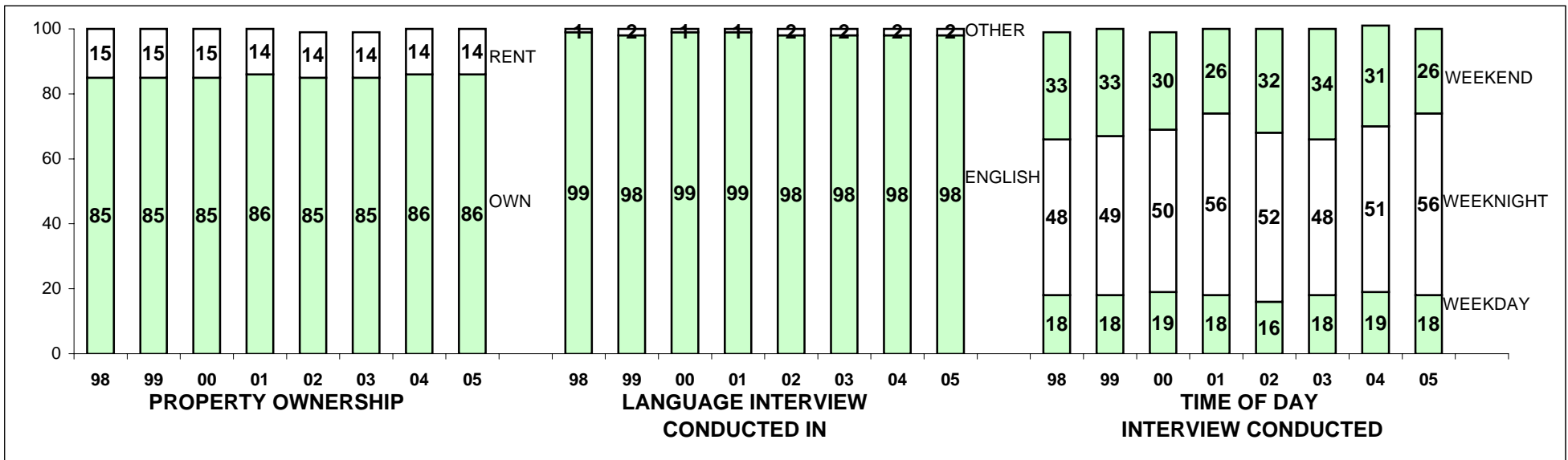
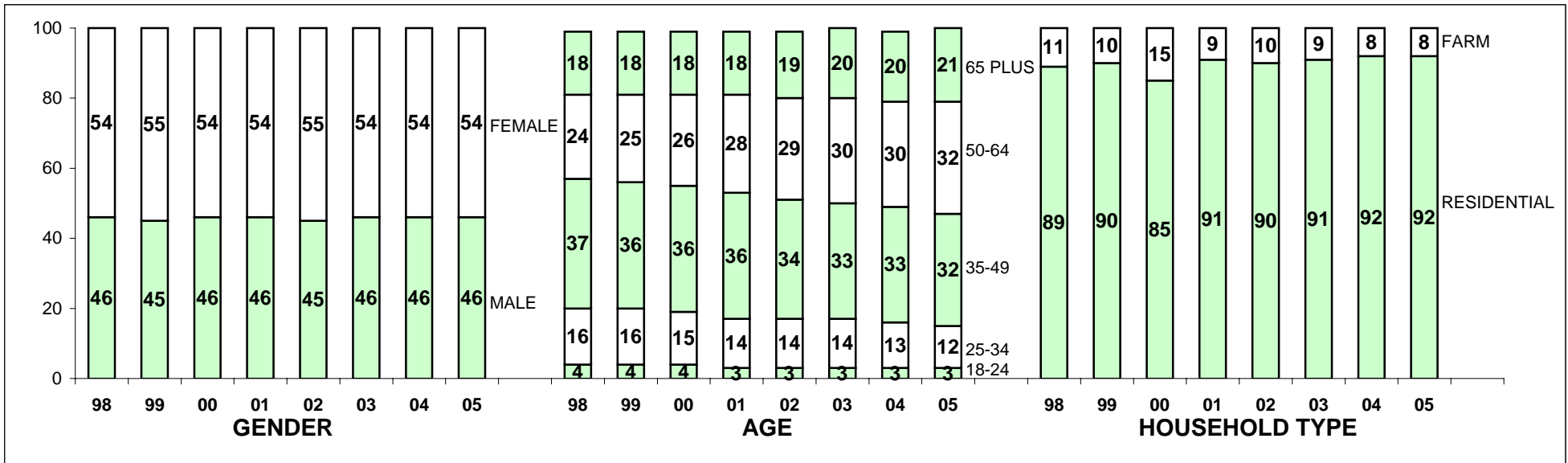

**PROFILE OF RESPONDENT
CHARACTERISTICS**

ANNUAL CONSTITUENT SATISFACTION SURVEY 2005 RESPONDENT PROFILE



SURVEY QUESTIONNAIRE

- Option A

- Option B

**LOCAL GOVERNMENT DIVISION
RESIDENTS QUESTIONNAIRE
Option A
- 2005 -**

Good morning/afternoon/evening. I am from Newton Wayman Chong, the market research company. We are conducting a survey on behalf of Victorian Local Government. The survey aims to find out how residents feel about the **performance** of local Government in your area, that is in the **(INSERT NAME OF COUNCIL)**.

Can I please speak to a head of your household (either male or female) who is 18 years or older? **ONCE HAVE CORRECT PERSON.** If you would like to participate the survey will only take about 8 or 9 minutes **AND THE INFORMATION YOU PROVIDE WILL BE USED FOR RESEARCH PURPOSES ONLY.**

SCREENING QUESTIONS

S1: Firstly, do you or anyone in your household work in a market research organisation or local government anywhere, either now, or in the last three years?

- Yes - Market Research 1 **TERMINATE**
- Yes - Local Government 2 **TERMINATE**
- No 3

S2: Also, we just wish to speak to residents, not businesses, of ... **INSERT NAME OF COUNCIL.** Are you a residential household (or a farming household, **IF RURAL AREA**)?

- Yes - Residential Household 1
- Yes - Farming Household 2
- No 3 **TERMINATE**

IF A FARMING HOUSEHOLD. Please note, we would like you to participate in the survey thinking of your needs as a resident, rather than specific farm management issues.

S3: RECORD GENDER (AUTOMATICALLY).

- Male 1
- Female 2

CONTINUE WITH INTERVIEW.

MY SUPERVISOR MAY BE MONITORING THE INTERVIEW FOR QUALITY CONTROL PURPOSES. IF YOU DO NOT WISH THIS TO OCCUR, PLEASE LET ME KNOW.

Q1 Firstly, I will shortly be reading out a list of nine areas which are the responsibility of local Government. Please keep in mind that the focus is on local government only.

For each area of responsibility, I would like to establish your **assessment of the performance** of **(INSERT NAME OF COUNCIL)** over the last twelve months.

NOW ASK (a) AND (b) WHERE NECESSARY FOR EACH RESPONSIBILITY AREA, BEFORE PROCEEDING TO NEXT SERVICE AREA. RANDOMISE.

**a) In the last twelve months, how has ... (INSERT COUNCIL NAME) ... performed on ... (INSERT RESPONSIBILITY AREA) ... ? Was it ... ?
READ OUT 1-5 INCLUDING DEFINITIONS THE FIRST TIME AND THEREAFTER ONLY THE KEY WORDS.**

- 1. **Excellent** - outstanding performance..... 1
- 2. **Good** - a high standard.....2
- 3. **Adequate** - an acceptable standard.....3
- 4. **Needs some improvement**.....4
- 5. **Needs a lot of improvement**.....5
- Don't Know/Can't Say6

ASK Q1b IF CODES 4 OR 5 IN Q1a. OTHERWISE CONTINUE WITH THE NEXT RESPONSIBILITY AREA.

b) Why do you say that? USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT. OTHERWISE RECORD VERBATIM COMMENTS.

INSTRUCTION: FOR STATEMENT 2 ONLY.]

c) Have you or any member of your household used any of these services provided by the (INSERT NAME OF COUNCIL) in the last 12 months?

- Yes 1
- No 2

RESPONSIBILITY AREAS	Q1a Performance	Q1b Why Needs Improvement	Q1c
1. Local Roads and Footpaths <i>Excluding ...</i> Highways and main roads (but <i>including</i> roadside slashing/maintenance - RURAL ONLY)	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
2. Health and Human Services <i>This includes ...</i> Meals on Wheels Home Help Maternal and Child Health Immunisation Child Care <u>And Support for Disadvantaged and Minority Groups</u> (but <i>excludes</i> hospitals)	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	<input type="checkbox"/>
CONTINUED ON NEXT PAGE			

RESPONSIBILITY AREAS	Q1a Performance	Q1b Why Needs Improvement	Q1c
3. Recreational Facilities <i>This includes ...</i> Sporting facilities, swimming pools, sports fields and playgrounds Arts centres and festivals Library Services	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
4. Appearance of Public Areas <i>This includes ...</i> Local parks and gardens Street cleaning and litter collection Street trees	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
5. Traffic Management and Parking Facilities <i>This includes ...</i> Council provision of street and off street parking Local road safety	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
6. Waste Management <i>This includes ...</i> Garbage and recyclable collection Operation of Tips/Transfer Stations	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
7. Enforcement of By Laws <i>This includes ...</i> Food and Health Noise Animal control Parking Fire Prevention	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
8. Economic Development <i>This includes ...</i> Business and Tourism Jobs Creation	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
9. Town Planning Policy and Approvals <i>Including ...</i> Heritage and environmental issues	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	

Q2a In the last twelve months, have you had any contact with ... **READ OUT COUNCIL'S NAME** ... ? This may have been in person, by telephone, in writing, email or by fax.

- Yes..... 1
- No **SKIP TO Q3** 2

Q2b Thinking of the most recent contact, how well did ... **(NAME OF COUNCIL)** ... perform in the **way** you were treated - things like the ease of contact, helpfulness and ability of staff, speed of response, and their attitude towards you. We do **not** mean the **actual outcome**. Was it ... **READ OUT 1-5** ... ?

- 1. **Excellent** - outstanding performance..... 1
- 2. **Good** - a high standard 2
- 3. **Adequate** - an acceptable standard..... 3
- 4. **Needs some improvement**..... 4
- 5. **Needs a lot of improvement** 5
- Don't Know/Can't Say 6

ASK ALL.

Q3 In the last twelve months, how well has ... **READ OUT COUNCIL'S NAME** ... represented and lobbied on behalf of the community with other levels of government and private organisations, on key local issues? Was it ... **READ OUT 1-5** ... ?

- 1. **Excellent** - outstanding performance..... 1
- 2. **Good** - a high standard 2
- 3. **Adequate** - an acceptable standard..... 3
- 4. **Needs some improvement**..... 4
- 5. **Needs a lot of improvement** 5
- Don't Know/Can't Say 6

Q4 **On balance**, for the last twelve months, how do you feel about the performance of ... **READ OUT COUNCIL'S NAME**. Not just on one or two issues, **but overall** across all responsibility areas. Was it ... **READ OUT PERFORMANCE SCALE 1-5** ... ?

- 1. **Excellent** - outstanding performance..... 1
- 2. **Good** - a high standard 2
- 3. **Adequate** - an acceptable standard..... 3
- 4. **Needs some improvement**..... 4
- 5. **Needs a lot of improvement** 5
- Don't Know/Can't Say **SKIP TO Q6**..... 6

Q5 In giving your answer to the previous question, has any particular issue **strongly** influenced your view, either in a positive or negative way? **IF YES**. Was it a positive or negative influence?

- Yes - Positive 1
 - Yes - Negative..... 2
 - No..... 3
 - Don't Know/No Response..... 4
-

Q6 Over the last 12 months, what is your view of the direction of ... **READ OUT COUNCIL'S NAME** ... overall performance? Has it **improved, stayed the same or deteriorated?** **READ OUT 1-3.**

- 1. Improved1
- 2. Stayed the Same2
- 3. Deteriorated3
- Don't Know/Can't Say4

Q6a Over the last 12 months, how would you rate the performance of ... **READ OUT COUNCIL'S NAME** ... on consulting with the community and leading discussion on key social, economic and environmental issues which could impact on the local area, and may require decisions by Council? Would you say it was... **READ OUT PERFORMANCE SCALE 1-5** ... ?

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- 5. **Needs a lot of improvement**.....5
- Don't Know/Can't Say6

Just three final questions ...

Q7 To which one of the following age groups do you belong? **(READ OUT 2-6)**

- (SP)**
- Under 18 1 **TERMINATE**
- 18 - 24 2
- 25 - 34 3
- 35 - 49 4
- 50 - 64 5
- 65 + 6
- Refused 7

Q8 Thinking of the property you live in, do you **own** it or are you **renting**?

- Own (includes purchasing) 1
- Renting..... 2

Q9 And is this property your main permanent residence or a secondary residence such as a holiday home?

- Permanent residence 1
 - Secondary residence..... 2
-

THANK YOU. FOR QUALITY CONTROL PURPOSES YOU MAY BE RE-CONTACTED, TO VERIFY SOME OF THE INFORMATION. WE WILL REMOVE YOUR CONTACT DETAILS WHEN ALL INTERVIEWING IS COMPLETED IN 6 TO 8 WEEKS TIME. IN THE MEAN TIME YOU MAY CONTACT US ABOUT THE INTERVIEW.

Just in case you missed it, my name isand I'm calling from Newton Wayman Chong.

Respondent's First Name:

Was this interview conducted in ... ?

- English 1
- Other **SPECIFY** (including home translator) 2

Time Finish:

--	--	--	--

Interview Length:

--	--

 mins

<p><u>INTERVIEWER DECLARATION</u></p> <p>I have conducted this interview. This questionnaire is a full and to the best of my knowledge, an accurate recording, and has been completed in accordance with my interview with the respondent and ICC/ESOMAR guidelines.</p> <p>Interviewer Name:</p> <p>Interviewer Signature:</p> <p>Date:</p>

SUPERVISOR'S VERIFICATION

I CERTIFY THAT I HAVE VALIDATED THIS INTERVIEW AND THAT IT IS ACCURATE AND COMPLETE.

Supervisor's Name:

Supervisor's Signature:

Date:

- Weekday..... 1
 - Weeknight..... 2
 - Weekend..... 3
-

**LOCAL GOVERNMENT DIVISION
RESIDENTS QUESTIONNAIRE
Option B
- 2005 -**

Good morning/afternoon/evening. I am from Newton Wayman Chong, the market research company. We are conducting a survey on behalf of Victorian Local Government. The survey aims to find out how residents feel about the **performance** of local Government in your area, that is in the **(INSERT NAME OF COUNCIL)**.

Can I please speak to a head of your household (either male or female) who is 18 years or older? **ONCE HAVE CORRECT PERSON.** If you would like to participate the survey will only take about 8 or 9 minutes **AND THE INFORMATION YOU PROVIDE WILL BE USED FOR RESEARCH PURPOSES ONLY.**

SCREENING QUESTIONS

S1: Firstly, do you or anyone in your household work in a market research organisation or local government anywhere, either now, or in the last three years?

- Yes - Market Research 1 **TERMINATE**
- Yes - Local Government 2 **TERMINATE**
- No 3

S2: Also, we just wish to speak to residents, not businesses, of ... **INSERT NAME OF COUNCIL.** Are you a residential household (or a farming household, **IF RURAL AREA**)?

- Yes - Residential Household 1
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IF A FARMING HOUSEHOLD. Please note, we would like you to participate in the survey thinking of your needs as a resident, rather than specific farm management issues.

S3: RECORD GENDER (AUTOMATICALLY).

- Male 1
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MY SUPERVISOR MAY BE MONITORING THE INTERVIEW FOR QUALITY CONTROL PURPOSES. IF YOU DO NOT WISH THIS TO OCCUR, PLEASE LET ME KNOW.

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**a) In the last twelve months, how has ... (INSERT COUNCIL NAME) ... performed on ... (INSERT RESPONSIBILITY AREA) ... ? Was it ... ?
READ OUT 1-5 INCLUDING DEFINITIONS THE FIRST TIME AND THEREAFTER ONLY THE KEY WORDS.**

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- 2. **Good** - a high standard.....2
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- 4. **Needs some improvement**.....4
- 5. **Needs a lot of improvement**.....5
- Don't Know/Can't Say6

ASK Q1b IF CODES 4 OR 5 IN Q1a. OTHERWISE CONTINUE WITH THE NEXT RESPONSIBILITY AREA.

b) Why do you say that? USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT. OTHERWISE RECORD VERBATIM COMMENTS.

[INSTRUCTION: FOR STATEMENT 2 ONLY.]

c) Have you or any member of your household used any of these services provided by the (INSERT NAME OF COUNCIL) in the last 12 months?

- Yes1
- No2

RESPONSIBILITY AREAS	Q1a Performance	Q1b Why Needs Improvement	Q1c
1. Local Roads and Footpaths <i>Excluding ...</i> Highways and main roads (but <i>including</i> roadside slashing/maintenance - RURAL ONLY)	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
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- Yes.....1
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Q2b Thinking of the most recent contact, how well did ... **(NAME OF COUNCIL)** ... perform in the **way** you were treated - things like the ease of contact, helpfulness and ability of staff, speed of response, and their attitude towards you. We do **not** mean the **actual outcome**. Was it ... **READ OUT 1-5** ... ?

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- 3. **Adequate** - an acceptable standard.....3
- 4. **Needs some improvement**.....4
- 5. **Needs a lot of improvement**5
- Don't Know/Can't Say6

ASK Q2c IF CODES 4 OR 5 IN Q2b. OTHERWISE SKIP TO Q3.

Q2c Why do you say that? **USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT. OTHERWISE RECORD VERBATIM COMMENTS.**

ASK ALL.

Q3 In the last twelve months, how well has ... **READ OUT COUNCIL'S NAME** ... represented and lobbied on behalf of the community with other levels of government and private organisations, on key local issues? Was it ... **READ OUT 1-5** ... ?

- 1. **Excellent** - outstanding performance.....1
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- 3. **Adequate** - an acceptable standard.....3
- 4. **Needs some improvement**.....4
- 5. **Needs a lot of improvement**5
- Don't Know/Can't Say6

ASK Q3a IF CODES 4 OR 5 IN Q3. OTHERWISE SKIP TO Q4.

Q3a Why do you say that? **USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT. OTHERWISE RECORD VERBATIM COMMENTS.**

Q4 **On balance**, for the last twelve months, how do you feel about the performance of ... **READ OUT COUNCIL'S NAME**. Not just on one or two issues, **but overall** across all responsibility areas. Was it ... **READ OUT PERFORMANCE SCALE 1-5** ... ?

- 1. **Excellent** - outstanding performance.....1
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 - 3. **Adequate** - an acceptable standard.....3
 - 4. **Needs some improvement**.....4
 - 5. **Needs a lot of improvement**5
 - Don't Know/Can't Say **SKIP TO Q6**.....6
-

Q5 In giving your answer to the previous question, has any particular issue **strongly** influenced your view, either in a positive or negative way? **IF YES.** Was it a positive or negative influence?

- Yes - Positive1
- Yes - Negative.....2
- No.....3
- Don't Know/No Response.....4

ASK Q5a IF CODES 4 OR 5 IN Q4. OTHERWISE SKIP TO Q6.

Q5a Why do you say that on balance the council's overall performance is in need of improvement? **USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT. OTHERWISE RECORD VERBATIM COMMENTS.**

Q6 Over the last 12 months, what is your view of the direction of ... **READ OUT COUNCIL'S NAME** ... overall performance? Has it **improved, stayed the same or deteriorated?** **READ OUT 1-3.**

- 1. Improved1
- 2. Stayed the Same2
- 3. Deteriorated3
- Don't Know/Can't Say4

Q6a Over the last 12 months, how would you rate the performance of ... **READ OUT COUNCIL'S NAME** ... on consulting with the community and leading discussion on key social, economic and environmental issues which could impact on the local area, and may require decisions by Council? Would you say it was... **READ OUT PERFORMANCE SCALE 1-5 ... ?**

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- 3. **Adequate** - an acceptable standard.....3
- 4. **Needs some improvement**.....4
- 5. **Needs a lot of improvement**.....5
- Don't Know/Can't Say6

ASK Q6b IF CODES 4 OR 5 IN Q6a. OTHERWISE SKIP TO Q7.

Q6b Why do you say that? **USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT. OTHERWISE RECORD VERBATIM COMMENTS.**

Just three final questions ...

Q7 To which one of the following age groups do you belong? **(READ OUT 2-6)**

(SP)

- Under 18 1 **TERMINATE**
 - 18 - 24 2
 - 25 - 34 3
 - 35 - 49 4
 - 50 - 64 5
 - 65 + 6
 - Refused 7
-

Q8 Thinking of the property you live in, do you **own** it or are you **renting**?

- Own (includes purchasing) 1
Renting..... 2

Q9 And is this property your main permanent residence or a secondary residence such as a holiday home?

- Permanent residence 1
Secondary residence..... 2

THANK YOU. FOR QUALITY CONTROL PURPOSES YOU MAY BE RE-CONTACTED, TO VERIFY SOME OF THE INFORMATION. WE WILL REMOVE YOUR CONTACT DETAILS WHEN ALL INTERVIEWING IS COMPLETED IN 6 TO 8 WEEKS TIME. IN THE MEAN TIME YOU MAY CONTACT US ABOUT THE INTERVIEW.

Just in case you missed it, my name isand I'm calling from Newton Wayman Chong.

Respondent's First Name:

Was this interview conducted in ... ?

- English 1
Other **SPECIFY** (including home translator) 2

Time Finish:

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 Interview Length:

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 mins

INTERVIEWER DECLARATION

I have conducted this interview. This questionnaire is a full and to the best of my knowledge, an accurate recording, and has been completed in accordance with my interview with the respondent and ICC/ESOMAR guidelines.

Interviewer Name:
Interviewer Signature:
Date:

SUPERVISOR'S VERIFICATION

I CERTIFY THAT I HAVE VALIDATED THIS INTERVIEW AND THAT IT IS ACCURATE AND COMPLETE.

