



TOWN OF WALKERVILLE COMMUNITY SURVEY 2026 RESEARCH REPORT

Final Report
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Nf: 10208 – ks/yw/hb

Prepared for:

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Background and Research Objectives

Background

The Town of Walkerville is an inner metropolitan Council in South Australia and is home to almost 8,000 residents. The Council is the smallest in the inner Adelaide Metropolitan region, covering 3.5 square km and is the only metropolitan Council in Adelaide to have retained its town status.

In 2026, Town of Walkerville sought to conduct a community survey to measure community perceptions and satisfaction across a range of key areas, including health and wellbeing, parks and reserves, roads, Council consultation and communications, as well as the performance of Council and its activities. Results have been compared to the 2023 research conducted by McGregor Tan.

Research Objectives

The overarching aim of the research was to measure community perceptions of the Town of Walkerville and the performance of Council and its activities.

Research objectives included:

- Assessing satisfaction and perceptions of Council performance on services provided (i.e. roads, parks and reserves, Council consultation)
- Awareness, satisfaction and preference of Council Communications
- Identify areas of improvement for Council in general (parks and reserves, amenities and facilities and streetscaping).



Methodology and Sample Structure

Methodology

A mixed methodology was utilised consisting of CATI (phone interviews) and online, face-to-face and paper-based methodologies.

For the CATI interviews, respondents were randomly selected via purchased lists from postcodes within the Council area using telephone numbers sourced by new**focus**. All CATI interviews were conducted in-house in Marden, South Australia, by new**focus**' team of field interviewers under supervised conditions. A total of 10 interviewers conducted the interviews, with 10% of interviews validated by a field supervisor.

For the online surveys through social media, respondents were randomly selected based on their location and screened as residents of the Town of Walkerville, by clicking on new**focus**' social media advertisements.

new**focus** also provided Town of Walkerville with a link (QR code) which was included on campaign collateral around the township, as well as a hard-copy survey left at Council facilities, providing anyone within the community the opportunity to have their say.

All research was conducted to ISO:20252:2019 industry standards.

Fieldwork dates:

- CATI: 16th March to 6th April 2026
- Online: 16th March to 6th April 2026

Average survey length:

- CATI: 18 minutes
- Online: 17 minutes

Sampling

A total sample of 439 surveys (CATI n=144 and online n=283, face-to-face n=8 and paper n=4) were collected by new**focus**.

The resident sample was weighted by age and gender based on 2021 ABS Census data for Town of Walkerville's adult resident population. Targets were set by age and gender to ensure a good representation between gender and age categories.

Sampling accuracy is $\pm 4.53\%$ at the 95% confidence interval for a sample of n=439 from the Town of Walkerville adult population of 6,909 (based on ABS Census 2021).

Resident sample*	CATI		Combined		Total		Weighting	
	n	%	n	%	n	%	n	%
Gender								
Male	59	41%	122	42%	181	42%	204	47%
Female	85	59%	164	57%	249	58%	228	53%
Non-binary	-	-	3	1%	3	1%	-	-
Age								
18-24	3	2%	10	3%	13	3%	120	4%
25-34	4	3%	47	16%	51	12%	113	19%
35-44	8	6%	55	19%	63	14%	94	13%
45-54	5	3%	39	13%	44	10%	87	15%
55-64	32	22%	36	12%	68	15%	88	15%
65+	92	64%	108	37%	200	46%	98	34%
Total	144	100%	295	100%	439	100%	439	100%

*Please note n=6 people in online survey preferred not to disclose their age or gender. They are therefore not included in the weighted sample.

Weighting of results

The sample was weighted by age and gender based on ABS 2024 Estimated Resident Population Figures. Data weighting allows us to adjust the sample results to be more reflective of what we would consider the population results to be, if we had perfectly replicated the profile of the population.

Representative targets aims were nevertheless set by age and gender to ensure a good distribution of residents between gender categories and across age cohorts.

Weighting adjusts the results so that the proportion of each subgroup in the sample matches its actual proportion in the population. For example, ABS 2024 Estimated Resident Population figures show that people aged 35-44 from Town of Walkerville LGA make up 13.5% of the resident population. In the achieved sample, however, people aged 35-44 accounted for 14.4% of all responses. This means they were overrepresented in the survey relative to their population share. To correct for this, each respondent aged 35-44 was assigned a weight calculated as $13.5\% \div 14.4\% = 0.94$. In practice, this means that rather than each respondent aged 35-44 contributing a full count to results (weight = 1), their contribution is increased to 0.94 of a count.

This process is repeated for each age category and for gender, ensuring the weighted dataset accurately reflects the Town of Walkerville population profile.

Key Insights

Overall satisfaction with Council performance

Overall, 71% of residents were satisfied (rating 4-5) with Town of Walkerville Council in 2026. Compared to prior research conducted in 2023, overall satisfaction increased 12%, from 59%. This was attributed to a shift in 'very satisfied' ratings amongst the community, increasing from 11% in 2023 to 25% in 2026, as well as a decrease in those rating as 'neither satisfied nor dissatisfied' from 28% in 2023 to 18% in 2026.

This indicates a shift in general community sentiment towards Town of Walkerville's performance, with residents expressing higher levels of satisfaction and fewer neutral, indicating that perceptions are clearer and more positively defined by residents.

Reasons for satisfaction included liveability, responsiveness to enquiries and delivery of projects, as well as cleanliness of the area, maintenance of parks and public spaces as well as the perceived quality of local amenities.

Conversely, the main reasons for dissatisfaction was a perception that the other 'non-Walkerville' suburbs were treated as a lower priority, as well as some negative experiences with customer service.

Council liveability aspects – importance vs satisfaction

Results highlight a clear gap between what residents value in the community and satisfaction of how well Council are delivering those aspects.

Comparing importance vs satisfaction, Town of Walkerville are performing well on fundamental aspects of liveability, such as having a range of public open spaces (74% satisfied – although a 19% difference in importance rating, at 93%), and having a range of public sporting facilities (70% satisfied).

There is a presence of large gaps across importance vs satisfaction in liveability aspects, highlighting areas for improvement. In particular the statement on *an economic and socially vibrant and active Township with retail dining and entertainment options* has the largest gap between importance and satisfaction, at 38%, with relatively low satisfaction of 43% despite higher importance at 81%, indicating unmet expectations or needs on retail, dining and entertainment options in the township.

While Town of Walkerville appears to be performing well in maintaining core liveability aspects, such as open spaces and sporting facilities, there is clear opportunity to improve in areas most important to the community, such as enhancing vibrancy of the township and further developing the retail precinct.

Satisfaction with Council services

Results suggest that Town of Walkerville are performing well in core service deliveries, such as waste collection and management, the library and playgrounds, parks, reserves, playing fields and open space. Improvement is needed in environmental protection initiatives and providing the community with further cultural experiences and events (52% satisfied for both).

Compared to 2023, satisfaction with all Council services have increased in 2026, particularly for *Council's Civic & Community Centre / Town Hall* (71%, up from 50%), *sporting clubs* (63%, up from 29%), *cultural experiences and events* (52%, up from 35%), *recreation and community groups* (56%, up from 37%), and *environmental protection* (52%, up from 38%).

While overall satisfaction with *public lighting* (70%) and *local roads, footpaths and shared use paths* (63%) are relatively positive, the comparatively high levels of dissatisfaction for these services (15% and 21%, respectively), suggest that resident experiences are mixed.

This highlights that infrastructure related issues are more visible to residents and reflect possible concerns around maintenance, condition, safety. Consider as a service review priority.

Key Insights (continued)

Method of contact and satisfaction with customer service

In 2026, 69% of residents made some form of contact with Council, with a mixture of in-person (31% overall), phone (28%) and via email (25%). In-person contact was made up of a mixture of contact with library staff (15%) and other administration staff (16%).

75% of residents who had contact with Town of Walkerville were satisfied (very satisfied / satisfied) with the customer services they were provided. Compared to 2023, satisfaction with customer service increased by 8%, from 67%. In terms of method of contact, overall satisfaction with customer service was highest by residents who had contact in-person with library staff, with 89% of residents who had contact via this method, satisfied.

Overall, satisfaction with customer service across the measured touchpoints is positive and suggests a balanced customer service experience. Importantly, approximately 2 in 5 residents rated their level of satisfaction with various touchpoints as 'very satisfied,' suggesting that among this group, all their customer service expectations were met.

Compared to 2023, satisfaction increased for all measures:

- Helpfulness and knowledge of staff – from 69% to 75%
- Getting the information you wanted – from 65% to 76%
- The response times – from 67% to 76%

Satisfaction with performance on communications and types of communications

Results suggest that communications are generally well received by residents, with 78% of residents satisfied with Council's overall performance on communications and being kept up to date on what Town of Walkerville is doing.

Compared to 2023, satisfaction with communications increased:

- Keeping up to date with what Council is doing – up 10%, from 68%.
- Council's overall performance on communications – up 8%, from 70%.

This highlights that recent communications have been more positively received by residents, suggesting a higher level of being informed and higher levels of engagement.

Recall was highest for About Town, with 98% of residents recall receiving About Town in the past 12 months. Recall was also high for Rates notices (92%), Posters around the township (88%) and street banners (84%). Approximately 2 in 5 residents are aware of The W: Walkerville Recreation Centre Facebook page (39%) and Instagram (38%).

Satisfaction with About Town was high: 84% of residents satisfied with the communications provided. Satisfaction with The Weekly round up (via both methods) was also relatively high, 76% for the online link version. 74% for rates notices and 70% for the email subscription version of Weekly Round up.

Satisfaction with communications via The W Facebook and Instagram page was moderate (both 57% satisfaction).

Opportunity to provide feedback and preferred method of engagement

While majority (54%) do feel they have appropriate opportunity to provide their feedback, 1 in 4 (25%) do not believe they had appropriate opportunity, highlighting a need to strengthen opportunity in the consultation process.

Over half of all residents (54%) prefer to be consulted on Council matters via email, following 44% via online opportunity (through website or surveys) and 1 in 3 via a direct mail letter sent to residents. This suggests that residents prefer direct and convenient consultation channels.

Continue a multi-channel approach to engagement, lead by online methods and supported by traditional methods like phone and direct in-person contact.

Key Insights (continued)

Improvements in parks and reserves in Town of Walkerville

Overall, the feedback suggests residents value and rate parks and reserves in the area positively, however, for those who did state improvement needs, the main themes focused on:

- Maintenance and cleanliness of parks and reserves
- Shade, seating and comfort amenities
- Upgraded playgrounds / sporting equipment
- Upgraded lighting
- Dog facilities / off leash areas
- More trees and greenery

41% of residents stated they 'don't know' what improvements they would like to see to parks and reserves in the area.

Events or activities to be implemented

Greatest desires to be implemented by Council, shared by 2 in 5 residents, was a desire for more street events, community picnics and an outdoor cinema.

16% of residents stated that they are not interested in events / activities.

Other suggestions related to live music, farmers markets, seasonal celebrations, multicultural celebrations and wellness and fitness activities.

Satisfaction with streetscaping

Overall, Town of Walkerville are performing strongest on satisfaction with road conditions (75% satisfied) and street cleanliness (73%). Footpaths, however, are the most important improvement area needed, with 50% satisfied overall and 50% believing that street sweeping on footpaths requires increased service levels.

Residents are generally satisfied with street sweeping of trees and weed management, however improvement would also be welcomed, with 38% desiring increased service levels for street sweeping of tree debris and 36% for weed management.

Safety and security satisfaction

Overall, 70% of residents are satisfied that Town of Walkerville is a safe and secure area to live, a decrease of 7% on satisfaction levels recorded in 2023. In comparison to other satisfaction metrics recorded, this is the only rating to have decreased in comparison to 2023.

Overall, while majority don't have a safety concern, of those who do, safety concerns relating to social housing, break ins and general feeling of unsafety due to crime were most common.

Additional facilities, developments and amenities needed.

When asked about additional facilities or developments needed, 16% of residents felt no further improvements were currently required, indicating expectations are already being met.

Among suggested priorities, there was a recurring theme on creating a more vibrant Walkerville Terrace, with desires for more cafés, restaurants, specialty retail, fresh food options and a stronger street atmosphere, highlighting the desire for a more active social and lifestyle hub.

Residents also identified bike paths, pedestrian access and traffic management as key needs, including safer crossings, improved parking, better traffic flow, clearer signage and more accessible footpaths.

In addition, there was continued demand for parks, recreation and family amenities, particularly upgraded playgrounds, dog parks, BBQ areas, exercise spaces, skate/basketball facilities.

Key Insights (continued)

Hopeful and Optimistic for the Future of Town of Walkerville

Residents are generally optimistic about the future of the Town of Walkerville, with hopes focused on preserving what already makes the area desirable, while making measured improvements that enhance liveability. The dominant sentiment is one of continuity rather than major change, with many residents wanting Council to maintain high service standards, keep rates manageable, protect the areas' village feel, character and heritage, while avoiding overdevelopment or unnecessary spending.

Residents value the Town of Walkerville's community atmosphere with highlighted importance of neighbourly connection, inclusiveness, family-friendly living and a safe place to raise children.

Confidence in Council leadership was also evident, with residents describing Council as responsive, consultative and moving in a positive direction, while expecting continued smart decision-making with a focus on resident desires.

In addition, many hope to see a more vibrant Walkerville Terrace precinct, as a major future opportunity, with hopes for more cafés, restaurants, boutique retail and social activity to complement the area's existing strengths.

Overall, responses highlight that residents are optimistic about the future of Town of Walkerville, with hopes centred on preserving what residents already value while making selective improvements that enhance liveability. The strongest sentiment is not for dramatic change, but for careful progress that protects the Town of Walkerville's character, amenities and sense of community.

Main concerns or worries for Town of Walkerville

While concerns raised were broad, residents' main worries centre on personal safety, traffic congestion, overdevelopment, rising rates and protecting the Town of Walkerville's character and greenery.

A dominant theme was concerns about subdivisions, multiple dwellings replacing single homes, and larger apartment-style developments, with many residents feeling growth could lead to increased congestion, reduced privacy, loss of tree canopy and erosion of the traditional village feel. The Buckingham Arms redevelopment was frequently cited as an example of these concerns

Traffic congestion, parking and road safety were also common concerns, especially around Walkerville Terrace, Stephen Terrace, Ascot Avenue, Fife Street and areas near schools and apartments.

Safety concerns included break-ins, theft, poor lighting, vandalism and antisocial behaviour, with some residents identifying localised hotspots and seeking preventative responses such as better lighting, surveillance and quicker graffiti removal.

Residents also expressed sensitivity to rising council rates and broader cost-of-living pressures, with an expectation that any increases should be matched by visible service improvements.

Finally, comments focused on maintenance issues such as uneven footpaths, deteriorating roads, weeds, litter and the condition of Linear Park.

Recommendations

- **Consider a Walkerville Terrace Activation Strategy:** Focused on creating a more vibrant main street precinct through attracting cafés, restaurants, specialty retail, fresh food offerings, events and activation of underutilised spaces. This directly addresses the largest gap between importance and satisfaction and represents one of the clearest community opportunities.
- **Maintain strong communications and trust:** Maintain high standard of communication performance, considering expanding consultation opportunities (particularly via email and online channels), clearly explaining future projects and rate decisions, and demonstrating how investment delivers visible benefits while protecting heritage, greenery and village character.
- **Consider a traffic and parking review:** For identified pressure points like Walkerville Terrace, Stephen Terrace, Ascot Avenue, Fife Street, school precincts and apartment growth area.
- **Upgrade lighting and additional safety measures:** Consider targeting areas where perceptions of safety have declined, focusing on improved lighting, quicker graffiti removal, maintenance of walking paths, CCTV/passive surveillance where appropriate, and aim at addressing localised antisocial behaviour hotspots.
- **Increase capacity of footpath streetscaping and general maintenance:** Look at addressing overgrown and uneven footpaths, lifted pavers, weeds, litter. Ensure that the Linear Park trail (within Town of Walkerville) is maintained as safe, clean and attractive community assets.
- **Expand frequency of community events:** Consider an increase in community events, such as more street events, outdoor cinema, community picnics, markets, multicultural celebrations, youth recreation spaces and programs for older residents. This supports resident aspirations for stronger community spirit and belonging.

How to interpret this report

Rounding of results:

Tables and charts are reported in percentage results. Due to rounding some scores may range from 99% to 101%.

n = value:

The n= value in the tables and charts represents the total number of respondents included in the study and the number of respondents that answered a specific question (including 'don't know' responses except where noted).

n ~ value:

Value in tables represents the average number of total responses across multiple attributes within a questions, that is if don't know response excluded.

Statistical significance indicators:

Statistical significance tests for differences at 95% confidence between columns, e.g. will test for differences between groups to show higher or lower results than expected. 95% confidence indicates that we expect the true population value to fall within a given range (plus or minus the 'margin of error') in 95 out of 100 tests in the population. Statistically significant differences indicate that these margins have no crossover for certain scores, i.e. we are 95% confident that a genuine difference exists in the population.

For differences by demographics, statistically significant differences are shown on tables with comparisons by age, gender and ward. Green highlighted figures indicating a higher result and red highlighted figures a lower result.

