



**CAMPBELLTOWN
CITY COUNCIL**

2023 Community Satisfaction Survey



Community Engagement Outcomes

January 2024

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Acronyms and Explanatory Notes

‘Participants’ refers to all who provided feedback (letter, survey or other)

‘Respondents’ refers to individuals who completed the survey.

‘(n=)’ represents the number of Participants who responded to a question

1 Executive Summary

This report outlines the results of the 2023 Community Satisfaction Survey which ran for approximately eight weeks, from 20 November 2023 to 15 January 2024.

Council conducts Community Satisfaction surveys every two years to determine if it is meeting community expectations. These surveys help Council:

- understand the value the community places on various services and facilities
- identify current issues that matter to residents and local businesses
- identify areas that require improvement.

- A total of 144 contributions were received, 134 of which were completed online and 10 in hard copy. Following auditing, these provided 142 valid responses (see section 2.2 for details).

- Most respondents were:
 - Female (62%, n=83)
 - Residents of either Athelstone, Rostrevor or Campbelltown (58%, n=82)
 - Aged between 35 and 74 years (83%, n=110).

- Appendix A contains the hard copy information sheet and feedback form. The same questions were included in the online survey. Appendix B contains a summary report of participant activity on Connect 2 Campbelltown and Appendix C the verbatim comments from all surveys.

- The six services and facilities of most importance to respondents were:
 - Kerbside waste services (general, recycling, green)
 - The condition of footpaths/walking trails
 - Road surface condition (pot holes, cracking)
 - Hard waste collection
 - Responding to community safety concerns
 - Street lighting – brightness and safety

- The highest levels of satisfaction were reported for:
 - Campbelltown Library services
 - Kerbside waste services (general, recycling, green)
 - Campbelltown Library (building)
 - Community events (eg Moonlight Markets)
 - Quality of our Parks/Reserves/Open Space
 - Hard waste collection

- A quadrant analysis of the results (Appendix D) identified areas of high importance but low satisfaction among respondents. These include road and

footpath conditions, stormwater management, planning and development services and services for older people, people with a disability and children and families. Comparing this data to the quadrant analysis of the 2022 survey suggests that community satisfaction levels have improved in the areas of community safety, native vegetation and creek management.

- Approximately half of all respondents (48%, n=68) reported overall satisfaction with Council's performance with many mentioning an appreciation of the services and facilities it provides and positive interactions with Council staff. The respondents who expressed dissatisfaction (34%, 48) referred to traffic, roadway and parking traffic conditions, streetscape issues, infill development and high Council rates, fees and charges.
- Most respondents were either neutral (37%, n=53) or dissatisfied (31%, n=44) with the overall performance of Elected Members. Matters that influenced ratings included poor or no communication (n=16), not knowing who the Elected Members were (n=8) and a perceived lack of action (n=8).
- Satisfaction with the overall performance of Council staff was high with 60% (n=60) of respondents giving a positive rating. Supporting comments from this group highlighted the courteous, prompt, and friendly customer service they have experienced (n=21). Those who reported dissatisfaction principally mentioned the length of time it took to deal with an issue or feeling that the matter was not adequately resolved (n=9).
- Respondents report that personal connection is a key motivator to participating in community engagement opportunities offered by Council. This includes situations where the engagement issue relates to the respondent's immediate area (n=102), a personal interest in a matter (n=85) or the potential impact on themselves or their family (n=79).
- Email is the preferred method by which respondents would like to receive information from Council (n=72) followed by the Council website (n=59) and the Connect 2 Campbelltown website (n=56).

2 Methodology

2.1 Community Engagement Strategy

Council conducts Community Satisfaction surveys every two years to determine if it is meeting community expectations. These surveys help Council:

- understand the value the community places on various services and facilities
- identify current issues that matter to residents and local businesses
- identify areas that require improvement.

A Community Engagement Strategy was developed, and CONSULT was selected as the appropriate level of community engagement. The survey was implemented over 57 days from 20 November 2023 until 15 January 2024 as it included the Christmas/ New Year period.

Whilst the online and hardcopy survey was the primary consultation mechanism, community members could also provide feedback on Council's performance via email, letter, or discussion with Council staff.

The Community Satisfaction Survey was promoted via both digital and print media:

Digital:

- Social media posts.
- Council's website, *Connect 2 Campbelltown* website, My Local Services App and Digital TV screens.
- Notices in the December 2023 and January 2024 editions of *Campbelltown Catch Up*.
- *Connect 2 Campbelltown* E newsletters on:
 - 24 November 2023 (1499 recipients with 74% open rate)
 - 8 December 2023 (1510 recipients with 70% open rate)
 - 4 January 2024 (1517 recipients with 72% open rate)
 - 11 January 2024 (1530 recipients with 69% open rate)
- E mail signature block to staff emails for duration of the consultation.

Print:

- Public Notice in *The Advertiser*, on Connect 2 Campbelltown and on Council's website on Monday 20 November 2023.
- Banner signage located at the corner George Street & Lower North East Road (2 weeks), Campbelltown Memorial Oval on the corner Darley and Crowle Roads (5 weeks), corner of Newton and Clairville Roads, Newton (5 weeks) and the corner of St Bernards Road and Edwards Street (2 weeks).
- Corflute signage: Rostrevor shops, corner Montacute Road and Quinn Ave
- Consultation displays with posters and hardcopy surveys at the Council Office, Campbelltown Library and The ARC Campbelltown.

Other:

The survey was also promoted from mid-December via temporary footpath stencils at the following 13 sites (community, recreation and retail areas) across the area:

- Campbelltown Council office entrance
- Campbelltown Library entrance
- The ARC (2 stencils)
- Campbelltown Memorial Oval
- The Gums Reserve
- Daly Oval
- Magill Village (2 stencils)
- Thorndon Park entrance
- River Torrens Linear Park Trail (near Lochiel Park Golf course)
- Fourth Creek Bridge (behind Campbelltown Function Centre)
- Jan Street, Newton
- 'Welcome to Campbelltown' Bridge, Montacute Road
- Denis Morrisey Park (near car park & Fourth Creek Trail)

Participants who completed the survey had the opportunity to win one of two \$100 *Why Leave Campbelltown?* vouchers.

2.2 Data Collation and Analysis

Various methods were used to obtain Community feedback and there was a low likelihood that it was possible for results to be manipulated by an individual or group of individuals without being noticed, due to the following mechanisms put in place:

- The online survey platform and hard copy survey required respondents to provide their name and address if they wished their feedback to be included.
- Hardcopy surveys were provided in three locations in small numbers to minimise collection and completion of large numbers of hardcopy surveys by the same person.
- Hardcopy and online surveys were audited to identify any double ups in data.

These procedures reduced the ability for any respondent to unduly influence survey outcomes.

An audit of responses during analysis found:

- One participant did not complete their personal information on the survey form; therefore, their submission was excluded from analysis.
- One participant completed 2 surveys. The 2nd survey was retained as it contained the participant's latest feedback, and the earlier survey discarded.

In all instances, both qualitative feedback and quantitative feedback is counted as one response for each participant.

3 Results – Participants

This section provides details on the number of people who participated during the consultation period and the gender, age and suburb of residence of those who completed a survey.

3.1 Response Rate

A total of 144 surveys were received. The table below summarises the responses from all sources:

Activity	Number of Responses	Number of Valid Responses ¹
Online Survey	134	133
Hard copy survey	10	9
Total	144	142

There were a total of 142 valid responses with most respondents choosing to complete the survey form online.

An error in question 1 of the online survey was identified and corrected soon after the survey opened, where 'level of importance' rankings were inadvertently assigned to questions relating to levels of satisfaction. This error affected the first 14 online survey responses which remain valid, with the rankings provided by respondents taken to represent satisfaction levels.

- 473 people were made aware of the opportunity to provide feedback on Council's performance by visiting the [How are We Doing? Community Satisfaction Survey](#) webpage on Connect 2 Campbelltown.
- Of these, 335 were further informed meaning that they downloaded one of the documents or viewed the image gallery.
- 133 people then chose to complete the survey online.
- A further 9 surveys were completed and provided in hard copy.

Appendix B contains a Summary Report providing more information about *Connect 2 Campbelltown* visits.

3.2 Participant Characteristics

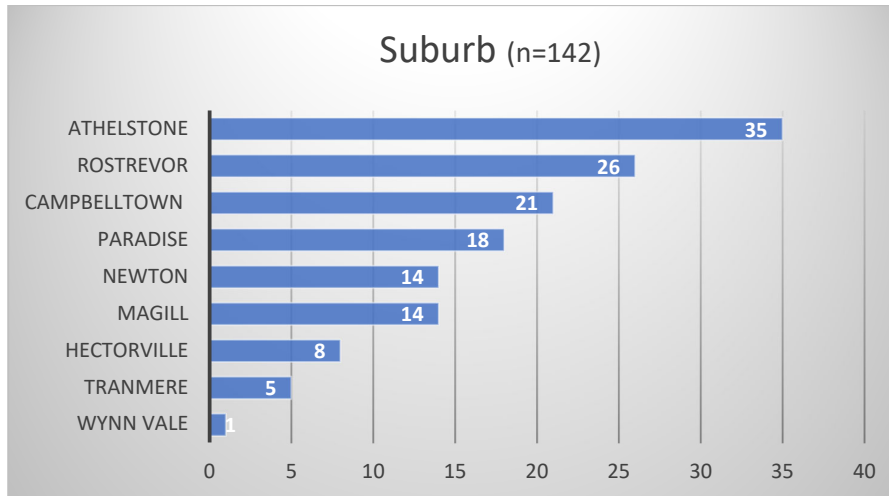
A total of 142 valid responses were received via the online and hard copy survey forms. Where the total (n) is less than 142 it is because the respondent did not complete all survey questions².

¹ Refer to 2.2 for detail on why responses were discarded.

² Hard copy respondents have capacity to skip questions where they don't wish to respond.

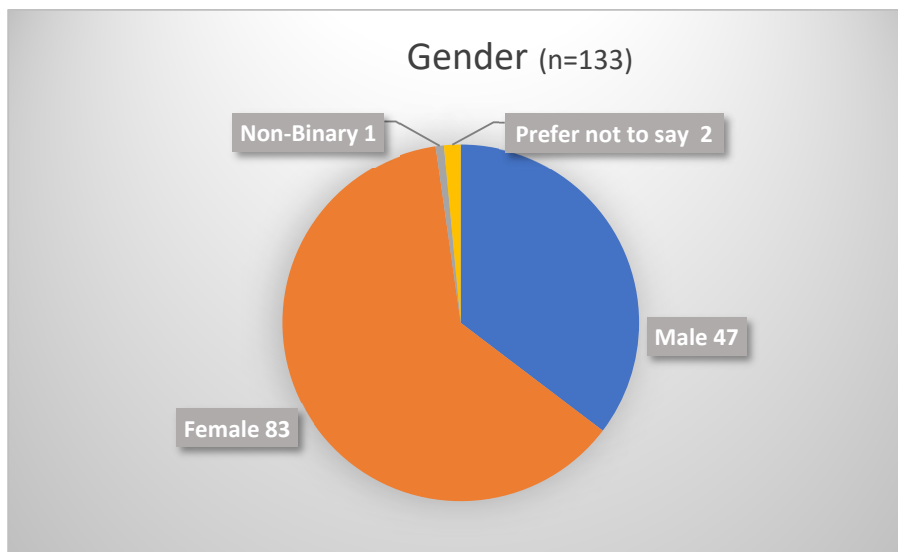
The total (n) is less than 142 for age and gender summaries because the hard copy forms did not ask for this information.

Suburb



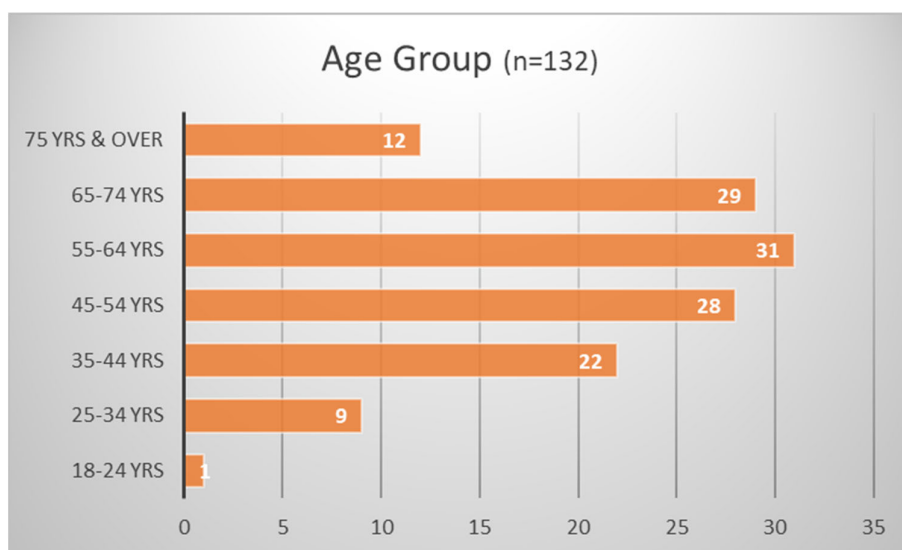
More than half of all participants (58% or 82 respondents) reside in either Athelstone (25%), Rostrevor (18%) or Campbelltown (15%). Lowest representation from the Council area was from Hectorville (6%) and Tranmere (4%). One respondent does not live within the City of Campbelltown.

Gender



There were more female participants (83 or 62%) than male (47 or 35%). Two respondents preferred not to say (2%) and one identified as non-binary (1%).

Age



A range of age groups were represented in the survey results, with participation highest among those aged 35-74 years (83%, n=110). Participation was lower among those aged over 75 years (9%, n=12) and 18-34 years (8%, n=10). No respondents were aged under 18 years.

4 Results – Community Feedback

The community provided feedback on many aspects of services and facilities including their levels of importance and satisfaction for each. They also provided feedback on the performance of Elected Members and Council Staff, motivation to participate in community engagement opportunities and the preferred way of receiving information from Council.

4.1 Importance of Services and Facilities³

Respondents were asked to indicate how important they considered a range of services and facilities provided by Council.

The six services and facilities of highest importance were:

- 98% Kerbside waste services (general, recycling, green) (n=139)
- 97% The condition of footpaths/walking trails (n=137)
- 96% Road surface condition (pot holes, cracking) (n=137)

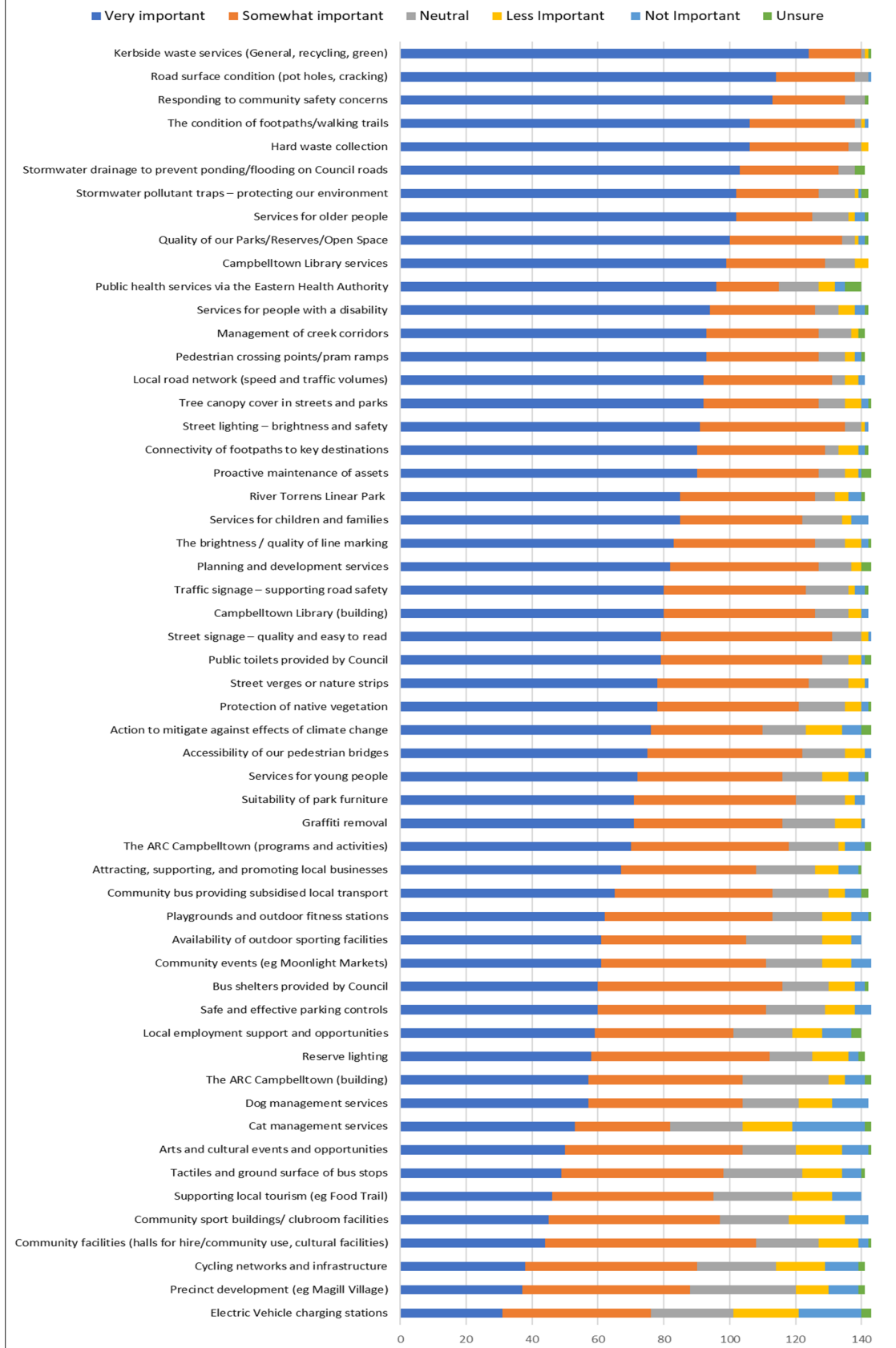
³ The number of responses per item for Importance and Satisfaction varies as not all respondents completed every item.

