

Citywide Community Survey Report

City of Unley

20 October 2025

Intuito
MARKET RESEARCH



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1. Introduction

Intuito is delighted to present this city-wide community research report amongst residents and visitors to the City of Unley. This report complements the business survey conducted prior to the community survey to provide an overview of the City of Unley's business, resident and visitor community.

Market research objectives

- Collect comprehensive data on community (and business) satisfaction with various council services, facilities, and programs.
- Monitor impacts of Council services and facilities and actions of the 4-Year Delivery Plan to support the long-term vision of a connected, progressive, and resilient City outlined in our Community Plan; Towards 2050.
- Identify service gaps and potential improvements within council operations and services.
- Gain insights into community perceptions of value for money, quality of life and wellbeing.
- Establish a baseline for future surveys, allowing for tracking trends in community and business needs, satisfaction, and expectations over time.

Methodology

A multi modal approach was taken to data collection:

- Your Say Unley platform (369 responses)
- Face-to-face intercepts (throughout the City of Unley) (234 responses)
- Paper-based questionnaires distributed via the volunteer network (0 responses)

Data collection period was 1 September 2025 to 6 October 2025. We achieved together an excellent sample of 603 (this may appear as 605 in the weighted tabulations because of round ups in percentages) completed surveys amongst residents and visitors to the City of Unley (458 people lived in the area and the balance were visiting / working / studying / conducting business 145)

We attempted to survey as close to a representative sample by age within the City of Unley but fell short in a few age brackets resulting in a weighting of the data. We also noted that Council generated responses were older whilst our face-to-face intercepts were aimed at under 35 years to balance the older cohorts. (Please note that one person completed the survey via Your Say and they were aged under 18 – they have been included in the statistics in the 18-24 age bracket).

Age group	Actual Numbers	Actual percentages	Weighted percentages
18-24	46	7.6%	9.6%
25-34	91	15.2%	14.8%
35-49	101	16.7%	23.7%
50-59	96	15.9%	15.0%
60-69	114	18.9%	14.2%
70-84	125	20.7%	14.6%
85+	8	1.4%	4.5%
Prefer not to say	22	3.6%	3.6%
Total	603	100%	100%

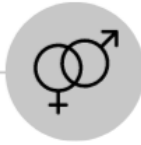
2. Findings at a glance

City of Unley Resident Survey Snapshot (Oct 2025)

Who we heard from



603 sample
458 residents
145 visitors



39% Male
58% Female
3% other



Age weighted to population



59% employed
28% retired
13% other



11% living with disability



61% YourSay
39% Face-to-face

Effort given to to ensure a representative spread by postcode - 5034 31%, 5035 10%, 5061 33%, 5063 22% and 5064 5%.

What did we learn

Importance vs satisfaction with services

Importance is higher than satisfaction with:
Local roads
Local footpaths
Local cycling paths
Public lighting
Public toilets

Satisfaction is higher than importance for:
Libraries
Community centres
Town Hall
Museum

Satisfaction with services & comms



Overall City of Unley Council



U-Life magazine



Rates notices

Connection and satisfaction with Council



connected in last 12 months by email, phone or in-person

Satisfaction

65% - helpfulness/knowledge of staff
65% - response times
61% - getting the right information
68% - overall customer service

Positive interactions

Responsive and helpful
Quick and good resolution
Online services / communication
Community engagement / events

Negative interactions

Lack of communication / follow up
Disregard for community voice
Operational inefficiencies / delays
Customer experience / cultural issues

Critical service gaps & unmet needs

Accessibility and inclusion
Infrastructure / amenities
Dog management
Environmental / sustainability
Recreation / community life

Environment / liveability



Maintain / increase green space



Maintain / increase tree planting



Maintain / increase recycling & green waste

Events / activities / community building

Cultural heritage festivals
Neighbourhood-building activities
Youth and family programs
Arts, food, music and outdoor events
Planting and clean up days

Engaging with environment practices

79% - Active transport
77% - Reduce plastic use
60% - Conserving water
56% - Composting

Barriers: Cost and time

Attributes, characteristics, personality

Important to be known for:

89% A great place to live
86% Connected / inclusive community

Currently known for:

81% Great location
68% Character homes / heritage
68% Local cafes/boutiques
65% Tree lined streets

Characteristics

Safe
Welcoming
Community-focused

Personality

Friendly
Relaxed
Stylish
Welcoming

Safety



During day



At night



Overall in Unley

3. Executive Summary

Purpose and objectives

The City of Unley commissioned this city-wide community survey to better understand residents' and visitors' experiences, perceptions, and priorities regarding Council services, programs, facilities, and governance. Specifically, the study sought to:

- Measure satisfaction with Council services and delivery against the goals of the 4-Year Delivery Plan and the broader Towards 2050 Community Plan
- Identify service gaps, unmet community needs, and opportunities for improvement.
- Understand perceptions of value for money, quality of life, and wellbeing.
- Provide actionable insights into communication, engagement, and governance.
- Establish a baseline for future surveys to track changes in community sentiment and expectations over time.

About the respondents

A total of 603 responses were collected (458 residents and 145 visitors), primarily through the YourSay Unley platform and face-to-face intercepts, ensuring a broad demographic spread and representation.

Of the 75% of the sample that live in the City of Unley, their postcodes are:

Postcode	Numbers of respondents	Percentage
5034	140	30.6%
5035	44	9.6%
5061	150	32.8%
5063	101	22.0%
5064	23	5.0%
Total	458	100%

Nearly half of all people surveyed have lived in the area for more than 20 years. Unweighted, 48% of the sample are aged under 50 and 48% over 50 and 4% who preferred not to say. 11% of the total sample identified as living with or caring for someone with a disability with a further 5% preferring not to say. 59% of all people surveyed are employed, 28% retired, 7% students and 6% others.

Overall community sentiment and engagement

While the City of Unley is widely regarded as a desirable, safe, and connected place to live, the survey reveals a mixed picture of satisfaction with Council services and governance.

- Connection and engagement: Three-quarters of respondents are residents, and over 60% had engaged with Council in the past year, primarily by email, phone, or in person. However, many expressed frustrations with communication, transparency, and follow-through on feedback.
- Customer service: Just over two-thirds reported being satisfied with the helpfulness and knowledge of staff and response times, and 68% were satisfied with the overall customer service but satisfaction with their ability to get the information they wanted was slightly lower at 61%. Praise centred on frontline staff (particularly reception, the library and customer service counters) professionalism, friendliness, efficient service delivery and community events. However, negative experiences dominated overall sentiment, particularly in governance, decision-making transparency, perceived disregard for

community voice, bias, priorities and favouritism, and customer experience beyond frontline staff and culture issues.

Satisfaction with services and communications

Satisfaction with Council communications was generally strong. Around 65% were satisfied with key channels such as U-Life magazine and rate notices but overall satisfaction with the City of Unley Council was 47%, with 32% dissatisfied (and a further 21% neutral). Dissatisfaction was notably higher among long-term residents, older age groups, and those engaged via the Your Say Unley platform. The mean score for satisfaction with the City of Unley Council was 3.2 out of 5.

- Facilities and programs: Libraries, community centres, and the swimming pool received high ratings for satisfaction (quality) and importance, often exceeding expectations. However, essential infrastructure notably roads, footpaths, local cycling paths, public toilets and public lighting showed significant satisfaction gaps relative to importance, signalling areas for attention.
- Public perception: The City remains valued for its character homes, heritage, walkability, local businesses, and community feel. Yet, polarising issues, particularly the Unley Oval fence have eroded trust, dividing the community and amplifying concerns about governance and consultation. Poor footpaths, road and infrastructure maintenance leading to accessibility and safety concerns, along with parking, traffic and cycling issues were all raised as negatives.
- Agreement with statements about the City of Unley: Accessibility of essential goods and services (80.5%), and the availability of a variety of activities and programs (78%) were statements most agreed with. The lowest score was recorded for I feel better connected to other people because of my involvement in a community centre activity (42%) and Council providing opportunities to contribute through public consultation initiatives (55%).

Community priorities and needs

Respondents identified a range of critical service gaps and unmet needs:

- Accessibility and inclusion: Safer, smoother, and more accessible footpaths and public spaces were among the top priorities, especially for people with disabilities, parents with prams, and older residents. (11% of all people do not think public spaces and amenities are accessible.)
- Infrastructure and amenities: There is strong demand for more public toilets, seating, lighting, shaded areas, drinking fountains, and regular maintenance of public spaces.
- Dog management: Calls for more fenced off-leash parks, stricter enforcement of leash laws, and better separation of dog areas from playgrounds were frequent.
- Environment and sustainability: Tree planting, biodiversity, and climate-resilient design were widely supported, alongside improved recycling and active transport infrastructure.
- Recreation and community life: Residents want more inclusive recreational facilities, community gardens, and programs for youth and seniors, as well as creative, cultural, and intergenerational initiatives.

Events, activities, and community building

A clear appetite exists for events that are inclusive, engaging, community-driven, foster social connection, celebrate diversity, and reflect Unley's identity. Popular suggestions included:

- Multicultural and cultural heritage festivals.
- Neighbourhood-building activities like street parties and community dinners.
- Youth- and family-focused programs.
- Arts, food, music, and outdoor entertainment events.
- Environmental and sustainability initiatives such as planting days and clean-ups.

Safety, environment, and liveability

- Safety: 91% feel safe during the day, dropping to 63% at night with women and residents in certain postcodes (5063 and 5064) feeling less secure.
- Environmental action: 94% see green space preservation as critical, with tree planting and recycling programs also highly valued. Cost and time are the main barriers to sustainable behaviours.
- Engagement with environmental practices: Most people claim active transport and reduce plastic use.
- Initiatives people want to be involved: Tree planning and local clean-up events.

Attributes, characteristics, and personality

- Attributes: A great place to live, connected and inclusive community and a place with strong heritage and character are the most important.
- The City of Unley is known for: Its great location, character homes and heritage, local cafes and boutiques and tree-lined streets.
- Characteristics of the City of Unley as a place: Safe, welcoming, community-focused, environmentally conscious and vibrant.
- Personality traits: Friendly, relaxed, stylish and welcoming.

Strategic insights and recommendations

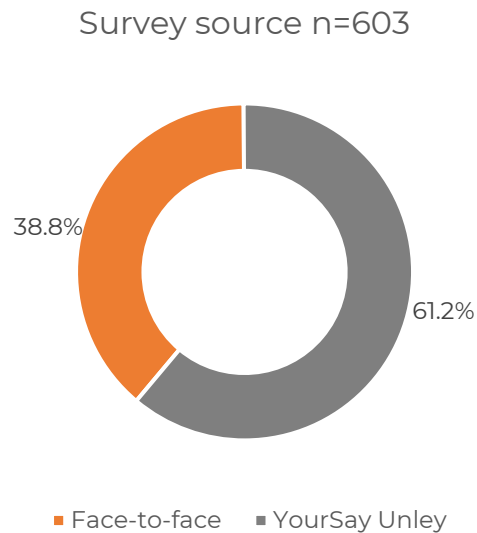
The survey highlights a community that values the City of Unley's liveability, heritage, and services but demands stronger engagement, transparency, and delivery. To address key gaps and align with the Towards 2050 vision, the Council should prioritise:

1. Governance and engagement: Improve consultation processes, follow-up communication, and decision-making transparency.
2. Core infrastructure: Accelerate investment in roads, footpaths, lighting, and public amenities.
3. Accessibility and inclusion: Ensure all public spaces and facilities meet universal design principles.
4. Community connection: Expand events, cultural programs, and youth/senior services to foster cohesion.
5. Environment and sustainability: Lead by example on greening, biodiversity, and active transport infrastructure.
6. Trust rebuilding: Address contentious issues like the Unley Oval fence with more transparent processes and community involvement.

By acting on these findings, the City of Unley can strengthen trust, enhance service delivery, and shape a more inclusive, sustainable, and connected future for its community.

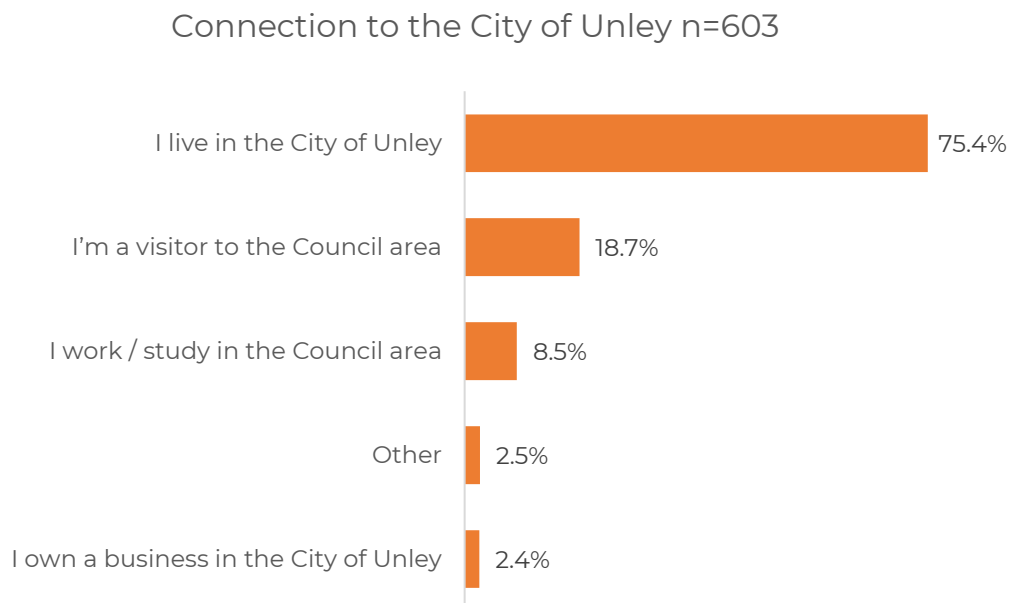
4. Key Findings

Source



Council did an amazing job of pushing out communications for residents and visitors to complete the survey with just over 60% coming from Your Say and 39% coming from face-to-face interviewing which occurred on streets, at the Unley shopping centre (with appropriate permission) and in libraries. The survey was live through school holidays which helped us to access the under 35 years age brackets.

Q1: What is your connection to the City of Unley?



This question allowed for multiple responses. Three quarters of the sample are residents and 25% were visitors either for work, study, business, visiting friends / relatives or own property in the area.

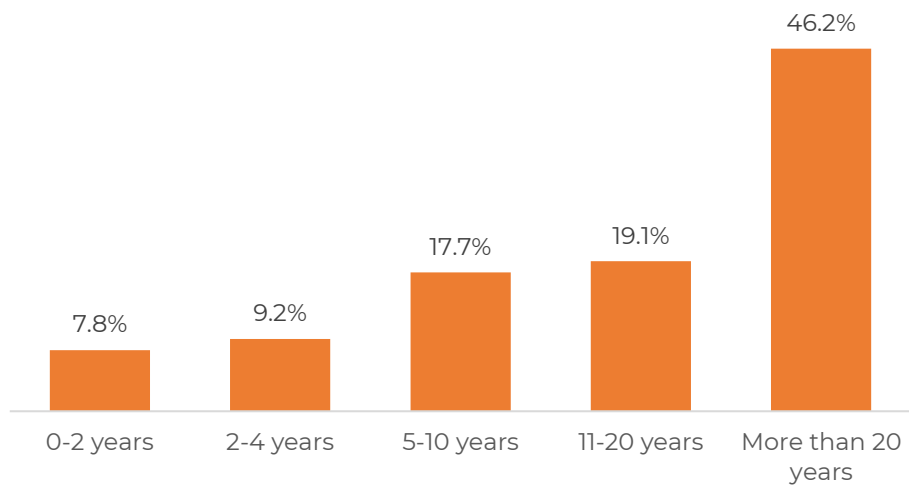
Q2: What is your postcode?

