



Adelaide Plains Council

2022 Community Satisfaction Research Addendum Report

November 2022 | REF 12176

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This report incorporates further analysis on roads, footpaths, stormwater and waste, profiled by location and demographics.

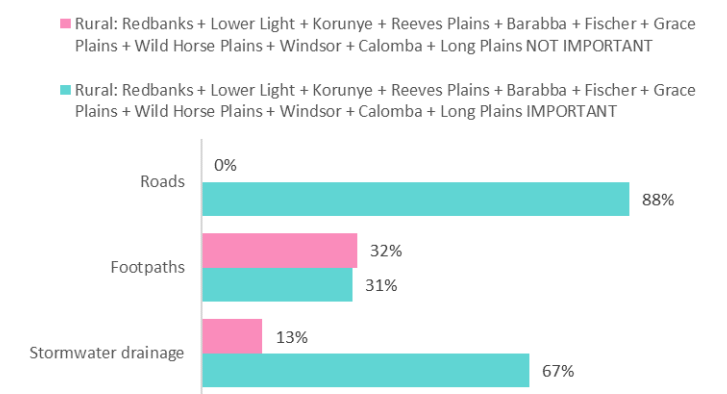
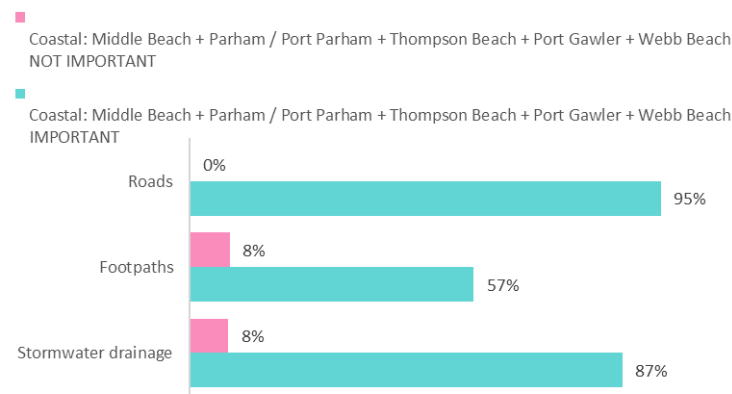
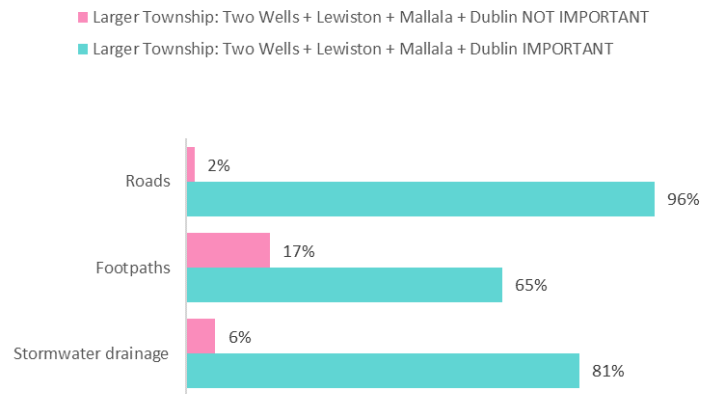
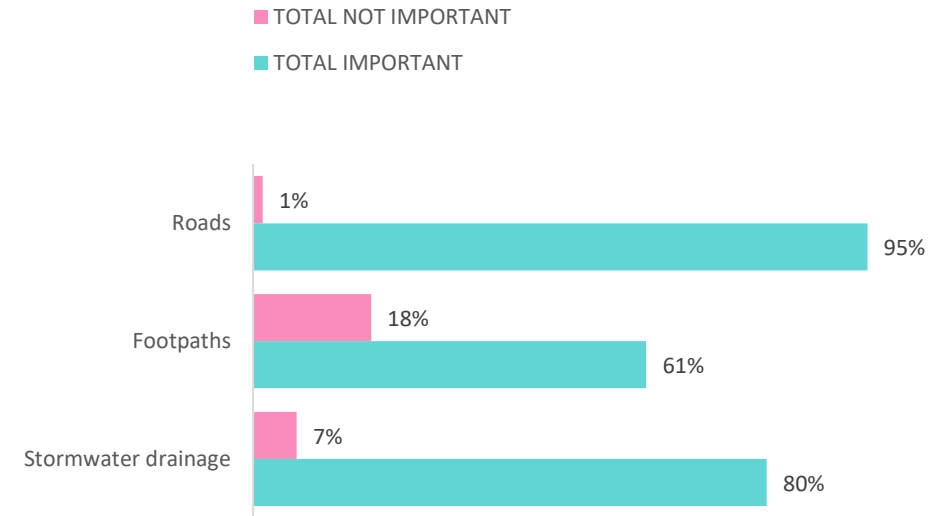


ROADS / FOOTPATHS / STORMWATER DRAINAGE

Importance with roads / footpaths/ stormwater by location

No significant differences between locations for roads, however those in Rural locations feel footpaths and stormwater drainage are less important.

**There was no question defining if respondent lived within a town or out of a town.*

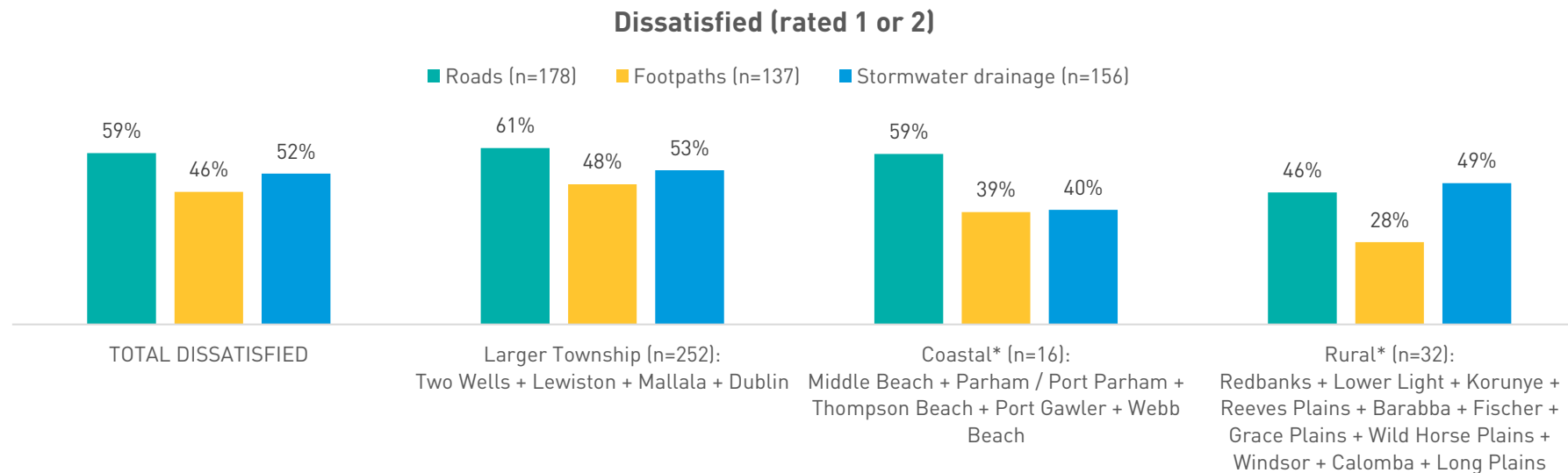


Dissatisfied with roads / footpaths/ stormwater by location

Those in larger townships appear slightly more dissatisfied with roads.

Sample size too small for Coastal and Rural locations to draw any conclusions.