Comparison of results

Care should be taken when comparing results from the 2026 study with those from the 2023 research. While both studies aim to measure community perceptions and satisfaction with Council, the 2023 research was conducted by a different provider and may have involved variations in methodology, sampling approach, questionnaire design, and fieldwork execution.

In addition, the 3-year gap between studies means that broader contextual factors may also have influenced community views over time. As such, any comparisons presented should be interpreted as indicative of overall trends and directional change, rather than like-for-like differences.

SECTION 1: LIVING IN WALKERVILLE AND COUNCIL PERFORMANCE

Overall, 71% of residents were satisfied (rating 4-5) with Town of Walkerville Council in 2026. Compared to prior research conducted in 2023, overall satisfaction increased 12%, from 59%.

This was attributed to a shift in 'very satisfied' ratings amongst the community, increasing from 11% in 2023 to 25% in 2026, as well as a decrease in those rating as 'neither satisfied nor dissatisfied' from 29% in 2023 to 18% in 2026.

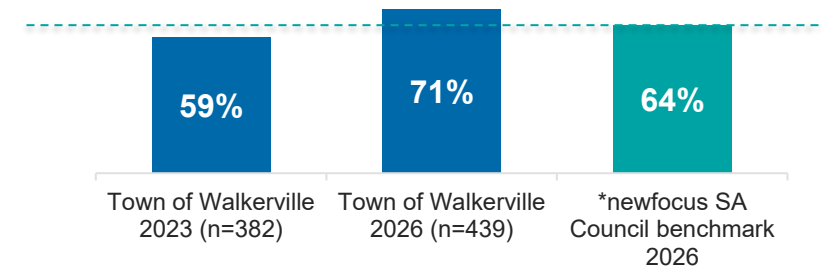
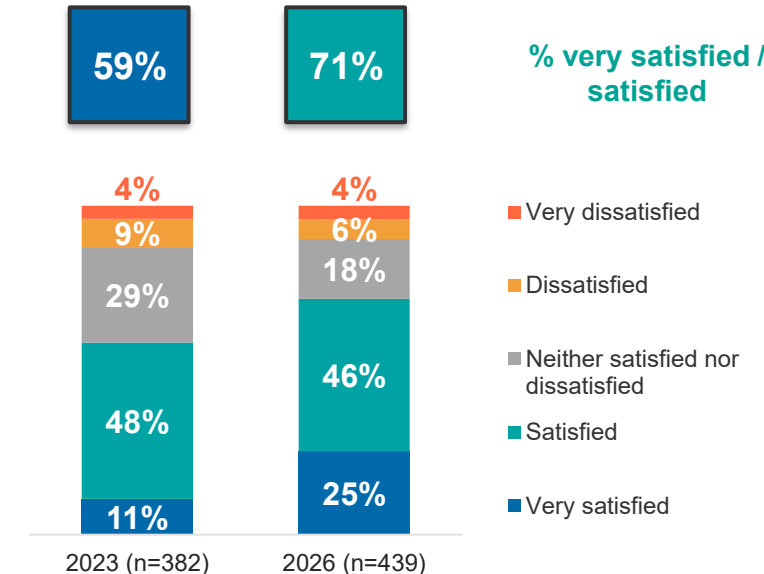
This indicates a shift in general community sentiment towards Town of Walkerville's performance, with residents expressing higher levels of satisfaction and fewer neutral, indicating that perceptions are clearer and more positively defined by residents.

Compared to newfocus Council benchmarks data collated, Town of Walkerville rates above the benchmark of 64%. The newfocus Council benchmark is an aggregate score of overall satisfaction with newfocus Council surveys and desktop research of other SA based community satisfaction research.

Demographic Findings 2026

- Residents aged 18 to 34 were statistically significantly more satisfied with Town of Walkerville, compared to older age groups, at 80%. Overall satisfaction decreased by age, with lowest satisfaction amongst residents aged 55 to 64, at 57% (statistically significantly lower than other age groups), before increasing to 75% amongst 65+ year olds.
- While difference in overall satisfaction was relatively minor by gender (70% male vs 72% females), females had a slightly higher level of dissatisfaction (rating 1-2), compared to males (9% vs 13%).
- Satisfaction among residents from Walkerville was statistically significantly higher than the other three suburbs of Walkerville, at 77%. Lowest rated satisfaction was for Medindie, at 64%.

Overall satisfaction with Council performance



Majority of residents satisfied due to liveability of the area, Town of Walkerville's responsiveness and delivery of projects.

Of those who rated either very satisfied / satisfied, over 1 in 3 (36%) stated they were generally satisfied and that Town of Walkerville do a good job overall. Other reasons for satisfaction generally centre around positive perceptions of:

- Liveability (e.g., 12% beautiful or pleasant / nice area to live in)
- Town of Walkerville's responsiveness (e.g., 19% stated good communication and responsiveness)
- Delivery of projects (6% good development / projects delivered well)

Residents highlight cleanliness, maintenance of parks and public spaces as well as the quality of local amenities. It is worth noting that 12% stated that they'd prefer not to answer why they were satisfied with Town of Walkerville.

Amongst this cohort, Town of Walkerville is seen as proactive, community focused and provides services that meet resident needs.

Top 5 reasons for satisfaction with Council (rating 4–5) - 71% of residents

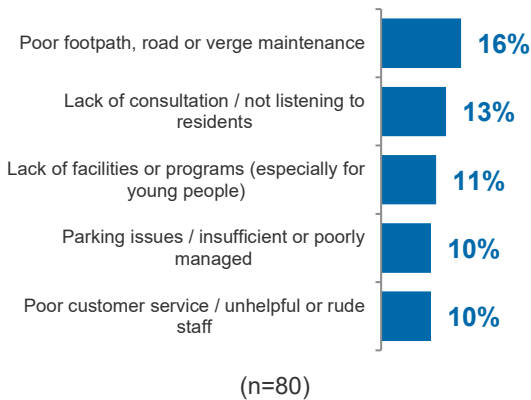


“I just think it's been a good council and they do look after the parks and the area.”

While 16% of those who rated overall satisfaction as neutral chose not to provide a reason why, these respondents have had their expectations partially met. Main reasons for rating include:

- Belief of poor footpath, road or verge maintenance (16%)
- Lack of consultation / not listening to residents (13%)
- Lack of facilities or programs, more specifically for younger people (11%)
- Parking issues, including insufficient parking (10%)
- Poor customer services, unhelpful or rude staff (10%)

Top 5 reasons for neutral views on Council performance (rating 3)

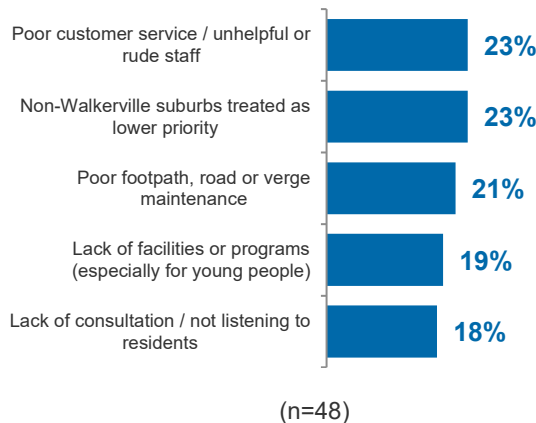


“Quality and maintenance of paths and roads in the area very low.”

While just 11% of the total sample of residents were dissatisfied, the two main reasons for dissatisfaction related to perceptions that other ‘non-Walkerville’ suburbs were treated as a lower priority and negative experiences with customer service (such as difficulty in contacting the right staff deployed response) have shaped their reason for dissatisfaction.

Other areas of concern for their rating are related to parking and traffic management, as well as poorer footpaths, road or verge maintenance. Frustration on raising these as issues over a long period of time continue to remain unresolved.

Top 5 reasons for dissatisfaction with Council (rating 1-2)



“They don't respond to my emails or letters. The person you need to speak to with issues is never available, so I need to always go in person.”

Results highlight a clear gap between what residents value in the community and satisfaction of how well Council are delivering those aspects.

Comparing importance vs satisfaction, Town of Walkerville are performing well on fundamental aspects of liveability, such as having a range of public open spaces (74% satisfied – although a 19% difference in importance rating, at 93%), and having a range of public sporting facilities (70% satisfied).

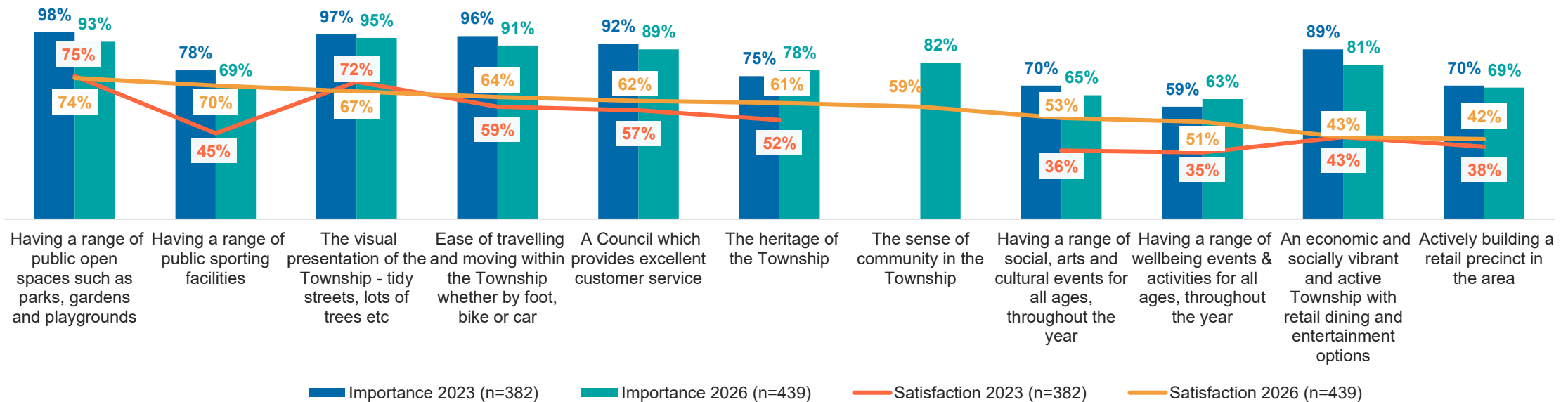
There is a presence of large gaps across importance vs satisfaction in liveability aspects, highlighting areas for improvement. In particular the statement on *an economic and socially vibrant and active Township with retail dining and entertainment options* has the largest gap between importance and satisfaction, at 38%, with relatively low satisfaction of 43% despite higher importance at 81%, indicating unmet expectations or needs on retail, dining and entertainment options in the township. 95% of residents place importance on the visual presentation of the Township (highest rated aspect of importance), however 2 in 3 (67%) were satisfied with the visual presentation, a difference of 28%.

Other larger gaps in importance vs satisfaction include:

- Ease of travelling and moving within the township: 91% importance vs 64% satisfaction – 27% difference
- A Council which provides excellent customer services: 89% importance vs 62% satisfaction – 27% difference
- Actively building a retail precinct in the area: 69% importance vs 42% satisfaction – 27% difference

While Town of Walkerville appears to be performing well in maintaining core liveability aspects, such as open spaces and sporting facilities, there is a clear opportunity to improve in areas most important to the community, such as enhancing vibrancy of the township and further developing the retail precinct.

Importance vs satisfaction – Council liveability aspects
Total sample (% rating 4-5)



Age findings in 2026: Residents aged 18–34 were generally the most satisfied age group, recording a statistically significant higher level of satisfaction on six measures, including visual presentation (79%), heritage (74%), public sporting facilities (81%), dining and entertainment vibrancy (62%), retail precinct development (55%), and sense of community (74%). This suggests younger residents are responding positively to lifestyle, recreation and activation elements, and may be more aligned with Council's current direction.

In contrast, residents aged 45 to 54 and 55 to 64 are consistently less satisfied across liveability measures, despite placing high importance on them. This is particularly evident for economic vibrancy, retail precinct development, sense of community, wellbeing events, and customer service. Residents aged 55 to 64 also reported lower satisfaction with customer service (46%) and ease of movement (50%). These cohorts may represent the greatest opportunity for targeted improvement.

Importance vs satisfaction – Council liveability aspects*
(% rating 4-5)

	18 to 34		35 to 44		45 to 54		55 to 64		65+		Male		Female	
	IMP (n=100)	SAT (n=100)	IMP (n=59)	SAT (n=59)	IMP (n=67)	SAT (n=67)	IMP (n=64)	SAT (n=64)	IMP (n=149)	SAT (n=149)	IMP (n=204)	SAT (n=204)	IMP (n=228)	SAT (n=228)
The heritage of the Township	73%	74%	70%	61%	75%	52%	83%	51%	83%	62%	77%	64%	79%	60%
The visual presentation of the Township	97%	79%	97%	66%	95%	57%	92%	63%	94%	66%	92%	67%	97%	68%
Having a range of public open spaces such as parks, gardens and playgrounds	88%	76%	97%	75%	95%	67%	95%	65%	93%	79%	94%	73%	92%	75%
Having a range of public sporting facilities	69%	81%	85%	73%	56%	61%	78%	66%	66%	66%	70%	70%	69%	71%
An economic and socially vibrant and active Township with retail dining and entertainment options	85%	62%	91%	42%	81%	28%	85%	35%	73%	42%	78%	45%	84%	42%
Ease of travelling and moving within the Township whether by foot, bike or car	89%	71%	95%	68%	93%	63%	94%	50%	89%	63%	88%	62%	94%	65%
A Council which provides excellent customer service	83%	65%	95%	66%	88%	54%	89%	46%	92%	70%	85%	59%	93%	67%
Having a range of social, arts and cultural events for all ages, throughout the year	76%	60%	78%	55%	59%	43%	58%	42%	58%	56%	59%	51%	71%	54%
Having a range of wellbeing events & activities for all ages, throughout the year	68%	57%	74%	55%	47%	41%	62%	37%	61%	56%	54%	48%	71%	55%
Actively building a retail precinct in the area	73%	55%	78%	40%	66%	32%	77%	33%	62%	42%	68%	45%	71%	40%
The sense of community in the Township	89%	74%	83%	60%	76%	42%	84%	51%	78%	60%	78%	59%	85%	61%

Gender findings in 2026: Females generally placed higher importance on most aspects than males, including statistically significantly higher on visual presentation, customer service, events, wellbeing activities and community connection.

Females also report higher satisfaction than males on most measures, especially customer service (67% vs 59%), wellbeing events (55% vs 48%) and ease of movement (65% vs 62%). This suggests women may be more engaged with, or more positively influenced by community and service-related initiatives.

Suburb findings in 2026: Residents from Walkerville consistently recorded the highest satisfaction results across many measures, suggesting residents in Walkerville are currently experiencing the most positive liveability outcomes. This includes the statistically significantly higher satisfaction with heritage (68%), sporting facilities (75%), ease of movement (70%), arts/cultural events (61%), wellbeing events (58%), and sense of community (66%).

Residents from Vale Park placed the highest importance on having a range of sporting facilities (77%), however, had the lowest levels of satisfaction with the aspect (60%) – both significant differences when compared to other suburbs in Town of Walkerville.

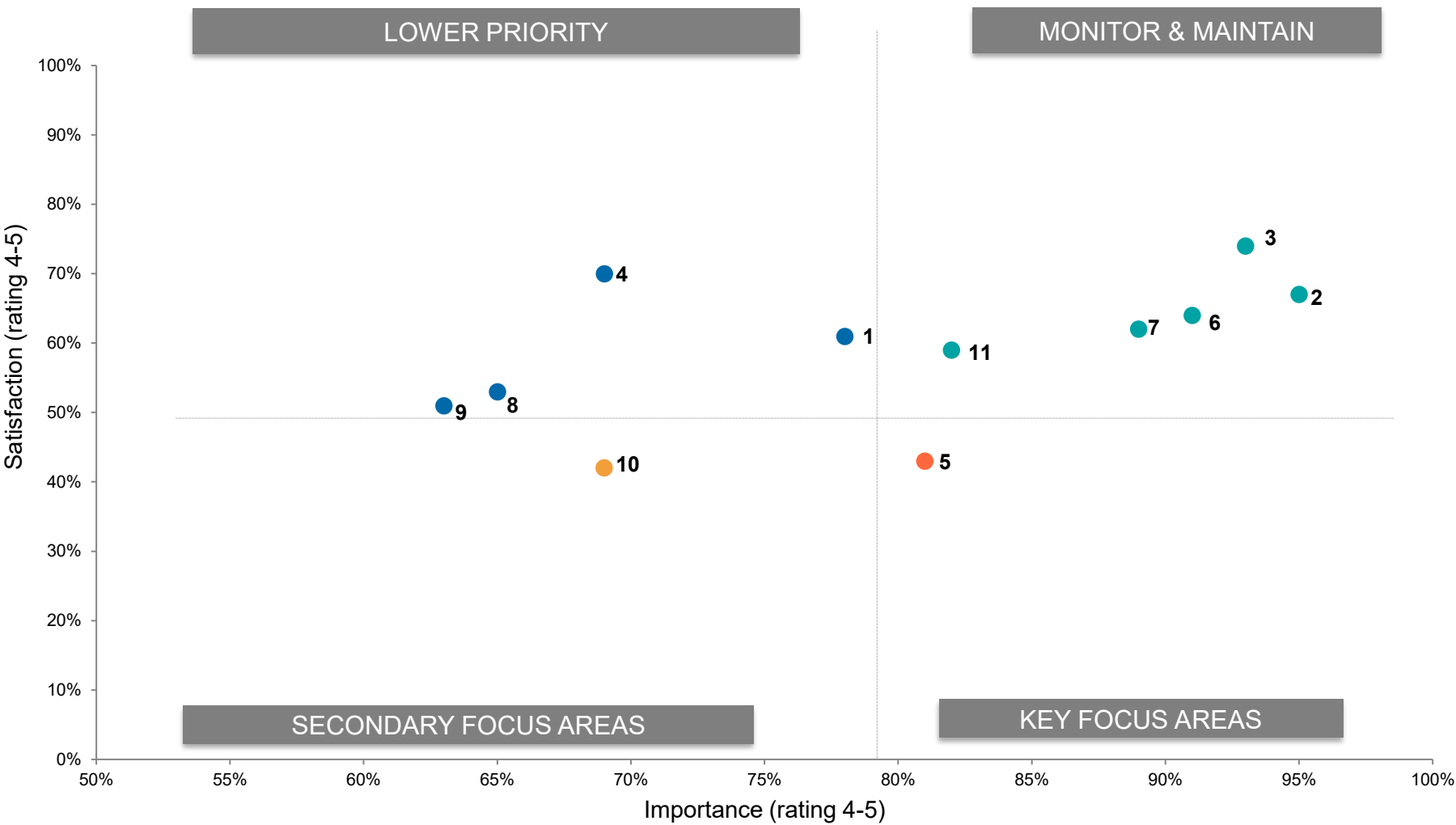
Residents from Medindie place a significantly lower level of importance on five measures, relating to sport and open space facilities, events, and actively building a retail precinct in the area.

