



# Community Satisfaction Survey



## Community Engagement Outcomes

May 2022

## Table of Contents

<b>Acronyms and Explanatory Notes .....</b>	<b>2</b>
<b>1 Executive Summary .....</b>	<b>3</b>
<b>2 Methodology .....</b>	<b>5</b>
<b>2.1 Community Engagement Strategy .....</b>	<b>5</b>
<b>2.2 Data Collation and Analysis .....</b>	<b>5</b>
<b>3 Results – Participants .....</b>	<b>7</b>
<b>3.1 Response Rate .....</b>	<b>7</b>
<b>4 Results – Community Feedback .....</b>	<b>9</b>
4.1 Services and Facilities Used in Past 12 Months .....	9
4.2 Importance Levels of Services and Facilities .....	11
4.3 Satisfaction Levels with Services and Facilities .....	13
4.4 Satisfaction Overall .....	18
4.5 Performance of Council Staff .....	19
4.8 Communication .....	23
4.9 Community .....	25
<b>Appendix A – Information Sheet and Feedback Form .....</b>	<b>26</b>
<b>Appendix B – Social Media .....</b>	<b>35</b>
<b>Appendix C – Verbatim Feedback .....</b>	<b>39</b>

## 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

# 1 Executive Summary

This report presents the qualitative and quantitative feedback from engagement with the community conducted from Thursday 14 April to Wednesday 4 May 2022. The purpose of the consultation was to determine the community's level of satisfaction with Council's services and facilities.

Appendix A provides the hard copy information sheet and feedback form. The same information was contained in the online survey.

Appendix B provides a copy of social media posts provided during the engagement. Three Facebook posts, three twitter posts and two Instagram posts reached a minimum of 1,554 individuals, 19 were identified as engaged via social media. This resulted in 11 likes and 5 shares, alerting others to the consultation opportunity.

78 written responses were received during the consultation period. This included 76 online survey responses and 2 hardcopy surveys (1 valid). Appendix C contains all verbatim comments from surveys.

The survey found that Respondents to this Consultation used a wide array of Council's services and facilities however the key services and facilities accessed include Parks and Reserves, payment of bills and fines, Thorndon Park, electronic waste and household chemical waste, Library and hard waste collection.

Facilities and services most valued by Respondents include stormwater management and flood mitigation, roadside waste services, a safe road network, road condition, responding to community safety concerns and management of creeks. Roadside waste services, Campbelltown Library, hard waste services, community events, street lighting and a safe road network are facilities and services with the highest level of satisfaction for Respondents.

A quadrant analysis showed the areas that Council could consider prioritising works to improve the level of satisfaction for residents and ratepayers. These facilities and services had a high level of importance to Respondents and a low level of satisfaction:

- Management of creeks
- Responding to community safety concerns
- Protection of native vegetation
- Planning and development services
- Tree canopy cover in streets and parks
- Proactive maintenance of assets

- Infrastructure which will meet future challenges (infill housing, climate change)
- Utilise emerging technologies in the management of assets
- Safe and effective parking controls
- Action to mitigate effects of climate change

Generally a high proportion of Respondents were satisfied with the performance of Council. Where Respondents were dissatisfied, key influencers for this dissatisfaction included:

- Impact of infill development
- Road maintenance
- Cat and dog management
- Development – traffic and parking concerns
- Funds allocation.

Most Respondents' contact and experiences with Council Staff have been positive and valued. Areas to improve performance for the 25.8% of Respondents dissatisfied include:

- Addressing and following up on concerns
- Transparency
- Communication
- Resolution of issues.

Respondents' top preferred ways of obtaining information from Council include Council's website, Events and Activities Newsletter, letters/messages sent to individuals, Campbelltown Snippet, Facebook and flyers/posters.

Almost half of Respondents indicated they already received their rates notice electronically and 15% opted to change to electronic notices.

The vast majority of Respondents have some connection to their neighbours.

## 2 Methodology

### 2.1 Community Engagement Strategy

Staff conducted consultation to determine the level of Community satisfaction with Council's projects, services and programs.

A Community Engagement Strategy was developed and CONSULT was selected as the appropriate level of community engagement. The strategy was implemented over 21 days from 14 April 2022 to 4 May 2022.

The consultation was conducted via an online and hardcopy survey.

The consultation was promoted via:

Digital:

- Social media posts.
- Council's website, Connect 2 Campbelltown website, My Local Services App and Digital TV screens.
- Notices in the Council Events and Activities Newsletter (6 April 2022) and Connect 2 Campbelltown newsletters (14 April 2022 and 2 May 2022).
- Emails to relevant interested groups including respondents to other consultations.

Print:

- Advertisement in *The Advertiser* on 14 April 2022.
- Corflute and banner signage across the Council area.
- Consultation displays with posters and hardcopy surveys at the Council office, Campbelltown Library and the ARC Campbelltown.
- Bookmarks for distribution at the Council Office, Campbelltown Library and in the following Food Trail businesses:
  - Café Settebello
  - Café Va Bene
  - Fudge It
  - Mercato
  - Panini Bros

Participants who completed the survey online had the opportunity to win one of two \$50 Food Trail 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 hardcopy survey required Respondents to provide their name and address if they wished their feedback to be included.
- Hardcopy surveys were provided in small numbers at Council's Office, the Campbelltown Library and The ARC Campbelltown to minimise large numbers of hardcopy surveys being completed by the same person.

These procedures reduced the ability for any Respondents to unduly influence outcomes of the consultation.

An audit of responses during analysis found one Participant provided feedback across more than one mechanism. For this participant the qualitative and quantitative feedback has been counted as one response.

### 3 Results – Participants

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

#### 3.1 Response Rate

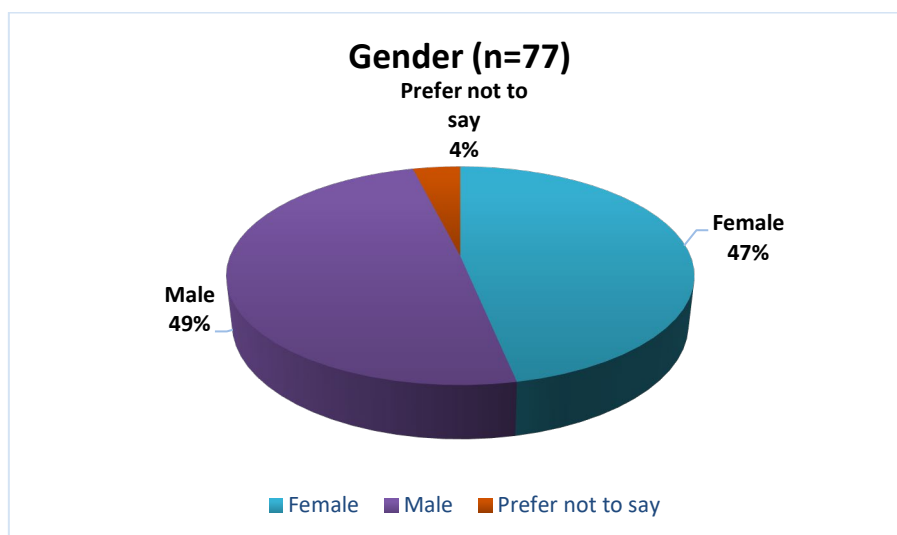
The following table shows the level of community participation.

Activity	Number of Responses	Number of Valid Responses
Online Survey	76	76
Hardcopy Survey	2	1
<b>Total Responses</b>	<b>78</b>	<b>77</b>

#### 3.2 Participant Characteristics

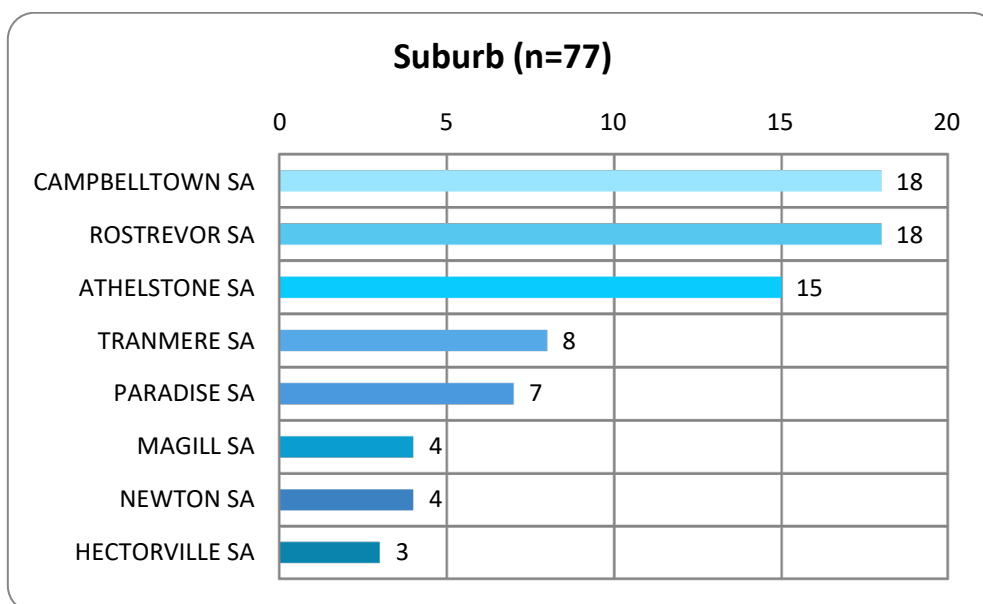
##### Gender

The number of male Respondents was marginally higher (49%, n=38) than female Respondents (47%, n=36). 4% (n=3) of Respondents preferred not to say.



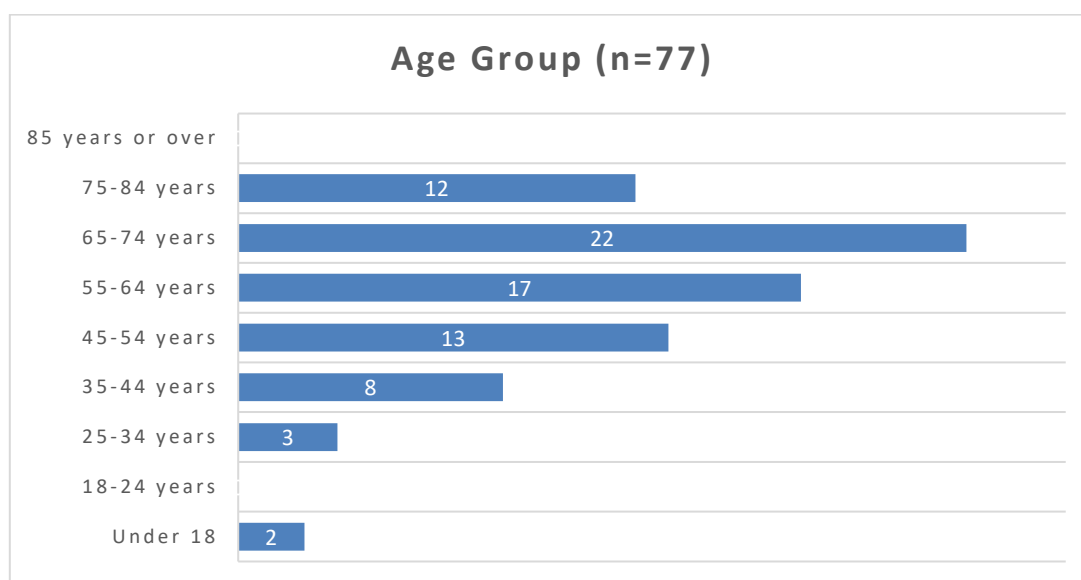
## Suburb

Survey Respondents came from all suburbs, however the highest number of Respondents resided in Campbelltown (23.4%), Rostrevor (23.4%) and Athelstone (19.5%). Lowest representation was from Magill (5.2%), Newton (5.2%) and Hectorville (3.9%).



## Age

The highest representation was from the age groups between 55 and 74 (50.7%) whilst under 34-year-olds, and the 85 and over age group had very low and no representation respectively.