Supervisor's Name:
Supervisor's Signature:
Date:

- Weekday..... 1
Weeknight..... 2
Weekend..... 3
-

**INDIVIDUAL LGA'S WITHIN
EACH GROUP**

ANNUAL COMMUNITY SATISFACTION SURVEY 2005

LIST OF COUNCILS

Inner Melbourne Metropolitan Councils

Outer Melbourne Metropolitan Councils

Large Rural Cities and Regional Centres

Large Rural Shires

Small Rural Shires

Banyule City Council	Brimbank City Council	Ballarat City Council	Baw Baw Shire Council	Alpine Shire Council
Bayside City Council	Cardinia Shire Council	Greater Bendigo City Council	Campaspe Shire Council	Ararat Rural City Council
Boroondara City Council	Casey City Council	Greater Geelong City Council	Colac-Otway Shire Council	Bass Coast Shire Council
Darebin City Council	Frankston City Council	Greater Shepparton City Council	Corangamite Shire Council	Benalla Rural City Council
Glen Eira City Council	Greater Dandenong City Council	Horsham Rural City Council	East Gippsland Shire Council	Buloke Shire Council
Hobsons Bay City Council	Hume City Council	Latrobe City Council	Glenelg Shire Council	Central Goldfields Shire Council
Kingston City Council	Knox City Council	Mildura Rural City Council	Macedon Ranges Shire Council	Gannawarra Shire Council
Maroondah City Council	Manningham City Council	Swan Hill Rural City Council	Mitchell Shire Council	Golden Plains Shire Council
Melbourne City Council	Melton Shire Council	Wangaratta Rural City Council	Moira Shire Council	Hepburn Shire Council
Monash City Council	Mornington Peninsula Shire Council	Warrnambool City Council	Moorabool Shire Council	Hindmarsh Shire Council
Moonee Valley City Council	Whittlesea City Council	Wodonga Rural City Council	Moyne Shire Council	Indigo Shire Council
Moreland City Council	Wyndham City Council		South Gippsland Shire Council	Loddon Shire Council
Port Phillip City Council	Yarra Ranges Shire Council		Southern Grampians Shire Council	Mansfield Shire Council
Stonnington City Council			Surf Coast Shire Council	Mount Alexander Shire Council
Whitehorse City Council			Wellington Shire Council	Murrindindi Shire Council
Yarra City Council				Northern Grampians Shire Council
				Pyrenees Shire Council
				Borough of Queenscliffe
				Strathbogie Shire Council
				Towong Shire Council
				West Wimmera Shire Council
				Yarriambiack Shire Council

**EXAMPLE OF SURVEY DATA
PRESENTED TO EACH COUNCIL –
ADAMSVILLE**

ADAMSVILLE CITY COUNCIL

Annual Community Satisfaction Survey

2005

Research Results May 2005

NWC
NEWTON WAYMAN CHONG

A project jointly sponsored by the
Department for Victorian Communities and local governments

*Department for
Victorian Communities*

Victoria
The Place To Be

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**APPENDIX A: VERBATIM COMMENTS OF “OTHER” REASONS A SERVICE AREA “NEEDS IMPROVEMENT” 2005
(RECORDED EXACTLY AS TAKEN BY THE INTERVIEWERS)**

APPENDIX B: COPY OF SURVEY QUESTIONNAIRE

APPENDIX C: LIST OF COUNCILS

MINISTER'S FOREWORD

I am pleased to provide councils with the results of the 2005 Community Satisfaction Survey for local governments. This is the eighth year in which the Department for Victorian Communities has coordinated the State-wide survey on behalf of participating councils.

Victorian councils have once again shown their continued commitment to the survey with 77 out of 79 councils participating. This is a strong indication of the survey's relevance and value.

The survey provides an important measure of how well local governments are connecting with their communities to deliver responsive services. It also measures councils' governance functions in terms of overall council performance, advocacy, responsiveness and community engagement.

Councils have indicated the value of the large bank of data now available to help them measure trends and service improvements. The data helps identify areas for improvement and where new responses to service delivery are needed.

But collecting and using this data also has broader benefits. It helps to build and strengthen local communities and there is now a range of evidence showing that stronger communities deliver fairer and more prosperous outcomes for all Victorians.

The survey is an excellent example of State and local governments working together in partnership to identify and measure those issues that are important to our communities.

A number of the survey results therefore form part of the Victorian Local Government Indicators. They complement those measures in the Local Government in Victoria Report which cover rates, council finances and infrastructure and in this way enrich our knowledge about service delivery and the issues of importance to our communities.

I want to thank all the councils who have participated in the survey and encourage them to use their individual results, together with the findings of the State-wide report, to guide their development of policies and strategies to deliver better services to our communities.



Candy Broad MLC
Minister for Local Government

INTRODUCTION TO THE 2005 ANNUAL COMMUNITY SATISFACTION SURVEY FOR LOCAL GOVERNMENTS

The 2005 Community Satisfaction Survey is the eighth survey undertaken to measure how Victorian residents' rate the performance of their local governments.

The Department for Victorian Communities coordinates the survey which is conducted by the independent research group, Newton Wayman Chong and Associates, on behalf of participating Victorian councils.

The survey involves about 90,000 contacts and almost 30,000 resident interviews, and is generally conducted during February and March each year. A minimum of 350 telephone interviews with "the head of the household" is conducted in each participating municipality.

In the interviews, which last around nine minutes, residents of Victoria's 77 participating municipalities are asked to rate their local government's performance on an overall basis as well as for specific service responsibilities, customer service, community representation on key local issues and community engagement. Where respondents indicated that performance in specific service areas needed improvement, follow-up diagnostic questions were asked and additional analysis was done.

The 2005 survey adds to the bank of data which has been built up from previous Community Satisfaction surveys. In this way, it enables councils to monitor their performance over time as well as against their "like group" of councils.

RELEASE OF RESULTS FOR 2005

As with previous surveys, the 2005 results are being released on a confidential basis. Each individual council receives four copies of its own results. If you would like to also receive your results in electronic format, please provide authorisation from your Chief Executive Officer and a preferred email address to Michelle Thomas at Newton Wayman Chong on 03 9935 5700 or by email m.thomas@nwca.com.au.

FOR FURTHER INFORMATION

Please contact either:

Greg Wayman or Russell Newton at Newton Wayman Chong on 03 9935 5700 who will be happy to elaborate on your results and the methodology used; or

Eveline Kane at the Department for Victorian Communities, Local Government Victoria, on 03 9208 3602 or e-mail eveline.kane@dvc.vic.gov.au.

HOW TO READ CHART ONE

SUMMARY OF RESULTS FOR 2005

- ◆ **Chart One** shows the “Indexed Means” for all the key measures.

- ◆ For each measure, residents indicated their level of satisfaction on a five point scale*:

❖	Excellent	5
❖	Good.....	4
❖	Adequate	3
❖	Needs Some Improvement	2
❖	Needs A Lot Of Improvement	1

** Please note, scale inverted for analysis purposes, compared with questionnaire*

- ◆ The “Indexed Mean” is calculated by taking the mean value for all respondents on the five point scale and multiplying by twenty to convert them to an index of up to 100. (The scale for the “Indexed Mean” ranges from a minimum of 20 to a maximum of 100).

ADAMSVILLE CITY COUNCIL

CHART ONE: SUMMARY OF RESULTS FOR 2005

	Indexed Mean
1 Community satisfaction rating for overall performance generally of the council	62 *
2 Community satisfaction rating for overall performance in key service areas and responsibilities (individual service group ratings shown below)	64
2a Local Roads and Footpaths	54
2b Health and Human Services	70
2c Recreational Facilities	68
2d Appearance of Public Areas	66
2e Traffic Management and Parking Facilities	60
2f Waste Management	76
2g Enforcement of By Laws	67
2h Economic Development	62
2i Town Planning Policy and Approvals	52
3 Community satisfaction rating for council's interaction and responsiveness in dealing with the public	74
4 Community satisfaction rating for council's advocacy and community representation on key local issues	63 *
5 Community satisfaction rating for council's engagement in decision making on key local issues	55 *

* These results form part of the Victorian Local Government Indicators which councils include in their annual reports

HOW TO READ CHART TWO

KEY SERVICE AREAS - RESULTS FOR 2005

- ◆ **Chart Two** highlights the results for the nine Key Service Areas. The “Mean Across Responsibility Areas” represents the average of each individual respondent’s answers which was again averaged for the total sample size.

- ◆ **Chart Two** provides for each result:
 - ❖ The proportion (%) of the community nominating each satisfaction rating point (excluding those who could not rate the responsibility area).
 - ❖ The proportion (%) who could not rate the service.
 - ❖ The mean of the five satisfaction points (where 5 = excellent and 1 = needs a lot of improvement).
 - ❖ The “Indexed Means” out of 100 are again shown (calculated by multiplying the individual means by twenty).
 - ❖ The “Indexed Mean” for 1998 to 2004 to facilitate comparison with the 2005 result. Where the 2005 result is statistically significantly different to the 2004 result, the 2005 “Indexed Mean” has been highlighted (green if it has *increased* and red if it has decreased). If the 2005 result is not highlighted by either colour, then it is not statistically significantly different to the 2004 result.

Where the difference between mean results in a year-on-year comparison is greater than 0.196 (or 4 in the case of Indexed Means) we can be 95% confident that the result is statistically significantly different.

ADAMSVILLE CITY COUNCIL

CHART TWO: KEY SERVICE AREAS RESULTS FOR 2005

RESPONSIBILITY AREAS OF LOCAL GOVERNMENT

		2005								Indexed Mean								
		Excellent %	Good %	Adequate %	Needs some improvement %	Needs a lot of improvement %	Could not rate service %			Mean	Indexed Mean 2005	2004	2003	2002	2001	2000	1999	1998
1	Local Roads and Footpaths	3	27	27	27	16	1	2.72	54	55	56	56	54	55	53	49		
2	Health and Human Services	12	47	23	13	5	17	3.48	70	69	74	71	68	72	67	66		
3	Recreational Facilities	15	40	22	16	7	2	3.40	68	69	69	76	71	71	70	66		
4	Appearance of Public Areas	15	40	16	19	10	1	3.31	66	70	70	73	69	71	65	61		
5	Traffic Management and Parking Facilities	6	32	29	23	10	1	2.99	60	58	59	60	54	55	48	49		
6	Waste Management	22	50	17	9	2	1	3.81	76	74	75	76	73	69	70	68		
7	Enforcement of By Laws	6	41	37	11	5	7	3.34	67	66	66	66	65	67	63	60		
8	Economic Development	6	36	34	14	11	5	3.11	62	62	61	64	59	59	61	53		
9	Town Planning Policy and Approvals	3	22	30	23	23	9	2.58	52	59	53	59	59	59	57	55		
PERFORMANCE MEAN ACROSS RESPONSIBILITY AREAS								3.19	64	65	65	66	63	64	61	58		

Statistically significant increase since 2004

Statistically significant decrease since 2004

HOW TO READ CHART THREE

OVERALL RESULTS FOR 2005

◆ Chart Three highlights:

- ❖ Overall Performance
 - Overall performance of the council and the extent to which this assessment has been influenced by issues occurring during the year.
- ❖ Direction of Change
 - Perceptions of the direction of change in performance of the council.
- ❖ Advocacy
 - Perceptions of the council's performance in lobbying to other levels of government and private organisations.
- ❖ Customer Contact
 - Ratings of customer service by those respondents who have had contact with the council in the past twelve months, and thus are able to assess its customer service contact performance.
- ❖ Community Engagement
 - Perceptions of the council's performance in engaging with the community in decision making on key local issues.

◆ Chart Three provides for each result:

- ❖ The proportion (%) of the community nominating each satisfaction rating point (excluding those who could not rate the responsibility area).
- ❖ The proportion (%) who could not rate the service.
- ❖ The mean of the five satisfaction points (where 5 = excellent and 1 = needs a lot of improvement).
- ❖ The "Indexed Means" out of 100 are again shown (calculated by multiplying the individual means by twenty).
- ❖ The "Indexed Mean" for 1998 to 2004 to facilitate comparison with the 2005 result. Where the 2005 result is statistically significantly different to the 2004 result, the 2005 "Indexed Mean" has been highlighted (green if it has *increased* and red if it has *decreased*). If the 2005 result is not highlighted by either colour, then it is not statistically significantly different to the 2004 result.

Where the difference between mean results in a year-on-year comparison is greater than 0.196 (or 4 in the case of Indexed Means) we can be 95% confident that the result is statistically significantly different.

ADAMSVILLE CITY COUNCIL

CHART THREE: OVERALL PERFORMANCE RESULTS FOR 2005

OVERALL PERFORMANCE OF THE COUNCIL

	Excellent %	Good %	Adequate %	Needs some improvement %	Needs a lot of improvement %	Could not rate area %	Mean	Indexed Mean 2005	Indexed Mean							
									2004	2003	2002	2001	2000	1999	1998	
◆ Performance Rating	5	37	30	21	7	1	3.12	62	67	64	68	64	65	64	61	
◆ Have issues strongly influenced the above assessment	No %	Yes - Positively %		Yes - Negatively %												
	55	9		36												

DIRECTION OF CHANGE

	Improved %	Stayed the Same %	Deteriorated %
◆ Rating	31	57	12

ADVOCACY

	Excellent %	Good %	Adequate %	Needs some improvement %	Needs a lot of improvement %	Could not rate area %	Mean	Indexed Mean 2005	Indexed Mean						
									2004	2003	2002	2001	2000	1999	1998
◆ Representation and lobbying to other levels of government and private organisations	7	34	32	18	8	10	3.14	63	66	64	66	66	62	64	58

CUSTOMER CONTACT

	Excellent %	Good %	Adequate %	Needs some improvement %	Needs a lot of improvement %	Could not rate area %	Mean	Indexed Mean 2005	Indexed Mean							
									2004	2003	2002	2001	2000	1999	1998	
◆ Rating of Council's Performance	28	41	14	7	11	1	3.68	74	78	72	76	71	76	75	72	
◆ Had contact with the Council in the past twelve months	Yes %		No %													
	53		47													

COMMUNITY ENGAGEMENT*

	Excellent %	Good %	Adequate %	Needs some improvement %	Needs a lot of improvement %	Could not rate area %	Mean	Indexed Mean 2005	Indexed Mean						
									2004	2003	2002	2001	2000	1999	1998
◆ Engagement in decision making on key local issues	5	23	30	24	18	4	2.74	55	59	52	57	NA	NA	NA	NA

* New indicator for 2002

Statistically significant increase since 2004
 Statistically significant decrease since 2004

HOW TO READ CHART FOUR

KEY SERVICE AREAS – SATISFACTION WINDOW FOR 2005

- ◆ **Chart Four** is the Satisfaction Window. This plots the average Stated Importance (on the vertical axis) of the Responsibility Area against the average Performance assessment.
 - ❖ Stated Importance for 2005 has been obtained by taking the average of the 1999 and 1998 Stated Importance rating for each service area.

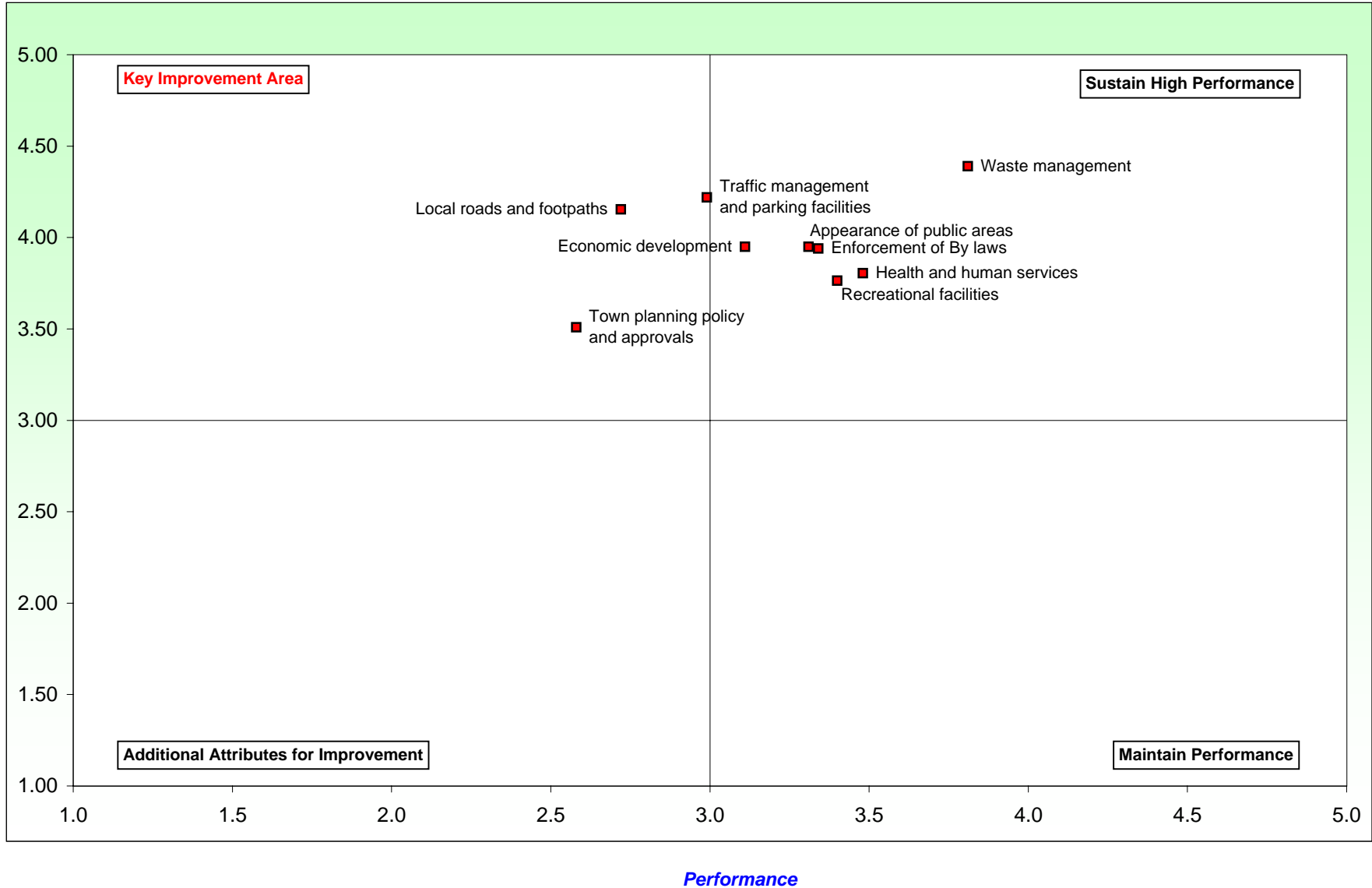
- ◆ The quadrants indicate the judgement of performance against a middle of the road result. That is:
 - ❖ The vertical line is set at a rating of “Adequate” (i.e. a mean of 3.0).
 - ❖ The horizontal line is set at an importance level of “Somewhat Important” (i.e. a mean of 3.0).

- The closer to the top of the graph, the greater the importance.
- The closer to the right, the better the performance assessment.
- Any services that fall to the left of the vertical line (or close to it on the right side) are areas for attention.



ADAMSVILLE CITY COUNCIL

CHART FOUR: KEY SERVICE AREAS - SATISFACTION WINDOW FOR 2005



HOW TO READ CHART FIVE

KEY SERVICE AREAS –IMPROVEMENT WINDOW FOR 2005

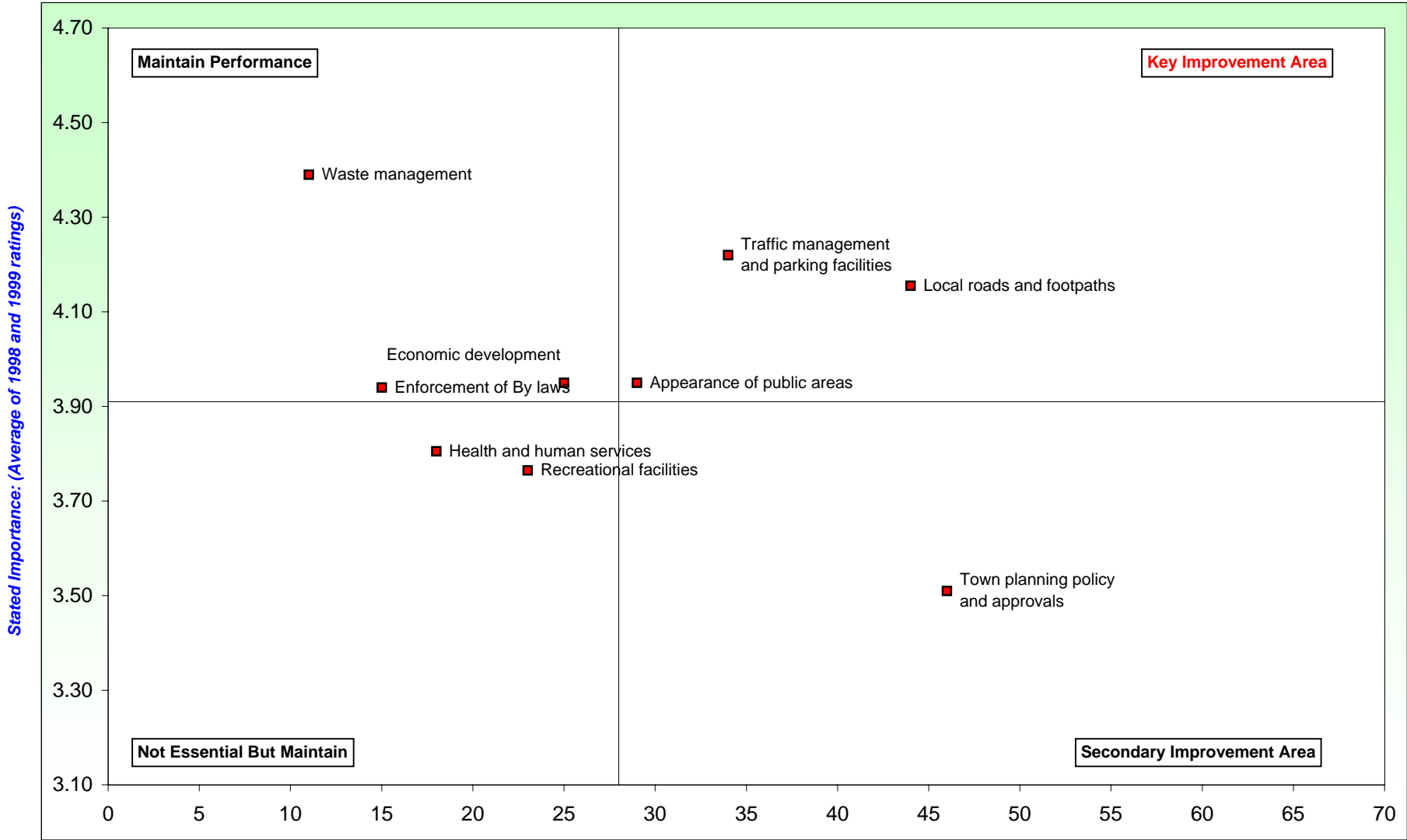
- ◆ **Chart Five** focuses upon the priorities for improvement opportunities by matching Stated Importance (average of 1998 and 1999 ratings) against the proportion of respondents who seek “some or a lot of improvement”.
- ❖ The vertical line is placed where the average demand for improvement exists in your council, so that any responsibility area to the right should be seen as a priority for improvement. The further to the right, the greater the demand for improvement.
- ❖ The horizontal centre line is placed at the average importance level for your council.
- ◆ Within the two improvement quadrants distinctions therefore exist according to the importance placed upon the key service or responsibility area by the community.