- 96% Hard waste collection (n=135)
- 96% Responding to community safety concerns (n=135)
- 95% Street lighting – brightness and safety (n=134)

The services and facilities viewed by respondents to be of least importance were:

- 54% Electric Vehicle charging stations (n=76)
- 57% Cat management services (n=81)
- 63% Precinct development (eg Magill Village) (n=88)
- 64% Cycling networks and infrastructure (n=89)
- 68% Community sport buildings/ clubroom facilities (n=96)
- 68% Supporting local tourism (eg Food Trail) (n=95)

Importance of Services and Facilities



4.2 Satisfaction with Services and Facilities

Respondents were asked to indicate their level of satisfaction with the services and facilities provided by Council.

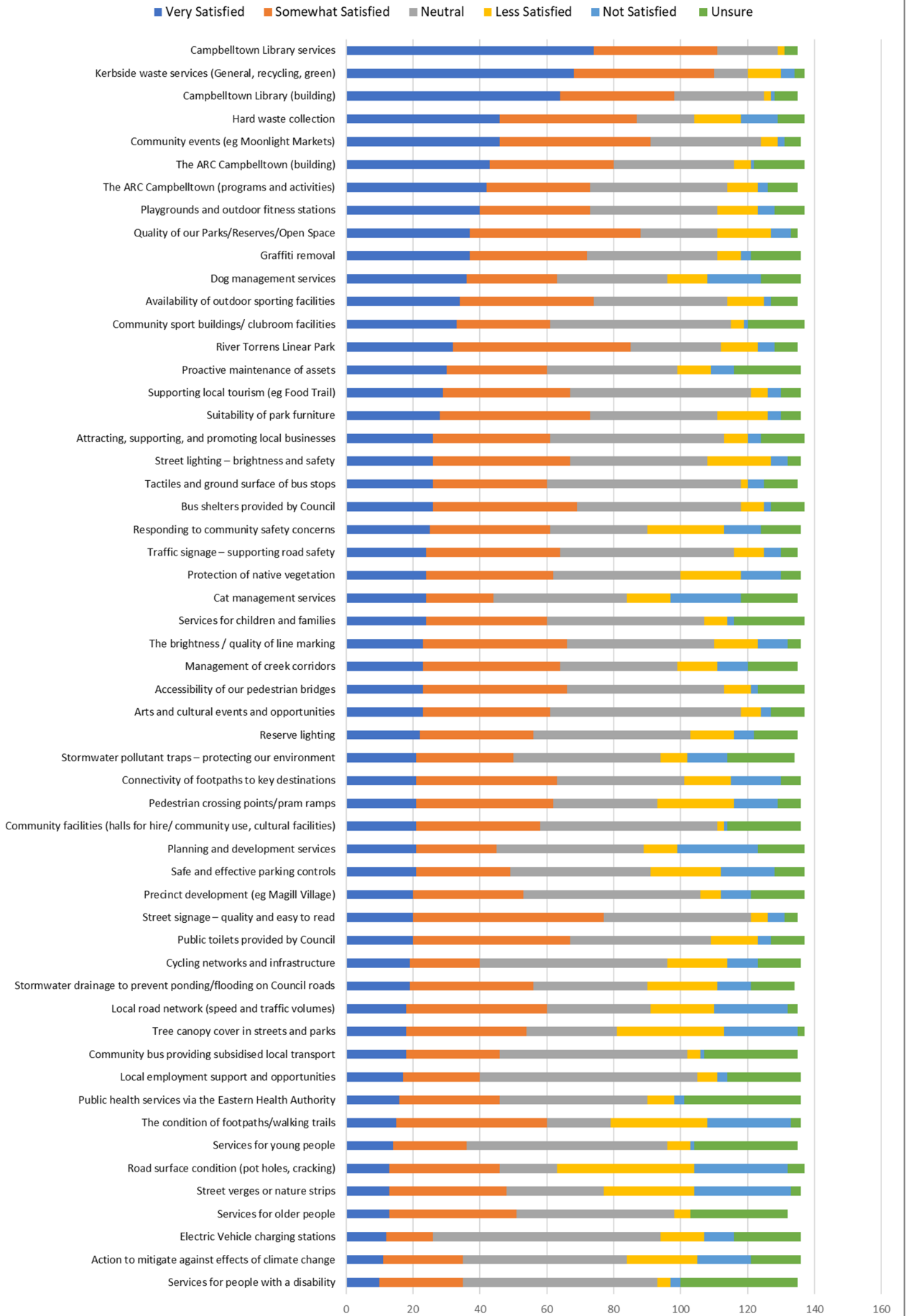
The highest levels of satisfaction were reported for the following:

- 82% Campbelltown Library services (n=110)
- 80% Kerbside waste services (General, recycling, green) (n=109)
- 72% Campbelltown Library (building) (n=97)
- 67% Community events (eg Moonlight Markets) (n=90)
- 65% Quality of our Parks/Reserves/Open Space (n=87)
- 63% Hard waste collection (n=86)

Respondents were least satisfied with the following services and facilities:

- 19% Electric Vehicle charging stations (n=26)
- 26% Action to mitigate against effects of climate change (n=35)
- 26% Services for people with a disability (n=35)
- 27% Services for young people (n=36)
- 29% Cycling networks and infrastructure (n=39)
- 30% Local employment support and opportunities (n=40)

Satisfaction with Services & Facilities



The Quadrant Analysis diagram (Appendix D) analyses the facilities and services within a quadrant to determine the level of importance against satisfaction. Identifying areas of high importance and low satisfaction among the community can assist Council in identifying possible areas on which to focus future activity.

The following list of facilities and services have a high level of importance to respondents and a low level of satisfaction when compared to the median of the results:

- Condition of footpaths and walking trails
- Planning and development services
- Proactive maintenance of assets
- Road surface condition
- Services for children and families
- Services for older people
- Services for people with a disability
- Stormwater drainage
- Stormwater pollutant traps
- Street verges or nature strips
- Tree canopy cover in streets and parks

In comparison to the 2022 survey, the Library, kerbside waste services and hard waste collection remained in the high importance/ high satisfaction section of the quadrant over both surveys.

Levels of satisfaction with community safety, native vegetation and creek management have increased since 2022 while tree canopy cover, Planning and Development Services and proactive asset maintenance remain in the high importance/low satisfaction section of the quadrant.

Suggested Improvements to Council Performance

A total of 94 respondents suggested ways in which Council could improve its performance in its services and facilities. These highlighted:

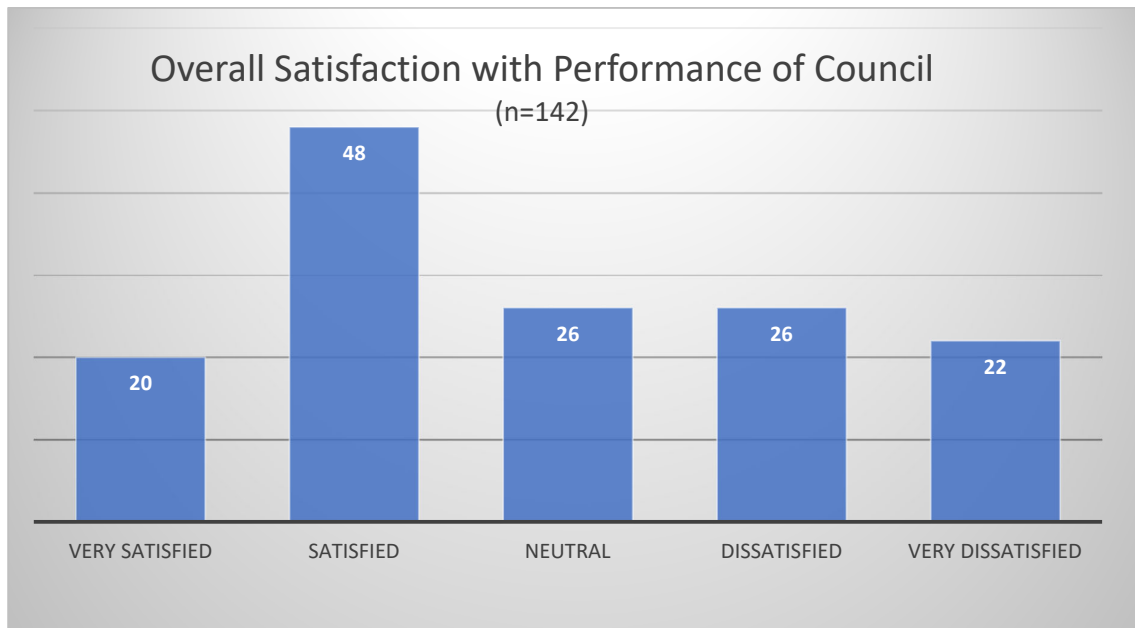
- Traffic management, roadway conditions, parking and pedestrian safety (n=41)
- Maintenance of parks, reserves and playgrounds, including trees, vegetation and canopy loss (n=32)
- Care of street verges and overall streetscape appearance (n=17)

- Improve and create more footpaths (n=16)
- The ARC (programs/ classes and built form) (n=13)
- Infill development - scale, allotment size (n=12)
- High Council rates, fees & charges (n=9)
- Suggestions for community events/ activities (n=9)
- Rubbish collection / rubbish in public places (n=9)
- Council decision-making/ financial management (n=8)
- Response of Council administration (n=7)
- Objection to the Cats By Law (n=7)
- Condition/ maintenance of recreation & community facilities (n=6)
- Street and park lighting (n=5)
- Dog control / dog issues (eg barking) (n=5)
- Stormwater management (n=5)
- Communication (n=5)
- Community engagement (n=5).

4.3 Overall Satisfaction with Council Performance

Respondents were asked to rate their overall satisfaction with the performance of Council.

- 48% of respondents reported being satisfied or very satisfied with Council's performance (n=68)
- 34% were dissatisfied or very dissatisfied (n=48)
- 18% were neutral (n=26)



Asked if there was a matter which strongly influenced their rating, 26 (24%) of the 109 who responded described a positive interaction with Council staff and an appreciation of the services and facilities it provides.

- Council provided support when it was needed (n=10)
- Belief that Council is doing a good job (n=8)
- Facilities and services provided by Council are valued (n=5)
- Council maintenance of green space is valued (n=2)
- Good financial management (n=1)

Respondents who were less satisfied with Council's performance raised concerns about the following matters, many of which repeat issues raised in answers to the previous question.

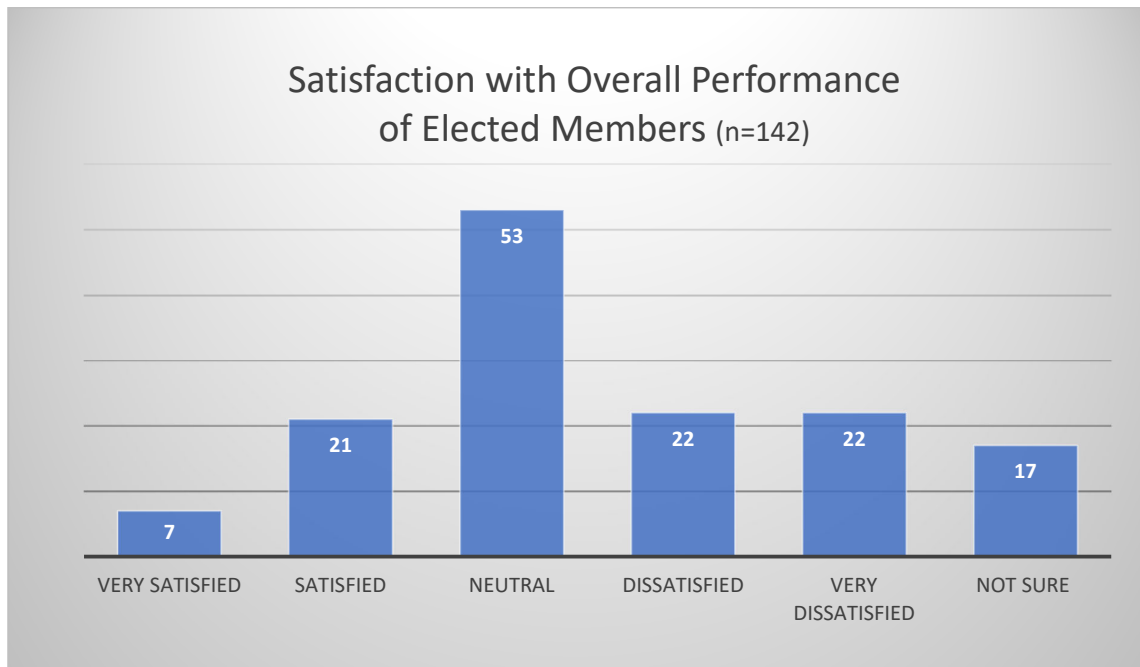
- Traffic management, road conditions and on-street parking (n=24)
- Objection to Cats By Law (n=12)
- Slow response on a matter or dissatisfied with the outcome (n=11)
- High Council rates, fees and charges (n=10)
- Infill development, planning & development related issues (n=10)
- Poor appearance of verges and streetscape (n=9)

- Need for greater tree care/ maintenance, canopy loss (n=9)
- Financial management of Council/ lack of transparency (n=9)
- Dog control / dog issues (eg barking) (n=8)
- Condition of footpaths (n=7)
- The ARC (programs/ classes and built form) (n=5)
- Lack of action on climate change/ environmental issues (n=4)
- Pedestrian safety (n=3)

4.4 Satisfaction with Elected Member Performance

Respondents were asked how satisfied they were with the overall performance of elected members since their election in November 2022.

- 20% of respondents reported being satisfied or very satisfied with the performance of Elected Members (n=28)
- 31% dissatisfied or very dissatisfied (n=44)
- 37% neutral (n=53)
- 12% unsure (n=17)



Comparison of this question to the 2022 Community Satisfaction Survey was not possible as the questions wasn't asked previously as it was an election year. Whilst results could be drawn from the 2019 Community Satisfaction Survey, no comparison has been undertaken as membership of this group is different to 2019.

