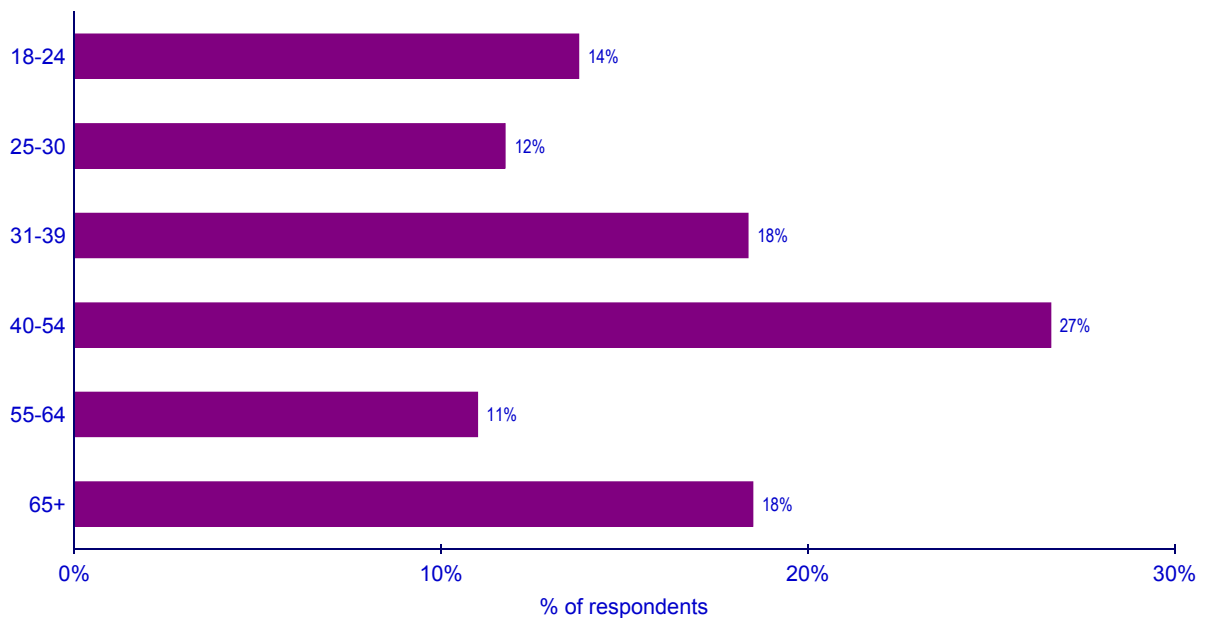
A telephone survey was undertaken among 800 residents within the City of Salisbury, using the McGregor Tan Computer Assisted Computer Interview (CATI) facilities.

The fieldwork started on August 22nd 2008 and finished on August 27th 2008.

Who was involved

Age

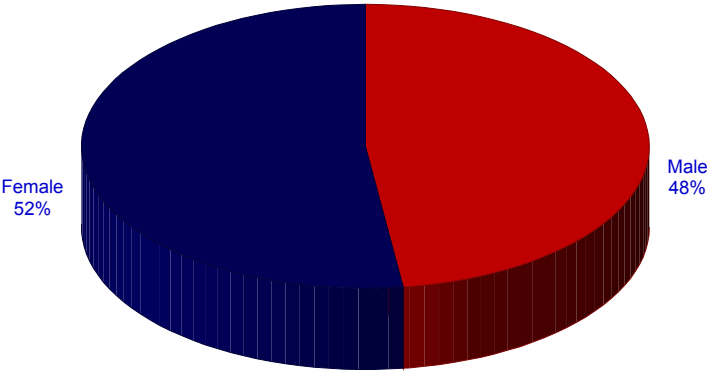
47: In which of these age groups do you fall?



MTR (Ref: 8523)

Gender

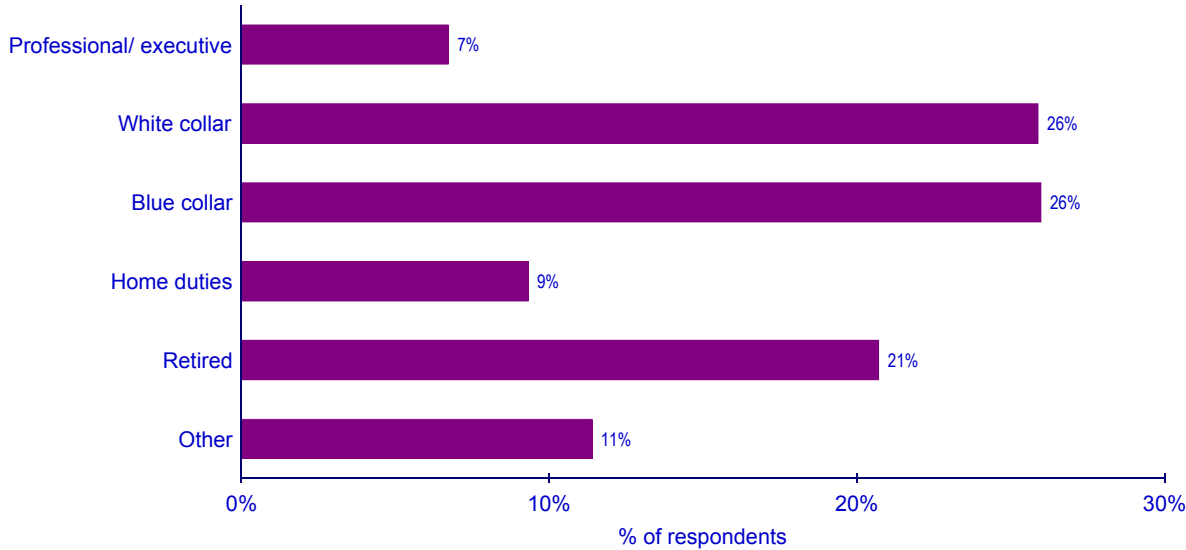
46: Gender.



MTR (Ref: 8523)

Employment and occupation

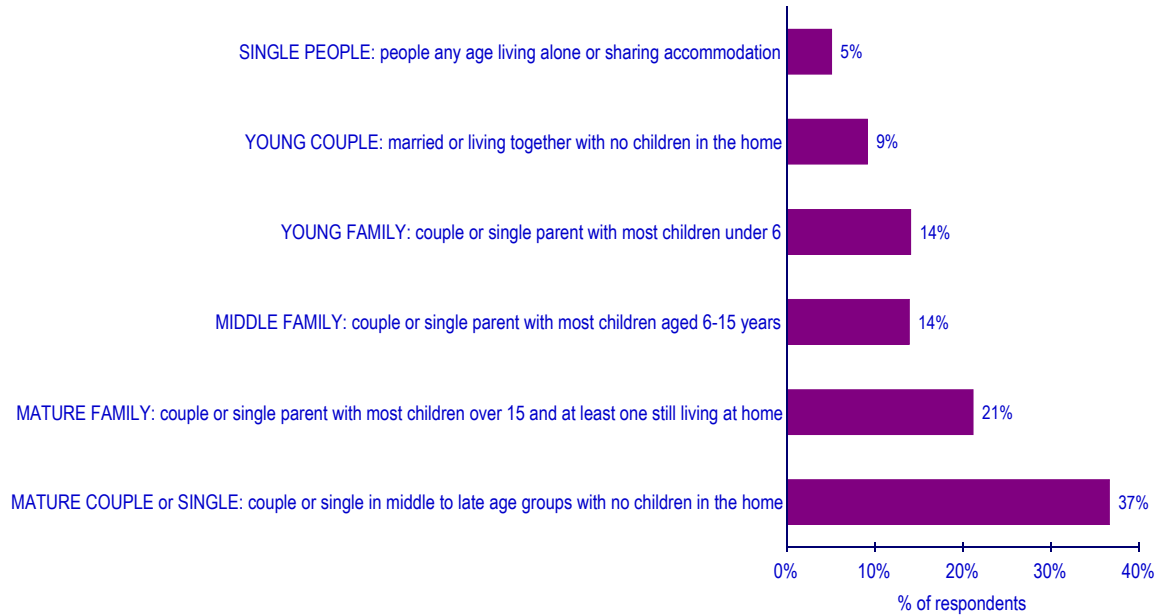
**48: Are you in paid employment?
If yes: What is your occupation? If no: Could you please tell me how you describe your occupation.**



MTR (Ref: 8523)

Household composition

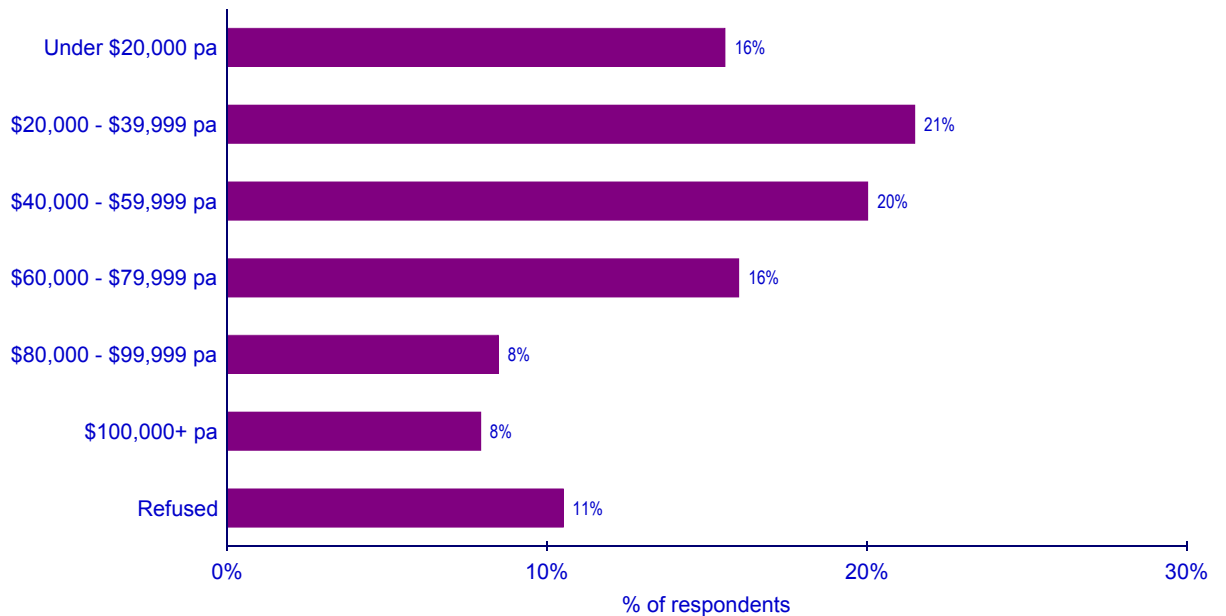
49: Which of these groups best describes your household?