- The closer to the top of the graph, the greater the importance.
- The closer to the left, the better the performance assessment.
- Any services that fall to the right of the vertical line (or close to it on the left side) are areas for attention.



ADAMSVILLE CITY COUNCIL

CHART FIVE: KEY SERVICE AREAS - IMPROVEMENT WINDOW FOR 2005



Percentage of respondents who rated performance as "needs some improvement" or "needs a lot of improvement"

HOW TO READ CHART SIX

RELATIVE PERFORMANCE FOR 2005

- ◆ **Chart Six** depicts how your council performs relative to the highest, lowest and median results for councils in the group, for each Key Service Area.

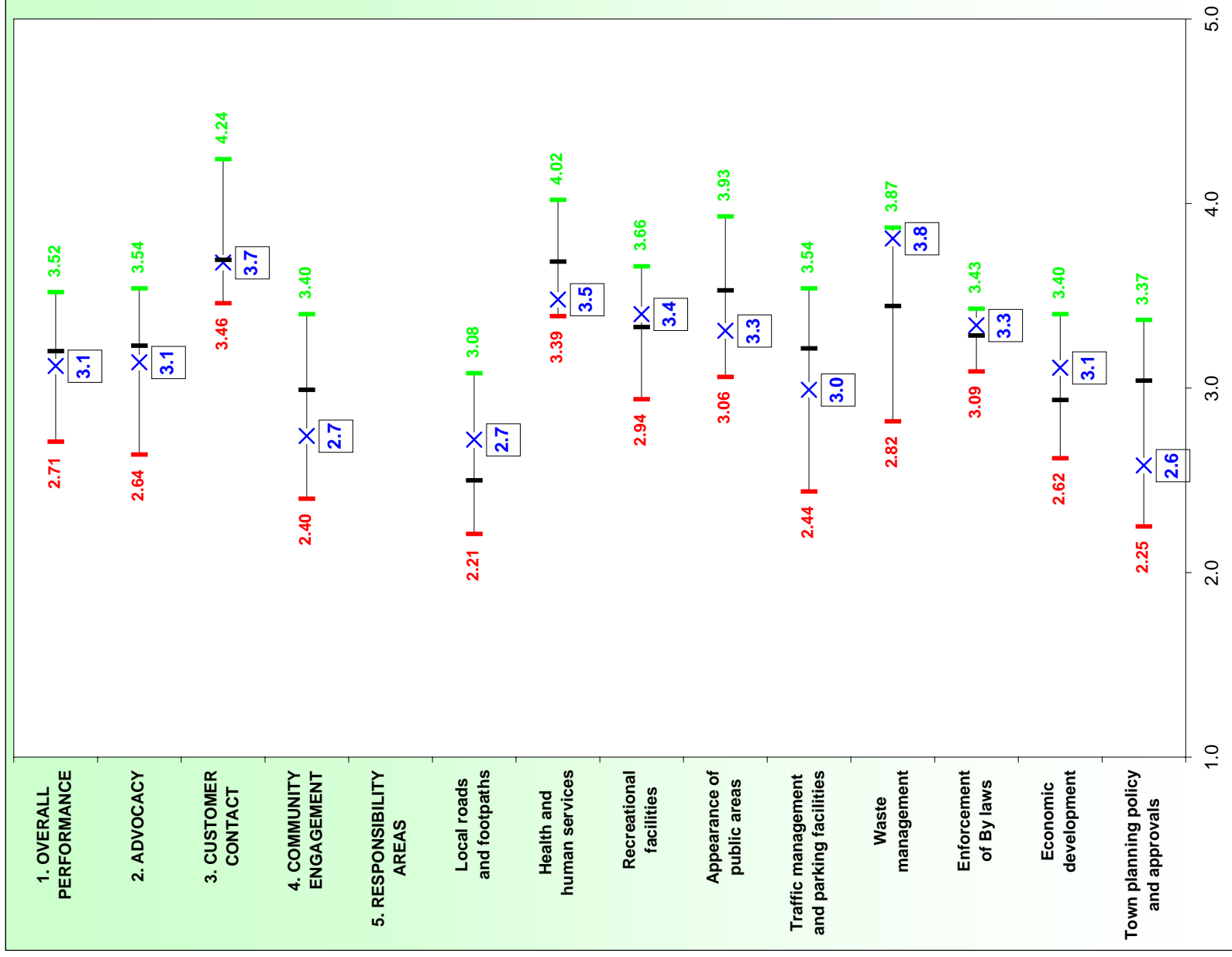
- ◆ The scale at the bottom is based upon the means for performance. The chart depicts:
 - ❖ The range of results for each indicator (within the Group of LGA's)

 - ❖ The relative position of the indicators to each other.

- ◆ In the case of councils that are close to the “Highest Result”, the intention should be to build efforts to move the performance mean even further to the right.

ADAMSVILLE CITY COUNCIL

CHART SIX: RELATIVE PERFORMANCE WITHIN LGA GROUP FOR 2005



Average Performance

X = ADAMSVILLE CITY COUNCIL

| **Lowest Result**

| **Median Result**

| **Highest Result** |



Newton Wayman Chong

HOW TO READ CHART SEVEN

OVERALL RESULTS FOR 2005 – COMPARED WITH 1998 to 2004

- ◆ **Chart Seven** shows the proportion (%) results for each of the four key overall performance measures across the eight years (1998 to 2005).
- ◆ Statistically Significant Change for 2005 in comparison to 1998, 2003 and 2004 have been denoted thus:

Since 1998 ◆

Since 2003 †

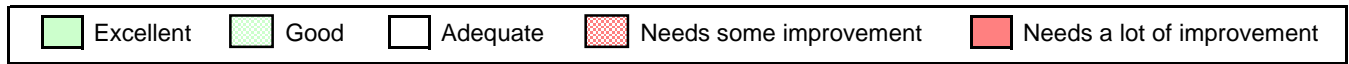
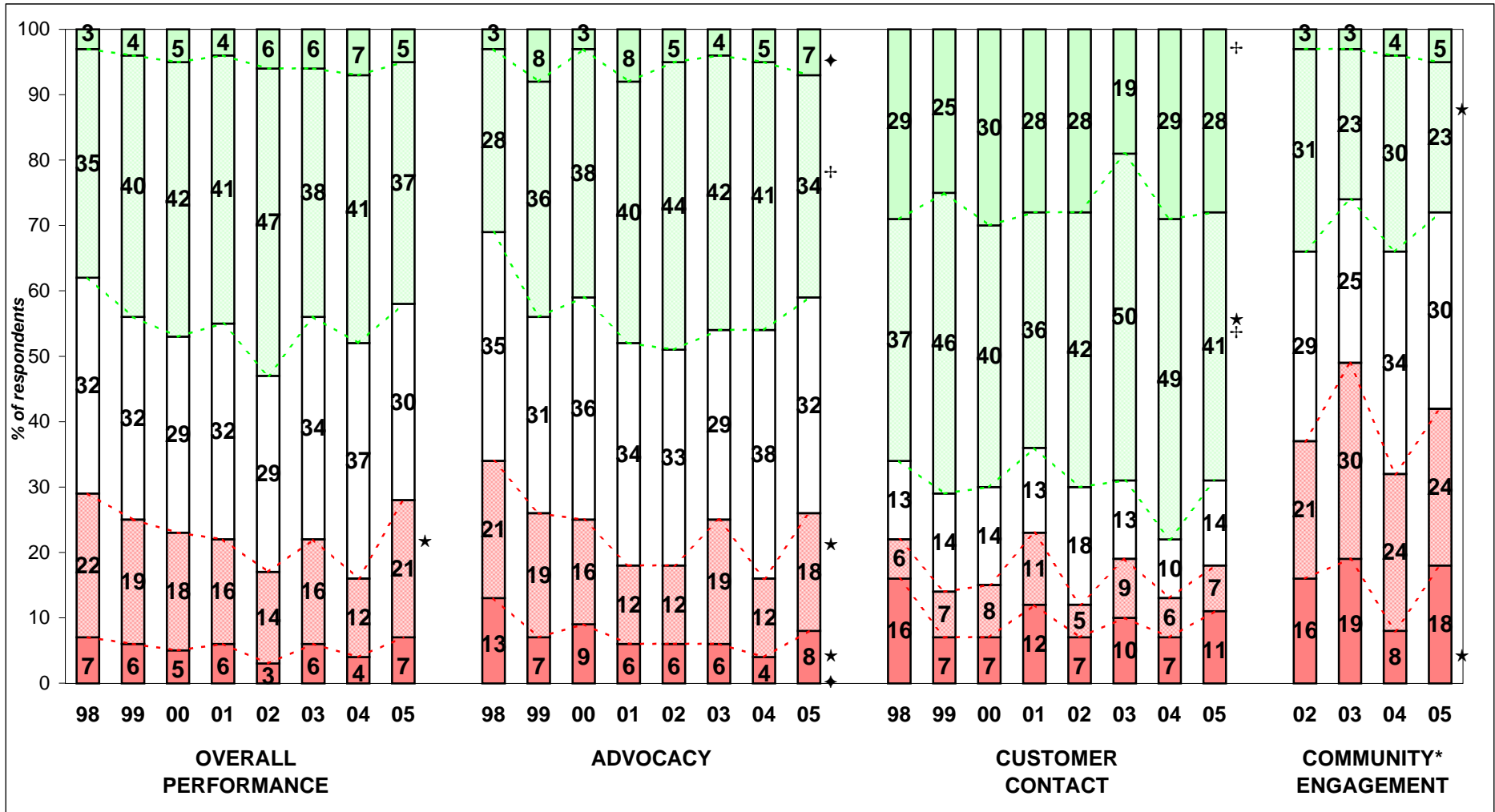
Since 2004 ★

Calculation for the statistical change on percentages is detailed below:

PERCENTAGE RESULTS		
SIGNIFICANT CHANGE BETWEEN SURVEY PERIODS		
Survey Results	Period 1 n = 350	Period 2 n = 350
50%	7.6	
60 or 40%	7.4	
70 or 30%	6.9	
80 or 20%	6.0	
90 or 10%	4.5	
<p>For example, if the result in Survey Period One was 80% then the result in Survey Period Two of $\pm 6.0\%$ (ie 74% or less or 86% or more) would be required for the change to be determined as significant (at the 95% level of confidence).</p>		



ADAMSVILLE CITY COUNCIL CHART SEVEN: OVERALL RESULTS FOR 2005 - COMPARED WITH 1998 to 2004



Statistically Significant Change for 2005 in comparison to:
 1998 ♦ 2003 + 2004 ★

* New indicator in 2002

HOW TO READ CHART EIGHT

KEY SERVICE AREAS RESULTS FOR 2005 – COMPARED WITH 1998 to 2004

- ◆ **Chart Eight** shows the proportion (%) results for each of the nine service area performance measures across the eight years (1998 to 2005).
- ◆ Statistically Significant Change for 2005 in comparison to 1998, 2003 and 2004 have been denoted thus:

Since 1998 ◆

Since 2003 †

Since 2004 ★

Calculation for the statistical change on percentages is detailed below:

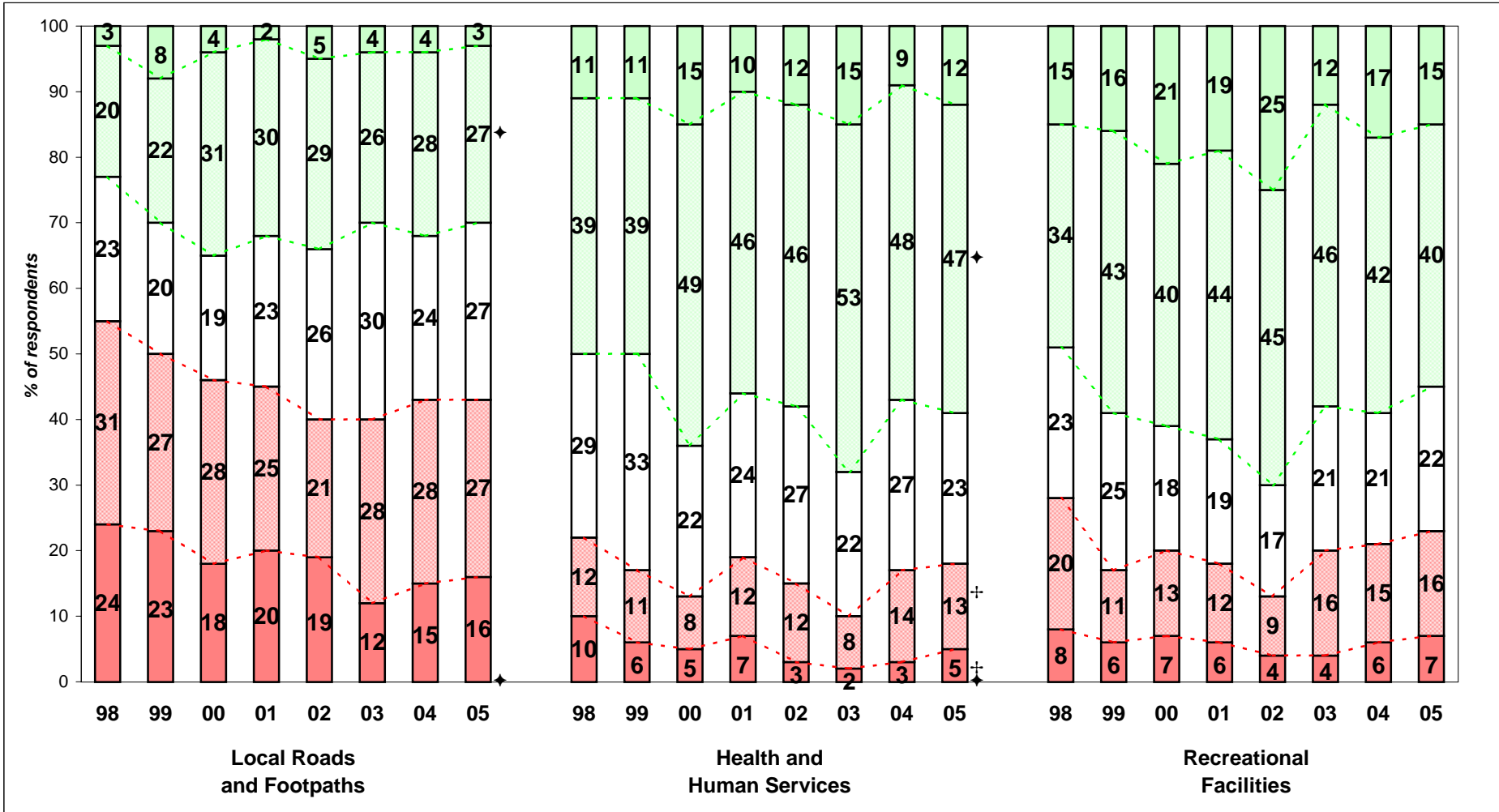
PERCENTAGE RESULTS		
SIGNIFICANT CHANGE BETWEEN SURVEY PERIODS		
Survey Results	Period 1 n = 350	Period 2 n = 350
50%	7.6	
60 or 40%	7.4	
70 or 30%	6.9	
80 or 20%	6.0	
90 or 10%	4.5	

For example, if the result in Survey Period One was 80% then the result in Survey Period Two of $\pm 6.0\%$ (ie 74% or less or 86% or more) would be required for the change to be determined as significant (at the 95% level of confidence).



ADAMSVILLE CITY COUNCIL

CHART EIGHT: KEY SERVICE AREAS RESULTS FOR 2005 - COMPARED WITH 1998 to 2004



Excellent
 Good
 Adequate
 Needs some improvement
 Needs a lot of improvement

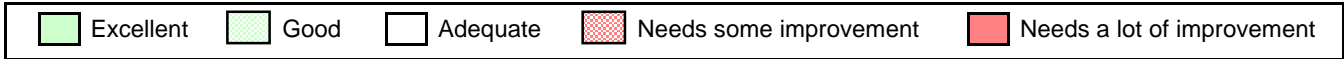
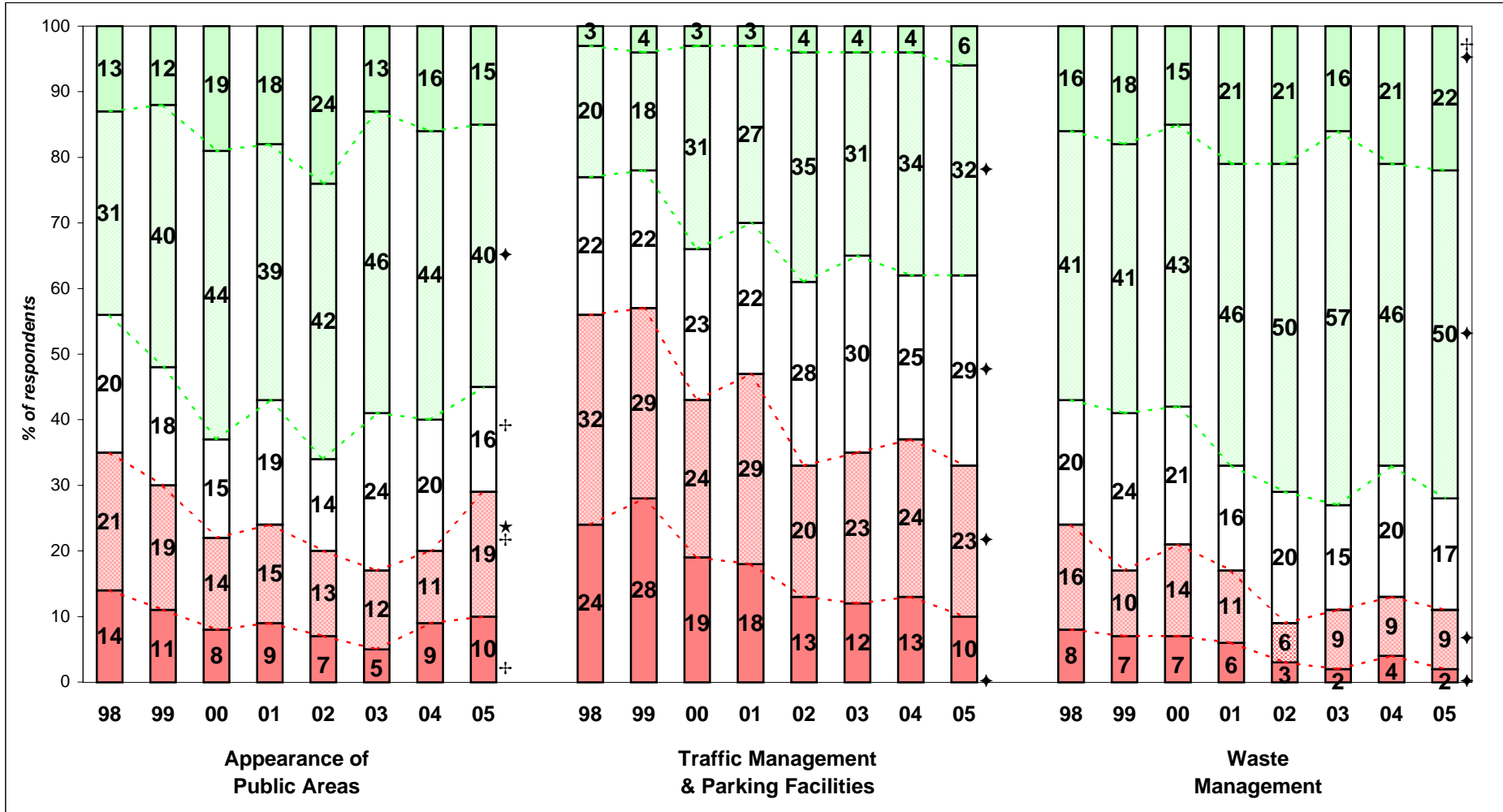
Statistically Significant Change for 2005 in comparison to:
 1998 ♦ 2003 + 2004 ★



ADAMSVILLE CITY COUNCIL

CHART EIGHT: KEY SERVICE AREAS RESULTS FOR 2005 - COMPARED WITH 1998 to 2004

- Continued -



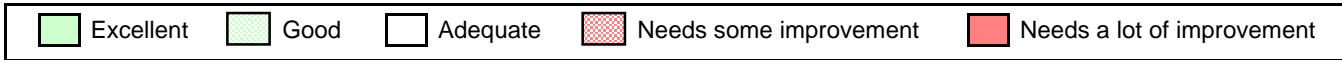
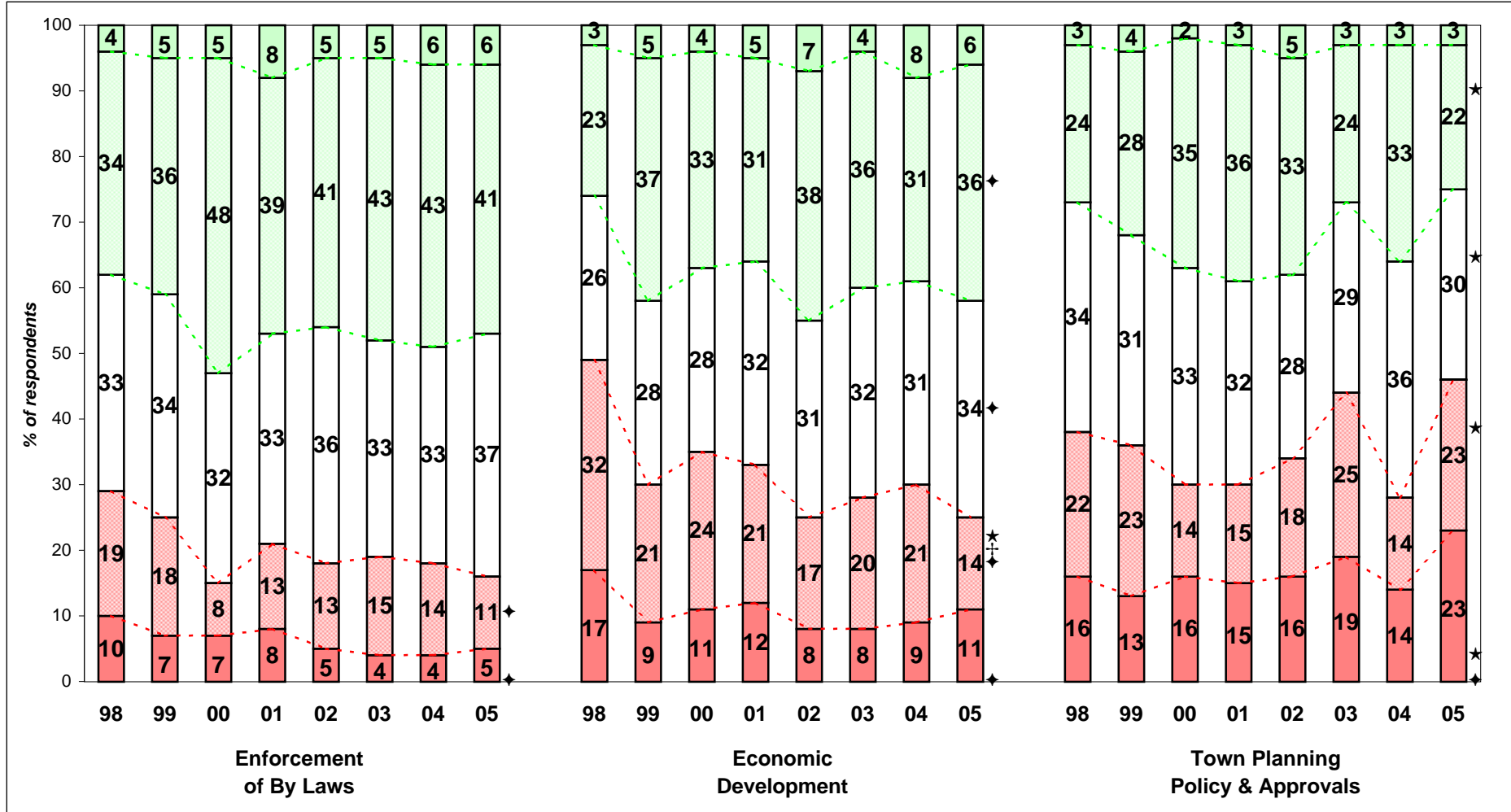
Statistically Significant Change for 2005 in comparison to:
 1998 ♦ 2003 + 2004 ★