Asked if there was a matter which strongly influenced their rating, 77 respondents cited a range of matters, the most frequently mentioned being:

- Poor or no communication (n=16)
- Lack of action (n=8)
- Do not know who Elected Members are (n=8)
- Cat Management / Cats By Law (n=7)
- Good leadership/ happy with performance/ accessible (n=7)
- Does not follow Elected Member activity/ does not know what they do (n=6)
- Personal agenda/ self-interest / neglect ratepayers needs (n=6)
- Concerns about Elected Member behaviour (n=5)
- Focus is confined to a particular area or group (n=4)
- Decision-making (n=5)

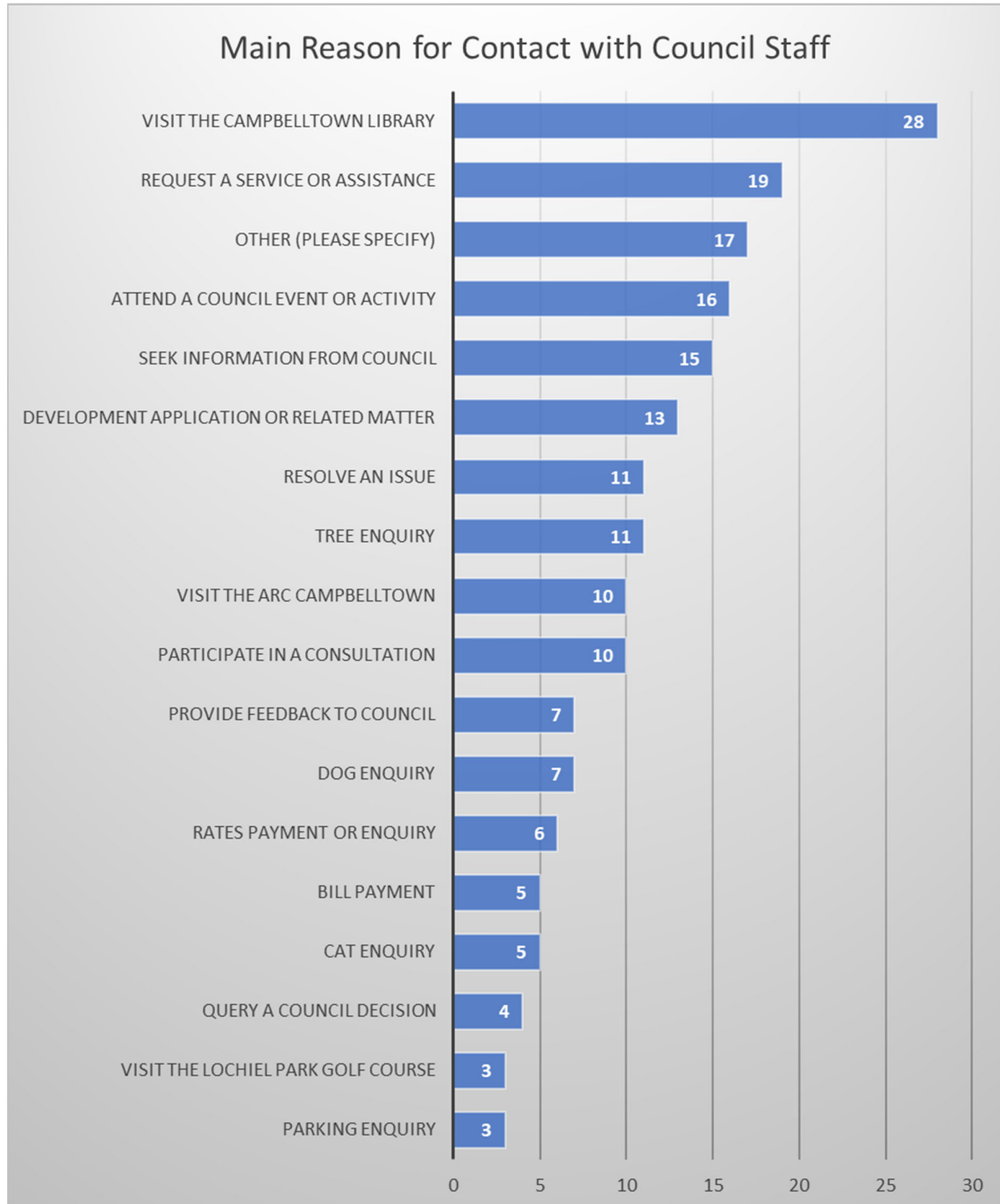
4.5 Performance of Council Staff

More than half of all respondents (77 or 54%) reported having personal contact with Council staff in the previous 12 months.



Respondents were asked to indicate the main reason for their last face-to-face contact with Council from a list of statements.

A total of 190 reasons were selected (Respondents could select more than one statement).

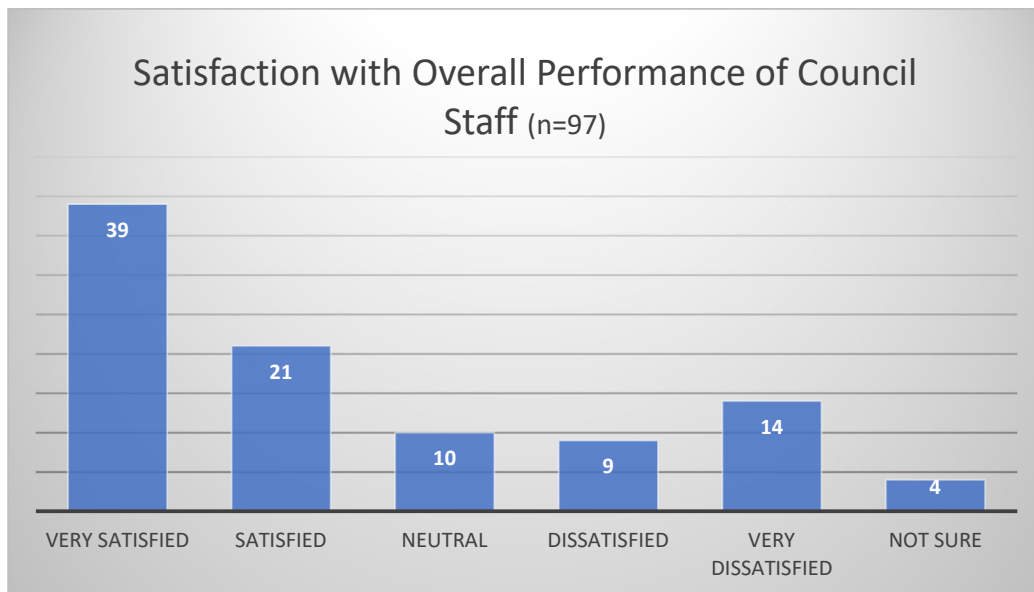


The most frequently selected reasons for face-to-face contact with Council staff were:

- 15% Campbelltown Library visits (n=28)
- 10% To request a service or assistance (n=19)
- 9% 'Other' reasons - including collection of kitchen caddy bags, to report an issue or concern, attend a Council event/ facility and volunteering (n=17)
- 8% Attendance at a Council event or activity (n=16)

Respondents were asked how satisfied they were with the overall performance of Council staff in dealing with their enquiry. Of the 97 respondents who answered:

- 62% were satisfied or very satisfied (n=60)
- 24% were dissatisfied or very dissatisfied (n=23)
- 10% were neutral (n=10)
- 4% were unsure (n=4)



Respondents were asked whether there were any matters which strongly influenced their rating on the overall performance of Council staff and 46 provided feedback.

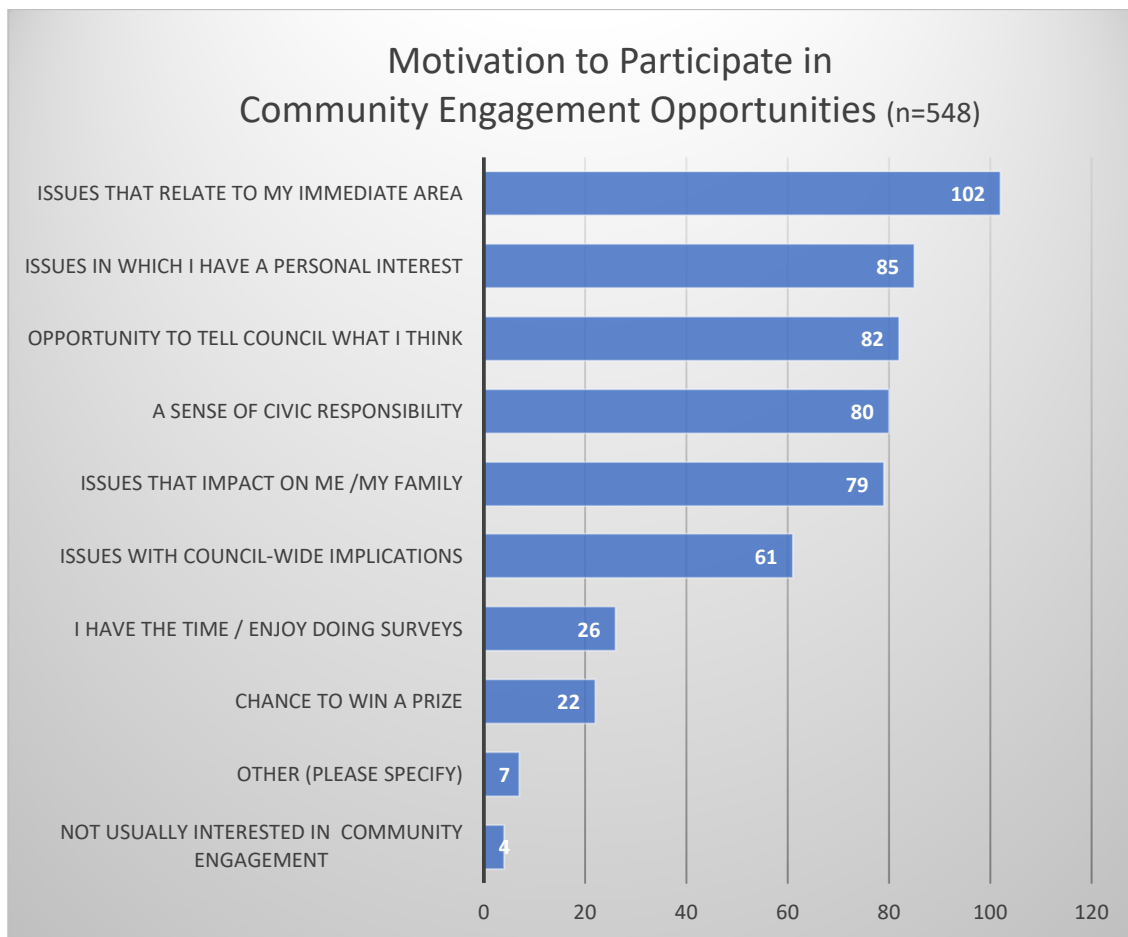
The majority of these comments mentioned the positive nature of this interaction, highlighting the courteous and friendly customer service they received.

- Polite, prompt service; staff were helpful and friendly (n=21)

- Length of time to deal with an issue /not satisfied the matter was adequately resolved (n=9)
- Referred to a specific issue (n=3)
- Dissatisfied with performance of Elected Members (n=2)
- Poor communication (n=2)

4.6 Community Engagement Participation

Respondents were asked about their motivation to participate in Council community engagement opportunities. The response indicates that most respondents have multiple reasons to participate as a total of 548 selections were made from the 10-option list.



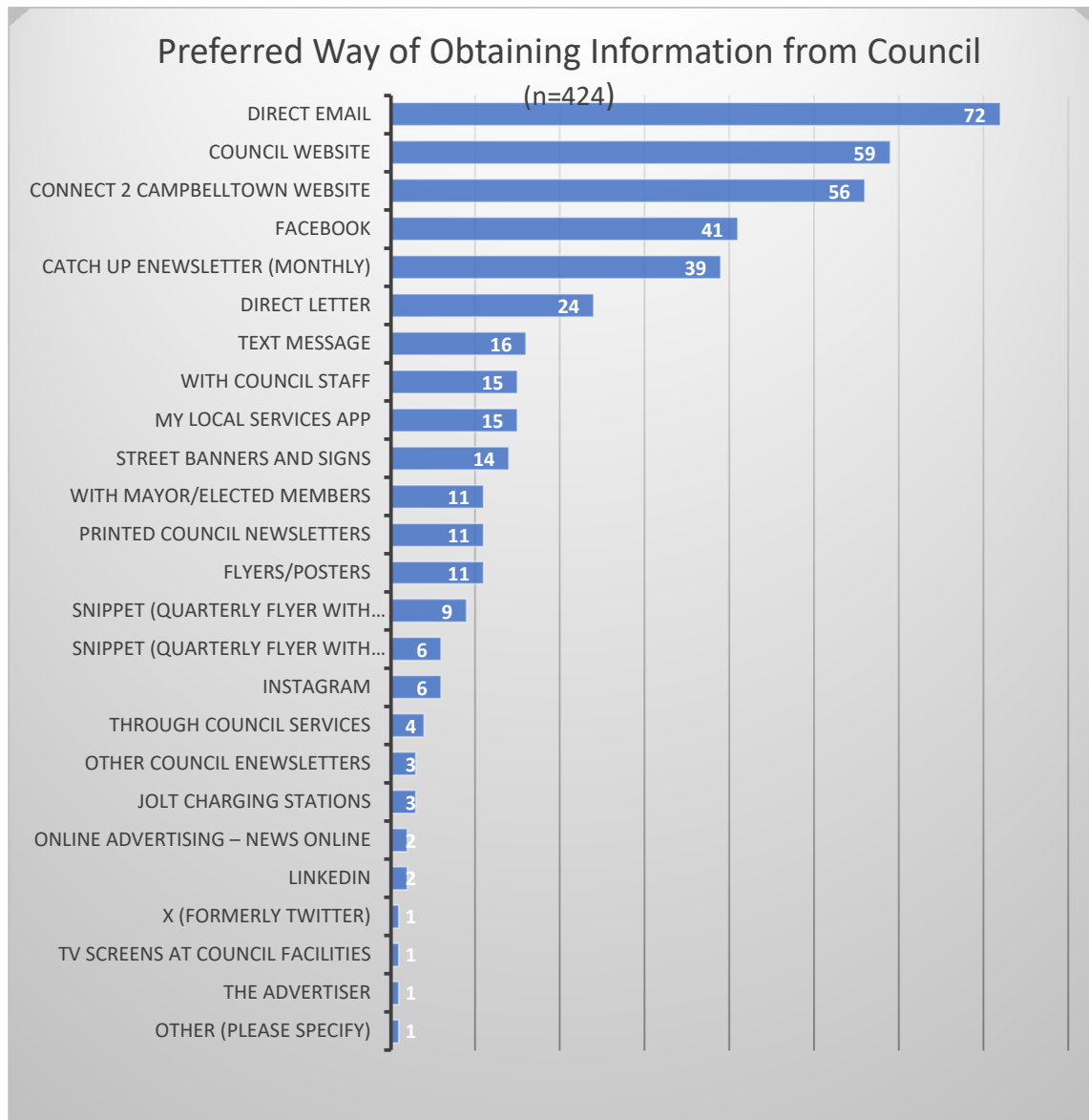
The results suggest that personal connection is a prime motivator in community engagement participation. This includes situations where the engagement issue relates to the respondent’s immediate area (n=102), personal interest in a matter (n=85) or its potential impact on themselves or their family (n=79).

The opportunity to tell Council what I think (n=82), a sense of civic responsibility (n=80) and issues with Council-wide implications (n=61) were also strong motivators, whereas having the time or enjoyment in completing survey (n=26) and the chance to win a prize (n=22) represented less of an incentive.

4.8 Preferred Method of Communication

Respondents were asked to select their top three preferred ways of receiving information from Council. This resulted in a total of 424 selections.

The response highlights digital communication as the preferred method of communication, particularly through direct email (17%, n=72), Council website (14%, n=59) and Connect 2 Campbelltown website (13%, n=56).



Appendix A – Information Sheet and Feedback Form

How are we doing? Community Satisfaction Survey



Information Sheet & Feedback Form

Background

Campbelltown City Council aims to deliver a quality service to the community. To achieve this, Council needs to understand what it is doing well and where it needs to improve.

Every two years Council uses the Community Satisfaction Survey to ask the community what it thinks of its services, facilities and performance, the results of which help us to develop policies, plans and projects that benefit all residents.

You can find the report on the previous Community Satisfaction Survey on Council's website.

If there's something that needs immediate attention

If there's an issue that needs to be fixed (such as graffiti or potholes) please report it using one of the forms listed on **Council's website** or via the **FREE My Local Services App**.

If it's something that requires urgent attention (e.g. poses a danger to pedestrians or traffic), please call **(08) 8366 9222** during business hours or **(08) 7071 3701** for after-hours assistance.

How will my responses be used?

Information obtained through the 2023 Community Satisfaction Survey will assist Council in its future planning.

Your responses will be collated along with all other responses and put into a report that summarises the data collected. All responses will remain anonymous.

How you can get involved:

You can connect with us in one of the following ways:

Connect with Us

To provide your feedback you can:

- Preferably provide your feedback online at connect2.campbelltown.sa.gov.au or by scanning the QR code
- Complete and return the attached hardcopy survey.



Enquiries:

Michele Williams, Community Engagement Officer
(8366 9222 or miwilliams@campbelltown.sa.gov.au).

Consultation closes: 4pm, Monday 15 January 2024

This survey should take approximately 15 minutes to complete.

By completing the survey and providing your details, you could win one of two \$100 Why Leave Campbelltown vouchers.

A safe, sustainable, vibrant Community



A safe, sustainable, vibrant Community



What have we been focussing on since the last survey?

Since the last survey we have been working on several areas the community told us were important, however needed improvement.

Climate Change



Supporting the transition to electric vehicles via the 'Electric Vehicle Expo' on 19 November 2023.

Creek Management



Before



After

Fifth Creek remediation works

Open Space



Completion of the Thorndon Park Playground in December 2022

Infrastructure Planning



Behind Campbelltown Function Centre



Near 130 Montacute Road

New Fourth Creek / Morialta Parri bridges

Council Community Satisfaction Survey



To ensure we can include your feedback we require your full name and address:

This will not be provided in any report or linked to any individual's feedback.

Name:

Address: Suburb:

1. How important do you consider the following services and facilities?

How satisfied are you with what is provided by Council?

Please select a 'level of importance' and a 'level of satisfaction' for each service and facility.

