



# Playford Community Survey 2025

Hello and thank you for taking part in our annual survey, joining others in the Playford community to share your experiences of living, working, studying in, and visiting Playford over the past 12 months.

This is an important time for us to listen to our community and keep our finger on the pulse of what's happening right now!

## How long will it take?

The survey will take approximately **10 minutes** (depending on how much you would like to share with us).

Once you have finished, you may enter the draw to win 1 of 5 x \$50 Elizabeth City Centre gift cards. If you do not complete the survey, we will still include the responses you have taken the time to give us.

## Your privacy matters to us!

Your responses will remain anonymous, and any contact details will only be used to contact the lucky winners. They will not be linked to your responses.

P.S. Please ensure you only complete the survey once.

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Firstly, we have a few questions to make sure we are receiving a good mix of people.

### 1. Do you live in Playford, or are you are a visitor?

*(select one answer)*

- ☐ **I live in Playford** (please write your suburb) \_\_\_\_\_  
*(now go to Q2)*
- ☐ **I visit, work or study in Playford**  
*(now go to Q1a)*



#### 1.a If you are a visitor to Playford, what is the main reason you visit?

*(select one answer)*

- ☐ To visit friends or family in Playford
- ☐ I work in Playford
- ☐ I study in Playford
- ☐ To attend community groups, programs or activities in Playford
- ☐ To attend events
- ☐ To attend sports
- ☐ Shopping
- ☐ Health or medical needs
- ☐ Other

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## 2. Please select your age group.

- |  |   |
|--|---|
| <input type="checkbox"/> 24 or younger | <input type="checkbox"/> 60 – 69            |
| <input type="checkbox"/> 25 – 34       | <input type="checkbox"/> 70 years and older |
| <input type="checkbox"/> 35 – 49       | <input type="checkbox"/> Prefer not to say  |
| <input type="checkbox"/> 50 – 59       |   |



If you live in Playford, please answer questions 3 to 6. If you are a visitor to Playford, please skip to question 7.

## Tell us about your Playford Experience



### 3. What do you love about your neighbourhood?

### 4. Thinking generally, how has your overall experience been living in City of Playford over the past 12 months?

If you are new to Playford (less than 12 months), please think about your recent time here.

- |                          |                |
|--------------------------|----------------|
| <input type="checkbox"/> | Extremely poor |
| <input type="checkbox"/> | Poor           |
| <input type="checkbox"/> | Fair           |
| <input type="checkbox"/> | Pretty good    |
| <input type="checkbox"/> | Excellent      |

### 5. How strongly do you agree or disagree with the following statements:

|  |  Strongly disagree | Disagree                 | Neither                  | Agree                    | Strongly agree  |
|--|---|--------------------------|--------------------------|--------------------------|--|
| <b>A</b> I am proud to live in the City of Playford                                | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>B</b> I feel a sense of belonging in the community                              | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>C</b> Playford is a good place to raise a family                                | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>D</b> Everything I / we need is right here in Playford                          | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>E</b> Playford is welcoming and celebrates diversity (how people are different) | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |

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**6. Which of the following best describes you / your family about your future in Playford?**

- ☐ I see myself / us living in Playford in the next 5 years
- ☐ I see myself / us living in Playford in the next 10 years
- ☐ I see myself / us living in Playford in the next 20 years and maybe beyond
- ☐ I / we will be living somewhere else in the next 5 years
- ☐ Unsure - I'm not sure where life will take us next



**If you do not live in Playford, but visit us, please think about the suburb you visit most for the remaining questions.**

**7. Which of the following local community services, facilities, or spaces in Playford do you visit or use? These may or may not be provided by Council**


- ☐ Large parks, reserves, playgrounds and outdoor spaces
- ☐ Local parks, within 1km of your home
- ☐ Community centres, programs and activities
- ☐ Library services
- ☐ Medical, dental and allied health (eg, physiotherapy)
- ☐ Mental health and wellbeing services
- ☐ Walking or cycling paths
- ☐ Sports clubs and recreation centres
- ☐ Support groups (eg, for carers, new parents, study etc)
- ☐ Multicultural support services
- ☐ Education support services and study spaces
- ☐ Food support services or community kitchens
- ☐ Safety and advocacy services (eg, legal aid, housing support)
- ☐ Large shopping centres, such as Elizabeth City Centre
- ☐ Smaller, local shopping centres
- ☐ Cinema, Shedley Theatre or entertainment venues
- ☐ Restaurants, cafes, bars
- ☐ Any others? \_\_\_\_\_

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## Improving safety, accessibility and ease of movement around our City

Thinking about the services, spaces, safety and accessibility in your neighbourhood...