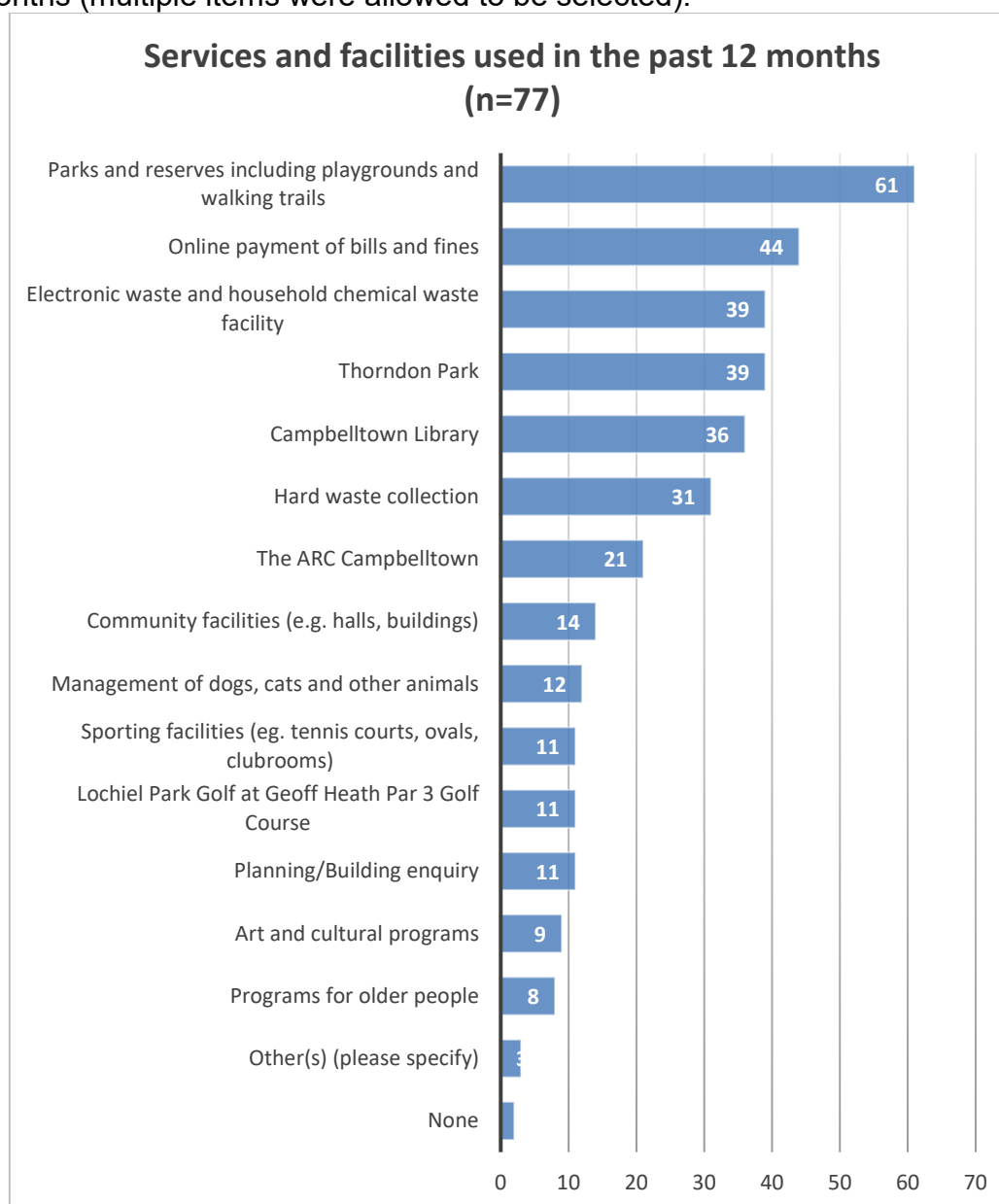


## 4 Results – Community Feedback

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 Council Staff, Communication and Community Connection.

### 4.1 Services and Facilities Used in Past 12 Months<sup>1</sup>

Respondents were asked what facilities and/or services they have used in the past 12 months (multiple items were allowed to be selected).



<sup>1</sup> Responses in this report that refer to the “last 12 months” refer to April 2021 to April 2022 (the 12-month period prior to the start of the Consultation).

'Parks and reserves including playgrounds and walking trails' was the highest used item in the Council area with 79% (n=61) of Respondents having used these facilities in the last 12 months.

The six services and facilities with the highest use in the last 12 months were:

- 79% Parks and reserves including playgrounds and walking trails (n=61)
- 57% Online payment of bills and fines (n=44)
- 51% Thorndon Park (n=39)
- 51% Electronic waste and household chemical waste facility (n=39)
- 47% Campbelltown Library (n=36)
- 40% Hard waste collection (n=31)

Services and facilities used least by Respondents included:

- 14% Planning and building enquiry (n=11)
- 14% Lochiel Park Golf at Geoff Heath Par 3 Golf Course (n=11)
- 14% Sporting facilities (n=11)
- 12% Art and cultural programs (n=9)
- 10% Programs for older persons or persons with a disability (n=8)

4% (n=3) of Respondents selected 'Other' and identified as using 'Household waste, greens and recycling service', 'Use of Campbelltown community park gym equipment', and 'Member of U3A' in the last 12 months.

3% (n=2) of Respondents identified as not using any Council facilities in the last 12 months.

## 4.2 Importance Levels of Services and Facilities<sup>2</sup>

Respondents were asked to indicate their level of importance for services and facilities that Council provides. All services and facilities were found to be either very important or important to at least 50% of Respondents. The six services and facilities ranked of highest importance were:

- 97.4% Stormwater management and flood mitigation (n=75)
- 98.7% Roadside waste services (General, recycling, green) (n=74)
- 96.1% A safe road network (eg speed, crossings, traffic volume) (n=74)
- 96.1% Road condition (n=74)
- 94.8% Responding to community safety concerns (n=73)
- 96.0% Management of creeks (n=72)

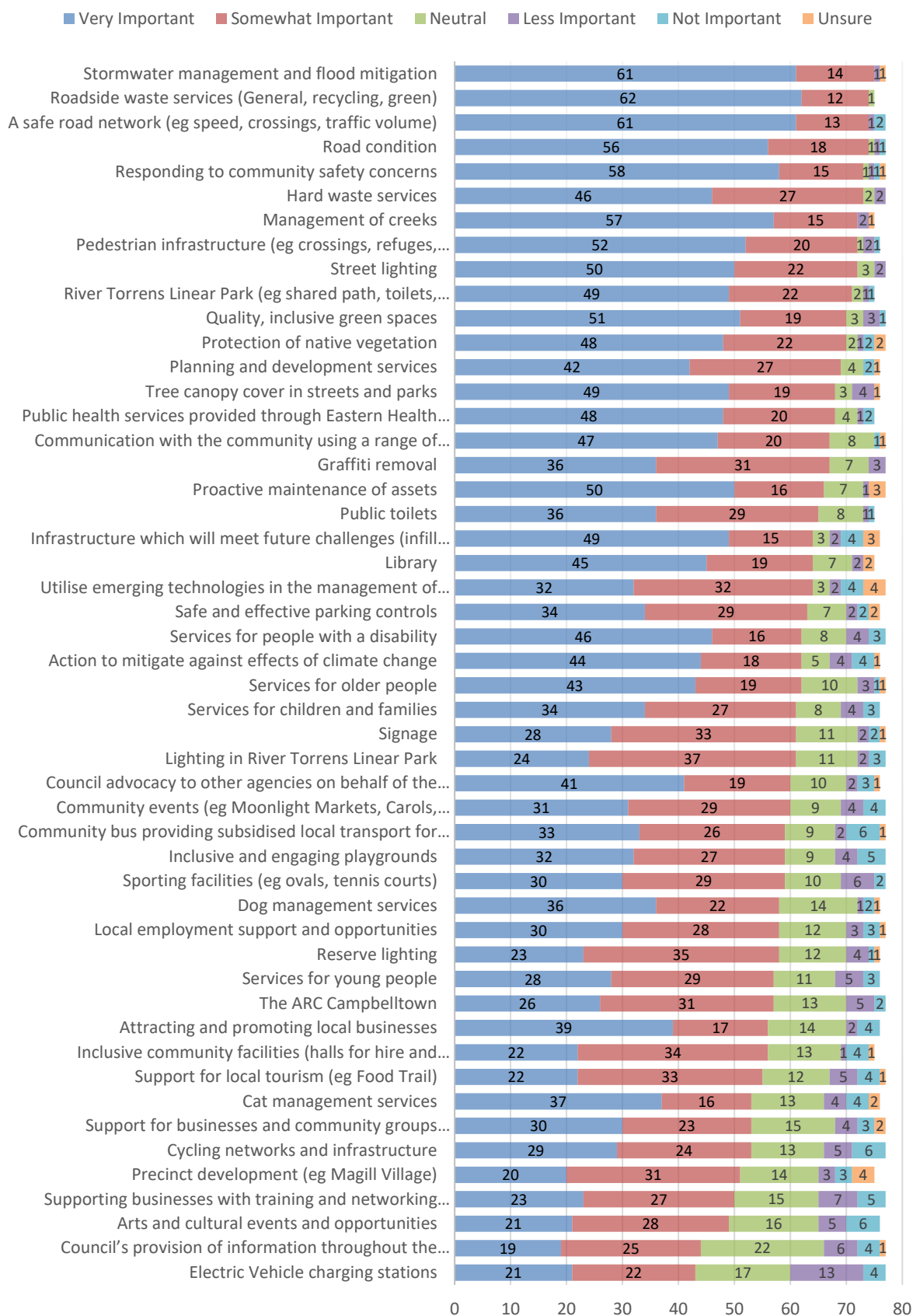
The services and facilities seen by Respondents to be of least importance were:

- 55.8% Electric Vehicle charging stations (n=43)
- 57.1% Council's provision of information throughout the COVID-19 pandemic (n=44)
- 64.5% Arts and cultural events and opportunities (n=49)
- 64.9% Supporting businesses with training and networking opportunities (n=50)
- 68% Precinct development (eg Magill Village) (n=51)

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<sup>2</sup> The number of responses per item for Importance and Satisfaction varies as not all Respondents completed every item.

## Importance of Services and Facilities



### 4.3 Satisfaction Levels with Services and Facilities

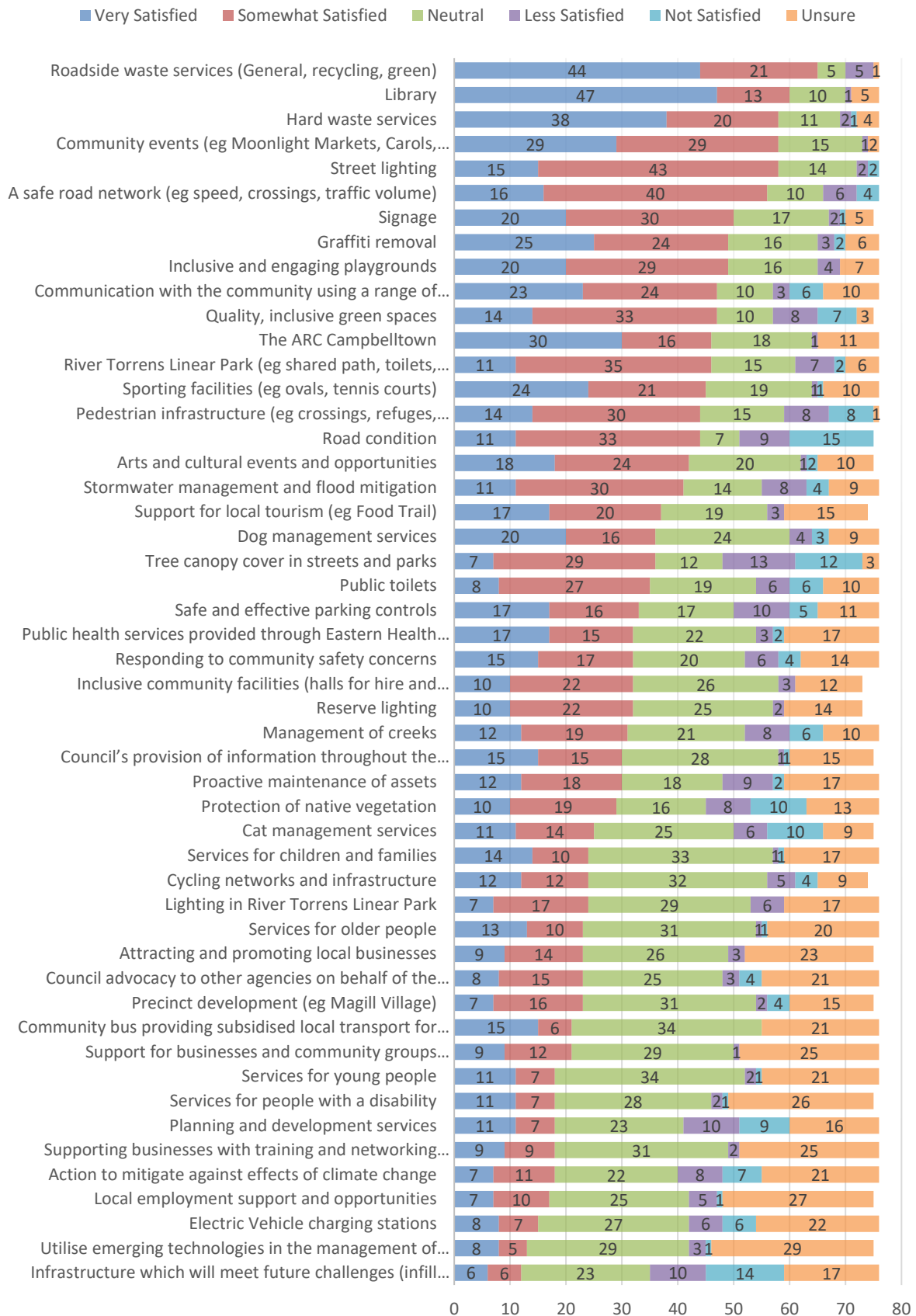
Respondents were asked to indicate their level of satisfaction with Council's services and facilities. The top six services and facilities that Respondents were satisfied with were:

- 85.5% Roadside waste services (General, recycling, green) (n=65)
- 78.9% Library (n=60)
- 76.3% Hard waste services (n=58)
- 76.3% Community events (eg Moonlight Markets, Carols, Neighbourhood BBQs) (n=58)
- 76.3% Street lighting (n=58)
- 73.7% A safe road network (eg speed, crossings, traffic volume) (n=56)

The services and facilities Respondents were least satisfied with were:

- 15.8% Infrastructure which will meet future challenges (infill housing, climate change) (n=12)
- 17.3% Utilise emerging technologies in the management of assets (n=13)
- 19.7% Electric Vehicle charging stations (n=15)
- 22.7% Local employment support and opportunities (n=17)

## Satisfaction with Services and Facilities



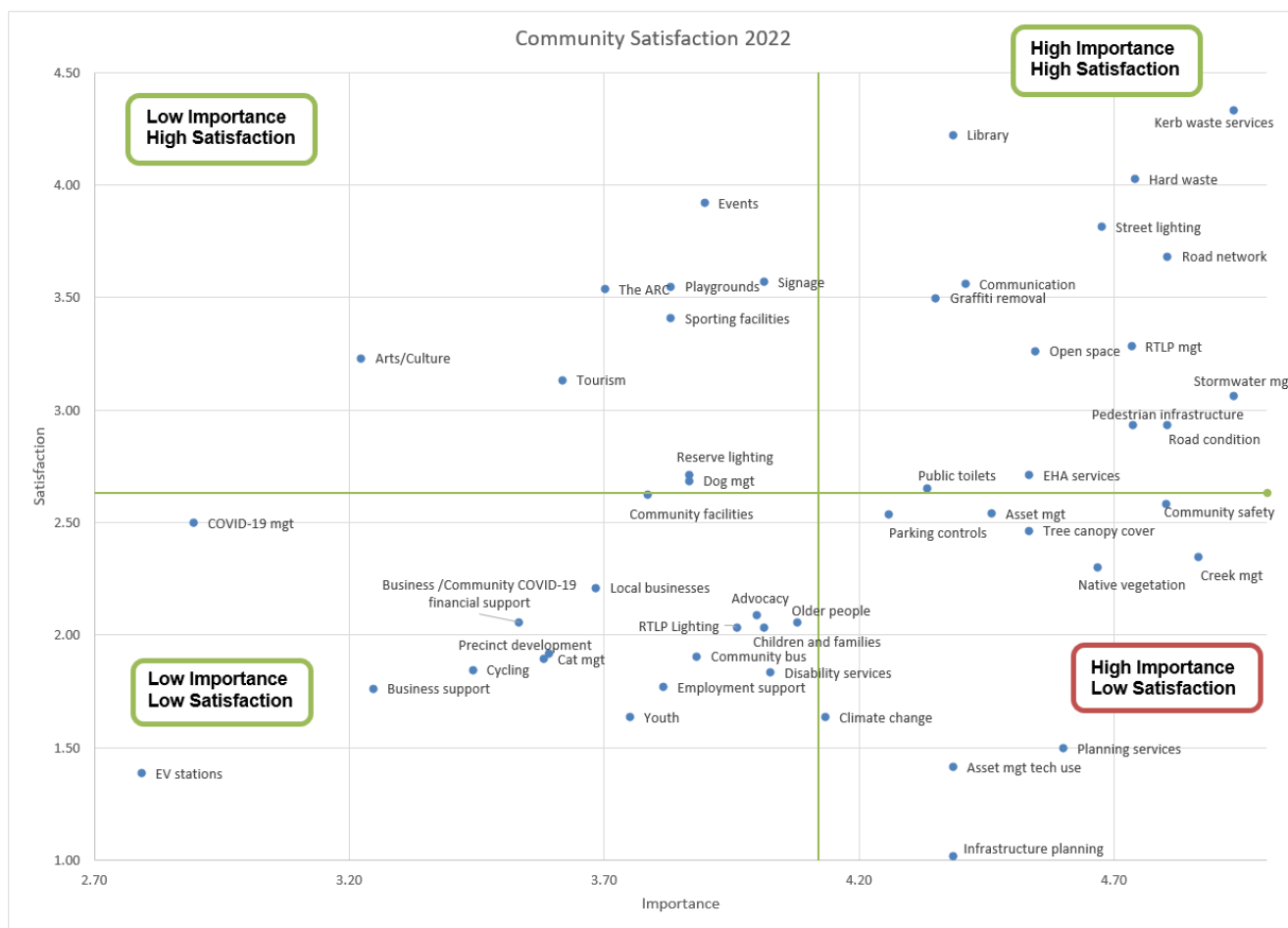
The below Quadrant Analysis diagram analyses the facilities and services within a quadrant to determine the level of importance vs satisfaction.

The diagram enables Council to identify areas for future focus as these areas have a high level of importance to Respondents but a lower level of Satisfaction than other services and facilities.

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 Mean of the results:

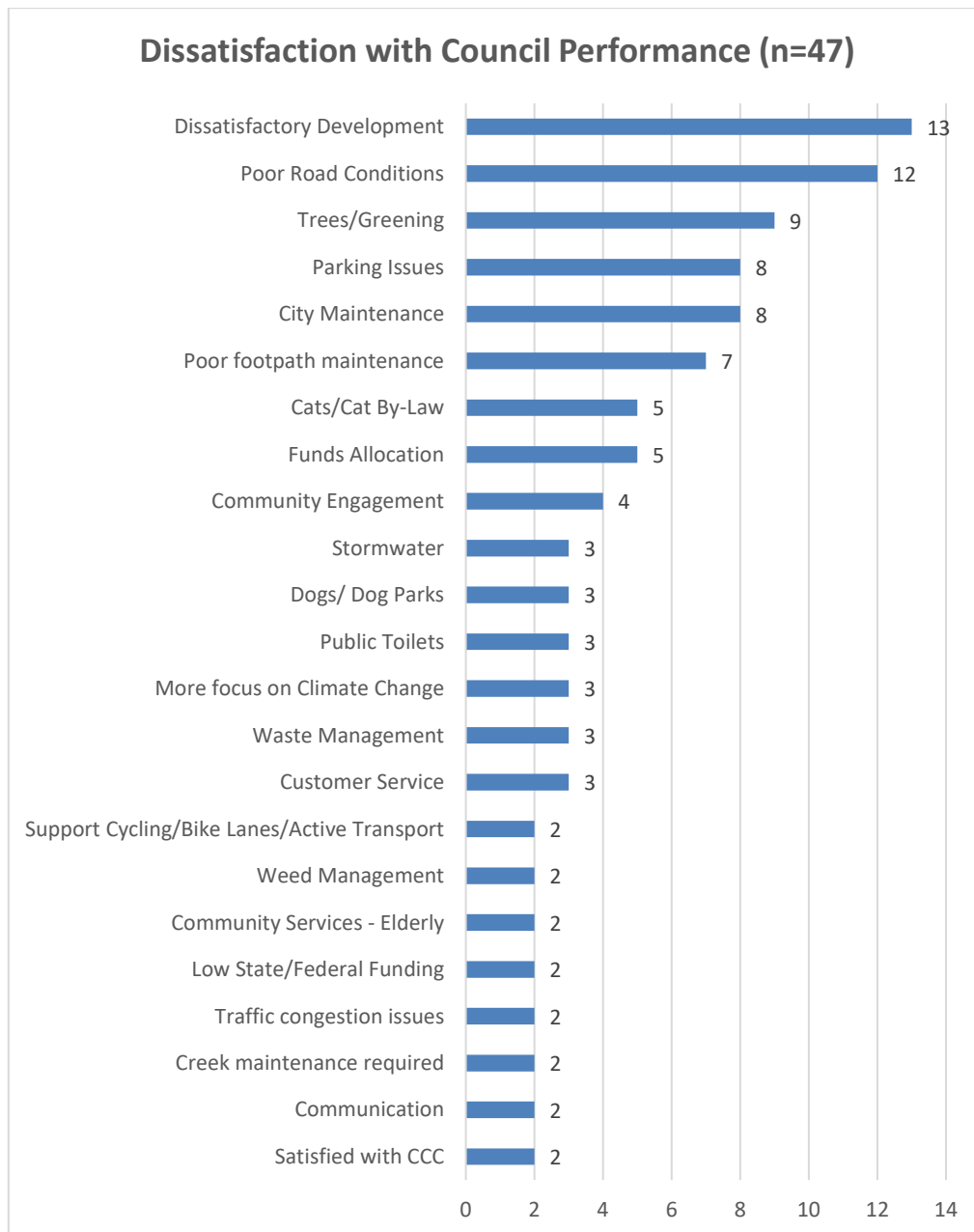
- Management of creeks
- Responding to community safety concerns
- Protection of native vegetation
- Planning and development services
- Tree canopy cover in streets and parks
- Proactive maintenance of assets
- Infrastructure which will meet future challenges (infill housing, climate change)
- Utilise emerging technologies in the management of assets
- Safe and effective parking controls
- Action to mitigate effects of climate change

In comparison with the 2019 survey, Tree Canopy Cover and Environmental Management are themes which reoccurred in the high importance/low satisfaction section of the quadrant over both surveys (this aligns with previous data collected through recent Strategic Planning consultation processes and shows that these areas remain a high focus for the Community).



Respondents who were dissatisfied with Council's performance with one or more services or facilities were provided with an opportunity to provide further feedback. 47 Respondents provided 115 topical comments. The graph below shows topics of dissatisfaction that were raised at least 2 times.





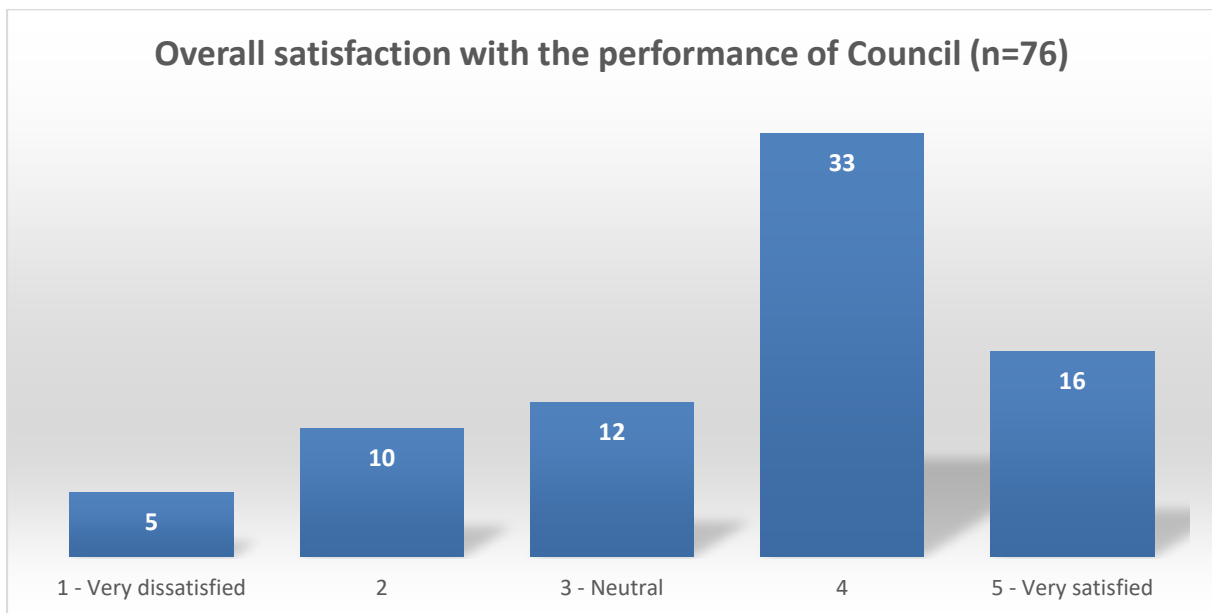
The highest number of comments of dissatisfaction related to Development 27.7% (n=13). These comments predominantly mentioned infill (n=11). More consideration was requested for parking, greening, traffic and stormwater as a result of infill.

The next highest number of comments related to poor road conditions 25.5% (n=12) and more tree canopy/greening being needed 19.1% (n=9).

## 4.4 Satisfaction Overall

Respondents were asked how they rated their overall satisfaction with the performance of Council.