Services and Facilities	Level of importance						Level of satisfaction					
	Not Important	Less Important	Neutral	Somewhat Important	Very Important	Unsure	Not Satisfied	Less Satisfied	Neutral	Somewhat Satisfied	Very Satisfied	Unsure
Community Services												
Services for children and families	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services for people with a disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services for young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community bus providing subsidised local transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public health services via the Eastern Health Authority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation & Community Services												
The ARC Campbelltown (programs & activities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Campbelltown Library services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arts and cultural events and opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community events (e.g. Moonlight Markets, Pizza Festival, Neighbourhood BBQs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City Services												
Responding to community safety concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hard waste collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kerbside waste services (General, recycling, green)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cat management services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog management services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe and effective parking controls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graffiti removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proactive maintenance of assets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning and development services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greening												
Tree canopy cover in streets and parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Action to mitigate against effects of climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electric Vehicle charging stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Protection of native vegetation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bridges												
Accessibility of our pedestrian bridges around the city's creeks and the River Torrens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus Stops (Note: changes to bus stops requires DIT approval/consultation)												
Bus shelters provided by Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tactiles and ground surface of bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Services and Facilities	Level of importance					Level of satisfaction					
	Not important	Less important	Neutral	Somewhat important	Very important	Not satisfied	Less satisfied	Neutral	Somewhat satisfied	Very satisfied	Unsure
Building Assets											
The ARC Campbelltown (building)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community facilities (halls for hire & community use, cultural facilities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Campbelltown Library (building)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community sport buildings/ clubroom facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public toilets provided by Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Footpaths & Walkways <i>(Includes crossings, refuges, footpaths and pram ramps)</i>											
The condition of footpaths/walking trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pedestrian crossing points/pram ramps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connectivity of footpaths to key destinations (shopping precincts, schools, reserves etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street verges or nature strips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open Space											
Reserve lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of outdoor sporting facilities (eg ovals, tennis courts)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
River Torrens Linear Park (eg shared path, toilets, playgrounds, bridges, natural environment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of our Parks/Reserves/Open Space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Playgrounds and outdoor fitness stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suitability of park furniture (BBQ's, shelters, seating, drinking fountains, park signage)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stormwater											
Management of creek corridors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stormwater drainage to prevent ponding/flooding on Council roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stormwater pollutant traps – protecting our environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transport											
Local road network (speed and traffic volumes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycling networks and infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road surface condition (pot holes, cracking)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting – brightness and safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street signage – quality and easy to read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The brightness / quality of line marking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic signage – supporting road safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Economy											
Local employment support and opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attracting, supporting, and promoting local businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting local tourism (eg Food Trail)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Precinct development (eg Magill Village)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Do you have any suggestions as to how Council could improve its performance in any of the services or facilities listed in question 1?

.....

Satisfaction Overall

3. How would you rate your overall satisfaction with the performance of Council?

- Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied Not sure

4. Was there a matter which strongly influenced your rating?

.....

Performance of Elected Members

5. How satisfied are you with the overall performance of the Elected Members since their election in November 2022?

- Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied Not sure

6. Was there a matter which strongly influenced your rating?

.....

Performance of Council Staff

7. Have you had face to face contact with Council staff in the last 12 months? Please tick one only

- Yes No (Go to Question 11)

8. What was the main reason for your last face to face contact with Council? Please tick one only

- | | |
|--|--|
| <input type="checkbox"/> Rates payment or enquiry | <input type="checkbox"/> Parking enquiry |
| <input type="checkbox"/> Dog enquiry | <input type="checkbox"/> Cat enquiry |
| <input type="checkbox"/> Tree enquiry | <input type="checkbox"/> Bill payment |
| <input type="checkbox"/> Request a service or assistance | <input type="checkbox"/> Discuss a development application or related matter |
| <input type="checkbox"/> Seek information from Council | <input type="checkbox"/> Query a Council decision |
| <input type="checkbox"/> Attend a Council event or activity | <input type="checkbox"/> Provide feedback to Council |
| <input type="checkbox"/> Participate in a consultation | <input type="checkbox"/> Visit the ARC Campbelltown |
| <input type="checkbox"/> Visit the Campbelltown Library | <input type="checkbox"/> Visit the Lochiel Park Golf Course |
| <input type="checkbox"/> Resolve an issue (please specify) | |
| <input type="checkbox"/> Other (please specify) | |

9. How satisfied were you with the overall performance of Council's staff in dealing with this matter?

- Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied Not sure

10. Was there a matter which strongly influenced your rating?

.....



Community Engagement / Consultation

11. What motivates you to take part in community engagement opportunities offered by Council?

- Issues that relate to my immediate area (eg tree planting in my street)
- Issues that impact on me /my family (eg upgrade of sporting facilities)
- Issues in which I have a personal interest (eg climate change, sustainability)
- Issues with Council-wide implications (eg Council's Strategic Plan)
- A sense of civic responsibility
- I have the time / enjoy doing surveys
- Opportunity to tell Council what I think
- Chance to win a prize (eg go into a draw to win a gift voucher)
- Not usually interested in Council Community engagement
- Other (please specify)

Communication

12. What is your preferred way of obtaining information from Council? Please tick your top 3 responses.

Social Media

- Facebook
- Instagram
- X (formerly Twitter)
- LinkedIn

Digital

- Council website
- Connect 2 Campbelltown website
- Snippet (quarterly flyer with rates e-notice)
- My Local Services App
- TV Screens at Council facilities
- Online advertising – News online
- Catch Up eNewsletter (monthly)
- Other Council eNewsletters – please specify
- Direct email

Print

- Snippet (quarterly flyer with rates notice)
- Printed Council newsletters – please specify
- The Advertiser
- Flyers/Posters
- Direct Letter

Street Advertising

- Street banners and signs
- JOLT charging stations

Direct Contact

- With Council Staff
- With Mayor/Elected Members
- Through Council Services
- Text Message
- Other methods** (please specify)

Further Comment

13. Are there any other areas of Council's service on which you'd like to provide feedback?

.....

.....

.....

.....

.....

Thank you for your feedback and comments

Notification of Outcome – will be posted on Council's website, or you can receive it direct by supplying your email address below.

Email:

You can provide feedback by completing this feedback form and returning it by **4pm, Monday 15 January 2024** in one of the following ways:

- **Email:** Scan and email your completed feedback form to mail@campbelltown.sa.gov.au
- **Hand Delivery:** Council's Office, 172 Montacute Road, Rostrevor

Appendix B – Connect 2 Campbelltown Summary Report

Summary Report

20 November 2023 - 15 January 2024

Connect 2 Campbelltown

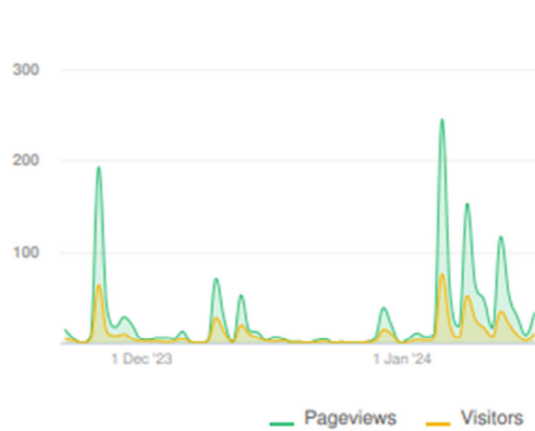
PROJECTS SELECTED: 1

How are we Doing? Community Satisfaction Survey

FULL LIST AT THE END OF THE REPORT



Visitors Summary



Highlights

TOTAL VISITS	MAX VISITORS PER DAY	
590	76	
NEW REGISTRATIONS		
24		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
133	335	473

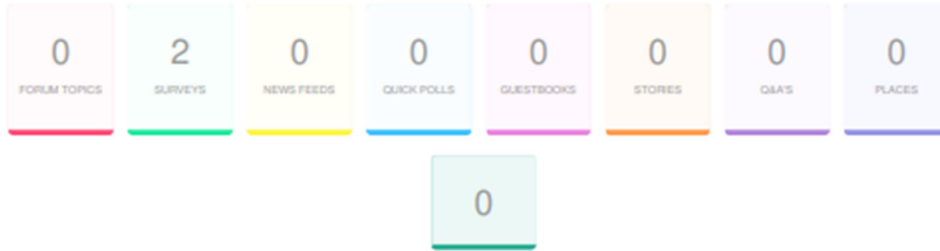
PARTICIPANT SUMMARY

ENGAGED	133 ENGAGED PARTICIPANTS			(%)
	Registered	Unverified	Anonymous	
INFORMED	Contributed on Forums	0	0	0
	Participated in Surveys	133	0	0
	Contributed to Newsfeeds	0	0	0
	Participated in Quick Polls	0	0	0
AWARE	Posted on Guestbooks	0	0	0
	Contributed to Stories	0	0	0
	Asked Questions	0	0	0
	Placed Pins on Places	0	0	0
	Contributed to Ideas	0	0	0
* A single engaged participant can perform multiple actions			* Calculated as a percentage of total visits to the Project	
				How are we Doing? Commu... 133 (28.1%)

ENGAGED	335 INFORMED PARTICIPANTS		(%)
	Participants		
INFORMED	Viewed a video	0	
	Viewed a photo	12	
	Downloaded a document	42	
	Visited the Key Dates page	2	
AWARE	Visited an FAQ list Page	0	
	Visited Instagram Page	0	
	Visited Multiple Project Pages	206	
	Contributed to a tool (engaged)	133	
* A single informed participant can perform multiple actions		* Calculated as a percentage of total visits to the Project	
			How are we Doing? Commu... 335 (70.8%)

ENGAGED	473 AWARE PARTICIPANTS		(%)
	Participants		
INFORMED	Visited at least one Page	473	
AWARE			
* Aware user could have also performed an Informed or Engaged Action		* Total list of unique visitors to the project	
			How are we Doing? Commu... 473

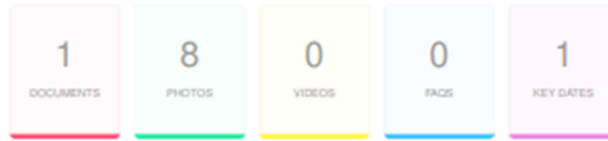
ENGAGEMENT TOOLS SUMMARY



SURVEYS SUMMARY	
2	Surveys
133	Contributors
134	Submissions

TOP 3 SURVEYS BASED ON CONTRIBUTORS	
120	14
Contributors to	Contributors to
Community Satisfaction Survey	Community Satisfaction Survey

INFORMATION WIDGET SUMMARY



DOCUMENTS	
1	Documents
42	Visitors
44	Downloads

TOP 3 DOCUMENTS BASED ON DOWNLOADS	
<p>44</p> <p>Downloads</p> <p>Feedback Form for PRINTING AT HOME</p>	

PHOTOS	
8	Photos
12	Visitors
13	Views

TOP 3 PHOTOS BASED ON VIEWS		
<p>8</p> <p>Views</p> <p>Supporting the transition to electric vehicles via the 'Electric Vehicle Expo' on 19</p>	<p>2</p> <p>Views</p> <p>Infrastructure Improvements: new pedestrian bridge near 130 Montacute Road</p>	<p>1</p> <p>Views</p> <p>JOLT electric vehicle charging station on Montacute Rd Campbelltown, one of five</p>

KEY DATES	
1	Key Dates
2	Visitors
2	Views

TOP 3 KEY DATES BASED ON VIEWS	
<p>2</p> <p>Views</p> <p>How are we Doing? Community Satisfaction Survey</p>	

TRAFFIC SOURCES OVERVIEW

REFERRER URL	Visits
m.facebook.com	50
lm.facebook.com	24
android-app	16
l.facebook.com	16
www.campbelltown.sa.gov.au	11
l.instagram.com	9
www.google.com	9
email.telstra.com	7
www.google.com.au	3
linkstre.am	2
webmail.themessagingco.com.au	1
l.messenger.com	1
www.instagram.com	1
mail1.domaincentral.com.au	1
vpostoffice.tpg.com.au	1

TRAFFIC SOURCES OVERVIEW

REFERRER URL	Visits
m.facebook.com	50
lm.facebook.com	24
android-app	16
l.facebook.com	16
www.campbelltown.sa.gov.au	11
l.instagram.com	9
www.google.com	9
email.telstra.com	7
www.google.com.au	3
linkstre.am	2
webmail.themessagingco.com.au	1
l.messenger.com	1
www.instagram.com	1
mail1.domaincentral.com.au	1
vpostoffice.tpg.com.au	1

SELECTED PROJECTS - FULL LIST

PROJECT TITLE	AWARE	INFORMED	ENGAGED
How are we Doing? Community Satisfaction Survey	473	335	133

Appendix C – Verbatim Survey Comments

Q2: Do you have any suggestions as to how Council could improve its performance in any of the services or facilities listed in question 1?

<p>Terrible council follow ups- since 2020 I have placed report/complaints regarding (1) the poor condition of Maud St and plant overgrowth in the adjacent sts (2)poor management at Learn to swim ARC, but either nothing happened or no delivery of plans . Very frustrating.</p>
<p>We have lost too much tree canopy. Council needs to put measures in place to save what is left.</p>
<p>Took TWO years to get council to acknowledge there was a street light in my street that needed the owner planted street tree pruned. Felt unsafe walking at night. Not counting the street tree had lifted all the pavers of the footpath.</p> <p>Every tried walking along Linear Park at night? Seriously it's so UNSAFE. Unsafe for a few reasons too - cannot see other users especially bikes, cannot see the path which has so many lifts in sections of concrete slabs. Looks across to Pt Adel.?Enfield Linear Pk and there's is so well lit. Pathetic. Try walking along the path from Paradise Interchange at night. Death trap. Not good enough. Feel so unsafe walking along Linear Park at night in Campbelltown Council area.</p>
<p>Act on continual requests. I am really tired , as a ratepayer, to have to keep ringing council and highlighting an issue in my street with speeding- PUT THE DAMN SPEED HUMPS BACK IN THE CARPARK IN KOONGARRA COURT/ KING GEORGE HALL!!! I have been highlighting this for months xxxx. Just ask your xxxxx!!!!</p>
<p>Building another walkway/path from Leabrook drive to the playground in Gurners Reserve. Many people access the playground with prams, pushers, trolleys, kids on bikes etc and have difficulty crossing the grass. Adding a rubbish bin at Leabrook Drive would also help keep it cleaner.</p>
<p>clean up impenetrable verges</p>
<p>Green Canopy - It is bad enough that houses are being demolished to make way for multiple dwellings. Still, I cannot understand why the Council cannot insist on the tree canopy being replaced when blocks are cleared for medium-high-density housing. These new homes are being supplied with minimal grass, minimal garden, and no tree canopy in the main. This needs to change now.</p> <p>Verges - With construction of multiple new dwellings being built where one or two homes once resided, the occupiers of these homes (either home owners or tenants) do not require lawn mowers or line trimmers, as they have no gardens. Yet the verges out front of these properties either have grass, weeds, or a combination of both, with the residents having no way to look after these areas, so instead they go to crap, making the streets look unloved and frankly embarrassing. Simply sending the weed-truck around to spray adds little value, as nobody actually removes the dead weeds. I do not like this time of year when the weather becomes warmer, the weeds are all dead and unkempt, and the streets do not resemble those of a council area that pays the high rates we do in Campbelltown. I am embarrassed to invite family and friends to my street due to the way it looks. However, suburbs like Tranmere and Magill seem to be treated a little differently which is disappointing given we all pay the same rates to live in this council area.</p>

Footpaths - Please spend more money on improving the footpaths already in place, as well as being more thoughtful as to where the duplicate ones should go. I have a primary school in my street and there are opportunities to improve pusher/scooter ramps (Corner of Robson Rd and Henry Street) to make the space safer for users.

Streetscaping overall needs to be reviewed. I would love to provide photos of what I see as there are numerous opportunities, especially in Hectorville which feels like the poor-cousin of the council area.

As a recent user of the ARC I feel more ladies showers and handrails both inside cubicles, toilets and in the dressing area are needed. Higher bench seating for dressing would also be so helpful alongside grab rails. I love the council's great climate initiatives but would encourage maintenance of new and existing plantings to save losses. As a grower for Landcare, it pains to see so many failures when simple watering could suffice.

It would be great if Council could prioritise keeping grass down along the Gorge Rd verge as it obstructs traffic vision. I am not a member of the ARC and will not be as long as classes are so limited and registration for classes has to occur on an early morning daily basis.

Line marking on roads needs re marking on some of the roads I use. And street lighting seems a bit dark in some streets The trees are sometimes blocking the street light.

Yes. The state of footpaths is awful due to tree roots lifting the blocks. Frankly it's safer to walk and run on the road. The playground at the Gums has no shade cover other than the trees, the equipment is outdated, the water from watering collects on the steps to the slides. A parking inspector needs to make themselves known to those parents at the Athelstone Primary school who consistently park on the yellow line blocking the access from the path at the rear of the school. The planning department needs to be more responsive. We are not builders or developers and had to submit a Planning application for solar panels on line which was complicated and not set up for solar panels tilt frames. We got no help at all and then it sat in the Planning Dept for weeks, no acknowledgment letter, no guide about processing time at all.