This question was skipped by visitors to the area and therefore represents the spread of residents that completed the survey.

Postcode	Numbers of respondents	Percentage
5034	140	30.6%
5035	44	9.6%
5061	150	32.8%
5063	101	22.0%
5064	23	5.0%
Total	458	100%

Q3: How long have you lived in the City of Unley?

Time lived in the City of Unley n=468



Only people who live in the City of Unley were asked how long they had done so. Nearly half have lived in the Council area for more than 20 years.

Q4: If you have interacted with Council in the last 12 months, how did you last make contact?

Contact method with Council n=603



63% of all people surveyed have interacted with Council in the last 12 months with most people doing so via email, telephone or in person.

Email is more likely used by Your Say Unley respondents, those living in 5035 postcode, those who have lived in the council area for more than 20 years, people aged 50-59 and 70+ years, unemployed and retirees and those in other occupations.

Those more likely to use telephone are Your Say Unley respondents, those living in 5035, those who have lived in the council area for more than 20 years, those aged 60+ years, people living with a disability, retirees and those in other occupations.

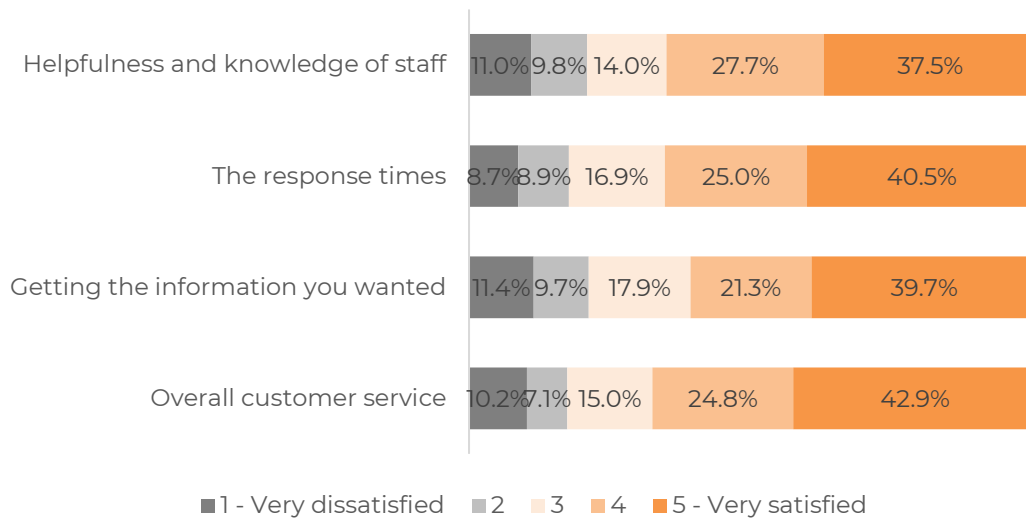
Those more likely to interact in person are those living in the 5061 postcode, people who have lived in the council area for 11-20 years, those who prefer not to say their gender, those aged 60+ years, retirees and in other occupations.

Those preferring to interact directly with the Mayor or Councillors are more likely to be Your Say respondents, those living in 5035, 5061 and 5064 postcodes, those who have lived in the council area for more than 20 years, those aged 50-59 years and 70+ years, retirees and in other occupations.

Other responses are included in the tabulations section of this report.

Q5: Thinking about the last time you interacted with Council, how satisfied were you with the following?

Satisfaction with interaction with Council n=603



65% of all people rated their satisfaction with staff positively with a further 14% neutral and 21% rated their interaction with staff negatively.

65% of people were satisfied with response times, 17% were neutral and nearly 18% were dissatisfied.

61% were satisfied with the getting the information they wanted, 18% were neutral and 21% were dissatisfied.

68% were satisfied with the overall customer service, 15% were neutral and 17% were dissatisfied.

The below provides a mean score on each of these satisfaction measurements. Interestingly the Your Say respondents were harsher in their rating of satisfaction than the face-to-face respondents generally meaning younger cohorts rated their interaction higher than older cohorts.

Satisfaction with interaction with Council (mean) n=603



Q6: If you'd like to provide detail about your experience, please do so here. 188 people responded to this open ended non-mandatory question. We have summarised the positive and negative responses, but the verbatim comments can be found in the tabulations document annexed to this report.

Positive interactions with the City of Unley are generally linked to individual staff members, simple service requests, and community events, demonstrating that operational service delivery at the frontline remains a strength.

However, the negative experiences dominate overall sentiment, particularly in areas of governance, responsiveness, transparency, and decision-making. Residents feel ignored, unheard, and undervalued. Addressing these issues will likely require more transparent engagement processes, improved communication protocols, clearer accountability mechanisms, and visible follow-through on community feedback.

Positive Feedback

Responsive and helpful customer service

Many respondents praised the front-line staff, particularly at reception, the library, and customer service counters, for being friendly, professional, and efficient. Several mentioned that their queries were handled promptly and courteously, with specific staff members (e.g. Belinda, Stacey Baldwin, Bec Milner) highlighted for their exceptional service.

"Belinda at the customer service counter is amazing, what a gem and so helpful!"

"Front office staff are very helpful and speedy with response and trying to connect you to the right area."

"Your Reception Counter staff are exceptional!... especially Belinda!!!"

Quick and good issue resolution

Some people appreciated council acting swiftly and efficiently to resolve issues such as bin replacements, dog registration queries, or waste collection.

"Bins issue resolved quickly and efficiently."

"My bin had been split when emptying it. I requested a new bin on the Monday, and a new one arrived 2 days later."

Online services and communication

Positive experiences were provided with online services, particularly for parking permits, dog registration, and quick responses to enquiries submitted online.

"Additional parking permits and dog rego etc. are so easy to request and pay for online and are always processed really quickly."

"I asked about the open times of Goodwood Oval... I got a response in less than a minute."

Community engagement and events

Some respondents praised the community events and programs organised by the council, highlighting their value in building community connections.

"I attend events that Kristy organises – always great community programs and events."

"Wonderful library services for children and nearby parks."

Services and staff knowledge

Library and JP services, community centres, and specific staff members were praised for their expertise and professionalism, making interactions smoother and more valuable.

"I use the library regularly and interaction with library staff is simply a pleasure."

"Phone call re dog registration was great, very helpful staff."

Overall, the positive responses reflect strong satisfaction with frontline service delivery, efficient operational handling, and community-facing initiatives. Residents appreciate the accessibility of online services, the professionalism of staff, and the breadth of community programs offered. The most consistent praise centres on personal interactions with frontline staff. The mayor came in for praise as well for his acknowledge and willingness to communicate.

Negative Feedback

Lack of communication and follow-up

The most common complaint was the absence of replies or updates following initial contact. Residents frequently reported emails going unanswered, calls not returned, and no communication after lodging complaints or service requests.

*"I did not receive a reply."
"I sent five emails... and had no response at all."*

Perceived disregard for community voice

Many respondents expressed frustration with the council's consultation processes, feeling that surveys and feedback mechanisms were tokenistic. A recurring theme was the belief that community opposition to projects (particularly the Unley Oval fence) was ignored.

*"Council don't consult or listen to ratepayers. Show a real lack of respect."
"Felt fence survey was a fait accompli, absolutely pointless."*

Bias, priorities, and alleged favouritism

There was some negative feedback accusing the council of being overly influenced by special interests, particularly the Sturt Football Club, often at the expense of residents' needs.

*"Unley ward councillors have been terrible voting against the community on the fence."
"The corporation appears to be unhealthy linked to Sturt football club."*

Operational inefficiencies and delays

Many respondents commented on their experiences of slow, inconsistent, or incomplete service delivery, from unaddressed infrastructure issues to bureaucratic hurdles.

*"Still trying to get some action on tree planting... always 'not in the budget.'"
"Weeks and weeks for an answer which... was unsatisfactory."*

Customer experience and culture issues

Some feedback highlighted unhelpful, dismissive, or inconsistent behaviour from staff and councillors, with several describing a lack of accountability or ownership across departments.

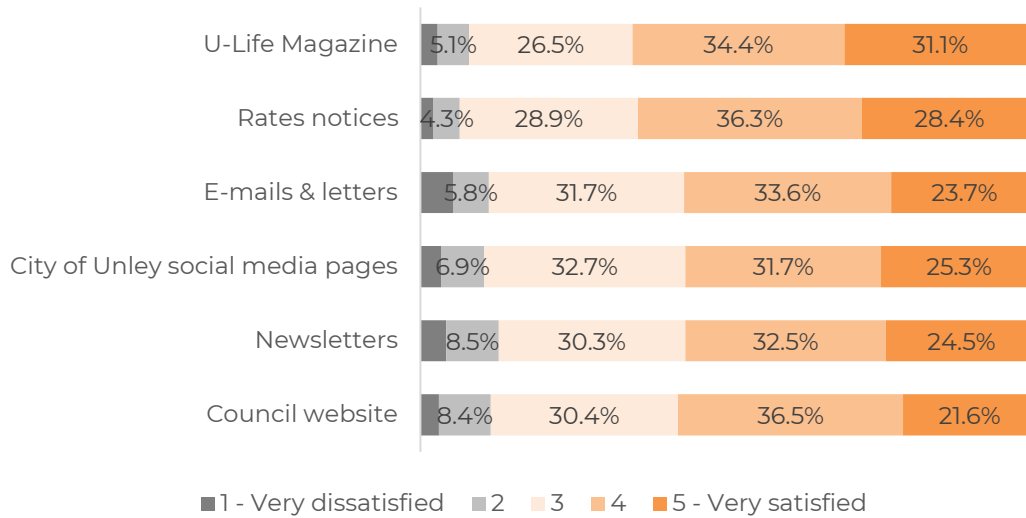
*"Staff give the impression it is inconvenient for them to help."
"Trying to get development approval is a nightmare when the staff turnover is such a rate."*

The most critical pain points are a lack of meaningful communication and consultation, slow or absent service delivery, and a perceived prioritisation of special interests over community needs. These issues are not limited to one area but span governance, infrastructure, communication, and customer service culture.

Q7: How satisfied are you with the different types of communication from Council?

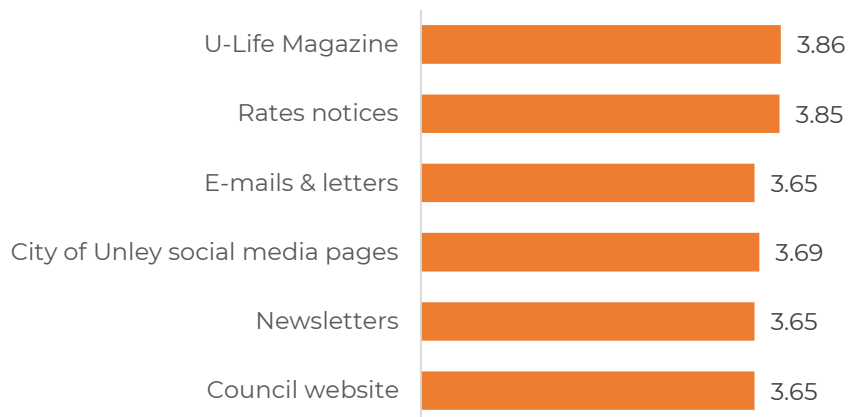
Satisfaction with communications is high with around 65% of people satisfied with the U-Life Magazine and rate notices. Slightly less are satisfied with the other types but they all remain between 57% and 58% satisfied. More than a quarter of all people were neutral possibly indicating that they do not read or knowingly receive some of the communication types.

Satisfaction with types of communication n=603



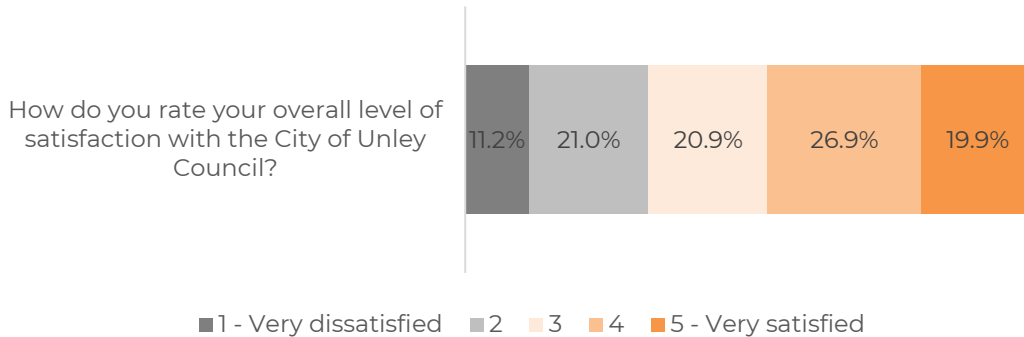
The following mean scores show how close satisfaction is for all types of communication.

Satisfaction with types of communication (mean) n=603



Q8: How do you rate your overall level of satisfaction with the City of Unley?

Overall satisfaction with the City of Unley Council
n=603



47% of all respondents say they are satisfied or very satisfied with the City of Unley Council. 21% are neither satisfied nor dissatisfied and 32% are dissatisfied.

Those more satisfied than the average were those interviewed face-to-face, people who have lived in the area for 0-2 years, females, and those who prefer not to reveal their gender, those in home duties, employed, unemployed and students.

Those less satisfied than the average were those who completed the survey via Your Say Unley, those from 5063 and 5064 postcodes, those who have lived in the area 2-10 years and more than 20 years, males, non-binary, those aged 50+ years, people living with disability, retirees and those in other occupations.