8. How strongly do you agree or disagree with the following statements:

|   |  | Strongly disagree        | Disagree                 | Neither                  | Agree                    | Strongly agree  |
|---|---|--------------------------|--------------------------|--------------------------|--------------------------|--|
| <b>A</b> I feel safe in my neighbourhood during the day                   |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>B</b> I feel safe in my neighbourhood at night                         |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>C</b> It is easy to get around my neighbourhood                        |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>D</b> I find it easy to drive around Playford                          |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>E</b> I can easily and safely access public parks and community spaces |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |

## Lifting city appearance

Thinking about the appearance and maintenance of your local area and the places you visit in Playford...

9. How strongly do you agree or disagree with the following statements:



|  |  | Strongly disagree        | Disagree                 | Neither                  | Agree                    | Strongly agree  |
|--|---|--------------------------|--------------------------|--------------------------|--------------------------|--|
| <b>A</b> My neighbourhood looks and feels nice   |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>B</b> The public areas in Playford look and feel nice   |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>C</b> My local neighbourhood is well maintained by Council regarding parks, reserves and verges |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |

# Playford Community Survey 2025

## Fostering collaboration and connection to each other

Thinking about opportunities and access to the services and activities that you need including all of those mentioned in the previous questions...



**10. How strongly do you agree or disagree with the following statements?**

|          |  |  Strongly disagree | Disagree                 | Neither                  | Agree                    | Strongly agree  |
|----------|--|---|--------------------------|--------------------------|--------------------------|--|
| <b>A</b> | The services that I need for myself and / or my family to live well are easy to access in Playford         | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>B</b> | The City of Playford provides facilities and services that support and encourage me to connect with others | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>C</b> | I feel confident to connect with groups, activities, programs or clubs in the community if I choose to     | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |

## Activating and facilitating welcoming community spaces and events

Thinking about the facilities, activities and events to meet the needs of our diverse community

**11. How strongly do you agree or disagree with the following statements:**

|          |  |  Strongly disagree | Disagree                 | Neither                  | Agree                    | Strongly agree  |
|----------|--|---|--------------------------|--------------------------|--------------------------|--|
| <b>A</b> | City of Playford has a good variety of activities, events or entertainment to connect with others that suits me /my family | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>B</b> | I know where to find information about events and activities in Playford   | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>C</b> | I feel welcome and confident to attend activities and events in the City of Playford                                       | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |

**12. Would you like to share your thoughts on any of the above, to help us better understand your answers?**

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## How we communicate with you



**13. Have you contacted Council in the last 12 months?**

- ☐ Yes
- ☐ No (*skip to question 15*)

**14. How did you contact Council for your most recent interaction?**

- ☐ Phone/ contact centre
- ☐ Customer service desk at the Civic Centre or Stretton Centre
- ☐ Website chat
- ☐ Submit a request online (website 'Online services')
- ☐ Email
- ☐ Social media page comments or Facebook messenger
- ☐ Snap Send Solve App
- ☐ Other

**15. How strongly do you agree or disagree with the following statements:**

|   |  Strongly disagree | Disagree                 | Neither                  | Agree                    | Strongly agree  |
|---|---|--------------------------|--------------------------|--------------------------|--|
| <b>A</b> I feel well informed about what's happening in City of Playford. | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>B</b> It's easy to find information from Council if I need to          | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |

**16. If you answered disagree or strongly disagree at Q15.B, can you please share why it's not easy to find information and what you are looking for?**



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17. Where would you mainly look for information about a Council service, program, or facility? *Select up to 2.*

- ☐ Council website
- ☐ Council social media (Facebook, Instagram)
- ☐ Council customer service - phone
- ☐ Council customer service – email or webchat
- ☐ Council Customer service – in person
- ☐ Council mobile app
- ☐ Other (please specify)

## Growing Playford




As Playford continues to grow and change, we want to ensure we understand what community needs and that we are meeting those needs.