MTR (Ref: 8523)

Income

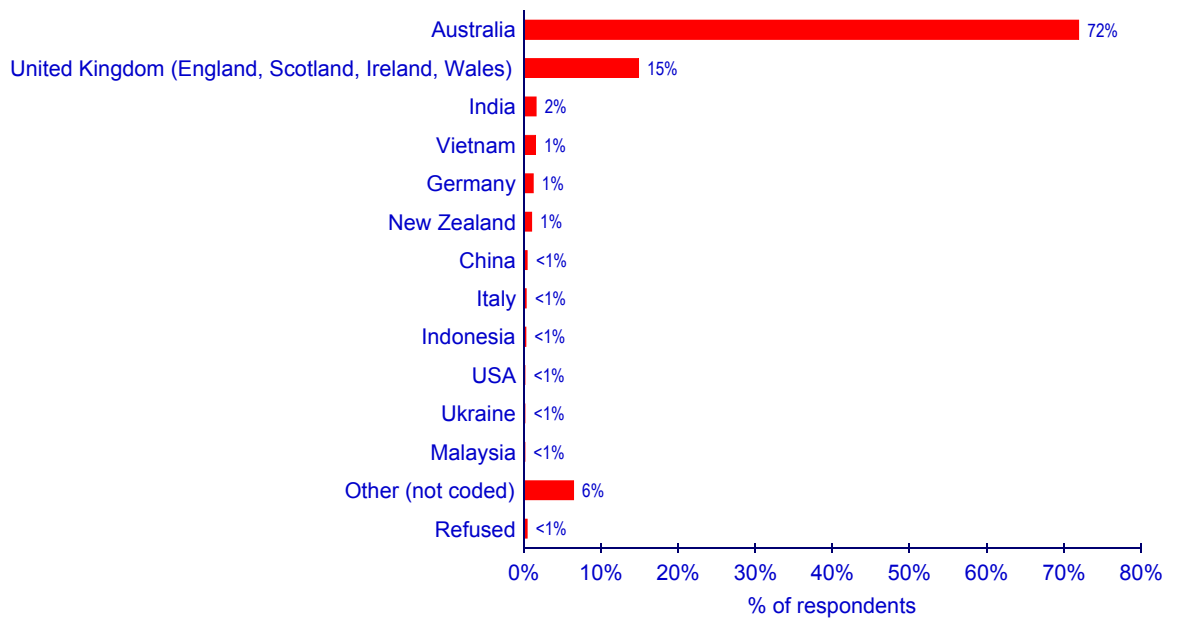
50: Which of the following best describes your gross household income?



MTR (Ref: 8523)

Country of Birth

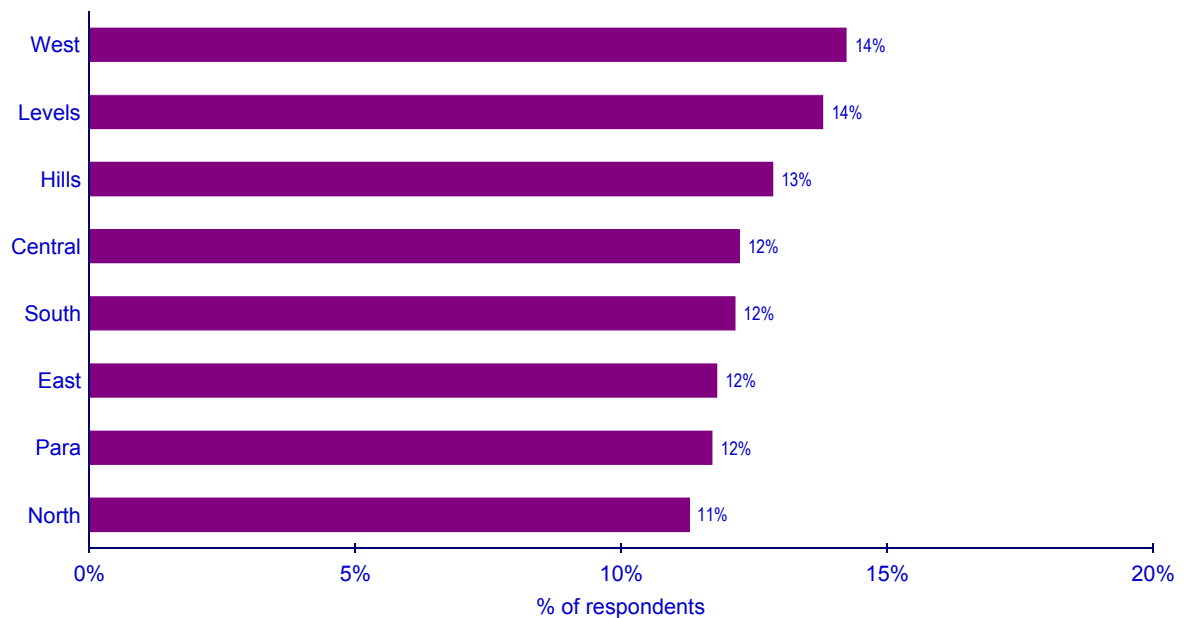
51. Country of Birth.



MTR (Ref: 8523)

Ward

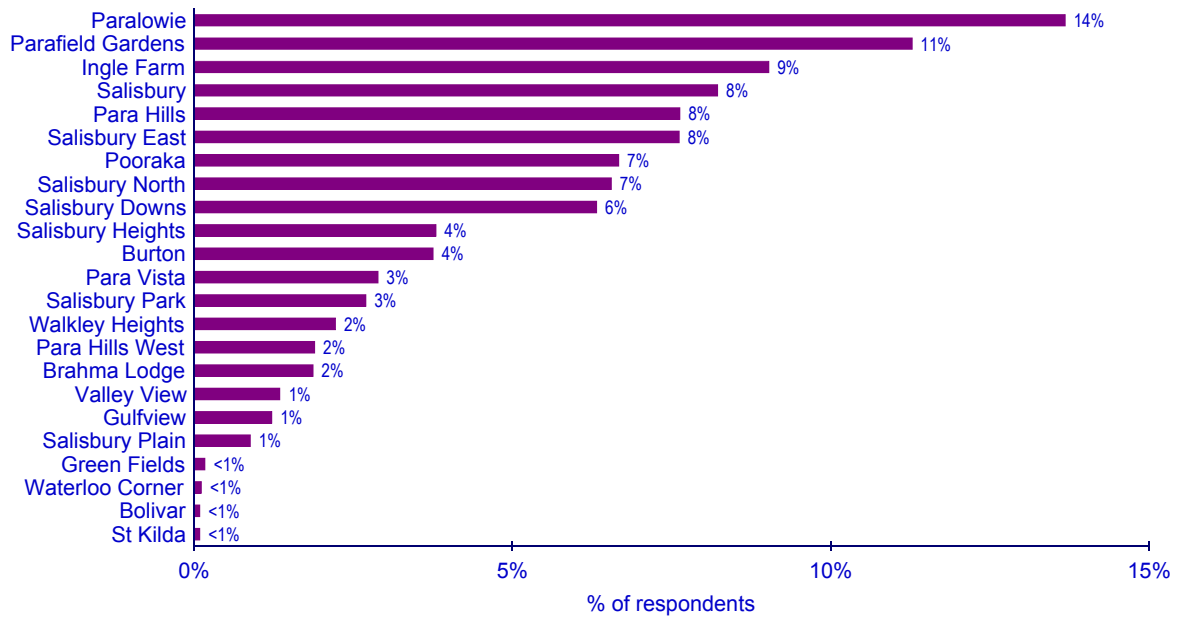
52. Ward



MTR (Ref: 8523)

Suburb

53. Suburb.



MTR (Ref: 8523)

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 - AUGUST 2008

2. Why are you not satisfied with this aspect – Domestic waste removal services?

Filter: Other (not coded)

BIN IS OFTEN LEFT OUT ON ROADWAY AND IS A DANGER TO CARS.

BOOTH COURT 8 HOUSES IN TOTAL, THE DRIVERS FIND IT TOO HARD TO TURN AROUND IN OUR STREET. THE WEIGHT OF THE TRUCKS DAMAGES THE WATER PIPES AND ROAD SURFACE IN OUR STREET

CHARGES FOR HARD RUBBISH COLLECTION AND TOO MANY RESTRICTIONS.

SOMETIMES OUR BINS GET MISSED ALTOGETHER.

THEY NEGLECT TO PICK UP MY WEEKLY RUBBISH REMOVAL QUITE OFTEN AS I LIVE ON ROYAL AVENUE.

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

Filter: Other (not coded)

A BIG BLUE BIN TO BE LEFT IN CERTAIN AREAS WOULD BE HANDY. AS IT USED TO BE.

CLOSER TO ANOTHER COUNCIL AREAS FACILITIES.

DON'T NOTIFY OF THE EXACT TIMES AND HARDLY ANY HARD WASTE

EVERY OTHER COUNCIL GETS FREE HARD WASTE SERVICES WHY ARE WE NOT GETTING A FREE HARD WASTE PICK UP SERVICE.

HAVE NEVER USED IT

HAVE NOT GOT IT YET BUT GOT A LETTER SAYING THAT IT WILL START LATER ON THIS YEAR.

I THINK ITS A LITTLE DIFFICULT FOR THE OLDER PEOPLE. THE TIME SPAN FOR THEM TO PUT IT OUT. THE COUNCIL SHOULD GIVE EVERYONE 2 DAYS A YEAR TO LEAVE HARD RUBBISH.

IF YOU HAVE A FENCE THEY CAN'T PICK ANYTHING UP, AND I'VE NEVER SEEN THEM .

IN THE PAST IT DIDN'T HAPPEN - THEY'VE JUST STARTED BUT A BETTER IDEA MIGHT BE FOR RESIDENTS TO CONTACT COUNCIL TO COLLECT HARD RUBBISH WHICH IS WHAT OTHER COUNCILS DO.