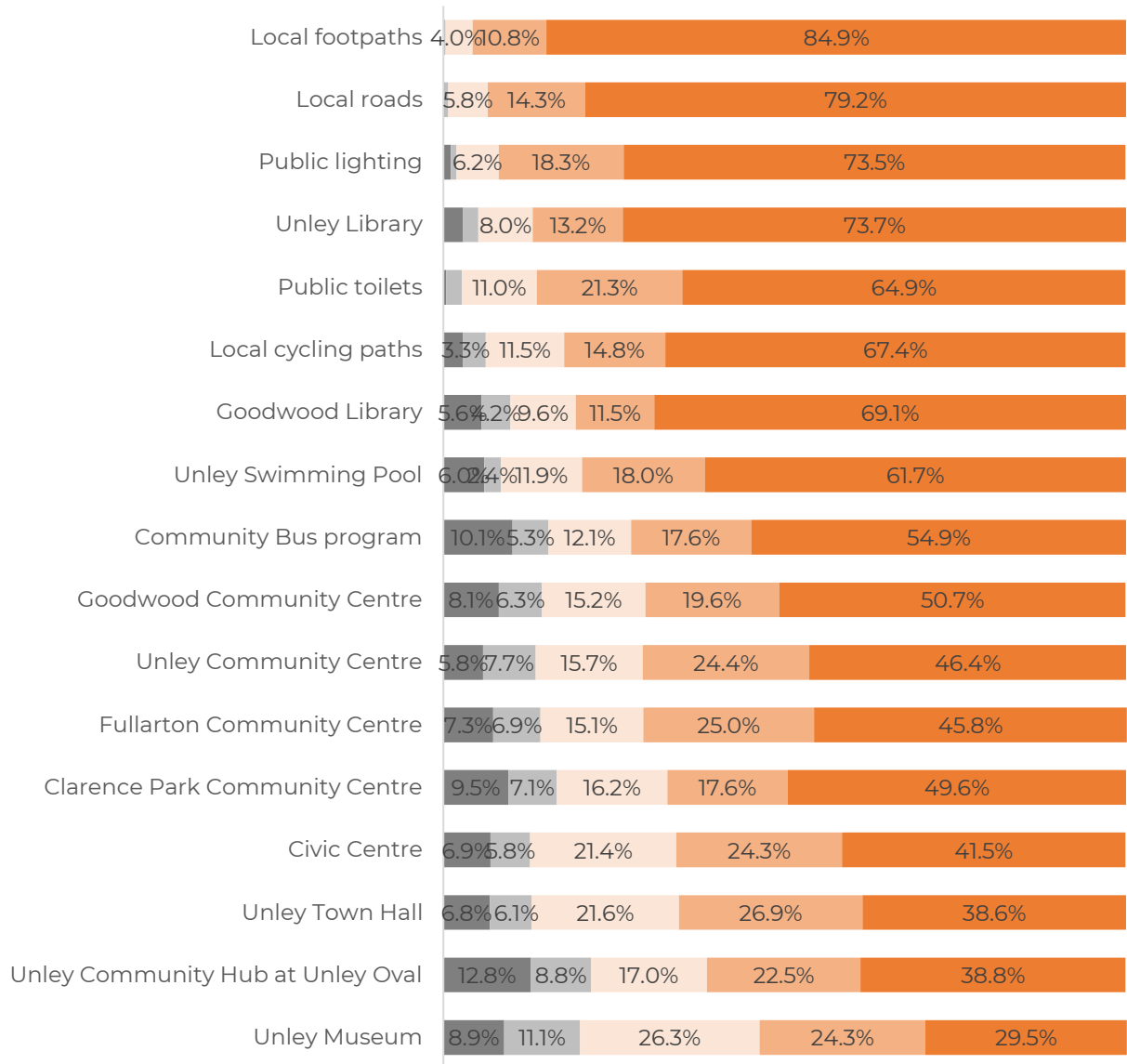
The mean score for satisfaction with the City of Unley Council is 3.23 out of 5.

Overall satisfaction with the City of Unley Council (mean)
n=603



Q9: How important are the following Council services provided by the City of Unley?

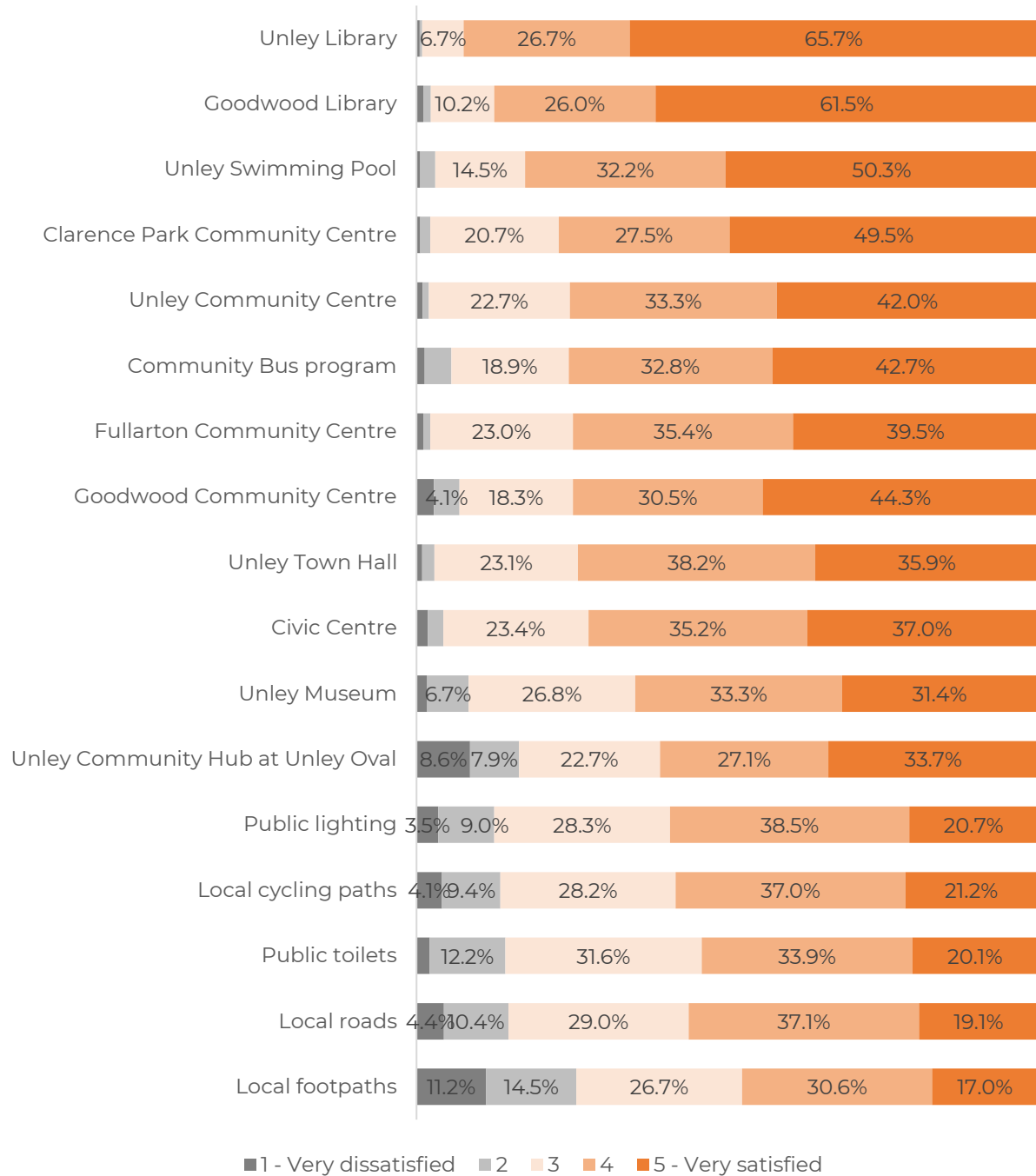
Importance of Council services n=603



■ 1 - Not important at all ■ 2 ■ 3 ■ 4 ■ 5 - Very Important

Q10: How satisfied are you with the following Council services provided by the City of Unley?

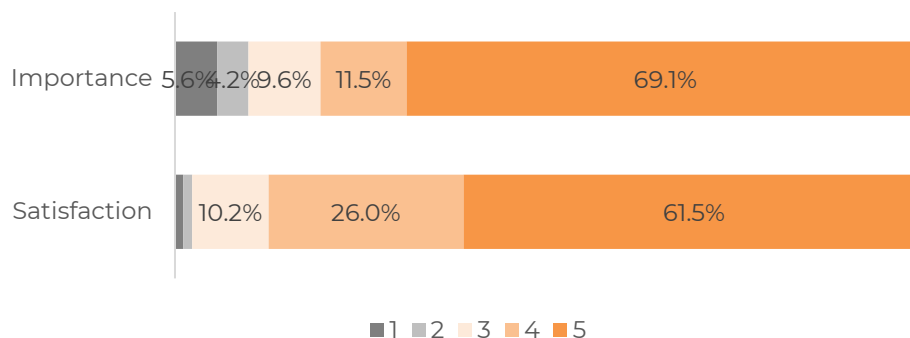
Satisfaction with Council services n=603



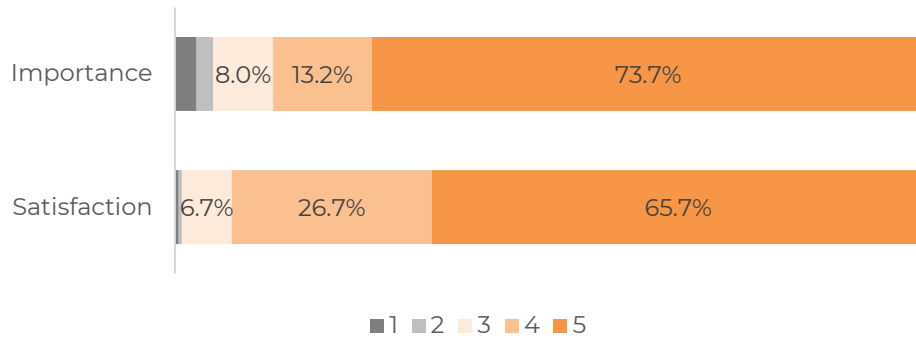
The following compares the mean scores for importance to the mean score for satisfaction with green arrows meaning satisfaction is higher than importance and red arrows meaning the opposite.

	Importance	Satisfaction	Difference
Goodwood Library	4.34	4.46	↑
Unley Library	4.53	4.57	↑
Civic Centre	3.88	4.03	↑
Unley Community Centre	3.98	4.14	↑
Goodwood Community Centre	3.99	4.09	↑
Fullarton Community Centre	3.95	4.11	↑
Clarence Park Community Centre	3.91	4.24	↑
Unley Swimming Pool	4.27	4.29	↑
Unley Town Hall	3.85	4.06	↑
Unley Community Hub at Unley Oval	3.66	3.70	↑
Unley Museum	3.54	3.86	↑
Community Bus program	4.02	4.12	↑
Local roads	4.72	3.56	↓
Local footpaths	4.80	3.28	↓
Local cycling paths	4.40	3.62	↓
Public lighting	4.62	3.64	↓
Public toilets	4.48	3.58	↓