Importance vs satisfaction – Council liveability aspects*
(% rating 4-5)

	Medindie		Gilberton		Walkerville		Vale Park	
	IMP (n=38)	SAT (n=38)	IMP (n=97)	SAT (n=97)	IMP (n=191)	SAT (n=191)	IMP (n=112)	SAT (n=112)
The heritage of the Township	83%	63%	75%	53%	82%	68%	72%	57%
The visual presentation of the Township	97%	61%	96%	67%	94%	70%	95%	65%
Having a range of public open spaces such as parks, gardens and playgrounds	84%	73%	94%	73%	95%	77%	93%	71%
Having a range of public sporting facilities	55%	68%	63%	71%	71%	75%	77%	60%
An economic and socially vibrant and active Township with retail dining and entertainment options	72%	41%	79%	39%	85%	48%	80%	40%
Ease of travelling and moving within the Township whether by foot, bike or car	96%	58%	94%	61%	91%	70%	88%	58%
A Council which provides excellent customer service	86%	61%	95%	61%	86%	66%	91%	57%
Having a range of social, arts and cultural events for all ages, throughout the year	47%	30%	66%	52%	71%	61%	61%	48%
Having a range of wellbeing events & activities for all ages, throughout the year	41%	40%	64%	46%	67%	58%	62%	47%
Actively building a retail precinct in the area	52%	50%	66%	32%	76%	47%	68%	40%
The sense of community in the Township	74%	59%	83%	52%	85%	66%	77%	54%

Importance vs satisfaction regarding Council services

The below visualises the **importance and satisfaction** for each Council service captured in the survey at the total sample level. Several services (bottom right quadrant) have above average importance and below average satisfaction and should be key priority areas going forward. The upper right quadrant (higher importance, higher satisfaction) should likely have a maintenance-focused strategy. Those with lower importance/lower satisfaction (bottom left quadrant), whilst they may not be of higher importance and satisfaction across the population, they would still be important to certain communities and as such, may need more focused engagement. The upper left quadrant highlights the high level of satisfaction the library service currently has. **Council may wish to consider the below when planning future engagement with the community.**



Service	Reference code
The heritage of the Township	1
The visual presentation of the Township - tidy streets, lots of trees etc	2
Having a range of public open spaces such as parks, gardens and playgrounds	3
Having a range of public sporting facilities	4
An economic and socially vibrant and active Township with retail dining and entertainment options	5
Ease of travelling and moving within the Township whether by foot, bike or car	6
A Council which provides excellent customer service	7
Having a range of social, arts and cultural events for all ages, throughout the year	8
Having a range of wellbeing events & activities for all ages, throughout the year	9
Actively building a retail precinct in the area	10
The sense of community in the Township	11

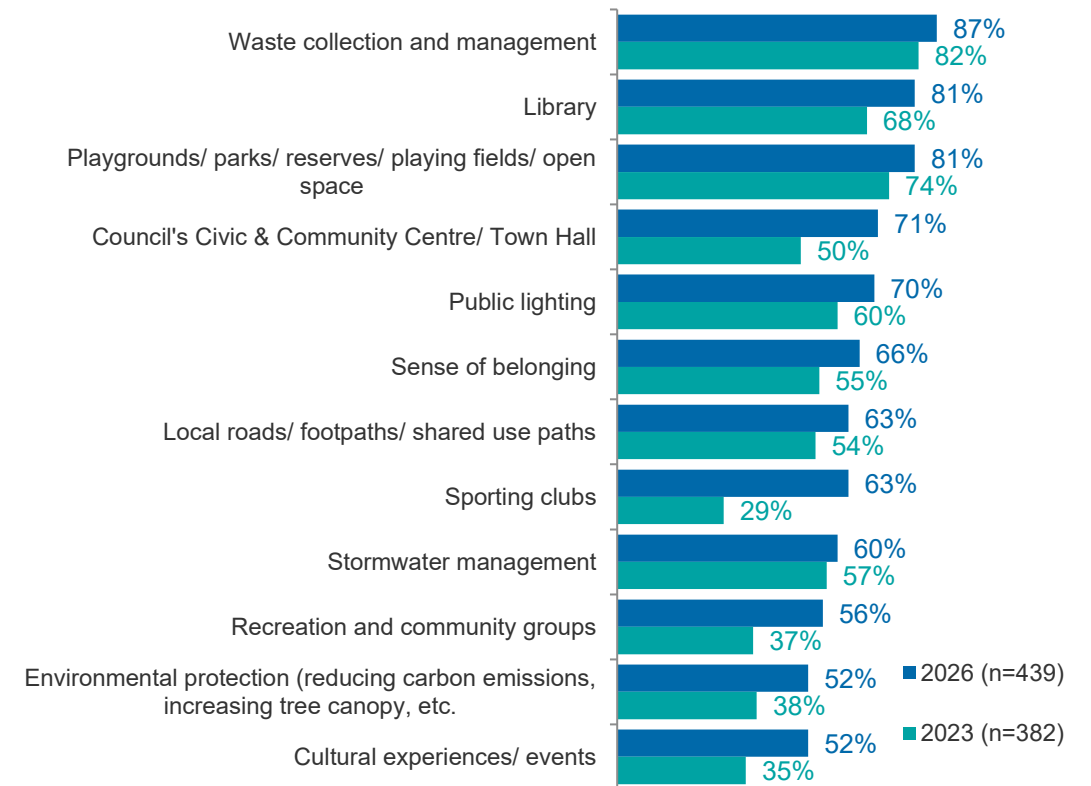
Results suggest that Town of Walkerville are performing well in core service deliveries, such as waste collection and management, the library and playgrounds, parks, reserves, playing fields and open space. Improvement needed in environmental protection initiatives and providing the community with further cultural experiences and events.

Compared to 2023, satisfaction with all Council services have increased in 2026, particularly for *Council's Civic & Community Centre / Town Hall* (71%, up from 50%), *sporting clubs* (63%, up from 29%), *cultural experiences and events* (52%, up from 35%), *recreation and community groups* (56%, up from 37%), and *environmental protection* (52%, up from 38%).

With the exception of the *Council's Civic and Community Centre*, the results suggest that Council's efforts in these areas have been more positively received, however, given the moderate ratings between 52% - 56%, there remains a clear opportunity to further enhance performance and better meet community expectations in these areas.

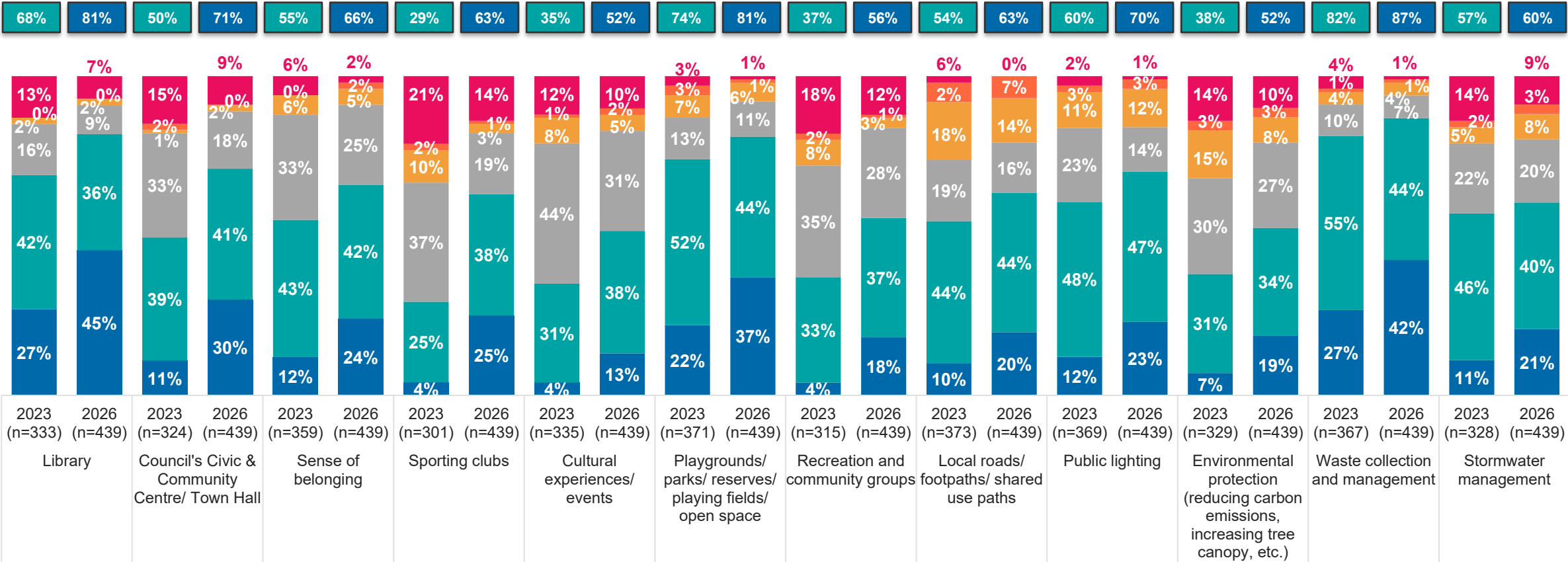
While overall satisfaction with *public lighting* (70%) and *local roads, footpaths and shared use paths* (63%) remains relatively positive, the comparatively high levels of dissatisfaction for these services (15% and 21%, respectively), suggest that resident experiences are mixed. This highlights that infrastructure related issues are more visible to residents and reflect possible concerns around maintenance, condition, safety. Consider as a service review priority.

**Satisfaction with Council services
(% very satisfied / satisfied)**



Results suggest that Town of Walkerville are performing well in core service deliveries, such as waste collection and management, the library and playgrounds, parks, reserves, playing fields and open space. Improvement needed in environmental protection initiatives and providing the community with further cultural experiences and events.

% very satisfied / satisfied



■ Very satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Very dissatisfied ■ Don't know

Satisfaction with Council Services – Demographics in 2026

Age insights 2026: Compared to older residents, 18–34-year-olds rate Town of Walkerville statistically significantly highest on five of twelve service metrics, particularly on *Environmental protection* (67%) and *cultural experiences* (64%). Residents aged 55 to 64 rated their level of satisfaction statistically significantly lower on these particular aspects, at 40% and 34%, respectively. This suggests that younger residents are more aligned and engaged with Council sustainability and cultural enhancement initiatives.

While residents aged 45 to 54 were most satisfied with Council’s *waste collection and management* (statistically significantly higher than other age groups at 95%), this age cohort rated significantly lower on *Council’s Civic & Community Centre / Town Hall*, *Stormwater management*, and *environmental protection*.

The oldest age cohort, 65+, were significantly less satisfied with *local roads / footpaths / shared use paths*, highlighting the importance of accessible infrastructure for older residents. 65+ also rated their level of satisfaction significantly lower for *sporting clubs*, although the latter was driven by a statistically significantly higher portion of don’t know responses, at 21%.

Suburb insights 2026: Residents who reside in Walkerville were significantly more satisfied on nine of twelve Council service aspects. Largest gaps in satisfaction were a 24% statistically significant difference in satisfaction for Walkerville vs Medindie residents with the *library* (87% vs 63%) and for *cultural experiences / events* (59% vs 35%). Residents in Medindie also rated their level of satisfaction with *recreation and community groups* significantly lower, at 40%.

Other statistically significantly lower ratings included:

- 44% satisfaction amongst Gilberton residents for *stormwater management*
- 62% satisfaction amongst Vale Park residents for *Council’s Civic & Community Centre / Town Hall*.

% very satisfied / satisfied	Age					Gender		Suburb			
	18-34 (n=100)	35-44 (n=59)	45-54 (n=67)	55-64 (n=64)	65+ (n=149)	Male (n=204)	Female (n=228)	Gilberton (n=97)	Medindie (n=38)	Vale Park (n=112)	Walkerville (n=191)
Waste collection and management	86%	79%	95%	83%	88%	86%	88%	89%	92%	85%	85%
Library	85%	87%	82%	67%	82%	77%	85%	77%	63%	80%	87%
Playgrounds/ parks/ reserves/ playing fields/ open space	81%	83%	79%	78%	83%	79%	83%	79%	77%	77%	86%
Council’s Civic & Community Centre/ Town Hall	73%	73%	61%	62%	77%	69%	73%	76%	60%	62%	76%
Public lighting	76%	59%	66%	65%	74%	71%	70%	65%	63%	73%	72%
Sense of belonging	74%	66%	57%	55%	69%	67%	66%	62%	55%	60%	73%
Local roads/ footpaths/ shared use paths	79%	75%	53%	57%	56%	65%	63%	58%	53%	58%	71%
Sporting clubs	73%	69%	65%	61%	53%	64%	63%	58%	51%	56%	72%
Stormwater management	66%	59%	48%	57%	64%	62%	59%	44%	62%	68%	64%
Recreation and community groups	63%	61%	47%	49%	56%	53%	59%	53%	40%	53%	61%
Environmental protection	67%	52%	41%	40%	53%	53%	53%	47%	45%	46%	60%
Cultural experiences/ events	64%	55%	45%	34%	52%	52%	51%	46%	35%	50%	59%



SECTION 2: COMMUNICATIONS AND CUSTOMER SERVICE

In 2026, 69% of residents made some form of contact with Council, with a mixture of in-person (31% overall), phone (28%) and email (25%).

In-person contact was made up of a mixture of contact with library staff (15%) and other administration staff (16%).

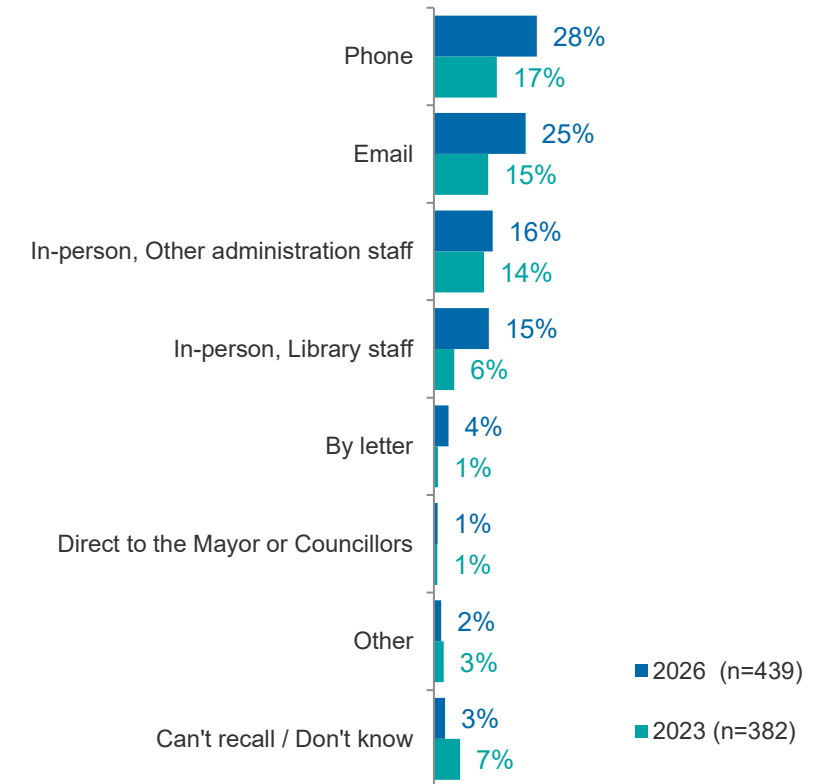
Demographic Findings 2026

- Residents aged 45 to 54 had contacted Council most often (statistically significantly higher than other age groups), whereas the youngest age cohort, aged 18 to 34 had contacted Council the least (significantly lower than older age groups).
- Of those who did have contact, aged 18 to 44 (37%) significantly more often made contact via email, at 37%, compared to just 15% of residents aged 55+.
- A significantly higher proportion of those aged 18 to 34 made contact in-person via library staff compared to older age groups.
- Interestingly, 88% of all residents who have lived in the Town of Walkerville between 7-10 years, had made contact with Council in the past 12 months (at time of survey), including 20% of these residents via a letter to Council.