IT'S A GOOD IDEA, BUT IT MAKES THE NEIGHBOURHOOD LOOK UGLY AS THEY DON'T TAKE ALL THE STUFF AWAY.

KEEP MISSING MY BIN.

NEED SOME HARD RUBBISH COLLECTION

NOT A REAL HARD WASTE COLLECTION.

NOT ABLE TO LEAVE STUFF OUT THE FRONT OF YOUR HOUSE. BUT AM WAITING TO SEE WHAT WILL HAPPEN WITH THE SITUATION CHANGING SOON.

TOO MANY RESTRICTIONS OF "WHEN AND WHAT".

WE HAVE TO PAY AND TAKE ANY HARD WASTE TO THE DUMP NOW. THEY SHOULD BRING BACK THE TRAILERS TO DISPOSE OF OUR LARGER WASTE.

4. Why are you not satisfied with this aspect – Library services?

Filter: Other (not coded)

EXPENSIVE PHOTOCOPYING
OLD BOOKS WHICH ARE DOG EARED, SMELLY AND DIRTY.
ONLY ONE IN SALISBURY.

5. Why are you not satisfied with this aspect – Neighbourhood or community houses?

Filter: Other (not coded)

DO NOT KNOW WHERE THEY ARE.
NEVER BEEN THERE, SO DON'T KNOW.
NO ONE KNOWS ABOUT WHERE THEY ARE OR WHAT THEY DO.
NOT ENOUGH INFORMATION ABOUT THEM.
THE TOYS IN THE PLAY GROUP WERE OLD AND BROKEN AND THE FACILITIES WERE NOT THAT GOOD.
THEY COULD BE CHEAPER AND OFFER MORE SERVICES

6. Why are you not satisfied with this aspect – Recreational services?

Filter: Other (not coded)

DONT USE THEM MUCH
MORE THINGS FOR TEENAGERS TO DO.
NEED TOILETS AT RECREATION FACILITIES.
NOT GREEN ENOUGH, NOT ENOUGH SHADE
PLAYGROUND IS FULL OF PRICKLES. REALLY BASIC FACILITIES.
PROMISED LIGHTING FOR PARA HILLS FOOTBALL CLUB AND UPGRADE HAS NOT EVENTUATED.
THEY ARE TOO EXPENSIVE. THE SWIMMING POOL AT PARAFIELD GARDENS CLOSES EARLY IN THE SUMMER TIME TO THE GENERAL PUBLIC.
WE HAVE ASKED THEM TO PLANT A TREE ON THE KINGS ROAD/MARTIN ROAD CORNER AND HAVE BEEN ONTO THEM FOR ABOUT 2 YEARS AND THEY KEEP STALLING .

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

Filter: Trees

ALL PARKS

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

Filter: Parks/ Open Space

AURORA RESERVE, A LITTLE RESERVE BUT NEEDS MORE ACTIVITY FOR CHILDREN.
BOLIVAR ROAD.
DOESN'T CATER FOR THE VERY YOUNG. THE EQUIPMENT IS OUT-DATED, NO BABY SWINGS AT LIVERMAN ROAD AND THE WILKINSON ROAD PARKS. THE PARA-HILLS FOOTBALL CLUB IS ALSO NOT SUITABLE FOR TODDLERS AS IT IS METAL.

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

Filter: General Cleanliness

CAN'T NAME THE STREET.

DIRTY, DOG MESS, AND PAPERS/ LITTER AND THE BARK ON THE GROUND IS GETTING MESSY WITH SMOKE BUTTS AT THE WILKINSON ROAD PARK.

FEW MORE FACILITIES AND BETTER MAINTAINED.

GRAFFITI...

JUST GENERALLY. WHEN I AM DRIVING AROUND I SEE SO MUCH GRAFFITI EVERYWHERE.

MAINTENANCE.

MULNA ROAD.

NATIVE TREES IN A PARK DAMAGE THE GRASS. BASKETBALL COURT IS CRACKED.

NATURE STRIPS, THEY ARE OVERGROWN,

NEEDS CUTTING AND RUBBISH COLLECTED

NO LAWNS.

NOT MAINTAINED ADEQUATELY

OFF GLOSTER AVE

RUBBISH.

THE PARKS ARE FULL OF ANTS AND THEY NEED TO BE CLEANED UP, THE PARKS NEED NEW PLANTS, THEY ARE SCraggy AND FULL OF BUGS

THERE IS DOG POO EVERYWHERE, PEOPLE ARE NOT PICKING UP AFTER THEIR DOGS. I FIND THIS IN WALKLEY PARK.

THEY'RE TOO DIRTY, DON'T GET CLEANED OFTEN ENOUGH. BINS TOO FULL, TOO MUCH LITTER AND THE BBQ'S WERE FOWL

UPDATED AT ST KILDA, MAKE THEM MORE WELCOMING.

VALLIANT.

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

Filter: Overgrown

ALL OF THEM IN THE CITY OF SALISBURY AREA.

AVENGER PLACE/RM WILLIAMS DRIVE.

CAN'T NAME THE STREET.

DUNKLEY RESERVE. BROUGHAM DRIVE.

JUST IN GENERAL/ NOT MANY GREEN PLAYGROUNDS FOR THE KIDS

JUST NOT LOOKED AFTER, NOT TAKEN CARE OF. IN WALKLEY RESERVE.

MCGILL CRESCENT.

MULNA ROAD.

NOT CUT GRASS

OFF GLOSTER AVE

OVERGROWN

OVERGROWN IN KINGS RD.

PARALOWIE, ON FAIRBANKS DRIVE.

PARK AT THE END OF CHICHESTER COURT, SALISBURY HEIGHTS AND PARA HILLS OVAL ON NELSON ROAD.

REALLY LONG GRASS.

SMALL PARK OFF AMSTERDAM CRESCENT WHICH GOES THROUGH TO SIR THOMAS MOORE COLLEGE AND THEN HEADS OFF TO KINGS ROAD.

ST KILDA.

THE ARE AROUND THE SALISBURY SWIMMING CENTRE AND IN THE WALKING PARK AREA BEHIND SALISBURY.

THE LAWNS ARE OVERGROWN IN THE PARA HILLS AREA; BARCOO ROAD, LIVERMAN ROAD AND WILKINSON ROAD.

TRIED TO PUT SOME CUSHIONING PINE BARK DOWN, DOES NOT GET TOPPED UP AND TURNS INTO MUD.

WEEDS NEGLECT, WE TAKE PRIDE IN OUR GARDEN AND THE NATURE STRIPS MAKE IT ALL LOOK BAD..

WELBY AVENUE PLAYGROUND. THE PADDOCKS.

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

Filter: Other (not coded)

CRAPPY

NEED MORE LIGHTING.

NO ACCESS TO THE WET LANDS. GUIDED TOURS ARE NEEDED.

NOT ENOUGH TREES AND SHELTER

NOT IRRIGATED.

THEY NEED MORE TREES AND IT NEEDS TO BE A BIT CLEANER PLUS A PROPER AREA FOR THE KIDS TO PLAY.

THEY WERE GOING TO MOVE THE PLAYGROUND AND REPLANT FOR SHADE BUT THEY HAVE NOT DONE ANYTHING FOR AT LEAST TWO YEARS. THEY DONT WATER THE PARKS AND THEY ARE DEAD AND FULL OF ANTS, THE PARKS NEAR BURRI ST.

VERY MINIMAL PLAY EQUIPMENT.

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

Filter: Other (not coded)

BINS KEPT GETTING STOLEN

BOOTH COURT 8 HOUSES IN TOTAL, THE DRIVERS FIND IT TOO HARD TO TURN AROUND IN OUR STREET. THE WEIGHT OF THE TRUCKS DAMAGES THE WATER PIPES AND ROAD SURFACE IN OUR STREET.

COULD NOT FIND DEPOT...

EXTRA BINS ARE NEEDED AND MORE SPECIFIC RECYCLING.

I DON'T GET INFORMATION ABOUT WHERE TO TAKE RECYCLABLES AND AT WHAT TIMES.

PRETEND TO BE GREEN BUT ARE NOT, MORE FOCUS ON RECYCLING WASTE WATER FOR MEDIA EXPOSURE. JUST LEAVE TREES AND LEAVES AND LAWN CLIPPINGS JUST LEAVE NOT COLLECT AND GOES DOWN THE DRAIN.

WE SHOULD NOT HAVE TO PAY FOR THE GREEN WASTE BINS.

9. Why are you not satisfied with this aspect – roads maintenance?

Filter: Garden verge/ Footpath Garden

AROUND SALISBURY AREA

HORWOOD STREET, PLOUGH STREET, MCCORMACK STREET, MANDARRA COURT.

I DONT HAVE A FOOTPATH

IT HAS A VERY LOW MAINTENANCE & NOT REGULARLY AS WELL AS A VERY MESSY AFFAIR.

KESTERS ROAD PARA HILLS.

PALMER COURT, POORAKA.

THEY LET THE GRASS GROW TOO LONG BETWEEN CUTS, THEN IT'S LEFT TO WHASH DOWN THE DRAIN.

9. Why are you not satisfied with this aspect – roads maintenance?

Filter: Footpath

BALDOCK ROAD.

CANTERBURY DRIVE.

GRASS CUT , DON'T LIKE THE BLOWERS, DOWN THE DRAIN AND LITTER LIKE TAKE AWAY FOOD WRAPPERS

HORWOOD ROAD, MC KORMAK RD ARE COVERED IN BLACK SKID MARKS

I DONT HAVE A FOOTPATH

KESTERS ROAD PARRA KILLS.

MARINE TCE PARA VISTA

NOT MAINTAINED

OLD TREES UPROOTED PATHWAYS AND REPAIRS NOT ADEQUATE, ALL CRACKED AND NOT FIXED PROPERLY.

PALMER COURT, POORAKA.

PARAFIELD GARDENS.

PLOUGH STREET, MCCORMACK STREET.

TODD RD WOULD LIKE A FOOTPATH

TOO MUCH TREE FOLLIAGE ON THE FOOTPATH & CREATES DANGER TO THE PEDESTRIAN WALKING BY. FOOTPATH UNEVEN CREATING A POTENTIAL FOR ALL PEOPLE TO BE BADLY INJURED.