ADAMSVILLE CITY COUNCIL

CHART EIGHT: KEY SERVICE AREAS RESULTS FOR 2005 - COMPARED WITH 1998 to 2004

- Continued -



Statistically Significant Change for 2005 in comparison to:
 1998 ♦ 2003 + 2004 ★

HOW TO READ CHART NINE

“EXCELLENT & GOOD” RESULTS FOR 2005 – COMPARED WITH 1998 to 2004

- ◆ **Chart Nine** shows the proportion (%) of the combined “excellent and good” results for each of the four key overall performance measures and nine service area performance measures across the eight years (1998 to 2005).
- ◆ Statistically Significant Change for 2005 in comparison to 1998, 2003 and 2004 have been denoted thus:

Since 1998 ◆

Since 2003 †

Since 2004 ★

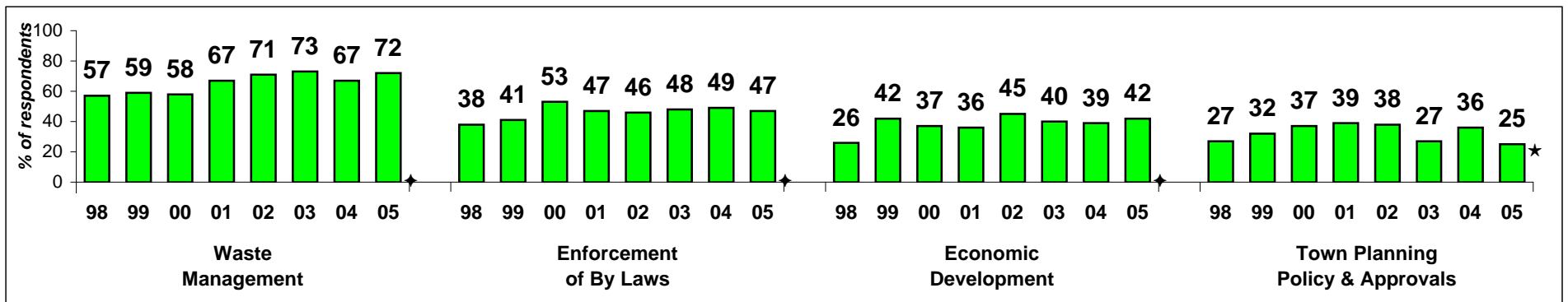
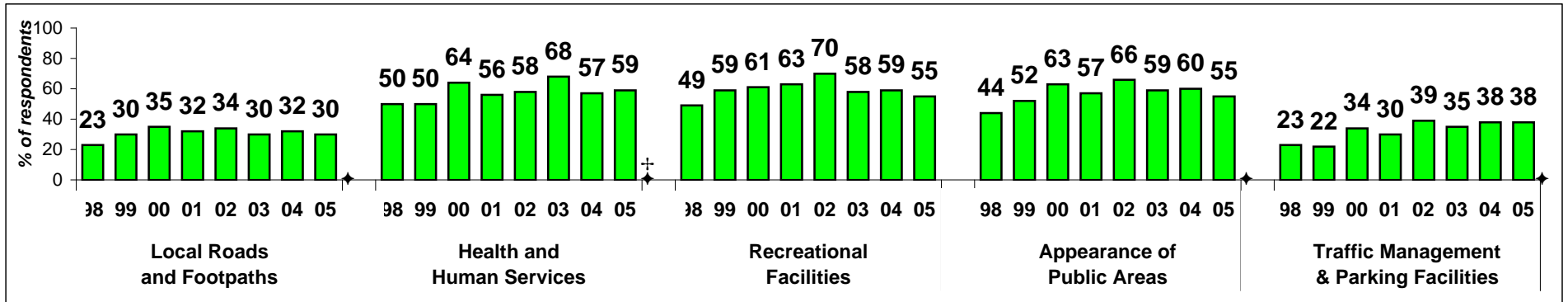
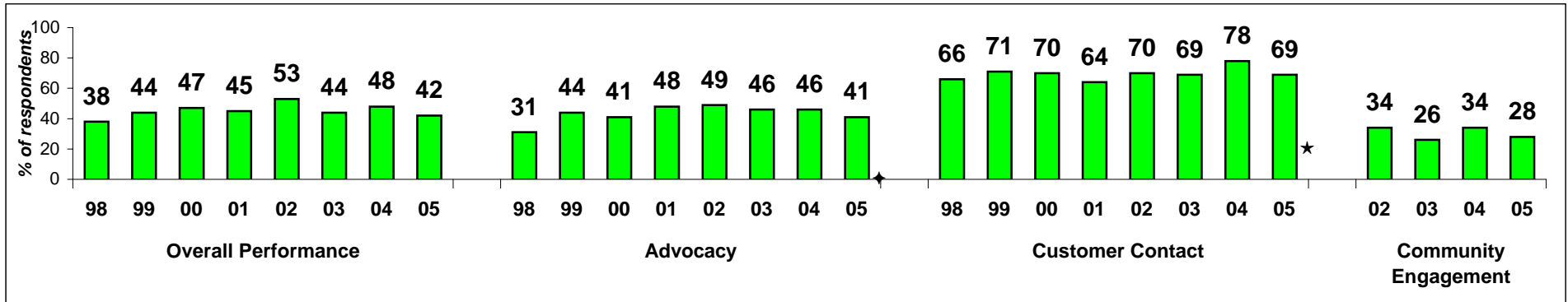
Calculation for the statistical change on percentages is detailed below:

PERCENTAGE RESULTS		
SIGNIFICANT CHANGE BETWEEN SURVEY PERIODS		
Survey Results	Period 1 n = 350	Period 2 n = 350
50%	7.6	
60 or 40%	7.4	
70 or 30%	6.9	
80 or 20%	6.0	
90 or 10%	4.5	
<p>For example, if the result in Survey Period One was 80% then the result in Survey Period Two of $\pm 6.0\%$ (ie 74% or less or 86% or more) would be required for the change to be determined as significant (at the 95% level of confidence).</p>		

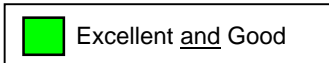


ADAMSVILLE CITY COUNCIL

CHART NINE: "EXCELLENT & GOOD" RESULTS FOR 2005 - COMPARED WITH 1998 to 2004



* New indicator in 2002



Statistically Significant Change for 2005 in comparison to: 1998 ♦ 2003 + 2004 ★

HOW TO READ CHART TEN

“NEEDS IMPROVEMENT” RESULTS FOR 2005 – COMPARED WITH 1998 to 2004

- ◆ **Chart Ten** shows the proportion (%) of the combined “needs some improvement and needs a lot of improvement” results for each of the four key overall performance measures and nine service area performance measures across the eight years (1998 to 2005).
- ◆ Statistically Significant Change for 2005 in comparison to 1998, 2003 and 2004 have been denoted thus:

Since 1998 ◆

Since 2003 †

Since 2004 ★

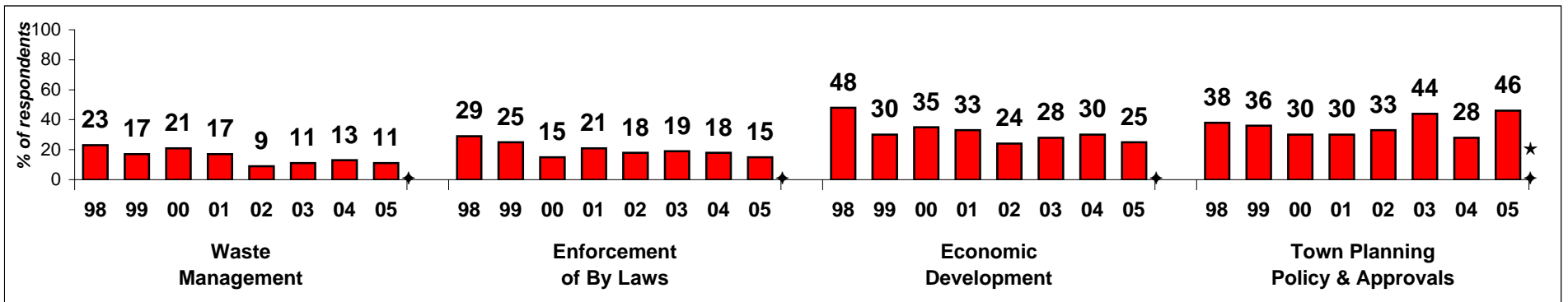
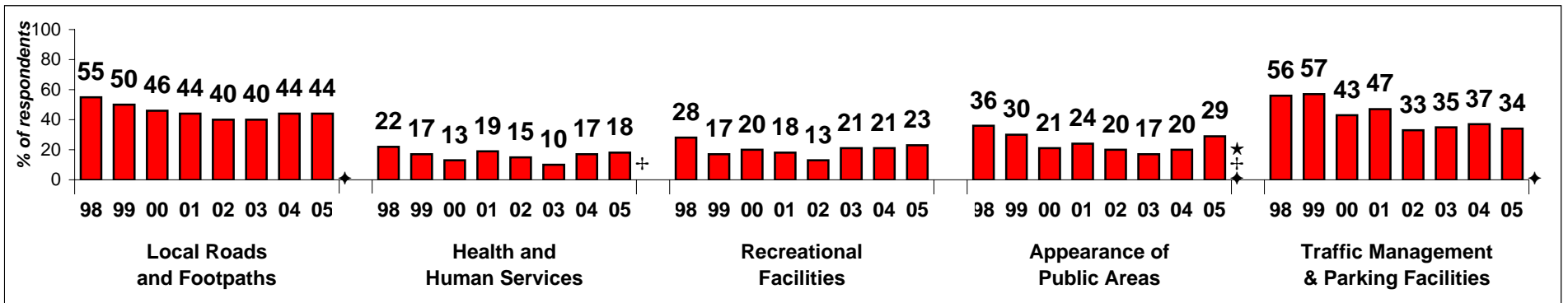
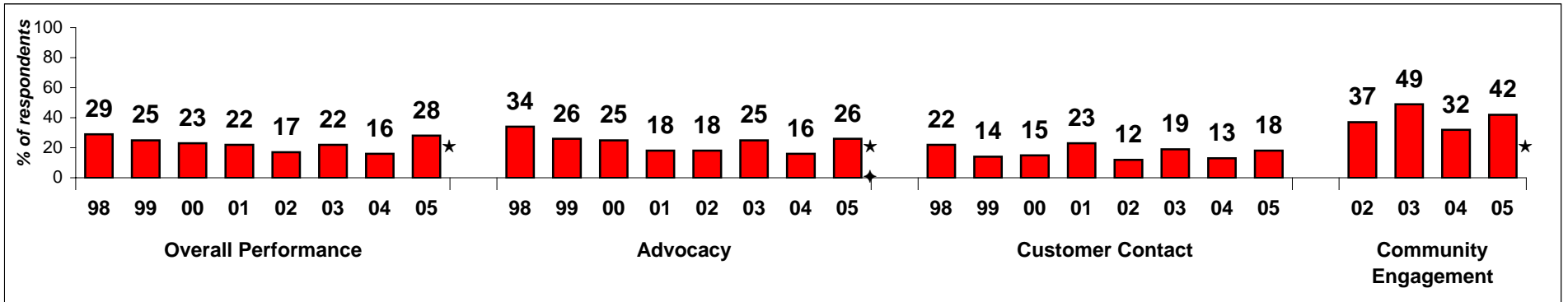
Calculation for the statistical change on percentages is detailed below:

PERCENTAGE RESULTS		
SIGNIFICANT CHANGE BETWEEN SURVEY PERIODS		
Survey Results	Period 1 n = 350	Period 2 n = 350
50%	7.6	
60 or 40%	7.4	
70 or 30%	6.9	
80 or 20%	6.0	
90 or 10%	4.5	
<p>For example, if the result in Survey Period One was 80% then the result in Survey Period Two of $\pm 6.0\%$ (ie 74% or less or 86% or more) would be required for the change to be determined as significant (at the 95% level of confidence).</p>		



ADAMSVILLE CITY COUNCIL

CHART TEN: "NEEDS IMPROVEMENT" RESULTS FOR 2005 - COMPARED WITH 1998 to 2004



* New indicator in 2002

■ Needs some improvement and
■ Needs a lot of improvement

Statistically Significant Change for 2005 in comparison to: 1998 ♦ 2003 + 2004 ★

HOW TO READ CHART ELEVEN

INDEXED MEAN RESULTS – CHANGE OVER TIME

- ◆ Chart Eleven shows the “Indexed Means” score (out of 100) for each year from 1998 to 2005

*The mean is of the five satisfaction points (where 5 = excellent and 1 = needs a lot of improvement).
The Indexed Mean is calculated by multiplying the individual means by twenty.*

- ◆ Statistically significant year-on-year Changes (either positive or negative) have been denoted thus:

 Statistically significant **POSITIVE** change

 Statistically significant **NEGATIVE** change

*Where the difference between mean results in a year-on-year comparison is greater than 4
we can be 95% confident that the result is statistically significantly different.*

ADAMSVILLE CITY COUNCIL

CHART ELEVEN: INDEXED MEAN RESULTS - CHANGE OVER TIME

- KEY PERFORMANCE INDICATORS -

	1998	1999	Significant Change From 1998 To 1999	2000	Significant Change From 1999 To 2000	2001	Significant Change From 2000 To 2001	2002	Significant Change From 2001 To 2002	2003	Significant Change From 2002 To 2003	2004	Significant Change From 2003 To 2004	2005	Significant Change From 2004 To 2005	Significant Change From 1998 To 2005
OVERALL PERFORMANCE	61	64		65		64		68	✓	64	✗	67		62	✗	
ADVOCACY	58	64	✓	62		66	✓	66		64		66		63	✗	✓
CUSTOMER CONTACT	72	75		76		71	✗	76	✓	72	✗	78	✓	74	✗	
COMMUNITY ENGAGEMENT	NA	NA	NA	NA	NA	NA	NA	57	NA	52	✗	59	✓	55	✗	NA

- KEY SERVICE AREAS -

	1998	1999	Significant Change From 1998 To 1999	2000	Significant Change From 1999 To 2000	2001	Significant Change From 2000 To 2001	2002	Significant Change From 2001 To 2002	2003	Significant Change From 2002 To 2003	2004	Significant Change From 2003 To 2004	2005	Significant Change From 2004 To 2005	Significant Change From 1998 To 2005
Local roads and footpaths	49	53	✓	55		54		56		56		55		54		✓
Health and human services	66	67		72	✓	68	✗	71	✓	74	✓	69	✗	70		✓
Recreational facilities	66	70	✓	71		71		76	✓	69	✗	69		68		
Appearance of public areas	61	65		71	✓	69		73	✓	70		70		66		✓
Traffic management and parking facilities	49	48		55	✓	54		60	✓	59		58		60		✓
Waste management	68	70		69		73	✓	76	✓	75		74		76		✓
Enforcement of By laws	60	63		67	✓	65		66		66		66		67		✓
Economic development	53	61	✓	59		59		64	✓	61		62		62		✓
Town planning policy and approvals	55	57		59		59		59		53	✗	59	✓	52	✗	✗

HOW TO READ CHART TWELVE

DERIVED DRIVERS OF SATISFACTION FOR 2005

- ◆ **Chart Nine** shows which of the nine service areas have the most impact on increasing or decreasing ratings of Overall Satisfaction.
- ◆ The derived drivers of satisfaction have been obtained by conducting a regression analysis on the results for each council. To facilitate analysis, where respondents could not provide a rating for a particular service, the average results for the respondents who could, was utilised.
- ◆ The orders of magnitude of the coefficients for the derived drivers shown next to each service area indicates the relative strength of each (therefore a driver with a coefficient of 0.18 has three times the impact as a driver with a coefficient of 0.06). *Please note these are not percentages.*
- ◆ The % of “needs improvement” results are also included on the chart. This is to assist councils in deciding where they should focus improvement efforts.

The Regression Analysis measures the relationship between Overall Satisfaction and both positive and negative satisfaction with performance on individual attributes. As such, it is a measure of the degree of sensitivity that Overall Satisfaction has to an attribute.

The analysis is based on observations of corelationship, rather than respondents rational responses to what influences their Overall Satisfaction. The resultant “derived drivers” are therefore based on sub-conscious rather than conscious linkages.

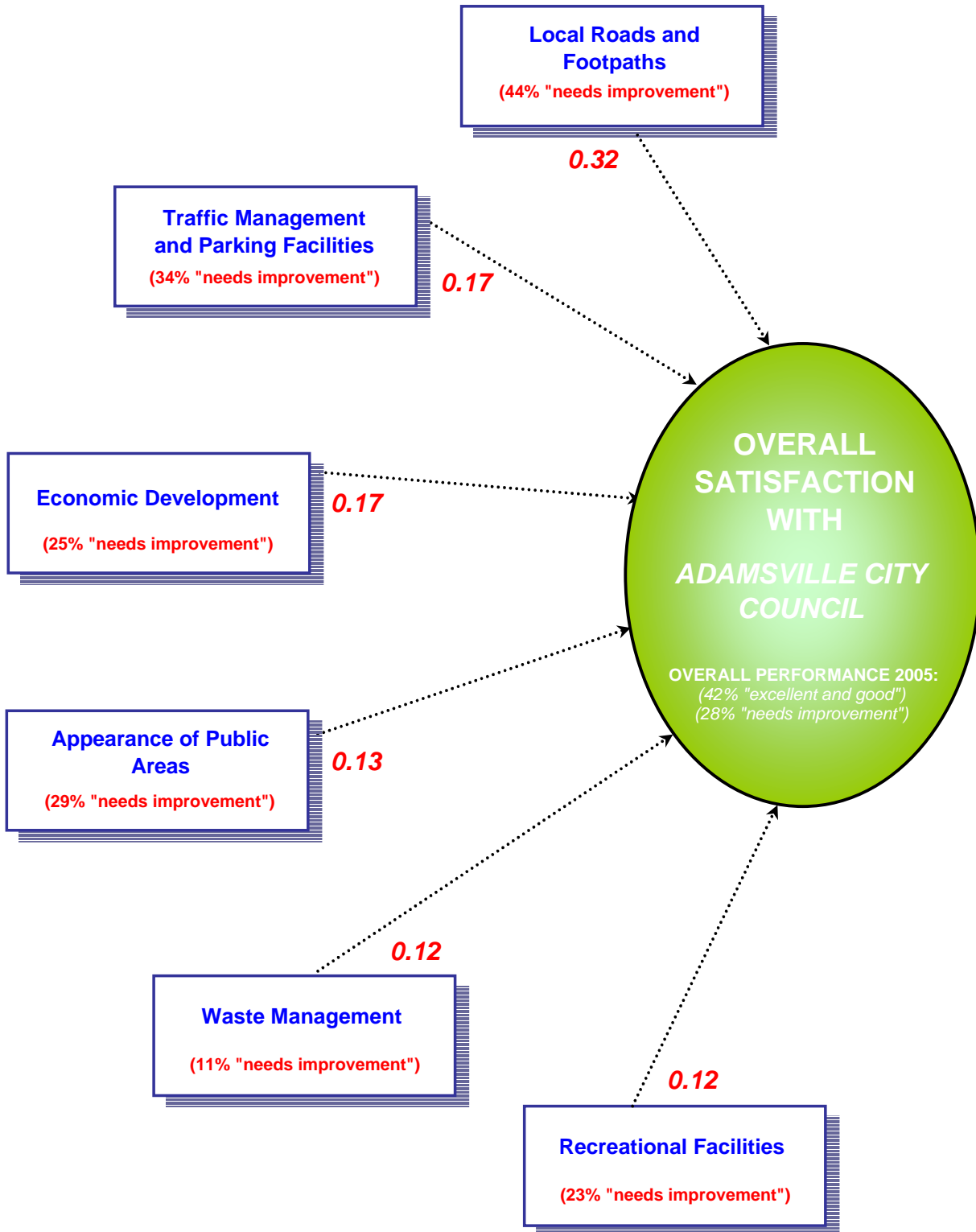
The sub-conscious nature of linkages means that the derived drivers reveal things to which respondents react positively or negatively, irrespective of the reality of causal linkages.

For example, it can be seen in the past Community Satisfaction results that Economic Development is frequently apparent as a major driver of satisfaction (or dissatisfaction, as the case may be). Even though Local Government may only play a minor role in economic development, occurrences and initiatives that meet with approval or disapproval will have a significant impact on Overall Satisfaction where this is a major driver. As such, Councils need to ensure that their part in contributing to, or fighting, economic development issues is known in the community. This will enable them to maximise the community’s satisfaction.