69% have
contacted Council
in the last 12
months



Method of contacting Council



Method of Contact – Demographics in 2026

	Age					Gender		Suburb			
	18-34 (n=100)	35-44 (n=59)	45-54 (n=67)	55-64 (n=64)	65+ (n=149)	Male (n=204)	Female (n=228)	Gilberton (n=97)	Medindie (n=38)	Vale Park (n=112)	Walkerville (n=191)
Had contact in the last 12 months	62%	72%	79%	63%	71%	68%	69%	74%	72%	67%	68%



Methods of contact	Age					Gender		Suburb			
	18-34 (n=100)	35-44 (n=59)	45-54 (n=67)	55-64 (n=64)	65+ (n=149)	Male (n=204)	Female (n=228)	Gilberton (n=97)	Medindie (n=38)	Vale Park (n=112)	Walkerville (n=191)
Phone	26%	24%	33%	33%	27%	29%	27%	29%	28%	24%	30%
Email	36%	38%	27%	13%	16%	25%	23%	24%	27%	22%	27%
By letter	16%	2%	-	-	0%	4%	4%	1%	-	1%	8%
In-person, Library staff	22%	13%	16%	7%	15%	15%	16%	19%	4%	7%	20%
In-person, Other administration staff	11%	18%	11%	12%	23%	17%	15%	20%	16%	12%	16%
Direct to the Mayor or Councillors	-	-	-	-	3%	1%	1%	3%	2%	-	1%
Can't recall / Don't know	2%	1%	7%	2%	4%	3%	3%	2%		5%	3%
Other	-	1%	2%	3%	2%	-	3%	5%	2%	1%	0%

75% of residents who had contact with Town of Walkerville were satisfied (very satisfied / satisfied) with the customer services they were provided. Compared to 2023, satisfaction with customer service increased by 8%, from 67%.

The overall increase in satisfaction was attributed to residents 'very satisfied' with their experience, increasing from 29% to 38% in 2026.

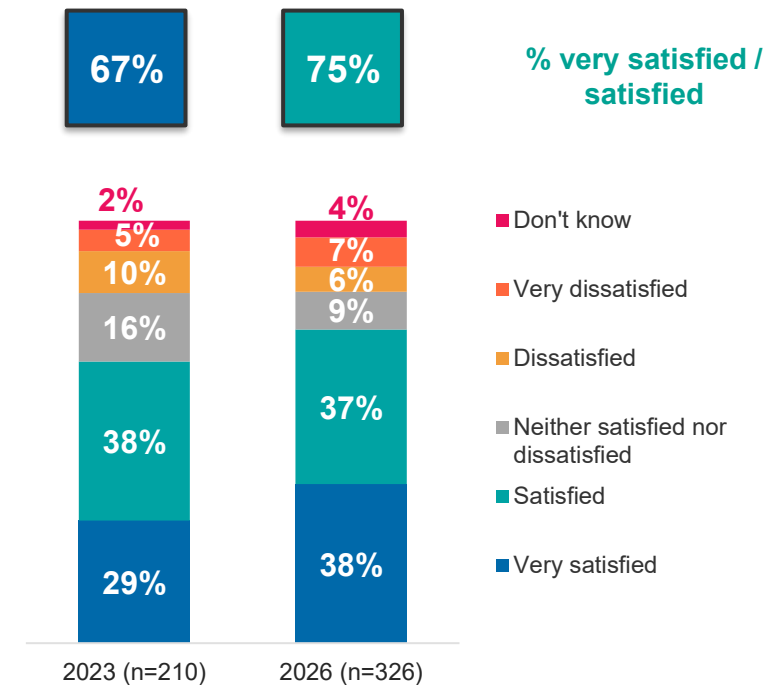
In terms of method of contact, overall satisfaction with customer service was highest by residents who had contact in-person with library staff, with 89% of residents who had contact via this method, satisfied. Overall satisfaction with customer service via other main methods of contact included:

- 80% satisfied with contact via the phone
- 77% satisfied with in-person contact with administration staff.
- 72% satisfied with the overall customer service via their email enquiries.

Demographic Findings 2026

- While there were no recorded statistically significant difference by age, 82% of 45 to 54-year-olds who had contact were satisfied with the overall level of customer service provided to them, the highest rating of the age cohorts. 55 to 64-year-olds achieved the lowest satisfaction rating, with 69% satisfied with the customer service provided.
- 76% of females were satisfied, vs 74% of males, overall.
- Walkerville residents most satisfied – 80%, Vale Park residents who made contact, least satisfied at 69%
- Residents who have resided in the area for 11-20 years significantly less satisfied than other tenures, at 60% satisfaction.

Overall satisfaction with Town of Walkerville's customer service



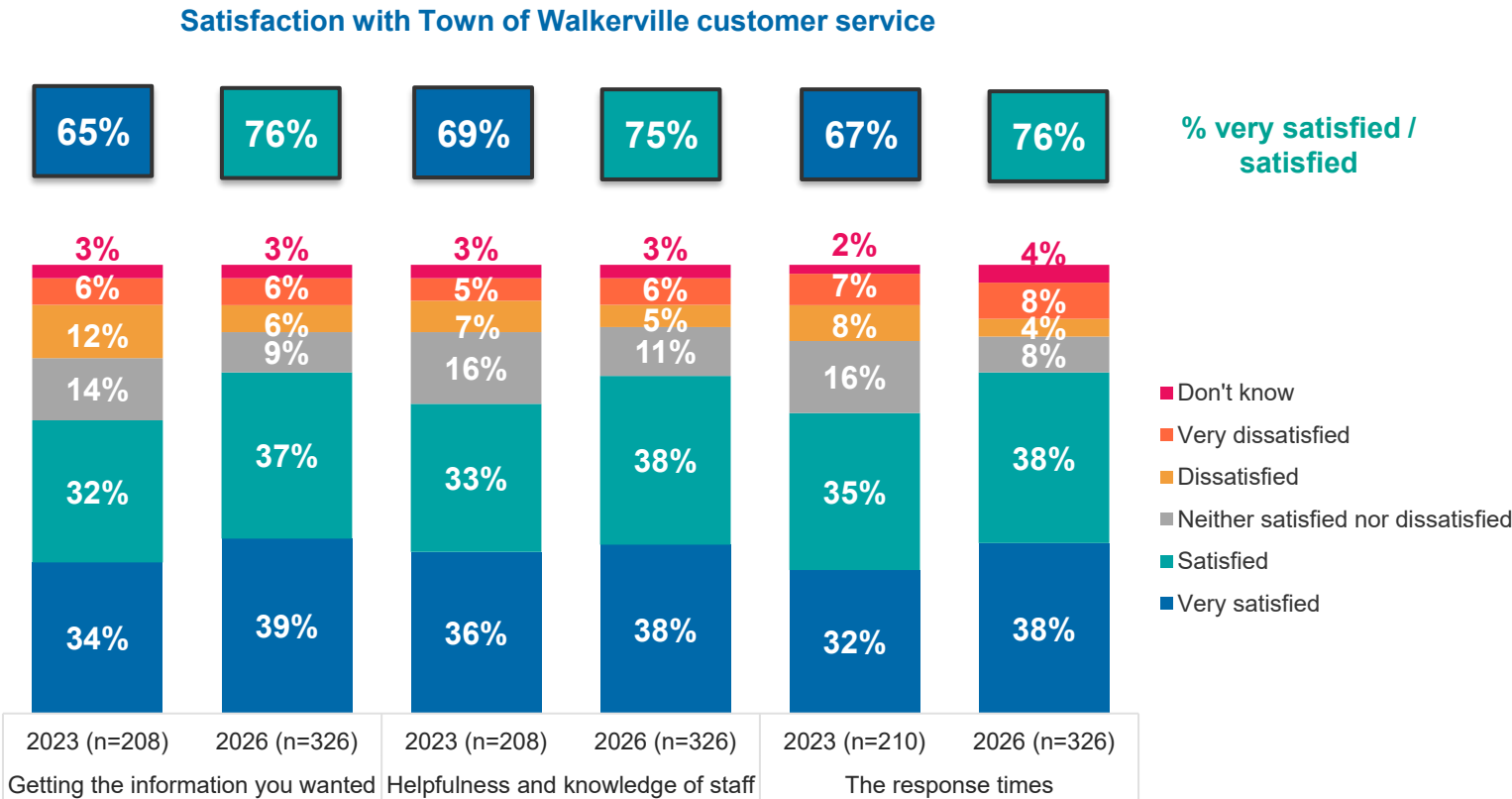
Overall, satisfaction with customer service across the measured touchpoints is positive and suggests a balanced customer service experience.

Importantly, approximately 2 in 5 residents rated their level of satisfaction with various touchpoints as ‘very satisfied,’ suggesting that among this group, all their customer service expectations were met.

Positively, all interactions in-person with library staff were rated very highly, 92% satisfied with the information they wanted and 93% satisfied with helpfulness and knowledge of staff. A great result and job well done for the library staff.

Compared to 2023:

- Helpfulness and knowledge of staff – from 69% to 75%
- Getting the information you wanted – from 65% to 76%
- The response times – from 67% to 76%



Satisfaction with customer service – Demographics 2026

Among those who made contact, residents from Walkerville were significantly more satisfied with *getting the information they wanted* (83%) and *helpfulness and knowledge of the staff* (82%).

Conversely, compared to the other suburbs, residents from Vale Park who made contact were significantly less satisfied with *getting the information they wanted*, at 67% satisfaction.

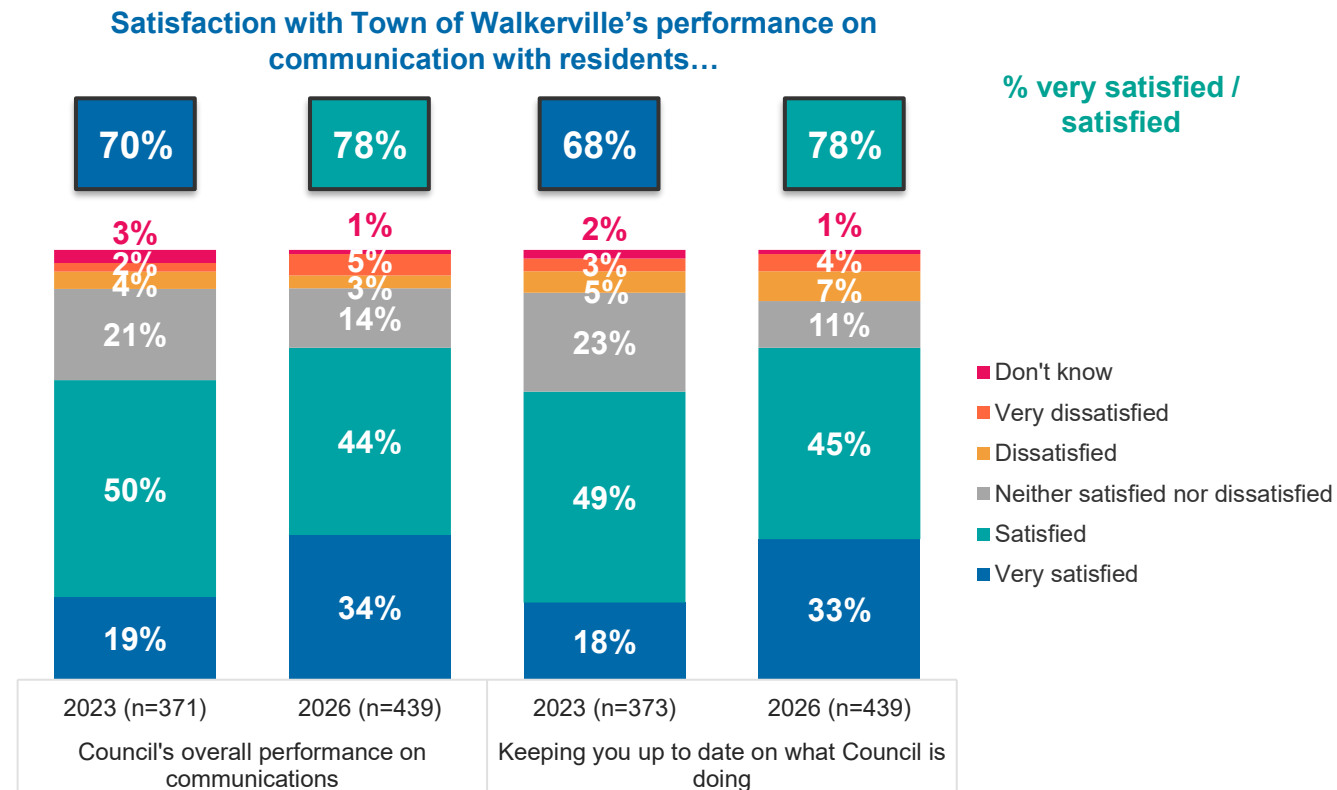
Satisfaction with customer service (% very satisfied / satisfied)	Age					Gender		Suburb			
	18-34 (n=73)	35-44 (n=46)	45-54 (n=55)	55-64 (n=41)	65+ (n=113)	Male (n=150)	Female (n=170)	Gilberton (n=75)	Medindie (n=29)	Vale Park (n=82)	Walkerville (n=139)
Getting the information you wanted	76%	71%	82%	67%	78%	78%	75%	71%	77%	67%	83%
Helpfulness and knowledge of staff	74%	71%	82%	65%	78%	76%	75%	69%	74%	70%	82%
The response times	69%	80%	74%	76%	79%	78%	74%	75%	65%	73%	80%
Overall satisfaction with the Council's customer service	71%	73%	82%	69%	76%	74%	76%	72%	74%	69%	80%

Results suggest that communications are generally well received by residents, with 78% satisfied with Council's overall performance on communications and being kept up to date on what Town of Walkerville is doing.

Compared to 2023:

- Keeping up to date with what Council is doing – up 10%, from 68%
- Council's overall performance on communications – up 8%, from 70%

This highlights that recent communications have been more positively received by residents, suggesting a higher level of being informed and higher levels of engagement.



Satisfaction with communications – Demographics 2026

- While not a statistically significant difference, residents aged 55 to 64 were less satisfied with Council's overall performance on communications, compared to other age groups (68%, compared to 76% - 82% for other ages).
- 40% of 65+ year-olds rated their level of satisfaction with communications as 'very satisfied,' statistically significantly higher than the 20% of 45 to 54-year-olds who rated their level of satisfaction as 'very satisfied.'
- 83% of females were satisfied in being *kept up to date on what Council is doing*, compared to 73% of males (a statistically significant difference).
- A significantly higher proportion of resident from Walkerville were satisfied with communications, at 83%, compared to 68% for Medindie, the lowest satisfaction levels compared to all suburbs.

Satisfaction with Town of Walkerville's performance on communication with residents (% very satisfied / satisfied)	Age					Gender		Suburb			
	18-34 (n=100)	35-44 (n=59)	45-54 (n=67)	55-64 (n=64)	65+ (n=149)	Male (n=204)	Female (n=228)	Gilberton (n=97)	Medindie (n=38)	Vale Park (n=112)	Walkerville (n=191)
Council's overall performance on communications	82%	77%	76%	68%	80%	75%	79%	76%	68%	74%	83%
Keeping you up to date on what Council is doing	76%	77%	82%	77%	78%	73%	83%	80%	66%	77%	80%

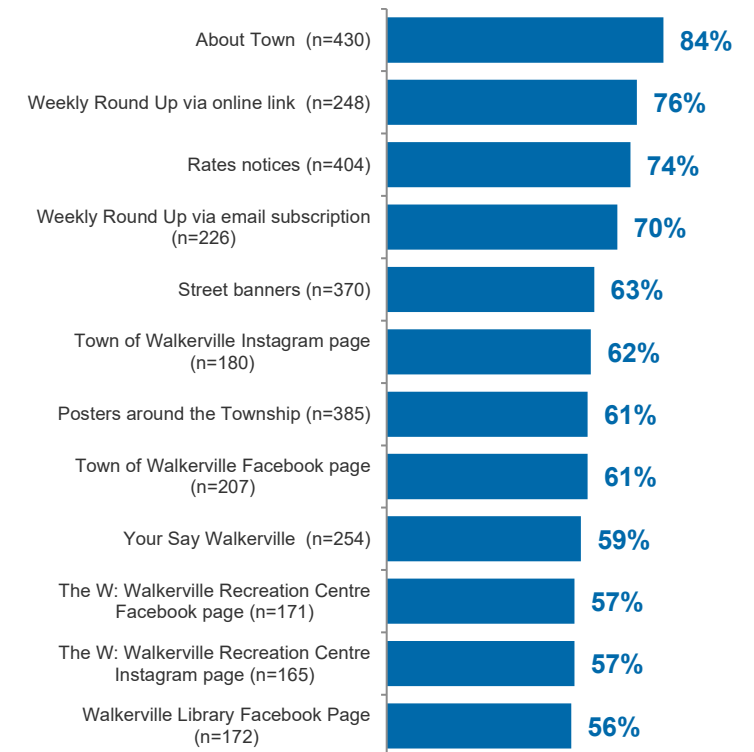
Recall was highest for About Town: 98% of residents recall receiving About Town in the past 12 months. Recall was also high for Rates notices (92%), Posters around the township (88%) and street banners (84%).