TREE ROOTS COMING THROUGH THE KERB AND MAKING THE FOOTPATH AND ROAD UNEVEN AND CRACKED

UNEVEN SURFACES. BRADMAN ROAD AREA. NO CONSULTATION WITH RESIDENTS ABOUT ROAD REPAIRS,

WEERENA ROAD, TREE AFFECTS FOOTPATH

9. Why are you not satisfied with this aspect – roads maintenance?

Filter: Kerbing/Gutter

BURTON ROAD. MAINTENANCE ON ROAD.

MCCORMACK STREET, PLOUGH STREET, MANDARRA COURT.

MCINTYRE ROAD IS WEATHERED AND HAS POT WHOLE FROM HEAVY TRAFFIC.

PARAFIELD GARDENS

POT HOLES AND POOR QUALITY ON MAXWELL ROAD AND MILNE ROAD AND SIDE STREETS RUNNING OFF OF THOSE.

TAYLOR AVENUE AT SALISBURY HEIGHTS

THE DRIVEWAY FROM THE ROAD BROKEN...

WEERENA ROAD

9. Why are you not satisfied with this aspect – roads maintenance?

Filter: Cleanliness

BAGSTER ROAD.

CRACKS IN THE KERBING, FINNISS AVE AND MARRETT DRIVE.

HORWOOD AND MCKORMAC RD COVERED IN BLACK SKID MARKS

MCINTYRE ROAD.

9. Why are you not satisfied with this aspect – roads maintenance?

Filter: The Road/ Bumpy Road (not coded)

ANDREW SMITH DV PARAFIELD GARDENS.

AROUND POORAKA.

BAINES AVENUE AND PARK TERRACE

BAXTERS ROAD-POT HOLES.

BEAFIELD AND GOODFIELD ROADS.

BRIENS ROAD EXTENTION OF BRIDGE ROAD UP TO JUNCTION ROAD.

CALINA AVENUE. RIGHT ROAD.

CHURCHILL DRIVE, MILNE ROAD, NORTH EAST ROAD, CRAIGMORE ROAD.

CROSS RDS.

DUKE AVENUE AND WILKINSON ROAD AND MILNE ROAD.

END OF DIAGONAL ROAD, AND ALSO SECTIONS OF DIAGONAL ROAD. WHITES ROAD INTERSECTION, NOT SURE OF THE OTHER ROAD.

EVANS COURT ONLY BEEN RESURFACED ONCE IN THE LAST 20 YEARS.

GARFIELD RD. REDBANK RD.

KINGS RD MAINLY. ALSO MARTINS RD.

MAIN NORTH ROAD FROM FROST ROAD TO KINGS ROAD CITY BOUND AND CLEAR LINE MARKING WHERE THE TRAFFIC LANES MERGE IN THIS SECTION.

PALANA AVENUE.

PARTS OF BRIDGE ROAD, SOME OF MONTAGUE ROAD.

PEONY COURT

PLOUGH STREET, MCCORMACK STREET.

ROADS, SPECIFICALLY POPLAR ROAD HAS CRACKS AND POT HOLES, ALSO NEIGHBOURING ROADS ARE THE SAME.

ROUNDBABOUTS HAVE BEEN HAPHAZARD, REMOVED & REPLACED, DIFFICULT TO NAVIGATE AROUND. OTHER TRAFFIC CONTROL MEASURES WOULD BE MORE EFFECTIVE. IE: LANCASTER AV IS A MAJOR PROBLEM FOR NAVIGATING, CAUSES AGGRAVATION, NOT CLEAR ON TRAFFIC FLOW/DIRECTION.

SAINTS RD AND FENDON RD ARE SOME OF THE WORST

SNOWDEN AVE

THOMPSON ST.

TO MANY POTHOLES AND DIPS, FAIRFAX ROAD IN PARTICULAR IS DREADFUL.

WATERLOO CORNER ROAD, GULLIVER ROAD, DIMENT ROAD.

WEERENA ROAD

9. Why are you not satisfied with this aspect – roads maintenance?

Filter: The Road/ Bumpy Road (not coded)

AROUND THE MC GILL CRESCENT NELSON RD AREA

BALDOCK ROAD.

BALOO RD, BURRI ST

BINGAM ROAD HAS BEEN DUG UP TO GET TO A DRAIN BUT JUST LEFT WITH DIRT, NOT PROPERLY FILLED.

BLACKTOP ROAD.

BROUGHAM DRIVE AND SURROUNDING STREETS.

BURTON ROAD, BOLIVAR ROAD AND DIMENT ROADS.

CORNWALL DRIVE, BIG POT HOLE

HIDDEN POT HOLES, ROADS ARE DAMAGED BECAUSE OF BAD WEATHER, AND NOT FIXED PROPERLY, BETWEEN MAIN NORTH RD TRAVELLING ON KINGS ROAD HEADNG UP TOWARDS BRIDGE ROAD, UP THE TOP KINGS RD GOING ON TO MC INTIRE RD, WHEN YOU GET PAST THE GOLDEN WAY GOING UP THE ROAD IT'S VERY DIPPING. WHERE YOU TURN ON TO LYNETTE RD THERE SHOULD BE A ROUND ABOUT.

IN THE PARAFIELD GARDENS AREA

LONDONDERRY RD HAD HUGE HUMPS AND ARE REALLY NOISY

MARGARET AVENUE.

NEAR FENDAN RD, NOT SURE?

OUR ROAD, ELLIOTT ROAD , THE FIXED IT AND LEFT IT IN A MESS, LOTS OF GRAVEL AND BAD SURFACE.

PARAFIELD GARDENS

PENNER CRESCENT, THEY WERE RESURFACING IT AND THEY DIDN'T INFORM ME OF IT. SO WHEN I CAME BACK FROM WORK I WAS TOLD TO PARK MY CAR AND GO FOR A WALK FOR HALF AN HOUR BEFORE I COULD GET TO MY HOUSE.

POTHOLES AND TRAFFIC CONGESTION AND BRIDGE SINGLE OVER MAWSON LAKES.

POTTEN ST.

ROADS UNFINISHED OR THE WAY ITS BEEN DONE THERES STONES EVERYWHERE

ROBERT COURT AND THE BOTTOM OF MARRETT DRIVE.

SALISBURY COMMUNITY SURVEY - AUGUST 2008

SALISBURY HIGHWAY, HOLLYWOOD PLAZA, CNR WATERLOO ROAD, PARK TCE , STANBELL RD , CROSS KEYS ROAD, ALL HORRIBLE ROADS

SAPPHIRE TCE HASNT BEEN SEALED FOR A COUPLE OF YEARS. YOU CAN TELL THE DIFFERENCE WHEN COMING OFF THE OTHER ROADS

THE ROADS ARE UNEVEN, KALINA AVE.

THE ROADS HAVE DETERIORATED AND THEY NEED REDOING AROUND PARALOWIE AND SOME OF THE ROADS STILL DO NOT HAVE GUTTERS.

WATERLOO CORNER ROAD, BAXTERS ROAD, OLIVER ROAD

WOOLANE , DIAMENT , BOLIVAR ROADS

9. Why are you not satisfied with this aspect – roads maintenance?

Filter: The Road/ Bumpy Road (not coded)

MORGAN ST ..NEEDS A ROUND ABOUT
WELBY AVENUE.

9. Why are you not satisfied with this aspect – roads maintenance?

Filter: Tree

TREE ROOTS, DIAMENT RD
WEERENA ROAD

9. Why are you not satisfied with this aspect – roads maintenance?

Filter: Traffic Flow

BELOO ST
BURTON ROAD.
KELVIN RD PUTTING A MINI ISLAND ON A BEND IN THE ROAD, IT WILL CUT OUT THE PARKING
LANES ARE CAUSING TRAFFIC SNARLS AT THE CORNER OF BAGSTERS AND WATERLOO CNR ROADS..
SALISBURY HIGHWAY, KINGS ROAD, GAWLER STREET.
SALISBURY HIGHWAY.
SALISBURY HIGHWAY
TODD ROAD.
TOO MANY ROUND-ABOUTS, EVEN BUS CANNOT GET THROUGH. NEAR WHITE ROAD- SIDE STREET.
TRAFFIC CONJECTION DUE TO ROADWORKS, NEED FOR MORE TRAFFIC LIGHTS
TRAFFIC FLOW AT THE FRONT OF SANCTUARY DRIVE WHERE THEY REWORKING THE SURROUNDING ROADS.
WATERLOO CORNER/WHITES ROAD, SALISBURY HWY/ ROAD TO MAWSON LAKES- OVER THE BRIDGE
WELBY AVENUE.

9. Why are you not satisfied with this aspect – roads maintenance?

Filter: Drainage/Flooding

AT THE CORNER OF LAWRIE AVENUE AND DAVIS STREET.
NORTHWATER WAY.
NOTHING.
PAULINE COURT.
POTHLES AND DRAINAGE...
ROAD NOT LEVEL OR EVEN TOO MUCH WATER COLLECTION IN LOWER AREAS TOO DANGEROUS WHEN DRIVING ON THE
INTERSECTION OF WALKLEYS ROAD AND WRIGHT ROAD NOT REPAIRED PROPERLY JUST PATCHED UP AND NOT A LONG TERM
SOLUTION
THE FOLLIAGE IS DEFINITELY A MAJOR INFLUENCE ON THE BLOCKAGE.
WEROONA ROAD

9. Why are you not satisfied with this aspect – roads maintenance?

Filter: Lighting

KESTERS ROAD PARRA HILLS

MCINTYRE ROAD.

NOT ENOUGH LIGHTING IN OUR STREET, VERY DARK ON BARNES CRT, PARAFIELD GDNS.

POOR LIGHTING IN SALISBURY CBD

THE YELLOW LIGHTS ARE NOT ILLUMINATED ENOUGH ON ALL ROADS.

9. Why are you not satisfied with this aspect – roads maintenance?

Filter: Other (not coded)

DOESN'T LOOK NICE, DRIVING IS UNCOMFORTABLE EXPERIENCE.

GUAGE COURT TOOK A LONG TIME TO PUT SIGN UP 2 YEARS ALSO UNITED WATER REPAIRED PROBLEM IN STREET LEAK JUST RECENTLY FIXED AFTER 18 MONTHS COMPLAINTS

MORE BITUMEN ON SOUTH TERRACE AS PEOPLE VISITING THE PARK TEND TO TAKE OFF IN A HURRAY AND LEAVE DUST BEHIND.

NEED A PROPER POST AND RAIL PERMANENT FENCE TO STOP THE TRAFFIC COMING OFF THE MAIN NORTH ROAD ON TO HEATHERSETT DRIVE BECAUSE THE CARS GO THROUGH AND DESTROY THE EXISTING VEGETATION.