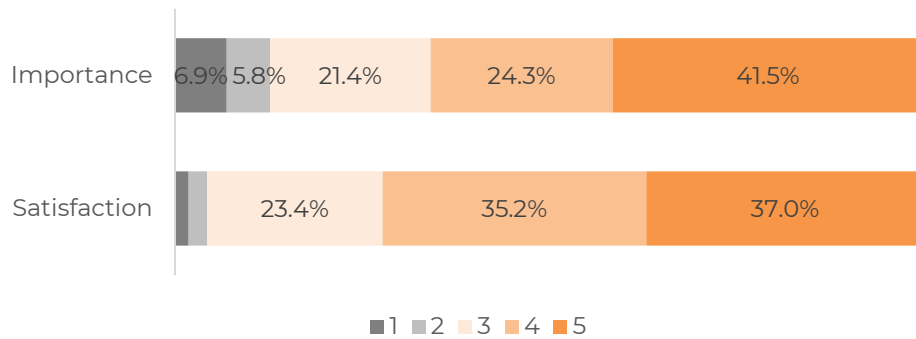
Goodwood Library n=603



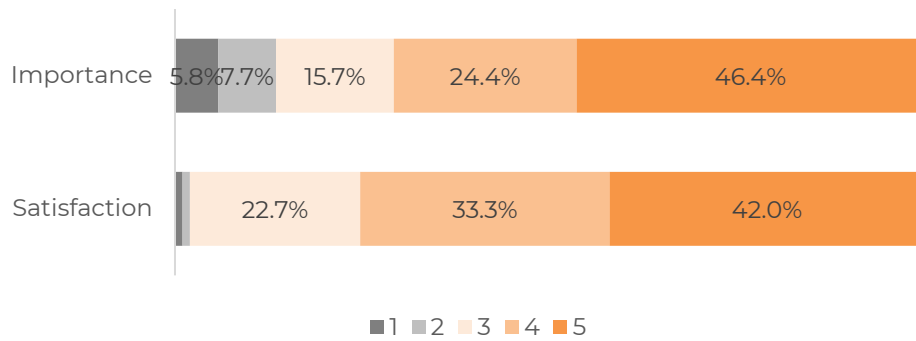
Unley Library n=603



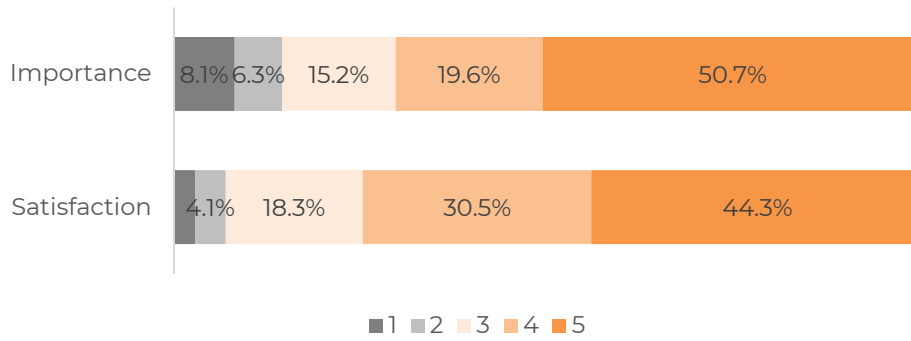
Civic Centre n=603



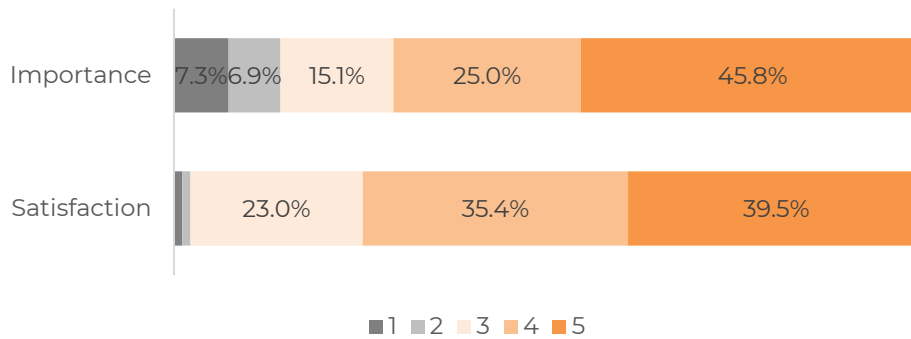
Unley Community Centre n=603



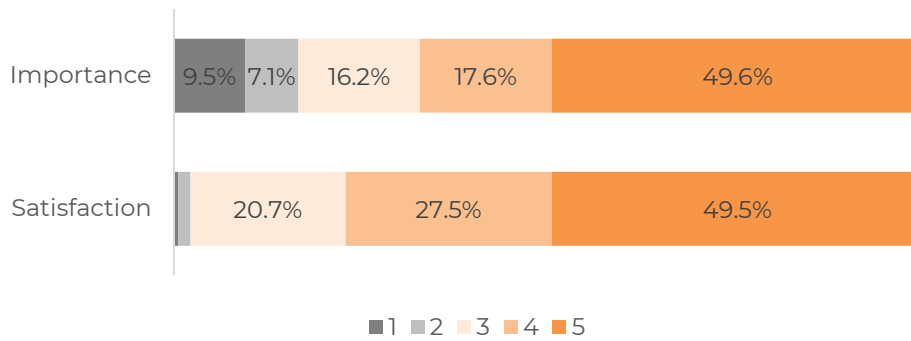
Goodwood Community Centre n=603



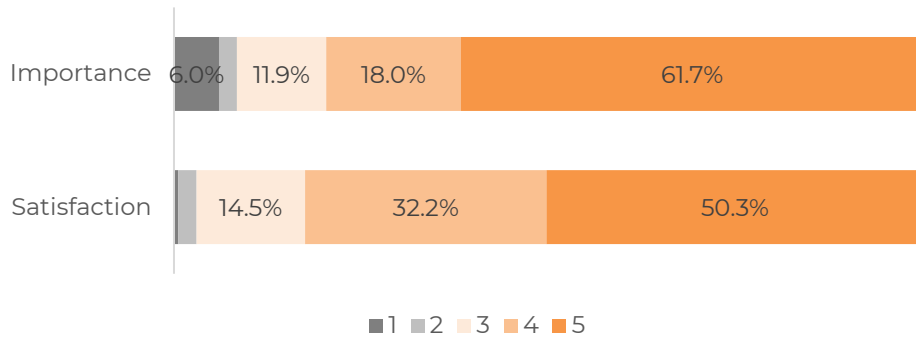
Fullarton Community Centre n=603



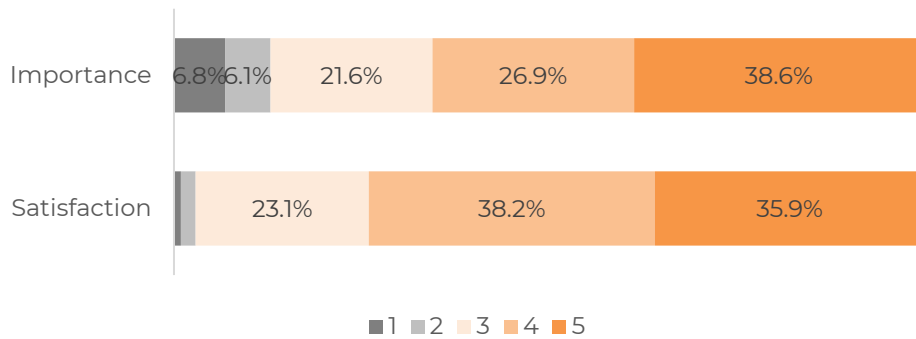
Clarence Park Community Centre n=603



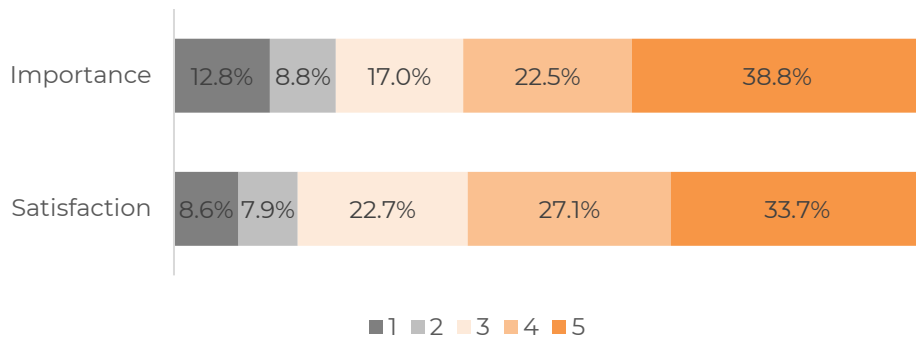
Unley Swimming Pool n=603



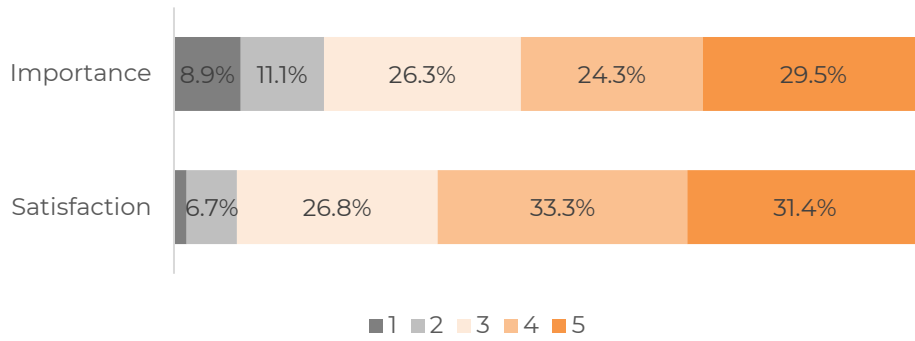
Unley Town Hall n=603



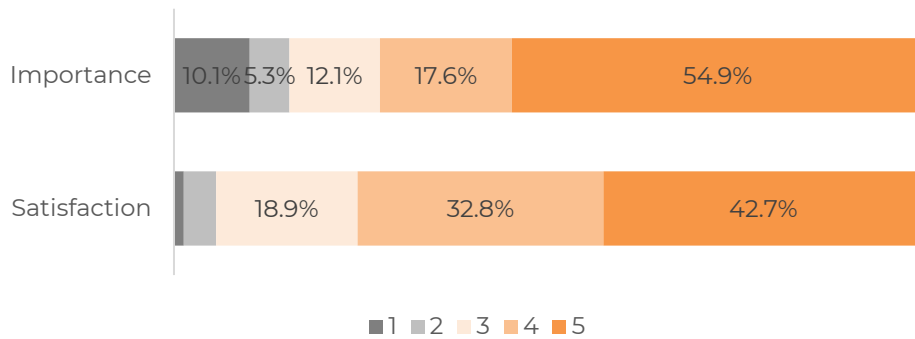
Unley Community Hub at Unley Oval n=603



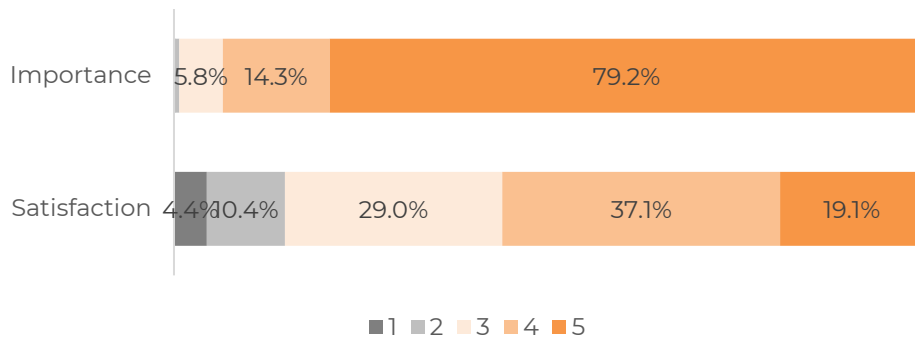
Unley museum n=603



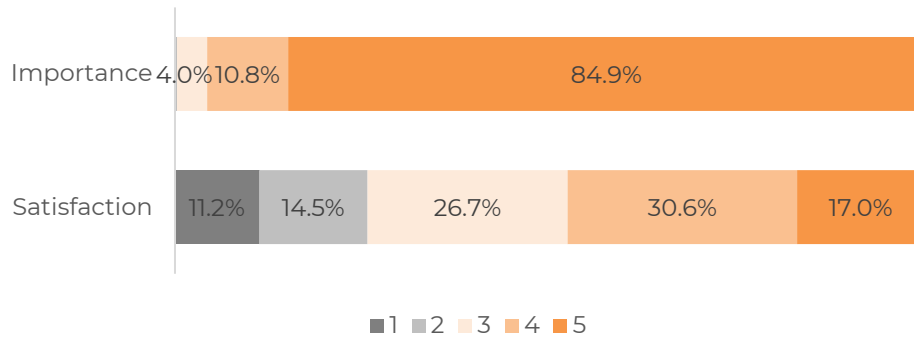
Community bus program n=603



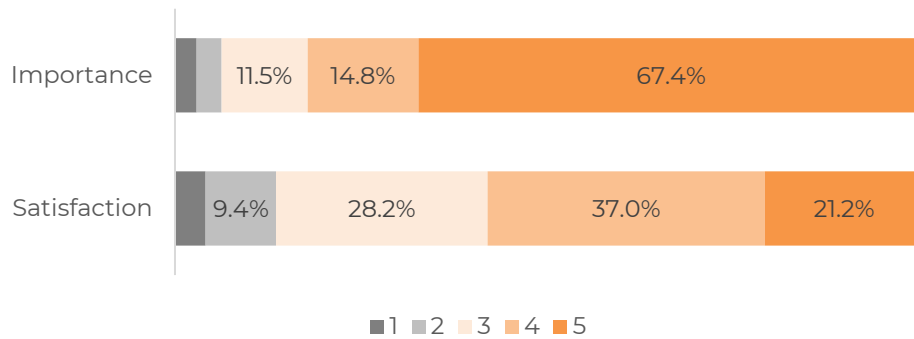
Local roads n=603



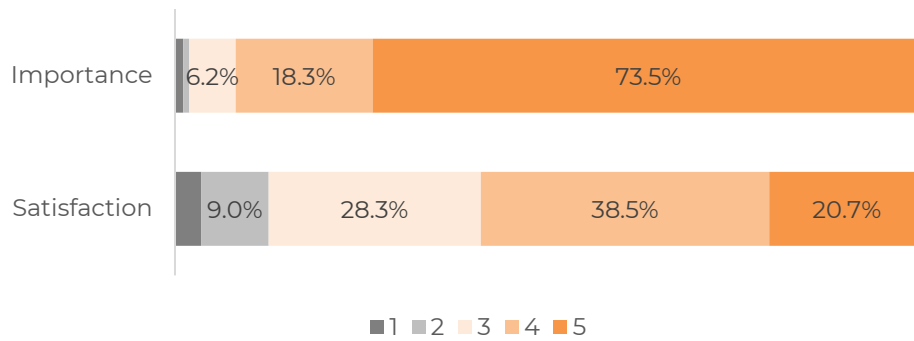
Local footpaths n=603



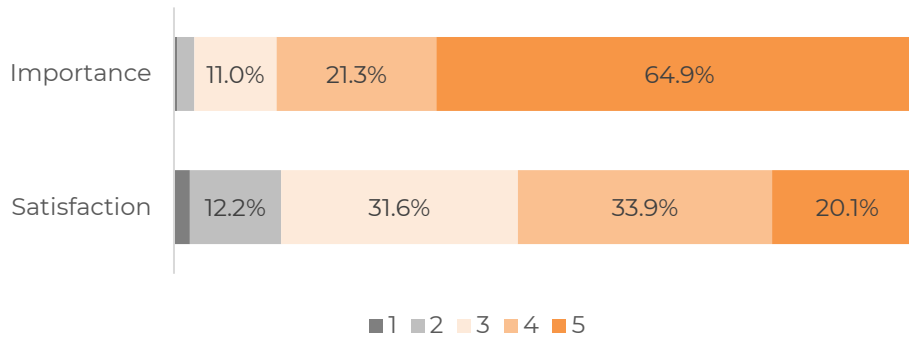
Local cycling paths n=603



Public lighting n=603



Public toilets n=603



Q11: Thinking about your satisfaction with Council in relation to our customer service, facilities, programs, services, and accessibility, do you have anything else you would like to share?

319 people responded to this open ended non-mandatory question, however 37 wrote no / not applicable. There was a total of 53 positive comments around council doing a good job or people really liking a particular aspect or service offered but many respondents praised some services whilst criticising others. We have summarised the positive and negative responses, but the verbatim comments can be found in the tabulations document annexed to this report.

Overall Insights

- Facilities and services – Widely praised for quality and value.
- Community programs – Seen as valuable and inclusive.
- Infrastructure – Major concern: footpaths, lighting, and roads need attention.
- Governance – criticised for lack of consultation and transparency.
- Accessibility – a recurring weakness, particularly for vulnerable groups.
- Environment – strong support for greening and sustainability initiatives.

Positive Feedback

High satisfaction with facilities and services

A small number of respondents expressed strong satisfaction with Council facilities, especially libraries, community centres, and the swimming pool. They praised these amenities for their quality, accessibility, and contribution to community life.

“Amazing services with events, toasty tunes, playgrounds. Library is very well run with amazing staff.”

“The Unley library is amazing, a great variety of books and services. The staff is always very helpful and friendly.”

“The Unley Swimming Pool is excellent. I hope it will remain open all year round.”

Strong community engagement and programs

A small number of respondents highlighted the value of Council-supported events, programs, and initiatives, particularly those aimed at families, older residents, and diverse communities. Many said these programs foster a sense of belonging and social connection.

“The community services provided are of vital importance & should continue to be well funded & supported.”

*"The Unley Bicycle Users Group monthly rides are outstanding and contribute significantly to social and physical wellbeing."
"Toy library is amazing."*

Customer service and responsiveness

Positive feedback about customer service around prompt responses, helpful staff, and effective communication when issues were raised. Residents particularly valued efficient handling of maintenance and service requests.

*"Really good and responsive with any issue."
"Usually get prompt responses back."
"Loose pavers were fixed in a timely manner when reported."*

Environmental initiatives and green space

Several residents praised Council's commitment to greening initiatives, tree planting, and sustainability efforts. They also valued opportunities to engage with nature and green space.

*"The continued promotion of green growth and vegetation is important and plays a key role in community wellbeing."
"The verge program is great, and the commitment to increasing tree canopy is excellent."*

Overall, residents value the Council's facilities, particularly libraries, community programs, and the swimming pool. Community initiatives and environmental programs are seen as strengths, and positive interactions with customer service staff are appreciated. Many respondents view Unley as a great place to live, with high-quality services and amenities that enrich their daily lives.

Negative Feedback

Poor footpath, road, and infrastructure maintenance

The most common criticism concerned the condition of footpaths, roads, and lighting. Respondents cited uneven or unsafe pathways, tripping hazards, inadequate lighting, and slow repair times.

*"Footpaths are disgraceful - do better, they are dangerous."
"Many of the footpaths are not great from an accessibility perspective."
"Street sweeping frequency could be increased, especially during high leaf fall seasons."*

Dissatisfaction with consultation and governance

A recurring theme was frustration with Council's decision-making, consultation processes, and perceived disregard for community feedback particularly regarding the Unley Oval fence and major infrastructure decisions.

*"The council has completely disregarded the local community regarding the oval fence."
"Felt like Council merely 'went through the motions' of consultation."
"The way the council conducted themselves during the Unley Oval fence feedback is the worst representation I have experienced."*

Accessibility and safety concerns

Accessibility issues featured prominently, including poor facilities for people with disabilities, lack of pram and wheelchair-friendly footpaths, unsafe crossings, and poor lighting.

*"My dad is in a wheelchair and most of the footpaths are impossible to navigate."
"Many streets have poor lighting, making them unsafe at night."
"Temporary fencing has blocked access for over six months."*

Perceived mismanagement of priorities

Some residents felt Council prioritises the wrong projects such as spending on the Sturt Football Club, traffic-calming measures, and consultants at the expense of core services like road maintenance, safety, and basic infrastructure.

“Council is too obsessed with planting trees and not trimming existing ones.”
“Less money wasted on consultants and more action by those employed.”
“Focus on roads, rates, and rubbish — the basics.”