Approximately 2 in 5 residents are aware of The W: Walkerville Recreation Centre Facebook page (39%) and Instagram (38%).

Positively, satisfaction with About Town was high, with 84% of residents satisfied with the communications provided. Satisfaction with The Weekly round up (via both methods) was also relatively high: 76% for the online link version, 74% for rates notices, and 70% for the email subscription version of Weekly Round up.

Satisfaction with communications via The W Facebook and Instagram page was moderate (both 57% satisfaction), with lowest satisfaction the Walkerville Library Facebook page at 56%. Considering a review of social media content for these facilities is required.

Satisfaction with different types of communications from Council (% very satisfied / satisfied)



Q2n26 – How satisfied are you with the different types of communications from Council



About Town: **98%**



Rates notices: **92%**



Posters around the Township: **88%**



Street banners: **84%**



Your Say Walkerville: **58%**

Weekly Round Up



Weekly Round Up via online link: **56%**

Weekly Round Up



Weekly Round Up via email subscription: **51%**



Town of Walkerville Facebook page: **47%**



Town of Walkerville Instagram page: **41%**



Walkerville Library Facebook Page: **39%**



The W: Walkerville Recreation Centre Facebook page: **39%**



The W: Walkerville Recreation Centre Instagram page: **38%**

Satisfaction with types of communications – Demographics 2026

Age findings 2026: 18 to 34 in general held a statistically significantly higher level of satisfaction with various forms of communications by the Town of Walkerville, rating highest on six forms of communication (all rated highest for all forms of Facebook and Instagram communications and posters around the Township), whereas conversely, 65+ year olds rated their level of satisfaction with the various Facebook and Instagram channels as significantly lower than younger age groups. Just 26% (among those aware) were satisfied with Town of Walkerville’s Instagram page.

45 to 54-year-olds were significantly less satisfied with communications via rates notices (61%) compared to any other age group.

Gender findings 2026: Females were statistically significantly more satisfied with street banners and posters around the township, compared to males.

Suburb findings 2026: Gilberton residents were significantly less satisfied with Town of Walkerville Facebook and Instagram pages, as well as The W: Recreation Facebook page compared to those from other suburbs. Conversely, residents from Walkerville were significantly more satisfied than those from other suburbs with the communications via Council’s social media platforms.

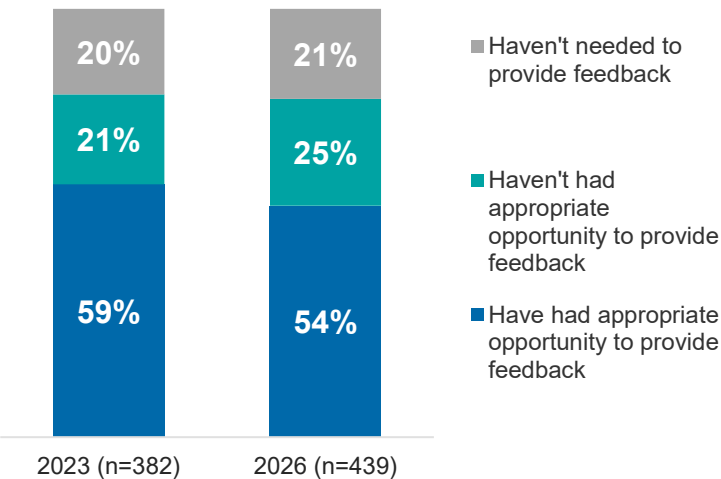
Satisfaction with different types of communication % very satisfied / satisfied	Age					Gender		Suburb			
	18 to 34 (n=95)	35 to 44 (n=59)	45 to 54 (n=67)	55 to 64 (n=62)	65+ (n=146)	Male (n=202)	Female (n=222)	Gilberton (n=97)	Medindie (n=35)	Vale Park (n=109)	Walkerville (n=187)
About Town	88%	84%	82%	82%	83%	80%	87%	84%	76%	79%	87%
Weekly Round Up via online link	70%	83%	88%	75%	72%	73%	77%	76%	83%	74%	75%
Rates notices	81%	80%	61%	65%	78%	76%	73%	77%	73%	76%	73%
Weekly Round Up via email subscription	65%	74%	72%	72%	73%	68%	71%	61%	78%	69%	74%
Street banners	72%	77%	61%	51%	58%	58%	69%	51%	47%	70%	68%
Town of Walkerville Instagram page	81%	57%	60%	64%	26%	63%	60%	37%	85%	53%	72%
Posters around the Township	71%	75%	49%	43%	60%	55%	66%	52%	50%	64%	65%
Town of Walkerville Facebook page	79%	58%	66%	43%	40%	63%	59%	31%	69%	53%	74%
Your Say Walkerville	67%	60%	50%	57%	53%	61%	56%	50%	72%	49%	65%
The W: Walkerville Recreation Centre Facebook page	75%	62%	50%	36%	29%	57%	58%	37%	75%	49%	67%
The W: Walkerville Recreation Centre Instagram page	75%	60%	49%	34%	27%	57%	57%	42%	100%	40%	66%
Walkerville Library Facebook Page	68%	60%	50%	35%	37%	60%	53%	40%	50%	52%	66%

While majority (54%) do feel they have appropriate opportunity to provide their feedback, 1 in 4 (25%) do not believe they had appropriate opportunity, highlighting a need to strengthen opportunity in the consultation process.

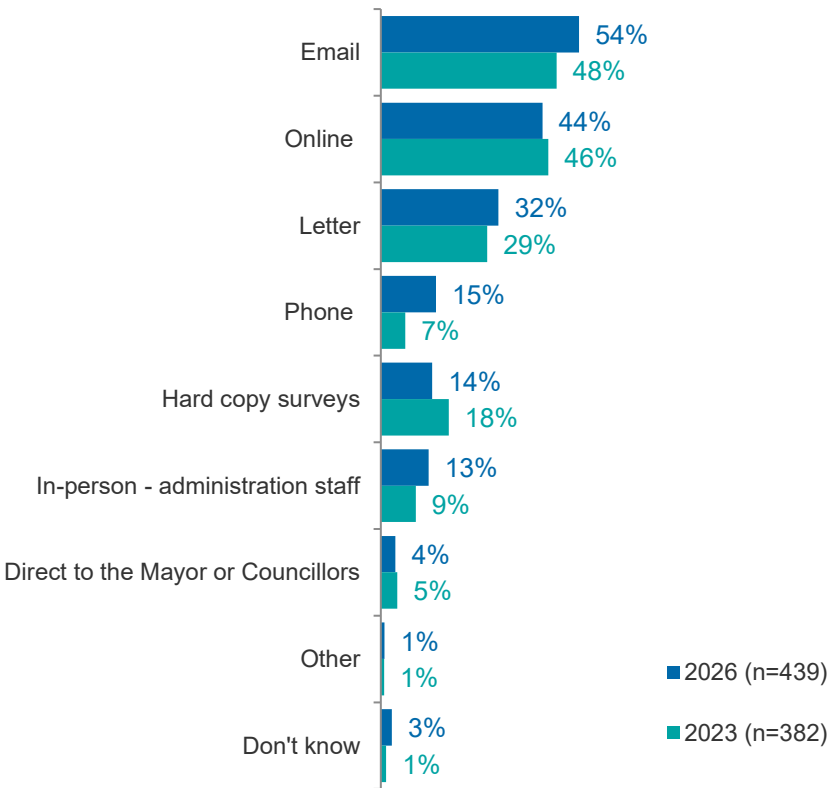
Over half of all residents (54%) prefer to be consulted on Council matters via email, following 44% via online opportunity (through website or surveys) and 1 in 3 via a direct mail letter sent to residents. This suggests that residents prefer direct and convenient consultation channels.

Continue a multi-channel approach to engagement, lead by online methods and supported by traditional methods like phone and direct in-person contact.

Appropriate opportunity to provide feedback to Council on important issues



Preferred method of contact to be consulted on Council matters



Opportunity to provide – demographics 2026

Age Findings 2026: The oldest age group (65+) had the highest proportion state that they 'haven't needed to provide feedback to Council,' at 27%, compared to 10% of those aged 18 to 34 believing they hadn't needed to provide feedback. 61% of 18 to 34s feel they had the appropriate opportunity to provide feedback, which suggests a higher degree of comfort in providing feedback via digital channels.

32% of residents aged 55 to 64 believe that they have not had appropriate opportunity to provide feedback, which highlights a possible gap in expectations for this particular age cohort.

Gender Findings 2026: Males, while not statistically significantly, had a slighter higher proportion who believed they have not had appropriate opportunity to provide feedback, compared to females.

Suburb Findings 2026: 34% of Vale Park residents believe they 'have not had appropriate opportunity to provide feedback,' statistically significantly higher than that of other suburbs.

Appropriate opportunity to provide feedback to Council on important issues	Age					Gender		Suburb			
	18-34 (n=100)	35-44 (n=59)	45-54 (n=67)	55-64 (n=64)	65+ (n=149)	Male (n=204)	Female (n=228)	Gilberton (n=97)	Medindie (n=38)	Vale Park (n=112)	Walkerville (n=191)
You have had appropriate opportunity to provide feedback	61%	53%	51%	50%	53%	53%	54%	57%	54%	47%	57%
You don't believe you have had appropriate opportunity to provide feedback	29%	28%	21%	32%	20%	28%	22%	22%	27%	34%	21%
Haven't needed to provide feedback to Council	10%	19%	28%	18%	27%	18%	24%	21%	20%	19%	23%

Preferred consultation platform – demographics 2026

Age Findings 2026: Interestingly, 30% of those aged 18 to 34 would prefer to be consulted on Council matters via the phone (including via text), which would suggest perhaps a simple text message to younger aged residents could be sufficient to satisfy the needs of those younger.

Gender Findings 2026: A significantly higher proportion of males preferred to be consulted on Council matters via the phone (including text) compared to females – 20% vs 12%, where a significantly higher proportion of females would prefer to be consulted on Council matters via a letter compared to males – 36% vs 27%.

Preferred method of contact to be consulted on Council matters	Age					Gender		Suburb			
	18-34 (n=100)	35-44 (n=59)	45-54 (n=67)	55-64 (n=64)	65+ (n=149)	Male (n=204)	Female (n=228)	Gilberton (n=97)	Medindie (n=38)	Vale Park (n=112)	Walkerville (n=191)
Email	61%	55%	47%	61%	49%	58%	51%	56%	54%	54%	53%
Online (e.g. Council's Your Say website or online surveys)	48%	59%	57%	40%	30%	47%	41%	30%	44%	48%	40%
Letter	24%	33%	32%	32%	37%	27%	36%	33%	27%	32%	36%
Phone (including via text)	30%	15%	11%	13%	8%	20%	12%	10%	20%	16%	12%
Hard copy surveys	9%	21%	11%	14%	15%	12%	16%	14%	15%	14%	13%
In-person - administration staff (e.g. drop-in sessions or information forums)	12%	20%	14%	9%	11%	15%	10%	4%	16%	13%	12%
Direct to the Mayor or Councillors	1%	5%	8%	-	6%	6%	3%	4%	8%	3%	3%
Other	-	1%	-	-	2%	1%	1%	-	2%	0%	1%
Don't know	3%	1%	5%	-	3%	3%	2%	-	3%	3%	2%

SECTION 3: IMPROVEMENTS

Overall, the feedback suggests residents value and rate parks and reserves in the area positively, however, would like to see continued investment focused on maintenance, comfort amenities, safer access, family recreation, dog facilities and environmental enhancement.

Maintenance and cleanliness of parks and reserves

Maintenance and cleanliness was a theme mentioned by residents, particularly along Linear Park / River Torrens, which included maintenance aspects like more regular mowing, weed control, tree trimming, removal of rubbish, graffiti and upkeep of garden beds.

Shading, seating and comfort amenities

Another theme related to more shading in parks and reserves as well as seating and comfort amenities. Parks where some residents perceive more seating or shade required include: Albert Street Park, Walkerville Oval, Dunston Adventure Playground, Levi Oval playground.

Other amenity requests also include: additional benches, picnic tables, shelters, BBQ facilities, bins, drinking fountains and public toilets. Requests often focused on making parks more comfortable and practical for families, older residents and people using parks for exercise or to stay at the park longer.

Lighting

Lighting, while not as often mentioned as other aspects (like maintenance or need for shade), was also a theme mentioned, mostly improved lighting along Linear Park, Levi Park, Walkerville Memorial garden and areas under bridges, which may be darker, more intimidating areas.

Upgraded playgrounds / sporting equipment

Residents also mentioned a need for upgraded play equipment and facilities at playgrounds.

Comments included: 'tired playgrounds' at Levi Park and other upgrades required at Walkerville Oval, Hamilton Reserve and Vale Park Oval, as well as a need for modern equipment, safer layouts and facilities catering to a wider range of ages, including toddlers and teenagers. There were also requests for exercise stations, basketball/skate areas, and pickleball courts.

Dog facilities / off lead area

Some requested dedicated fenced dog parks or additional off-leash areas, suggesting current options are seen as limited relative to the number of dog owners in the community. Respondents identified several reserves as potential locations (Rose garden on Dutton Terrace, Hamilton Reserve, in Vale Park in general) with some noting that they currently travel outside the Council area (St Peter's on 2nd and 7th Avenue) to access suitable dog exercise spaces.

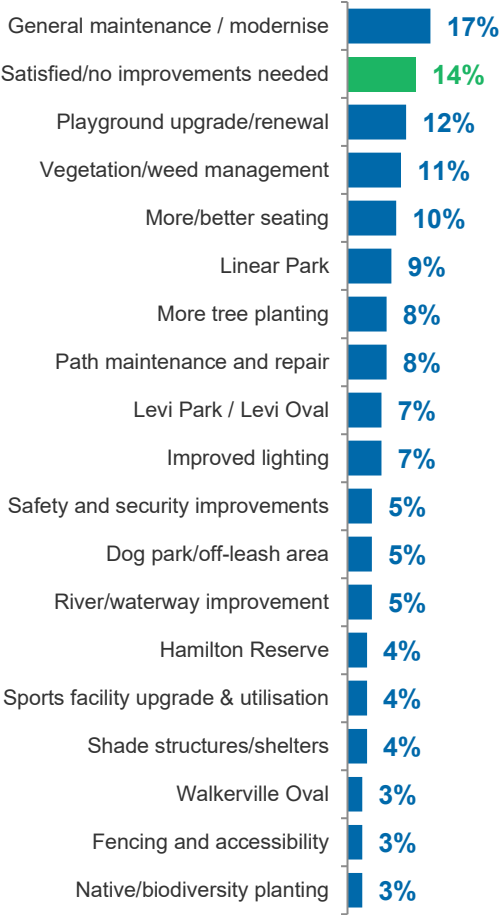
At the same time, some residents raised concern about dogs off leash in areas they are not permitted (like along Linear Park), raising discomfort and safety concern risk.

More trees and greenery

There was also a desire for additional tree planting, native vegetation, further tree canopy and protection of mature trees. This indicates that environmental quality and the green character of the Council area are valued components of local open space.

Overall, the feedback suggests residents value and rate parks and reserves in the area positively, however, would like to see continued investment focused on maintenance, comfort amenities, safer access, family recreation, dog facilities and environmental enhancement.

Improvements to parks and reserves in the area



(n=247)

“Walkerville Oval parking could be better. The sports club needs upgrading at the oval and the War Memorial Park could be planted up more, be more user-friendly with more seating and more shade.”
(Walkerville Resident)

“The playground at Levi park needs to be updated. Equipment is old and uninviting, swings are regularly broken and the seating within the playground is often dirty.”
(Vale Park Resident)

“More canopy cover especially where sport facilities are located especially e.g. tennis courts. These facilities also require more regular maintenance e.g. cleaning/sweeping of debris.”
(Vale Park Resident)

“I would like to see restrictions on bikes near the river bank near Linear Park. Dunstan Playground scooters go past all the time and it is quite dangerous.”
(Gilberton Resident)

“They keep butchering the trees in Medindie, the beautiful canopies are ruined.”
(Medindie Resident)

“The river Torrens needs a tidy up. Needs to be flushed more regularly and rubbish captured. Fallen trees need to be cleaned up not just left lying across the river. The old branches collect the rubbish. Homeless people should not live under bridges.”
(Walkerville Resident)

“More control over dogs off leash. They attack the wildlife constantly especially in the St Peter’s billabong. More park wardens. (I’d even do it as a volunteer!).”
(Gilberton Resident)

“Walkerville oval, Medindie rose garden all quite pathetic, verges bushes, footpaths dangerous.”
(Medindie Resident)

“More public toilets in Vale Park Torrens linear park.”
(Vale Park Resident)

“Willowbend reserve exercise equipment upgraded and expanded. The solar path lights east of Willowbend reserve don’t work it is unsafe to walk there at dusk. Upgrade Levi park.”
(Walkerville Resident)

By area, top improvements for Linear Park related to general maintenance, parks in Vale Park requiring playground upgrades and more or better seating in parks and reserves in Walkerville in general.