Dogs should not bark. If a complaint is made, it should be up to the Council to take care of it. Neighbours who mention the barking to a neighbour can cause problems between them. There should be facilities where exercise groups such as step-aerobics are available. Halls for groups such as for table tennis usually cost far too much. Playgrounds are usually suitable for under-fives. There usually not much for older children. The youth of today have so few options. The should solve this problem and provide options at a much-reduced cost.

All good

No I think council does a great job at supporting and implementing facilities and services

More outdoor movie nights such as the one following Christmas carols.
Easier to understand parking for moonlight markets.
More free family event and activities

Jeff's Street, walking paths are not maintained, kerbs are over grown and attracts dumping of hard waste, Jeff's Street sign is falling down, trees on Montacute road need maintenance as branches are too low and obstruct walking, lower north east road in front of the ARC needs a pedestrian crossing near the bus stop. These are some of the issues that have been neglected for a very long time.

Council should be maintaining the nature strips as his is your property and residents can't park on them so why should we be the ones to maintain them?

Also more signs and emphasis on solutions to reduce speeding. For example, working with SAPOL to capture those people who are exceeding the speed limit and putting people at harm."

At the ARC, there is a need for more aqua classes to be held because they are regularly booked out. These are important for older people to manage their mobility and flexibility due to health issues. The home support program also needs to have more time allocation as when requests are made they are already fully booked and cannot take on any more requests. I am not sure about neighbourhood BBQ because we have never been advised of when one is happening in our area - they are a good idea and we would like to participate. With regard to tree canopy, it is often very dangerous driving down road during storms due to overhanging tree branches. There are still bus stops without bus shelters. The ARC needs to provide better services for people with disabilities with regard to access to the venue. The Athelstone Oval scoreboard needs to be upgraded urgently. There needs to be more public toilets along Linear Park, especially near playgrounds. I am not sure why the refuge crossing on Gorge Road near Saint Ignatius' College was removed as this was an important safety feature for students crossing the road to go to school. Footpaths need to be checked as many are difficult to walk along due to tree root damage. More lighting could be provided along Linear Park, as well as more drink fountains. Many roads need to be checked due to pot holes and cracking. People need to be held accountable for street verges which become overgrown making it difficult for pedestrian access. Increased signage along Linear Park as many people ask for directions.

Stormwater Pollutants - not enough is being done to trap rubbish from the creek before it ends up in the ocean, need to make this area greener plant more trees & stop removing trees. Too many approvals of medium density with no tree canopy or greening of the area - Hectorville is an absolute disaster and mismanagement of local government. Not enough action is taken with street rubbish. The Gums is a prime example of the amount of rubbish left there for weeks and months and not collected. Dog Poop/bags on walking trails and parks everywhere, no real action on barking dogs/ increase in dog attacks.

It's been incredibly disappointing to find that the management of the learn to swim program at The Arc is so lacking. No waitlist, not enough classes to meet demand and also no form priority for local residents. The advice to keep checking our Facebook page for availability is infuriating. Most parents from my CAFHS parents group are travelling 30+ minutes to get their baby into a swim lesson. It's ridiculous. My husband and I were planning on getting arc memberships when our son started his swim lessons but now we won't because there is no availability for him. So disappointed with this.

Rostrevor Tennis Court, was supposed to get maintenance in Jul 2023 but never happened. Newton Diane Av is completely neglected for footpath cleaning and dog poop everywhere. I think the council has abandoned Newton area.

People are NOT recycling properly not enough material is sent out to residents re: How to Recycle Properly. Other councils are involved with Soft Plastics Recycling. The issue of rubbish in parks and reserves and streets needs to be addressed and monitored properly. Not enough to promote our wildlife in the area, never any initiatives or announcements about how CCC looks after wildlife like they do not care. Your Cat By Laws is not a solution when just as many dogs attack wildlife, such as Koalas, possums, and lizards, Seen it first hand myself, So it's an overall issue with all animals. I want to see more initiatives about greening the area unfortunately all I see is the removal of trees around. I want to see more connection with the community not just during business hours but out of office hours gatherings and meetings.

Reduce the speed to George street to 50,kph
Cats do not really affect anyone except the owners, unless they live within range of a park with native vegetation. They should not be confined to properties unless they are within range of such a park. Just because some people don't like cats doesn't mean they should get a say, as it is nothing to do with them. It is very difficult to confine a cat to a property and also can be expensive.
Fix the traffic congestion at Magill village
Footpaths on both sides of all streets are absolutely essential! This is outrageous that in 2024 we still have jagged footpaths and one side only footpaths! Hectorville is really neglected with no care being taken to get the footpaths done. It has been almost 2 years I raised an issue and it still has not been rectified!
concentrate on core business such as filling in pot holes. There are two deep manhole covers on George Street Paradise near the useless chicane that causes more problems than it was designed to fix.
Fair decision making with unanimous community support to better our generation to come
Engage in proper community consultation before imposing draconian, ineffective and cruel cat bylaws. The supposed engagement that was taken was a farce.
Suggestions? Yes, like get off your backsides, go for long walks, drives or bike rides! Get back into the real life, away from the desk, and stop doing stupid surveys that mean nothing! The ARC is a huge issue, is it in debt? Stop taking government grants, when ratepayers need to fund most of the project! There are a huge number of things that the council can do, but the list is just too long! One thing that I've noticed, and it is everywhere, is street line marking. The type of paint being used is useless, it only lasts 6 months tops, and just 3 months later it becomes impossible to see in the rain. In the new skate park, there should be a mobile kiosk for refreshments, WiFi and security. If someone is there, there is a lesser chance of trouble. Councils have now become reliant on greed, we need more rate money to repay debt on the ARC and other projects. Debt is very easy to hide. We talk about stormwater, the council is the worst offender! Stop taking away front and back yards! Just look at the problems these new developments are causing! Vehicles are parked on very narrow streets and I just wonder how garbage trucks manage, even worse, try and get an ambulance or firetruck through some of it! If I had to make just one gripe, it's that this council is a total failure in the most simple thing, that is street planning, all because of greed. Stop taking stupid grants and easy money, start earning your pay.
Council are doing a great job.
More lighting around Lochiel Park area (Near walking path) and better street sweeping in Lochiel Park (not all areas get swept in Riverbank Circuit)
Well Council could finish the Upgrade of the Campbelltown Shopping Centre precinct. And what's happened about the proposed upgrade of the Donald Street Playground. Also I think CC has to work harder in its tree planting programme. There are streets in my area that have few trees (for example Chapel Street)) I feel that the areas of Campbelltown on the western side of North East Road are neglected as far as tree planting goes. Please don't plant messy bottle brushes any more.. Native trees never form a large canopy as are seen in Unley Council .. We need shade..
Stop making decisions that reduces the traffic flow - eg Magill Precinct. Traffic congestion was not considered when the remodelling of the top section (now 40kmph zone) of Magill Road was planned. Unfortunately, this creates a lot of congestion now at busy times of

every day.

The reduction of the speed limit of Stradbroke Road, near Morialta conservation park was a poor choice. There were many good reasons provided via feedback that this section of road should remain 60kmph but was reduced anyway. Campbelltown Council have only succeeded in supporting revenue raising and extra costs for commuters in this example.

The weekly/fortnightly bin collection is not consistent where we live. The street (being a short dead end road) is often 'forgotten' or only half the bins (one side of street) is serviced. We have to make missed bin reports and eventually the bins are emptied.

Sometimes we can't be bothered making a report (if the weather is mild and it is the blue waste to landfill bin) so the bins wait an extra week.

In relation to planning and development, the infrastructure is not being updated to cope with all of the land subdivisions and multiple housing being put on single dwelling blocks. Land division is out of control and the native vegetation and green space as well as the community are major casualties. This council has allowed housing development too tight and these will become problems, eg noise complaints. Such a shame for a once beautiful area.

Street lighting could be improved dramatically one example is Fox Ave. More attention to bus stops with increased shelter and access for people with disabilities.. paths are often an uneven surface..

The selection of street Trees is poor. Everywhere the same tree has been planted. Each tree has a profusion of orange berries which when they fall create a tripping hazard.

Examination & maintenance of hazardous Trees such as lemon scented gums - many that are now enormous need urgent action.

Linear park weed control is essentially non existent. Intermittent slashing & poisoning are bandaaid measures. It is noticeable that the linear park surrounds in the athelstone area are much better than what we have here in River ward. Signs warning of snakes have been remove. Why? Foot bridges across the River need maintenance.

Seem to be repeating questions

I am interested in learning what action plan you have to mitigate the effects of climate change. That was one of the questions and yet every time I receive my newsletter with my rates notice there is never any mention of climate strategies, making the area greener, cooler, its not just about solar panels. And having paved footpaths is really a waste of money when there could be more verges. I have seen some of the verges in the area and they do look good. Magill precinct looks good however there are 5 sets of traffic lights in less than a KM, yet no pedestrian lights on cnr of Reid Avenue/St Bernards Road and Reid Ave/Magill Roads, with the increase of population and traffic. I want to see our parks and reserves looked after better there are many leaving of garbage behind and its left there for months and months. I want these areas protected more.

We need more free activities for fitness. The ARC 's space in the gym needs to be addressed. Too many people and not enough room to do cool downs and floor exercises Also we need to have more Arts programmes available eg local bands, choirs etc.

Improve the quality of Gorge Road surface particularly the further you enter into the hills. Ensure the dry long weeds along Gorge Road after passing the Athelstone shopping centre into the hills is managed effectively - in the past couple of years this has both looked ugly and also created a major fire hazard.

Large gum trees are a hazard in wild weather/ gully winds in dropping boughs on vehicles/ property - need to check tree health in residential areas regularly. More education to reduce use of vac blowers into the street and education to sweep up gutter vegetation and keep waterways clear would be good. Continuing work on increasing footpaths on both sides of the street would be good as well as ensuring home owners keep foliage within their bounds to maintain clear walkways.

<p>Regularly checking health of trees ifoeet would be welcome as well as ensuring footpaths are kept clear of tree and plant grown from private property. paths on both sides of the street</p>
<p>Make a greater length of the existing bike lanes spatially and temporally continuous rather than intermittent - that would save any confusion and a lot of money now used on "Bike Lane Ends" signs. Where bike lanes are 24 h, for those who still can't figure it out, there should be matching no parking yellow lines (for example, opposite Aldi on Gorge Road).</p>
<p>Please make Roads and Streets differently, rather than as hybrid Stroads (like Lower North East Road). https://www.youtube.com/watch?v=ORzNZUeUHAM</p>
<p>Make more ways for people to get involved with the community (eg. free community groups)</p>
<p>I would like to see more attention paid to newly planted street trees as so often the supporting stakes or straps are broken or dislodged and the tree has no chance of surviving. A wrought iron barrier that completely surrounds a young tree and is used in other council areas would give far better protection from vandals and weather extremes. Re hard rubbish collection - far too many residents just place unwanted goods on their verge at random times. The council needs to educate the residents (particularly new arrivals) that this isn't acceptable. More than 1 collection/year would be appreciated.</p>
<p>There is a lot of talk and action about cat management, but nothing about dog management, especially along Linear park. Yes, a dog is being planned (hopefully NOT on the much-used Lochiel Park oval) but what is being done about dogs roaming the streets and being off-lead every single day on Linear Park?</p> <p>Maybe the new Paradise skate park is a good location for the dog park! Lochiel park was designed to encourage and protect our native flora and fauna.</p> <p>Linear Park lighting is inadequate and unsafe for use after sunset.</p> <p>Council rates are way too high, especially considering how many additional smaller homes are being approved and built. With smaller properties, yards and garage spaces, streets are more crowded and green spaces more precious than ever. So many of us lost faith in the Council members when they elected to raise rates higher than necessary in such a difficult period.</p> <p>All Street Signs need upgrading by repainting & enlarging print & cutting overhanging tree branches</p> <p>The council needs to build community by building agency and developing common purpose. Instead this council railroad decision making processes and run dubious consultations that are loaded to elicit a particular response. The whole cats bylaw debacle is an example of this. This was a missed opportunity. Not we have a divisive cats bylaw that promotes vigilante antisocial behaviour and does nothing about undesexed and unhomed cats. The future consequences of this are concerning-reduced community responsibility and increased likelihood of animal cruelty indicate that decision making and consultation and information sharing is flawed.</p> <p>I spent hours writing a submission along with many other key stakeholders - cat owners and animal welfare organisations. Our submissions were not made available to councillors, in a timeframe to allow any consideration or debate. Instead the staff member leading the so called consultation dismissed submissions as being held by 'vested interests'. This is not a good way to manage change or build community spirit.</p>

Don't use public money for charging stations for people's cars. A business should be doing this and charging. Free fuel is not a right!
Footpaths in Hectorville are pretty run down.
When i studied economics govt is meant to stimulate a lagging economy and get out of the way of a full economy. Building at the peak, raising rates at 6%+ is the opposite of long term thinking economic management.

Concentrate on actual problems like roads and footpaths! Rodent issues now higher due to stupid cat laws which won't actually help. Only should be keeping cats inside at night. Dogs cause farm more issues and sick of dog poo around and roaming dogs. They are the problem not the cats! More dumping of crap in side of streets as only one hard waste free now - go back to at least 2. Need footpaths in both sides of roads as always people walking on roads due to lack of them or shocking quality. Stop approving building of houses where garages are tiny so cars are always parked in streets. What are you going to do with traffic management when new housing development is built? Traffic is pretty bad a peak hour as bad traffic flow already and changing light sequence so intersection at Darley and lower north road heading north is green longer to let more cars through would free up some back log. Same with the intersection at gorge and darly heading north. Worst council even and xxxx needs to go. xxxx wasted so much money on xxxxx. Fix the areas first.

Council need to focus on Rates, Roads and Rubbish. The council also need to urgently cut discretionary spending. Ratepayers are not a bottomless cash cow to subsidise reckless spending. RATE CAPPING NOW.

The tennis court on Playford Rd looks disgusting, it needs to be cleaned up and up kept in order for residents to utilise it.

Would love the council to actually force Campbelltown city soccer club to provide better parking. Also to make cut out parking areas on Crozier Ave near the soccer club like on Liascos.

It would be great if the council actually fixed the section of the road where we live as it floods ever since they redid the road. The camber of the road is wrong as it slips to the low side, towards the horses and have flooded neighbors with the need for sandbags, but the council won't listen.

Provide better recycling and also more hard rubbish collections per year. We pay a heap of money for not much in this area.

For a suburb that is considered as part of the eastern suburbs precinct the nature strips in front of houses, paths and parks are like a baron dirt area. It is extremely disappointing to have moved into the area 6 years ago and for the nature strip in front of our house to be completely neglected by the council and either be covered in weeds or a dirt patch. It becomes embarrassing to invite people to our house and suburb when the the whole way up gorge road is dead and dry grass that it a metre tall and then to turn onto street where it is is dry and dirt. There is no incentive by the council to assist residents with ensuring that their nature strip is well looked after and inviting I.e. providing open and useful advice on what work can we done by the resident on their nature strip.