Parking, traffic, and cycling issues

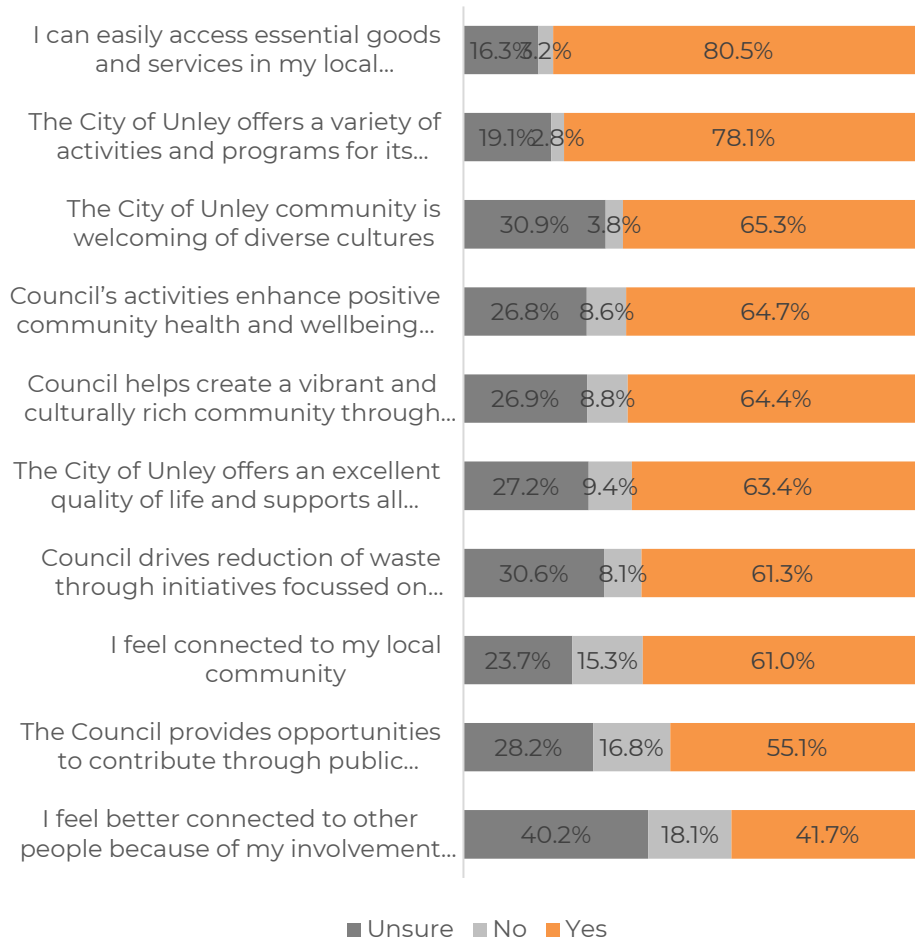
Parking and traffic management were frequent points of frustration. Residents cited unsafe or congested roads, rat-running, insufficient parking enforcement, and inconsistent cycling infrastructure.

“Local roads and parking are problematic — too many large vehicles and no restrictions.”
“Safe cycling paths should be prioritised, not just painted lines.”
“Parking inspectors need to work weekends.”

Negative feedback highlights deep frustration with infrastructure maintenance, governance, and accessibility. Many respondents feel Council ignores community feedback and focuses on projects that don't reflect resident priorities. Poor communication, insufficient follow-up, and lack of transparency were common complaints. Safety and accessibility particularly for older residents, people with disabilities, and parents with prams remain significant concerns.

Q12: Do you agree with the following statements?

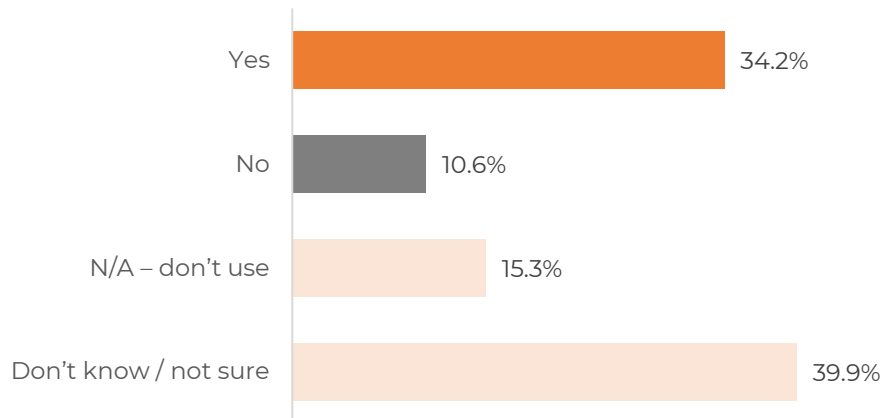
Agreement with statements about the City of Unley n=603



Most people agree with two statements in particular: I can easily access essential goods and services in my local neighbourhood, and the City of Unley offers a variety of activities and programs for its community. All other statements had between 55% and 65% agreement with the least agreement for the statement The council provides opportunities to contribute through public consultation initiatives (clearly influenced with the Unley Oval fence issue in recent times).

Q13: Do you think the public spaces and amenities are accessible for people with disabilities in the City of Unley area?

Are public spaces and amenities accessible for people with disabilities n=603



A third of all people think the public spaces and amenities are accessible for people with disabilities in the area but as would be expected a larger percentage do not know or were not sure or do not use (55%). 11% of all people do not think public spaces and amenities are accessible. Those people more likely to say no are Your Say Unley respondents, those living in the 5061 postcode, those aged 25-49 and 85+ years and prefer not to reveal their age, 22% of people living with or caring for someone with a disability,

Q14: What general improvements would you like to see in parks and reserves in the Council area?

295 people responded to this open ended non-mandatory question, however 9 wrote no / nil. We have summarised the responses, but the verbatim comments can be found in the tabulations document annexed to this report.

Overall Summary

Key priorities include:

1. Accessibility and inclusion – Safer, smoother footpaths, ramps, and universally designed facilities.
2. Safety and comfort – Improved lighting, security, and policing.
3. Amenities and infrastructure – Toilets, seating, drinking fountains, BBQs, and shelters.
4. Dog management – Better facilities, enforcement, and separation between dog and non-dog spaces.
5. Environmental stewardship – Increased tree planting, biodiversity, and climate-resilient designs.
6. Diverse uses – More play options for all ages, outdoor gyms, and community spaces.
7. Maintenance and care – Proactive upkeep and horticultural care.
8. Equitable access – Prioritising public use and transparency around decisions like Unley Oval fencing.

Accessibility, pathways and disability inclusion

Accessibility is one of the most dominant issues raised, especially regarding footpaths, wheelchair access, pram navigation, and inclusive play equipment. Respondents repeatedly highlighted hazards

such as uneven pavements caused by tree roots, narrow paths, and steep kerbs. There is also a strong desire for more accessible toilets, ramps, and inclusive playground facilities.

"Footpaths are narrow and in a lot of areas not level. Would be hard to navigate as a person in a wheelchair."

"Everything! Have you ever consulted with disability groups? The paths and roads are dangerous, there are no accessible playgrounds, no disabled toilets..."

"Include more accessible paths for people with mobility difficulties and prams."

"Safe footpaths - totally unusable by wheelchairs."

Lighting, safety and security

Many respondents feel parks and reserves are unsafe after dark due to poor lighting. Requests also include CCTV, patrols, and improved policing of anti-social behaviour. Lighting is especially linked to dog walking, cycling, and after-hours park use.

"Better lighting in parks that allow dogs off leash after 5pm."

"Very poor lighting at a number of parks."

"Forestville Reserve. CCTV is needed... I do not walk through here at night."

"They need to be clean, safe and welcoming. There should be a review to check if they meet this standard."

Toilets, Seating & Amenities

There is a high demand for more public toilets, especially near playgrounds and family areas. Respondents also asked for additional seating, drinking fountains, shaded areas, and BBQ/picnic facilities. Maintenance and accessibility of existing amenities were also flagged as concerns.

"24-hour access to toilets – all parks and reserves."

"More toilets at children's playgrounds."

"More seating – especially in shaded areas."

"BBQ facilities in McLeay Park. A completely missed opportunity during the park's last refresh."

Dog management and facilities

Dog-related concerns were among the most frequent comments. Themes include more off-leash parks and 24/7 fenced dog areas, better dog waste bag dispensers and rubbish bins, and stricter enforcement of leash laws and monitoring of aggressive dogs. There's also concern over conflicts between dog areas and playgrounds, and the impact of dogs on park conditions.

"The council area is in desperate need of a fenced in off lead dog park with seating and lighting..."

"More dog litter bags and rubbish bins."

"Separation between playgrounds and dog exercise areas for safety."

"Dogs on leashes in all parks except designated dog parks."

Green space, trees and environmental management

Many respondents expressed a strong desire for more green space, trees, biodiversity, and native plantings. Some criticised the removal of mature trees and called for better tree maintenance and replacement planting. A few comments also linked green space to climate change resilience and ecological education.

"More trees, stop cutting down trees."

"More trees and low to mid planting... more diverse ecosystem."

"We need to know what actions the council is taking [on climate change] ..."

"Give us more green space instead of taking it away."

Playgrounds, activities and facilities for everyone

Upgrading and diversifying playgrounds is a major request, including nature play, water play, equipment for older children, and adult fitness zones. Suggestions include outdoor gyms, tennis/badminton courts, and spaces for teenagers.

"Playgrounds need upgrading at Unley Oval, Leicester St, Ramage St..."
"Include spaces where older people can catch up... stretching classes, strength classes..."
"Outdoor gyms, haven't seen any in this area."

Maintenance, cleanliness and upkeep

Numerous respondents highlighted the need for regular maintenance including gardens, rubbish removal, grass care, and repair of damaged infrastructure. Concerns over trip hazards, graffiti, and neglected vegetation were also raised.

"The trash needs to be cleaned."
"I feel the gardening in the parks has been neglected..."
"Quicker maintenance e.g. Ramage Street has had a section netted off for months."

Community use versus sporting interests (Unley Oval Debate)

A major recurring theme is strong opposition to fencing Unley Oval and concerns that sporting clubs receive disproportionate resources. Residents expressed frustration that public access is being reduced and that community use is deprioritised.

"Do not put the fence up at Unley Oval!!"
"Unley has limited public space for the community... the move to fence off Unley Oval creates a ridiculous divide."
"Stop removing trees and extending tennis courts that are hardly used..."

Q15: What amenities / services / facilities do you think are missing in the City of Unley area?

263 people responded to this open ended non-mandatory question, however 30 wrote no / not applicable / nil. We have summarised the responses, but the verbatim comments can be found in the tabulations document annexed to this report.

Overall Summary

The key themes that emerged from responses to this question include:

1. Accessibility and mobility – Safer, more inclusive pathways, crossings, and public spaces.
2. Amenities and basic infrastructure – More toilets, seating, shaded areas, and drinking fountains.
3. Green space and environment – Expanded parks, native planting, and climate-conscious design.
4. Recreation and fitness – Inclusive, multi-age recreational facilities and programs.
5. Community and engagement – More events, creative spaces, intergenerational programs, and youth services.
6. Transport and sustainability – Expanded bike lanes, EV chargers, and active transport networks.
7. Planning for growth – Strategic management of density and infrastructure needs.

Overall, residents envision a future for Unley that is more accessible, sustainable, inclusive, and community driven. Addressing these priorities would significantly enhance quality of life and ensure the city continues to meet the evolving needs of its residents.

Accessibility, Footpaths & Mobility

A significant number of respondents highlighted issues with accessibility, mobility, and the condition of footpaths. There is a strong call for smoother, wider, and safer pathways for wheelchairs, prams,

and mobility aids, as well as better street lighting, ramps, and pedestrian crossings. Respondents also asked for safer school crossings and more inclusive infrastructure across the council area.

"Footpaths in some areas are uneven and dangerous."

"Wheelchair access on footpaths is pretty average."

"Safe school crossing and footpath on Wooltana Ave outside Bertram Hawker Kindergarten."

"Better street crossings, wheelchair friendly wide footpaths and walking/cycling infrastructure."

Toilets, seating and amenities

The lack of public toilets remains one of the most repeated concerns. Residents want more toilets in parks, playgrounds, and public spaces, as well as seating along walking paths, drinking fountains, shaded areas, and picnic facilities. Upgraded amenities and more frequent maintenance were also emphasised.

"More public bathrooms."

"Toilets everywhere."

"Toilets in children's playgrounds."

"Seating and toilets along walking paths."

Dog parks and pet facilities

Pet-friendly infrastructure is a recurring theme, with requests for more fenced off-leash dog parks, separate spaces for large and small dogs, and better dog waste facilities. There is also a demand for improved lighting and shelter in dog areas, as well as more consistent enforcement of dog behaviour rules.

"100% dedicated off leash dog park."

"24-hour dog parks with fences."

"There should be more dog parks with fences so that dogs can go off lead."

"More areas that are dog-friendly; designated off-lead parks (without children's play equipment) that are fully fenced."

Green space, trees and environment

Many respondents want to see an increase in green spaces, community gardens, and tree canopy coverage. There are repeated concerns about diminishing open space due to development, and calls for more parks, pocket parks, and environmentally focused initiatives such as stormwater gardens, compost bins, and native planting.

"More green space in general."

"More public green space, especially in Forestville with the huge influx of new residents."

"Safe footpaths. More trees/canopy cover / green space - seeing trees removed not replaced."

"More emphasis on re-vegetation of native plants to create wildlife habitat and corridors."

Recreation, fitness and outdoor activities

There is a strong desire for more outdoor exercise opportunities, including gym equipment, walking trails, running tracks, water play areas, splash pads, and skateparks. Residents also suggested more sports facilities, basketball and pickleball courts, and inclusive recreational spaces for all ages.

"More access to outdoor gym and fitness equipment and facilities."

"Splash pad would be great."

"Pickle ball courts, squash courts like the ones at Tonsley."

"Big and fun playgrounds, skatepark."

Youth, seniors and community programs

Residents emphasised the need for more targeted programs for youth, seniors, and families. Suggestions include school holiday programs for babies and teens, intergenerational activities, support for loneliness, and services for older residents. More youth engagement spaces and events were also requested.

"Activities for seniors outside of the senior centre."

"Spaces that young people are welcome in that they also KNOW about."

"Youth connection, another high school, focused on agriculture."

"Services for safe and fun early-teen events."

Transport, roads and active travel

Transport infrastructure is seen as inadequate in parts of the City of Unley. Respondents called for more bike lanes, safer crossings, improved road maintenance, and EV charging infrastructure. There is also concern about parking availability and the need for better traffic management.

“Designated bike lanes, in and out of the city and across the city.”

“More bike lanes would be good and stricter rules about not parking in them.”

“Public EV fast chargers.”

“Very hard to cross over the side streets leading up to the shopping centre.”

Community hubs, arts and events

A recurring theme was the desire for more community-focused spaces and cultural initiatives. Respondents requested more markets, public art, festivals, creative spaces, and community gardens. There is also a desire for improved library services and multipurpose community rooms.

“More community markets and outdoor events.”

“Some more public art like the City of Prospect has.”

“Studio spaces with mirrors for yoga, dance practitioners to access affordably.”

“Could be more arts/community things. Check out how vibrant Port Adelaide community is.”

Technology, sustainability and services

Residents highlighted a need for better recycling services, soft plastic collection, e-waste disposal points, and green waste management. Digital services like an improved council website and better online wayfinding were also requested.

“Soft Plastic recycling. Comprehensive Bike Path/Active transport network.”

“More outlets to deposit used batteries, kitchen appliances and lithium batteries.”

“The City of Unley website needs to be MUCH better designed.”

“Council taking back waste education rather than outsourcing.”

Housing density and planning concerns

Some responses focused on planning policy, criticising the approval of high-rise developments and the lack of accompanying infrastructure. Respondents called for better planning to ensure green space, parking, and amenities keep pace with population growth.

“Respect the HOME rate payers by making developers of HIGH RISE UNITS set aside at least 25% of the site for gardens.”

“My concerns are around increasing density with high rise developments...”

“This will affect all the amenities and facilities in the Council area.”

“Recycling of plastic waste is needed. Tougher penalty on developers who cut down trees.”