- 64% were Satisfied or Very Satisfied overall with Council's performance (n=49)
- 20% were Dissatisfied or Very Dissatisfied (n=15)
- 16% were Neutral (n=12)



In comparison to the previous survey in 2019, satisfaction with Council's overall performance increased by 9% in 2022. Dissatisfaction increased by 5% and Respondents who felt neither satisfied or dissatisfied decreased by 12%. The remaining 2% felt unsure in 2019 and there were no unsure responses in 2022.

Respondents were then asked to describe if any matter/s strongly influenced their rating. 54 Respondents provided 75 matters that strongly influenced their rating. The highest 7 matters are presented below.

32% of comments were generally positive regarding satisfaction with Council (n=24).

Other matters that influenced Respondents ratings included:

- 6.7% Infill concerns (n=5)
- 6.7% More road maintenance (n=5)
- 6.7% Cat and dog management (n=5)

- 5.3% Dissatisfactory development – traffic/parking concerns (n=4)
- 4% Funds allocation (n=3)
- 2.7% Great playgrounds (n=2)
- 2.7% Community Engagement (n=2)

Other individual comments included:

- Improve streetscapes
- Request for more public toilets along Linear Park
- Request to improve traffic flow and greening at Magill Village
- Appreciate support for community initiatives e.g. Repair Café
- Fantastic library programs in school holidays

#### 4.5 Performance of Council Staff

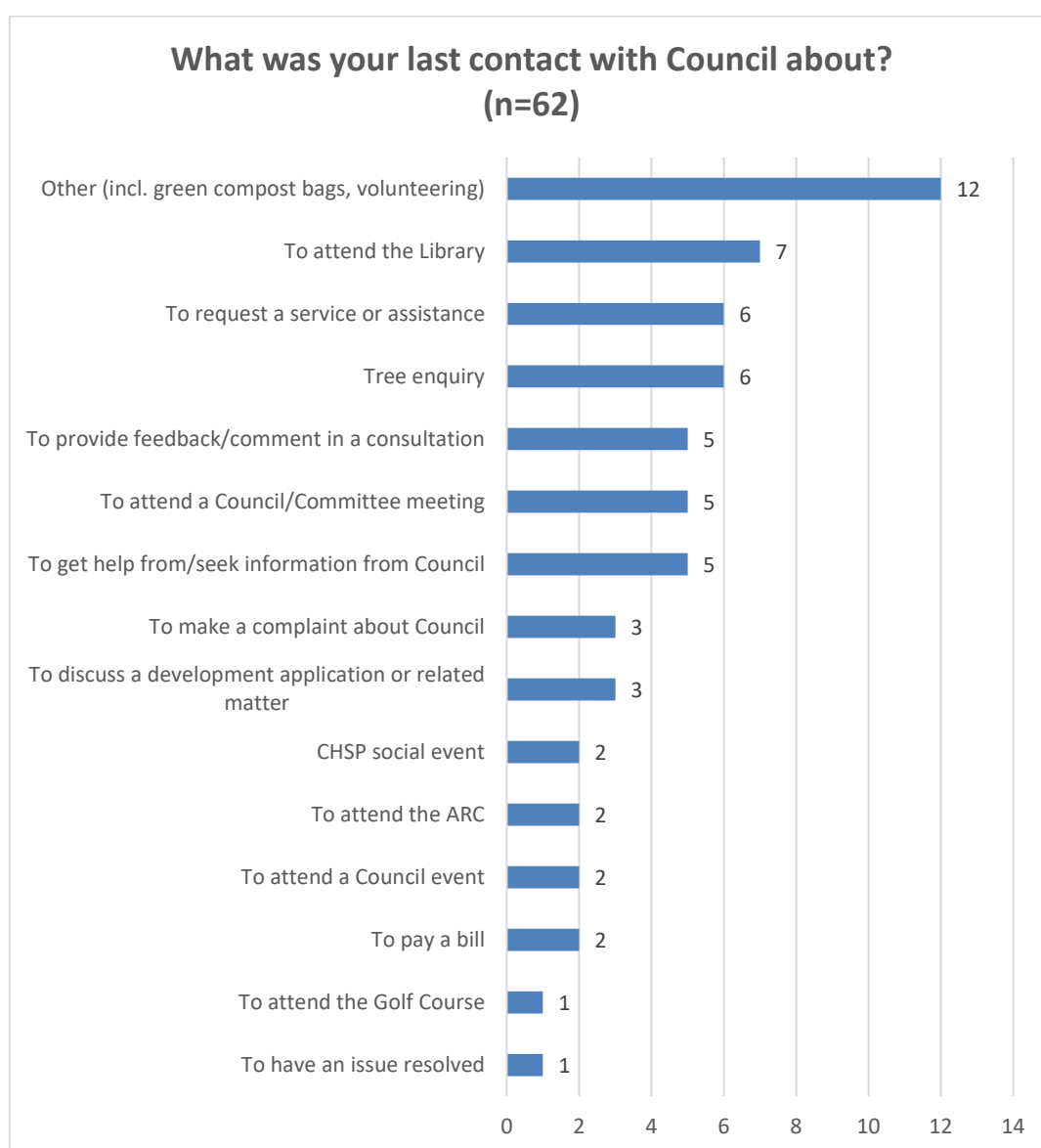
Respondents were asked whether they had contact with Council staff in the past 12 months. 19.5% of Respondents selected No (n=15) and 85.5% selected Yes (n=62).



The 80.5% (n=62) of Respondents who have had contact with Council in the last 12 months were asked what their last contact was about. The top four reasons for contacting or visiting Council were:

- For reasons other than those listed (including picking up green compost bags and volunteering) (n=12)
- To attend the library (n=7)
- To request a service or assistance (n=6)
- Tree enquiry (n=6)

The lowest reasons for having contact with Council was to have an issue resolved (n=1) or to attend the Golf Course (n=1).



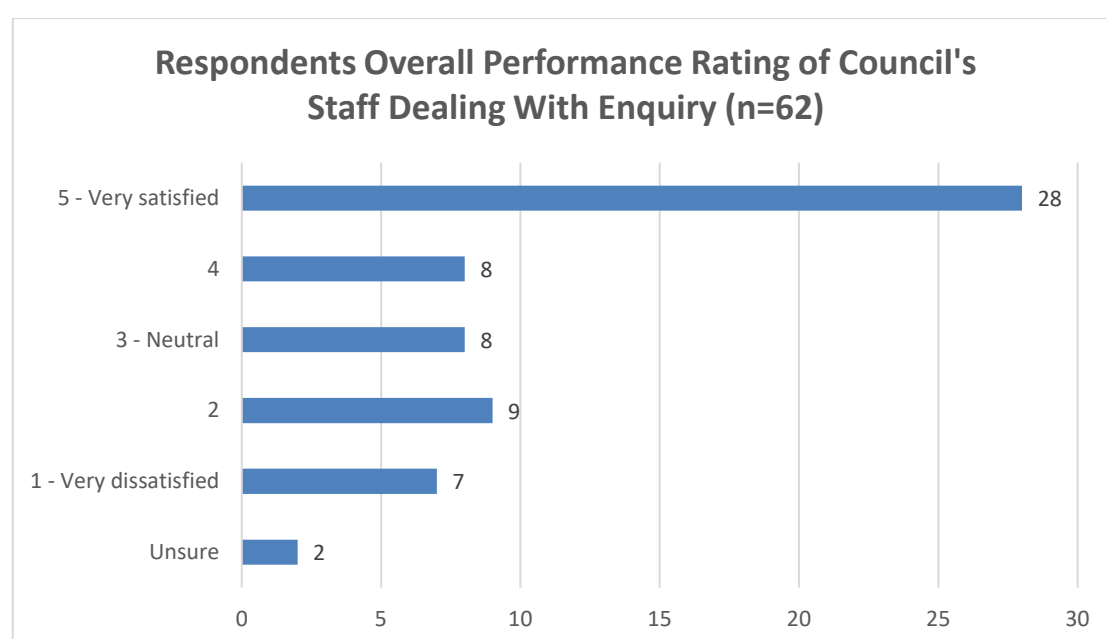
Respondents were asked to think specifically about their last contact with Council and select from a list of statements they felt were applicable to their last contact (Respondents could select more than one statement).

- 38.7% (n=24) of Respondents felt they received service in a timely manner.
- 38.7% (n=24) of Respondents felt Staff were knowledgeable and competent.
- 37.1% (n=23) of Respondents felt totally satisfied with the overall quality of the service provided by the Staff.
- 33.9% (n=21) of Respondents felt they were fully informed about what they needed to do.
- 27.4% (n=17) of Respondents felt they were treated fairly during their interactions with Council Staff.
- 24.2% (n=15) of Respondents felt their reason for contacting Council was taken seriously.
- 24.2% (n=15) of Respondents felt that Staff went the extra mile to make sure the Respondent got what they needed.
- 22.6% (n=14) of Respondents did not agree with any of the statements provided.



Respondents were asked how satisfied they were with the overall performance of Council's Staff in dealing with their enquiry. Of the 62 Respondents who had had contact with Council:

- 58.1% (n=36) were Very Satisfied or Satisfied with how Council's Staff dealt with their enquiry.
- 12.9% (n=8) were neither Satisfied or Dissatisfied.
- 25.8% (n=16) were Dissatisfied or Very Dissatisfied.
- 3.2% (n=2) were Unsure how they felt they should rate Council's performance.



Respondents were asked whether there were any matters which strongly influenced their rating for the overall performance of Council Staff and 37 provided comments.

Comments relating to satisfaction included:

- Efficient/Quick response 13.5% (n=5)
- Friendly 10.8% (n=4)
- Helpful 8.1% (n=3)
- Respectful/Polite 8.1% (n=3)
- Above and Beyond/Good customer service 5.4% (n=2)

Other comments included Knowledgeable (n=1), Approachable (n=1), Thorough (n=1), Issue resolved (n=1).

Comments relating to dissatisfaction included:

- Concerns not being addressed or followed up 18.9% (n=7)
- Dissatisfied with Council's response 8.1% (n=3)
- Lack of transparency (cat management and development services) 5.4% (n=2)

Other topics included Aged Care (n=1), Bike Track Consultation (n=1), Poor Communication (n=1) and Parking (n=1).

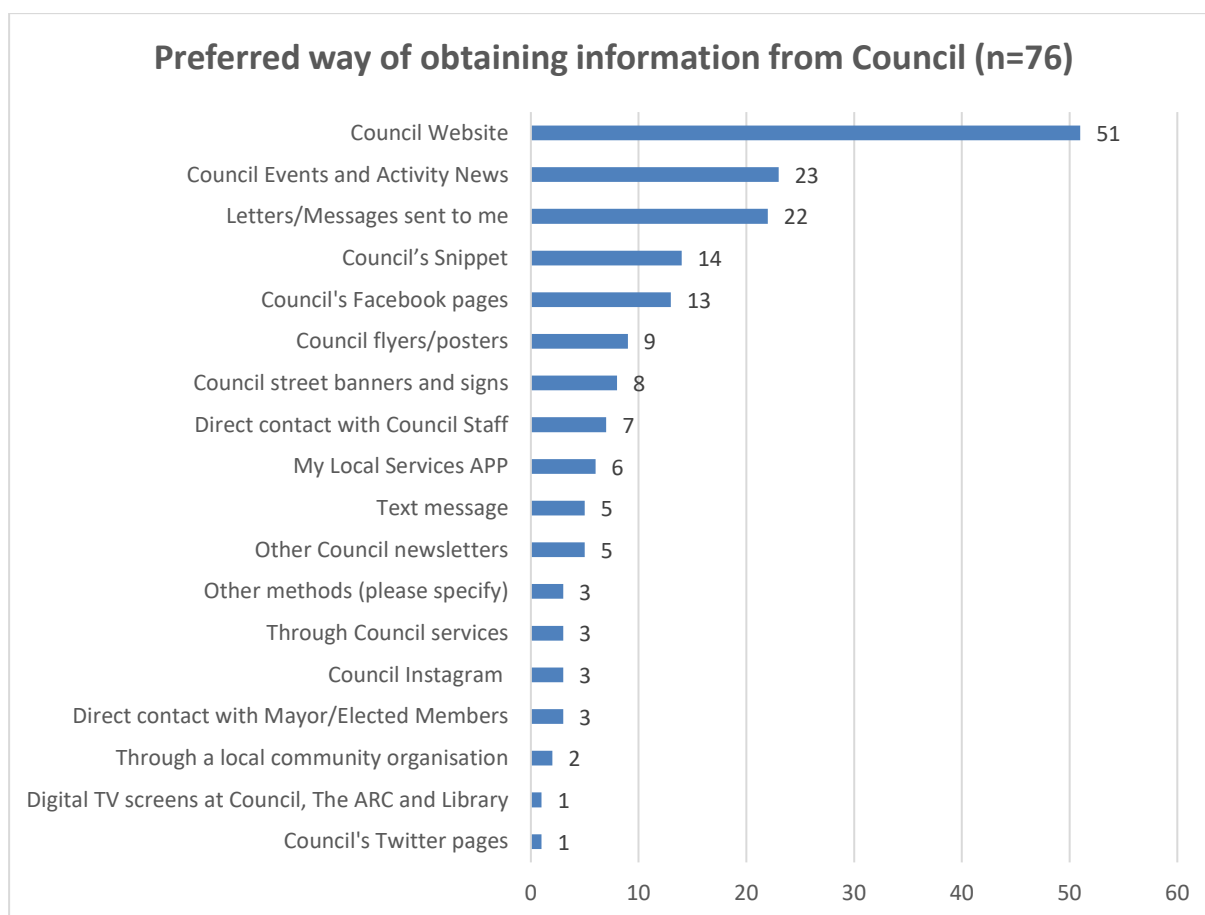
## 4.8 Communication

### Preferred method of communication

Respondents were asked for their preferred way of obtaining information from Council and were asked to select their top three preferences. The graph below presents a complete list of responses however, the top six ways Respondents preferred to obtain information were:

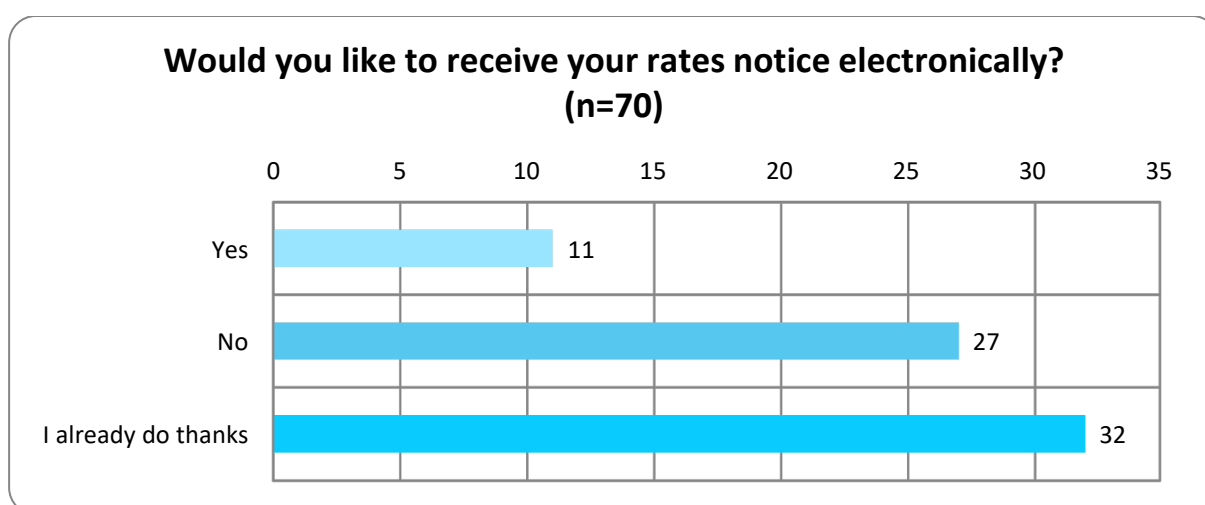
- 67.1% Council website (n=51)
- 30.3% Council Events and Activity News (monthly subscription) (n=23)
- 28.9% Letters/messages sent to individuals (n=22)
- 18.4% Council's Snippet (flyer delivered quarterly with rates notice) (n=14)
- 17.1% Council's Facebook pages (Campbelltown SA, ARCCampbelltown, Campbelltown Library, CampbelltownYouth, CCCmoonlightmarkets) (n=13)
- 11.8% Council flyers/posters (n=9)

Respondents who selected 'Other' (n=3) specified Email (n=2) and a preference to meet face to face rather than phone (n=1).



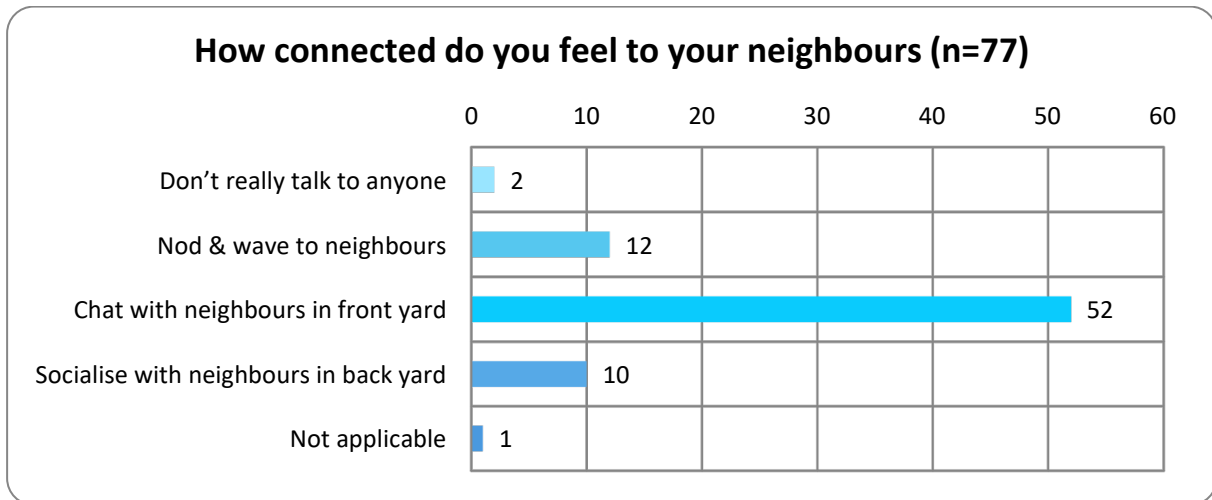
## Rates Notices

Respondents were asked whether they would like to receive their rates notice electronically. 45.7% of the 70 Respondents who replied already receive their rates notice electronically (n=32). 38.6% of Respondents selected No (n=27) and 15.7% selected Yes (n=11).





## 4.9 Community



Respondents were asked how connected they feel to their neighbours.

- 67.5% of Respondents chat with neighbours in their front yard (n=52).
- 13% of Respondents socialise with neighbours in their back yard (n=10).
- 15.6% of Respondents nod and wave to neighbours (n=12).
- 2.6% of Respondents don't really talk to anyone (n=2).
- 1.3% of Respondents chose that the question was not applicable for them (n=1).

## Appendix A – Information Sheet and Feedback Form

# Community Satisfaction Survey



### Background

To help us understand if we are meeting community expectations, Council undertakes regular Community Satisfaction surveys with the Campbelltown community. The results of the 2019 survey conducted are available from Council's website.

The survey is an important sounding board for Council – it measures how you rank the importance of Council services and facilities, helps us to identify current issues that matter to residents, and determine whether Council is meeting Community needs.

The results of the Community Satisfaction Survey are then used to develop plans, projects and policies for the years ahead that benefit all residents.

You could win one of two \$50 vouchers to a Campbelltown Food Trail business if you complete the survey online.

### What's being proposed?

Community members are encouraged to participate in the Community Satisfaction Survey 2022, either by completing the survey online or by returning a hardcopy survey to Council. Questions included in the survey relate to a range of Council services enabling respondents to determine how important and satisfied they are with each activity.

### How you can get involved

To get involved, you can connect with us in one of the following ways:

- Preferably provide your feedback using the survey below
- Complete a hardcopy survey and return it to the Council office
- Enquiries: Lyn Barton (8366 9222 or [lbarton@campbelltown.sa.gov.au](mailto:lbarton@campbelltown.sa.gov.au))

Consultation closes: 4pm, Wednesday 4 May 2022

Please provide your demographic details below and return with the survey.

Name.....

Address.....

#### Can you please confirm your suburb?

- |                                     |                                       |                                      |                                      |                                 |
|-------------------------------------|---------------------------------------|--------------------------------------|--------------------------------------|---------------------------------|
| <input type="checkbox"/> Athelstone | <input type="checkbox"/> Campbelltown | <input type="checkbox"/> Hectorville | <input type="checkbox"/> Magill      | <input type="checkbox"/> Newton |
| <input type="checkbox"/> Paradise   | <input type="checkbox"/> Rostrevor    | <input type="checkbox"/> Tranmere    | <input type="checkbox"/> Other ..... |                                 |

#### Can you please indicate your gender?

- |                                 |                               |                                     |  |
|---------------------------------|-------------------------------|-------------------------------------|--|
| <input type="checkbox"/> Female | <input type="checkbox"/> Male | <input type="checkbox"/> Non-binary | <input type="checkbox"/> Prefer not to say |
|---------------------------------|-------------------------------|-------------------------------------|--|

#### Can you please indicate your age group?

- |  |  |  |   |  |
|--|--|--|---|--|
| <input type="checkbox"/> Under 18      | <input type="checkbox"/> 18 – 24 years | <input type="checkbox"/> 25 – 34 years | <input type="checkbox"/> 35 – 44 years    | <input type="checkbox"/> 45 – 54 years     |
| <input type="checkbox"/> 55 – 64 years | <input type="checkbox"/> 65 – 74 years | <input type="checkbox"/> 75 – 84 years | <input type="checkbox"/> 85 years or over | <input type="checkbox"/> Prefer not to say |

**Notification of outcome** – will be posted at [connect2.campbelltown.sa.gov.au](http://connect2.campbelltown.sa.gov.au), or you can receive it directly by supplying your email address below.

Email: .....

*A safe, sustainable, vibrant Community*



*A safe, sustainable, vibrant Community*



# Community Satisfaction Survey 2022

## Connect 2 Campbelltown

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### Role and Performance of Council

**1. Of the following list of services and facilities provided by Campbelltown City Council which, if any, have you used in the past 12 months?**

(Choose all that apply)

- ☐ Online payment of bills and fines
- ☐ Planning/Building enquiry
- ☐ Campbelltown Library
- ☐ The ARC Campbelltown
- ☐ Lochiel Park Golf at Geoff Heath Par 3 Golf Course
- ☐ Thorndon Park
- ☐ Parks and reserves including playgrounds and walking trails
- ☐ Community facilities (e.g. halls, buildings)
- ☐ Sporting facilities (eg. tennis courts, ovals, clubrooms)
- ☐ Programs for people with a disability
- ☐ Programs for older people
- ☐ Youth programs
- ☐ Art and cultural programs
- ☐ Management of dogs, cats and other animals
- ☐ Hard waste collection
- ☐ Electronic waste and household chemical waste facility
- ☐ None
- ☐ Other(s) (please specify)

Note: Please select as many as apply.

# Community Satisfaction Survey 2022

Connect 2 Campbelltown

## Services and Facilities

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

Questions	Not Important	Less Important	Neutral	Somewhat Important	Very Important	Unsure
A safe road network (eg speed, crossings, traffic volume)						
Road condition						
Pedestrian infrastructure (eg crossings, refuges, footpaths and pram ramps)						
Cycling networks and infrastructure						
River Torrens Linear Park (eg shared path, toilets, playgrounds, bridges, natural environment)						
Lighting in River Torrens Linear Park						
Street lighting						
Reserve lighting						
Tree canopy cover in streets and parks						
Stormwater management and flood mitigation						
Proactive maintenance of assets						
Sporting facilities (eg ovals, tennis courts)						
The ARC Campbelltown						
Library						
Inclusive and engaging playgrounds						
Quality, inclusive green spaces						
Management of creeks						
Inclusive community facilities (halls for hire and community use, cultural facilities)						
Community bus providing subsidised local transport for people who are transport disadvantaged						
Services for older people						
Services for people with a disability						
Services for young people						
Services for children and families						
Arts and cultural events and opportunities						
Attracting and promoting local businesses						
Supporting businesses with training and networking opportunities						
Local employment support and opportunities						
Support for local tourism (eg Food Trail)						
Community events (eg Moonlight Markets, Carols, Neighbourhood BBQs)						
Dog management services						
Cat management services						
Responding to community safety concerns						
Safe and effective parking controls						
Graffiti removal						
Roadside waste services (General, recycling, green)						
Hard waste services						

Page 2 of 8

# Community Satisfaction Survey 2022

## Connect 2 Campbelltown

Questions	Not Important	Less Important	Neutral	Somewhat Important	Very Important	Unsure
Signage						
Public toilets						
Electric Vehicle charging stations						
Protection of native vegetation						
Action to mitigate against effects of climate change						
Infrastructure which will meet future challenges (infill housing, climate change)						
Utilise emerging technologies in the management of assets						
Planning and development services						
Precinct development (eg Magill Village)						
Communication with the community using a range of tools and strategies						
Council advocacy to other agencies on behalf of the community (eg State Government)						
Council's provision of information throughout the COVID-19 pandemic						
Support for businesses and community groups throughout COVID-19 pandemic (eg freezing hire fees, provision of grants)						
Public health services provided through Eastern Health Authority (eg immunisations, inspections of food businesses and residential care etc)						