NB: *Economic Development was included in the original survey, after agreement with the 1998 Steering Committee, as it was considered to be an important issue – even if the Council could only have a partial influence.*

ADAMSVILLE CITY COUNCIL

CHART TWELVE: DERIVED DRIVERS OF SATISFACTION FOR 2005



HOW TO READ CHARTS THIRTEEN

REASONS “NEEDS IMPROVEMENT” FOR 2005

- ◆ Each of these tables presents the proportion of respondents who nominated (unprompted) one of a list of likely reasons for a particular service area as “needing improvement”.

- ❖ Where a respondent gave a “needs improvement” rating, the interviewer then enquired “why do you say that?”

- ❖ A list of pre-codes was developed and where possible, respondents comments were put into the relevant pre-code. Please note, the complete list of pre-codes are detailed and some may not have been relevant to your council area.

- ❖ Where comments were not relevant to any of the pre-codes they were put into “other”. A complete list of these “other” verbatim reasons given by respondents are provided in **Appendix A**.

ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (1): REASONS "NEEDS IMPROVEMENT" FOR 2005

- OVERALL PERFORMANCE -

	NUMBER OF RESPONDENTS: 110
✦ Waste/spend too much money/poor financial management/in debt	25%
✦ Decline in standard of service generally provided by council	14%
✦ Local roads and footpaths	14%
✦ Council too focussed on internal politics/don't achieve outcomes	12%
✦ Communicating/leading discussion with community	11%
✦ Favour certain areas in Shire/local government area over others	11%
✦ They make up their own minds despite community consultation/ don't listen to community	9%
✦ Rates are not giving value for money	8%
✦ Town planning policy and approvals	6%
✦ Service not as good as other councils	5%
✦ Economic development	5%
✦ Recreational facilities	4%
✦ Health and human services	3%
✦ Traffic management and parking facilities	3%
✦ Advocacy - representation to other levels of govt	3%
✦ More resources/better handling of environmental issues	3%
✦ Council staff lack knowledge/are incompetant/inexperienced/unprofessional	3%
✦ Appearance of public areas including foreshore	2%
✦ Enforcement of By laws	2%
✦ Listen too much to minority/pressure groups	2%
✦ Too slow to act/respond/make decisions	2%
✦ Customer contact	1%
✦ Wasted money on plastic cows/moving art/public sculpture	1%
✦ Spent too much money on the Civic Centre/building Civic Centre outraged many locals	1%
✦ OTHER (See Appendix A)	5%

ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (2): REASONS "NEEDS IMPROVEMENT" FOR 2005

- ADVOCACY -

	NUMBER OF RESPONDENTS:	77
✦ Don't represent the interests of the community		36%
✦ Council does not make sufficient effort		26%
✦ Not sure what the council does/don't communicate effectively/should promote themselves		16%
✦ Council represents some areas/services/interests but neglect others		12%
✦ Council doesn't have much influence or impact		10%
✦ Didn't lobby effectively on freeway/toll issues etc		9%
✦ Council is more interested in politics/themselves than community interests		8%
✦ Need more/improved public transport		6%
✦ Not doing enough/need to lobby harder on key local issues eg. roads/bypass/ring road/drought relief		6%
✦ [Don't consult to gauge community views]		4%
✦ Lobbying skills need improvement/more professional/effective lobbying		4%
✦ Division within council/infighting/need to be more cohesive		1%
✦ Need to assist/protect/encourage local business/industry		0%
✦ Time taken for action to take place is too long		0%
✦ Town planning issues/too much dual occupancy/inappropriate development		0%
✦ Could generally improve/do better		0%
✦ Rates are too high/unjustified increases		0%
✦ Issues with VCAT/haven't stood up to VCAT		0%
✦ Councillors seem incompetent/naive/inexperienced		0%
✦ Waste money/spending money in the wrong areas		0%
✦ Council is understaffed		0%
✦ OTHER (See Appendix A)		6%

ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (3): REASONS "NEEDS IMPROVEMENT" FOR 2005

- CUSTOMER CONTACT -

	NUMBER OF RESPONDENTS:	58
✦ Lack of follow up		43%
✦ Took too long to respond		31%
✦ Poor customer service/need to improve communication skills/more personal service		26%
✦ Impolite/rude manner/tone		17%
✦ Passed around departments/not clear who to speak to		17%
✦ Not interested in helping/didn't take an interest/responsibility		12%
✦ Issue not resolved in a satisfactory manner		5%
✦ [Did not achieve outcome I wanted]		5%
✦ Understaffed/spent too long waiting in queue/on phone		5%
✦ Too hard to get through to anyone/kept getting machine		5%
✦ Not knowledgeable		3%
✦ Need longer opening hours/after hours contacts		2%
✦ Not enough information/keep community informed		0%
✦ OTHER (See Appendix A)		2%

ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (4): REASONS "NEEDS IMPROVEMENT" FOR 2005

- COMMUNITY ENGAGEMENT -

	NUMBER OF RESPONDENTS: 139
◆ Need to keep community better informed/communicate more	37%
◆ Don't listen to the community/need to take more notice of community's wishes	33%
◆ Don't consult sufficiently/effectively/with entire community	30%
◆ Should consult more with the community/use consultants less/more public meetings	26%
◆ Need to publicise/promote consultation sessions and inform us of results	11%
◆ Only pay lip service to issues/need to follow through	5%
◆ Inconsistent/pick and choose which issues it leads discussion on	4%
◆ Need to consult with all areas of the LGD	3%
◆ Communicate more regularly via newsletter/surveys/local papers/shopping centres/door knocks	3%
◆ Don't take a role in leading discussion/aren't proactive	2%
◆ Too concerned with lobby groups/minority groups	2%
◆ Only talk to the same people	1%
◆ Too much council in-fighting/get politics out of it	1%
◆ Should explain/justify/consult more on rates and fees	1%
◆ Consult/respond to youth/youth issues	1%
◆ Takes too long to get things done/not enough action	1%
◆ More knowledgeable people/senior management on council	1%
◆ Too concerned with consulting business rather than residents	1%
◆ Inappropriate developments/poor town planning decisions	1%
◆ Need to focus more on environmental issues	1%
◆ Rates are too high	0%
◆ People don't get opportunity to speak at council meetings	0%
◆ Could generally improve	0%
◆ Difficult to contact council members/don't make themselves available	0%
◆ Rates are not being used effectively/wasting money	0%
◆ Public meetings should be held at more appropriate times	0%
◆ Need to be more honest/transparent/information can be misleading	0%
◆ OTHER (See Appendix A)	6%

ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (5): REASONS "NEEDS IMPROVEMENT" FOR 2005

- LOCAL ROADS AND FOOTPATHS -

	NUMBER OF RESPONDENTS: 200
✦ Improve/Fix/Repair uneven surface of footpaths	28%
✦ Improve/More frequent grading/re-sheeting of un-sealed roads	26%
✦ Improve standard of un-sealed roads (amount of loose gravel, corrugations, dust suppression etc.)	25%
✦ More frequent/better slashing of roadside verges	22%
✦ More frequent/better re-surfacing of roads	20%
✦ Increase number of footpaths/widen footpaths	13%
✦ Fix/improve unsafe sections of roads	10%
✦ More/better roadside drains and culverts	7%
✦ More frequent maintenance/cleaning of roadside drains and culverts	7%
✦ Fix/improve edges and shoulders of roads	6%
✦ Quicker response for repairs to roads, footpaths or gutters	5%
✦ Need improved/more frequent weed control	2%
✦ Increase number of sealed roads - outside town limits	2%
✦ More information/notifications about upcoming road works	1%
✦ More/better street lighting	1%
✦ Prune/trim trees/shrubs overhanging footpaths/roads	1%
✦ More community consultation about roads and footpaths	1%
✦ Maintain nature strips/median strips	1%
✦ Improve the quality of maintenance on roads and footpaths	1%
✦ Widen roads/roads too narrow	1%
✦ Road markings inadequate	1%
✦ Quicker response to road hazards (eg. stray stock, debris etc.)	1%
✦ Increase number of sealed roads - inside town limits	1%
✦ Upgrade roads and bridges to cope with current traffic demands (volume etc.)	1%
✦ Don't do anything for country areas	1%
✦ Cleaner streets/roads/footpaths	1%
✦ Council favours/focuses on certain areas over others	1%
✦ Needs easier/smooth access to footpaths for wheelchairs/prams/elderly/disabled	1%
✦ Better co-ordination/management of works/complete job properly/faster completion of works	1%
✦ Improve/more maintenance of roads and footpaths in general	1%
✦ OTHER (See Appendix A)	3%

ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (6): REASONS "NEEDS IMPROVEMENT" FOR 2005

- HEALTH AND HUMAN SERVICES -

	NUMBER OF RESPONDENTS:	48
◆ More funds/resources for programs/services reduce waiting lists/improve access	31%	
◆ More/better support/services for ethnic/minority/disadvantaged groups (addicts/disabled/homeless)	27%	
◆ Improved/Increased childcare facilities/after school/holiday care	19%	
◆ More facilities/resources for Aged Care (elderly)/better nursing homes	17%	
◆ Increase resources for/availability of home help (inc meals on wheels)	15%	
◆ Improve quality of home help	8%	
◆ More resources/longer opening hours for Maternal and Child Health facilities	6%	
◆ More/better centres/facilities across the shire/in more remote towns/areas	6%	
◆ Improve quality/variety of food in meals on wheels program	4%	
◆ More/better activities/programs for young people	4%	
◆ Services need to be improved in all areas/council needs to do more	4%	
◆ Better management of services/organisations	4%	
◆ Better transport arrangements to/from health or community centres/facilities	2%	
◆ More/better publicity/information about available services	2%	
◆ Reduce costs of home based services	0%	
◆ Too much support/resources for specialist programs or minority groups	0%	
◆ More/better access to people with knowledge about specific programs/services	0%	
◆ Improve billing or administration of fee for service programs (eg. Child care, home help etc)	0%	
◆ More/better premises for health or community facilities	0%	
◆ Reduce costs of Child care/pre-schools	0%	
◆ More information/resources to immunisation programs	0%	
◆ More de-centralisation of service provision across shire/in more remote areas	0%	
◆ More frequent visits by carers/home help across shire/in more remote areas	0%	
◆ OTHER (See Appendix A)	0%	

ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (7): REASONS "NEEDS IMPROVEMENT" FOR 2005

- RECREATIONAL FACILITIES -

	NUMBER OF RESPONDENTS:	99
✦ Better maintenance of Sporting Fields/Grounds and/or buildings(including pools)		39%
✦ More/better Sporting Complexes (including pools)		33%
✦ More facilities/activities for young people/teenagers		13%
✦ More support for local sporting clubs in smaller towns		12%
✦ Longer opening hours for Sporting Complexes (including pools)		11%
✦ More/better/safer Playgrounds and/or equipment/with sun shade		7%
✦ More/better library buildings/no library service/closing library/moving library		7%
✦ More/better sporting complexes and/or facilities in smaller towns		7%
✦ More/better bike paths, skate board or roller blade facilities(walking tracks)		5%
✦ More/better recreational activities/programs		4%
✦ Improved management of facilities/sports/recreation/library etc (incl food management)		4%
✦ More/better arts/cultural facilities/events in smaller towns		3%
✦ Too much money spent on cultural events and festivals		2%
✦ More/better facilities and resources at libraries (incl. services & funding)		2%
✦ Improve coverage/frequency of visits for mobile library services		2%
✦ More publicity/information on facilities and activities/programs		1%
✦ More facilities/activities for elderly/older people		1%
✦ More/better performing arts facilities		1%
✦ Council favours certain areas over others in regard to recreational facilities		1%
✦ More support/funding needed recreational/sporting facilities/some closing down (sports clubs)		1%
✦ Improved access to/facilities are too far away		1%
✦ Too much money spent in these areas		1%
✦ More community consultation about recreational facilities etc		0%
✦ More/better amenities in recreation areas (eg. seats, picnic tables, barbeques etc)		0%
✦ Less expensive recreational facilities and activities/more consistent fees		0%
✦ Better/More maintenance of Parks/Playgrounds-syringes/lighting/trees/equipment etc		0%
✦ More/better galleries/displays etc		0%
✦ More/better events and festivals		0%
✦ Not enough money spent on cultural events and festivals		0%
✦ Not enough support for local community groups/clubs		0%
✦ More/better programs/activities at Libraries		0%
✦ Larger range/greater availability of books		0%
✦ More specialist types of books (eg. large print, talking books, other language etc)		0%
✦ Increase opening hours/days for libraries		0%
✦ OTHER (See Appendix A)		5%

ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (8): REASONS "NEEDS IMPROVEMENT" FOR 2005

- APPEARANCE OF PUBLIC AREAS -

	NUMBER OF RESPONDENTS:	74
◆ More frequent/better street cleaning		34%
◆ Better maintenance of parks and gardens		19%
◆ More frequent slashing/mowing of public areas/fire hazard		14%
◆ Better landscaping/design (eg. more colour, more shady trees)		9%
◆ Better/different types/mix of trees/vegetation/more appropriate trees		9%
◆ More emphasis on smaller towns		9%
◆ More frequent/better removal of litter in parks and gardens		8%
◆ Better care of street trees, watering, staking, removal dead trees/tree roots/replace dead trees		8%
◆ More frequent/better pruning of street trees/plants		7%
◆ More street trees		7%
◆ Cleaning of public areas/generally untidy		5%
◆ Some areas favoured over others/some areas are neglected		5%
◆ Better maintenance of amenities (eg. BBQ's, Picnic tables, toilets etc.) within parks/gardens		4%
◆ Quicker/more frequent removal of graffiti/attention to vandalism		3%
◆ More frequent spraying of weeds in open spaces/better weed management		1%
◆ Better maintenance of beaches, lakes, rivers etc. and surrounding areas		1%
◆ Too much money/resources wasted on landscaping and/or streetscapes		1%
◆ More frequent sweeping of leaves		1%
◆ More frequent clearing of public litter bins		1%
◆ More frequent watering of green public areas/using recycled water		1%
◆ Clear drains regularly/stormwater drains often blocked/gutters		1%
◆ Retain/More parks and gardens/open spaces		0%
◆ Better amenities within parks/gardens (eg. BBQ's, Picnic tables, toilets, play equipment etc.)		0%
◆ Improve streetscapes with landscape or architectural features		0%
◆ Restrict billboards, other advertising signage and other eyesores		0%
◆ Better/different time of day/week for street cleaning/have 'no parking' times		0%
◆ More public litter bins		0%
◆ More/better cleaning of toilet blocks		0%
◆ More/better cleaning up of dog litter		0%
◆ More/better cleaning up of condoms, syringes etc. in parks, beaches, alleys etc		0%
◆ OTHER (See Appendix A)		1%

ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (9): REASONS "NEEDS IMPROVEMENT" FOR 2005

- TRAFFIC MANAGEMENT -

	NUMBER OF RESPONDENTS: 123
◆ More parking facilities adjacent to shopping and business centres	49%
◆ More parking facilities/capacity	35%
◆ Longer parking times/more longterm parking	8%
◆ Improve traffic management at intersections	7%
◆ Poor traffic/parking management	7%
◆ More parking enforcement/traffic officers	4%
◆ More speed inhibitors (humps, barriers, traffic islands etc)	3%
◆ Improve road signage - general(parking/speed/road works)	3%
◆ More disabled parking needed	2%
◆ More pedestrian crossings	2%
◆ Restrict truck traffic in streets	2%
◆ Improve blind spots, dangerous curves etc. on country roads (excluding highways)	2%
◆ More parking specifically allocated for residents	1%
◆ Less parking restrictions	1%
◆ Less parking enforcement/parking officers	1%
◆ Restrict/discourage traffic on residential roads	1%
◆ Reduce speed limits in residential areas	1%
◆ Improved parking management around schools/more parking around schools	1%
◆ Improve traffic flow/congestion	1%
◆ Parking spaces too small/need to be widened	1%
◆ More/better public transport	1%
◆ More community consultation	0%
◆ Greater restriction of non-resident parking	0%
◆ More parking permits per household for residents	0%
◆ More parking restrictions	0%
◆ More parking meters	0%
◆ Fewer parking meters	0%
◆ More restrictions on parking of trucks in residential areas	0%
◆ More courteous parking officers	0%
◆ Cost of parking permits for residents	0%
◆ More free parking/cheaper parking	0%
◆ More parking around specific areas, eg. train stations, hospitals, etc	0%
◆ Fewer speed inhibitors (humps, barriers traffic islands etc)	0%
◆ Install more traffic lights at dangerous intersections	0%
◆ Improve road signage - school crossings and bus stops	0%
◆ More roundabouts	0%
◆ Less roundabouts	0%
◆ Reduce speed limits near schools	0%
◆ Redesign of roads has made them unsafe	0%
◆ OTHER (See Appendix A)	2%



ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (10): REASONS "NEEDS IMPROVEMENT" FOR 2005

- WASTE MANAGEMENT -

	NUMBER OF RESPONDENTS:	94
◆ No garbage collection		31%
◆ More consistent/Lower fees for Tips etc./ (re)-introduce (more) tip vouchers		27%
◆ More consistent/convenient/Longer opening times/days for Tips etc.		24%
◆ More frequent collection of recyclable materials		18%
◆ More comprehensive recycling program/no recycling program		12%
◆ More convenient location of tips/transfer stations/rubbish dumps/no tip/closed tip		7%
◆ Extend areas covered by garbage collection in areas outside townships		7%
◆ Tip/transfer stations in poor condition/badly managed		6%
◆ Any/More frequent hard waste collection		5%
◆ No collection of recyclable materials		4%
◆ Any/More frequent collection of green waste/vegetation		3%
◆ Don't like colour of bins/blue bin is ugly		2%
◆ Provide more info/keep residents informed about waste management procedures		2%
◆ More reliable Collections		1%
◆ Bigger bins		1%
◆ Recyclable material goes into garbage truck/Doubt recycling occurs		1%
◆ Inconvenient location of pick-up points for garbage bins		1%
◆ More community consultation		0%
◆ Less damage to garbage bins		0%
◆ Smaller bins		0%
◆ Bins should be returned upright to kerbside/in same place/with lids closed		0%
◆ More education/promotion for recycling		0%
◆ Any/Better containers for collection of recyclable materials/green materials		0%
◆ Reduce cost of second/larger bins		0%
◆ Spilling garbage on footpath/ road during garbage collection/rubbish blows out of truck		0%
◆ More frequent rubbish collection		0%
◆ Cost of garbage/waste collection too much (including bins)		0%
◆ Better siting of tips etc (in terms of too close to residential areas)		0%
◆ Less restrictions on what can be taken to the tip		0%
◆ OTHER (See Appendix A)		6%

ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (11): REASONS "NEEDS IMPROVEMENT" FOR 2005

- ENFORCEMENT OF BY LAWS -

	NUMBER OF RESPONDENTS:	71
◆ Greater enforcement of animal By-laws		37%
◆ Greater enforcement of fire prevention By-laws to clean up properties		18%
◆ Greater enforcement of fire prevention By-laws		11%
◆ Greater enforcement of by-laws generally/more by-laws officers		10%
◆ Greater enforcement of noise By-laws (domestic, industrial, traffic etc.)		8%
◆ Greater enforcement of parking restrictions/more officers/rangers		8%
◆ Greater enforcement of health/food handling By-laws		8%
◆ By-laws are too lenient		8%
◆ Greater enforcement of footpath/kerbside trading laws		3%
◆ Better attitude for by-laws enforcement officers/rangers		3%
◆ By-laws are too stringent		3%
◆ Greater enforcement of littering By-laws		1%
◆ Quicker response to reports of By-law infringements		1%
◆ More publicity/information to residents		1%
◆ By-laws purely revenue raising		1%
◆ Animal by-laws are too stringent		1%
◆ Removal of abandoned cars		1%
◆ Health/food handling by-laws are too strict		1%
◆ Greater enforcement of pollution By-laws (domestic, industrial, traffic etc)		0%
◆ Less enforcement of parking restrictions		0%
◆ Fines are too high		0%
◆ OTHER (See Appendix A)		3%

ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (12): REASONS "NEEDS IMPROVEMENT" FOR 2005

- ECONOMIC DEVELOPMENT -

	NUMBER OF RESPONDENTS: 123
✦ Need more/better job creation programs/employment opportunities	37%
✦ Better financial planning/management of Council budget/don't waste money	24%
✦ Not enough support for local businesses/opening new business/many closing down	16%
✦ Greater emphasis on Economic Development in general	13%
✦ Encourage more tourism	13%
✦ Not aware of any economic development/they don't do anything/improvement needed	11%
✦ Encourage more companies/industries to re-locate to the area	6%
✦ Need to publicise/inform the community of Council activities	4%
✦ Not enough promotion of local businesses	3%
✦ Economic development programs are too focussed on majors towns/focus on rural & regional areas	3%
✦ Encourage more desirable industries to locate to the area	2%
✦ Council is too self interested/not interested in the needs of the residents/businesses	2%
✦ More community consultation/consultation with business	1%
✦ Too much emphasis on tourism	1%
✦ Takes too long to get things done/complete projects	1%
✦ Restrict/discourage undesirable industries in the area	0%
✦ Encourage/retain key services such as GP's, hospitals and banks in rural areas	0%
✦ Opposed to tourist levy	0%
✦ Some areas of local govt are neglected	0%
✦ Improve/upgrade shopping area/buildings	0%
✦ Council too politically motivated/not dealing with issues	0%
✦ OTHER (See Appendix A)	1%

ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (13): REASONS "NEEDS IMPROVEMENT" FOR 2005

- TOWN PLANNING POLICY AND APPROVALS -

	NUMBER OF RESPONDENTS: 134
◆ More efficient/faster approval processes	31%
◆ Better planning policies	22%
◆ Take better account of environmental issues	15%
◆ Too little regulation in heritage areas/knocking down old houses	11%
◆ More consultation with community	8%
◆ Too much residential sub-division	8%
◆ More consistent decisions	7%
◆ Too much regulation in heritage areas	7%
◆ More helpful Town planning staff	6%
◆ Council should be stronger in representing community opinion	5%
◆ Not enough residential sub-division	4%
◆ Greater clarity/information on guidelines and process for building application	2%
◆ Greater enforcement of/adherence to planning policies	1%
◆ Take better account of impact on neighbouring properties	1%
◆ Ugly/inappropriate design/development (no character)/out of character with area	1%
◆ Decisions overridden by State Government/VCAT/the Tribunal	1%
◆ Too influenced by developers/real estate agents/other influences	1%
◆ Less double storey dwellings/large buildings on small blocks	1%
◆ Less development/too much overdevelopment	1%
◆ Council too intimidated by minority groups/'greenies'	1%
◆ More development need/council is anti-development	1%
◆ Not enough infrastructure to support new developments ie. lack of water/parkings/roads	1%
◆ Process is too bureaucratic/needs to be flexible/too many regulations/in exports	1%
◆ Council not very professional in this area/poor management	1%
◆ More focus on parks & gardens/foreshore/waterways/maintaining and retaining open spaces	1%
◆ Proposed developments take too long	1%
◆ OTHER (See Appendix A)	1%

***VERBATIM COMMENTS OF
“OTHER” REASONS A SERVICE AREA
“NEEDS IMPROVEMENT”
2005***

* Please note: these verbatims are unedited comments recorded exactly as taken by the interviewers.