Q16: What ideas do you have for new events and activities in the City of Unley area

213 people responded to this open ended non-mandatory question, however 37 wrote no/not applicable/none/nil. We have summarised the responses, but the verbatim comments can be found in the tabulations document annexed to this report.

Overall Summary

Key insights include:

1. A desire for more culturally inclusive events that reflect the area's diversity.
2. Strong demand for community-building activities that strengthen neighbourhood ties.
3. Interest in programs for all ages — especially youth, families, and seniors.
4. A focus on creativity, arts, and heritage to celebrate Unley's identity.
5. High enthusiasm for music, food, and entertainment as a way to bring people together.
6. Growing emphasis on health, wellness, and outdoor activity events.

7. Calls for environmental and sustainability-focused initiatives.
8. Opportunities to connect residents through education, skills development, and volunteering.
9. Ambition for large-scale events that attract wider attention and tourism.

Overall, there is a strong appetite for events that are inclusive, engaging, community-driven, and reflective of Unley's character. Implementing these ideas would help foster connection, celebrate diversity, and enhance quality of life for all residents.

Cultural and multicultural events

A major theme across the responses was the desire for more cultural events and celebrations that reflect the City of Unley's diversity. Residents want to see events celebrating multiculturalism, language, food, and art, as well as more reconciliation and First Nations programming. There is also support for events highlighting heritage, history, and the city's architectural character.

"Cultural festivals."

"More multicultural events, street parties, exhibition spaces."

"Greater focus on multiculturalism to represent the diversity that I've noticed."

"More awareness about the festivities of CALD communities."

Community building and neighbourhood engagement

Community connection is a strong priority, with many respondents suggesting events designed to bring neighbours together and build social cohesion. Ideas include local street parties, potluck dinners, community barbecues, and 'meet your neighbour' initiatives. There is a clear appetite for events that foster stronger relationships between residents.

"A 'meet your neighbour event' - perhaps a voucher for the street to organise a get together."

"Community gatherings on a regular basis."

"Street parties and summer outdoor free events for rate payers."

"Monthly potluck dinners outdoors where everyone brings a plate and talks with neighbours."

Family, children and youth-focussed activities

Many suggestions focused on creating more activities and events for families, children, and young people. These included school holiday programs, skateboarding or roller-skating lessons, youth discos, intergenerational art workshops, study groups for Year 12 students, and teen mentorship programs. Respondents also called for more free activities to support families who cannot afford paid programs.

"Children/teenagers activities during term break such as skateboard, roller skate, roller trial classes."

"Youth discos."

"Youth and/or year 12 and/or young adult study group during and leading up to exam season."

"More free activities in open parks for children over the school holidays."

Arts, creativity and heritage

Respondents want more creative and artistic events, including art exhibitions, sculpture trails, creative workshops, pottery classes, and community art galleries. There was also interest in celebrating Unley's heritage buildings, stories, and historical contributions through guided tours and storytelling events.

"A stronger focus on the arts. Research the best strategies other councils have found to be successful."

"Sculpture in the parks."

"More Alcohol Art pots classes - and way more spaces."

"More celebration of heritage buildings."

Music, food and entertainment events

Music, entertainment, and food events remain extremely popular suggestions. Residents proposed live music festivals, food truck gatherings, comedy nights, street food festivals, and outdoor cinema screenings. There is strong support for more events like 'Toasty Tunes', open-air concerts, and cultural food markets.

"Live music and food festival."

"More food related markets."

"Do more free concerts (like you did last summer in Suter Park)."

"Outdoor cinema in the park used to be so great. Really miss that."

Health, wellness and outdoor activities

There is clear interest in events that promote health, fitness, and outdoor activity. Respondents suggested tai chi, outdoor yoga, park runs, social bike rides, fun runs, Zumba, and wellness events. Nature-based activities and environmental walks were also popular suggestions.

"Exercise classes for over 60s."

"Outdoor yoga events."

"Running has become such a popular activity - I'd love to see an Unley Fun Run!"

"Wellness events like boho lux."

Environmental, educational and sustainability initiatives

Environmental stewardship is a growing focus, with respondents calling for more sustainability-themed events such as community planting days, open creek restoration projects, climate action education, and working bees. There is also support for initiatives like tool libraries, stormwater awareness events, and workshops on sustainable living.

"Open up creeks (where safe) and do soft engineering and community planting."

"Encourage people to take climate change seriously."

"Working Bees for parks to bring down cost of maintenance."

"Implement a property net zero plan again."

Community learning, skills and volunteering

Respondents also expressed interest in educational and skill-building activities. Ideas included mentoring programs, job fairs, volunteering opportunities, language classes, bike repair workshops, and intergenerational learning events. These initiatives would strengthen community capacity and build social connections.

"Workshops on bike repair and maintenance."

"Job fairs."

"Reading sessions in a library for elderly and young generations in the same space."

"Opportunities for youth to be introduced to work (e.g., part-time jobs, youth volunteering, etc.)."

Special events and large-scale celebrations

Some respondents recommended major events that could put Unley on the map, such as bicentenary celebrations, large street markets, and major cultural festivals. There was also interest in bringing back events like Tour Down Under and creating signature events that attract visitors from outside the area.

"In 2036 it will be SA's Bicentenary... you will need a steering committee to oversee all the groups."

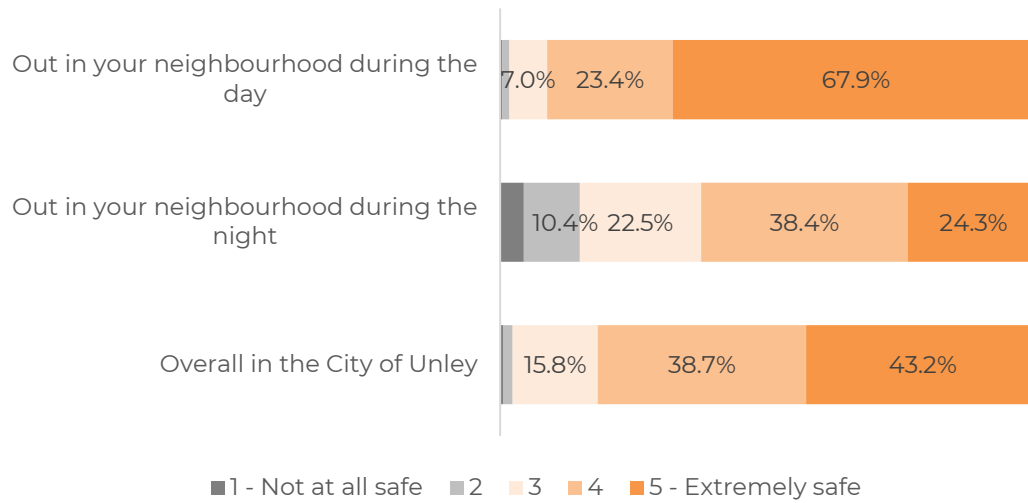
"Tour Down Under and Gourmet Gala should come back!"

"Annual Unley fair, more Reconciliation events."

"Street traders curating events."

Q17: How safe do you feel in the following environments?

Safety in the City of Unley n=603

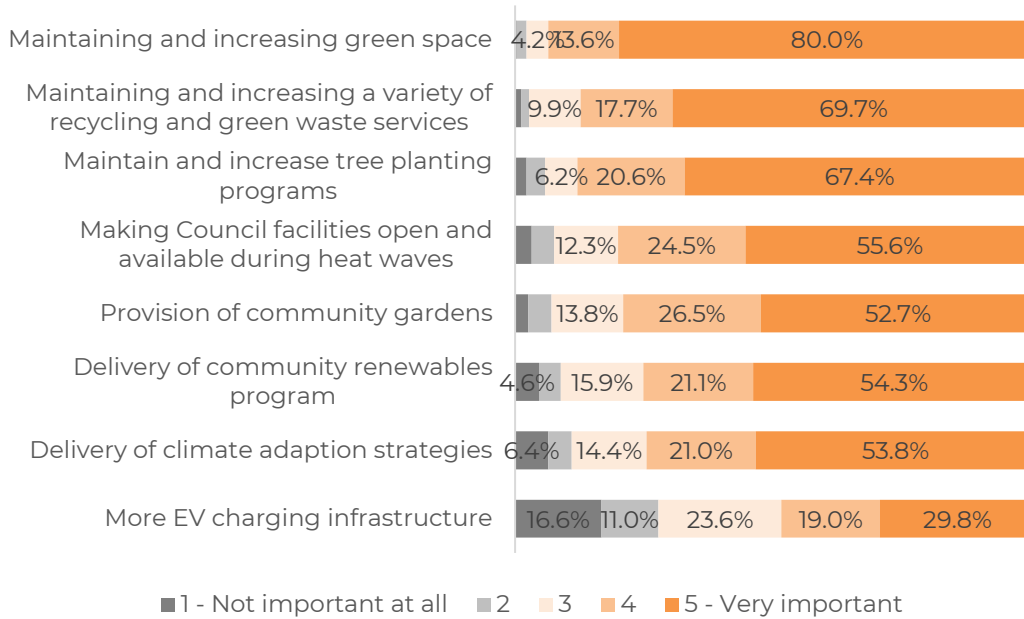


Daytime safety is high with 91% feeling safe or extremely safe. This declines to 63% out in the neighbourhood during the night and safety overall in the City of Unley is at 82%.

Those people who feel less safe than the average out in their neighbourhood during the night are Your Say Unley respondents, those living in 5063 and 5064 postcodes those who have lived in the area for 5-10 years, females and those aged 50-59 years. Those who are more likely to feel safer at night in their neighbourhood are those face-to-face respondents, those living in the area for 2 years or less, males, non-binary, those who are aged less than 35, those living with a disability or caring for someone with a disability, students and those in other employment.

Q18: How important are the following environmental actions to you?

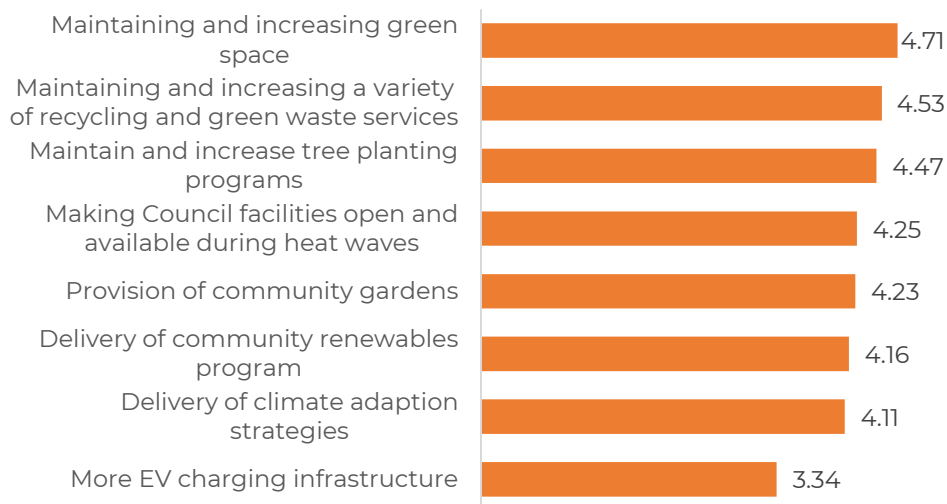
Importance of environmental actions n=603



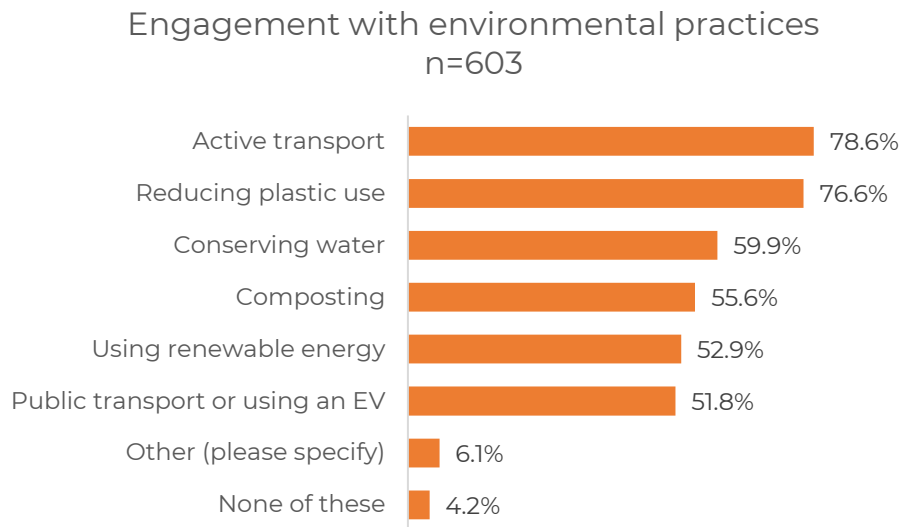
Maintaining and increasing green space is the most important environmental action (94% think this is important) followed by maintaining and increasing tree planting programs (88% think this important) and maintaining and increasing a variety of recycling and green waste services (87% think it is important). EV charging infrastructure is only important to 49% of those surveyed.

The following mean scores display the differences.

Mean scores for importance of environmental actions n=603



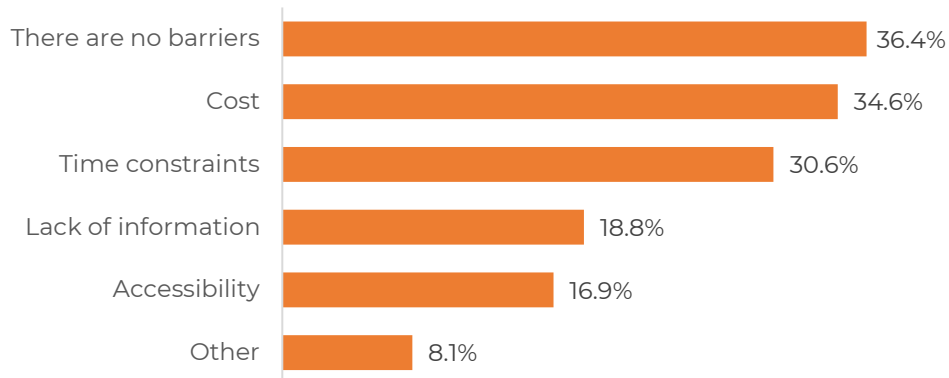
Q19: How do you currently engage with environmental practices in your daily life?



Most people engage with active transport and the reduction of plastic use. Other responses can be found in the tabulations document and are mostly recycling.

Q20: What barriers, if any, prevent you from participating in environmentally sustainable practices or programs?