### 3. What is your level of satisfaction for the following services and facilities?

Questions	Not Satisfied	Less Satisfied	Neutral	Somewhat Satisfied	Very Satisfied	Unsure
A safe road network (eg speed, crossings, traffic volume)						
Road condition						
Pedestrian infrastructure (eg crossings, refuges, footpaths and pram ramps)						
Cycling networks and infrastructure						
River Torrens Linear Park (eg shared path, toilets, playgrounds, bridges, natural environment)						
Lighting in River Torrens Linear Park						
Street lighting						
Reserve lighting						
Tree canopy cover in streets and parks						
Stormwater management and flood mitigation						
Proactive maintenance of assets						
Sporting facilities (eg ovals, tennis courts)						
The ARC Campbelltown						
Library						
Inclusive and engaging playgrounds						
Quality, inclusive green spaces						
Management of creeks						
Inclusive community facilities (halls for hire and community use, cultural facilities)						
Community bus providing subsidised local transport for people who are transport disadvantaged						

# Community Satisfaction Survey 2022

## Connect 2 Campbelltown

Questions	Not Satisfied	Less Satisfied	Neutral	Somewhat Satisfied	Very Satisfied	Unsure
Services for older people						
Services for people with a disability						
Services for young people						
Services for children and families						
Arts and cultural events and opportunities						
Attracting and promoting local businesses						
Supporting businesses with training and networking opportunities						
Local employment support and opportunities						
Support for local tourism (eg Food Trail)						
Community events (eg Moonlight Markets, Carols, Neighbourhood BBQs)						
Dog management services						
Cat management services						
Responding to community safety concerns						
Safe and effective parking controls						
Graffiti removal						
Roadside waste services (General, recycling, green)						
Hard waste services						
Signage						
Public toilets						
Electric Vehicle charging stations						
Protection of native vegetation						
Action to mitigate against effects of climate change						
Infrastructure which will meet future challenges (infill housing, climate change)						
Utilise emerging technologies in the management of assets						
Planning and development services						
Precinct development (eg Magill Village)						
Communication with the community using a range of tools and strategies						
Council advocacy to other agencies on behalf of the community (eg State Government)						
Council's provision of information throughout the COVID-19 pandemic						
Support for businesses and community groups throughout COVID-19 pandemic (eg freezing hire fees, provision of grants)						
Public health services provided through Eastern Health Authority (eg immunisations, inspections of food businesses and residential care etc)						

## Community Satisfaction Survey 2022

Connect 2 Campbelltown

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4. If you were dissatisfied with Council's performance can you please provide an example for each item so we have a better understanding of where improvements may be required.

### Satisfaction Overall

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

(Choose any one option)

- ☐ 1 - Very dissatisfied
- ☐ 2
- ☐ 3 - Neutral
- ☐ 4
- ☐ 5 - Very satisfied
- ☐ Unsure

Note: Please rate on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.

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

### Performance of Council Staff

7. Have you had contact with Council staff in the last 12 months?

(Choose any one option)

- ☐ Yes
- ☐ No (skip to Question 12)



## Community Satisfaction Survey 2022

Connect 2 Campbelltown

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### 8. What was your last contact with Council about?

(Choose any one option)

- ☐ Rates payment or enquiry
- ☐ Parking enquiry
- ☐ Dog enquiry
- ☐ Cat enquiry
- ☐ Tree enquiry
- ☐ To pay a bill
- ☐ To request a service or assistance
- ☐ To discuss a development application or related matter
- ☐ To have an issue resolved
- ☐ To get help from/seek information from Council
- ☐ To query a decision made by Council
- ☐ To attend a Council/Committee meeting
- ☐ To attend a Council event
- ☐ To compliment Council
- ☐ To provide feedback/comment in a consultation
- ☐ To make a complaint about Council
- ☐ To attend the ARC
- ☐ To attend the Library
- ☐ To attend the Golf Course
- ☐ CHSP social event
- ☐ Other (please specify)

Note: Please select one response only.

### 9. Thinking specifically about your last contact with Council please select all statements that apply to you.

(Choose all that apply)

- ☐ I was fully informed about what I needed to do
- ☐ I was treated fairly during my interactions with Council staff
- ☐ Staff were knowledgeable and competent
- ☐ Staff went the extra mile to make sure I got what I needed
- ☐ I was taken seriously
- ☐ I received service in a timely manner
- ☐ I was totally satisfied with the overall quality of the service provided by the staff
- ☐ I do not agree with any of the above statements

### 10. How satisfied were you with the overall performance of Council's staff in dealing with your enquiry?

(Choose any one option)

- ☐ 1 - Very dissatisfied
- ☐ 2
- ☐ 3 - Neutral
- ☐ 4
- ☐ 5 - Very satisfied
- ☐ Unsure

Note: Please rate on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.



## Community Satisfaction Survey 2022

Connect 2 Campbelltown

### 11. Was there a matter which strongly influenced your rating?

Communication

### 12. What is your preferred way of obtaining information from Council?

(Choose any 3 options)

- ☐ Council Website
- ☐ Council's Snippet (flyer delivered quarterly with rates notice)
- ☐ Newspaper advertisements
- ☐ Council Events and Activity News (opt-in subscription monthly electronic newsletter)
- ☐ Other Council newsletters
- ☐ Council flyers/posters
- ☐ Council street banners and signs
- ☐ Direct contact with Council Staff
- ☐ Direct contact with Mayor/Elected Members
- ☐ Letters/Messages sent to me
- ☐ Council's Facebook pages (Campbelltown SA, ARCCampbelltown, Campbelltown Library, CampbelltownYouth, CCCmoonlightmarkets) Council's Twitter pages (CampbelltownSA, FoodTrailSA)
- ☐ Council Instagram (CampbelltownSA, ARCCampbelltown, CampbelltownLibrary, CampbelltownYouth, Campbelltownmm, CampbelltownVillage, JanStreetNewton, MagillVillageSA)
- ☐ Digital TV screens at Council's Office, The ARC Campbelltown and Campbelltown Library
- ☐ My Local Services APP (Council mobile phone APP)
- ☐ Text message
- ☐ Through a local community organisation
- ☐ Through Council services
- ☐ Other Facebook sites
- ☐ Other methods (please specify)

Community

### 13. How connected do you feel to your neighbours?

(Choose any one option)

- ☐ Don't really talk to anyone
- ☐ Nod & wave to neighbours
- ☐ Chat with neighbours in front yard
- ☐ Socialise with neighbours in back yard
- ☐ Not applicable

Page 7 of 8

## Community Satisfaction Survey 2022

Connect 2 Campbelltown

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14. Would you like Council to keep you in the loop with future community feedback and engagement opportunities?

(Choose any one option)

- ☐ Yes
- ☐ No

15. Answer this question only if you have chosen 'Yes' for Question 14.

Please provide your email address to be kept in the loop.

16. Would you like to receive your rates notice electronically?

(Choose any one option)

- ☐ Yes
- ☐ No
- ☐ I already do thanks

17. Answer this question only if you have chosen 'Yes' for Question 16.

Please provide your email address for your details to be passed on to Council rates staff.

Thank you for taking our survey.

## Appendix B – Social Media

### Facebook

 Campbelltown City Council (SA)  
17 April · 🌐

How are we doing? 👍👎

Please tell us the services you use, what we are doing well and where there are opportunities for improvement by completing our Community Satisfaction Survey.


Visit <https://connect2.campbelltown.sa.gov.au> to find out more and to share your thoughts.... See more



**Tell us by completing our Community Satisfaction Survey NOW!**

**Closes 4pm, Wednesday 4 May 2022**


👍 2

 Campbelltown City Council (SA)  
3 May · 🌐

How are we doing? 👍👎

Please tell us the services you use, what we are doing well and where there are opportunities for improvement by completing our Community Satisfaction Survey.

Visit <https://connect2.campbelltown.sa.gov.au> to find out more and to share your thoughts.... See more



**Tell us by completing our Community Satisfaction Survey NOW!**

**Closes 4pm, Wednesday 4 May 2022**

👍 2 1 share

 Campbelltown City Council (SA)  
20 April · 🌐

Council invites you to participate in its Community Satisfaction Survey. Tell us how we are doing to win a \$50 Food Trail voucher. Consultation closes: 4pm, Wednesday 4 May 2022. Head to <https://connect2.campbelltown.sa.gov.au> to participate.



**Campbell talk**  
**Community Satisfaction Survey**

0:02 / 0:58

👍 3 2 shares

## Instagram



## Twitter







Campbelltown Council @CampbelltownSA · May 3

...

How are we doing? 👍👎

Please tell us the services you use, what we are doing well and where there are opportunities for improvement by completing our Community Satisfaction Survey.

[connect2.campbelltown.sa.gov.au](https://connect2.campbelltown.sa.gov.au)

Hurry! Consultation closes 4pm tomorrow, Wednesday 4 May 2022.

# How are we doing?



**Tell us by completing our  
Community Satisfaction  
Survey NOW!**

**Closes 4pm, Wednesday 4 May 2022**



## Appendix C – Verbatim Feedback

**If you were dissatisfied with Council's performance can you please provide an example for each item so we have a better understanding of where improvements may be required.**

'- The condition of the roads in my area of Campbelltown is average  
- There is an overt focus on car use - it is an ideal area to promote active transport and as a whole this could contribute to reducing car trips  
- Too much money/time spent on dog park - too many people have their dogs off lead on linear park and this should be the focus of dog management  
- Promoting how much it costs to use/own a car vs using transport types would be of benefit to support climate change initiatives - car culture still dominates

Allowing 3 double storey houses on xxxxxxxxxxxx Tranmere. You are creating a potential flooding problem by covering all ground/ soil with houses/ concrete plus bitumen. Also allowing new houses to raise the foundations therefore subjecting older houses around to more likely be flooded.

Change to dog walking in Wadmore Park. Dogs off lead are not damaging the area and provide significant mental health benefits. Recreation of this sort is rare and valued and I will be very sad if it is lost after the trial. I'm also disappointed that the community consultation process did not utilise the majority opinion.

Communication for Lochiel Park Lands Community Land Management Plan for public consultation was very poor. Council advertised in the Adelaide East Herald on 11 Nov 2021, on Connect 2 Campbelltown registered participants on 12 Nov 2021. Also banners, and posters at Council's office & council website. Since only 7 people responded it clearly shows that this was not promoted well especially if one does not use their computer every day to the above sites. I always trusted that Council would do the right thing for their ratepayers so was not in the habit of looking online at anything. In fact I have only recently got my own email address.  
I was not satisfied that Council wanted Lochiel Oval, a green space used by people, to be converted to a Dog Park.  
With infill housing, green spaces need to be preserved for people to use. Especially since they have small back yards. These smaller blocks of land usually have 2 cars parking on the streets near their home. This sometimes causes difficulty in driving down a road where cars are parked on either side of the road. Hill Street is difficult to get onto LNE Road and may soon need traffic lights there.

Communication Tools for community: Council is well aware we have a large proportion of seniors who are not interested in using social media. This has been discussed at the Ageing Advisory Committee meetings. It has been said many times by residents that the best way to communicate something important to ALL residents is via the Snippets flyer sent out with rates notices. VERY IMPORTANT TOOL that must be utilised by Council more for important issues and transparency.

ON LINE COUNCIL MEETINGS - During COVID meetings conducted on line did not run smoothly, ie audio cutting in and out and stopping transmission before the meeting actually finished. I would hope the dedicated IT team can fix these problems before another meeting is conducted online.

WEED MAINTENANCE: This survey does not ask residents if they are happy with the general condition of gardens etc in council area. In some areas weeds are out of control. WATERING NEW PLANTINGS - it's great to plant new trees and shrubs but they need to be watered regularly. I saw a water truck drive past new plantings in a heat wave, had a look out the window, and never stopped to actually water !

USER FRIENDLY SURVEYS - This survey has 6 options labelled at the top but it is 6 miles long, so a bit hard to remember what the 6 options at the top are. Perhaps could be designed so that the options appear when hover over each circle with a mouse.

The Rotary Art Show exhibition at the Council Office site is a great event.

Elected members could be more transparent in the Council chamber by discussing agenda items at the public meetings, rather than a quick vote because all has been discussed at a CEO briefing, an example being the Cat Bylaw. Many residents want to know more detail about how the bylaw will be executed, which Councillors obviously have talked about, but this information has not been provided to residents. Council was not forthcoming with information/presentation and statistics recently provided to the Dog & Cat Management Board about how it manages cats. Don't you think residents have a right to know what Council is saying to the Dog and Cat Management Board about cats. There has never been a public agenda report about cat management in all the years I have been attending Council meetings, ie 2008. Council needs to abide by its stated value of being open and transparent.

Community environmental concerns are just paid lip service. Council consultations are loaded and the truthful intent is not disclosed causing distrust in the processes.

Contacted xxxxxxxxx and got no response to my email

Council has done a fantastic job revegetating Third Creek near Melory Crescent and I look forward to more plants and continued maintenance. Also council have improved the creekline by rock lining the creek near Pulford Crescent. However the top of the creekbank is covered in mulch. When the creek is in flood the mulch is likely to wash away. Please consider rock lining the creek bank.  
Thanks for your great work.



