



Your Council Your Say: 2021 Community Perception Survey summary

In late 2020, we undertook a Community Perception Survey to hear from our community about what's working, what's important to them and how we can do better.

There were **552** survey responses.

A snapshot of what we heard

The feedback from this survey identified clear themes and issues that are of most interest to our community - some of which are currently top of mind and others which are more ongoing in nature.

These themes and issues have informed a range of actions we are now implementing.

Immediate issues:

- Bushfire preparedness given events of late 2019
- Protectiveness of the "character" of the Hills, future development, planning and subdivision, particularly in light of new planning legislation
- Increased green waste collection needs to prepare for bushfire season

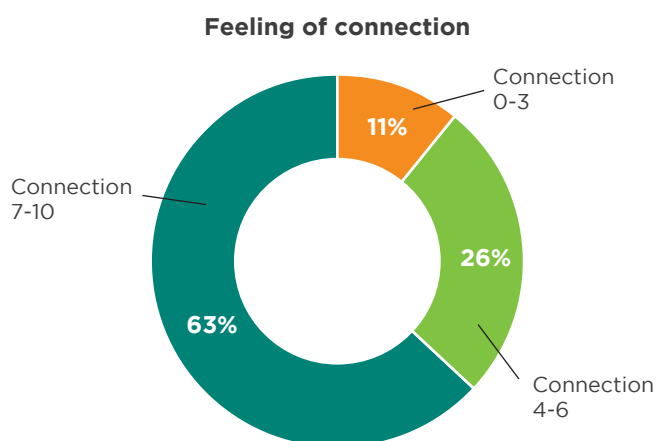
Ongoing issues:

- Road and footpath maintenance and safety
- Feeling that services and facilities distribution is not equitable across the geographic area of Council
- A perceived inconsistent, slow and complex planning approval processes
- Inconsistency in the responsiveness of Council to queries and complaints
- Cost of rates
- Improved weed control and protection of the environment and biodiversity

Survey findings summary

Feeling of connection with the Adelaide Hills community

Our community feels connected. When asked to rate how connected the community feels on a scale of 0 (not at all) to 10 (very) 63% of respondents rated their connection with their community above 7.



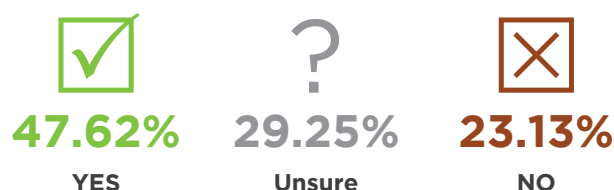
Contact with Adelaide Hills Council staff

80% of respondents said they know how to raise a matter with Adelaide Hills Council staff.

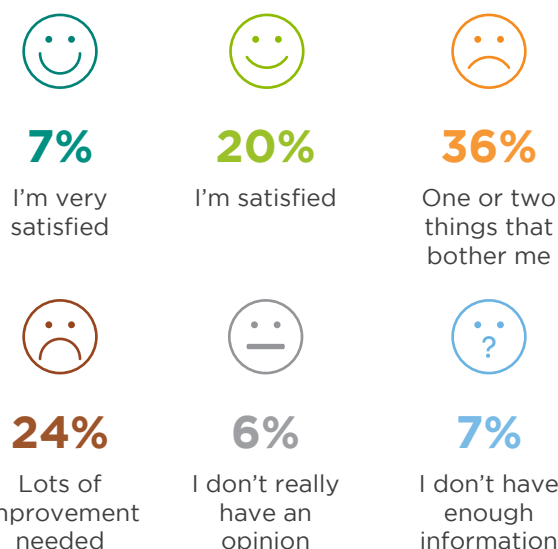
In general, more than 64% of respondents were satisfied with their interaction with staff.



Do you think Adelaide Hills Council is providing an appropriate range of services?



Level of satisfaction with Adelaide Hills Council



The sentiment from many respondents is that Council does well in some areas and not so well in others.