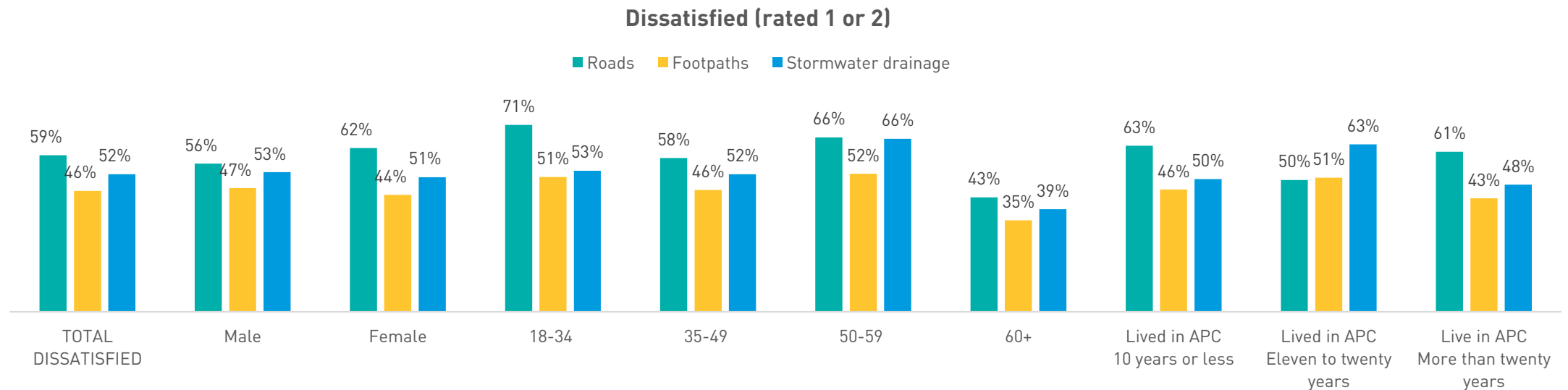
**There was no question defining if respondent lived within a town or out of a town.*



***Caution small sample size**

Dissatisfied with roads / footpaths/ stormwater by demographic

No **significant** difference between demographic groups, however younger residents (18-34), those who have lived in APC for 10 years or less or females appear to be more dissatisfied with roads.

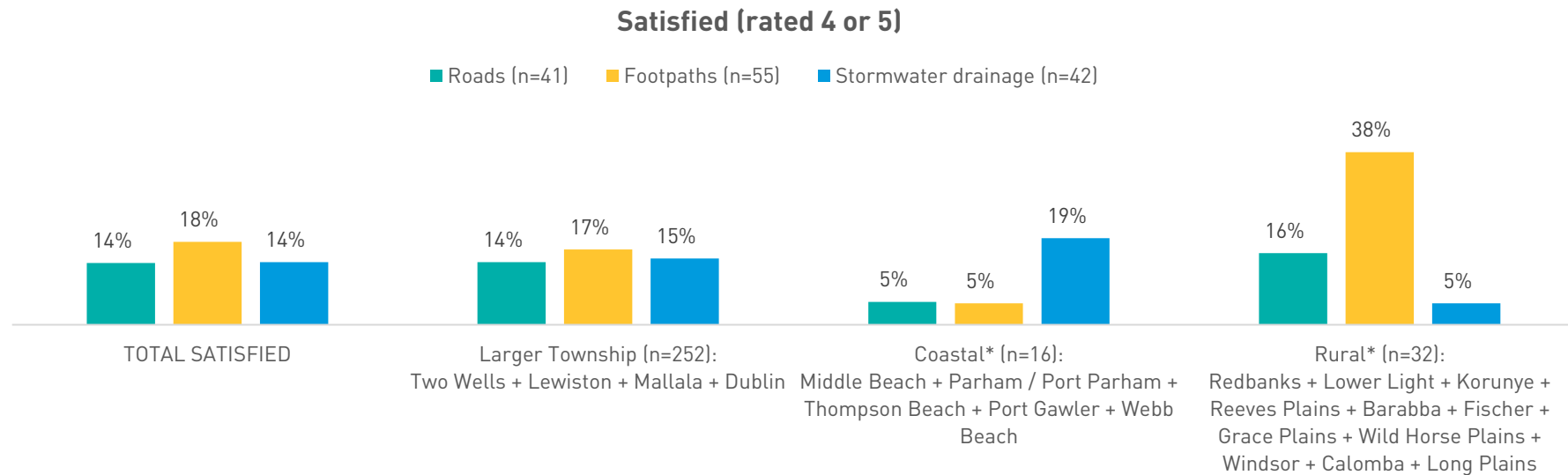


Satisfied with roads / footpaths/ stormwater by location

Few were satisfied with roads, footpaths or stormwater drainage.

Sample size too small for Coastal and Rural locations to draw any conclusions.

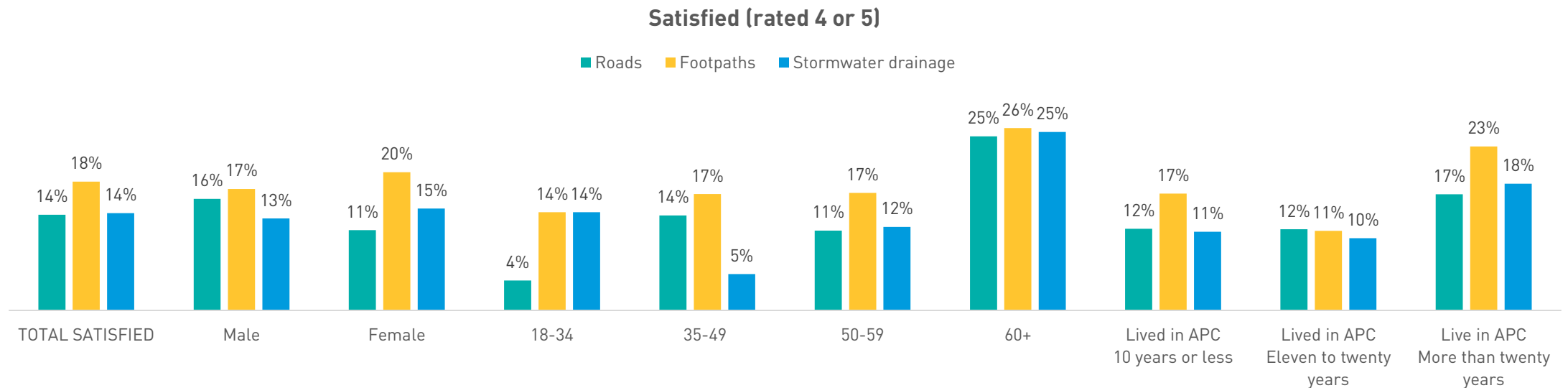
**There was no question defining if respondent lived within a town or out of a town.*



**Caution small sample size*

Satisfied with roads / footpaths/ stormwater by demographic

No significant difference between demographic groups, however those 60+ appear more satisfied.