Footpaths are in a terrible state, caused in part by tree roots. Not suggesting the removal of the trees though. As a runner and a pram pusher it's generally safer to use the road than the footpaths. And yes I do report major problems with the app but it's time for you to do a comprehensive footpath audit. Overhanging vegetation is also a big problem. Green waste needs a weekly collection. We have lots of Council trees on our verge that create a lot of eucalypt leaf litter that fills our green bin every fortnight. Yes we have a second bin, but that doesn't make a significant difference.

I am concerned with the number of mature trees that are being cut down for development in the Athelstone area. These trees are part of the community character, provide home for wildlife and have a positive effect on climate (eg cooling, air). Furthermore, while I understand the need for infill (due to infrastructure etc) I think there isn't enough consideration for lack of parking, increase use of roads, maintaining the tree canopy etc.

I am dissatisfied with the density of in-fill housing - it is too extreme and requires the clear felling of trees. Established trees on blocks where houses are bulldozed should be retained.

I also have an issue with the planning department which I can't elaborate on here as it is too complicated; and that is really the problem. I am unable to make an appointment to talk to someone in the Planning Dept. I have been told to deal with it over the phone - but that just doesn't work. Very unhappy about this treatment: totally unsatisfactory - very poor and appalling service to a long time resident.

I am most concerned about climate change and think that what may seem like bold change today will seem inadequate in the near future. I encourage council to make a name for itself as super progressive in this respect. I think this will attract people, industry and commerce to our area through signalling what we stand for. I want my council to ensure that climate and sustainability are KPA's in every decision making process. I support dedicated bike lanes on as many roads as possible/ practicable. I support aggressive greening initiatives. Ask around the office for anyone who has been to Singapore recently, that is a perfect test case of greening done well. I know council has done a lot of good work on this front and I heartily encourage you to continue to be bold and think 30+ years ahead of the council our grandkids will inherit from us.

I could not get my child immunised in this council area because he did not go to school in this council area, even though he lives here. We had to travel to Mitcham twice to get vaccinations. This is a ridiculous rule. If a child goes to a public school then they should be able to get a vaccination in any council area, especially the one they live in.

I feel that the exercise program at the ARC is not taking into account the older clientele (in terms of times classes are conducted and the type of classes). There are too many Les Mills classes

I have spoken twice to Vincent Tarzia and contacted council concerning parking on my street Elm Road and Hill Street and the junction with Lower NE Road and nothing has been done There was an accident a few weeks ago and there will be more as the whole area is unsafe and further parking restrictions need to be put in place and the junction needs to be upgraded

I was appalled by the handling of the introduction of a dog-off-lead policy in Wadmore Park. The advocates against this were individuals, isolated in another room or on-line while the advocates for this had done their organised lobbying and the matter was 'bulldozed' through in their favor leaving a large number of ratepayers and committed park users alienated.

The actual decision aside, councilors need to recognize that not all ratepayer interest groups are organised into a formal interest group who can lobby and push through 'selfish', one sided arguments. I hope the above is not typical of council proceedings.

I wonder why the satisfaction of residents with the current dog park wasn't queried?? I, along with many other Campbelltown Council residents am very unhappy with the sad little dusty dog park provided for our pets. Compared with what other councils, such as the Marion Council has provided at Hazelmere Road Reserve, Glengowrie, the Campbelltown Council's contribution is nothing short of pathetic.

The public toilet adjacent to the dog park is often out of order.

With respect to footpaths, the lack of them, as well as the condition of existing footpaths is so poor that they cannot be safely navigated by people using mobility scooters.

Lack of stormwater management is causing erosion in Wadmore Park. Weed management control and the eradication of non native plant species is not happening.

The Landcare group is only interested in a small select section of the park.

The infrequency of hard waste collections is causing residents to dump their rubbish in inappropriate places

Infill housing still results in the clearing of land. Tree planting on the verge is an attempt to address this, but is dependent upon regular watering, at least initially, and no damage to plantings by the public.

Infill is also resulting in a large number of cars parked on the road as space for vehicles onsite does not match the number of persons with a car and garages used as storage. It results in cars parked on both sides of the road causing congestion and a bit of chicken little as people try to drive through in the middle of the road without stopping. It is particularly relevant to some streets in the area used as sub arterials or cut through roads.

Good maintenance and upgrade community green spaces, play spaces and dog parks are required to allow people access to the outside and activities at no cost. And there needs to be consideration of the purpose of green spaces that is consistent with their intention. (the mismatch of the bike run at northern side of The Gums, being a case in point)

Cat management may change given recent regulations. Important that these are rolled out and complied with given the number of cats still roaming streets.

Roads such as Reid Avenue are in a prolonged state of disrepair. It seems that the number of property developments along the street keep it patched, rather than upgraded. What is the plan for this thoroughfare? How does the planning department reconcile development with a safe road? Consideration of traffic lights here would allay some of the turn right congestion onto St Bernard's Road, particularly at certain times of the day.

Koonga Ave needs resurfacing as it is so bad and is not good for those that have pain issues due to the bumps etc. Storm water drainage/street sweeping needs to be conducted more in front of my property.

Need significantly more public toilets along Linear Park, near Athelstone and Felixstow, especially give the number of residents using the parks and walking trails each day. Also need increased services for older people and people with disabilities.
No one has responded to 2 enquires I made to council about an issue months ago
Not applicable
poor community consultation with changes in natural reserves, on one hand consult with some community but completely disregard immediately impacted neighbours, then propose a trial without consultation. Within this trial proposal it is clear that some stakeholder involvement has taken place but with only one stakeholder, not immediate neighbours nor the wider community that use shared natural reserves
public toilets at Morialta
Reporting of illegal parking in a residential street. Continually have issues in our street. Called council on several occasions and the person on the phone had no interest in assisting.
The cat by-law is cruel, dangerous for cats and very unethical. They are blamed for things that more likely are caused by the many foxes in the council area. It is pandering to a loud small group of cat haters. It should be educational program rather than what is currently and cruelly proposed.
Road Safety & Quality in Federal Electorate of Sturt: Magill & Portrush Intersection Upgrade \$98 million. Glen Osmond & Fullarton Road Intersection Upgrade \$17.5 million. Heysen Tunnel Refit & Safety Upgrade \$12 million. Total \$127.5 million. Where is a proportionate amount for upgrading the Glynde Corner Intersection and Glynburn Road which are in dire need of attention and within the Federal Electorate of Sturt? A Very High Priority for Council to lobby State and Federal Governments. Linear Park Shared Pathways: I have already raised the inadequacy of the safety, educational and parkway quality of the interaction of cyclists, walkers and walkers with dogs with Council. Having had a fall as the result of a child riding on the wrong side of the parkway, urgent funds, whether they be Council, State or Federal urgently needs to be dedicated to the linear pathway to ensure that it is of high quality and safe for all. The east-west off-road shared parkway corridor is in many ways just as important as the north-south road transport corridor for the public to travel to the CBD and for the social, physical and mental well-being of Council's constituents. There is also a great opportunity to extend the parkway alongside the Fourth Creek to Lower North East Road to join up with the existing Linear Park and to provide a very safe access to the East Marden Primary School. A Very High Priority for the Council to attend to.
Roads are atrocious, and when repairs are done they are not supervised properly to ensure the appropriate standards are met and when repairs subside they are left or repaired at Counsel (ratepayer) expense and not the faulty contractor. Why weren't parking bays installed when upgrading Magill road between Lorne and St. Bernards!!!
Services which should be provided by State /Federal governments should be left to them. Council should concern itself with core activities and not consider itself to ne a local bisness developer.

Several parks, green spaces, creek beds were neglected for many years. Creek walking paths left unmaintained and washed away. Lack of ramps for prams etc. Few tree plantings along creeks and hence erosion. Some recent signs of new plantings good to see. Despite 'free space' taxes on subdivisions (or at least there was some time ago), funds raised don't seem to be reinvested.

On infrastructure infill, no additional or significant public transport, bike paths, or road network capacity upgrades have taken place to my knowledge.

speed and road conditions: several roads are very uncomfortable to travel on with holes from constant tearing up and bad resurfacing and general age, there are issues where ppl exiting side streets do not actually stop and just come right out in front of you, not really a council problem but give way/stop signs may need to be installed starting with every single side street of margaret ave rostrevor!! due to urban infill it is getting ridiculously hard to exit onto main roads due to traffic volume, and in particular st bernards road is quite a horrendous stretch of road to travel on. some streets have people parking directly opposite a exiting side street making it hard to see and even enter off the side street due to parking so close to side roads. Regarding the trees, management of creeks etc, i will note that in particular i am concerned about fourth creek, storm water drains are not cleaned out enough of leaf litter, the gutter sweeper does not come through often enough at the moment when the gums are losing their leaves, some gutters are piled high with leaves. Council need to either have very strong words with adelaide hills council or national parks about their lack of rubbish removal in morialta reserve , as it is creating problems for this council with rubbish flowing down fourth creek from there every single time it rains and then it just sits there until locals take garbage bags and pick it up - I might suggest installing a trash collector fence in the creek at stradbroke road thereby returning the problem that is created in their council area to them and reducing the expense of this rubbish removal issue from the rate payers of this council.. replacing beautiful gum trees on the verge with jacarandas does nothing for our local birdlife which is going to suffer from lack of breeding spots. and although it does appear that council is helping with the revegetation along fourth creek now, it needs to be managed with the bird life in particular in mind, we recently had twany frogmouths breeding there (twice) and i would like to see them return but this may require very careful management for their food sources, as well as the eastern rosellas, of which we have more along fourth creek than in morialta reserve at the moment and this breed needs to have access to some weed type feed, so I would not like to see fourth creek become too sanitised with weed control, the recent weed control has left no areas for local ducks to be able to breed with hidden nests.

Stop WASTING my money on your ridiculous climate change nonsense.  
And stop alarming the public with your c19 misinformation.  
Nothing of what sa health have said over the last 2.5 years has happened. ie the jab does not work etc etc and just about everything else they have said has proven to be wrong.

The council is far too whimsical and wasteful of the hard-earned money that it grabs from innocent people.

The council is wasting too much time & money on insignificant matters such as renaming reserves whilst roads/footpaths need attending to & development applications are being poorly assessed. Fulfill the basic duties of a council properly before getting involved in pointless projects.

The council was myopic in the development of a cat bylaw resulting in a proposal that was rejected by the RSPCA due to the cruelty it promoted to cats. The council did not promote or consult adequately in the development of their failed cat bylaw proposal. This has resulted in proposed a bylaw that will punish responsible cat owners and alienate support to manage unhomed cats. This will result in community disharmony with implementation of the bylaw dependant on neighbours trapping and reporting their neighbours cats. This will reduce registration and see an increase in unowned kittens and cats numbers in the council area. The council have failed in the development of the bylaw and are still trying to sneak it though without consideration of the true implications of the bylaw.

The current condition of roads is very unsatisfactory and potentially dangerous. The same problem exists with the poor quality of many footpaths. Council must take a proactive approach to these very basic local government services by involving the community in surveys such as this rather than focusing on the frills of local government responsibility like climate and the arts.

The foot path in the whole of Hectorville is really bad

The road condition eg LNE, Glynburn is terrible, better advocacy with State Govt. The tree canopy on roadways and in many settings needs significant attention. Again LNE Rd and Glynburn roads are terrible in CCC and wonderful in Burnside and TTG. Infrastructure to meet infill is abysmal, need expectations about gardens, restitution of verges, additional green spaces and there is little attempt to repair the road when connections are made to sewer. We are starting to live in slums. The Magill Precinct is a great idea but what about the Campbelltown Village; it's been happening for 10 years and it's worse than ever. It seems that no one is interested in improving this area. The Glynde Corner is a disgrace, it is the gateway to our city. Median strips and verges are dying, dead or full of weeds. Maybe the look that is in front of the CC council offices or what the City of TTG has done in all of the roads leading to TTPlaza are exemplars of good practice. Streetscapes on major roads particularly LNE RD, Glynburn Rd and Payneham Rd are very unkempt and unattractive. If they are SA Government responsibilities then CCC advocacy is essential. The street tree policy and practice throughout the CCC area needs to be given major priority status. The eastern suburbs have mass plantings of street trees that improve the climate and the aesthetic amenity. Drive though CCC streets and it is very patching. Irregular plantings, brutal pruning, dead trees. A drive down Hills St is testament to this assertion. If the CCC had a priority to improve street tree plantings throughout the City the rewards would be amazing.

