

# Frequently Asked Questions

## City of Playford Business Survey

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### 1. **What is the City of Playford Business Survey?**

At City of Playford, we have a strong commitment to understand, listen and better engage with our community, including our business community. One of the ways we do this is via an annual survey which helps us understand your collective experiences of working and doing business in Playford. This information helps us review what we deliver in our service portfolio to help you succeed.

### 2. **Who can complete the survey?**

If you are over 16 years of age and own, manage or operate a business in Playford, or plan to in the future, we would love to hear from you.

### 3. **When and how long is the survey open?**

The survey will be open from 18 November till 9 December 2024.

City of Playford

Call — 08 8256 0333  
playford@playford.sa.gov.au  
playford.sa.gov.au

Post  
12 Bishopstone Road  
Davoren Park SA 5113

Visit

Playford Civic Centre  
10 Playford Boulevard,  
Elizabeth SA 5112

Stretton Centre  
307 Peachey Road  
Munno Para SA 5115



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#### 4. How can I access the survey?

You can access the survey and more information about it on our Engagement Hub page [here](#). You can also fill out a hard copy which are available at Council customer service desks – or download a copy from the link above.

#### 5. How long does the survey take to complete?

The survey contains approximately 20 questions (mostly multiple choice) and can take around 5-15 minutes to complete depending on how much information you would like to share.

#### 6. Do I need special knowledge or skills to complete the survey?

No, anyone can participate! Your experience about owning, operating or planning to start a business in the City of Playford is all you need to contribute.

If you have accessibility requirements, please reach out to us on 8256 0333 or email our team on [connected@playford.sa.gov.au](mailto:connected@playford.sa.gov.au). We are happy to assist you.

#### 7. How will survey information be used?

When we reach out to our business community, it is to understand your thoughts and experiences on specific topics. The information you provide may help us to understand more about a specific topic, the impact on our business community or help us to plan for the future. We won't ask you any questions that we do not have a clear purpose for.

#### 8. Will my information remain confidential?

Most definitely! Whenever we seek information from you, we will de-identify your response. This means your name and contact details will remain private.

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🖱️ [playford.sa.gov.au/stayconnected](http://playford.sa.gov.au/stayconnected)

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### **9. What will happen to any personal details I provide? (i.e. my name and email if I want to be kept in the loop).**

When you sign up to be kept in the loop, enter the prize draw, or participate in a follow-up interview, you will be asked to provide your name, age, suburb and an email address.

By signing up, you agree to our [Privacy Policy](#) and can be confident we won't be sharing your personal details.

### **10. Will the results of the survey be shared?**

If you provide your contact details to be kept in the loop, you will be provided with a short summary of the survey results relevant to the general public. This is anticipated to be ready to share in early 2025.

### **11. Who can I speak to if I need more information?**

If you have questions about this year's survey and need more information, you can get in touch with us on 8256 0333 or email our team at [connected@playford.sa.gov.au](mailto:connected@playford.sa.gov.au). We are happy to assist you.

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