As a recent first time mum it is also disappointing to watch around my neighbourhood and it is dirt and dry and then there are no footpaths where I can comfortably walk my pram with my baby. It is either bumpy and broken run down pavers or I have to walk with my pram on the road. It would be nice to be able to walk on a footpath where I can walk with ease and not have to drag my pram up and down from the road and worry about cars coming around the corner and hitting myself and my child as I have to walk on the road or

<p>in dirt.</p> <p>We have a cemetery near us and the council workers come every Monday and clean the cemetery for a short period of time and then spend the rest of the time either cleaning their truck or sitting in their truck. This time could be spent working on our nature strips or footpaths which are currently an embarrassment to our suburb and council.</p>
<p>Yes . I would love council to come out with me for a days work with my car and trailer and just see how bad the roads are. worst in the state</p>
<p>I was part of the Gums Reserve community who was against the plan to implement a dirt bike, How council managed the initial process was absolutely appalling and word around the community was this track was proposed because of friends of xxxxx, which in itself raises so many questions. My point is that more needs to be done to protect and preserve our natural environment not harm it with such appalling decisions to have it trashed. You approve the removal of beautiful trees to build more and more boxed houses and units and so the only things left our our parks and reserves. This has left a bad taste in my mouth and since then I have followed your progress and not happy with the lack of transparency with everything.</p>
<p>I am reasonably happy with most services. My complaint would be, due to the over development n the area, most streets should only have parking on one side of street. Gum trees in these small streets should be removed and replaced with a more appropriate tree for the size of the area.</p> <p>Checking of cars parking outside schools for pick up needs to be done more regularly.</p>
<p>More hard waste collection, and easy to organise. Addressing waste water management issues caused by building developments..especially when neighbouring properties are affected and have lodged multiple complaints....this has been ongoing for approximately 4 years and has NOT been addressed.</p> <p>Start dealing with excess traffic issues caused by the Hamilton Hill (Rostrevor College area) housing development, instead of making excuses about it being on the boundary of another council area. Also perhaps it would be a good idea to make a ruling that EVERY new residency built has off street parking for at least 2 cars.....or they have to pay permits to park cars on the street!</p>
<p>Please stop putting up crammed two-storey townhouses where it doesn't suit. Medium/high-density is well suited in the heart of the city, and immediate outskirts. Also suited to communities who expect this from the ground-up. (Like Oakden Rise). It also makes sense when they are directly next to a train station or interchange. Meanwhile my street is not even walking distance to the closest interchange, and yet these crammed townhouses are popping up, covering the hills, drowning out the sky, removing backyards, and cramming the street with cars. It's just such a weird decision and they stick out so much.</p>
<p>The carparks at the obahn interchange that have been painted with yellow lines need to be fixed and all the trees in the carpark need to be pruned and managed by arborists</p>
<p>Taking a lot more care of verges and removing weeds from verges, especially when residents are sent letters to clear their land of weeds and tall grasses.</p>
<p>Maybe less so Council, but police presence along Glen Stuart Road and surrounds to deter hoon driving would be good.</p>
<p>In respect to traffic management these streets throughout council area were not made for cars parked continually on both sides of the street, it is taking me about 10 minutes on average to reach main roads due to this, having to wait for oncoming vehicles to pass just to exit the side roads as they are now basically one way streets I'm dreading the day a fire comes down this way. There are not enough native trees being planted to replace the ones council are allowing new builds to fell. The bird life in this area is reducing</p>

<p>significantly esp in thorndon park since the playground upgrade a rough est of my surveys there show there are approx 10 spieces that were frequently in the park that are no longer there. The arc needs to support an hour during the day for seniors and disabled ppl to swim when the facility is not over run with noise from younger children so that they can enjoy exercising and rehab without the noise and children jumping into the excercise lane. likewise the facility needs to open the second change room continuously as once there is prams and frames in the one small change room you cannot move in there - i've had to change in the carpark because of this. more maintenance on footpaths to prevent trip incidents would be appreciated.</p>
<p>More bins at bus stops. I Walk my dog regularly and have to walk for a couple of ks with a doggie bag because there are so few public bins in Newton and Rostrevor. The small garages on new houses are causing so many more cars in narrow streets and it will get worse with so many town houses.</p>
<p>Significantly more focus needed on planning and development for density to prioritise low speed street network, walking and cycling connectivity and attractive precincts to visit - newton and Campbelltown shop precincts are very ugly. Greater investment in better streets.</p>
<p>I'd like the Council to provide more services for young people e.g. youth activities at the ARC especially in school holidays. I'd like Council to prioritise cycling infrastructure especially bike lanes and good quality footpaths. We bring elite/international cyclists to our city but we can't make it safe for kids to ride to school. The public toilets are also a problem e.g. behind the Campbelltown shops where they are so smelly and dirty.</p>
<p>Fix the roads and maintain verges</p>
<p>Having recently moved from Urrbrae to Magill, I am extremely disappointed with the lack of week control in footpaths and the lack of upkeep of footpaths in general and street scape appeal. The weeds are rife and over 1 foot high, the area looks like a poor community and lawn verges and soccer ovals are unmoved and weeds going to seed. Very different to the lushness of Mitcham council!</p>
<p>Street sweeping is good but many verges now neglected. Roads need more maintenance in some places .. bumpy</p>
<p>The main issues I have is the quality of footpaths. Some of the are particularly uneven and cracked. I can't image what it must be like for people with wheel chairs and gophers. I had an instance last year where I needed a walking stick due to a back injury and found walking on uneven footpaths very difficult.</p> <p>Also, each street corner should have the name of the streets going both ways. As someone from Perth, I notice this a lot in Adelaide. Some streets just aren't marked with their name. Campbelltown council area is no exception. I had an instance last week while walking on Leabrooke Ave, just down from Stradbroke Rd. A bus had been diverted from its route due to a burst water main. The Driver had to ask me where he was as there was no signage. Luckily he was supposed to be on Leabrooke. The point being, for those that don't know an area, all streets need their name clearly marked on all corners.</p>
<p>A website where we can easily submit suggestions instead of ringing or emailing.</p>
<p>Get back to what councils should be doing, rubbish, drains, ROADS , verges and footpaths etc. Not wasting our money on arts projects AND STOP THIS DIVERSITY AND INCLUSION NONSENSE. Also, get your nose out of the TOXIC climate change cult ideology,. IT AINT HAPPENING BOYS AND GIRLS. It's all about money and councils have been caught hook, line and sinker.</p>
<p>Maybe just double checking the stormwater drainage in some areas including around 5th creek trail as our roads do flood with heavy downpours. We love the creek though 😊</p>

Council needs to public transparent rolling 10 year performance against a range of KPI's. For example, I expect many ratepayers would be interested to see the change in Total Rate Revenue over a rolling 10 year period as compared to inflation. As far as I can see this important information is not published by Council.

Similarly, a rolling 10 year performance detailing a range of KPI against key services should be developed and published. This is a key deficiency in terms of communicating Council performance in a transparent manner.

To enhance council performance, prioritise robust community engagement through regular town hall meetings and online forums, fostering partnerships with local organisations for collaborative decision-making. Improve infrastructure reliability with proactive maintenance and technological innovations, and establish a responsive reporting system for community concerns. Promote environmental sustainability through green initiatives and education programs. Strengthen public safety with community-oriented policing, data-driven interventions, and emergency response training. Expand access to affordable healthcare, support mental health initiatives, and collaborate with schools and non-profits to improve education and recreation programs. Foster economic development by providing incentives for local businesses and attracting new industries. Invest in digital infrastructure for efficient online services and promote digital literacy programs. Regular evaluation and feedback mechanisms will ensure ongoing refinement and improvement of council services and facilities based on community needs.

The involvement of residents in care of their neighbourhood precincts eg vegetation on street verges, small snippets of council land at corners, dead ends, public facility beautification etc , always seems at a low ebb. Is there some way that Council can be a catalyst for neighbourhood groups to develop? Warning: It is easy to say , Oh well we tried that and it didn't work. But there IS action in this way in our own city and in some neighbourhoods across metro Adelaide. - eg Old Bowden Brompton, Lochiel Park, parts of Athelstone I think, and many others. I am sure that there are ways to do this where community involvement multiplies efforts and budget allocations made by Council. Having worked in community projects in my professional and now volunteer life, I have some very specific ideas how this could happen in a very budget conscious way.

Thorndon park is a mess. Once was a lovely place to visit. needs maintenance badly. Playground is now the only thing that matters. No one there most of the time to report issues. Lots of hoons, people riding bikes and scooters. Taking dogs in there, despite signage. People not respecting our wildlife. Road in between park and Rezz hotel has kids running across playing chicken and throwing things across the road in front of cars. its been ruined

better maintain footpaths on minor suburban streets, and where they don't exist, construct them. Provide public toilets adjacent to all public facilities, parks, playgrounds, more like the wonderful new skate park

The Council should focus on their core business - roads, rubbish, maintaining its assets and essential community services instead of becoming involved in matters that are the responsibility of state and federal government. With the cost of living increases, many ratepayers are finding it difficult to make ends meet and resent the yearly rate hikes that they can't afford. Our rates should be spent on projects that benefit the MOST number of Campbelltown Council ratepayers, not just a select few. For example, how many Campbelltown Council Ratepayers would benefit from a lift at the ARC? Not many, I'd say, particularly as many ARC users come from other Council areas and are using the facilities at out expense. The same with the Thorndon Park playground and the new skate park. Thorndon Park has been monopolised by various cultural groups from all over Adelaide for many years. It is so bad now that it's impossible for my grandchildren to gain access to the equipment over the weekend. Parking is also impossible. Council might consider charging

<p>those living outside of our council area for the use of the facilities paid for by its ratepayers. I fail to see why I should pay for facilities that I don't have the opportunity to benefit from.</p>
<p>Lower speed limits for all roads apart from major roads. Make it more liveable and better for all residents and not just a cut through for cars that drivers may not reside in the area.</p>
<p>Your policy regarding cat curfew is unreasonable and unworkable in some cases where a cat has been adopted with previous experience of living outdoors. Please try to come up with something more reasonable than cat runs or proof fencing. I think desexing and microchipping would be enough in those cases.</p>
<p>Make the arc more accessible to the entrance, ie: the stairs are horrendous</p>
<p>Street speed signage on entering River Drive, at the intersection of Schultz Rd. is back to front. Excessive speeds are achieved by some, ~80kph, at the bottom of River Drive, in both directions. It is only the care of other users, foot and road around Heather Court intersection that an accident has not occurred.</p>
<p>The Council Reserve running between Lower Athelstone Road and River Drive only gets grass cutting and rubbish clean up from the trees in the reserve that builds up along the fence line.</p>
<p>Flooding of my property has occurred twice during 2023. This is a result of insufficient stormwater collection by road side-entry-pits and road design in Whelan Close and the top end of Cyril-John Crt. The water floods down through the back neighbour's property through mine and on one occasion through my garage and out the front.</p>
<p>More men need to be employed by the council. Council rates way too high.. Stop believing that you can change the climate. Wake up, it's just a big money grab.</p>
<p>Make it easy for people in wheelchairs - nothing is as been addresss in your survey about people with a disability</p>
<p>More toilets along Linear Park. Introduce the Grandfathering Strategy to allow cats belonging to people that are already in the Council Area be allowed to continue to go outside during the day. The heartless, cruel new By Law re cat management shows absolutely no understanding by xxxxxx and xxxx supporters of how this is going to affect the physical and mental health of people who currently own cats!</p>
<p>The questionnaire is faulty: one cannot answer "how satisfied are you" questions with "important / not important" answers. Thus I was forced to respond with "Unsure" for that set of questions.</p>
<p>Council needs to be more proactive in promoting notion of community pride in their area. This could be highlighted in form of banners/ signage or on social media etc. Residents need to see what the Council is doing for them too as a ratepayer, while the Council needs to implement incentives for the residents who take pride in their abode maintain their verges and gardens, this could be in the form of discount with their annual rates for example!</p>
<p>Re EHA have heard mutterings about less rat posion available. Re Rec & City Services more courses on anger management to all ages. Re Kurbside services a review & reward in eg Rates for those recycle & eg put out blue bin once every 2 mths. yes, by employing more staff so different services can be effectively delivered.</p>
<p>Many footpaths are barely useable owing to overgrown sides, weeds & uneven surfaces ,Greer Place has no footpaths owing to various encroachments of plants & Structures on where footpaths ought to be. It is narrow & some residents on it drive dangerously, beeping pedestrians on the road even if there is no footpath & it is access to bus on other side of creek.</p>

After attending about 400 Council meetings I believe the Council does not have a revenue problem but has a spending problem. If I did not attend would have no idea what council does as never hear from Elected Members in my ward.
Disappointed with the removal of many large native/gum trees from Morialta Secondary College & the time taken to replace these trees. Traffic control for new Morialta Secondary College is unknown & no communication to the residents living next to college.
Must water new plantings regularly or they will die which is a waste of rate payers money. More mulching required on garden beds. Regular maintenance program needed for Council facilities and rented properties. Lack of regular gutter cleaning. Do you realise how important this is?

Q4: How would you rate your overall satisfaction with the performance of Council? Was there a matter which strongly influenced your rating?

1.Poor road maintenance including holes and cracks on surface and plant overgrowth along council verges. 2. Poor dog control e.g. no stronger control on people who take tjeir dogs off leash 3. No traffic control around school zones
Not enough done to save our tree canopy and preserve the native/natural environment. There needs to be a ban on artificial grass on nature strips/verges.
Speed control in Hamilton Terrace Athelstone
Handling of the Community garden in Playford rd. Which causes more cars to park on the street and not a sufficient playground next to it.
See answers in #25
Your complete disregard of your community and rate payers when an issue is complained about like a safety issue in the streets and your completely ludicrous cat bylaw. The community consultation was appalling, completely tone deaf. You only surveyed 400 people which is very very poor. You need to consider at least a grandfather clause. Vermin numbers have increased and the number of dumped and stray animals is increasing. You have alienated the CATS Sterilisation program staff and turned neighbourhoods against each other. Your “ research” is based on feral cats not domestic cats. Your council meetings do not allow people to debate this issue and a number of your councillors have voiced their concerns about bullying and intimidation within the council meetings and xxxxx about this issue. It needs a serious re think as a HUGE number of your council community disagree with the part 2 of bylaw. Most of us agree with night time curfew but NOT 24/7 curfews. It seems from all of the social media in this council Dogs are the main issue
Easy to talk to the council staff at the end of the phone when I have a quest or concern. Wonderful support in getting a replacement bin, and hard rubbish collection. I love living here.
I never get a straight answer to my questions when i ring
massive rate increases that pensioners can't afford
The streetscaping needs work. There are other suburbs in Adelaide with homes of far less value, but their streets and verges are well-kept. We do not have to have expensive homes in our streets for them to look presentable, but we do need to make it easy and of value to look after what we have. My front lawn is half council land. I water it, weed it, mow it like its part of my property. Being on a corner, I have also developed the unsightly corner verge and made it pleasant to look at with bird attracting plants. This is at my own cost both in money and time, however there is no incentive for others to do the same, therefore they don't. It is not up to council to motivate people to look after the streets, but

in the same vane that where we remove graffiti so as not to encourage more, not enough is being done, except in certain areas, to encourage people to be proud of where they live.
I consulted on the forward planning policies such climate /sustainability. I am heartened by the positivity. It is a struggle to come to terms with housing policy...small blocks almost completely covered by building; huge, high homes to boundaries overlooking neighbours, no room for trees or green space on blocks, cars parked on roadsides & blocking access. I feel more can be done to educate our community in waste disposal and correct use of bins...but then there are the wonderful new developments like the Athelstone football/ cricket club, the ARC facility which has its issues but is a great community centre...and the wonderful new THornden Park Playground which my grandchildren adore. Much to love about our Council and area...and a few tweaks to make it even greater!
Providing planning permission on very small blocks of land for too many homes. We should not be allowing subdivisions of less than 350sqm2. The infrastructure cant cope with the additional demands on waste water and parking to name just two.
I like the environmental influence council has. Also the consultation process for changes to our community.
The poor performance of the planning dept
House prices go up, so the council receives more revenue. Then the council increases its rates. This is a double-whammy. The council should decrease the rates for its ratepayers. Reduce it by 20% next financial year and do less. Paying for monuments is a waste of money. The Council must be pressured into silencing a dog. A simple request doesn't work.
The new traffic lights on Gorge rd. and Silks rd. have caused excessive buildup of traffic on Gorge rd. which was never like that prior the new intersection. The signal sequence from Gorge, Newton, and Darley needs adjusting may help this. This intersection has caused an increase of traffic on avenue rd. because cars and trucks use it as alternative Rute and speed through the slow points and street. maybe lower it to 40km may deter ppl using it.
Budget well managed, even with extensive renewal proects such as ovals, club rooms, roads, Campbelltown and Magill village. Prompt response for development applications etc
I feel it's the timeliness of getting things done around the city with regard to fixing signage, potholes in roads, road surfacing, fixing tree damage or pruning trees. I feel it always needs to be reported. There's no proactive work being done to beautify the area. Only maintenance of existing things.
I feel a part of a great community and this is due to the council maintaining and faciliating events, greenery and services
The autism morning teas have been a great initiative to bring families together.
I had a problem with a neighbours building which flooded inside my home. He had not followed his planning approvals. The staff at council dealt with the matter very effectively and pursued him until the problem was fixed. It took a lot of the stress away for me. Additionally I was attacked by. A dog when out walking and the concern shown by the council ranger and his fast response was much appreciated
Poor attention to Jeff's Street and condition of the walking paths and kerbs, street sign leaning down for a very long time and all the other things noted in my previous comments
Yes, the inability to be consistent with delivery expiation notices.
Not enough community engagement, alot of people do not have social media or have a computer at home. I expect more engagement from the Councilors who were voted in and responsible for their area, we hardly or even hear from them, what a joke ! And they get paid to do what???