NONE

NOT HAPPY WITH ORGANISATION OF ROUNDABOUTS, PEOPLE DRIVE STRAIGHT ACCROSS, THEY'RE UNNECESSARY.

PEOPLE USE THE SIDE STREETS FROM ONE MAIN ROAD TO THE OTHER AT TERRIBLE HOURS, WAKING ME UP. (COMING OUT OF JESSY STREET, RIGHT ON CAULFIELD, TURNING RIGHT ON ASCOT DRIVE.)

ROAD CLOSURES AND DETOURS..

ROAD WORKS THAT ARE DONE IN PEAK HOUR.

SPEND MONEY AND THE ROAD IS NOT STILL RIGHT

THE QUALITY OF THE ROADS ARE NOT GOOD

TOO LATE IF AFTER 6PM AT NIGHT FOR PICKUP, UNABLE TO PUT BIN AWAY & LOCK UP. SOMETIMES NO COLLECTION TILL NEXT MORNING.

TOO MUCH ROAD WORKS AT THE SAME TIME, PT WAIKFIELD ROAD INTERSECTION.

TREE ROOTS DAMAGING THE ROADS.

TRUCKS AND HEAVY VEHICLES ARE WRECKING THE ROAD KINGS AND SHEPERTON ROAD. BAD POT HOLES.

VERY BUMPY AND CRACKED ROADS.

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

Filter: Other (not coded)

AN OPEN AREA....

BUSES AND TRAINS.

CULTURAL INTERESTS AND DIVERSITY

DEVELOPING WELL FROM THE CITY.

DOG PARKS.

ENVIRONMENTAL PROGRAM AND DISABILITY ACCESS

FINANCIAL.

FRIENDLY COMMUNITY. EVERYTHING'S HERE.

GOOD INFRASTRUCTURE

ITS HISTORY, ITS GOT A GOOD HISTORY. QUITE A HERITAGE OF PEOPLE WHO ARE STILL HERE.

ITS WETLANDS. THE DOGGIE AREAS

LARGE IN IMPROVEMENT

MAKING IT A LIVEABLE CITY

MUTUAL CULTURED AND AFFORDABLE LIVING.

NEIGHBOURHOOD WATCH, YELLOW DIRECTORY.

NOT A HIGH POPULATION.

NOT OVER POPULATED.
PROGRAMS THAT ARE HELPING THE YOUTH AND THE DISABLED.
PUBLIC TRANSPORT.
REDEVELOPMENT
SAFETY.
THE JACK YOUNG CENTRE, IS VERY GOOD.
THE PREMIER LIVES HERER
THE WAY THEY PROMOTE LOCAL BUSINESS.
THEY ARE GOOD AT MAKING MONEY.
VALUE FOR MONEY

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

Filter: Other (not coded)

BEST LORD MAYERS, GOOD ALTHETES, ALOT OF VOLUNTEERS.
CHEAPER LIVING.
DIVERSITY.
DOG PARKS.
GOOD TAKE AWAY FOODS
ITS AN EXPANDING AREA.
LIKE THE SALISBURY DIRECTORY WHICH IS DELIVERED EVERY YEAR. CUTTING GRASS AND PARK MAINTENANCE IS BETTER THIS YEAR AND WORKERS ARE COURTEOUS.
NICE QUIET AREA NOT MUCH TROUBLE OVERALL FAIRLY WELL MAINTAINED
OTHER SUBURBS, LIKE MAWSON LAKES.
PLEASANT SUBURB
PUBLIC TRANSPORT.
RAPID GROWTH.
RESOURCES. LOTS OF PAMPHLETS FOR HELP ..OUTREACH PROGRAM ARE VERY GOOD
THE COUNCIL EXPANDS THE MONEY IN PLACES WHERE PEOPLE CAN USE THEM.
THE LITTLE PARA RIVER AND THE GOLF COURSE ARE VERY SCENIC.
THEY ARE UPGRADING THE WHOLE AREA.
TRYING TO KEEP UP WITH THE TIMES IE. IN THE WAY OF MODERNIZING WITH NEW SIGNAGES AND MAKING SALISBURY MORE APPEALING LIKE KEEPING UP WITH MAWSON LAKES. MULTICULTURAL ASPECT WITH WORKING WITH THE SUDANESE WITH LEARNING CENTRES AND EMPLOYMENT.
VOLUNTEERS
WETLANDS. ATTRACTING BUSINESS INTO SALISBURY. SALISBURY AWARE MAGAZINE.

11. Thinking about when you moved into the City of Salisburyarea, what attracted you to living in the area?

Filter: Other (not coded)

A PARTICULAR HOUSE IN THE ARE HAD WHAT I WANTED.
ASIAN GROCERY, HOSPITALS, MEDICAL
AVAILABILITY OF THE RACE TROTTING TRACK....
BETTER QUALITY OF HOUSING IN THE PARTICULAR AREA I'M IN.
CLEAN AND QUIET.
CLOSE TO YORK PENINSULAR.
FAMILIARITY.
GOOD ROADS AND DRAINS - PARA HILLS WAS A PLANNED PLACE.
I LIKED THE HOUSE THAT I BOUGHT, AND IT JUST HAPPENED TO BE IN SALISBURY.
IT WAS GOOD LAND, WE HAD A GOOD DEAL. THE LAND WAS GOOD, WE WERE ONE OF THE FIRST IN THE STREET. ALTHOUGH WE HAVE NEVER HAD A VISIT FROM A COUNCIL MEMBER TO CALL WHEN THEY HAVE NOTIFIED US OF A VISIT.

IT WAS TO HAVE CLEANER AIR LESS POLLUTION AND OPEN SPACES.
JUST HAPPENED TO LIKE THE HOUSE. WAS IN ASSOCIATED AREA PREVIOUSLY.
LIKE IT BECAUSE THERE ARE NO HILLS
LIKED IT NO FACTORIES CLEAN
NEAR THE BEACH...
SALISBURY HAS A GOOD REPUTATION.
SPORT
THE RETIREMENT VILLAGE
THEY BUILT A LIFESTYLE VILLAGE
TO PLAY FOOTY FOR SALISBURY NORTH....
WAS A YOUNG AREA, CLOSE TO ALL AMENITIES.

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

Filter: Other (not coded)

A BETTER VENUE FOR THEATRE IN SALISBURY.
BETTER FACILITIES OF THE CITY KIND.
CATER FOR WIDER RANGE OF COMMUNITY AND NOT JUST MAWSON LAKES RESIDENTS.
CHANGE THE STIGMA ATTACHED TO THIS AREA. MY HOUSE INSURANCE IS MORE EXPENSIVE IN THIS AREA.
COUNCIL SHOULD DO MORE FOR THE OLDER AREAS, SPENDING MONEY ON MAWSON LAKES AND NEGLECTING US, PARALOWIE
GET DECENT COUNCIL WORKERS. THEY WASTE TOO MUCH TIME.
GET PEOPLE WITH VERY UNTIDY YARDS TO CLEAN THEM UP.
HOUSES FACING THE SALISBURY HWY ARE NOT GETTING THE GARDENS LOOKED AFTER. LIKE THE GOLDEN GROVE COUNCIL DO. WE
PAY THE SAME RATES, WE SHOULD HAVE BETTER GARDEN CARE ALONG THERE.
IMPROVED RECYCLING...
IN THE SQUARE THE UMBRELLAS ARE IN THE WRONG PLACE.
LESS LIGHT PLANES FROM PARAFIELD GO UNTIL 10 P.M. 2-3 NIGHTS A WEEK. SLOW DOWN TRAFFIC WITH HUMPS.
LOOKING AFTER THE WETLANDS AND MAKING SURE WE ARE PROTECTED FROM FUTURE PEST SUCH AS MOSQUITOS. SO THAT WE
DON'T BREED DISEASE.
MORE FAVOURABLE REPORTING IN THE MEDIA AND BETTER AREA SPECIFIC REPORTING
MORE OFTEN CLEANING OF STREETS. MOBILE LIBRARY ONCE A WEEK IN BRAMA LODGE. MORE INFORMATION ABOUT MOBILE LIBRARY
MORE PUBLIC PH BOXES
MORE RECYCLED WATER
MORE SHOPS IN THE MALLS.
MORE VARIETY OF SHOPS CLOSE BY.
MULTICULTURAL PEOPLE ARE TURNING THIS AREA INTO A SLUM WITH THEIR CULTURAL HABITS ALL OVER THE DISTRICT, STALLS SET
UP FROM PRIVATE CARS, TROLLEYS LEFT EVERYWHERE OVER DISTRICT. CATALINA AV IS WORST. HEALTH DEPT NEEDS TO CLEAN
UP SOME OF THE ETHNIC SHOPS.
PUT POWER LINES ALL UNDERGROUND.
SHORTEN TIME TO APPROVE OF BUILDING PLANS (EG. HOMES).
THE CONVERSION OF SAHT AND RENTAL PROPERTIES TO OWNER OCCUPIERS.
TO DO MORE WITH WATER MANAGEMENT. IMPROVE SCHOOLS AND FACILITIES - ONE LARGE PUBLIC SCHOOL HAS RECENTLY BEEN
DOWNSIZED. SCHOOLS NEED TO BE KEPT AT THEIR BEST. MORE CHILDCARE CENTRES NEEDED.
TO HAVE A DOG PARK IN THE COUNCIL AREA.
TRAFFIC, RESTAURANTS
WRIGHT RD IS A POORLY MAINTAINED ROAD VISUALLY - MORE STREETSCAPING REQUIRED AND SURFACE IS NOT GOOD

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

Filter: Other (not coded)

BETTER CHILDCARE FACILITIES.
CONTINUE THE WATER MANAGEMENT SCHEME AND RATES ARE COMPETITIVE KEEP THEM THAT WAY
ELECT NEW BOARD MEMBERS. CATER FOR THE NEW GENERATION. CHANGE ZONING AT ST KILDA. FLEA MARKET AT ST KILDA.
EXPAND THE STORM WATER HARVESTING AND SUSTAINABLE LIVING .
FENCING IN THE PLAYGROUNDS IS NEEDED ON BUSY STREETS.
GET RID OF THE STATE GOVERNMENT INTERVENTION.
GRAFFITI
HAVING MORE WOMEN ON COUNCIL.
HEALTH CARE FACILITIES.
MAKE HOUSING TRUST TENANTS TAKE RESPONSIBILITY TO ENSURE HOMES ARE CLEAN AND GARDEN AREAS ARE MAINTAINED. ALSO CLEAN UP GRAFFITI IN THE AREA. MORE TOUGHER PUNISHMENT FOR THOSE BREAKING TREES. NEW TREES PUT AND BROKEN.
MORE DOG PARKS.
MORE DOGS FACILITIES AND MORE DISPOSABLE DOG BAGS AVAILABLE.
MORE INDUSTRY AND MORE QUALITY HOUSING
MORE OPTIONS, FOR THE COMMUNITY CENTRES, NEED THEM A BIT CLOSER TO HERE.
MOVE THE RAAF BASE TO ANOTHER LOCATION.
NOT WASTING MONEY ON ALL NEW SIGNS
RECEPTION ON TELEVISION.
SOCIO-ECONOMIC ISSUES
TRAIN CROSSINGS NEED ATTENTION, BIT DANGEROUS.
WE SHOULD BE ABLE TO PUT A FENCE UP TO KEEP PEOPLE OUT.