The road Norton Summit Rd from Magill Rd up to the intersection with Glen Stuart Rd is particularly dangerous for cyclists who use it a lot on weekends and is very narrow for cars to pass. Edges are rough, making it a hazard for cyclists. Needs resurfacing please at edges. Streets in Rostrevor often only have footpath on one side, which is often windy to avoid trees (e.g Maurice Ave) and hard to see when walking in the dark early morning making. Paths are often not wide enough and would be awkward for anyone with disability/ prams to navigate, especially when bins are out. Cats roam the streets at night in Rostrevor and I am sure must be a danger to wildlife. I have not noticed any car recharging stations in Campbelltown but they will be needed as the changeover occurs. Climate change and moving to the future are very important.



'These are regarding traffic and road conditions and footpaths.

Avenue road -

1. Footpaths. One side is intermittent. Requires crossing road multiple times to progress around verges, cars parked on verges and footpath, or no footpath provided.

2. Further dwelling approvals on (or feed into) Avenue road:

Allowance for residents multiple cars and eventually use of on street parking, does not reflect ACTUAL usage. Avenue road footpaths are constantly used as car parking; both casual parking and regular parking by residents. Further upcoming dwelling developments will further stress this roads, already exceeded capacity.

Not enough consideration for parking, especially size of personal vehicles, when multiple dwelling builds are approved.

3. The George road-Avenue road intersection is unworkable now. The upcoming housing developments along Avenue rd brings more traffic.

4. Avenue rd entering into Gorge road requires development.

At busy times, all drivers, especially hesitant drivers, cause increasing delays due to very difficult traffic conditions. The traffic flow from Silkes Rd intersection towards Newton-Dailey road intersection, is not yet set in a workable pattern. (see also point 5.)

Flow of traffic is constant and any gap that allows for entering Gorge road, is due to Gorge road traffic slowing to turn into Avenue road, which in turn reduces opportunities to pull out onto Gorge.

5. Left turn from Gorge onto Dailey: its faster to cross over the Dailey-Newton road intersection and u- turn to eventually turn left onto Dailey road. Measured by watching the bus you drove past still sitting in right turn LANE or intersection.

6. Entering Avenue road from Gorge road -

-- Parking on Gorge road up to Avenue road entrance, blocks visual of entrance and causes late braking and decision making which fast traffic tailgating.

-- High speed dense traffic flow from this section of road becoming an "exit and accelerate", opportunity for frustrated drivers.

-- Drivers who, having just negotiating the poorly signed, managed and driven, one-lane merger on Gorge rd (from school-Rasheed rd entrance), and suddenly having to brake hard for car aheads left turn.

-- Result is a left turn into Avenue road from Gorge requires a blind fast approach with accelerating traffic behind and unable to pull over left of lane when slowing on approach (car parking). Whilst negotiating a 90 degree turn with island barrier.

Suggest separate left turn lane into Avenue road. (Larger than the dysfunctional right hand turn lane size used George-Avenue - Very important due to high speed on exit road).

7. Orchid court road entrance over large SA Water drain inspection point is a regular safety hazard. I've had to replace it twice in storms, (water rises and it lifts and moves completely from its placement) The hole it exposes would sink a motorbike or car tyre. Its also at left turn entrance so you are driving over it, before you see it.

8. Street lights are too bright. Light pollution into our homes is problematic. Vera Street light on 24/7 and we cannot block from lighting our house.

Too many subdivisions of land parcels.

Too much money spent on feelgood projects not enough effort at keeping spending down

Tree canopy in our streets is detrimental to our environment. With the regional Landscape levy hopefully improvements will be seen. With buildings being constructed in the neighbourhoods we need trees to be planted on verges and median strips to create a Green Adelaide. I think our Council is reactive instead of proactive with regard to maintenance of assets. It's only when something is highlighted does anything happen.

Unrestrained cats are still an issue partly because we live near to a number of open spaces and large drains.

Urban infill of housing and subsequent owner parking in streets because of lack of space on their property. I realise this is a State Government imposed decision but more needs to be done to regain control of this rapidly increasing problem.

Very dissatisfied with the infill development and the traffic congestion it's causing. Very dissatisfied with the extremely poor condition of roads and streets - I'm sure that the appalling condition of Glynburn road, the section in CCC has ruined the suspension on my small car. The road noticeably improves once in the Norwood Council area. Very dissatisfied with the lack of attention to street scapes, especially the lack of trees and untidy verges. This too much improves once you leave the CCC areas. There are pockets which have received attention but they are far and few between. My concern about this is from an aesthetic and a climate change perspective. CCC is one of the poorest performers when it comes to tree canopy. Very dissatisfied with the extremely slow rate of development of the Campbelltown Shopping centre. We have been hearing about this for years and are yet to see any improvements yet the Magill Precinct has appeared overnight. Very dissatisfied with the millions spent on sporting facilities in contrast to the amount allocated to the arts.

We are very unsatisfied with management of cats and dogs, especially stray ones.

**Was there a matter which strongly influenced your rating?  
(Overall satisfaction with the performance of Council)**

As per previous comment regarding Lochiel Oval. Otherwise I think Council do a fine job.

building approval such that local streets are constricted with parked vehicles/traffic density

communication

Council is very community minded and prepared to listen to concerns. Councillors accessible

Council's neglect of its basic responsibilities in favour of an expensive elitist and progressive agenda that denies support to the most needy in the community.

Council's efforts to reduce Rates impact on households during the pandemic

Customer service from council staff is fantastic. Council are doing a lot to maintain the area. Only criticism is poor roads and too many trees allowed to be removed.

Decrease in services to older people given the demand levels, plus lack of public toilet facilities along Linear Park, and disappointing kerbside rubbish collection experiences.

Failure to control spending

For the most part Council responds to queries that are put forward.

Great area to live, but I just don't see significant changes occurring in a timely manner

Great play grounds and facilities for children. Fantastic library programs in the school holidays.

I love the playgrounds, they are kept clean and very fun.

I understand that the Council is one of the only SA councils free of debt

I was very disappointed with the procedure for the first round of Cat Bylaw consultation. Fortunately because sensible politicians realised it was insane and cruel to tie up (tether) a cat, Council has another opportunity to do a much better consultation and residents very much expect it to be better.

In many ways the Council has performed well. However, comparing the Federal Government money spent in other Councils compared to the Campbelltown Council shows the discrepancy between the leafy more affluent eastern suburbs and the less leafy, less affluent, north-eastern suburbs. A stark contrast is the example of the tree canopy cover over Glynburn Road that stops as the road crosses the boundary from the Burnside Council into Campbelltown Council

Infill, road condition and parking on roads are a negative  
Community events, greening of verges (tree planting), beautification of parks a plus

it appears community consultation is targeted to suit an outcome rather than consulting with all appropriate stakeholders

It's a great Council.

I've generally found the council keen to engage the community and forward looking

xxxxxxx has been very helpful with our creek rehabilitation project

Land subdivision allowed encroaching upon green, open spaces, high council rates.



Mainly housing infill creating more traffic and parking problems. Also allowing contractors to block roads for a lot longer than necessary.
n/a
No
No. I'm fairly satisfied overall with Council's performance. The email updates and communication by the engagement team is excellent.
not having bill pay for social support services for elderly
Not in particular, observations over the 13 years I have resided in the area. Although I would have to say that seeing the Magill Precinct pop up has reinforced for me that the more 'eastern suburbs' sections of CCC seem to fare better.
Nothing in particular.
Nothing unique to this council but it seems like the minorities get the majority of attention and benefits. I do rate the xxxxxxx, I truly hope we can keep her for a while yet.
On the whole I think the council is doing a good job
Overall CCC perform very well and are a cut above the performance of other metropolitan councils
Overall well run council, services. Spend and manage rates money well.
Personal interaction by staff is appreciated.
Personal one with the planning department who will not give me an appointment.
Prompt and courteous response to questions and issues raised both in person and through the My local App. Support for community initiatives like the Repair Cafe is greatly appreciated
Redevelopment of Magill Village is to be applauded. I look forward to better traffic flow, more trees and gardens in the village, more seating and areas to meet and more focus on pedestrian use rather than car access.
Response times to queries
Road management and parking issues due to multiple building when single houses were business for street planning.
Road repairs as above.
Road surfaces are not great in my area
Some deficiencies with handling of some issues and complaints.
The CCC has done some fabulous things, I live in Lochiel Park and their support is great. However, move outside this area to surrounding streets and major roads and the story is different. There are certainly some fabulous community amenities like Thorndon Park, ARC, football club rooms, ovals and parks throughout the city. The management of major streetscapes and infill development temper my positiveness. For me the future top priority in CCC should be about improving steetscapes; for shade and aesthetic amenity.
The council liberally wastes our hard-earned money on all sorts of unneeded whimsical projects that it should have never got involved with
The council's overall priorities need to be looked at
The cruel and unnecessary cat by-law.
The inability to care enough when a ratepayer calls for assistance.

The development and lack of consideration of genuine concerns in the development of the cat bylaw
The lack of development on our walk ways and internal roads condition
There are areas that need improvement - I am somewhat satisfied but not completely.
There needs to be more assistance for households. Don't have a retaining/ fencing line if you can't assist with ensuring the works have been done adequately. Just one example, we come to the council for assistance not useless advice.
This council is very highly rated by many as very competent
Very happy with the efforts that are being made regarding the management of pets, but the condition of the roads is an ongoing problem (understandable considering the substrate problems) but there has been noticeable improvement over the past 2 years with the roads so things are definitely improving.
We need a removal system for broken pots, statues, unwanted bricks etc from homes, this waste is usually small and not worth paying the amount to take to the waste disposal station, that's if they'll even take them and there's no way older people could lift broken statues, pots etc so they just pile up.
When I have contacted the council, they have been efficient and responsive.
Yes, the current elected council members do not appear to support the views of the constituents in their areas, which they are supposed to represent. This was evident at the council meeting in which only two members of the council voted in favour of having dogs off leash in Wadmore Park. A lot of ratepayers' rates is being spent on expensive, glossy reports and management plans, and despite the fancy, interactive Lochiel Park example, there is still nothing happening for our dogs!!
You spend too much money on socialist ideology.

### **Was there a matter which strongly influenced your rating? (Performance of Council Staff dealing with your enquiry)**

A personnel one where I was refused an appointment with someone in the planning department to discuss a matter and was told I would have to deal with it over the phone. One can't deal with subtleties over the phone. The full story is too long to detail here.
Above and beyond for staff to attend evening meeting to discuss recycling of waste
Aged care services
Always friendly & helpful staff in library.
Council staff and Councilors were very respectful
friendliness & efficiency of front line office staff
Friendly communication
Good customer service on that occasion.

I had dealt with two separate people regarding this issue. The first person I spoke to I explained the situation and she just basically said there is no nothing the council can do and really seemed like she did not want to take it further for investigation. Then I sent an complaint email to the council about the situation and that is only when I was taken seriously and I received help and assistance from a council worker who was very helpful and I appreciate his help in the matter. Therefore I would have given a "very satisfied" answer but the fact that the first person was not much of help was the reason behind my answer. May be the questions should not be based on an overall experience but should include the dealings with each person as one was good and one was not.

I had no interaction with the staff, other than collection the prize I won

I have always found both library and other council staff approachable, polite and willing to find out and advise me about any questions I ask.

I have complained about a gum tress in front of my residence. It was inspected but no action other than to grind the lifted concrete footpath. Banaid repair.

I mainly observed the Council meeting on the 5th April 2022.

I was there in support of xxxxxxxxxx delegation.

Illegal parking.

In relation to cat management, Elected Members chose not to be transparent with residents in relation to what they told the Dog and Cat Mangement Board about how they manage cats in the City of Campbelltown.

Interactions with the setting up and operation of an exhibition in the library art space.

Issue resolved

Issues with a neighbouring worker putting up a retaining wall/ fence. Had issues with the workers professionalism and time taken, wanted assistance to sought out whether they had proper licensing, etc. I was told to threaten with lawyers and issue a notice. You should have facilities to ensure the work being conducted within the council is of standard, should the issue be brought to your attention.

Lack of communication to residents when a new kerbside recycling environmental policy was suddenly and abruptly implemented, without any prior advance notice to residents. Received what regard was poor customer service due to poor change management and communication practices.

My first enquires via email were ignored. I had to follow up with the Council using online form in order to get response.

No

No comment

No follow-up response

No one particular matter - I've always found staff knowledgeable and helpful

No response from council received to my email

No response on enquiry

Not one in particular, answers to Q9 say it all

Prompt attention

proposed bike track consultation process

Recycle bags for green bin

Refer to my response re 'What was your last contact with Council about?'

Respectful and courteous service delivery. Checking back to learn whether they understood the request. Information on how the process worked and suggestion to call back if necessary
secrecy re developments
See previous comment
That my concerns about the cat bylaw were not addressed. After raising concerns about the bylaw with the council three of our cars had a total of five punctures at the same time.
The matter was a case of removing fallen branch from footpath tree. Not urgent but issue dealt with quickly and with a minimum of fuss. I made an online report about the issue. Once I got the hang of it, it was not too difficult to use.
Tree canopy required lifting higher
We had action in 24 hours when we asked for a tree branch to be inspected.
We had action within 24 hours.
Yes