Respondents who offered opportunities for improvement generally provided suggestions for one or two areas of Council's services. These were considered when developing actions for improvement.

Understanding where rates money is spent

There is more that we can do to ensure our community knows where rates money is spent and how they can find that information out.

Know where their rates money is spent

64%

of respondents indicated they do not know where rates money is spent

Know where to find information about where rates money is spent

53%

of respondents said they do not know where to find rates money information

Communication and information about rates

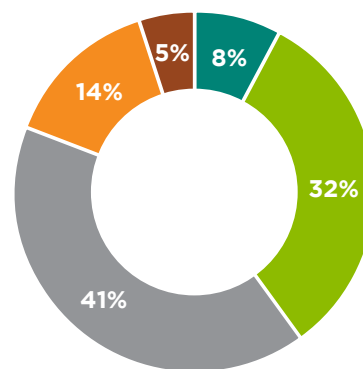
Respondents said they wanted:

- ☒ **More information in rates notices (29%)**
- ☒ **More information on website (24%)**
- ☒ **More information in monthly newsletters (21%)**
- ☒ **More information in local newspapers (11%)**
- ☒ **More local community forums (7 %)**



How satisfied are you with the opportunity to have your say on issues that affect your area?

Satisfaction with having your say



● Very satisfied ● Satisfied ● Neither satisfied nor dissatisfied
● Dissatisfied ● Very Dissatisfied

Suggestions for having your say on local issues

Respondents suggested:

- ☒ **Better promotion of opportunities to have a say**
- ☒ **Better understanding of how feedback is used and what actions are taken as a result**
- ☒ **Improved responsiveness to requests and feedback**
- ☒ **More comprehensive engagement around major projects and decisions**

Survey findings summary

What would you most like to see Council change or improve?

Respondents identified their top five areas of importance and these are shown below.

Area of importance	Council Action in response to the areas identified as being most important to improve or change
Roadside slashing and weed control	Ongoing management of the natural environment including protection of flora and fauna, reduction of invasive weeds and management of bushfire risk.
Bushfire preparedness	Council will continue to work with the community to increase awareness and action in regard to bushfire preparedness.
Infrastructure (footpath, roads, bridges, stormwater, street lighting etc.)	Prioritised asset management that meets essential services and service level requirements.
Public areas (e.g. main streets, parks)	Prioritised asset management that meets essential services and service level requirements.
Environmental sustainability initiatives	Ongoing management of the natural environment including protection of flora and fauna, reduction of invasive weeds and management of bushfire risk.
Sport and recreation facilities (e.g. sports courts, walking trails, bmx tracks, playgrounds)	Implement strategic approach to sports and recreation facilities planning, maintenance, operations and development and progress the Community and Recreation Facilities Framework.
Waste management	Ongoing review and communication of waste management improvements.
Town planning, development and building control	Communicate the new planning reform process being implemented by Planning SA and Council's role within it.
Community and cultural activities (including events)	65% of respondents were satisfied or very satisfied with events being held in the Adelaide Hills Council area. Council will continue to support community and cultural activities.
Library services	Development of a Library Strategic Plan which will help to guide the future development and programs related to our library services and
Regulations and compliance (e.g. dog barking, noise, parking, bi-laws)	Council will conduct ongoing education on responsible pet ownership and enforcement in regard to dogs and cats.
Community well-being services (home support, youth leadership, etc.)	Council will continue to provide opportunities that benefit community wellbeing including developing a Regional Health Plan, implementing the Multicultural Action Plan and the Access and Inclusion Plan, development of the Innovate Reconciliation Action Plan, supporting Youth leadership and skill development.
Opportunities to have your say	Improve customer service options and engagement participation, including the use and uptake of digital media.
Council's Elected Members	Provide permanent information and link in monthly eNewsletter highlighting Elected Members web page and increase awareness of opportunities for Elected Members to attend community talking points and activities to engage with the community.