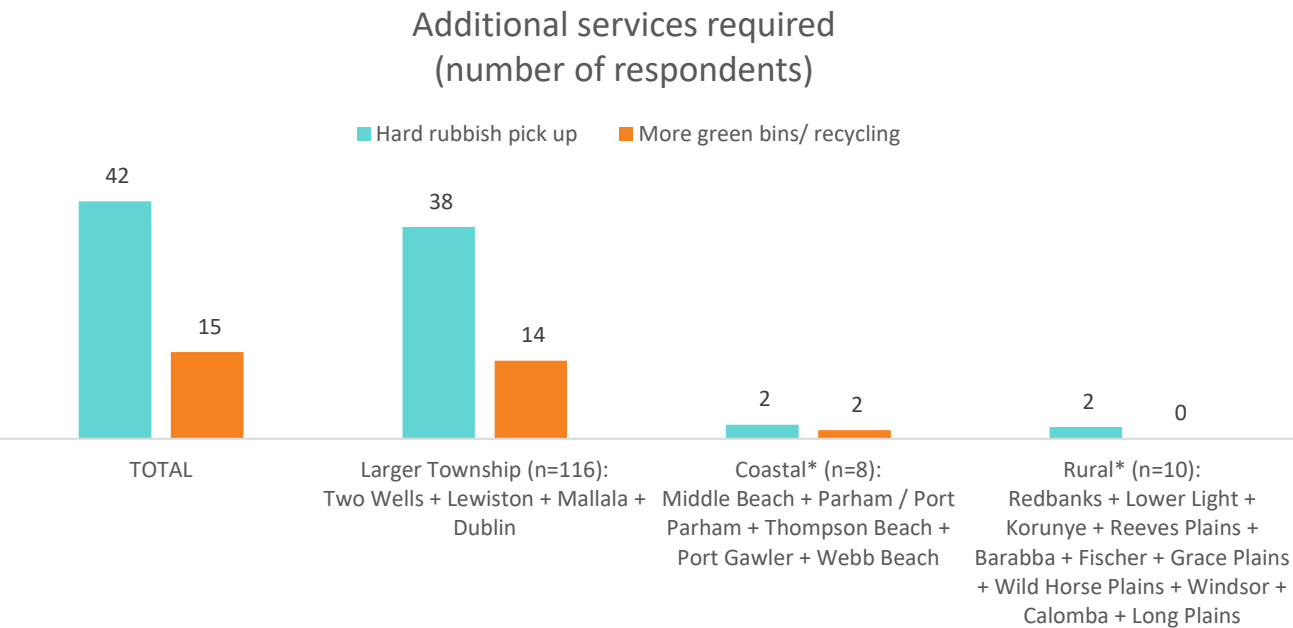




HARD RUBBISH / RECYCLING / WASTE COLLECTION

Hard rubbish / recycling requested by suburb

- Sample too small to do further analysis

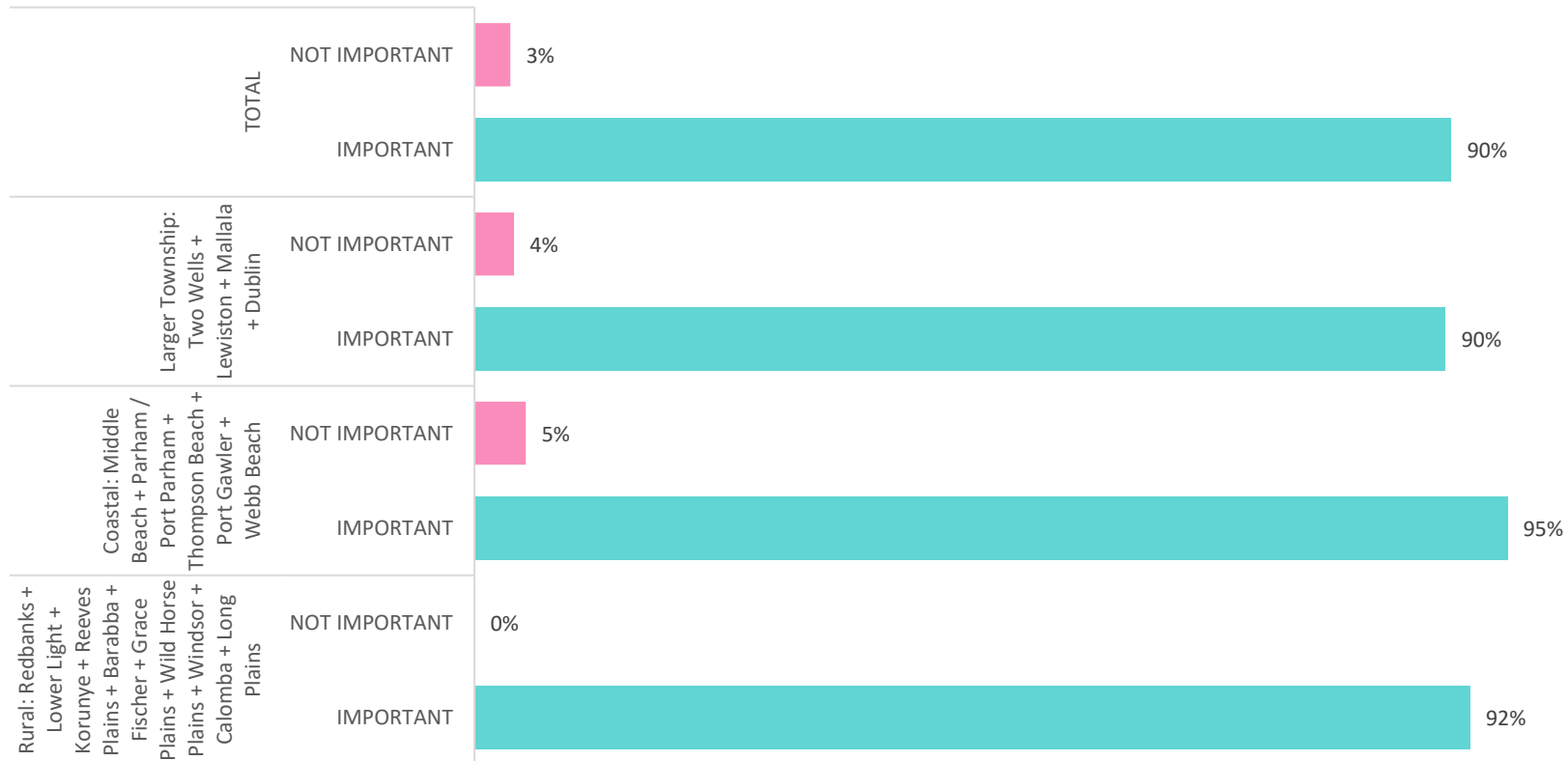


*Caution small sample size

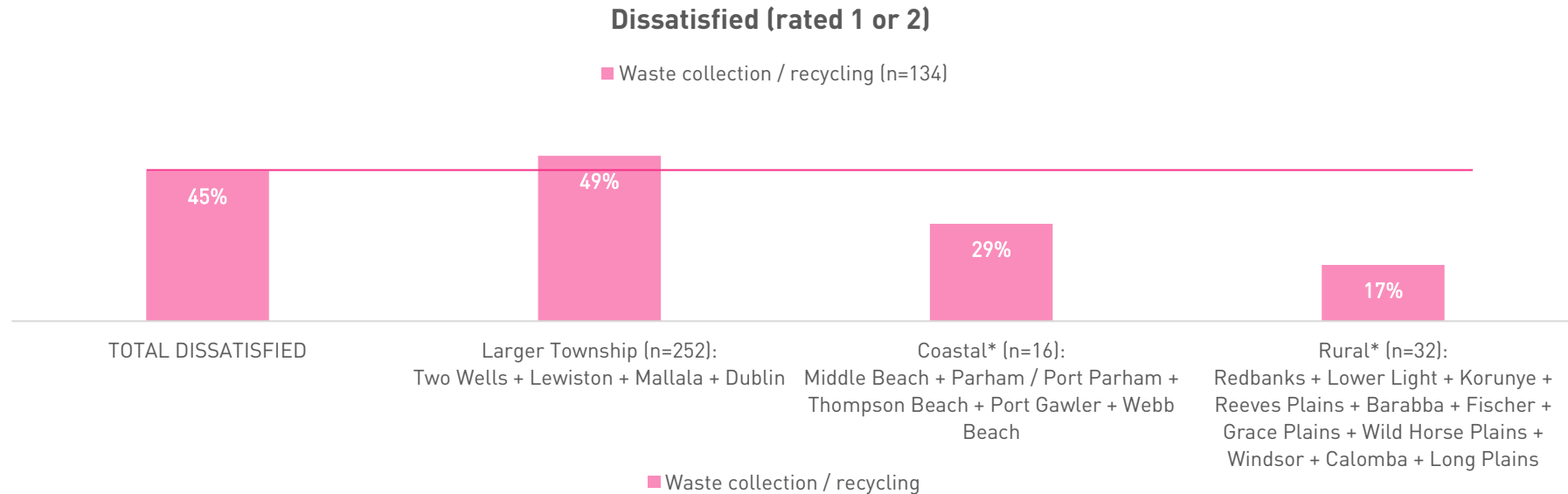
	Number of respondents	
	Hard rubbish pick up	More green bins/ recycling
TOTAL NUMBER OF RESPONDENTS	42	15
Larger Townships		
Two Wells	23	5
Lewiston	10	7
Mallala	4	1
Dublin	1	1
Coastal/Rural		
Parham / Port Parham	2	0
Windsor	1	0
Barabba	1	0
Thompson Beach	0	2

Importance of waste collection/ recycling by location

All locations consider waste collection/ recycling very important - no significant differences between locations.