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

Filter: Other (not coded)

ANYWHERE AT NIGHT
ATTACKED BY OTHER DOGS WHEN OUT WALKING OWN DOG.
FEW ASSAULTS HAVE OCCURRED IN THE AREA.
GRAFFITI
JUST LIVE NEAR A LOT OF CRAZIES.
LACK OF LIGHTING
LOTS IF ILLEGAL ACTIVITY NEAR MY HOME, SPECIFICALLY SELLING OF CARS. NEIGHBOURHOOD FIGHTS.
NEIGHBOURS PEERING OVER FENCE.
ON THE STREETS AT NIGHT TIME.
RENTAL HOUSES PARTY'S, TRANSIENT COMMUNITY NOT LOOKING AFTER THEIR HOUSES AND COMMUNITY.
THE CRIME RATE IS VERY HIGH.
THE REPUTATION SALISBURY HAS FOR CRIME ETC.
TOILETS AND TRAIN STATION NEED RE-DOING.
TOO LARGE A DIVERSITY OF PEOPLE
UNSAFE AFTER DARK
WE REALLY NEED MORE LIGHTING.

20. Is there anything that would make you feel safer in the City of Salisbury area?

Filter: Other (not coded)

A MORE ACTIVE NEIGHBOURHOOD WATCH PROGRAM
BETTER CONTROL OF LOCAL SCHOOL STUDENTS
BETTER FACILITIES FOR YOUNG ONES TO GO TO.
BETTER SECURITY
EMPTY HOUSING TRUST UNITS IN MY STREET, VANDALIZED , GRASS GROWING TALL, ABOUT 10 UNITS EMPTY !!!! COUNCIL COULD LOOK AT WHY STATE GOV ARNT OFFERING HOUSING TRUST UNITS TO PEOPLE
GET RID OF THE ABORIGINALS
I DO NOT FEEL SAFE WITH THE TRAFFIC DOWN JOHN STREET AS THE MOTORISTS DO NOT NOTICE THE PEDESTRIANS.
I'M TOO OLD TO MOVE BUT I WOULD, IF I COULD, AND I DON'T TRUST THE NEWCOMMERS,
IF THE COUNCIL WOULD LET ME PUT UP AN 8 FT FENCE IT WOULD MAKE ME AND MY FAMILY FEEL SAFER.
INAPPROPRIATE SIZE OF TREES IN BOOTH COURT
INCREASING THE SPEED LIMITS.
LESS CRIME
LESS HOUSING COMMISSION WITH ABORIGINALS.
LESS PEOPLE UNEMPLOYED.
MAKE SURE PEOPLE ARE AROUND OTHERS EG FREINDS
MORE COMMUNITY ACTIVITIES FOR THE YOUTH, GIVE THEM SOMETHING TO DO.
MORE EDUCATION FOR KIDS AND LOOKING AFTER THE FAMILY STRUCTURES.
MORE SPEED CAMERAS TO KEEP SPEEDING DOWN. MORE SIGNS INDICATING THE 50 KM PER HOUR ROADS.
MORE YOUTH FACILLITIES.
MOVE
NEIGHBOURHOOD WATCH AND SAFETY HOUSES
SET UP A NEIGHBOR HOOD WATCH. GET THE LOCALS TO BE MORE INVOLVED.
THE COUNCIL COULD OFFER ADVICE ON HOME SECURITY AND PERSONAL SECURITY.
THE PEOPLE WHO RENT OUT PROPERTIES IN THE LOCAL AREA LEAVE A LOT TO BE DESIRED
THE ROAD NEAR THE LIBRARY AND THE WESTPAC BANK NEEDS TO BE MORE PEDESTRIAN FRIENDLY IE DRIVERS NEED TO BE MORE AWARE OF PEDESTRIANS MAYBE A PEDESTRIAN CROSSING.
THERE ARE ISSUES REGARDING INDIGENOUS AUSTRALIANS.
ZERO TOLERANCE FROM POLICE. ON THE SPOT INTERVENTION, RATHER THAN PAPER WORK AND A SLOW PROCESS IN ANYTHING HAPPENING TO PREVENT IT.

20. Is there anything that would make you feel safer in the City of Salisbury area?

Filter: Other (not coded)

BETTER LAWS AND MORE REPRIMANDS IN REGARDS TO LAW BREAKERS
BETTER QUALITY STREETS
DRIVING AT NIGHT IS BAD IN SOME AREAS.
FENCING.
HARSHER PENALTIES FOR CRIMINALS
MORE SAFE HOUSES NEIGHBOURHOOD WATCH
MORE SPEED HUMPS
PARENTAL RESPONSIBILITY
SPEED HUMPS ON CEAFIELD ROAD.
THEY NEED SECURITY AND MORE JOBS IN THE HOUSING TRUST AREA . THERE IS A LOT OF CRIME IN THE HOUSING TRUST AREA.
WE HAVE NEIGHBOURS THAT HAVE DRUG AND VIOLENCE ISSUES.
YOUTH RIDING BIKES WITHOUT HELMETS AND NOT CARING ABOUT TRAFFIC.

25. Do you have any suggestions for improvement?

Filter: Yes (not coded)

A SECTION FOR FEEDBACK ON ARTICLES.
CROSS WORD PUZZLE IN IT.
DO NOT RECEIVE THAT MAGAZINE.
EACH COUNCIL WARD MEMBER COULD GIVE A REPORT ON WHAT'S HAPPENING. TO BE MADE ACCOUNTABLE.
FOR MORE PEOPLE TO READ ABOUT IT, APPEAL TO A WIDER GROUP OF PEOPLE.
GET RETAIL SHOPS TO ADVERTISE AND PROMOTE THEIR BUSINESSES.
HAVE MORE INPUT FROM LOCAL COMMUNITIES.
I AM VISUALLY IMPAIRED SO I CANNOT READ THE MAGAZINE BY MYSELF SO IF IT WERE ONLINE OR EMAILED TO ME I COULD USE SCREEN READING SOFTWARE AND WOULD BE ABLE TO ACCESS THE MAGAZINE.
I WOULD LIKE TO HAVE IT DELIVERED REGULARLY IN 6 YEARS WE HAVE GOT MAYBE 3 OR 4 TIMES. ALSO IT NEEDS TO HAVE MORE ABOUT NEIGHBOUR WATCH INFO.
ITS TOO UPMARKET AND GLOSSY, MORE NEWSPAPER-LIKE AND CONDENSED. ALSO WOULD BE GOOD TO RELATE TO THOSE OUTER SUBURBS, TOPICS THAT RELATE TO US.
LIGHTING IN WALKWAYS, OFF HILLDITCH DRIVE THE WALKWAY GOES TO THE RAILWAY LINE AND IS VERY DARK AT NIGHT. DOGS SHOULD BE ON LEADS IN THE WALKWAYS
LIKE TO SEE A SMALLER PUBLICATION IN TERMS OF HEIGHT.
MAKE IT MORE ENTERTAINING.
MORE RECIPES.
ON CRACKDOWN ON ILLEGAL SELLING OF CARS. MORE TRANSPORT EARLY IN THE MORNING. MORE UPKEEP IN THE VERGES AND FOOTPATHS.
PUT MARKET HOURS IN. MAKE THE MAGAZINE BIGGER.
SPEAK TO PEOPLE IN LANGUAGE THEY UNDERSTAND
SPEND THE MONEY ELSEWHERE
STOP BEING SO SELF INDULGENT. IT IS AN ADVERTISING CAMPAIGN SPRUKING UP THEMSELVES (THE COUNCIL).
THERE HAS GOT TO BE MORE INFORMATION ON EVENTS-USE THE RADIO. JUNK MAIL IS ALWAYS IN OUR LETTER BOX AND EVERYTHING IS THROWN OUT. RADIO IS A BETTER SOURCE.
THEY COULD HAVE MORE ADVERTISING TO ATTRACT MORE WORKING CLASS PEOPLE TO THE AREA AND PROMOTE A MORE POSITIVE IMAGE OF THE AREA. PROMOTE THE MULTICULTURAL IMAGE OF THE AREA AND TRY TO ATTRACT YOUNG FAMILIES TO THE COUNCIL AREA AND GIVE THEM EMPLOYMENT OPPORTUNITIES AND PROMOTE A CLEANER TRAFFIC IMAGE IN THE AREA.
THEY NEED TO SPEND MORE MONEY ON THE BEAUTIFICATION OF INGLE FARM STREET LIGHTING NEED BETTER STREETLIGHTING I HAVE BEEN HERE 37 YEARS NO IMPROVEMENT TOO DANGEROUS FOR DRIVERS IT IS TOO DARK NEAR WRIGHT ROAD NEAR THE PARK
TOO BROAD, NEEDS TO BE NARROWED DOWN TO AREAS

28. Can you suggest any improvements to these services?

Filter: Yes (not coded)

OLDER PEOPLE HAVING MORE FOLLOW UP WHO NEED LOOKING AFTER LIKE PEOPLE COMING OUT OF HOSPITALS.
THEY NEED MORE COMMITTED VOLUNTEERS, HAVE LESS WORK FOR THE DOLE PEOPLE AND WORKCOVER PEOPLE ON THEM.
YES THE CARERS NEED TO BE IMPROVED THEY NEED TO TRAIN THE YOUNG PEOPLE TO COOK AND CLEANING. I AM SCARED TO HAVE ANOTHER CARER IN MY HOME. I HAVE HAD CARERS LEAVE ME IN THE BATH AND USE MY PHONE FOR PERSONAL USE AND JUST ABUSE THE USE OF MY HOME AND ME. I THINK THAT THE COUNCIL NEEDS TO HAVE A REALLY GOOD LOOK AT THE CARERS THEY ARE SENDING INTO PEOPLE HOUSES. AS I AM SCARED TO GET SICK AGAIN AND HAVE TO USE THEM.

