

# Frequently Asked Questions

## Playford Community Survey 2025

1. **What is the Playford Community Survey?**
2. **Who can complete the survey?**
3. **When and how long is the survey open?**
4. **How can I access the survey?**
5. **How long does the survey take to complete?**
6. **Do I need special knowledge or skills to complete the survey?**
7. **How will survey information be used?**
8. **Will my information remain confidential?**
9. **What will happen to the personal details I provide? (i.e. my name and email if I choose to be kept in the loop).**
10. **I received a phone call from a company called New Focus Research asking me to take this survey, how did they get my number?**
11. **What guidelines and processes does City of Playford work under?**
12. **Who can I speak to if I need more information?**

### 1. What is the Playford Community Survey?

At City of Playford, we have a strong commitment to understand, listen and engage our community. One of the ways we do this is through our annual survey which helps us understand your collective experiences and views about living, working, studying and visiting Playford.

### 2. Who can complete the survey?

If you are over 16 years of age and you have a connection to Playford, you can share your thoughts. This includes anyone who lives, studies, works in Playford, or is a frequent visitor.

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

The survey will be open from 9am, 2 August – midnight, 24 August 2025.

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

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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 all relative information around the survey on our Engagement Hub page [here](#). If you, a friend or family member don't want to do it online, you can call or email us and we can set up a time to deliver it to you over the phone during business hours (9am – 5pm Monday – Friday). Simply call us on 8256 0333 or email us at [connected@playford.sa.gov.au](mailto:connected@playford.sa.gov.au).

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

The survey can take around 10-12 minutes to complete and includes a range of rating scale questions, multiple choice and some open text.

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

No, anyone can participate! Your experiences about living, working, studying or visiting in 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 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 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! We often use such information as suburb, age bracket, gender, household structure and cultural background to help us understand the differences in our community. These are not linked to individuals in any way.

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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).

At the end of the survey, we ask if you would like to join our connected community for future feedback. You may choose to join this and provide us with your contact details. BUT, we will remove these details from the survey and de-identify your response. This means your name and contact details will remain private and not be used for any purpose but to reach out for future feedback. When you sign up to be kept in the loop, you will be asked to provide your name, age, suburb and an email address. This helps us to know a little about you and make sure we are reaching out to the right mix of people for feedback (this is to make sure we get a good representation of people in Playford).

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

### 10. I received a phone call from a company called New Focus Research asking me to take this survey, how did they get my number?

Council is working with an industry partner, New Focus Research, to deliver the Playford Community Survey. Phone numbers have been sourced from a commercially available list. New Focus have multiple samples that they source numbers from so if a community member would like more information about the specific list they were sourced from, you are welcome to call New Focus so they can respond and investigate this on 1800 807 535.

### 11. What guidelines and processes does City of Playford work under?

City of Playford Community Insights team, who deliver the survey are certified IAP2 professionals which means they have undergone the right training and certification to perform best practice public engagement. As a member of [The Research Society](#), our organisation works under the the guidance of [The Research Society's Code of Professional Behaviour](#) as a framework for regulation. Its aim is to foster public confidence in research and to demonstrate that activities carried out by Members are carried out in a professional and ethical manner.

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### 12. 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 the Community Insights team on 8256 0333 or email us at [connected@playford.sa.gov.au](mailto:connected@playford.sa.gov.au). We are happy to assist you.

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