18. How strongly do you agree or disagree with the following statements regarding the City of Playford:

|   |  Strongly disagree | Disagree                 | Neither                  | Agree                    | Strongly agree  |
|---|---|--------------------------|--------------------------|--------------------------|--|
| <b>A</b> Council is providing a strong and clear direction for the future of the city               | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>B</b> The council acts on behalf of the city and works to meet the community's needs             | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>C</b> Council clearly shares news about what's changing or being built and developed in Playford | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |

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**19. Which statement do you agree with more? The one on the left, or right? Indicate by marking on one of the 5 points the scale. If you don't know or sit in the middle, circle the one in the middle.**

|   |  |   |
|---|--|---|
| <b>A</b><br>Population growth in the City of Playford has a <b>negative</b> impact on the community |  | Population growth in the City of Playford is <b>positive</b> for the community                        |
| <b>B</b><br>Population growth in Playford <b>directly affects</b> my day-to-day life                |  | Population growth in Playford has <b>little or no effect</b> on my day-to-day life                    |
| <b>C</b><br>I <b>don't need to know</b> about future developments and growth in Playford            |  | I <b>want to be informed</b> about where and how future development and growth will occur in Playford |

## Overall Satisfaction with Council

The next few questions ask generally how you feel about Council. Considering all of the themes we have discussed.

**20. How strongly do you agree or disagree with the following statements:**

|  |  Strongly disagree | Disagree                 | Neither                  | Agree                    | Strongly agree<br> |
|--|---|--------------------------|--------------------------|--------------------------|---|
| <b>A</b> I am confident Council will deliver what it promises over the next year | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| <b>B</b> I trust Council is doing its best for the community                     | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |



**21. Overall for the last 12 months, how satisfied are you with the performance of City of Playford, not just on one or two issues but across all responsibility areas?**

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Moderately satisfied
- ☐ Not very satisfied
- ☐ Not at all satisfied



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22. How likely are you to speak positively about Playford to your friends or family?

|   |                          |            |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                  |   |
|---|--------------------------|------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|------------------|---|
|  | 0                        | Not at all | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       | Extremely likely |  |
|   | <input type="checkbox"/> |            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                  |   |



If you do not live in Playford, please skip to Q24.

23. Taking all of the above topics and themes into account, what would make your neighbourhood an even better place to live?

Now just 5 quick questions about you to help us look at what's important to different people in our community.

24. Which gender do you identify with?

|   |  |
|---|--|
| <input type="checkbox"/> Female                       | <input type="checkbox"/> Male              |
| <input type="checkbox"/> Non-binary                   | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Other (please specify) _____ | <input type="checkbox"/>                   |

25. Do you speak a language other than English at home?

|  |                             |  |
|--|-----------------------------|--|
| <input type="checkbox"/> Yes (specify) _____ | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|--|-----------------------------|--|

26. Do you identify as Aboriginal or Torres Strait Islander?

|                              |                             |  |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|



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**27. What is your household structure?** Do you live on your own, with others etc

- |  |  |
|--|--|
| <input type="checkbox"/> Single person household | <input type="checkbox"/> Other             |
| <input type="checkbox"/> Couple without children | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Group/share household   |  |
| <input type="checkbox"/> One parent family       |  |
| <input type="checkbox"/> Couple with children    |  |

**28. Do you identify as having a disability?**

- |                              |                             |  |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

## Interest in future engagements

**Would you like to join our connected community where from time to time we will ask you to provide feedback on other topics?**

- |                              |                             |   |
|------------------------------|-----------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> I'm already registered |
|------------------------------|-----------------------------|---|

**Would you like to enter the draw for 1 of 5 x \$50 gift cards?**

- |                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

**If you answered YES to either question above, please leave your contact details below.**

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

**Thank you very much for your time and feedback.**

## How to submit this survey

**Drop off** Playford Civic Centre or Stretton Centre customer service centres

**Post** Attn: City of Playford Community Survey, 12 Bishopstone Road,  
Davoren Park SA 5113

**Email** [connected@playford.sa.gov.au](mailto:connected@playford.sa.gov.au)