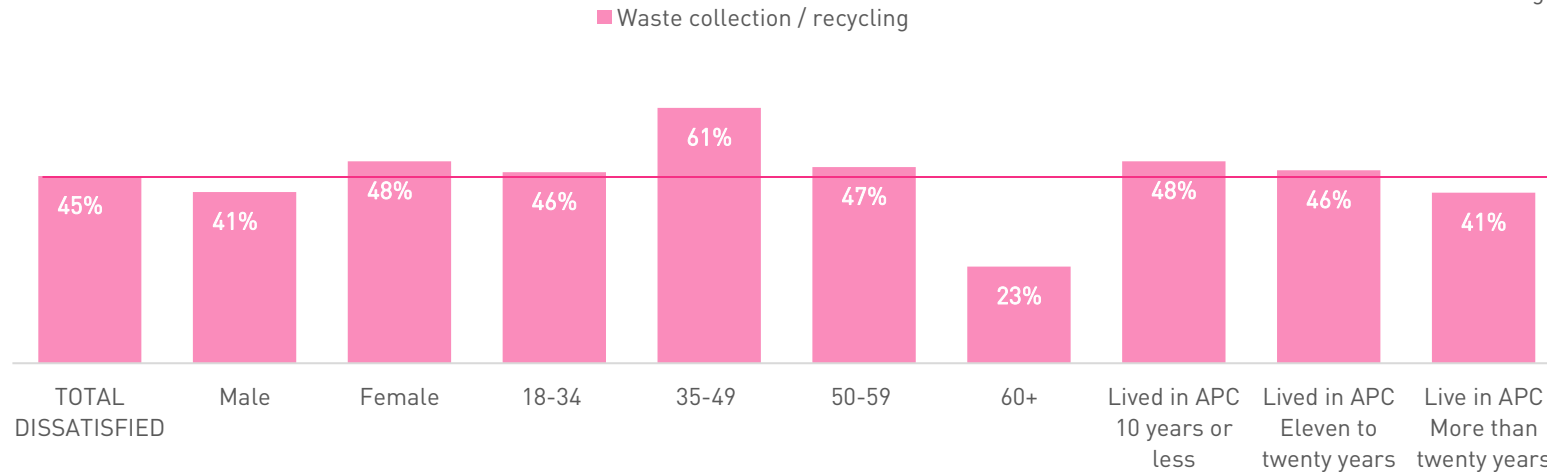


Dissatisfied with waste collection/ recycling

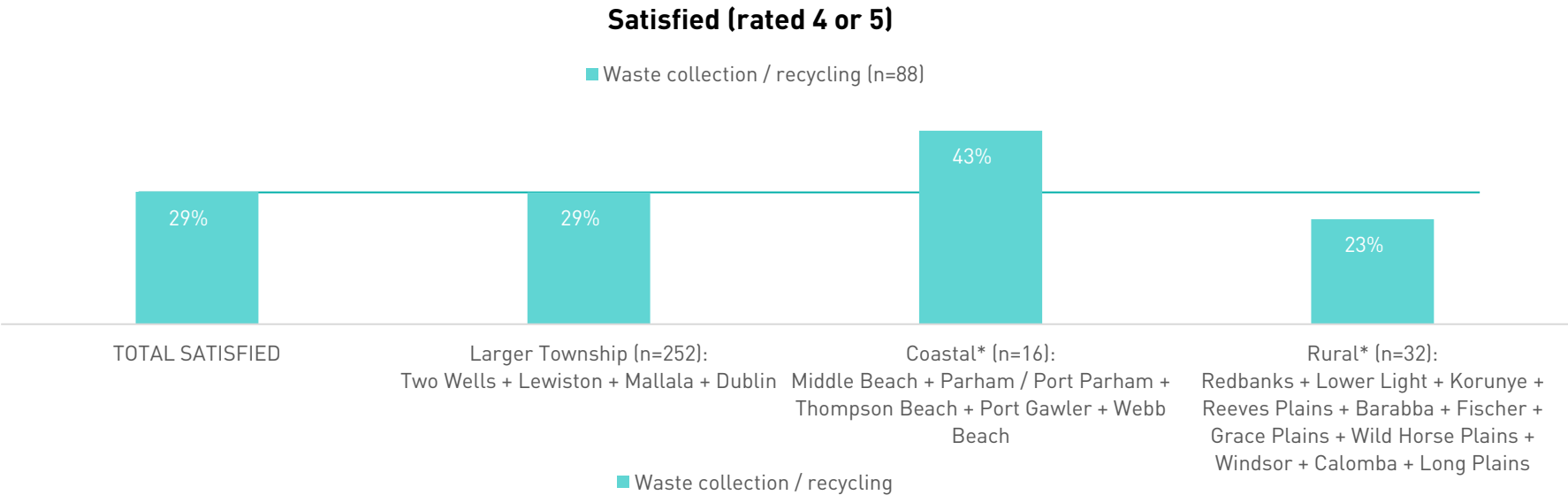


Over four in ten dissatisfied.

Females, under 60 and those who have lived in APC for 20 years or less had a higher than average dissatisfaction.

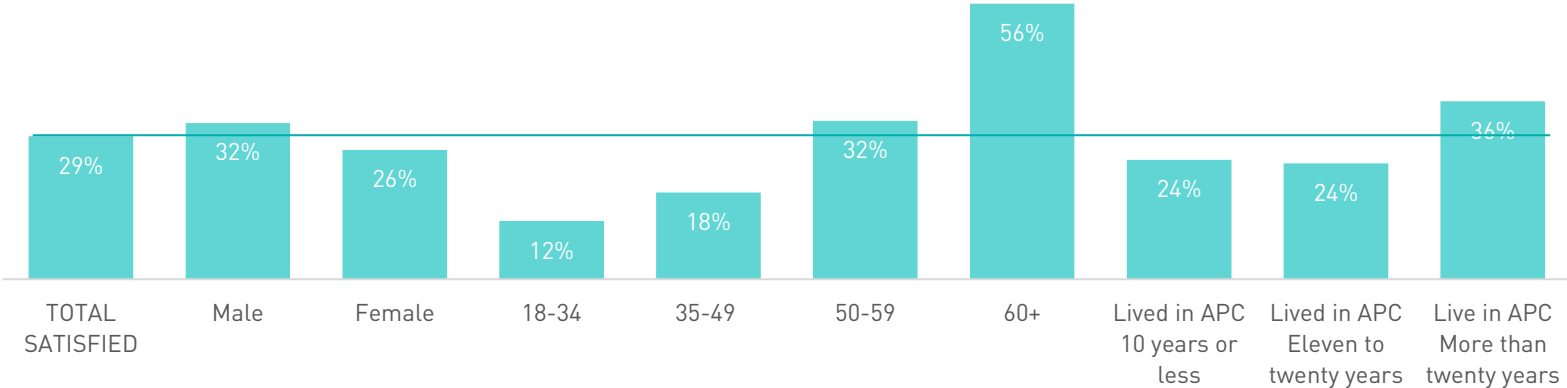


Satisfied with waste collection/ recycling



Three in ten satisfied.

Males, residents aged 50 plus and those who have lived in APC for more than 20 years had a higher than average satisfaction.



A photograph of a lit incandescent lightbulb on a dark wooden surface. The bulb is in sharp focus, with its filament glowing. To its right, another unlit bulb is out of focus. The image is overlaid with large geometric shapes: a teal triangle on the left, a white diagonal band, and a red triangle on the right.