Barriers preventing participation in environmentally sustainable practices/programs n=603

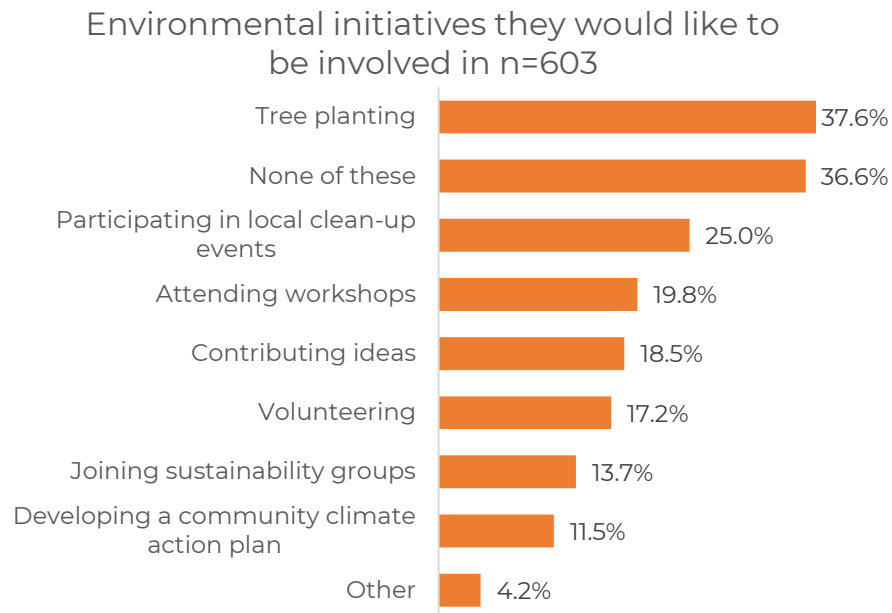


Just over a third of people say nothing prevents them from participating but roughly the same percentage say cost is a barrier and slightly less time. Lack of information and accessibility are also barriers for a substantial percentage. Other responses can be found in the tabulations document but mostly are around renting as a barrier.

Those more likely than the average to say cost is a barrier live in 5034 and 5064 postcodes, have lived in the area less than 10 years, are aged under 50 years, those living with a disability, and those who are employed and unemployed.

Those more likely than the average to say time constraints is a barrier are the face-to-face respondents, those living in the 5063 postcode, those who have lived in the area for less than 20 years, females, those aged under 50 years, those who are employed, unemployed, students and those in home duties.

Q21: What types of environmental initiatives would you like to be involved in?



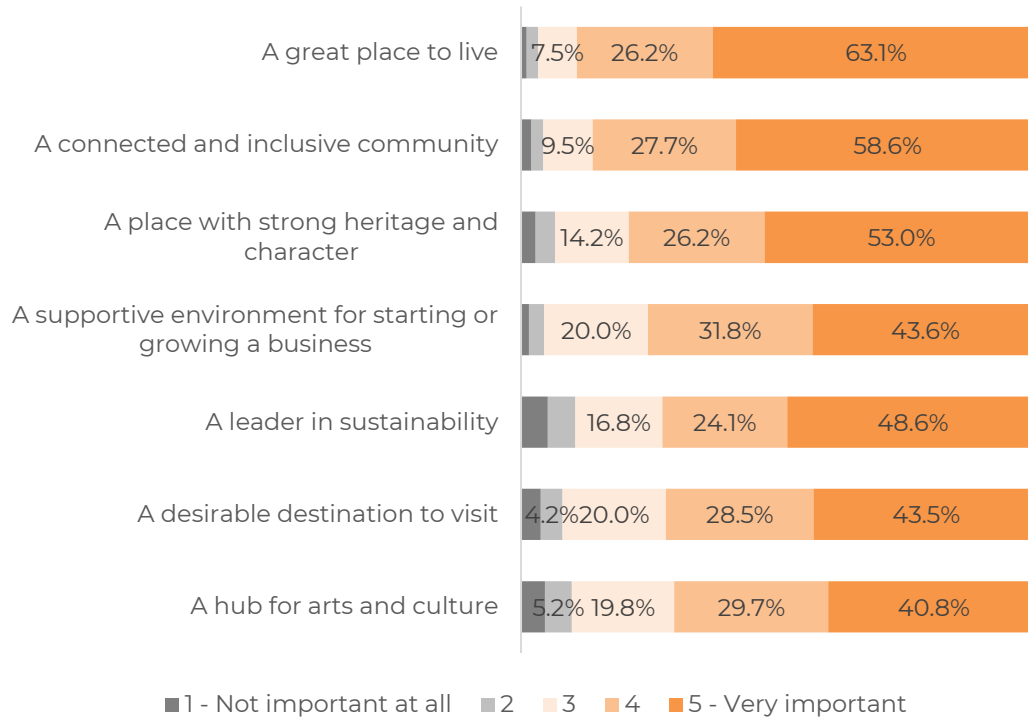
Just over a third of all people said they would like to be involved in tree planting, but equal numbers said none of the initiatives. And a quarter of all people said they would like to participate in local clean-up events. A small number of verbatim other comments can be found in the tabulations section of this report.

Those more likely to say they would like to be involved in tree planting are those face-to-face respondents, those living in 5034, 5035, 5063 and 5064, those who have lived in the area for 4 years or less, those aged 25-59 years, those who are employed or unemployed.

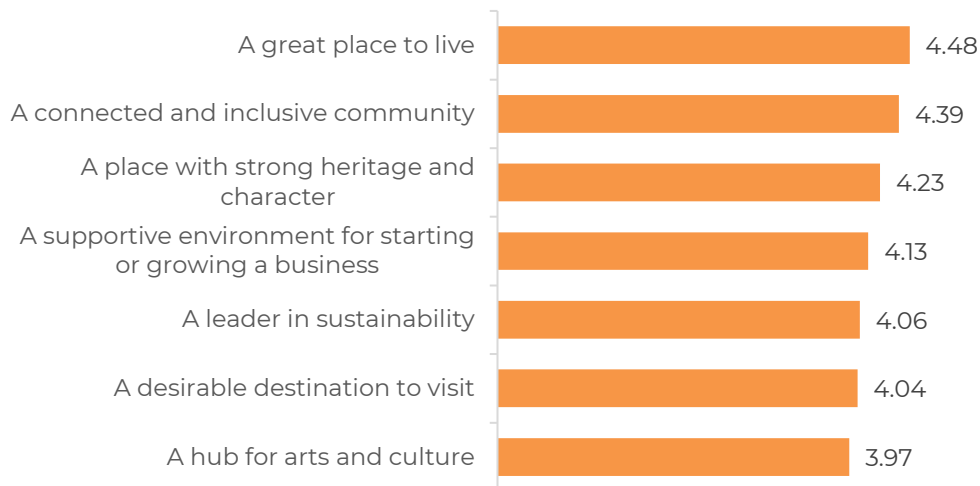
Those more likely to say they would like to participate in local clean-up events live in 5035 and 5064 postcodes, have lived in the area for more than 20 years, and those aged 70-84 years.

Q22: In your opinion, how important is it for the City of Unley to be known for the following attributes?

Importance of the City of Unley being known for attributes n=603



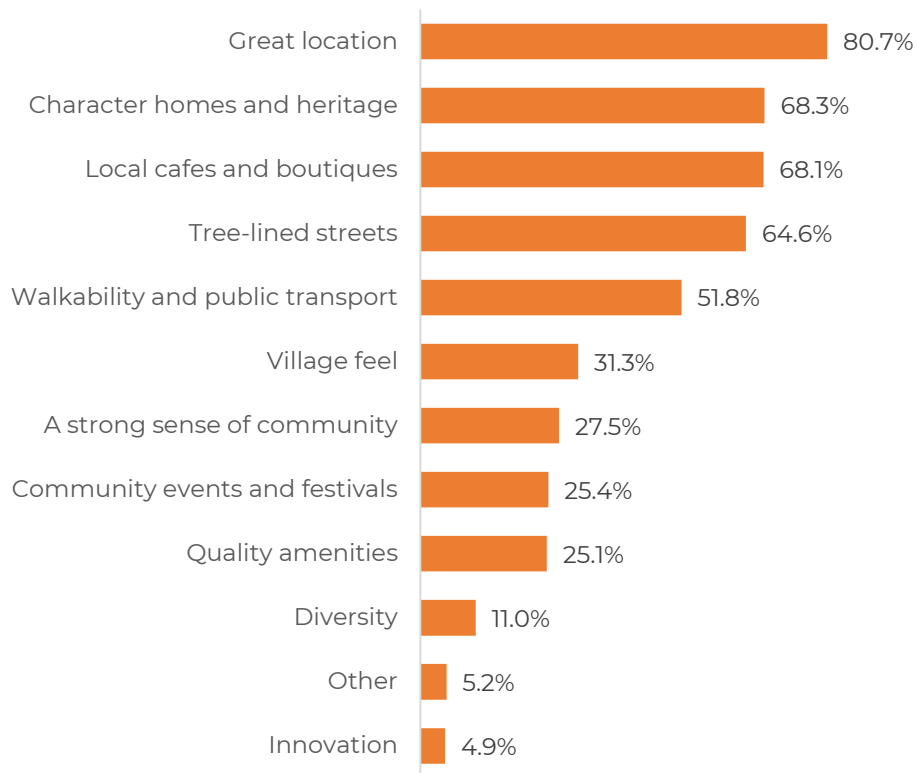
Mean scores for importance of the City of Unley being known for n=605



The two most important attributes are a great place to live and a connected and inclusive community.

Q23: What do you think the City of Unley is best known for today?

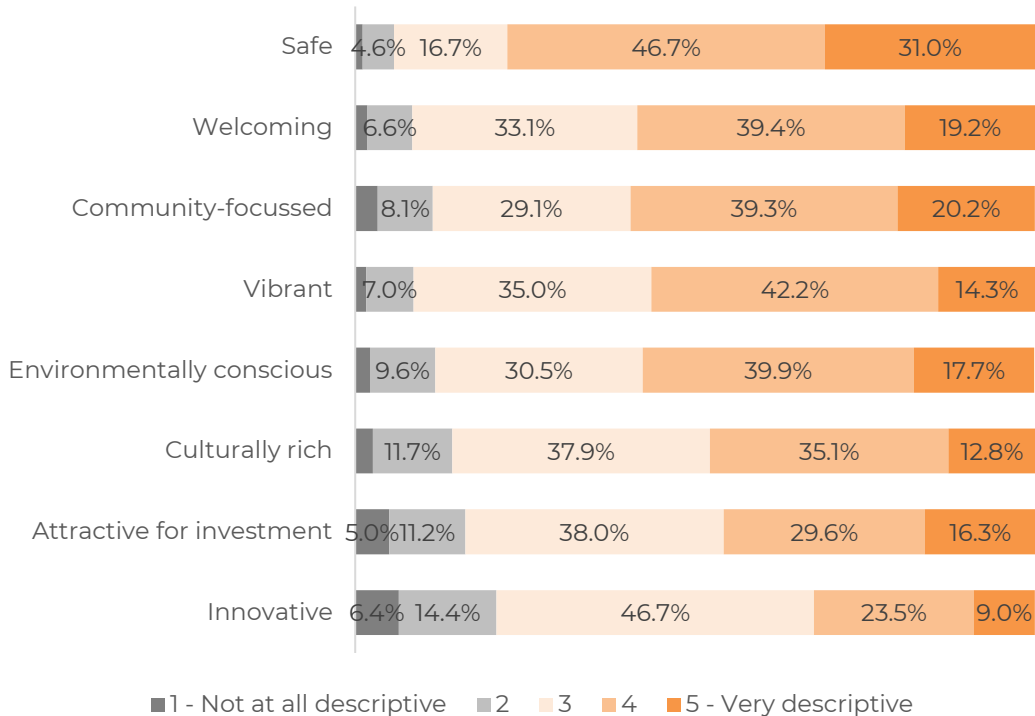
The City of Unley is known for
n=603



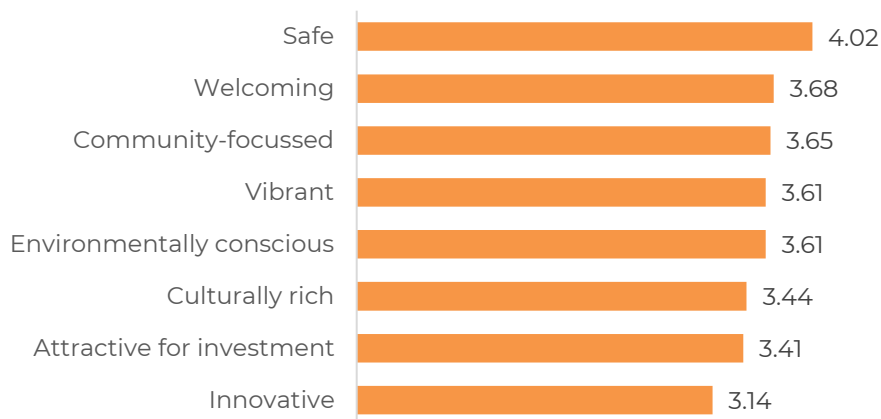
Great location, character homes and heritage, local cafes and boutiques, tree-lined streets and walkability and public transport are the most notable attributes of the City of Unley. There were a small number of other comments, and these are captured in the tabulations document.

Q24: How would you rate the following characteristics of the City of Unley as a place?

Rating characteristics of the City of Unley as a place
n=603



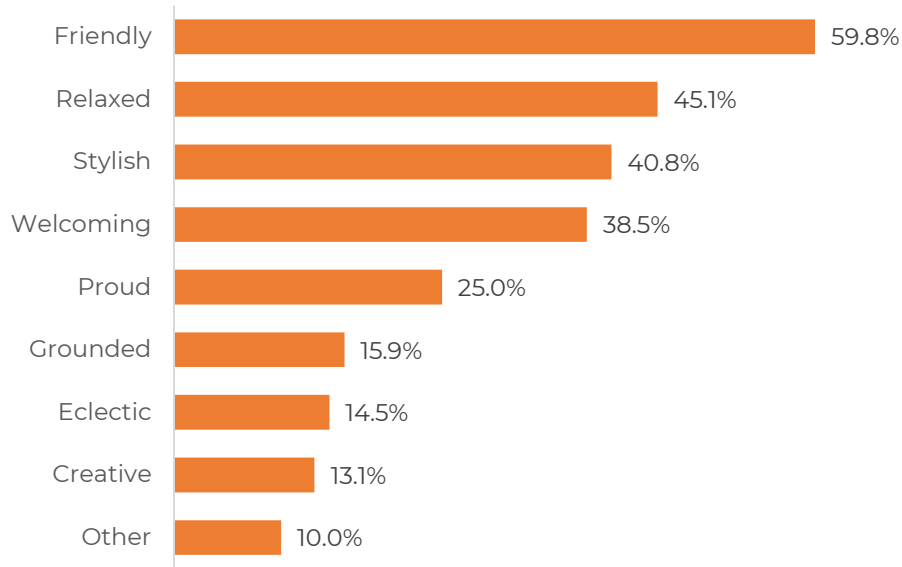
Mean score ratings of characteristics of the City of Unley as a place n=603



Safety is the key characteristic followed by welcoming, community-focussed, environmentally conscious and vibrant.

Q25: How would you describe the City of Unley's character or personality?