31. Why haven't you volunteered your time?

Filter: Other (not coded)

DON'T DRIVE.

I CONTRIBUTE ALREADY THROUGH MY JOB AS A TEACHER.

I HAVE SPENT THE LAST 5 YEARS LOOKING AFTER MY FATHER IN LAW, NOW THAT HE'S GONE I WILL BE LOOKING FOR AN ALTERNATIVE ACTIVITY.

INDEPENDANT PERSON

SPEND PART TIME LIVING IN ANOTHER AREA.

TOO OLD.

WASN'T AWARE THAT I WAS ABLE TO VOLUNTEER

WE HAVEN'T LIVED HERE LONG.

33. Where do you have access to the Internet?

Filter: Other (not coded)

CHURCH, LIBRARY

COMMUNITY CENTRES.

NEIGHBOURHOOD CENTRE

NEIGHBOURHOOD HOUSE.

THROUGH NEIGHBOURHOOD WATCH.

YOUTH CENTRE.

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

BASE: Used City of Salisbury website Other (not coded)

LOCAL AND FAMILY HISTORY

WALKING TRAIL INFORMATION. DOG REGISTRATION.

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

Filter: Other (not coded)

AFFORDABLE HOUSING AND CRIME

BETTER TRANSPORT AND A BETTER SHOPPING CENTRE.

CLEANLINESS

COMMUNICATION BETWEEN RATEPAYERS.

CRIME

GRAFFITI.

HOON DRIVING

HOUSING AND ROAD MAINTENANCE.

I FEEL BUSINESS IS NOT DOING THEIR FAIR SHARE OF RECYCLING, GRAFFITI, BETTER POLICING OF ENVIRONMENTAL ISSUES

JOBS FOR YOUNG PEOPLE AND IN GENERAL. HEALTH ISSUES.

JOHN STREET.

NONE

NOTHING AS THEY ARE DEALING WITH ANY ISSUES.

PLANNING COULD BE RECONSIDERED FOR FUTURE HOUSING DEVELOPMENT RE FLOODING ^& ENVIRONMENTAL ISSUES, ESPECIALLY AROUND THE COASTAL REGION.

PROVIDING A SAFE ENVIRONMENT FOR CHILDREN.

PROVIDING RESIDENTS WITH SUBSIDIES FOR SOLAR PANELS AND THE LIKE.

RECYCLING, POLLUTION AND VIOLENCE
ROAD CLEANLINESS.
ROAD MAINTENANCE, PARKING IN SHOPPING CENTRES.
ROADWORKS
STRAY/FERRELL CATS, ALL CATS ON THE LOOSE ARE A NUISANCE.
TRAFFIC AND POLLUTIONS FROM VEHICLES. MAINTAINS IN GENERAL AND PROVISION SERVICES FOR GREAT NUMBERS.
UPGRADE APPEARANCE OF THIS PARTICULAR AREA - FEEL THIS AREA IS FORGOTTEN BECAUSE WE ARE ON THE BOUDARY OTHER COUNCILS
VANDALISM,
VANDALISM. STREET DUMPING
WILD CATS IN OUR AREA DRIVE US MAD
WOOD BURNING STOVES SHOULD BE BANNED. TREES IN THE AREA ARE NOT MAINTAINED AS WELL AS THEY SHOULD BE.

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

Filter: Other (not coded)

COMMUNITY PLANNING
CRIME, YOUTH GANGS
DRUGS , FLIES
DURING BAD WEATHER, LOTS OF DEBRIT FROM PLANTS. BLACK SEPAGE IN GUTTERS. DIFFERENT PLANTS TO BE USED.
EDUCATING A HEALTHY ENVIRONMENT AND LIVING.
EDUCATION AND JOB GROWTH...
EMPLOYMENT, SECURITY.
HEALTH
KEEPING WATERWAYS AND PARKS CLEAN.
LAND USE.
MAINTENANCE OF OPEN SPACES.
MAINTAINING NICE PARKS AND RESERVES.
MAINTENANCE OF LOCAL PARKS AND STREET TREES.
MOSQUITO PROBLEM, GENERAL POLLUTION.
MOSQUITOES. SAFETY IN THE COMMUNITY.
OPEN SPACE
PEOPLE DRIVING TOO FAST DOWN THE ROADS.
PEST CONTROL, ANT, WASPS
POVERTY.
SAFETY
SAFETY AND KEEPING AREA CLEAN
SECURITY.
SOLAR INITIATIVES AND RECYCLING
TRAFFIC CONTROL INCLUDING CONTROLLING HOONS. SAFETY OF THE POPULATION.
URBAN SPREAD.
VANDALISM.
WHEN CUT THE GRASS STREET CLEANER SHOULD VISIT SAME DAY. OTHERWISE CUTTINGS GO DOWN THE DRAINS.

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

Filter: Other (not coded)

CHEAPER AND MORE SUSTAINABLE HOUSING.
GETTING CARS OFF THE ROAD TO BREATHE FRESH AIR. MOSQUITOES IN THE SUMMER.
KEEPING UP WITH MAINTAINING ROADS AND FOOTPATHS.
MAINTENANCE OF THE CLEANLINESS OF THE AREA , EG THE FOOTPATHS, PLANTING THE CORRECT TREES.
PARK MAINTENANCE.
STREET PLANNING

39. 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 (not coded)

ALL THREE
AT SCHOOL, EDUCATION DEPARTMENT
DON'T UNDERSTAND QUESTION REALLY, BUT THEY CONDUCT THESE AWARENESS PROJECTS AT SCHOOLS.
HEARD THROUGH SCHOOL.
I READ IN MAIL.
I'M IN THE BUILDING INDUSTRY , ADVERTISING ETC.
IN LITERATURE FROM COUNCIL OR IN THE LOCAL PAPER.
IN THE PAPERS AND LETTERBOX DROP.
KNEW OF IT THROUGH UNI SA.
LOCAL MESSENGER, JUNK MAIL, SALISBURY AWARE, THE ADVERTISER.
MAWSON LAKES.
MESSENGER AND LEAFLET AND TV
MESSENGER PRESS AND FLYERS
NEWSPAPER, RADIO.
ON RADIO.
ON THE RADIO THROUGH 5AA.
RADIO 5AA
RUMOURS, RADIO
SALISBURY AWARE , FLYERS, POSTERS
SALISBURY AWARE MAGAZINE/ AND ENVIRONMENTAL WEBSITE
SALISBURY MAGAZINE MESSENGER JUNKMAIL RATES AND TAXES NOTICE
SAW IT IN CIVIL SQUARE LAST SUMMER, THERE WAS A DISPLAY.
SOLAR CITIES PROJECT I WAS INVOLVED IN IT
THE MESSENGER AND WE GOT A PAMPHLET IN THE MAIL.
THROUGH WORK
WHEN IT WAS FIRST LAUNCHED I HEARD IT ON THE RADIO. I LOOKED IT UP ON THE WEBSITE BY GOOGLING SOLAR CITIES.
WORD OF MOUTH.

39. 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 (not coded)

DROVE PAST AND SAW THE SIGN
LOCAL PAPER AND MAYBE IN A LETTER DROP.
MAWSON LAKES
RADIO 5AA.
WORD OF MOUTH AT MAWSON LAKES OUT OF SCHOOL HOURS CARE.
WORK FOR ORIGIN ENERGY WE ARE A PART OF THE PROJECT.

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

Filter: Yes - Other (not coded)

ASR
CARBON OFFSET, TREE PLANTINGS.
CHANGED THE DUMPING SYSTEM OUT PAST DUBLIN.
GET RID OF CATS
GREEN WASTE RE-CYCLING.
HARD WASTE. RE-CYCLING IN BOLIVAR AND MAWSON LAKES WATER.
MAWSON LAKES SUSTAINABILITY PROJECT.
MIDGY FLIES THING.
NAWMA
PLANTING TREES.
R-CYCLING DEPOTS. ENVIRONMENTAL AUDIT BEING DONE AT THE YOUTH CENTRE.
RE-DOING A PARK IN NATURAL VEGETATION.
THE MOSQUITO PROBLEM.
TREE PLANTING.
TREE PLANTING AS WELL AS WATER CONSERVATION.
WASTE RECYCLING.

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

Filter: No – Other (not coded)

ANSWER PHONE CALLS.
COUNCIL HASN'T FOLLOWED UP COMPLAINTS IN THE PAST.
INFORMATION IS TOO POLITICAL. COUNCIL NEEDS TO FOLLOW UP THE INFORMATION THEY PUT OUT WITH RESULTS OF THE ACTION THEY HAVE TAKEN WHEN THEY SAY THEY ARE GOING TO DO SOMETHING.
NOT INTERESTED,
PAT TRIMBOLI HAS NOT GOT BACK TO US ABOUT THE MCGILL STREET ISSUE.
THEY DON'T CONSULT ON ISSUES LIKE RATE RISES.

42. How could communications from the Council be improved?

Filter: Other (not coded)

ANSWER PHONE CALLS. RETURN PHONE CALLS.

AS BEFORE

CONTACT VIA WEBSITE & MORE SIGNAGE.

EMPLOY MATURE EMPLOYEES...

I DIDN'T EVEN KNOW OF THE PUBLICATION 'SALISBURY AWARE', SO THEY SHOULD MAKE RESIDENTS MORE AWARE OF SERVICES AVAILABLE TO RESIDENTS.

I WOULD LIKE TO RECIEVE THE SALISBURY AWARE MAGAZINE.

IF EACH COUNCIL MEMBER GAVE A REPORT & BE ACCOUNTABLE FOR THEIR POSITION. NEED TO KNOW JUSTIFICTION FOR THEIR ROLE.

MAKE IT MORE ATTRACTIVE

MAKING SURE EVERYONE HAS INTERNET ACCESS.