Top 5 Improvements on parks / reserves across Linear Park (n=23)

- 1.General maintenance: 40%
- 2. Vegetation/weed management: 26%
- 3. Path maintenance and repair: 20%
- 4. River/waterway improvement: 14%
- 5. Graffiti removal: 10%

Top 5 Improvements on parks / reserves across Vale Park (n=42)

- 1. Playground upgrade/renewal: 36%
- 2. General maintenance / modernise: 12%
- 3. Improved lighting: 12%
- 4. More/better seating: 11%
- 5. Exercise/fitness equipment: 10%

Top 5 on parks / reserves across Walkerville (n=24)

- 1. More/better seating: 25%
- 2. General maintenance / modernise: 21%
- 3. More tree planting: 18%
- 4. Sports facility upgrade & utilisation: 16%
- 5. Vegetation/weed management: 14%

Location legend of parks / reserves mentioned:

- **Vale Park:** Levi Park/Levi Oval, Hamilton Reserve, Vale Park, Willowbend Reserve, Lansdowne Park, and Harris Road Reserve.
- **Walkerville:** Walkerville Oval, Webster Reserve, Belt Reserve, Walkerville Cemetery, Mary Harris Reserve, Walkerville Memorial Garden, Howie Reserve, and Alfred St Park.

*A small number of respondents mentioned Gilberton (n=4) and Medindie (n=1). Comments referenced general maintenance, tree planting, and shade structures, though the volume is insufficient to identify clear priorities.”

“**Linear park** water system quality, improved walkway, footpath along river from Torrens St to Creswell court. Fix up paths, mow lawn to deter snakes.”
(Gilberton Resident)

“**Hamilton Reserve...** They’ve put some children’s play equipment but need more for different ages, more swings or a slippery slide.”
(Vale Park Resident)

“More light in **Walkerville Memorial Garden**. It’s scary to cross that park at night. Also keep those plants watered and better maintained, especially the roses.”
(Walkerville Resident)

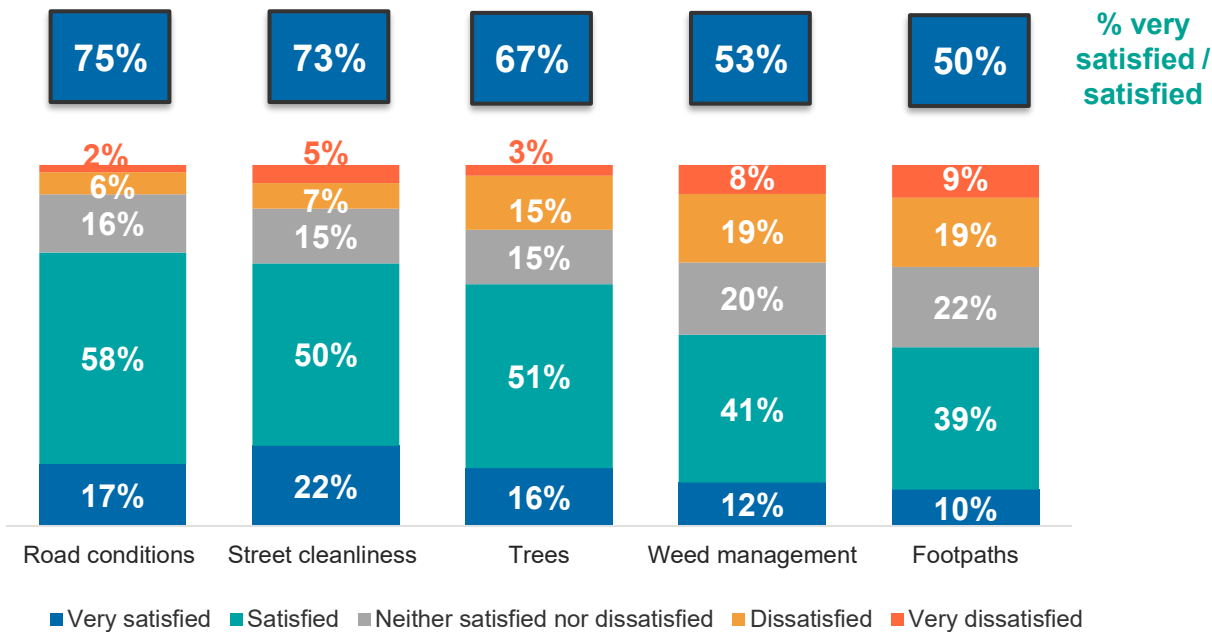
“Development of the grassed area at the **Swing Bridge** so that it is a resource for community to enjoy and honours the war memorial there. Continued and perhaps increased support for bush regeneration along the Linear Park. Gilberton is a bit neglected!”
(Gilberton Resident)

Overall, Town of Walkerville are performing most strongly on street-sweeping of roads and general cleanliness, however footpaths are the most important improvement area needed.

Residents are generally satisfied with street cleanliness, street-sweeping of trees and weed management. However, improvement would also be welcomed, with 38% desiring increased service levels for street-sweeping of tree debris and 36% for weed management.

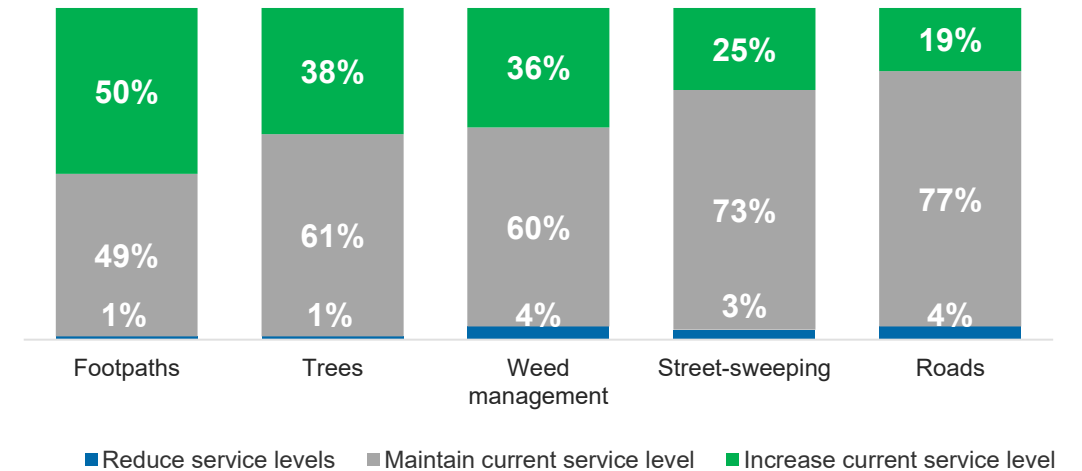
- 18 to 34-year-olds were statistically significantly more satisfied on street-sweeping in the area relating to:
 - footpath conditions (62%), street cleanliness (85%), trees (80%) and weed management in streets and verges (68%) compared to older age residents.
- Conversely, residents aged 55 to 64 were significantly less satisfied with:
 - footpath conditions (33%), street cleanliness (61%), trees (49%) and weed management in streets and verges (39%).
- Medindie residents significantly less satisfied with footpath conditions.
- Vale Park residents significantly less satisfied with weed management in streets and verges.

Satisfaction with aspects of streetscaping in the local area



(n=439)

Increase, maintain or reduce streetscaping service levels



(n=439)

Most common improvements related to bikes paths and lanes, public toilets, playgrounds as well as reigniting Walkerville Terrace / the main street precinct.

A more vibrant retail, dining and entertainment precinct

A standout theme was the desire for a more vibrant retail, dining and entertainment precinct, particularly along Walkerville Terrace and at the Walkerville Shopping Centre. Residents called for more cafés, restaurants, eateries, specialty food stores, fresh produce shops, bakeries and a stronger street atmosphere. Some also suggested markets, cinema-style community spaces, better activation of under-utilised sites and improved shopfront presentation.

This suggests residents see the main street as a key focal point and want it to become a more active social and lifestyle destination.

Bike path, pedestrian paths and traffic management

Residents raised concerns about parking shortages, school traffic, unsafe intersections, speed limits, shared path conflicts and footpath quality. Many comments called for more resident parking, safer crossings, improved traffic flow, separated bike paths, clearer signage and better accessibility for prams, wheelchairs and older people.

Parks, recreation and family amenities

As already touched on, comments again had some focus around upgrading playgrounds (Levi Park), more dog parks, BBQ areas, exercise equipment and more skate / basketball spaces and shaded areas. Some residents highlighted the need for more facilities for youth and more amenities or facilities to cater for social activities for older residents.

16% *felt there were no additional facilities or developments currently needed, so for these particular residents, their expectations have been met.*

Most common improvements related to bikes paths and lanes, public toilets, playgrounds, as well as reigniting Walkerville Terrace / the main street precinct.

“Playground in Gilberton. Perhaps BBQ facilities in Gilberton at Soldiers Memorial Swimming Reserve if it has wide local support. This is a mostly neglected area except for the efforts of some volunteers. Support for households to plant verges/trees.”
(Gilberton Resident)

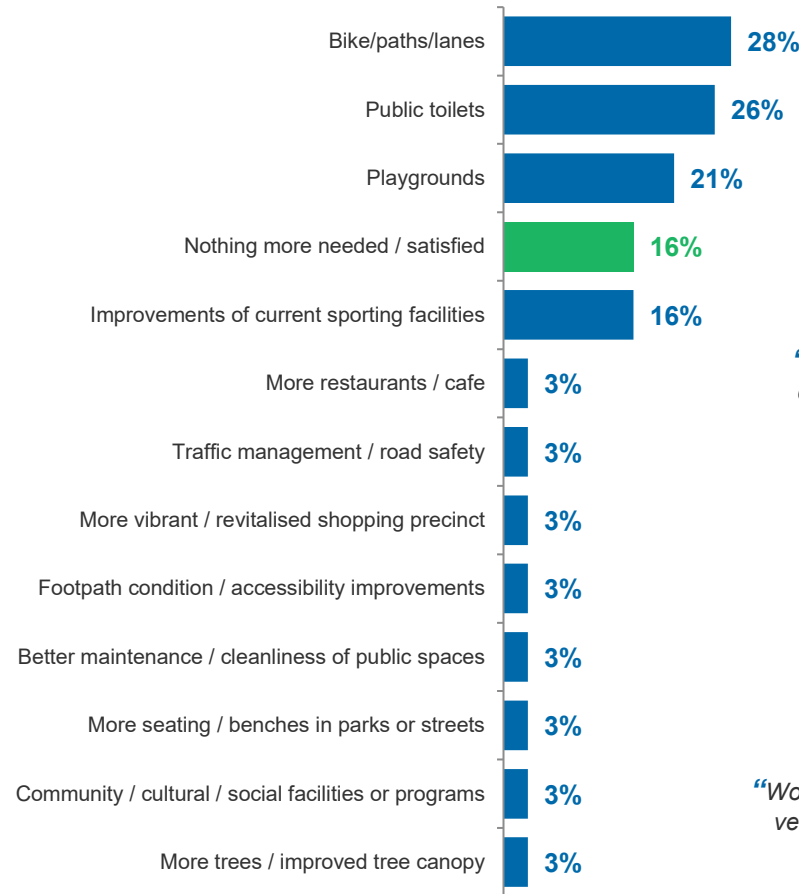
“More water fountains and public toilets in the Medindie area.”
(Medindie Resident)

“Some cyclists still don’t feel safe using Smith St and use footpath instead. Some more protection of cyclists would be welcome.”
(Walkerville Resident)

“Don’t need to spend state govt money on an elite sporting. It should be funded by the people who use the sporting club, Walkerville Football and Cricket Club.”
(Vale Park Resident)

“More shops restaurants and cafes to liven up Walkerville terrace. Pave the street. Close it off on weekends for markets.”
(Gilberton Resident)

Additional amenities / developments / facilities needed in the Town of Walkerville



(n=404)

“More focus on developments for more trees and landscaping in the new developments.”
(Walkerville Resident)

“More parks, dog parks in every suburb and walking paths. Little workout areas, exercise equipment in parks.”
(Medindie Resident)

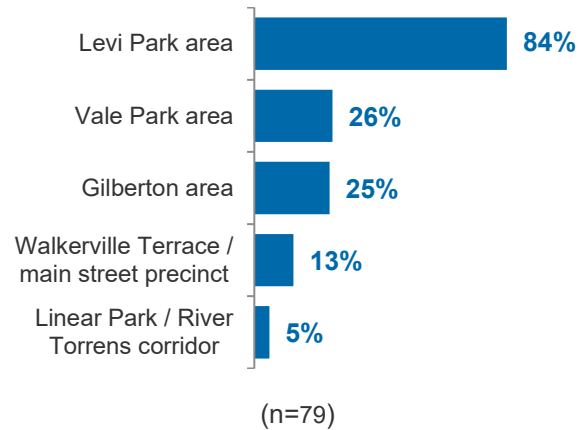
“Decent footpath, suitable for wheelchair and walker access, from Walkerville tce residential care facility down to shopping centre. Existing has heavy slope, many obstacles and is very uneven. Not suitable for the elderly outing to cafe , shops.”
(Walkerville Resident)

“Car parking. Need to be more car parking available for residents on Walkerville Tce or permit parking.”
(Gilberton Resident)

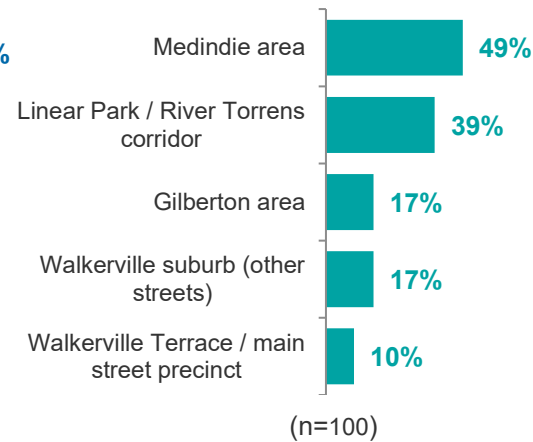
“Would like to see consistency in verge management....that if parking is possible there is no vegetation allowed on the verge which prevents people getting out of the car. Would like more of a plan with the streetscape, improve plantings...”
(Walkerville Resident)

Respondents felt that Levi Park was the main area in which a new playground and sporting facilities are needed. Medindie requires more public toilets, Vale Park more bike / paths and lanes.