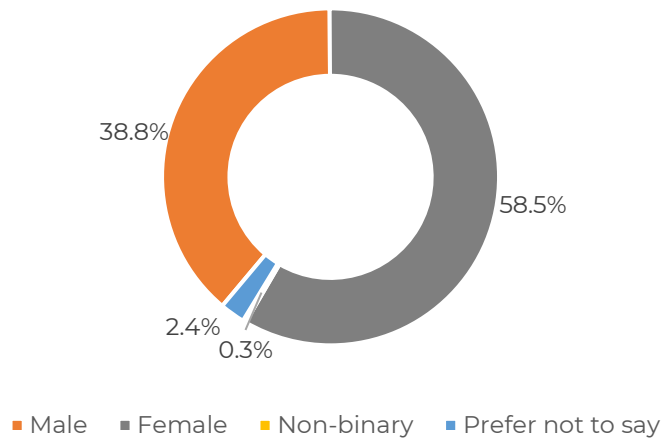
City of Unley's character or personality n=603



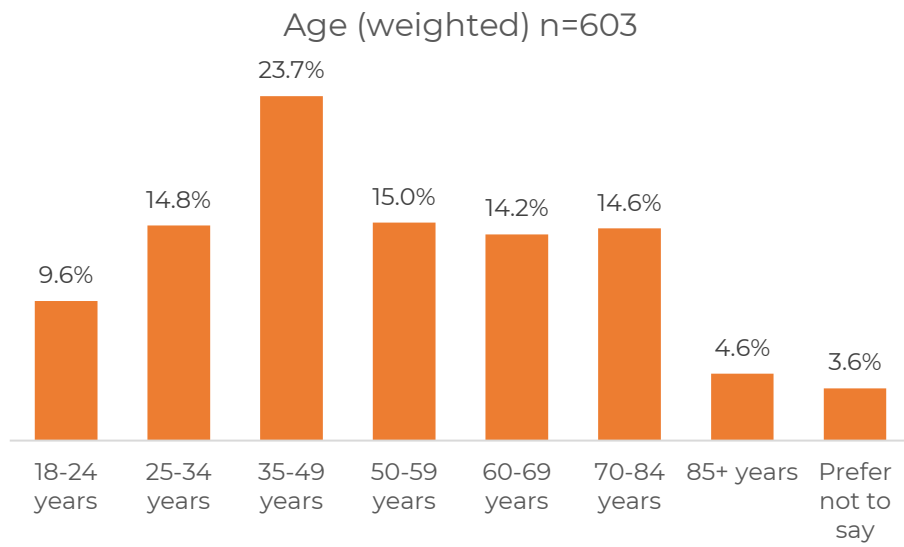
Friendly, relaxed, stylish and welcoming are the most common traits for the City of Unley. There were quite a few other responses, and these were mostly around there not being one set of character parameters but multiples depending on the location (i.e. Goodwood to Glen Osmond) and quite a few said none of these prompted characteristics were correct. Convenient, snobby and expensive were also cited. For full verbatim comments see the tabulations section of this report.

Q26: What is your gender?

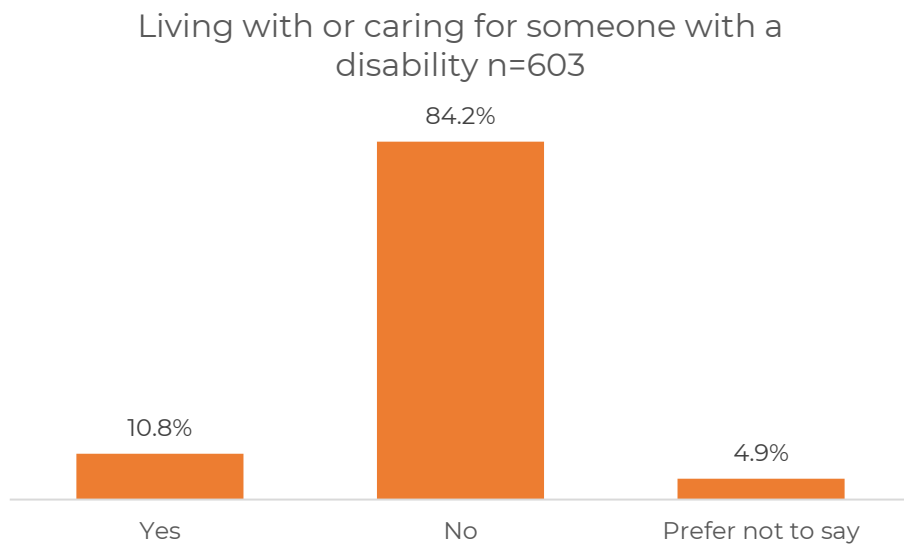
Gender n=603



Q27: What is your age bracket?

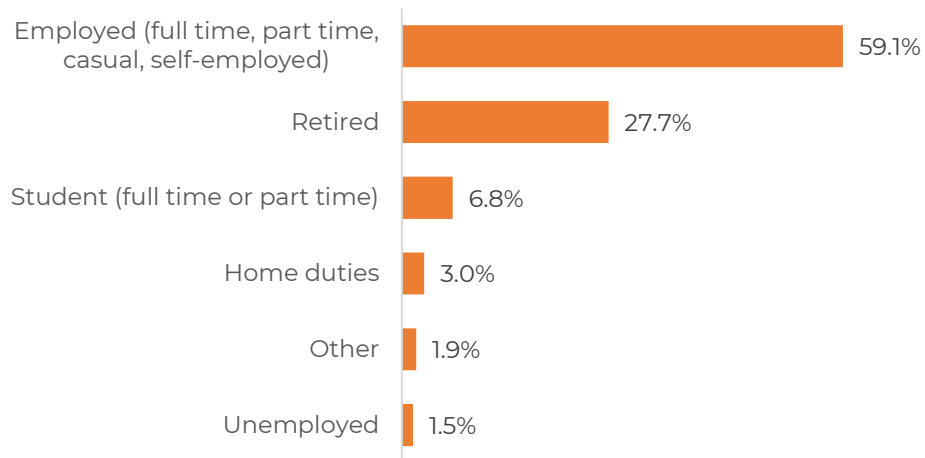


Q28: Do you live with a disability or care for someone who lives with a disability?



Q29: Which of the following best describes your occupation?

Employment n=603



5. Questionnaire

The City of Unley has commissioned Intuito Market Research to conduct a study amongst the community to understand what residents and visitors think of various services, what's important and how residents and visitors feel about Council's performance. The survey should take around 10-12 minutes to complete depending on your answers which will greatly help shape the future of Council's service delivery.

To thank you for providing your views, there is a chance to win one of four \$50 cash or e-gift cards. Entry details and T&Cs of the draw are provided at the end of the survey. Your responses will be 100% anonymous and confidential.

Please note the survey must be completed in one sitting, since you will not be able to access it later.

We really appreciate you taking the time to complete this survey and thank you for your time!

Intuito Market Research abides by The Research Society's Privacy Code for Market and Social Research. All data gathered will be treated with the strictest confidentiality and will only be used for research purposes. Intuito is a member of The Research Society and works to the highest privacy standards. Any personal identification won't be tied to your answers and therefore none of your answers can be attributed to you as an individual rather they are aggregated statistics only.

Q1: What is your connection to the City of Unley? *(multiple response)*

- I live in the City of Unley (show Q2 and Q3)
- I own a business in the City of Unley
- I work / study in the Council area
- I'm a visitor to the Council area
- Other (please specify) _____

Q2: What is your postcode? *(single response)*

- 5034
- 5035
- 5061
- 5063
- 5064

Q3: How long have you lived in the City of Unley? *(single response)*

- 0-2 years
- 2-4 years
- 5-10 years
- 11-20 years
- More than 20 years

Q4: If you have interacted with Council in the last 12 months, how did you last make contact? *Please choose all that apply. (multiple response)*

- Phone
- Email
- Letter
- In person
- Direct to the Mayor or Councillors
- Can't recall / don't know
- Have not contacted in the past 12 months (go to Q7)

Other (please specify) _____

Q5: Thinking about the last time you interacted with Council, how satisfied were you with the following? *Please rate on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.*

1 – Very dissatisfied 2 3 4 5 – Very satisfied N/A

- Helpfulness and knowledge of staff
- The response times
- Getting the information you wanted
- Overall customer service

Q6: If you'd like to provide detail about your experience, please do so here. (optional)

Q7: How satisfied are you with the different types of communication from Council? *Please rate on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.*

1 – Very dissatisfied 2 3 4 5 – Very satisfied N/A

- Unley-Life Magazine
- Rates notices
- Emails & letters
- City of Unley social media pages
- Newsletters
- Council website

Q8: How do you rate your overall level of satisfaction with the City of Unley? *Please rate on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.*

1 – very dissatisfied 2 3 4 5 – very satisfied N/A

Q9: How important are the following Council services provided by the City of Unley? *Please rate on a scale of 1 to 5, where 1 is not important at all and 5 is very important.*

1 – Not important at all 2 3 4 5 – Very important N/A

- Goodwood Library
- Unley Library
- Civic Centre
- Unley Community Centre
- Goodwood Community Centre
- Fullarton Community Centre
- Clarence Park Community Centre
- Unley Swimming Pool
- Unley Town Hall
- Unley Community Hub at Unley Oval (4-year plan question)

- Unley Museum
- Community Bus program
- Local roads (4-year plan question)
- Local footpaths (4-year plan question)
- Local cycling paths (4-year plan question)
- Public lighting
- Public toilets

Q10: How satisfied are you with the following Council services provided by the City of Unley? Please rate on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.

1 – very dissatisfied 2 3 4 5 – very satisfied N/A

- Goodwood Library
- Unley Library
- Civic Centre
- Unley Community Centre
- Goodwood Community Centre
- Fullarton Community Centre
- Clarence Park Community Centre
- Unley Swimming Pool
- Unley Town Hall
- Unley Community Hub at Unley Oval (4-year plan question)
- Unley Museum
- Community Bus program
- Local roads (4-year plan question)
- Local footpaths (4-year plan question)
- Local cycling paths (4-year plan question)
- Public lighting
- Public toilets

Q11: Thinking about your satisfaction with Council in relation to our customer service, facilities, programs, services, and accessibility, do you have anything else you would like to share? (optional)

Q12: Do you agree with the following statements?

Yes No Unsure

- The City of Unley offers a variety of activities and programs for its community (4-year plan question)
- The City of Unley offers an excellent quality of life and supports all people to thrive (4-year plan question)
- Council's activities enhance positive community health and wellbeing outcomes (4-year plan question)
- I feel connected to my local community (4-year plan question)

- Council helps create a vibrant and culturally rich community through community and cultural events (4-year plan question)
- Council drives reduction of waste through initiatives focussed on waste avoidance, re-use and reducing waste to landfill (4-year plan question)
- The Council provides opportunities to contribute through public consultation initiatives (4-year plan question)
- The City of Unley community is welcoming of diverse cultures (4-year plan question)
- I can easily access essential goods and services in my local neighbourhood (4-year plan question)
- I feel better connected to other people because of my involvement in a community centre activity (4-year plan question)

Q13: Do you think the public spaces and amenities are accessible for people with disabilities in the City of Unley area? (e.g. Public space includes parks, swimming pools, sporting grounds, playgrounds, footpaths, walking trails, toilets and accessible carparks)

- Yes
- No
- Don't know / not sure
- N/A – don't use

Q14: What general improvements would you like to see in parks and reserves in the Council area? Please include the name of the park or reserve. (optional)

Q15: What amenities / services / facilities do you think are missing in the City of Unley area? Please specify what and where they are needed. (optional)

Q16: What ideas do you have for new events and activities in the City of Unley area? (optional)

Q17: How safe do you feel in the following environments? Please rate on a scale of 1 to 5, where 1 is not at all safe and 5 is extremely safe.

Not at all safe Extremely Safe

- | 1 | 2 | 3 | 4 | 5 | N/A |
|---|---|---|---|---|-----|
| | | | | | |
- Out in your neighbourhood during the day
 - Out in your neighbourhood during the night
 - Overall in the City of Unley

Q18: How important are the following environmental actions to you? Please rate on a scale of 1 to 5, where 1 is not important at all and 5 is very important.

- | 1 – Not important at all | 2 | 3 | 4 | 5 – Very important | N/A |
|--------------------------|---|---|---|--------------------|-----|
| | | | | | |
- Maintaining and increasing green space
 - Maintaining and increasing a variety of recycling and green waste services
 - Provision of community gardens
 - Delivery of climate adaption strategies
 - Delivery of community renewables program
 - More EV charging infrastructure
 - Maintain and increase tree planting programs
 - Making Council facilities open and available during heat waves

Q19: How do you currently engage with environmental practices in your daily life? Please choose all that apply.

- Using renewable energy
- Active transport (e.g. walking, cycling, etc.)
- Public transport or using an EV
- Composting
- Reducing plastic use
- Conserving water
- None of these
- Other (please specify) _____

Q20: What barriers, if any, prevent you from participating in environmentally sustainable practices or programs? Please choose all that apply.

- Lack of information
- Cost
- Accessibility
- Time constraints
- There are no barriers
- Other (please specify) _____

Q21: What types of environmental initiatives would you like to be involved in? Please choose all that apply.

- Tree planting
- Volunteering (e.g. as a waste warrior or community champion for different initiatives)
- Attending workshops
- Participating in local clean-up events
- Contributing ideas
- Developing a community climate action plan
- Joining sustainability groups

-
- None of these
 - Other (please specify) _____

Q22: In your opinion, how important is it for the City of Unley to be known for the following attributes? *Please rate on a scale of 1 to 5, where 1 is not important at all and 5 is extremely important.*

1 – Not important at all 2 3 4 5 – Very important N/A

- A great place to live
- A desirable destination to visit
- A supportive environment for starting or growing a business
- A hub for arts and culture
- A leader in sustainability
- A connected and inclusive community
- A place with strong heritage and character

Q23: What do you think the City of Unley is best known for today? *Please choose all that apply.*

- Tree-lined streets
- Local cafes and boutiques
- Village feel
- Character homes and heritage
- Community events and festivals
- A strong sense of community
- Great location (close to city, easy access)
- Quality amenities
- Walkability and public transport
- Innovation
- Diversity
- Other (please specify) _____

Q24: How would you rate the following characteristics of the City of Unley as a place? *Please rate on a scale of 1 to 5, where 1 is not at all descriptive and 5 is very descriptive.*

1 – Not at all descriptive 2 3 4 5 – Very descriptive

- Welcoming
- Vibrant
- Safe
- Innovative
- Community-focused
- Environmentally conscious
- Culturally rich
- Attractive for investment

Q25: How would you describe the City of Unley's character or personality? *Please choose all that apply.*

- Friendly
- Relaxed
- Stylish
- Eclectic

-
- Proud
 - Creative
 - Welcoming
 - Grounded
 - Other (please specify) _____

Q26: What is your gender?

- Male
- Female
- Non-binary
- Prefer not to say

Q27: What is your age bracket?

- Under 18
- 18-24 years
- 25-34 years
- 35-49 years
- 50-59 years
- 60-69 years
- 70-84 years
- 85+ years
- Prefer not to say

Q28: Do you live with a disability or care for someone who lives with a disability?

- Yes
- No
- Prefer not to say

Q29: Which of the following best describes your occupation?

- Employed (full time, part time, casual, self-employed)
- Unemployed
- Student (full time or part time)
- Retired
- Home duties
- Other (please specify) _____

Q30: For a chance to enter the draw to win one of four \$50 cash or e-gift cards please provide your contact details below. Please note your contact details will be separated from your survey responses to ensure your responses remain completely confidential.

Name _____
Email Address _____
Phone _____

Terms and Conditions

Entry into the Win a \$50 cash or e-gift card draw is by completion of the resident survey. Entries open Monday 1st September 2025 and closes at 10am on Monday 29th September 2025. The draw for the \$50 cash or e-gift cards will take place on Wednesday 1st October 2025 at 9am. All entries will be via this survey. All entries will be automatically logged in to a database of entries and assigned a number

from 1 to x , where x is the total number of entries received to date. Four random numbers between 1 and x will then be generated using the random number generator at www.random.org. The number generated will be matched to the corresponding numbers in the database of entries and these entries will be deemed the winners. The total prize pool is \$200. The winners will be notified personally by email or phone. Prizes will be sent to the winner's nominated address via their preferred method. Insurance is at the winner's discretion and cost.