MORE ALTERNATIVE FORMATS. I AM VISUALLY IMPARED SO I CANNOT READ BY MYSELF THEREFORE I NEED TO ACCESS THIS TYPE OF INFO ONLINE OR BY EMAIL SO THAT I CAN USE SREEN READING SOFTWARE.

MORE COMMUNICATION WITH THE SCHOOL CHILDREN.

MORE CONCIDERATION TO COSTING

MORE DETAILED COMMUNICATIONS.

SEND OUT MEETING MINUTES FOR PEOPLE INTERESTED

STOP SENDING THE MESSENGER, IT'S NOT INTERESTING, TOO POLITICAL.

THEY COULD SEND IT TO ME FOR A START.

YES NOT SURE HOW

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

Filter: Other (not coded)

A MONTHLY NEWSLETTER.

ADVERTISE EVENTS IN SHOPPING MALLS.

BANNERS. NOTICEBOARDS ON THE MAIN STREET.

COMMUNICATION OKAY AS IT IS.

COMMUNITY CENTRES, NEIGHBOURHOOD WATCH.

IN COUNCIL RATES.

MAGAZINES AND NEWSLETTER

MORE INFORMATION IN RATES NOTICES.

MORE NEWSLETTERS

NEWSLETTER.

OUT THE FRONT OF NEWSAGENTS OR THE POST OFFICE AT THE SHOPPING CENTRE

THE CITY OF SALISBURY DIRECTORY, COMMUNITY INFORMATION DIRECTORY.

THROUGH COMMUNITY CENTRES.

THROUGH LOCAL COMMUNITY CENTRES,

WHAT EVER METHODS IS CHEAPER FOR THE COUNCIL.

WITH OUR RATES.

Q51. **Country of Birth**

Filter: Other (not coded)

AUSTRIA
BOSNIA
BULGARIA
CAMBODIA.
CZECH REPUBLIC.
EL SALVADOR
FINLAND.
FORMER YUGOSLAVIA,
HOLLAND
HUNGARY
KOSOVO
LAOS
MALTA
NETHERLANDS
NEW GUINEA
PHILIPPINES.
POLAND
PORTUGAL.
SOUTH AFRICA
SWITZERLAND.
THE NETHERLANDS.
YUGOSLAVIA

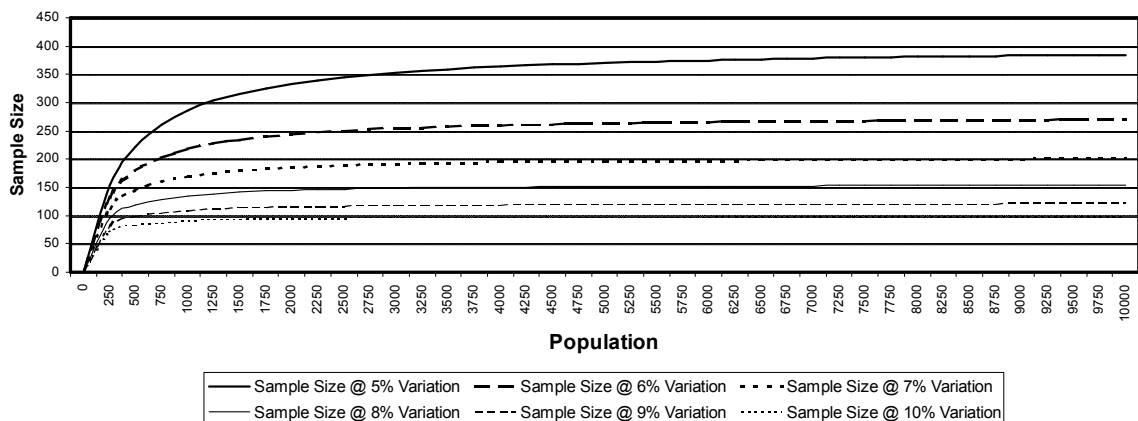
Appendix 3:

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 4:

Questionnaire

Project No: 8523

SALISBURY COMMUNITY SURVEY - FINAL QUESTIONNAIRE – AUGUST 2008

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
Domestic waste removal services	5	4	3	2	1	6	
Hard waste	5	4	3	2	1	6	
Library services	5	4	3	2	1	6	
Community Centres	5	4	3	2	1	6	
Recreational services	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 domestic waste removal services :**

Why are you not satisfied with this aspect – Domestic waste removal services? 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 library services:**
 Why are you not satisfied with this aspect – **Library services?**
Unprompted multiple response
- | | |
|----------------------------|---------------------------------|
| 01 Location | 04 Volume of resources |
| 02 Opening times | 05 Other – specify |
| 03 Type of resources | 06 Don't know/ not sure |
5. **If code 1 or 2 in Q1 for neighbourhood or community houses:**
 Why are you not satisfied with this aspect – **Neighbourhood or community houses?** **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 |
6. **If code 1 or 2 in Q1 for recreational services:**
 Why are you not satisfied with this aspect – **Recreational services?** **Unprompted multiple response**
- | | |
|-----------------------------|---------------------------------|
| 01 Location | 04 Type of recreation |
| 02 Not enough of them | 05 Other – specify |
| 03 Opening times | 06 Don't know/ not sure |
7. **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 |
8. **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 | |

9. **If code 1 or 2 in Q1 for roads maintenance services:**

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

10. 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

11. 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. Now thinking about the quality of life in the Salisbury Council area, 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, what locations	5	4	3	2	1	6	
Traffic flow	5	4	3	2	1	6	

13. Again thinking about the quality of life in the Salisbury Council area, 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. **Read out (rotate)**

	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, what locations	5	4	3	2	1	6	
Traffic flow	5	4	3	2	1	6	

14. Overall, how would you rate the quality of life in the Salisbury Council area? **Read out, single response**

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

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

Unprompted, multiple response

- | | |
|---|---|
| 01 OK as is, can't be improved | 08 Housing- improve quality, affordability |
| 02 Better footpaths/ Walkways | 09 Improve roadways |
| 03 Better maintenance, updating of
parks and verges | 10 Lighting improvements needed |
| 04 Better parks & playgrounds | 11 More job opportunities |
| 05 Better public transport | 12 More things to do- recreational
services, youth activities |
| 06 Clean up streets/ Beautification/
Better streetscape/ Better tree
selections | 13 Policing - less crime/ make safer/
control undesirables (hoons) |
| 07 Hard refuse collection | 14 Other - specify |
| | 15 Don't know |

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

Read out (rotate)

	5 Very satisfied →				1 Not at all satisfied	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

17. 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 disagrees	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

18. How safe do you feel in the Salisbury Council area? **Read out, single response**
- | | |
|-----------------------------|-----------|
| 5..... Very safe | Go to Q20 |
| 4..... Safe | Go to Q20 |
| 3..... Neither | Go to Q20 |
| 2..... Unsafe | |
| 1..... Very unsafe | |
| 6..... Don't know/ not sure | Go to Q20 |
19. **Feel unsafe (codes 1-2 in Q18):**
Is there a particular reason or location where you feel unsafe? **Unprompted, multiple response**
- 01..... Aborigines
 - 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..... Paratowls
 - 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
20. **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

21. 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 fairs, festivals and school concerts	1	2	3	4	5	6	7	8
Attend local council events such as Living Loud and the Salisbury Winters 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

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

1 Yes

2 No

23. Do you read your local Council magazine *Salisbury Aware*?

1 Yes

2 Don't know **Go to Q25**

3 No **Go to Q25**

24. **If read: (code 1 in Q23):** 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

25. **If read: (code 1 in Q23):** Do you have any suggestions for improvement?

01 Yes – **specify**

02 No

26. **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 Q30**
 3 No **Go to Q30**
27. **Use the Council Senior Services: (code 1 in Q26):** 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
28. **Use the Council Senior Services: (code 1 in Q26):** Can you suggest any improvements to these services?
- 01 Yes – **specify**
 02 No
29. **Use the Council Senior Services: (code 1 in Q26):** Would you like the Council to follow up with you on any of these services?
- 01 Yes – **specify, name and phone number**
 02 No
30. **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
31. **Do not volunteer (code 7 in Q30):** Why haven't you volunteered your time?
Unprompted, multiple response
- 01 Do not have time/ too busy
 02 Not interested
 03 Unwell
 04 Not physically able
 05 Other - **specify**
 06 Don't know

32. **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
33. 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
34. **Have access to the Internet (codes 01-06 in Q33):** Have you used the City of Salisbury website?
- 1 Yes
- 2 Not sure **Go to Q37**
- 3 No **Go to Q37**
35. **Used City of Salisbury website (code 1 in Q34):** 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 Do not have access to the internet
36. **Used City of Salisbury website (code 1 in Q34):** How would you rate the City of Salisbury website?
- Read out, single response**
- 5 Excellent
- 4 Good
- 3 Average
- 2 Poor
- 1 Very poor
- 6 Don't know/ not sure

37. **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
38. 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
39. 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
03 Yes – Wetlands
04 Yes – **other specify**
05 Yes – cannot name the project
06 Don't know/ not sure
07 No
40. 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

41. 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**

42. 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

43. 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

44. 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 ...

	<div> <div>Excellent</div> <div>➔</div> <div>Poor</div> </div>					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

45. 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

46. Gender.

- 1 Male
- 2 Female

47. 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+

48. 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

49. 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

50. 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

51. 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

52. Ward (imported from sample)

- 1 Central
- 2 East
- 3 Hills
- 4 Levels
- 5 North
- 6 Para
- 7 South
- 8 West

53: Suburb (imported from sample)

- | | |
|----------------------------|----------------------------|
| 01 Bolivar | 17 Para Vista |
| 02 Brshma Lodge | 18 Pooreka |
| 03 Burton | 19 St Kilda |
| 04 Cavan | 20 Salisbury |
| 05 Dirk | 21 Salisbury Downs |
| 06 Dry Creek | 22 Salisbury East |
| 07 Edinburgh | 23 Salisbury Heights |
| 08 Green Fields | 24 Salisbury North |
| 09 Globe Derby Park | 25 Salisbury Park |
| 10 Gulfview Heights | 26 Salisbury Plain |
| 11 Ingle Farm | 27 Salisbury South |
| 12 Parafield | 28 The Levels |
| 13 Parafield Gardens | 29 Valley View |
| 14 Para Hills | 30 Walkley Heights |
| 15 Para Hills West | 31 Waterloo Corner |
| 16 Paralowie | 32 Winslow Lakes |

***Appendix 5:
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)