ADAMSVILLE CITY COUNCIL

Overall Performance

- ◆ CAN'T SEE THEM DOING ANYTHING.
- ◆ THEY ARE NOT BEING HELD ACCOUNTABLE FOR ANY MISTAKES THEY MAKE
- ◆ SHIRE TOO BIG, SHOULD BE SUBDIVIDED TO DEAL WITH DIFFERENT ISSUES. TOO MUCH BUREAUCRACY, NOTHING GETS DONE.
- ◆ I FEEL THAT THERE ARE NOT ENOUGH STAFF PARTICULARLY IN MAINTENANCE
- ◆ PEOPLE WHO RUN THE SHOW LIVE IN ANOTHER TOWN.
- ◆ CONTINUITY OF STAFF AND LOCAL PERSONNEL TOO. FAMILIARITY WITH LOCAL ISSUES.
- ◆ A LOT THINGS ARE DONE ON A VOLUNTARY BASIS BY LOCALS, DUE TO THE COUNCIL NOT HAVING ENOUGH MONEY. IF THERE WAS MORE MONEY AVAILABLE THINGS MIGHT BE ABLE TO BE DONE BETTER
- ◆ WE LIVE OUR OWN RACE HERE. NOT MUCH THEY CAN DO OUT HERE

Advocacy

- ◆ I'D LIKE IT TO BE MORE ACCOUNTABLE AND OPEN
- ◆ CONCERNED WITH PLANNING ISSUES
- ◆ BELIEVES THAT A BETTER APPROACH TO THE WASTE MANAGEMENT SHOULD BE CARRIED OUT WITH CONSULTATION BETWEEN BUSINESS, LOCALS AND GOVERNMENT. LOCAL ISSUES ALWAYS END BEING NATIONAL ISSUES
- ◆ LOCAL GOVERNMENT USED TO BE LIBERAL PEOPLE AND OVERLOOKED WHAT SHIRE PEOPLE WANTED
- ◆ DOESN'T COMMUNICATE EFFECTIVELY WITH THE GOVERNMENT. AND THEY GET MONEY TO SPEND AND DON'T SPEND IT ALL, AND SO DON'T GET GRANTS IN THE FUTURE.
- ◆ THIS TOWN DOESN'T GET PRIORITY OVER OTHER TOWNS
- ◆ NOT REALLY SURE WHAT I WANT TO SEE IMPROVED
- ◆ SHOULD LOOK AT HERITAGE ISSUES-AND CONSULT PROFESSIONALS IN THIS-RE LANDSCAPE HERITAGE.
- ◆ BETTER REFLECT THE DIVERSITY OF THE SHIRE
- ◆ WASTE MONEY ON FEASIBILITY STUDIES - BOGGED DOWN IN ONE ISSUE RATHER THAN LOTS OF ISSUES

Customer Contact

- ◆ RACIST APPROACH
- ◆ ISSUE WAS INCREASED RATES, THEY THREATENED THAT THEY WOULD INCREASE RATES IF PEOPLE COMPLAINED.
- ◆ DON'T LIKE PHONE PROMPTS

Community Engagement

- ◆ HAS A FAIR INDICATION THAT THEY NEED A BIT OF PUSHING. WOULD LIKE TO SEE THEM DOING WORK, ANY TYPE FOR A START.
- ◆ THE LOCAL GOVERNMENT PAY FOR TOO MANY SURVEYS, BUT NEVER LISTEN TO THE RESPONSES
- ◆ THEY HAVE MEETINGS WHEN IT IS IMPOSSIBLE FOR THE LOCALS TO GO. HELD IN SPOTS WHICH ARE AN HOURS DRIVE EACH WAY.

ADAMSVILLE CITY COUNCIL

Local Roads and Footpaths

- ◆ IMPROVE SUPERVISION OF ROADS MAINTENANCE
- ◆ NO WEED CONTROL
- ◆ THEY CREATE WORK THAT DOES NOT NEED TO BE DONE AND COMPLETELY IGNORE WORK THAT DOES NEED TO BE DONE EG DRAIN WAS PUT IN UNDER A ROAD THAT HAS NEVER CAUSED ANY PROBLEM IE DRAINAGE YET 100 METRES FROM THAT SITE THERE IS A NEED FOR A DRAIN AND ITS IGNORED
- ◆ BETTER MAINTENANCE OF ROADS IN GENERAL
- ◆ NOT ENOUGH FUNDING TO MAINTAIN ROADS/ ROADS NEED BETTER LOOKING AFTER
- ◆ MARKING OF ROADS IN NEW RESIDENTIAL AREAS OF TOWNS
- ◆ COUNCIL WORKERS ARE USING POOR QUALITY MATERIAL - WILL CAUSE ACCIDENTS IN FUTURE
- ◆ SOME ROADS DON'T EVEN HAVE GUTTERS

Health and Human Services

- ◆ DOCTORS BASE IS NEEDED
- ◆ CHILD CARE FACILITIES NEED TO BE INTRODUCED AND MAINTAINED.
- ◆ INCREASE RESOURCES FOR ALL AREAS OF HEALTH AND HUMAN SERVICES.
- ◆ IMPROVE HEALTH SERVICES FOR TEENAGERS IN PARTICULAR
- ◆ IMPROVE HEALTH FACILITIES AND PERSONNEL, SUCH AS DOCTORS
- ◆ NEED A FULL TIME DOCTOR.
- ◆ IMPROVE STANDARD OF LOCAL DOCTORS (NOT SURE IF THIS IS LOCAL GOVERNMENT)
- ◆ INCREASE IN OPENING HOURS FOR COMMUNITY HEALTH CENTRES
- ◆ MORE DOCTORS ON 24 HOUR CALL.
- ◆ SHIRE NEEDS TO ACKNOWLEDGE THE WORK OF THE VOLUNTEERS OR THEY WILL LOSE THEM
- ◆ COMMUNICATION TO VOLUNTEERS

Recreational Facilities

- ◆ ALLOCATE RESOURCES FOR ALL TOWNS IN THE SHIRE EQUITABLY.
- ◆ POOL NEEDS UPGRADING CONCERNED ABOUT QUALITY OF PEOPLE IN CHARGE OF COMPLEXES
- ◆ SWIMMING POOLS NEED MORE FUNDING.
- ◆ COUNCIL RELIES TOO MUCH UPON VOLUNTEERS TO MAINTAIN SPORTING COMPLEXES
- ◆ FACILITIES FOR DISADVANTAGED
- ◆ SHIRE NEEDS TO DO MORE FOR RECREATIONAL FACILITIES RATHER THAN VOLUNTEERS
- ◆ THERE IS TOO MUCH EMPHASIS PLACED ON SPORTING BY THE COUNCIL IN GENERAL
- ◆ WOULD LIKE TO SEE MORE ARTS FESTIVALS, PERFORMING ARTS ACTIVITIES, MOST SPORTS AND CULTURAL ACTIVITIES ARE GENERATED BY LOCALS - NEED MORE INPUT FROM THE SHIRE

Appearance of Public Areas

- ◆ THERE IS A LACK OF BEAUTIFICATION IN GENERAL
- ◆ IMPROVE PUBLIC BIN DESIGN, THEY DON'T HOLD THE RUBBISH PROPERLY AND LOOK UNATTRACTIVE THEMSELVES. IMPROVE ROAD RIDE SIDE DRAIN DESIGN - THEY LEAVE WATER LYING ON THE ROAD WHICH LOOKS BAD
- ◆ THERE IS AN EXCESS OF HARDWASTE (OLD CARS, SCRAP IRON, BATHS ETC) LYING AROUND THE DISTRICT.

ADAMSVILLE CITY COUNCIL

Traffic Management and Parking Facilities

- ◆ STREETS ARE TOO NARROW
- ◆ THE SHIRE HAS PLACED A NEW 50 SPEED LIMIT IN A RESIDENTIAL HOUSEHOLD WHICH CONSISTS OF ONLY ONE HOUSE WHICH IS STUPID SEEING AS THERE IS ONLY ONE HOUSE THERE, IT SHOULD THEREFORE NOT HAVE BEEN LOWERED, AS SUCH.
- ◆ STREETS ARE TOO NARROW
- ◆ NOT SUFFICIENT DISABLED PARKING
- ◆ NOT ATTEMPTING ENOUGH
- ◆ MORE PARKING FOR DISABLED PEOPLE
- ◆ NEED TO REDUCE SPEED LIMITS IN SHOPPING AREA
- ◆ BETTER TRAFFIC MANAGEMENT NEEDED IN THE MAIN STREET - VERY CLUTTERED - IN BOORT. REDUCE SPEED LIMIT IN COMMERCIAL AREAS AS WELL. CREATE BETTER ORGANISED PARKING FACILITIES - DISORDERLY PARKING IN MAIN STREET CONTRIBUTES TO CHAOS AND CONGESTION
- ◆ BETTER FLOW OF TRAFFIC IN THE TOWN

Waste Management

- ◆ WOULD LIKE THE GARBAGE TO BE COLLECTED WEEKLY RATHER THAN FORTNIGHTLY
- ◆ RUBBISH SHOULD BE COLLECTED WEEKLY RATHER THAN FORTNIGHTLY
- ◆ MORE FREQUENT COLLECTION OF ALL RUBBISH
- ◆ COLLECTION OF ALL RUBBISH ONCE A WEEK.
- ◆ COLLECTION ONCE A WEEK.
- ◆ COLLECTION SHOULD BE EVERY WEEK
- ◆ RUBBISH NEEDS TO BE PICKED UP ONCE A WEEK
- ◆ GET BACK TO A WEEKLY SERVICE ON GARBAGE ALL YEAR ROUND.
- ◆ RETURN TO WEEKLY COLLECTION ALL YEAR ROUND. RECYCABLE CONTAINERS WITH GARBAGE PICK UP AS IN OTHER TOWNS.
- ◆ MORE FREQUENT - ONCE A WEEK - GARBAGE COLLECTION AS IN THE PAST WILL STOP DUMPING OF RUBBISH IN BUSH.
- ◆ GARBAGE COLLECTION SHOULD BE WEEKLY IN WINTER AS IT IS IN SUMMER
- ◆ SHOULD BE CHEAPER TO DISPOSE OF RUBBISH IF YOU SEPARATE RECYCLING
- ◆ MORE FREQUENT PICKUPS OF BIN COLLECTIONS
- ◆ GARBAGE SHOULD BE COLLECTED WEEKLY RATHER THAN FORTNIGHTLY
- ◆ WEEKLY GARBAGE COLLECTION IN SUMMER
- ◆ WEEKLY RATHER THAN FORTNIGHTLY COLLECTIONS
- ◆ MORE FREQUENT COLLECTION OF WASTE, ONCE A WEEK RATHER THAN FORTNIGHTLY
- ◆ IN WINTER NEED WEEKLY COLLECTION OF GARBAGE
- ◆ BIN COLLECTION ONCE A FORTNIGHT IS NOT ENOUGH (REFERING TO GARBAGE)
- ◆ CHARGES FOR GARBAGE COLLECTION IN THE SHIRE ARE TOO HIGH FOR THE LEVEL OF SERVICE OFFERED
- ◆ MORE FREQUENT GARBAGE COLLECTION - FORTNIGHTLY COLLECTION NOT ENOUGH
- ◆ WE WANT WEEKLY RATHER THAN FORTNIGHTLY GARBAGE COLLECTION
- ◆ NEEDS A WEEKLY GARBAGE COLLECTION - ESPECIALLY BAD/INCONVENIENT FOR HOSPITAL AND CAFES AND CARAVAN PARKS WHO GENERATE MUCH WASTE

ADAMSVILLE CITY COUNCIL

Waste Management (continued)

- ◆ CUT THE GARBAGE COLLECTION BACK BY HALF IN THE WINTER - FORTNIGHTLY - WOULD PREFER WEEKLY SERVICE
- ◆ NEED A WEEKLY RUBBISH COLLECTION, NOT FORTNIGHTLY
- ◆ BIN COLLECTION IS ONLY ONCE A FORTNIGHT
- ◆ FORTNIGHTLY COLLECTION IS REDICULOUS
- ◆ GARBAGE COLLECTION SHOULD BE WEEKLY NOT FORTNIGHTLY
- ◆ THEY COLLECT GARBAGE EVERY TWO WEEKS AND IT SHOULD BE EVERY WEEK
- ◆ THEY CUT OUR RUBBISH COLLECTION DDOWN TO ONCE A FORTNIGHT WITHOUT GIVING US A DECENT REASON

Enforcement of By Laws

- ◆ MORE PROMOTION OF WHAT THE COUNCIL IS DOING IN THIS AREA.
- ◆ DISCHARGE OF WATER INTO THE GUTTER IS STILL AN ISSUE
- ◆ I HAVENT SEEN EVIDENCE OF ANY OF THE BY-LAWS BEING ENFORCED BY THE SHIRE.
- ◆ ENFORCEMENT OF PEOPLE LIVING IN SHEDS
- ◆ MORE RANGERS REQUIRED
- ◆ FOOD HANDLING BY-LAWS HAVE GONE HAYWIRE, HAVE CAUSED PROBLEMS WITH LOCAL VOLUNTEER ORGANISATIONS THAT ARE WELL-EXPERIENCED IN PUBLIC CATERING- BUT HAVE NO FORMAL QUALIFICATIONS IN FOOD HANDLING

Economic Development

- ◆ MORE EDUCATION FACILITIES.
- ◆ SOME TOWNS (NOT NECESSARILY SMALLS ONES) HAVE BEEN NEGLECTED SCINCE THE COUNCILS WERE JOINED
- ◆ BETTER ACSESS TO INFORMATION FOR SMALL BUINESSES IS NEEDED
- ◆ THEY HAVE NO POLICY OR STRATEGY FOR CREATING EMPLOYMENT
- ◆ NOT ENOUGH HOURS AVAILABLE TO SUSTAIN WEEK TO WEEK WAGES FOR YOUNG PEOPLE/MOSTLY CASUAL WORK AVAILABLE.
- ◆ ALWAYS NEEDS IMPROVEMENT
- ◆ MORE COMMUNITY CONSULTATION ON ECONOMIC DEVELOPMENT ISSUES
- ◆ MORE COMMUNITY CONSULTATION.
- ◆ SHIRE IS TOO BIG, CAN'T MANAGE THE WHOLE AREA

Town Planning Policy and Approvals

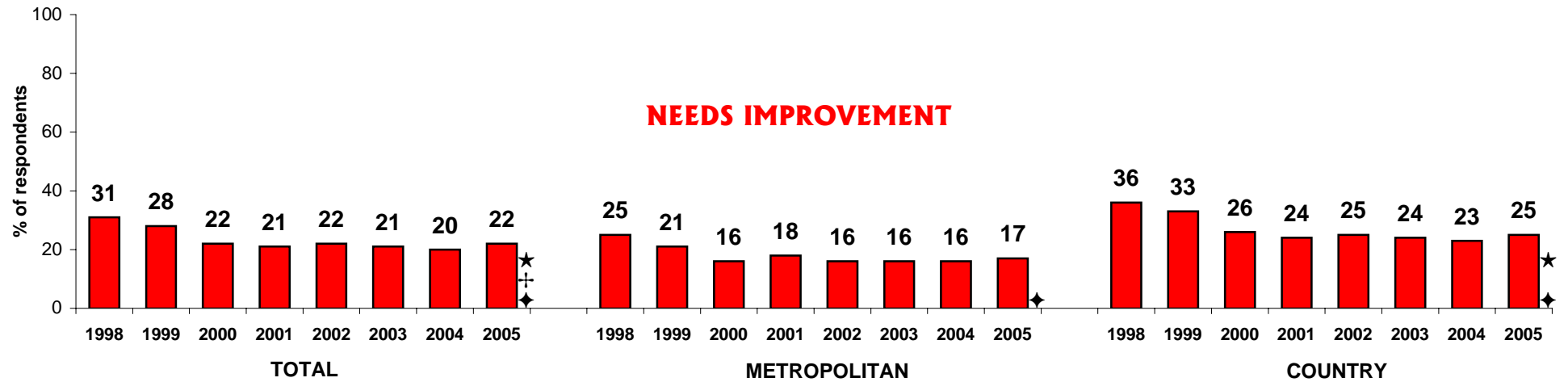
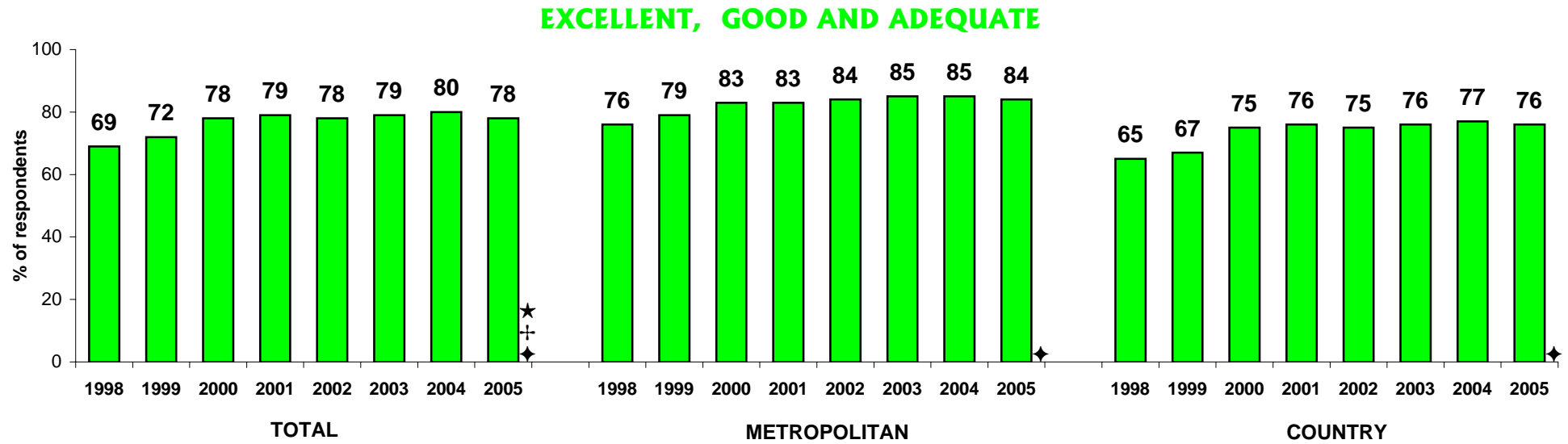
- ◆ SPEND MORE MONEY ON HERITAGE/PUBLICITY, ADVERTISING
- ◆ NOT HERITAGE FOCUSSED
- ◆ PROACTIVE APPROACHES TO PRESERVING/ENHANCING THE STREETSCAPE. MANY RUN-DOWN BUILDINGS JUST LEFT ON MAIN STREETS.
- ◆ REVIEW OF PLANNING POLICIES
- ◆ EMPHASIS ON BRIDGEWATER BRIDGE ON LODDON AS A HERITAGE SITE

**METROPOLITAN AND COUNTRY
RESULTS**

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004

- OVERALL PERFORMANCE -

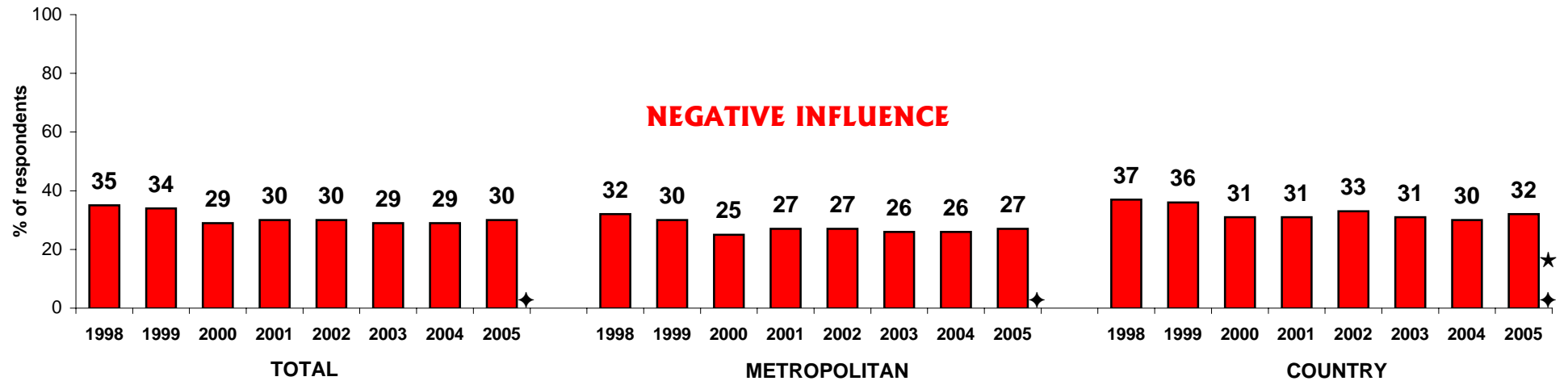
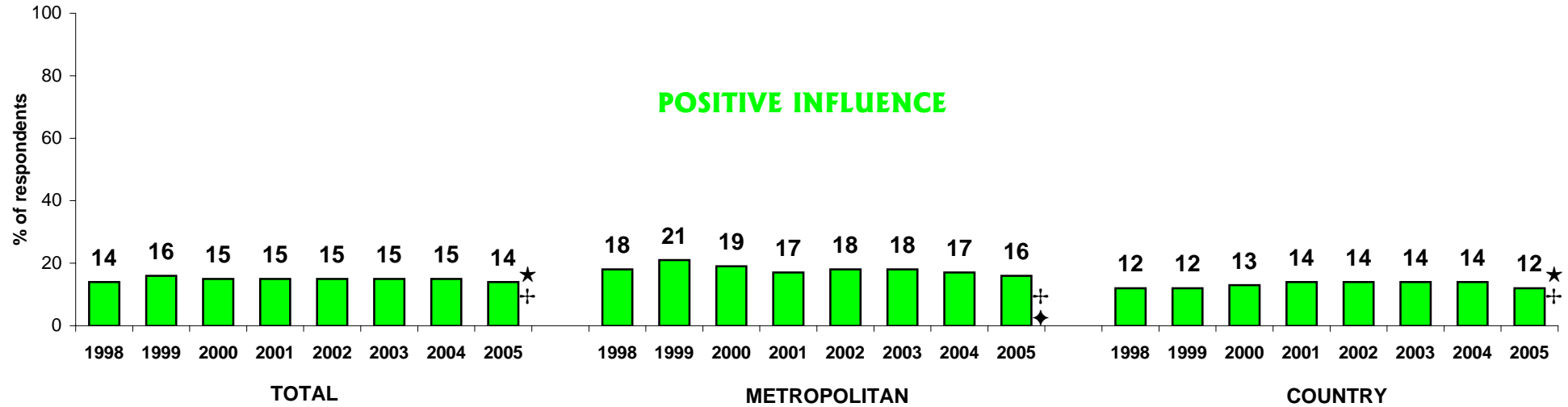