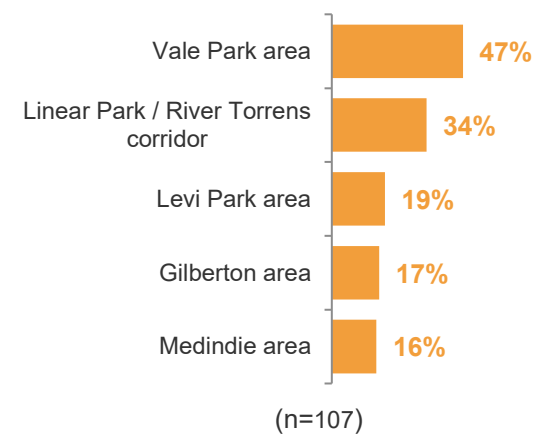
Top 5 Locations where playgrounds are needed



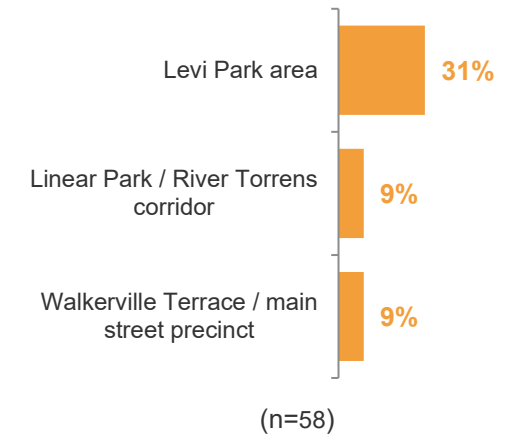
Top 5 Locations where public toilets are needed



Top 5 Locations where bike / paths / lanes are needed



Top 3 Locations where improvement of current sporting facilities are needed



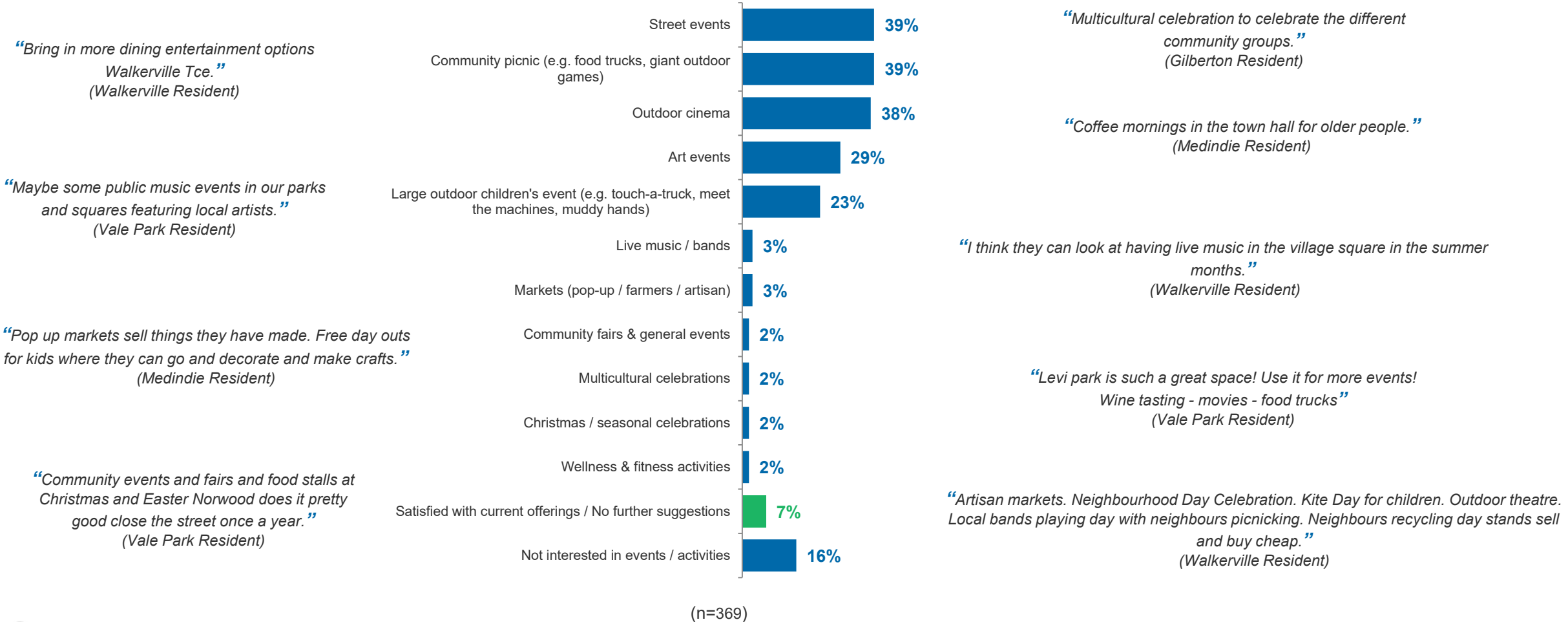
Location legend of area mentioned:

- **Walkerville Terrace / main street precinct:** Smith Street intersection, Stephen Terrace to Smith Street strip, Robe Street area, Buckingham Arms / Sussex Hotel area, Dutton Lane, Woolworths / Walkerville Shopping Centre (Walkerville Tce frontage), and the general Walkerville Terrace corridor.
- **Walkerville:** The Linear Park shared path (general), Ascot Bridge, the Creswell Court to Walkerville section, Hamilton Reserve, Webster Reserve, St Peter's River Park, Shergis Ave access roads to Linear Park, and the general riverbank area.
- **Levi Park area:** Levi Park (general), Levi Oval, the Levi Park caravan park, Willow Bend Reserve, and Lansdowne Terrace at the Levi Park end. Also includes Walkerville Oval which is situated in the same precinct.
- **Vale Park area:** Includes Vale Park (general) and Vale House precinct.
- **Gilberton area:** Gilberton (general), Gilbert Street, Park Terrace Gilberton, James Street, Soldiers Memorial Swimming Reserve (the historic Gilberton Swimming Club site on the River Torrens), Northcote Terrace, and Severn Street.
- **Medindie area:** Medindie (general), Dutton Terrace, Northcote Terrace (Medindie side), and general references to open space or infrastructure needs in Medindie.
- **Walkerville suburb (other streets):** Church Terrace, Belt Street / Belt Reserve, Fife Street, Ilford Street, Bardini Street, Harris Road, Ascot Terrace, Dutton Lane (if mentioned separately from the Walkerville Tce precinct)

Greatest desires to be implemented by Council, shared by 2 in 5 residents, was for more street events, community picnics and an outdoor cinema.

16% of residents stated they are not interested in events / activities.

Events / activities respondents would like to see implemented by Council



Overall, 70% of residents are satisfied that Town of Walkerville is a safe and secure area to live, a decrease of 7% on satisfaction levels recorded in 2023.

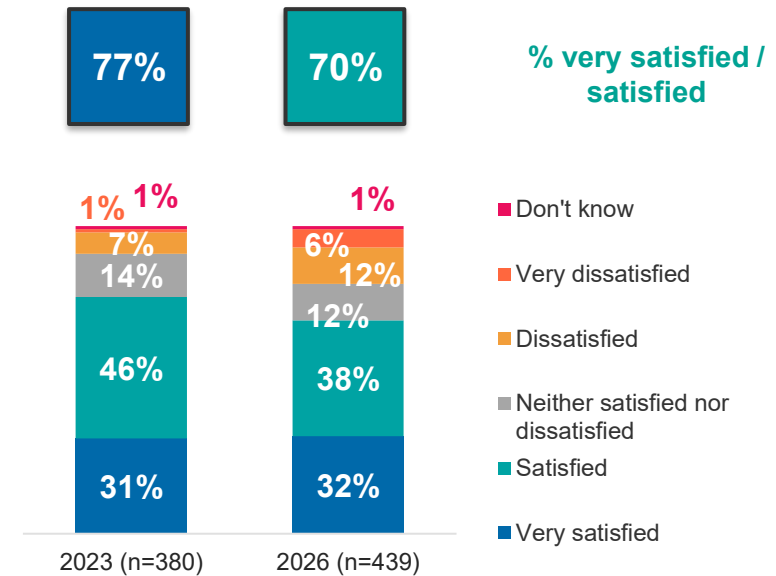
In comparison to other satisfaction metrics recorded, this is the only rating to have decreased in comparison to 2023.

Demographic Findings 2026

- While both the youngest age group of 18-34 and oldest 65+ residents held the highest level of satisfaction that Town of Walkerville is a safe and secure place to live (77% and 75%, respectively), middle aged cohorts, particularly those aged 45 to 54 (62%) and those aged 55 to 64 (56%) had lower levels of safety satisfaction (55 to 64 significantly lower).
- Largest difference in safety satisfaction correlate to suburb lived in, with a 35% difference in satisfaction for the top-rated safest suburb (Vale Park) and lowest (Medindie). Satisfaction ratings include:
 - Vale Park – 84% satisfied (rating very satisfied / satisfied)
 - Walkerville – 72% satisfied
 - Gilberton – 59% satisfied
 - Medindie – 49% satisfied

These results suggest that where residents live has a stronger influence on how safe they feel, more so than any other demographic factor.

Satisfaction that Town of Walkerville is a safe and secure area to live in



Overall, while majority don't have a safety concern, of those who do, safety concerns relating to social housing, breaks ins and general feeling of unsafety due to crime were most common.

Majority of residents who were satisfied with safety in the area, stated the area just generally feels safe as well as lower crime in the area.

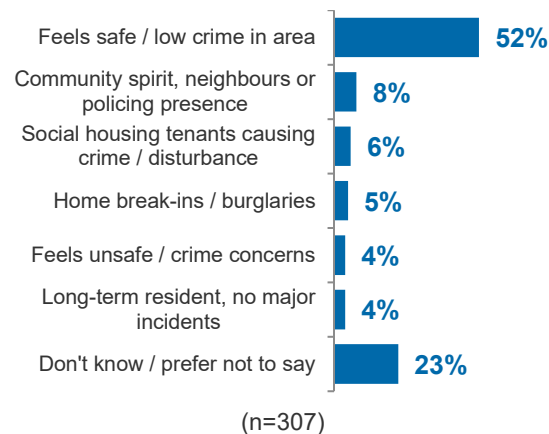
23% stated they'd prefer not to say why they provided their rating. Others cited that their rating was because of community spirit, neighbours and visual police presence.

Even though they provided a safe rating, some residents still mentioned more negative aspects like home break ins, anti social behaviour, etc.

Main two reasons for neutral ratings related to social housing tenants causing crime or disturbances and home break-ins and burglaries. There was also some concern due to murders or serious violent crimes that have happened in the area.

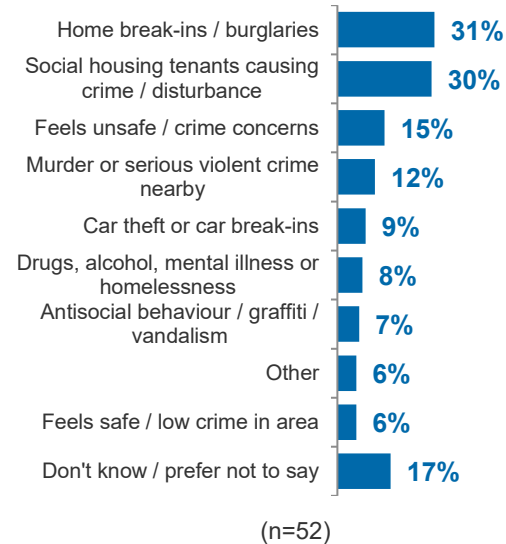
Reasons for dissatisfaction ratings by 18% of residents were similar to that of those who rated neutral, due to social housing tenants causing disturbances, home break-ins and crime concerns / feeling unsafe in general.

Why satisfied that the area is safe and secure to live (rating 4-5)



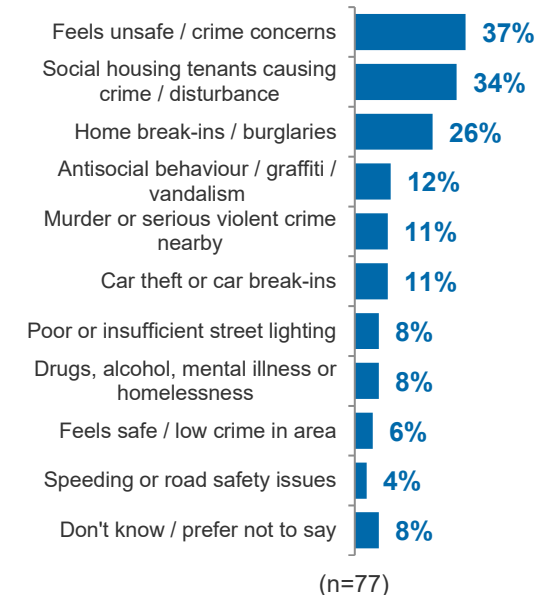
“There has not been any issues any bad issues with people. The neighbourhood is good. The roads are safe. Easy access to parks.”

Why neutral that the area is safe and secure to live (rating 3)



“We seem to have a high number of mentally ill people often on the streets and we've had a couple of break and enter murders in the last few years.”

Why dissatisfied that the area is safe and secure to live (rating 1-2)



“The increase in graffiti and personal contact with police in the two years living here has increased my concern. Still a way to go to make it a safer place overall.”

Most commonly, residents are happy with the area and are confident that it will remain that way. Community spirit, neighbourly connections, retaining village / small town character and confidence with Council leadership and governance provide hope and optimism for the future of Town of Walkerville.

Overall, responses highlight that residents are optimistic about the future of Town of Walkerville, with hopes centred on preserving what residents already value while making selective improvements that enhance liveability. The strongest sentiment is not for dramatic change, but for careful progress that protects the Town of Walkerville's character, amenities and sense of community.

Happy with the area / confident it will remain what residents love

Optimism is largely centred on continuity rather than major change. Many residents hope Council will preserve what already works, which is maintaining services, keeping rates manageable, protecting the village feel, and avoiding overdevelopment or unnecessary spending.

While some support gradual enhancements such as better retail options, technology improvements or continued facility upgrades, the dominant view is that the Council area is already in a strong position and future success lies in carefully maintaining standards while making measured improvements that enhance, rather than disrupt, the area's appeal.

Community spirit and neighbourly connections

Residents are about continued focus on community spirit in the Town of Walkerville, with hopes centred on preserving the friendly small-town feel (as mentioned) while fostering greater neighbourly connection, inclusiveness, a safe area to raise children with family-friendly events and a stronger sense of belonging across a diverse, multicultural community.

Retain village / small town character and heritage

There was a desire to retain the village feel and heritage character of the Town of Walkerville, which is what makes the area unique and desirable. Comments highlighted a positivity to the small side, which creates a friendly nature and community orientated Township. Residents expressed hope that this retains and does not lose its identity through over development or even amalgamation with a neighbouring Council.

This suggests that local identity is a major source of pride and strongly tied to future optimism.

Hopes for more vibrant retail, dining and social precinct

There was also strong optimism around a more vibrant retail, dining and social precinct, particularly along Walkerville Terrace, near Buckingham Arms and other main street areas. Residents hoped for more cafés, restaurants, boutique retail, wine bars, entertainment. Residents referenced other successful precincts such as Prospect Road or The Parade.

This suggests residents see commercial vibrancy as one of the biggest future opportunities.

Confidence in Council leadership and governance

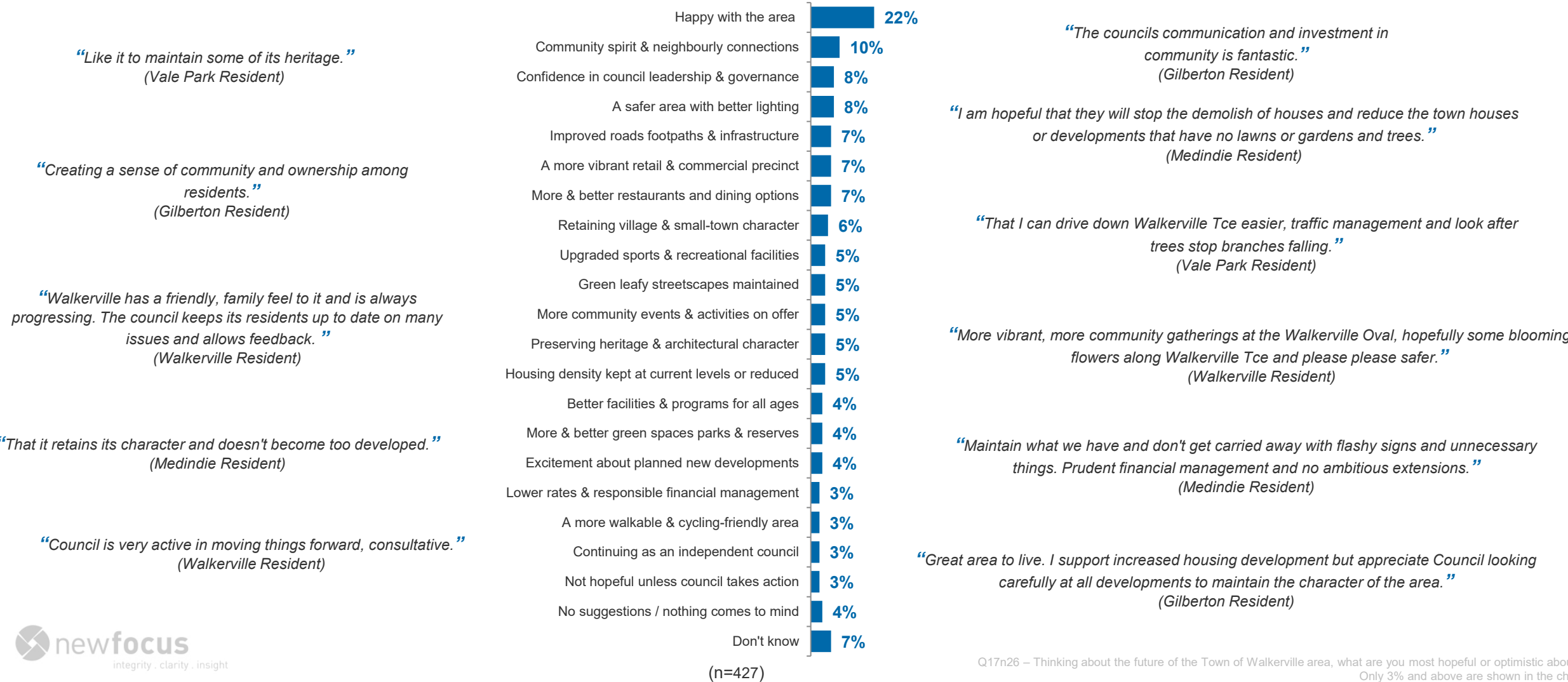
Responses reflect a level of confidence in current Council leadership and governance, with this particular group of residents viewing Council as community focused, responsive and moving in a positive direction.

Comments praise current leadership, including specific support for the Mayor. There is acknowledgement that Council is active, consultative and investing in improvements that benefit residents. There is also recognition that Council has vision and momentum, with optimism that recent progress will continue.

At the same time, confidence is closely tied to expectations of good stewardship. Residents want Council to remain focused on resident needs and ensure future development decisions are thoughtful and respectful of existing ratepayers. Consultation, listening to the community, and delivering long-term asset planning are seen as key to effective governance.