COMMUNICATION

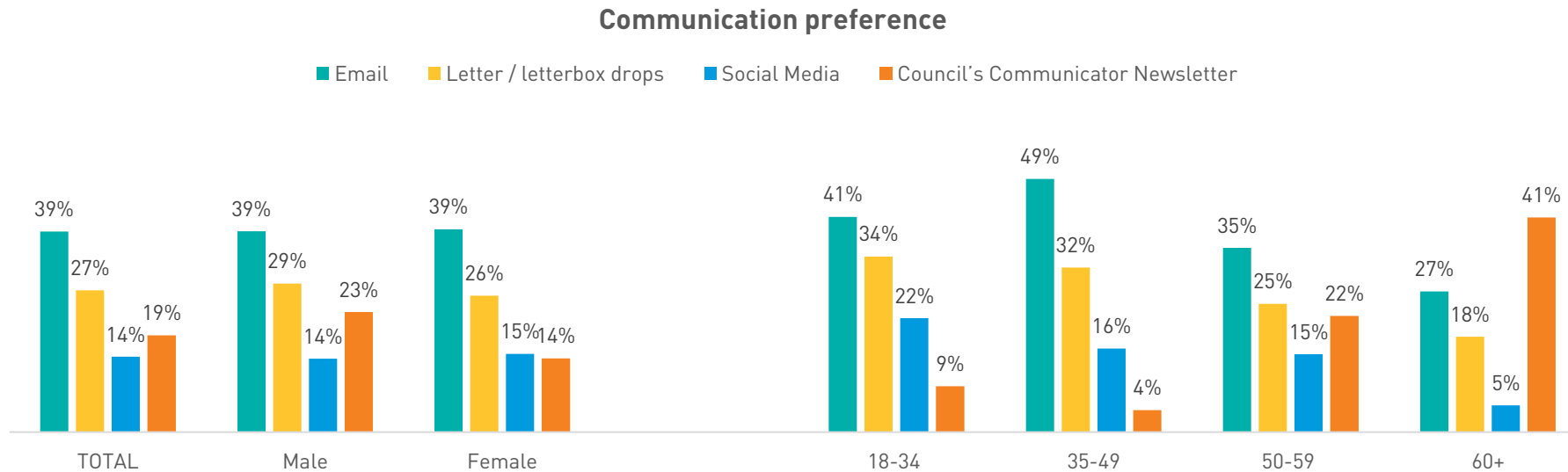
Communication preferences by demographic

The only difference between gender was for the Communicator newsletter – preferred more by males.

Preference for email and social media drops off as residents age.

Surprisingly, preference for letter/ letterbox drop is higher among those under 50.

Those 60+ preferred the newsletter most.



Communication preferences by location

	Number of respondents			
	Email	Letter / letterbox drops	Social Media	Council's Communicator Newsletter
TOTAL NUMBER OF RESPONDENTS	116	82	43	56
Larger Township (n=252): Two Wells + Lewiston + Mallala + Dublin	102	71	36	51
Coastal* (n=16): Middle Beach + Parham / Port Parham + Thompson Beach + Port Gawler + Webb Beach	3	5	2	3
Rural* (n=32): Redbanks + Lower Light + Korunye + Reeves Plains + Barabba + Fischer + Grace Plains + Wild Horse Plains + Windsor + Calomba + Long Plains	10	6	5	2

*Caution small sample size



CONCERNS - Verbatim

Improve/ more - Roads/ paths/ cycle paths etc.

Would like to see more safe walking or running tracks areas, too dangerous to walk on side of roads in Lewiston.

Very high lack of maintenance to roads and verges.

Lack of provision of town bypass for local and transit heavy grain traffic to local and terminal sites.

Consultation of all affected parties before presenting proposals to the public should take place first i.e., the plan to put a median strip through the middle of Old Port Wakefield Rd caused much consternation to local residents.

Maintenance on the edge of the road. There needs to be some consideration of the numbers of horse riders and bikes who use the road and there should be an effort made to ensure there are no obstacles for them like trees and such. Improve accessibility in general. There is no demarcation on the edge of roads given the lack of footpaths. It must be safer for horse and bike riders.

After heavy rain the silt and dirt of the road ends up in front of my house. The council did come and clean this upon a direct complaint. However, this is a recurring situation in part exacerbated by the cover over the neighbor's drain and unless that is fixed the situation will keep happening. Please be proactive and find a solution rather than waiting for repeat complaints. The regular street sweeping is ineffective due to trees.

Footpaths and pathways for safety reasons and not having to walk on the road.

Frost North Road needs to be maintained (roads).

Traffic issues in and out of Liberty Estate, lack of communication regarding the hold up in fixing this issue.

Future planning, council should consider a bypass as there have been a massive increase of heavy trucks travelling down Balaklava Road and Dublin Road.

ROADS!!!

The roads in a lot of areas because of heavy transport, council can't help that I understand, they provide work in the area which is great. BUT. Roadworks really needs to be done properly the first time as the loads along these roads is quite intense. Especially because of a lack of stormwater drains in a lot of areas reduces the quality of the road as it tends to flood. A lot of roads being organised for cars only and now carrying very heavy loads (v doubles and that) the potholes are atrocious. e.g. because I have a bad back there are times travelling along these roads wherein these potholes and broken bits of road (along the edge) create a large amount of pain for myself. I can imagine this affects a lot of people in similar situations to myself.

Pests like Foxes, road kill littering the streets, people speeding down Ruskin Road, rubbish lining the roads, pot holes and poorly maintained roads around the Dublin shops, overflowing bins around Dublin shops, no yellow or green waste bins around Dublin shops/parks, toilets at the Dublin park are missing soap half the time, school kids walking down Ruskin road are walking in dangerous conditions as there is uneven ground and 80km zone.

Improve/ more - Roads/ paths/ cycle paths etc.

Potholes, general road maintenance. Access to main road like port Wakefield, needs to be a longer merging lane. Make it safer. There are so many accidents within that strip. Especially with Two Wells getting busier, issues like this need to be get on top of ASAP.

Fix the pot holes in the roads, trucks speeding though the township next to schools and childcare on Gawler Road.

Pot holes and poor road maintenance. Every road in Lewiston has substantial pot holes and pooling of water over roads. It is very dangerous and not maintained.

Pedestrian and cycling links from new developments to township (two wells) - misuse of 'dry weather only roads' after rain for 4WDing occurs on a large scale and ruins roads at council cost to repair.

Some Councillors especially those from Two Wells, would like to see Mallala offices closed and Two Wells be the only Adelaide Plains Council Office.

Tar sealing of dirt roads.

Heavy truck transport through the Main Street, vibrating exhaust breaks and speeding.

All access/arterial roads to the main townships are death traps, especially the road from Two Wells to Gawler.

Street lighting throughout two wells and footpath condition. Dangerous when running at night. Dog parks.

Poor roads . Sooo many trucks n sooo little maintenance.

The state of our dirt roads and over grown trees on roads.

Growth of road transport especially with the tomato farm and hoon drivers. To much housing growth.

Trails though Lewiston not kept clear and maintained to a usable standard. Drains off roads not maintained. No clear walking access on most roads around Lewiston.

Lack of maintenance on roads and nature strips/verges.

Road quality More street lighting Mallala oval grass needs to be more looked after since council took it back over.

Far to much development of housing in the area and trying to change our peaceful town into the suburbs. Then streets and roads can't keep up with the heavy traffic.

Lack of support for new businesses and the conditions of the roads.

Speed limits need to be lower.

The poor state of roads, many are dangerous, poorly maintained. New houses going everywhere and the roads are narrow and full of holes.

Improve/ more - Roads/ paths/ cycle paths etc.

Some town roads are in appalling condition the bakery corner is especially difficult to see past cars parked in front of the bakery and getting around the corner is a nightmare the parking around the bakery is dangerous and the oval roadways are a mess the bakery needs to move to bigger place.

Reduction in speed limits. Due to more people moving in spoiling the quite life style. They then expect to get what they had in Adelaide suburbs.

The dirt/muddy sidewalks that cars school buses park drive on causing damage to ground and potentially household fences. The amount of water that is constantly on the roads through winter just not enough ditches or run off. Two wells to Gawler Road needs attention on the 80km/hr bend.

Road disrepair.

Main Street upgrades and area expanding too quickly.

The roundabout at the end of the Main Street should have been constructed before the Liberty housing development. poor town planning.

Uneven footpath paving.

The sporting bodies at the Long Plains recreation ground are not assisted in a practical way i.e. maintenance, road grading or recyclable waste.

Poorly maintained roads.

Rates too high

Better consultation with the rate payers and lower rates as they provide little services.

Fortnightly rubbish situation, it should be weekly. As well as ridiculous rates for what we are receiving in return.

The amount in which we pay our rates where other areas receive a lot more. It is disappointing.

Pricing of council rates is ridiculous, get nothing for your money. Fortnightly bins..... No street-sweep..... Lack of transparency regarding rates.