Statistically Significant Change for 2005 in comparison to: 1998 ♦ 2003 † 2004 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004

- ISSUES STRONGLY INFLUENCED ASSESSMENT OF OVERALL PERFORMANCE -



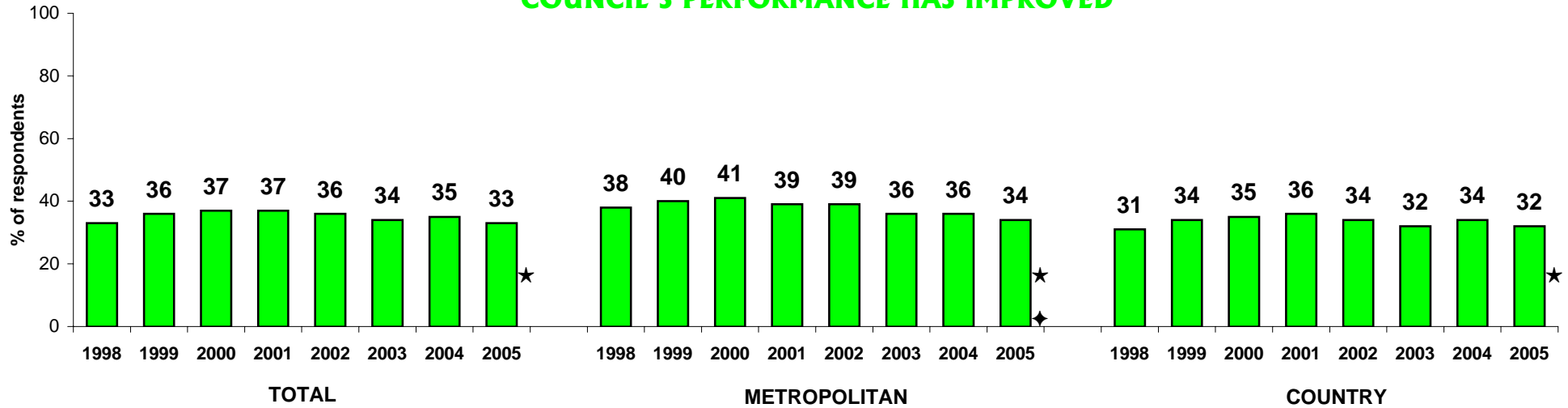
Statistically Significant Change for 2005 in comparison to: 1998 ♦ 2003 † 2004 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

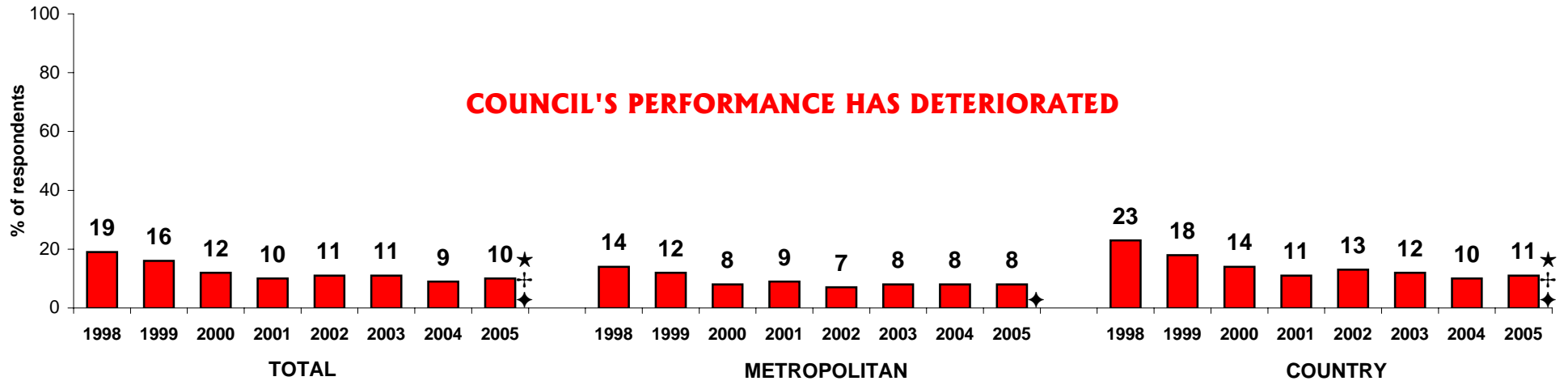
KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004

- DIRECTION OF CHANGE IN OVERALL PERFORMANCE -

COUNCIL'S PERFORMANCE HAS IMPROVED



COUNCIL'S PERFORMANCE HAS DETERIORATED

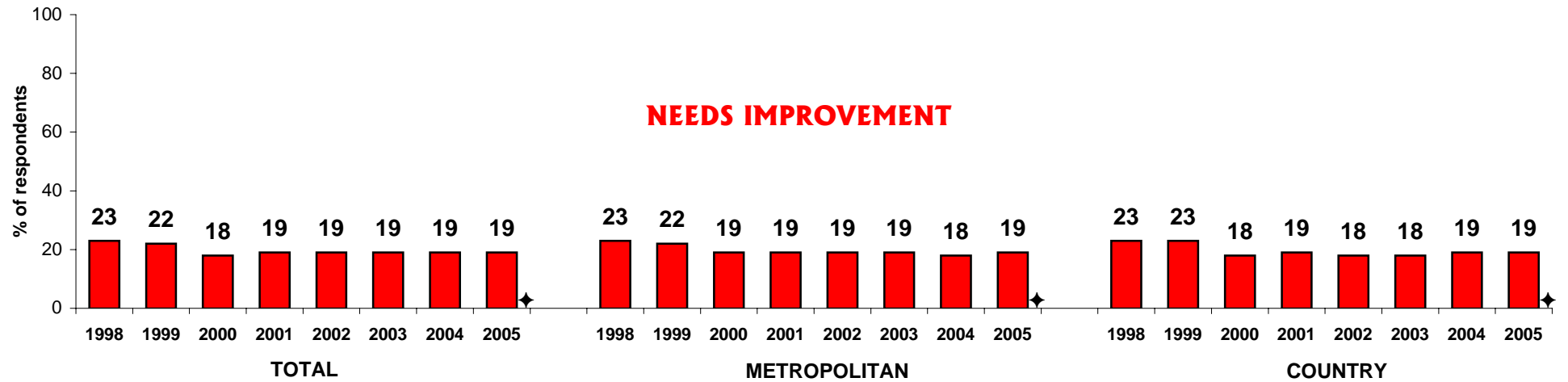
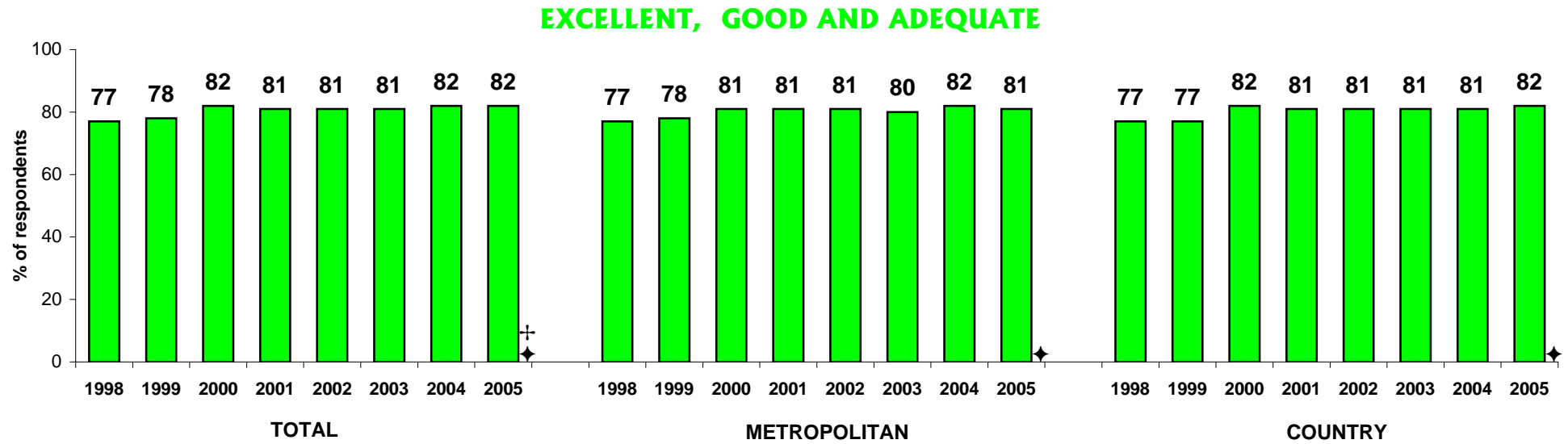


Statistically Significant Change for 2005 in comparison to: 1998 ♦ 2003 + 2004 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004

- CUSTOMER CONTACT -

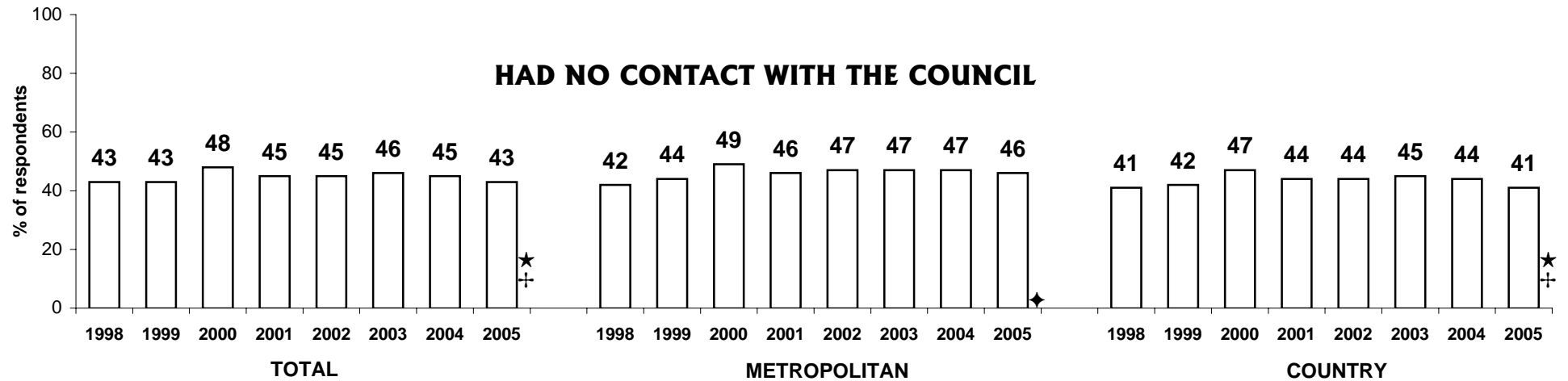
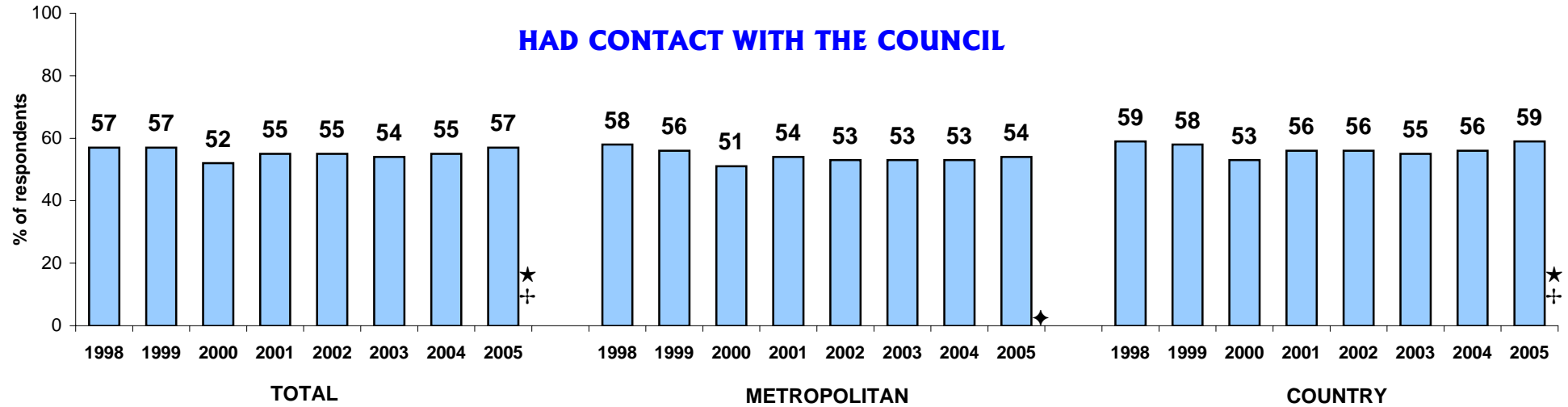


Statistically Significant Change for 2005 in comparison to: 1998 ♦ 2003 † 2004 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004

- EXPERIENCED CUSTOMER CONTACT -

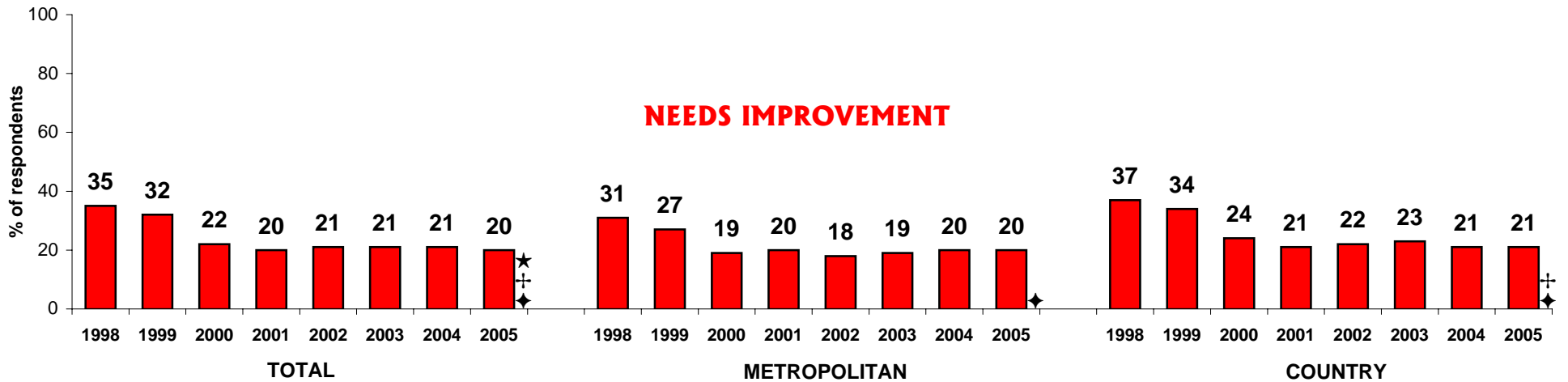
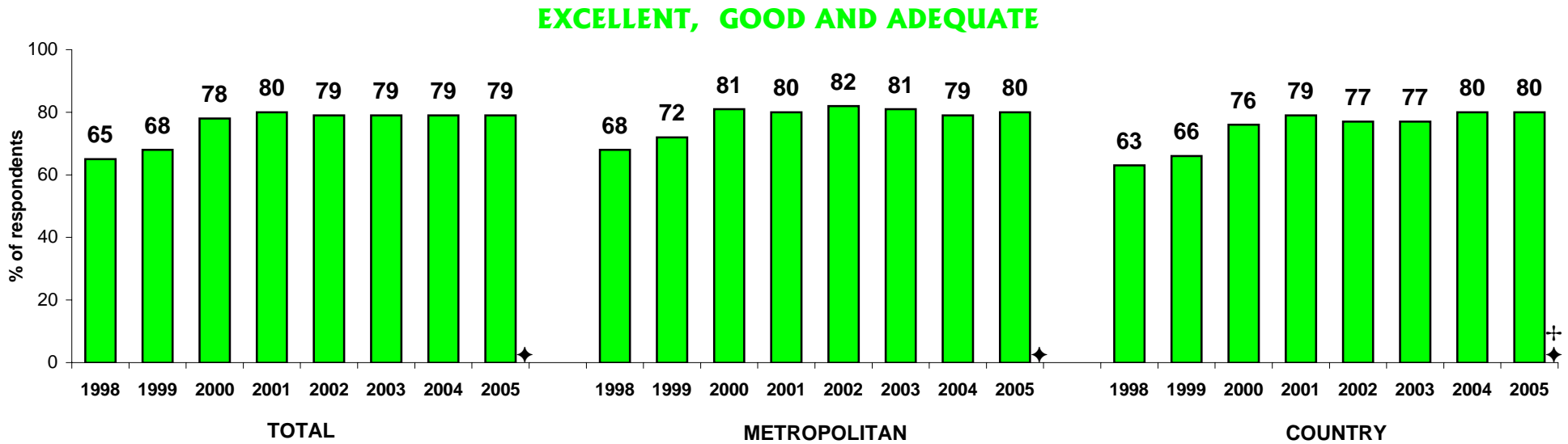


Statistically Significant Change for 2005 in comparison to: 1998 ♦ 2003 † 2004 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004

- ADVOCACY -



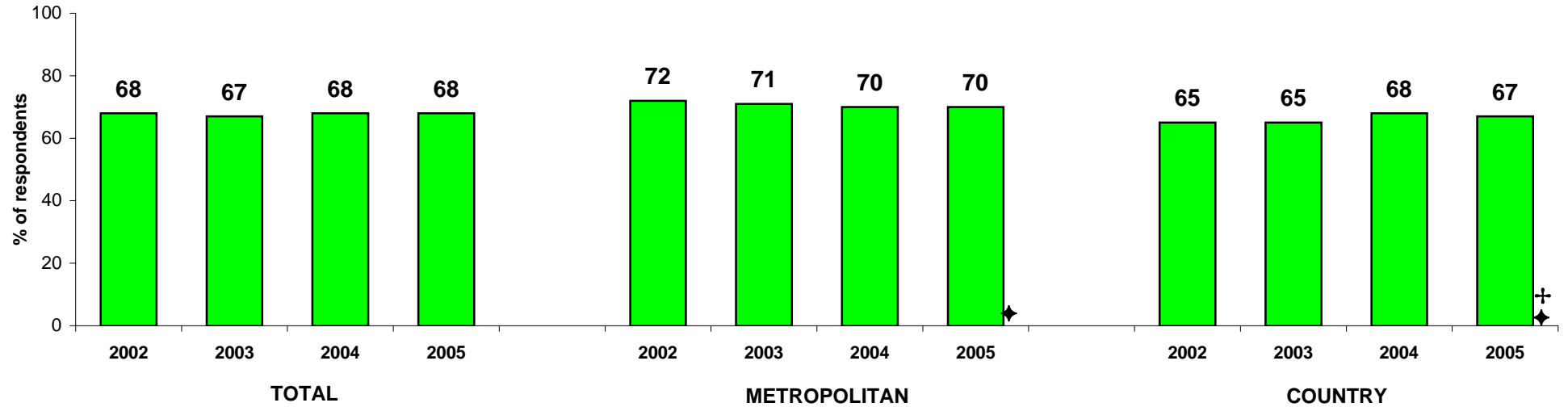
Statistically Significant Change for 2005 in comparison to: 1998 ♦ 2003 † 2004 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

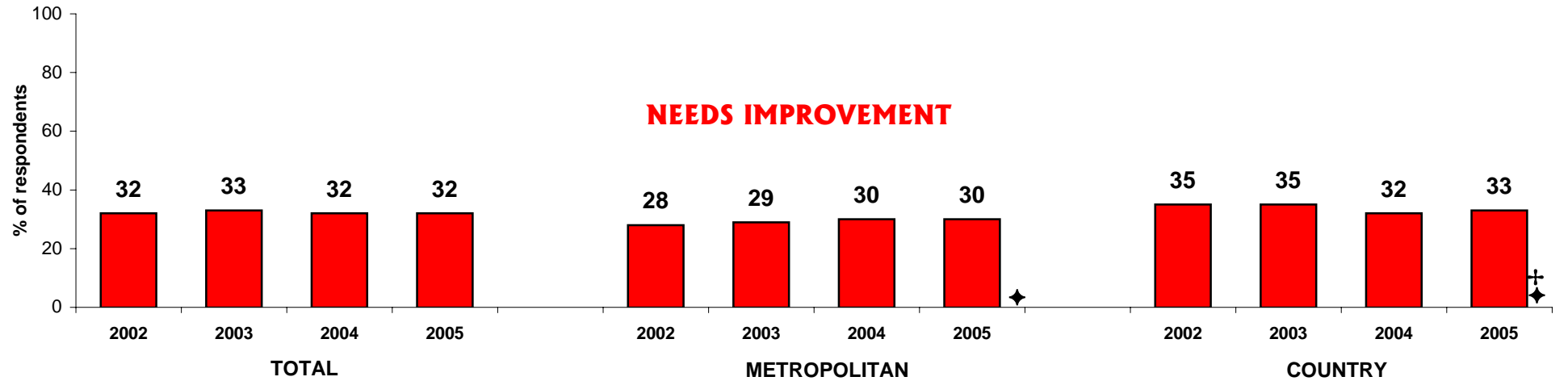
KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004