Most commonly, residents are happy with the area and are confident that it will remain that way. Community spirit, neighbourly connections, retaining village / small town character and confidence with Council leadership and governance provide hope and optimism for the future of Town of Walkerville.

Hopeful or optimistic about the future of Town of Walkerville



While concerns mentioned were broad, residents main concerns or worries relate to personal safety, traffic congestion, overdevelopment and high-density housing, as well as loss of heritage and suburb character and loss of tree canopy.

Overdevelopment, housing density and loss of character

Residents raised concerns about subdivisions, multiple dwellings replacing single homes, high-rise or apartment-style developments, and the perceived impact these may have on privacy, congestion, tree canopy and the traditional streetscape.

The Buckingham Arms redevelopment was repeatedly mentioned as a symbol of these broader concerns, particularly around scale, traffic and fit with the existing area. This indicates strong sensitivity to growth that is seen as out of character with Town of Walkerville's heritage and village feel.

Increase in rates / decrease in affordability

Some residents specifically referenced rising council rates as a worry for the future, while others framed their concerns more broadly around the current cost of living pressures, suggesting households are increasingly sensitive to any additional financial pressures.

Understandably, there is the expectation that any rate increase should be matched by visible service improvements.

Traffic congestion, parking and road safety

Residents frequently cited increasing traffic volumes, school drop-off congestion, dangerous intersections, speeding, inconsistent 40km/h speed zones, and limited on-street parking.

Particular hotspots for these issues, mentioned by residents, included Walkerville Terrace, Stephen Terrace, Ascot Avenue, Fife Street and areas around apartments in Gilberton and schools.

These comments suggest movement around the area is a daily issue and one of the most tangible.

Safety, crime and antisocial behaviour

Concerns included break-ins, theft, personal safety at night, poor lighting, vandalism and antisocial behaviour. A notable number of comments specifically referenced social housing in Gilberton (Bentzen Court) with residents associating some locations with disorder or safety issues.

While these views are not universal, they reflect a perception that some localised hotspots are affecting broader feelings of safety.

Residents are seeking preventative measures, rather than just enforcement alone. Considering improvements in street lighting, stronger surveillance in key reported hot spots, quicker graffiti removal.

General maintenance concerns

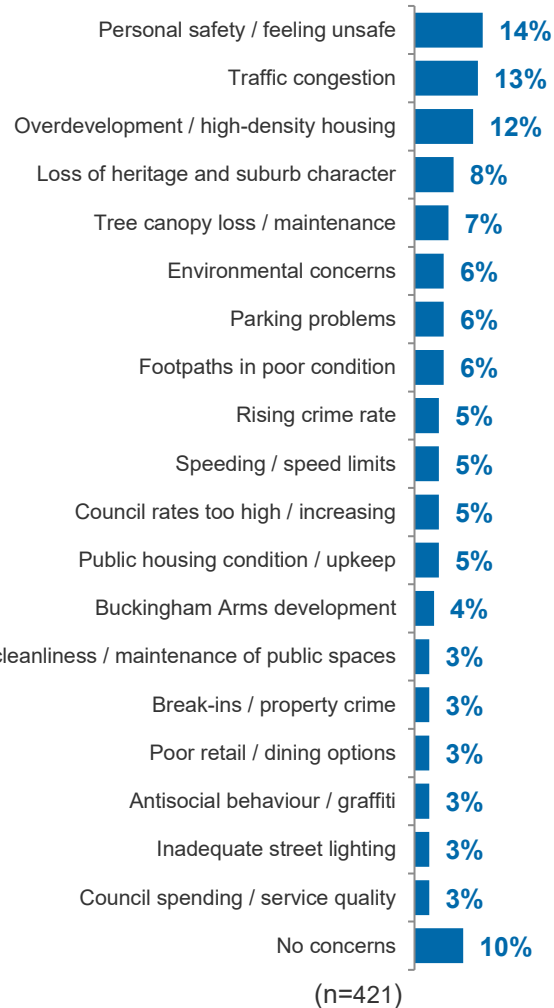
Comments referred to uneven footpaths, lifted pavers, trip hazards, deteriorating roads, potholes, poor street lighting, weeds, litter, graffiti, drainage issues and ageing public assets.

A number of responses also focused on the condition of Linear Park / River Torrens trail, including over-grown weeds, dead plants, poor path upkeep, poor lighting, riverbank presentation and environmental health.

This indicates that key public open spaces are seen as important community assets, with expectations that they be well maintained, safe and visually appealing.

While concerns mentioned were broad, residents main concerns or worries relate to personal safety, traffic congestion, overdevelopment and high-density housing, as well as loss of heritage and suburb character and loss of tree canopy.

Main worries or concerns for the future of the Town of Walkerville



*"I am concerned we are getting less safe in Walkerville."
(Walkerville Resident)*

*"The Housing Trust flats. Too much crime, drug taking, vandalism and threatening people."
(Walkerville Resident)*

*"My worries is that there is an increase in graffiti in the township and this tells me there is an element of disrespect for public property."
(Vale Park Resident)*

*"Parking. People parking on yellow lines over driveways and on narrow roads parking opposite each other."
(Medindie Resident)*

*"I think the council needs to focus on the basics and not get political, which I think is mostly the case at the moment. Traffic volume on Stephen Tce and sometimes Walkerville Tce is problematic and getting worse every year."
(Gilberton Resident)*

*"Traffic and parking issues associated with wilderness school. High rise developments increasing local traffic and reducing quality of the neighbourhood."
(Medindie Resident)*

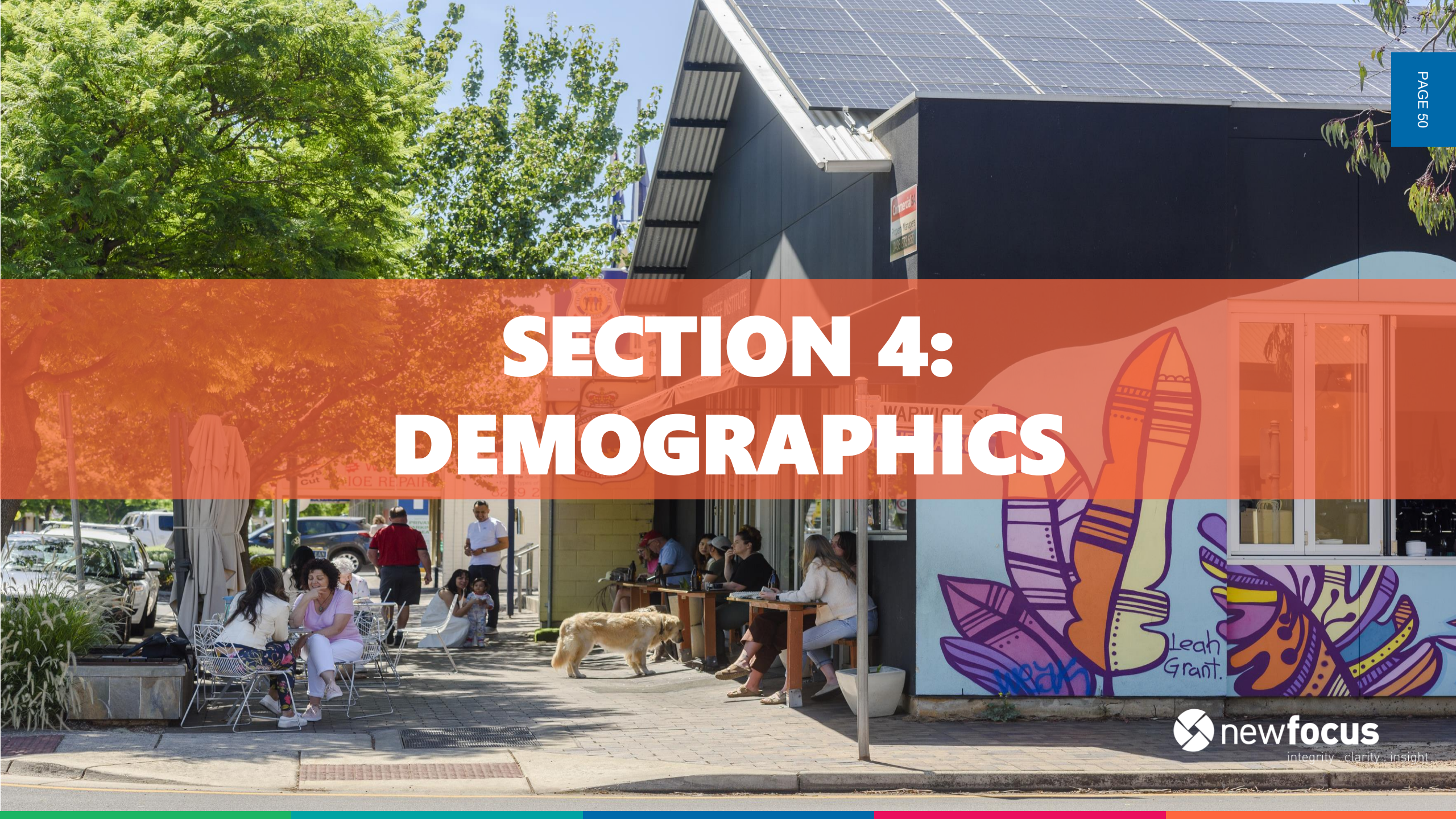
*"Flats and units, high density developments. The area will lose character."
(Vale Park Resident)*

*"Over development, high rise buildings like the Buckingham Arms development. Multiple beautiful old homes being knocked down and developers building several homes on the block."
(Vale Park Resident)*

*"I can't see how a rate rise can ever be justified, given that property prices are going up so much anyhow, and that increases rates collected."
(Walkerville Resident)*

*"The pavers are a huge tripping hazard - they are constantly being uplifted - we have fallen over a number of times."
(Vale Park Resident)*

SECTION 4: DEMOGRAPHICS



Demographics 2025 - Weighted

Gender



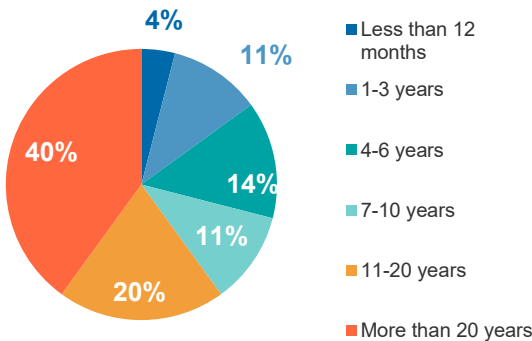
Man or male
47%



Woman or female
53%

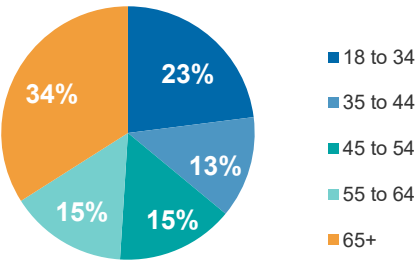
(n=433)

Tenure of living in Town of Walkerville



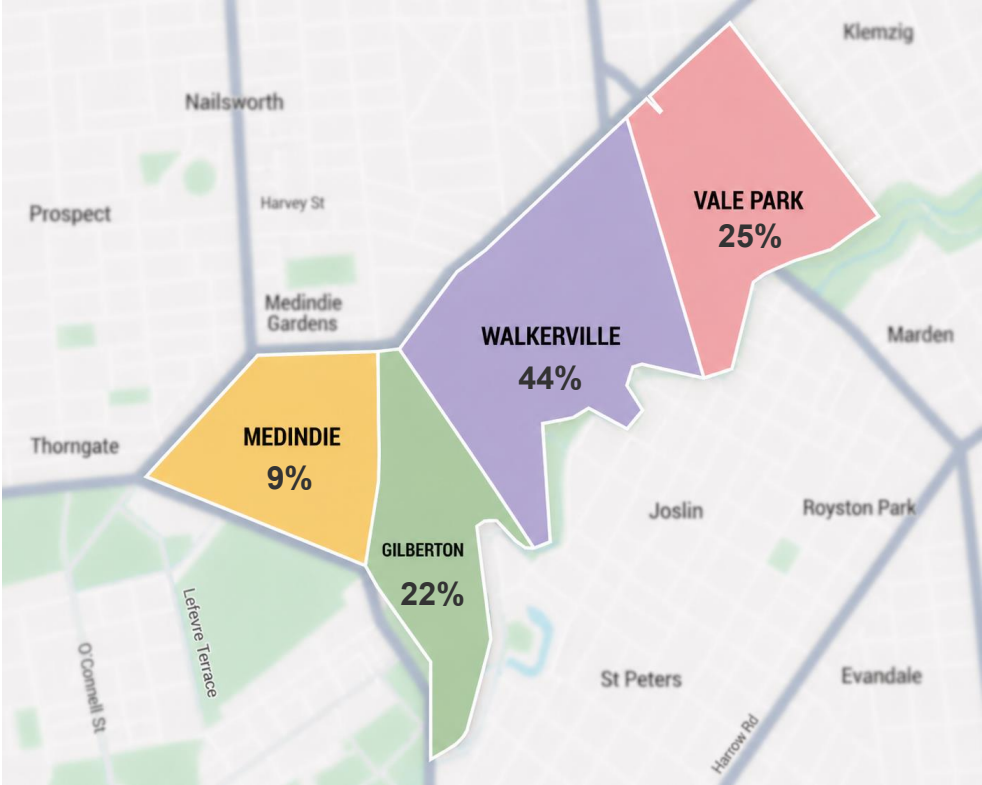
(n=439)

Age



(n=439)

Suburb



(n=438)

Demographics 2025 - Unweighted

Gender



Man or male
42%



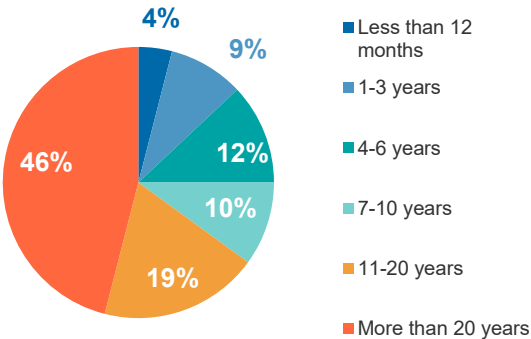
Woman or female
58%



Non-binary
1%

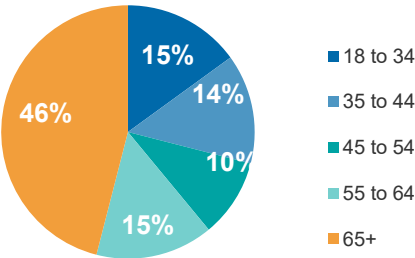
(n=433)

Tenure of living in Town of Walkerville



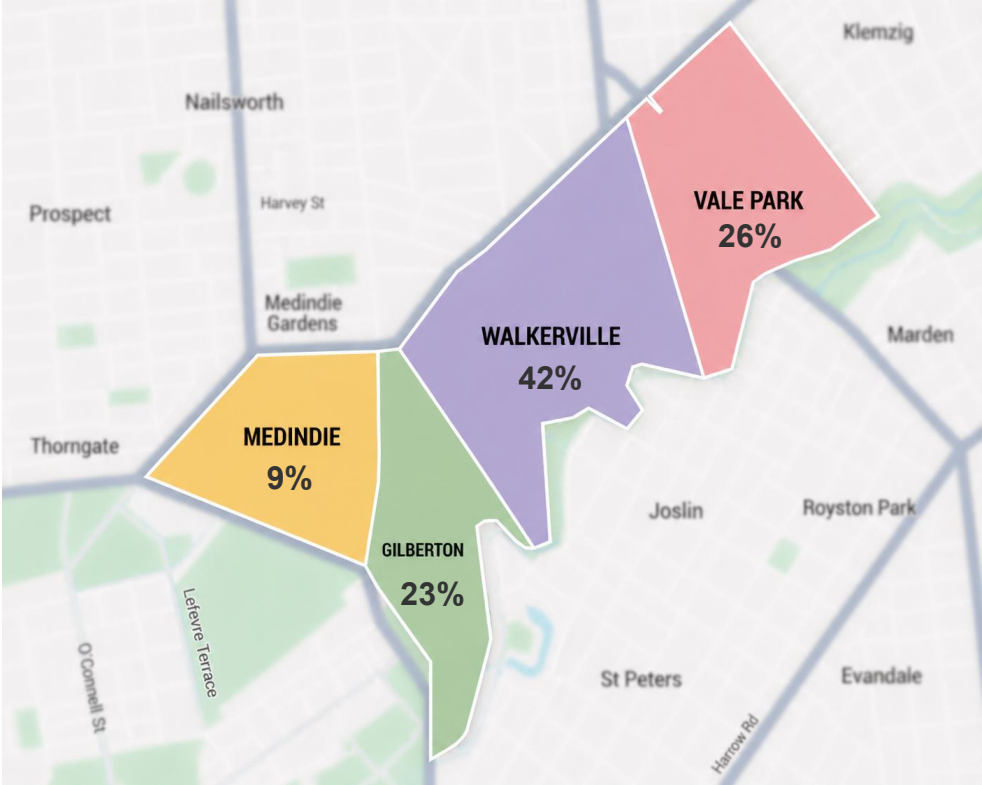
(n=439)

Age



(n=439)

Suburb



(n=438)

THANK YOU



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