Exorbitant rates for primary produces... Rates are way too high for what you receive....

High rates.

Some of the rates here in Mallala are believed to be higher than some of the suburbs in Adelaide.

Price of council rates as opposed to what gets done in our area. E.g. In the middle of Tangari Estate is the stormwater catchment and it is just a swamp,. the weeds grow. That would be an ideal location to put a skate park, play ground, entertainment for kids/youth, etc. Plenty of opportunity to use this area instead of let it go to waste.

Need to pull finger out and do something. Need to lower rates to allow growth. The only thing you have is the football oval and that's like it.

Rural areas like Mallala pay huge rates but most infrastructure, playgrounds, parks, recreation, health services go to bigger hubs like Gawler.

The crazy expensive rates.

Poor communication, spending money on stuff that's not needed. Paying high rates for fortnightly bin pick up and a road sweep 2 times a year.

The amount of homes and people moving into the area and our town not coping with the build up. This proved me right on Election day when it took hours and hours of lining up to vote, it showed you how many people have come to the area. The main street is a real hazard also with cars just driving in all directions around the IGA and post office. Also I bring up the fact of the fortnight rubbish pick up again to. For large families this is just not ok. For the amount of rates we pay in the area they could at least do weekly.

Bin collection and high council rates.

They do not know what ratepayers and residents want.

Cost of living here, rates go up and services reduce.

Better waste collection

Residents burning off other than green waste during burning season.

It comes down to finance too. Unequitable spending based on rate payer numbers, as well as the bin situation. Council has had many issues with collecting rubbish, families need larger bins and end up having to fight with the council even though they are not supported by management.

Fortnightly rubbish situation, it should be weekly. As well as ridiculous rates for what we are receiving in return.

Pricing of council rates is ridiculous, get nothing for your money. Fortnightly bins..... No street sweep..... Lack of transparency regarding rates.

The bin schedule is a joke. General waste bins should be picked up weekly not fortnightly.

Pests like Foxes, road kill littering the streets, people speeding down Ruskin Road, rubbish lining the roads, pot holes and poorly maintained roads around the Dublin shops, overflowing bins around Dublin shops, no yellow or green waste bins around Dublin shops/parks, toilets at the Dublin park are missing soap half the time, school kids walking down Ruskin road are walking in dangerous conditions as there is uneven ground and 80km zone.

General rubbish only picked up fortnightly And lighting at the oval needs attention. Training nights and future night games would be awesome.

Rubbish collection is not frequent enough. Need a postal service.

Poor communication, spending money of stuff that's not needed. Paying high rates for fortnightly bin pick up and a road sweep 2 times a year.

Bin collection and high council rates.

Horses & livestock regularly running loose. Management of Fencing regulations. More accessibility to the dump to inhibit illegal dumping.

The bin is only collected fortnightly whereas we have a need for a weekly collection especially in Summer for the sake of hygiene and the problem with insects.

The sporting bodies at the Long Plains recreation ground are not assisted in a practical way i.e. maintenance, road grading or recyclable waste.

Two wells dog park More infrastructure needed Need the bigger red bins Lights in and around parks public spaces.

Lack of facilities

A lack of retirement living results in many long-term residents having to leave the area for suitable accommodation, which results, in some cases, also a loss of long term volunteers in the region.

Pricing of council rates is ridiculous, get nothing for your money. Fortnightly bins..... No street sweep..... Lack of transparency regarding rates.

I am concerned that there is nothing here for the aged and that I will have to leave the town if I have to go into Aged Care.

Police services troubled youths and vandalism.

Make sure the growth of the population matches the services available.

Infrastructure. No facilities for increased traffic congestion round schools.

A better variety of interests available for older children e.g. teenagers and also pre-teens.

A decent skatepark for kids - have asked for years. See prior issue re postal delivery. Better lighting at the far end of old port Wakefield Rd in Two Wells.

A decent shopping centre area is required in two wells. When the IGA changed hands it has become more expensive.

There need to be more monitoring of public use areas e.g. CCTV Youth engagement activities are lacking.

The skate park that was proposed about 10 years ago that still doesn't exist. The black pump track really doesn't suit youth (but the small kids like it).

Lack of health services (including decent Drs, dental, nutrition, mental health, fitness).

Rubbish collection is not frequent enough. Need a postal service.

Need more police presence as the towns are getting bigger more brake an entry are happening.

Opportunity for living in township for older people who want to downsize but not the new areas.

Two Wells needs an Ambulance.

Building planning/ redevelopment

Communication of proposed developments etc. is currently done via the local newspaper which, while in accordance with the legislation/guidelines, is not reaching all members of the community. Sometimes the newspaper is not readable as it has been thrown into a paddock and only been found weeks later, has got wet, etc. It would be much more appropriate to also include this information on a Facebook page and to communicate it via direct email.

Less subdivisions, stay minimum of 1 hectare.

Spread development around the whole area, not just the major townships. Smaller areas like Windsor and Wild Horse Plains need some development done Whereas the bigger townships seem to be getting everything/ Two Wells, Mallala etc.

There needs to be an equal focus on the outlying regional townships of the council so they are not left behind. Please do not ignore us!

A more centralised community development so as to unify the Adelaide Plains Community as a whole.

Too much development

The size of the blocks are too small with houses that are too small with no room for a backyard.

Encroachment on our farming area by residential development. The planning of industrial development which will open up employment opportunities for the future.

The rapid rate of subdivision into smaller blocks is very concerning.

Lack of development. Lack of locals employed by council.

When housing estates are developed, services and retail shops need to be developed at the same time. There are 3 estates near Two Wells but there's is not a large enough supermarket to cater for the populations needs. The populace must travel to either Angle Vale, Virginia or Gawler for groceries and fruit and veg.

The right to be able to subdivide if you want to.

Lower the size of land personal owners can subdivide. Australia needs housing, so why restrict us that have land to give to only 2 Acres in subdivide.

Construction of new homes not meeting the criteria of the building codes and not being finished before moving in to much removal of native vegetation.

The roundabout at the end of the Main Street should have been constructed before the Liberty housing development. poor town planning.

Animal husbandry areas

The amount of motorbikes moving in with all the new houses when we moved out here for animal husbandry, not to have our horses continually scared of idiots on motorbikes 8 hours a day, 7 days a week.

Better animal management in particular the control of feral cats, and foxes.

In animal control, attention should be given to registered dog breeders and the welfare of the dogs, noise pollution and smells and odours.

Animal husbandry needs to consider property size and not have uniform roles, you need restrictions for average quarter acre blocks versus 2.5 hectares. Have been requesting council for 5 years to bitumen the Esplanade, have promised and reneged on delivery of this before. There was a proposal for a flood feature on the middle beach causeway which was not realistic (one way valve pipeline) and there has been no real consultation with the locals who are directly affected by this. Talk to people on the ground directly. Just to reiterate signage concerns as mentioned. Please focus on ecotourism along the coast it is a great idea.

Land divisions that they put in and allow people to put in as many animals as they want in there. People moving out here for peace and quiet and there's 400 dogs next door barking. Issues with breeders etc.... Need to be away from residential areas....

Animal management, sewer issues. Fire management.

Local hooks lack of dog and cat management dogs of lead everywhere and cats running everywhere.

Horses & livestock regularly running loose. Management of Fencing regulations. More accessibility to the dump to inhibit illegal dumping.

Dog breeding - large scale puppy farms. Hundreds of crossbred designer dogs. This should be prohibited.

More/ better maintain - Parks/ verges/ trees etc.

Very high lack of maintenance to roads and verges.

Street lighting throughout two wells and footpath condition. Dangerous when running at night. Dog parks.

The state of our dirt roads and overgrown trees on roads.

Lack of maintenance on roads and nature strips/verges.

Lack of maintenance in coastal towns, walkways in coastal towns.

Drainage on roads and around residential driveways. Potential vegetation fire risks in reserves.

Two wells dog park More infrastructure needed Need the bigger red bins Lights in and around parks public spaces.

Need a more stable council - work together

People in the council engaged in a particular role are not necessarily qualified for that role.

They need to do some work to build trust in general after my poor experience with advice.

wake up and smell the roses. They get in office and paid so much that they just roll along, no shakers and movers because they're too frightened to do anything. Need some action!