Arc swim lessons
I can talk about my street Diane Av. Dog owners are a menace. So much dog poop and council does nothing to reduce it. Been many months since any quality cleaning happened. Rostrevor tennis court is in shambles.
As per my comments, You have increased rates and unfortunately not seeing enough of green initiatives to warrant the increase, It appears a lot of the increase has gone toward pay increases and bonuses.
Being fobbed off when I enquired how to reduce the speed on George street
Cats should not be confined to properties, although a curfew is okay. There are other ways to reduce predation.
Lack of climate action Lack of aboriginal pre-invasion ownership and land use insufficient tree planting more hard rubbish collections needed
FOOTPATHS! ONE SIDE ONLY and in horrible condition!!!
Has responded to issues when I raised them
Supporting youths and the elderly more involvement needed
introduction of 24/7 confinement of cats, disregarding all the submissions of animal welfare groups around grandfather clause for existing cats, and being so stubborn as to not listen to the genuine concerns of cat owners. There will be a rise in cat abandonments and in cruelty to cats as a result of this by-law.
Planning! You allow the current developments, but it's still far too hard to put a tiny house or granny flat in our backyards. When will we be able to do it?
I consider that the Council is doing a good job, however there is always room for improvement. I have made suggestions for improvement, mostly ignored, particularly in relation to sides to wooden bridges across the creeks for safety for both pedestrians and cyclists, particularly when they are crossing the bridge at the same time. I have notified Council of hazards which have been responded to promptly, thank you. However there is graffiti on the bridge near the back of the par 3 golf course which I have reported but to date has not been attended to.
Overall grass cutting is good and tree maintenance but need more bark chips around northern pond to suppress weeds and pigeon control needs more attention
I suppose my desire to have leafy shady streets as you see in older Council areas in Adelaide. Campbelltown has some of the worst native street trees grown back in the seventies..The Eucalyptus Spathulata should never have been grown as a street tree. And there are others. And someone needs to organise a stocktake of street trees. Some streets on the western side of CC.. have no trees ., Everyone property deserves a verge tree.
Planning and development that includes approval of too many dwellings on once single dwelling parcels of land and the destruction of green space. The footpaths are in terrible condition because Council relies upon the occupants to look after much of the verges and some areas are okay but others are untidy, bare, and when there are trees, these are not pruned. The street trees need to be pruned for pedestrians and for commuters because in a car, at a T-junction, vision is blocked by unpruned council street trees. This is dangerous.
I have always had amazing service everytime I've needed to contact the council regarding an issue.
Tree planting & maintenance Green space along Libear Park

I appreciate maintenance of Green areas and creek. Also the assistance given by Council employees
I have a cat and I have a dog, I am a responsible owner and yes my cat is contained to my home and at times let it out at the back and front of the house is just normal, at times I get my neighbors cat coming to visit but that's OK with me, it's not a big deal. The way CCC went about the By-Laws was absolutely disgraceful, there was NO proper consultation and ample time frame to receive the whole of community's views, and only a few of those that hate cats. When you dislike something so badly you send a very strong message out there about being Cruel !! What I would have preferred is bringing the community together to find a nicer and better way of dealing with this issue, but the way you have gone about it has divided the community! This leads me to the area of Dogs, all the focus seems to be in the area of irresponsible cat owners but seriously the amount of Dogs Barking Day and Night in properties, left almost neglected, people leaving dog poop in areas when walking about - You never hear any mention of this with the council non at all, yet when it comes to resources trying to manage such issues I would say the majority of time and money is largely dealt with dog issues including dog attacks, dogs off leads in areas which should be protected from both cats and dogs. I always loved living in the Campbelltown Jurisdiction but it feels in the past 5 years things have changed for the worse not better, I have so many locals say they no longer go to the council meetings because they don't care you don't listen. What is that saying about the organisation??? Unfortunately, you have left your community disappointed and disillusioned,
Around Athelstone area there are no footpaths to walk on. The corner of Addison Ave and Fox Avenue needs to be addressed. The ARC is too crowded.
Nothing remarkable about the Council's performance. No proactive contact from the current Councillors has been experienced.
General community facilities
Proposed redevelopment of Tyrone Avenue, no community engagement from the council to determine the type of redevelopment
Just giving up on avoiding climate change and going for adaptation is a cop-out. Climate change adaptation needs more than token gestures.
Just general opinion
Development of Thorndon Pk.
As per previous answer
Council does a great job overall but theres always room for improvement
Failure to listen and respond to legitimate concerns stemming from the imposition of poorly considered cats bylaw.
Economic management and stupid cat rules. Ive seen more rats and mice around already. Street parking management as suburbs fill in.
Lots but cat management is pretty bad and wasting money on fluffy xxxxx and not fixing actual problems in the area.
There are many factors that have impacted my feedback. From the indefensible rate % increase to the total disregard of feedback previously provided by ratepayers to council. A Royal Commission into local councils is well overdue.
The manner in which the cats have been handled is absolutely ridiculous. I have spoken to residents who have taken their cats to vets since keeping their cat inside to which he said they need to be outside. Interesting that the council made this decision during covid in a sneaky way with no real means to listen to people's concerns, especially those of

professionals who work with animals. An absolute waste of money as well and in a time where people are doing it tough, not at all impressed that this is where money is being spent.
Yes attention to linear park paths and lighting for safe cycle riding and more explanation re shared paths. Makes it unsafe when people are everywhere and don't respond to bike bell. Need to have barcode for different Asian languages so rules are understood. I love to ride the linear but I spend all my time trying to educate pedestrians of how to move to the left for bikes!!!!
Parking, storm water and waste disposal
As per previous comments and no evidence where our rates are be applied that matter.
Yes. Highest rates in the state and the worst roads, shocking footpaths.
Yes the Gums and also an issue with barking dogs, in fact 9 dogs the neighbour housed there. The way the council mishandled this situation was appalling to say the least, the problem went on for 9 months and it was a comedy of errors from the inspectors and departments behalf. We event had to go to our local MP to take action. Campbelltown was lucky I did not take legal action on the matter as they would have had a compensation claim on their heads. The lack of transparency, communication and ignored phone calls and emails was absolutely disgraceful. If that happened in my line of duty I would have been dismissed. These things have had a huge impact on how I view this council and regrettably it is not a positive one. This happened a few years ago and yet everyday I read on community pages about issues around dog attacks or barking dogs so obviously something Council has not worked towards having this rectified. Perhaps too hard basket?? So where is the accountability
Parking of cars on both sides of the street, when generally should only be on one side. Cars parked at school when is a pick up drop off zone. Gum trees that council will not remove, but are not suitable for the small streets that we now live in. Council is raking in rates from multiple dwellings on a site, when there used to be only one.
Not addressing the issues associated with urban infill especially when multiple complaints have been made Influence of vocal community members who have a prejudice against cats and dogs
Just repasting: Please stop putting up crammed two-storey townhouses where it doesn't suit. Medium/high-density is well suited in the heart of the city, and immediate outskirts. Also suited to communities who expect this from the ground-up. (Like Oakden Rise). It also makes sense when they are directly next to a train station or interchange. Meanwhile my street is not even walking distance to the closest interchange, and yet these crammed townhouses are popping up, covering the hills, drowning out the sky, removing backyards, and cramming the street with cars. It's just such a weird decision and they stick out so much.
waste removal is very effective. Library facilities good
Blocked carparks at the obahn interchange & the lack of dog monitoring in the Linear Park (ie dogs off lead and owners not picking up poo)
Council is very responsive to any issues that arise. In addition, its approach to maintaining a natural environment is very commendable
Yes, the way I've been treated when I've contacted the council regarding issues such as weeds etc. I was met with quite passive aggressive responses, rather than an address of the issue raised. I've also been trying to access swimming lessons at the SRC for young children and they constantly have no availability. Rate payers should be given priority rather than others coming from all over Adelaide.

I think Campbelltown is comparatively better than other councils and seem to do a good job not wastefully spending money. Would like to see more trees though.
The situation at the arc and the felling of beautiful mature trees, we have lived here 34 years and are very distressed to see our lovely leafy suburb lose so many trees and along with them the birds. Parking in the streets is also a huge problem - council needs to stop the two houses to one block mentality - it is over populating the area in terms of infrastructure etc.
I wish we had nicer public streets with wide footpaths and slow traffic with 40km speed limit.
The incessant increases in rates, year after year
Lack of maintenance to roads and verges
The lack of proactive street scape maintenance and appeal.
Generally clean but more and more dwellings means roads like Lower Athelstone Road are becoming more and more congested
Conditions of streets needs improvement
The development team are rude and unhelpful when compared to other councils. Emails are un-read or not acknowledged.
Prompt, efficient and friendly service to all the needs I have had in the past year e.g. organising hard rubbish/mattress collection, responding to concerns about footpath safety, addressing fallen tree branches etc.
Wokeness
Lack of transparent reporting against a suite of Kpi, covering Financials and services.
The state of council roads and slow reaction on repairing potholes
Response of Council Staff to resident volunteer projects that I am a party to.
Condition of roads and footpaths
Previous dealings not satisfactorily addressed.
The cat bi laws has placed restriction on many elderly people.
Thorndon park issues. Verges around this area are overgrown also. not residents responsibility. Our rubbish bins are not big enough! animals are not very well taken of around parks. signs don't work. people hoon down streets and don't look at signs. speed limits around parks need to be addressed. speed bumps. Cat management idea is a joke. Give incentives for people to get their cats neutered instead. Campaign to encourage people to keep them inside. Dogs are far bigger problem, residents let them off leashes, they kill other animals and possibly humans. Too much development and squashing two or three houses onto one block. Parking in streets is terrible. Parking along HAMILTON TCE is congested especially when events are on. residents cant move and its an accident waiting to happen. All streets around thorndon are affected. Not a pleasant place to visit anymore.
council's responses to the climate emergency. Accessibility of safe routes throughout the area for pedestrians and cyclists to encourage decrease in car use and health and wellbeing for all ages.
We are strongly opposed to a proposal to build a basketball court in the narrow strip of park between our residence and the Newton Village shopping centre. Also concerns about general maintenance in the park, removal of trees/plants which has not been replaced, ongoing drainage problems after rain
new skate park, upgrades to local community hall & scouts, tour down under finish, fantastic new sports facilities (Campbelltown Memorial Oval and Max Amber Clubhouse)
The increase in rates and the use of rates on unnecessary projects, such as bike racks, bicycle sharrows, park furniture, bicycle repair stations, paved ramps etc etc that don't get used and don't benefit rayepayers. Who decides on these extravagant projects and who

gains financially? It isn't rayepayers! These types of projects seem to be chosen so that council staff can big note themselves...The current dog park is a disgrace. It must be the worst excuse for a dog park in the Metropolitan area! Why was so much money spent on the area adjacent to the Denis Morrissey Dog Park and not on the Dog Park itself?
Council is not easily accessible and rates are high.
Too much money spent on novelty projects
Cat management plan and not taking concerns seriously
All three comments in response 25. Responsible audits by council should be able to note such problems.
Responsive and proactive
The council has gone too far to the left.
native planting along Fourth Creek from St Bernards Road to Morialta Conservation Park
The new Cat Management By-Law that will confine all currently owned cats indoors as from New Years Day. It is a heartless, cruel and selfish decision made by xxxxxx and xxxx supporters! I am very, very dissatisfied with xxxxxxxx.
Lack of action on the St Bernards/Moules Road/Arthur st intersection areas is very disappointing and remains a huge safety risk. Council rates remain too high, we are in a financial crisis and this needs to be acknowledged and acted upon.
Council keeps robbing us of our hard-earned savings, more and more, and then throws it all around and wastes it on all sorts of nonsense.
Insufficient action by Council on infringements by developers/ builders and residents in regards to overgrown verges, blocked footpaths by vehicles, building debris and materials obstructing footpaths, lack of setbacks on new corner allotments obstructing road vision and safety.
As far as I am aware (Exec & Members of several committees with 33,000 reach) no conception - & human rights respected, good values.
I have a physical disability (Peripheral Neuropathy) and use my walker on daily outings with my dog. I have contacted the C.C. Works Depot on numerous occasions regarding footpaths in disrepair - Action has always been prompt.
Incident when we were accused of something by a neighbour and the person at the council did not check the animal register first allowing this issue to escalate.
see comments at 2 above. Also too much development v's Transport inc footpath, infrastructure. Some very good work around playground esp Thorndon Park. Parking Management is still an issue in streets like ours.
Only because I have a good understanding of Council and good relationship with staff and some Elected Members.
Library & ARC & Staff interaction have been excellent! Thorndon Park development is great!
Could Council provide the weed spraying dates & streets on the webpage. Ratepayers have said many dogs die of stomach cancer, perhaps from licking poison on their paws. What poison does Council use on the footpaths and parks?

Q6: How satisfied are you with the overall performance of the Elected Members since their election in November 2022? Was there a matter which strongly influenced your rating?

Plans and developments in this council seem to be focused on older population mainly. Poor follow ups
Too much focus on sporting venues not enough on the linear park, preserving native corridors, tree canopy/ areas environment!

Cat management issues
I am aware of a lot of intimidation and bullying within the council
I have not seen any evidence of anything changing since the election, nor any communication from my Ward member regarding their appointment and approachability on the matters I have raised in this survey.
A failure of one local councillor to reply to phone messages tempered by another acting quickly to help with a quite serious issue. In general I am sure the elected members do a fantastic job with little recognition and I am beyond grateful.
Have not seen much evidence of their performance
Accessibility of councillors
who are they?
My last communication with my two elected members for Athelstone was ignored, a previous one before these two promoted the dreadful sani-dump idea for Foxfield Oval, and so I remain neutral until such time as the performance demonstrates a higher standard.
Increased rates. Money wasted. Not enough spent on facilities for the youth. Elected members seem to be there for their own benefit.
they do not respond to email or calls
I haven't heard from any of my members in my ward.
Councillor xxxxxx helped me get in touch with the right building staff
Again regardless of who was elected I feel like is a real scam because most people do not vote. Words are cheap I want to see action, These elected members are paid well but not seeing or hearing enough from them about real issues that impact the community.
I had a conversation about Rostrevor tennis court earlier in the year and was provided a document that said maintenance will happen in Jul 2023. Never happened.
Not enough community engagement happening, each elected member is responsible for their jurisdiction
Cats being confined to properties.
members performance is variable
Local councillor got onto council when I had no luck on getting overgrown bushes cut back blocking view of traffic on the corner of Lower Athelstone road near the football club.
Was not transparent enough
Cat by-law- refer to my comment above
Lack of transparency.
I don't recall meeting my local Councillor, however have met 2others at the Coffee Catch-ups with the Mayor and staff which is a great initiative.
Not aware of performances of elected
I am wondering if we have too many elected members.
don't know who represents where I live
There are only a few of the council staff that I strongly advocate for but many I do not and are not accountable for their roles and to the community. Their performance appraisal should be judged by the community.
I don't know who our elected members are.
Lack of action and contact
No engagement on matters significant to my location
Hypocrisy and pretension of the new Cat bylaws when the existing Dog bylaws are not enforced effectively.
As stated previously. Have you swapped the order of ratings deliberately for these two questions?

Most are very available when needed
Witnessing xxxx bully members of the community and elected members. The superior attitude of most elected members. Many are just there for their own self aggrandisement.
Council budget and rate increases.
Mayor was not elected by people but by a council she basically choose
I attended a meeting in 2023 where I witnessed xxxx of Campbelltown speak in an appalling manner to residents questioning the new rules about cats in the area. It was infuriating to hear xxx speak to people as though xxx is above them and they are nothing. Nobody should be spoken to like that and the fact that no other council member intervened when xxx repeatedly spoke to concerned residents in that way tells me that no members actually seem to care about the people who live here. This needs to change.
Too much self interest. Show more interest in maybe holding a forum for cyclists to upgrade linear park for safety for all users. Let ghts are not a patch on TTG side need to invest in good solar lighting.
No clue what they actually do or achieve.
As above !!
Need to fix the parking in what is now very narrow streets.
Who even is our ward councillor? What do they do? Waste of money
See previous comment.
I got no response to a complaint I made about the obahn carpark
I have no idea what the elected members do
Can't see any improvements anywhere.
I haven't had too much to do with them to be honest so don't really know much about what they are focused on.
xxxx is an excellent leader. Many of the elected members are invisible until election time.
Whoever approved the bicycle awareness road painted signs wasted large amounts of our council money. They are already dull and can not be read. Why isn't there a watch out for people signs? Because as a road user you watch out for everything. Don't need to waste public money for that. A complete waste of our money. Someone recommended it and someone approved it.
Have not really been in contact with any council members or followed their activities, so can't really comment on performance.
Wokeness
Elected members should have ensured a rolling suite of KPI, to assist with managing a complex Council organization.
Elected members of the council play a crucial role in representing the interests of the community, and it is imperative that they prioritise the needs of ratepayers over personal agendas or political leanings. To ensure transparent and accountable governance, council members should declare upfront if they hold strong personal views or affiliations that may influence their decision-making. This declaration allows residents to understand potential biases and encourages an open dialogue between elected officials and the community they serve. Council members should actively seek input from ratepayers through community engagement initiatives, such as town hall meetings and surveys, to understand the diverse needs and concerns of the population. By championing the interests of the entire community, rather than pursuing individual projects or personal preferences, elected officials contribute to a more inclusive and responsive governance structure. Additionally, fostering a culture of collaboration and compromise within the council is essential. This involves working towards consensus on decisions that benefit the majority of ratepayers, even when individual members may hold differing perspectives. Transparency in decision-

making processes, clear communication of potential conflicts of interest, and a commitment to the principles of good governance contribute to building trust between elected officials and the community.
In summary, elected members of the council should prioritize representing the ratepayers over personal agendas or political affiliations. Openly declaring strong views or political leanings ensures transparency, and actively seeking community input fosters inclusive decision-making. By embracing a commitment to the broader community's well-being and engaging in collaborative governance, council members contribute to a more effective and accountable local government.
Need further information on performance and activity
Don't know who the elected members are
all of the above mentioned. No one seems to care about important issues affecting residents.
At election time and during their term I would like to see all councillors communicate their particular areas of community interest to the electors.
Yes. We have learned that council approved plans to build a basketball court within metres of our back door. Its outrageous and the decision should be revoked.
Only some councillors perform their duties issues conscientiously and research issues before meetings. Other vote according to CEO briefings. Others look around the chamber to see how their counterparts vote and vote accordingly. There are noticeable factions among the councillors. Their role is to represent their local community and to ensure the accountability of council to the community and that resources are used fairly to benefit the community. This is not happening in many cases.
Have not talked to been in discussion with them.
Some elected members are too busy representing themselves and council agendas and not representing the ratepayers
Cat Management and ignoring requests
Members are visible and active
Too woke
The new Cat Management By-Law as described above, apart from the two Council Members who opposed the By-Law. I'm also extremely dissatisfied with xxx as xxx stated that xxx would reduce the amount of Residential Infill and has done exactly nothing to reduce it, rather xxx has actively promoted it!
Only one member actively came to our door prior to election. Listened and promised representation and when elected didn't really carry through. Did answer email about issues of concern but no follow up in regards to an invitation to a council meeting on the issues. Quite happy to provide examples of breaches in this area.
I am aware of residents being unable to voice concerns to their elected members to most wards.
I have not had the need to contact Elected Members
Yes, see staff policing the streets for people who park "european style" all the time and no action is taken by the Council!
Never heard of or about or from them.
Not convinced all Elected Members act in best interests of their residents and rate payers.
Not had any need to speak to Elected Members.
The term of newly Elected Members did not start well when a panel appointment the previous Council made was overturned with a recision motion containing no rationale. Residents and some Elected Members were appalled. We don't want factions forming going forward.