The council is top heavy, too many personnel in management.

Too much focus on the southern portion of the council area. Over administrated struct in the council by non-locals by people who do not have a passion for the area.

Afraid one day the council will shut down/ run out of employees and subcontract all the work out which results in biased viewpoints.

Most council staff do not live in the APC council. Therefore, perhaps not fully committed and concerned about outcomes within APC.

Too many office staff and not enough workers.

More/ better infrastructure

After heavy rain the silt and dirt of the road ends up in front of my house. The council did come and clean this upon a direct complaint. However, this is a recurring situation in part exacerbated by the cover over the neighbor's drain and unless that is fixed the situation will keep happening. Please be proactive and find a solution rather than waiting for repeat complaints. The regular street sweeping is ineffective due to trees.

Lack of coastal development for tourism. And for local residents by way of infrastructure. Lack of encouragement for new business to open. AKA be business friendly.

Drainage on Chapman Street is a disgrace.

The roads in a lot of areas because of heavy transport, council can't help that I understand, they provide work in the area which is great. BUT. Roadworks really needs to be done properly the first time as the loads along these roads is quite intense. Especially because of a lack of stormwater drains in a lot of areas reduces the quality of the road as it tends to flood. A lot of roads being organised for cars only and now carrying very heavy loads (v doubles and that) the potholes are atrocious. e.g. because I have a bad back there are times travelling along these roads wherein these potholes and broken bits of road (along the edge) create a large amount of pain for myself. I can imagine this affects a lot of people in similar situations to myself.

Animal management, sewer issues. Fire management.

Bi-cycle water - the ground isn't suitable (clay backfill) but there was no other option available. The ground doesn't drain.

Infrastructure. No facilities for increased traffic congestion around schools.

Trails though Lewiston not kept clear and maintained to a usable standard. Drains off roads not maintained. No clear walking access on most roads around Lewiston.

The dirt/muddy sidewalks that cars school buses park drive on causing damage to ground and potentially household fences. The amount of water that is constantly on the roads through winter just not enough ditches or run off. Two wells to Gawler Road needs attention on the 80km/hr bend.

Drainage on roads and around residential driveways. Potential vegetation fire risks in reserves.

Lighting - improve

General rubbish only picked up fortnightly And lighting at the oval needs attention. Training nights and future night games would be awesome.

Street lighting throughout two wells and footpath condition. Dangerous when running at night. Dog parks.

A decent skatepark for kids - have asked for years. See prior issue re postal delivery. Better lighting at the far end of old port Wakefield Rd in Two Wells.

Road quality More street lighting Mallala oval grass needs to be more looked after since council took it back over.

The netball courts are dangerous and need to be resurfaced build new ones as kids (and adults) are getting injured playing on the sub par surface. Also the oval needs better lights to enable more people to be able to use it as it gets dark early in winter.

Two Wells dog park More infrastructure needed Need the bigger red bins Lights in and around parks public spaces.

Public Transport

Removal of the food bowl & lack of public transport.

Youth and age affairs, e.g. transport for the aged, community bus services to be improved.

Public transport.

Regular access to public transport.

Ideally a connector bus to join up Elizabeth via angle vale to two wells. Visiting in the hour would be enough.

Help for our aging population and availability of transport for everyone. Public transport is very limited. More horse trails, less unregistered motorcycles on public land. Noise control of people using motorbikes on their properties. Who wants to hear it every school holidays all day.

It has been mentioned, but as the growth in the local area has increased, the fact that there is no public transport is a disgrace.

Need to address flood/ irrigation/ flood plain

The amount of building being approved in flood plains. Council are looking to make money while not considering the long-term ramifications.

The roads in a lot of areas because of heavy transport, council can't help that I understand, they provide work in the area which is great. BUT. Roadworks really needs to be done properly the first time as the loads along these roads is quite intense. Especially because of a lack of stormwater drains in a lot of areas reduces the quality of the road as it tends to flood. A lot of roads being organised for cars only and now carrying very heavy loads (v doubles and that) the potholes are atrocious. e.g. because I have a bad back there are times travelling along these roads wherein these potholes and broken bits of road (along the edge) create a large amount of pain for myself. I can imagine this affects a lot of people in similar situations to myself.

That the new development was allowed to process without proper storm water plan, the plan to just send it under Port Wakefield road and flood a private property every time there is significant rain is not acceptable

In 24 years I've have been driving through water at the end of street never even been looked at.

The flood levy bank has still not been built. The new housing has blocked the drainage in the original Two Wells township, meaning that it will now flood.

Better communication/ consultation

Communication of proposed developments etc. is currently done via the local newspaper which, while in accordance with the legislation/guidelines, is not reaching all members of the community. Sometimes the newspaper is not readable as it has been thrown into a paddock and only been found weeks later, has got wet, etc. It would be much more appropriate to also include this information on a Facebook page and to communicate it via direct email.

Consultation of all affected parties before presenting proposals to the public should take place first i.e., the plan to put a median strip through the middle of Old Port Wakefield Rd caused much consternation to local residents.

Traffic issues in and out of Liberty Estate, lack of communication regarding the hold up in fixing this issue.

Consultation with ratepayers are poor e.g. bridge on Eastslip Road changes were made blocking the old bridge's access and parking without advising local ratepayers.

Need to address Council budget/ debt / not waste money

It comes down to finance too. Unequitable spending based on rate payer numbers, as well as the bin situation. Council has had many issues with collecting rubbish, families need larger bins and end up having to fight with the council even though they are not supported by management.

Getting into projects that they don't need to be.

The cost of the effluent system which appears to have cost more than expected.

The issue concerning me most is about the principal office of the Adelaide Plains Council being in Mallala when the majority of the council area's population is based in Two Wells, with projected growth for the township expected to more than triple in the next 30 years.

Tidy up area

After heavy rain the silt and dirt of the road ends up in front of my house. The council did come and clean this upon a direct complaint. However, this is a recurring situation in part exacerbated by the cover over the neighbor's drain and unless that is fixed the situation will keep happening. Please be proactive and find a solution rather than waiting for repeat complaints. The regular street sweeping is ineffective due to trees.

I'd like to see the graffiti removed from the "welcome to Mallala" signs....

Other

Rubbish collection changes.

Involvement in Parham.

People that have lived in this area for many years are now being criticised and abused because newcomers wish to change the way of life that they have always lived.

The moving of council offices in Mallala to Two Wells.

1. Up to 4 light planes fly over our house every day without a break. These planes fly lower than 40m above our property and neighbours. The noise frequently wakes up our 16 month old daughter. Why are they low flying over houses when in suburbs they are not permitted to fly that low? 2. The speed limit from 80km/h to 50km/h is not practical. As our neighbours also, have a young son then the speed limit should drop from 70 to 50km/h before our properties, in fact before the row of homes along Ruskin Road before reaching town speed limit. 3. Vehicles regularly speed past our house and fail to slow down appropriately when they reach the 50km/h zone. 4. The expansion of the IWS dump, the awful stench and poor management of this area must be addressed. We can often smell the dump from our property and this is not acceptable having so much organic waste being disposed of. All organic products should be turned into commercial compost. We could then pay a fee to have it delivered to properties to help permaculture thrive. This simply lacks vision.

Rapid growth in Two Wells. The impact on surrounding areas.

The amount of dogs on the loose and attacks and nothing being done about it. I witnessed a gruesome attack and council didn't even make the dog owners pay the vet bills.

regulate businesses not residents.

A photograph of a lit incandescent lightbulb on a dark wooden surface. The bulb is in sharp focus, with its filament glowing. Another unlit bulb is visible in the foreground, out of focus. The image is overlaid with large, diagonal geometric shapes in teal, white, and red.

INDEPTH INTERVIEWS

Summary of in-depth interviews

5 interviews with APC residents who were not satisfied with the Council overall, Stormwater, Footpaths, Roads and Waste collection (scores: 1- not at all satisfied and 2- not satisfied).

Roads, footpaths, stormwater:

- Major issues with road maintenance, footpaths and stormwater infrastructure
- Only two residents noticed improvements in the last 1-2 years (main roads only)
- A couple felt there is more done in the new developments and other areas are left behind
- Most very dissatisfied with verge maintenance

“We have rang the Council multiple times about our road and they said it is not their problem to fix.”

“We rang the Council when we first moved here (2013) about an issue with our storm water and they told us it was our responsibility to fix, although it is on Council land.”

“They got about 8 people doing maintenance and 60 people in the office.”

Waste collection:

- Bins are only picked up fortnightly – agreement that collections should be weekly or larger bins should be supplied

Summary of in-depth interviews

Rates:

- Council rates have gone up significantly recently and residents feel that rates don't match the level of council services provided

"If they are charging so much for rates, I expect that more should be done, not just in new developments."

"I pay over \$700 a quarter; it went up recently. I understand that house prices went up but I get nothing for my money."

Communication:

- Communication with council should be easier
- Some felt the Council is unapproachable and patronizing
- Residents want more proactivity
- Frustrating if ringing the Council with issues and nothing gets done (or it takes too long for requests to get actioned)

"They should really listen to ratepayers and find out what they need."

"I have raised those issues with council several times and nothing ever happens. I just feel like they are not listening."

"Every time you ring it feels like it is an inconvenience for them."

Summary of in-depth interviews

Further comments:

- Development applications take a long time to be approved
- One person mentioned the lack of a PT network, which is urgently needed
- Some sporting facilities are outdated and need updating

“We have been here for 25 years and footpaths, lighting and public transport are atrocious. There is no fight for our community.”

Interview 1 - Female

1. You rated your overall level of satisfaction with the council a 2 –

What is the main reason you have that score? (reason for overall satisfaction)

When first moved had to jump through hoops, shed was difficult - approval process.

Don't do anything, don't mow verge etc.

Went to council meetings, a lot of old Italian people part of the chambers and not a flood zone according to map but shed needed to be built up - no one will ever come up and do developments because too hard for people

Have land and horses and needed to pay for permit to have horses in the backyard.

Bins picked up fortnightly - weekly would be preferred.

Council rates have gone up.

2. Have you noticed any improvements in the area in the last 1-2 years?

None (maybe in new developments only).

3. I can also see that you are dissatisfied with roads and footpaths –

Could you discuss why? What do you think about the roads and footpath

PROBE - Reasons for dissatisfaction

To get down to our street when wet, road maintenance is needed.

Have rang council and said it is not their problem, have not referred.

Rank about illegal burning of toxic materials - said go there and investigate but no change.

Interview 1 - Female

4. What about stormwater/drainage and waste collection?

No stormwater - rang council when moved and told us our responsible to fix it privately although it is on council (2013).

5. In your opinion, what is the number 1 thing that Council should focus on?

If charge so much for rates expect more done - not just new subdevelopments (moving verges - make it easier to communicate/ should be easier to ring up and get results (road maintenance etc.)).

Want to build new office - who is paying for that?

Interview 2 - Female

1. You rated your overall level of satisfaction with the council a 2 –

What is the main reason you have that score? (reason for overall satisfaction)

Don't know the council, who works there etc. (streaming council meetings is good), don't know them as a person (could be meet and greet, listen to people at the footy club etc.).

Things don't get done - roads, sewerage system had to switch but not everyone is on it.

Not approachable.

2. Have you noticed any improvements in the area in the last 1-2 years?

No - do more towards Two Wells (new developments).

3. I can also see that you are dissatisfied with roads and footpaths –

Could you discuss why? What do you think about the roads and footpath

PROBE - Reasons for dissatisfaction

Roads are shocking.

Some get the nice bricks, but not on the back roads.

Road maintenance not good - roads have been patched up and when it rains it wears off.

Interview 2 - Female

4. What about stormwater/drainage and waste collection?

Don't mind waste collection fortnightly - but need a bigger bin if it is fortnightly.

Around Christmas time, they should pick up bins weekly - flies and smell in summer.

5. In your opinion, what is the number 1 thing that Council should focus on?

Listening to ratepayers - find out what we need.

Rates are ridiculous, have gone up and services have not improved.

High rates based on valuation but no growth in Mallala.

Should be centralised council workers.

Local CEO apparently built new office on his house so he can work from home and does add no value for community.

Everyone is doing it tough - should be met halfway.

Nothing for young people.

We are completely different to Two Wells. Mallala is a community town.

Need to get more people into our town, need nice parks etc.

Interview 3 - Male

1. You rated your overall level of satisfaction with the council a 1 –
What is the main reason you have that score? (reason for overall satisfaction)

Got about 8 people doing maintenance and 60 people in the office.

Looked at doing a subdivision took them over a year to get back with an answer.

2. Have you noticed any improvements in the area in the last 1-2 years?

Nothing.

3. I can also see that you are dissatisfied with roads and footpaths –
Could you discuss why? What do you think about the roads and footpath
PROBE - Reasons for dissatisfaction

Verges of most roads are so high you can't see past intersections.

Flooding issues.

4. What about stormwater/drainage and waste collection?

Not much stormwater infrastructure - too many bosses and not enough chiefs.

Waste collection is inadequate - only every 2 weeks and extra \$.

5. In your opinion, what is the number 1 thing that Council should focus on?

Road maintenance.

Interview 4 - Female

1. You rated your overall level of satisfaction with the council a 2 –

What is the main reason you have that score? (reason for overall satisfaction)

Have been here for 25 years, footpaths and lighting and PT are omissions - no fight for our community.

Can build all new estates but families out here are not supported.

Sporting facilities are outdated and have not been updated.

Paths need maintenance - broken and uneven pavers - have to walk on the road most of the time.

Have massive drainage issues.

Have raised with council several times -nothing ever happens, just feel like they are not listening.

Don't have hard rubbish collection.

Have been advocating for PT for agent and nothing happens.

Street lighting is terrible.

Mainly issues in the Two Wells area.

2. Have you noticed any improvements in the area in the last 1-2 years?

Yes - have started street scaping main streets - you see some stuff happening park around library.

“Is it just a token or ongoing?”

Interview 4 - Female

3. I can also see that you are dissatisfied with roads and footpaths –
Could you discuss why? What do you think about the roads and footpath
PROBE - Reasons for dissatisfaction

NA

4. What about stormwater/drainage and waste collection?

NA

5. In your opinion, what is the number 1 thing that Council should focus on?

Right now, transport because our community is growing – need public transport network/ coverage.

Has been raised with council – understand it is a larger issue but need advocacy.

Interview 5 - Female

1. You rated your overall level of satisfaction with the council a 2 –

What is the main reason you have that score? (reason for overall satisfaction)

In my op, not very proactive because lived in this house since 2005 and when I came it was pretty good but in 2016 after bushfires got the neighbours from hell (burned fires outside at night, filled up the house with smoke etc.) - went to the council several times to see where we stood with this person.

Got a fire person that was no use.

Environmental guy that was no use - said to ring the police if after 5pm.

Not proactive in anything at all - only rang them a couple of times.

Don't listen to anything you say - missed due date for rates because worked remote for a while, spoken to someone but got no results "they are not interested in anything - they are just money grabbing" I pay over \$700 a quarter, went up recently "I understand that house prices went up but I get nothing for my money."

A couple of things I asked for help for.

"They just flog it off to somebody else".

2. Have you noticed any improvements in the area in the last 1-2 years?

Across the road is a big sports complex, lovely area and you see the council people around a bit more.

"Every time you ring it feels like it is an inconvenience for them."

They don't act on anything instantly enough (rake up leaves, fix pavers).

Interview 5 - Female

3. I can also see that you are dissatisfied with roads and footpaths –
Could you discuss why? What do you think about the roads and footpath

PROBE - Reasons for dissatisfaction

You see more of the council people around.

Street sweeping used to be regular, and you see it very rarely now.

Patronizing when you talk to them.

4. What about stormwater/drainage and waste collection?

NA

5. In your opinion, what is the number 1 thing that Council should focus on?

Should be more proactive with the important issues in town. They are too busy with other stuff that means nothing to other people. When I ring, and I hardly ever ring, nothing happens.

More proactive - send out a glossy expensive newsletter which I think is unnecessary (put it on ordinary paper).



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