Q8: What was the main reason for your last face to face contact with Council? (Other - please specify)

Access of Countertop green waste bags
Collect Mini Muncher waste bags
pick up compost caddy bags
teenager bikers damage to the creek at the Gums
Fencing question
Collect green bags
Participation in Christmas Lights event
Picking up greens bin bags
Collect green bags, we should have access to more.
Removal of bees
Volunteering and meetings
I told you that I didn't meet any, so why am I asked for a "reason". I did not meet anyone because there is no use: my money is already being wasted and that would only waste my time as well!
Use of Library, ARC
Severe flooding of property due to easement blockage and incorrect size of pipe
In response to exceptional service provided by the CHSP staff during 2023 I delivered a Xmas card and large box of chocolates on 6.12.24.
Verge enquiry/ rubbish dumped on footpath, left there for a month

Q10. How satisfied were you with the overall performance of Council's staff in dealing with this matter? Was there a matter which strongly influenced your rating?

Very good customer service friendly and helpful
see above
Too many to list.
As per my previous comments, however I understand that the council can't be everything to everybody.
Not enough feedback about dog park in Lochiel Park that nobody wants
So helpful
I have always considered the Council very helpful when giving assistance.
Just good customer service
I have dealt with many council staff for a number of reasons and they've all been great.
Very polite and assisting. Thank you
Yes, see above r.e the cat situation

It seems OK to have trees in now highly built up areas, without consideration as to how dangerous they can become.
We still after four years and multiplied complaints and being “fobbed off” have a waste water issue as a result of housing development behind us
Their passive aggressive responses. Rather than addressing the issue I raised, other seemingly irrelevant “issues” were raised in an effort to keep us quiet.
I have asked for a street tree to be planted as a new house looks straight into my backyard (photos were provided). All the staff I have dealt with have be very helpful and polite and i have no complaints with them. The main test will come when the council decides whether I should get a tree or not. Nothing has been guaranteed. That's the bit I'm not happy about. I believe that council staff should have come straight out to view the situation and a decision be made there and then. I shouldn't have to wait 6 months to find out.
General council question, handled fantastically buy customer service staff. Developmental question - rude, unhelpful. Umm...best to submit a plan but could not answer where it states in policy where it belongs. Rude. Known across homes builders, carpenters and landscapers that the council are blockers instead of helping when compared to other councils.
Very professional and on the whole, followed through promptly
The Lochiel Park Dog Park Consultation held late 2023. (Not the earlier very unsatisfactory 'consultation') . I wonder why that consultation is not mentioned with the others in the Connect site that came with the email asking to respond to this survey.
Basketball court in Padova/Monaro park
Little notice seems to be taken of rayepayers' concerns and their ability to make ends meet. Staff seems to decide on projects that enable them to win awards, whether these projects are necessary or beneficial to rayepayers or not. Councillors fall into line.
Too many to mention
Good communication
The staff were incredible
I am awaiting a response to a currently outstanding request regarding the Council reserve mentioned previously
Compliant was not expedited - Took several phone calls before action was taken.
staff almost always courteous calm helpful & clean. I don't Fell less, I do feel valued.
As Above'
They were attentive, pertinent. Helpful & did what they said they would do.
In all recent dealings with Council staff (eg dog problems, flooding problems) I have found the service to be excellent with prompt service. - No complaints in this regard.
Friendly & helpful staff

It's important for staff to follow up on rate payers requests/complaints ect, It's not good to hear a ratepayer has attended 'Public Question Time' during a Council meeting because they have not been responded to by staff.

Q11: What motivates you to take part in community engagement opportunities offered by Council? (Other - please specify)

If the council is not made aware of issues, I cannot expect things to change.
Certain issues not being dealt with well by the council.
To see if council take survey answer and utilized on them. To see if council add things for people with a disability
Nice to feel I matter and can contribute to beneficial causes
All of the above, I lived through a time when community consultation was not an act or if undertaken was not heeded – for the good of all the community.
Social justice and Council pride/ communal pride

Q13 Are there any other areas of Council's service on which you would like to provide feedback?

One hard rubbish collection per 12 months is not enough.
Safety, traffic and street conditions, cat bylaw, waste management
During pruning season, having the ability to more easily remove green waste would be great. I can have weeks of green waste sitting to the side waiting for my fortnightly collection. I do not believe I should have to pay for a second bin, especially when many of the prunings I do are from trees on council land, and when I am doing my bit to keep my space clean, tidy and presentable. Maybe consider what services you could provide, like Mitcham council do at similar times, that could be offered to us in Campbelltown.
I am a dog owner & take my responsibilities seriously. In the past year I have been injured by loose, uncontrolled dogs at Linear Park both whilst walking my own dog and while walking alone with a walking frame following an operation. The owners were not even within sight. I would like all dogs on leads...as they are supposed to be.
Think carefully regarding planning and development approvals
When I've reported any minor issues through the My Local Services app resolution is very prompt. Well done
I have a lot of time for the innovation, energy and dedication of the community development staff
Facilities for youth; meeting places. Rate hikes. Playgrounds.
I would like to know which day the streetsweeper will be doing our street so I can put our cars out of the way so he can get a better run.

My main issue is beautifying our City. The trees along Glynburn road median strip are a welcome sight however, it's taken so long!! As you drive from the Glynde corner up into Montacute Rd, this rd is again an entrance into our City and we don't have any trees or plants on the median strip to make this attractive. There is a green safety fence that could be upgraded some vegetation could be planted. Unfortunately this has to be referred to DPTI as it's a main Rd but nothing gets done. Council should be more proactive to get trees planted along these roads to make Campbelltown look great. It takes years. I know it costs money then you should have the debt to pay for it!

Councils are there to provide better services and support to the community. I would expect my local members' Monthly Meetings in their jurisdiction to discuss issues, concerns, improvements, & suggestions, I do not approve of voting on a major issue via post within a short duration such as the rate increase - poorly done.

Please give some attention to Diane Av in Newton. More needs to be done to advise dog owners to pick up poop and keep the street clean.

Not happy with the way decisions are made and the timeframe some major decisions are implemented, like the rate increases and cat by laws. You are responsible for the whole community in your area and I would expect a proper consultation process when such big decisions are implemented that ultimately impact everyone.

Love the playgrounds

Please plant more trees along the footpaths, verges, and everywhere. We need more shade and it helps contain carbon in the air. It also makes the place much more liveable.

Again make sure your core business is front and centre of what you do instead of big projects such as that idea for an entertainment/function/concert centre which thankfully didn't go ahead.

Workshop to educate helping the community and our environment

<p>I had an issue recently with the opening hours of the ARC over the Christmas/New Year holiday break. On the front window of the ARC, immediately adjacent to the front doors is the following information with regards opening hours. Monday to Friday, 7:00 AM TO 9:00 PM WEEKEND & PUBLIC HOLIDAYS, 7:00 AM TO 7:00 PM CLOSED - CHRISTMAS DAY & GOOD FRIDAY I attended the ARC on Boxing Day at 08:15 AM to use the gym only to find the ARC closed. When I contacted ARC staff the following day I found out that the opening times on the window conflicted with the 'new' opening times that had changed from a 7:00 AM opening to a 09:00 AM opening. I was also advised that there were notices regarding the holiday period opening times within the complex, however I had to be directed to a postcard sized 'Holiday Period' opening times card which conflicted with the information on the front window. Can I suggest the following. That the;</p> <ol style="list-style-type: none"> 1. Opening hours on the front window be amended to reflect the accurate hours that the ARC is open throughout the year. The background of the sign could have frosted glass to the rear of the sign to highlight the text which could be in a darker colour to make it more visible; and 2. The placing of freestanding large signage posters that can be placed on the approach to the front door and an inside location central to the walkway to the gym and other activities to the left and the swimming area on the right. The signs could be placed a week prior to and during the holiday period such as the Christmas/New Year and other public holidays. Thank you.
<p>Very happy with the Council. Doing an excellent job.</p>
<p>No, however, thankyou for the opportunity to provide feedback.</p>
<p>no thankyou. The following additional comment was provided via email: One matter I wished I had mentioned was my concern that Thorndon Park looks very elegant with a huge new playground, however it is years since the path around the Lake by the historical Water Tower was damaged and has never been rebuilt. As an elderly citizen in the Campbelltown Council area my preference is walking not the use of the Playground.</p>
<p>Your consultation process is not fit for purpose</p>
<p>Climate Council is making significant decisions that impact the community but do not appear to be making any effort to engage those affected by the decisions. I want to see this changed.</p>
<p>I try to minimise the amount of waste that needs to be kerb-side collected. I do this without incentives. I guess that other people may need some incentives to do this, and disincentives for producing a lot of waste.</p>

<p>I provided feedback earlier as I wasn't sure there would be opportunity later.</p> <p>The Campbelltown shops on LNE Rd are an embarrassment visually, the facade and planter boxes etc really need to be improved. It wouldn't cost anywhere near as much as what's being done to Newton yet it is in desperate need.</p> <p>A lot of people talk about being dissatisfied with the council rates and services, I hope they take the time to provide feedback and Council listens. So many residents are struggling at the moment and some Council members seem really tone deaf to the current situation, which is even more frustrating.</p>
<p>The council need to be proactive to prevent the ongoing over development and creation of urban heat sinks. There needs to be building footprint to open land ratios as a part of development approval. I live in fear that I will be surrounded by two story poorly constructed housing that is neither sustainable due to the poor design and construction at affordable. Anyone living in Campbelltown outside Lochiel Prk is living in this nightmare. Council blame the state government - but how did it get in place in the first place and how why aren't council doing something about it? Also if you have a cat bylaw there needs to be better support. How do we manage unhomed cats? Where do we take them?</p>
<p>Said my piece and nothing happens. Lived in this areas for 15 years and still don't have usable footpaths and a dangerous tree in powerlines out the front of our house. Says a lot about what they do for the actual people that live here.</p>
<p>Yes street parking need signage to enforce gap between parked cars on both sides of street especially cul de sacs</p>
<p>Just do better, stop cramming houses onto blocks, with no parking planning, listen to your ratepayers.</p>
<p>I just want to know why our roads are so bad. You go anywhere else and it's smooth .</p>
<p>time for a change and shake up, This starts with xxxx and xxxxx</p>
<p>The front desk staff are always friendly and happy. Good work.</p>
<p>See previous comment. Please stop putting up crammed two-storey townhouses where it doesn't suit. Medium/high-density is well suited in the heart of the city, and immediate outskirts. Also suited to communities who expect this from the ground-up. (Like Oakden Rise). It also makes sense when they are directly next to a train station or interchange. Meanwhile my street is not even walking distance to the closest interchange, and yet these crammed townhouses are popping up, covering the hills, drowning out the sky, removing backyards, and cramming the street with cars. It's just such a weird decision and they stick out so much.</p>
<p>satisfied with the overall services provided by the council</p>
<p>Thanks for being a good Council</p>
<p>I guess around development, but that's more state government. Some of the new builds being approved are so mid.</p>

In the past few years it seems council have focused on younger people in the area (thorndon pk playground upgrade, skate park etc) which is good these needed to be done, but the area has an ageing population and there needs to be some focus in this area now - ie just how easy is it for the older ppl to access the newton shopping centre car parking is not good, some of the older ppl have issues with roundabouts (loss of confidence) access to leisure without younger children noisily running around (mobility issues they can't move fast and I've seen young kids run into older ppl) so safe areas for the older ppl to enjoy and get together

More focus on urban planning for quality living and focus on sports facilities.

Stop knocking down 1 house and replacing it with 2 or more

Providing feedback on the fiscal responsibility and cost-effectiveness of the council's services is crucial for the well-being of ratepayers. It is essential for the council to be mindful of costs and prioritise prudent programs and upgrades that bring tangible benefits to the community. While certain facilities may require improvements to enhance accessibility, decisions should be thoroughly evaluated to ensure they are necessary and cost-effective.

For instance, when considering projects like the installation of a lift at the ARC, it's important to assess alternative solutions that may be more economical without compromising accessibility. Exploring options, such as a rear entrance for special needs individuals, could be a practical and cost-efficient alternative. Councils should conduct thorough cost-benefit analyses and engage in transparent communication with the community about the rationale behind such projects, demonstrating a commitment to responsible fiscal management.

Furthermore, there should be a focus on controlling costs and avoiding unnecessary expenditures to prevent undue financial burden on ratepayers. The council should actively seek ways to optimize existing resources, explore partnerships, and prioritise initiatives that have a direct and positive impact on the community. Communicating a commitment to cost control and implementing measures to cap rates, when feasible, can help build trust with ratepayers and demonstrate a responsible approach to financial stewardship.

In conclusion, emphasising fiscal responsibility, conducting thorough evaluations of proposed projects, and exploring cost-effective alternatives are crucial aspects of providing feedback to the council. By demonstrating prudence in spending and actively controlling costs, the council can better serve the interests of ratepayers and ensure that resources are allocated efficiently to programs and upgrades that genuinely benefit the community.

I would like to see better weed management along the Fourth Creek between Stradbroke Road and Stradbroke School.

I think council is doing a great job in my local area, refurbishing or replacing assets as they age, and keeping everything running well.

Although I am no luddite, I was unaware of this survey until last week. Others I have spoken to weren't aware of it either. This is a real issue.

Nil. But speed limits in residential areas would be nice.

The cat bylaw is very hard for me to follow. I'm happy with Campbelltown Council in general and I've been living here for 15 years but this cat management nonsense is too much. I have no reasonable choice regarding this matter.

More information regarding what is happening to 34 Hambleton Road
I have visited the playground upgrade at Thorndon Park Reserve and have one particular concern. That is safety issues concerning the large Dinosaur installation. Has a Safety Audit been completed regarding this item? If so where can this be read to clarify my thoughts on the matter. I do know of at least two families who will not allow their children to use the installation because of their own concerns. A response would be appreciated.
Make sure that dog owners are responsible and to not leave them (the dogs) by themselves for too long, which means that the dogs become lonely and distressed and then bark for attention. What I'm saying is, it is upsetting when I hear of neglected animals. Yes, there is not a lot you can do
Development approvals - Recent Planning approvals provide limited open space for new developments eg single garaging for 2 car families, shorter setbacks and car protrudes over footpath, more on street parking. Block size requirement now significantly much smaller in last 5 to 6 years. There needs to be Council handover on completion of new builds to ensure footpaths are correctly re-instated.
I am disappointed that the honor boards are being removed from the Hectorville Community Centre - A friend described it as a cruel act - (Not withstanding my name appears on two of them)xxxxxxx
The Council sees it their way. No suggestion from us will sway them. Your laws regarding the cats is cruel, unrealistic & stupid.
The CHSP provides an invaluable range of services to residents - Always totally professional and courteous/prompt
Would like to see occasional community development initiatives that are discrete and innovative like (say) community battery project for a locale for all or water generation for community gardens. More so than festivals. Leave them to special interest groups.
In a cost of living crisis the Councils ridiculously high rise in rates is hurting. Council needs to be more frugal and rein in unnecessary spending eg performing arts centre which has already cost several hundred thousand dollars for no result. Dump the whole idea. - it's not a necessary item.
Take notice perhaps we should only have 5 Councils in metro Adelaide North Sout East West & Adelaide City. Think of the money that could be saved.
Interested in Morialta Secondary College & if any development of community services at the college. Would like to be able to visit nearly completed construction/buildings/garden
Disappointed that Councillors do not take on board serious concerns of residents via community consultations. Eg basketball courts in small park at Padova Court. Residents and staff and small children did not like the basketball court for many reasons. It's a nice, quiet green space that young families enjoy - but Councillors still decided to take away the tranquillity with an eyesore that won't be used much anyway.

Appendix D- Quadrant Analysis Diagram