- COMMUNITY ENGAGEMENT -

EXCELLENT, GOOD AND ADEQUATE



NEEDS IMPROVEMENT



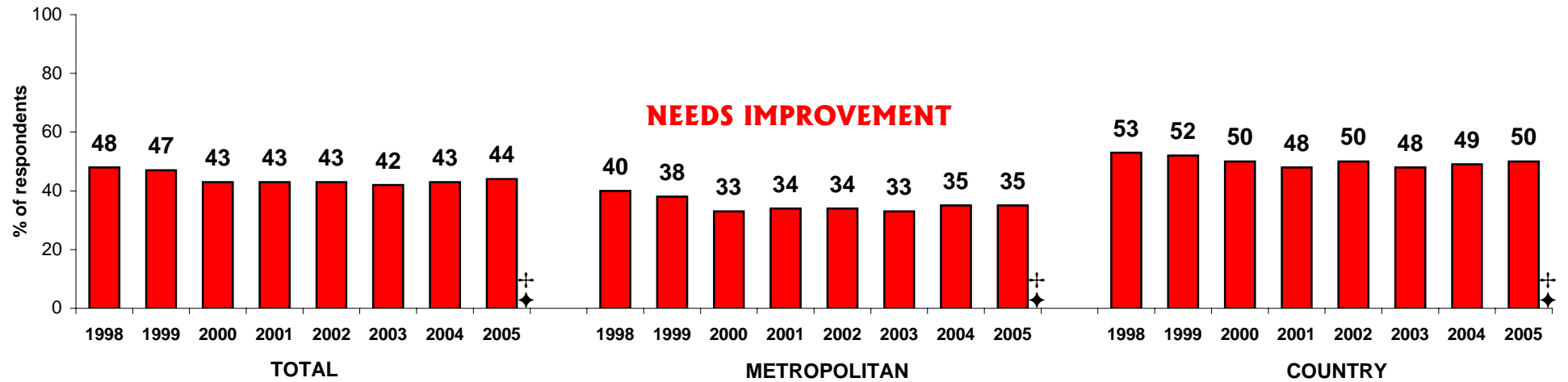
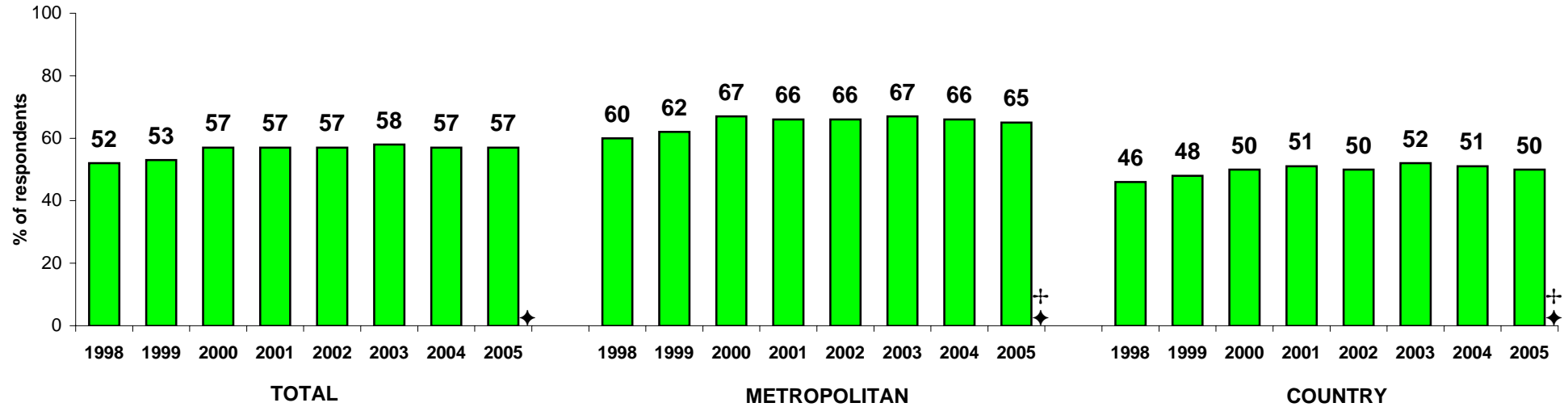
Statistically Significant Change for 2005 in comparison to: 2002 ♦ 2003 + 2004 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY SERVICE AREAS FOR 2005 - COMPARED WITH 1998 TO 2004

- LOCAL ROADS AND FOOTPATHS -

EXCELLENT, GOOD AND ADEQUATE

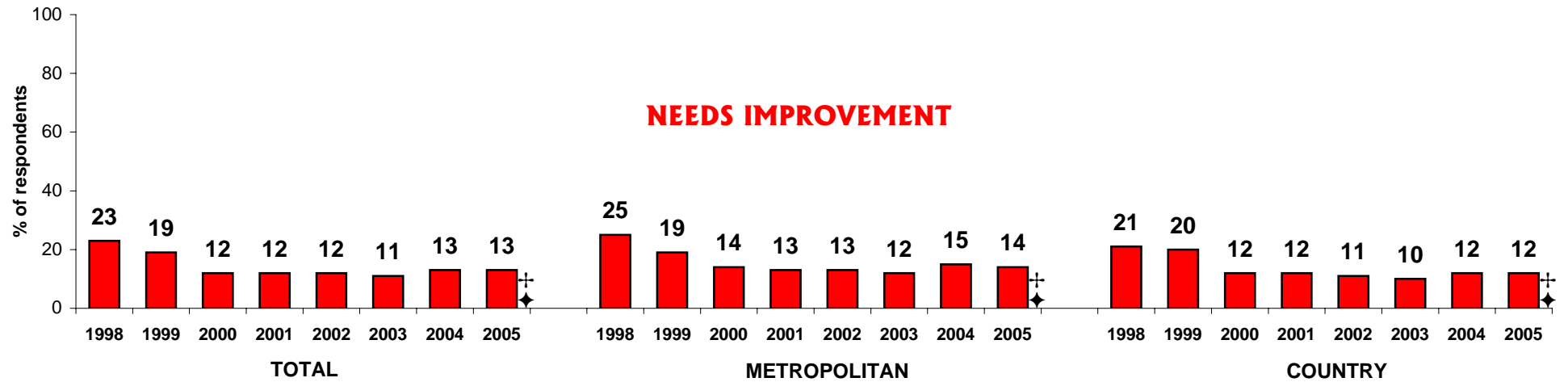
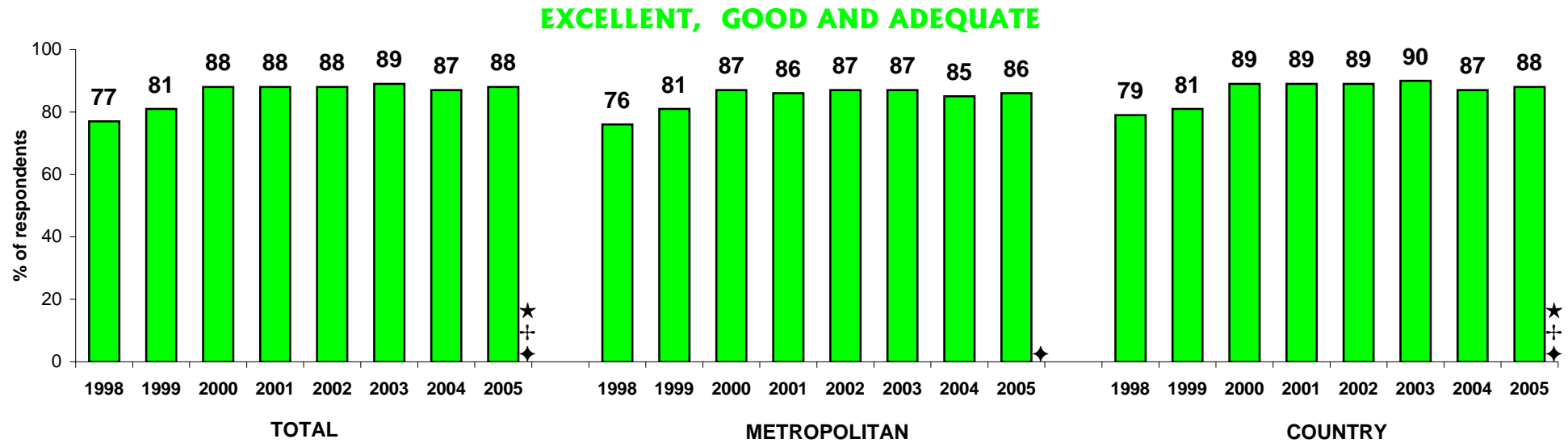


Statistically Significant Change for 2005 in comparison to: 1998 ♦ 2003 † 2004 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY SERVICE AREAS FOR 2005 - COMPARED WITH 1998 TO 2004

- HEALTH AND HUMAN SERVICES -

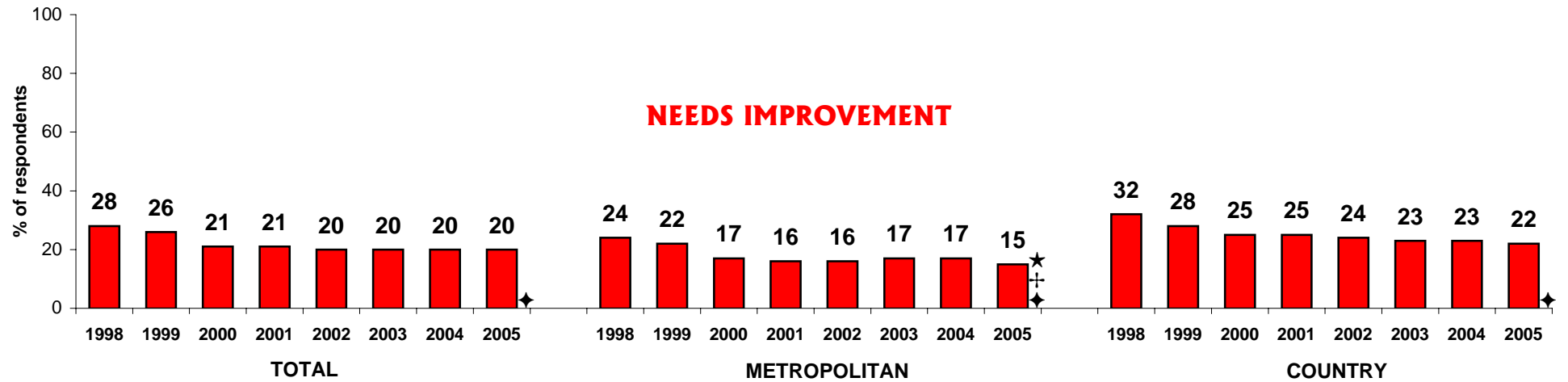
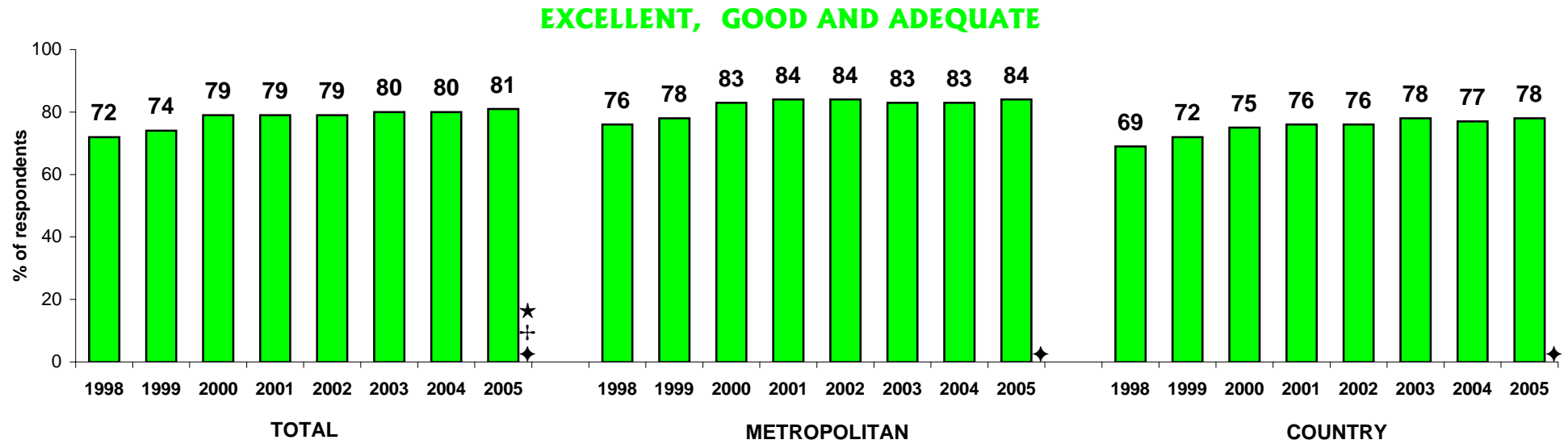


Statistically Significant Change for 2005 in comparison to: 1998 ♦ 2003 † 2004 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY SERVICE AREAS FOR 2005 - COMPARED WITH 1998 TO 2004

- RECREATIONAL FACILITIES -

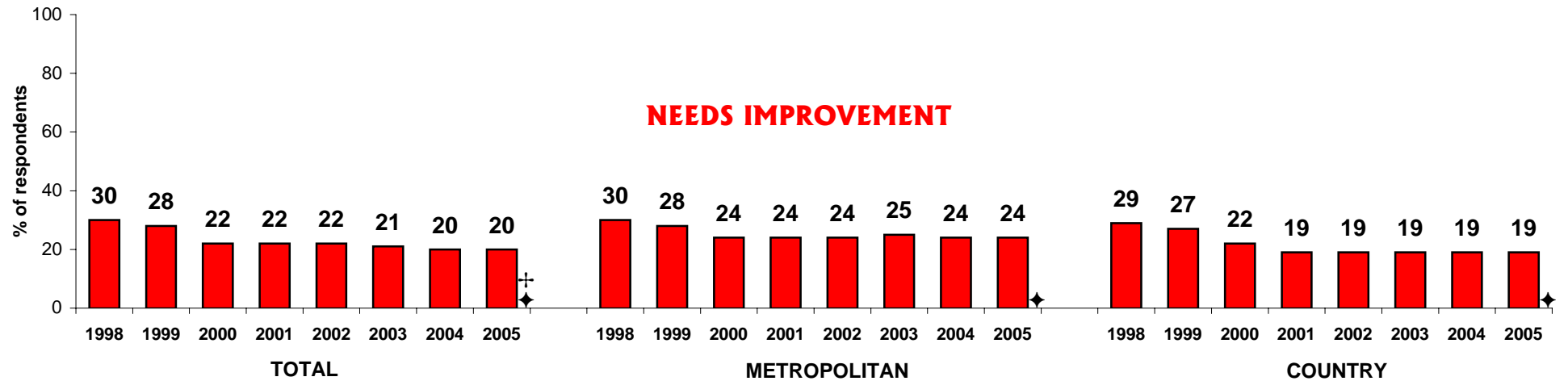
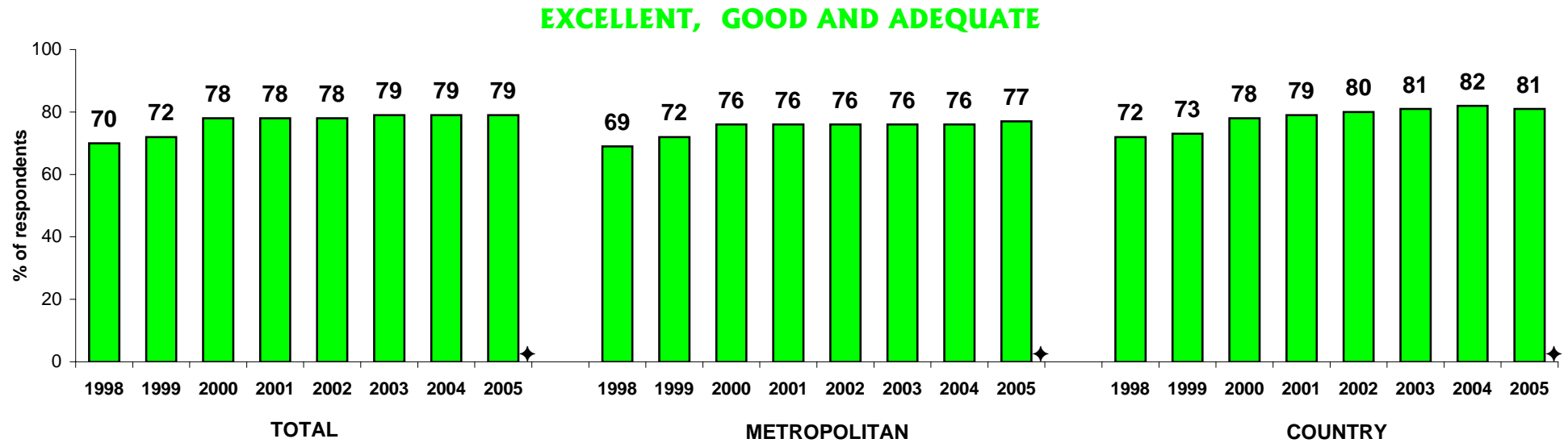


Statistically Significant Change for 2005 in comparison to: 1998 ♦ 2003 † 2004 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY SERVICE AREAS FOR 2005 - COMPARED WITH 1998 TO 2004

- APPEARANCE OF PUBLIC AREAS -



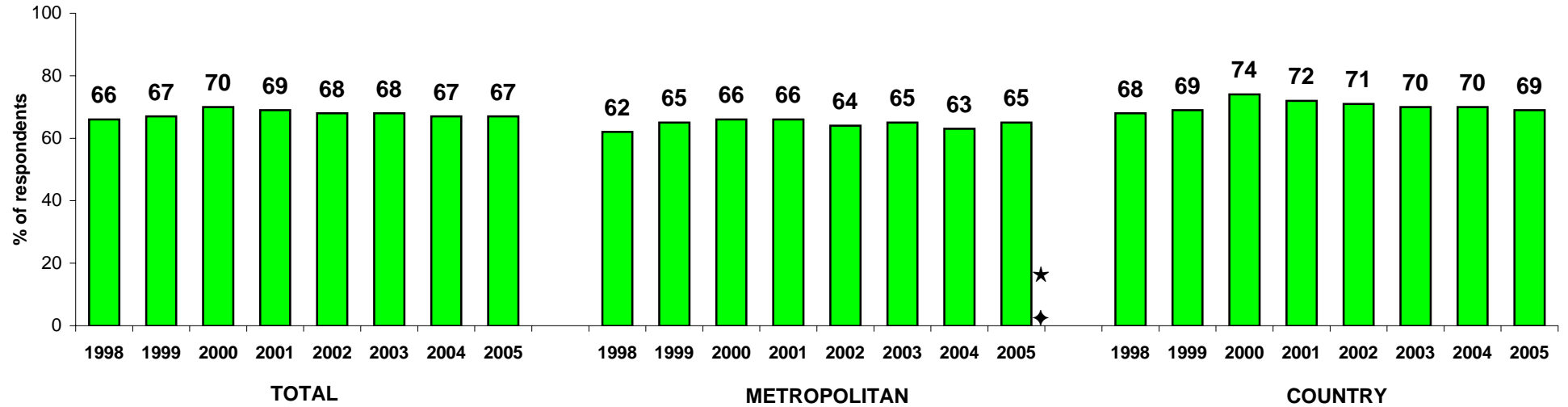
Statistically Significant Change for 2005 in comparison to: 1998 ♦ 2003 † 2004 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

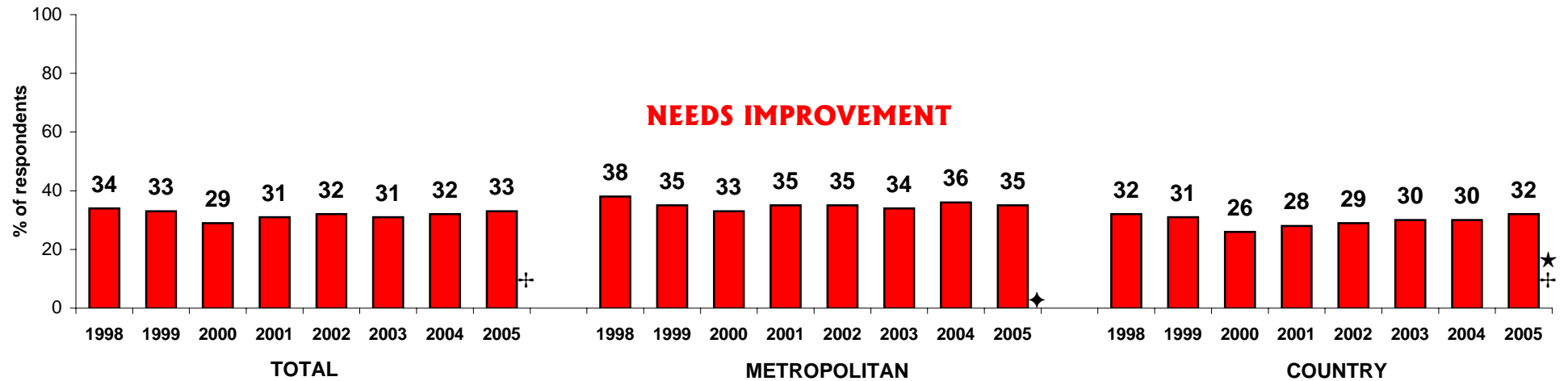
KEY SERVICE AREAS FOR 2005 - COMPARED WITH 1998 TO 2004

- TRAFFIC MANAGEMENT AND PARKING FACILITIES -

EXCELLENT, GOOD AND ADEQUATE



NEEDS IMPROVEMENT

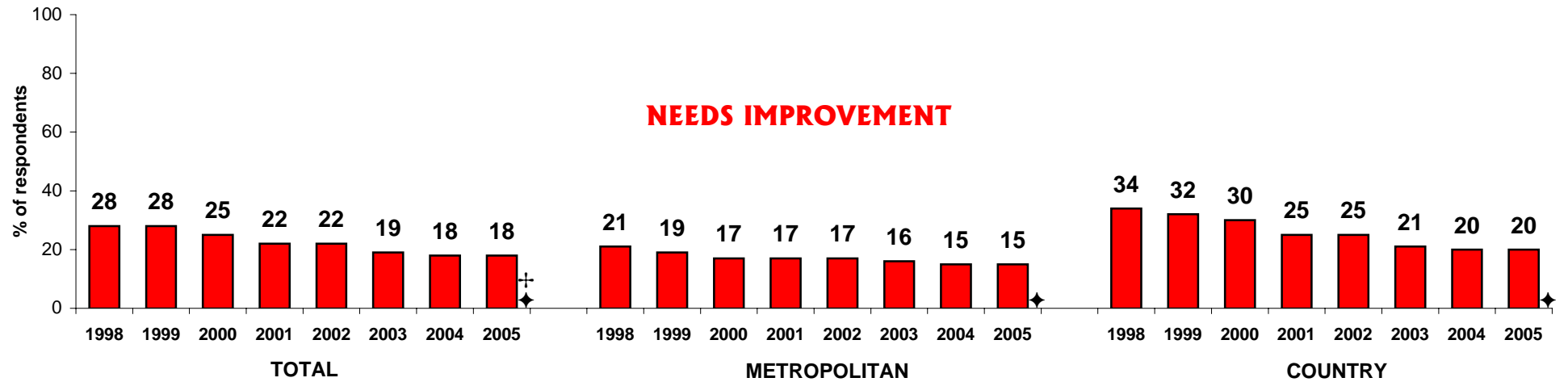
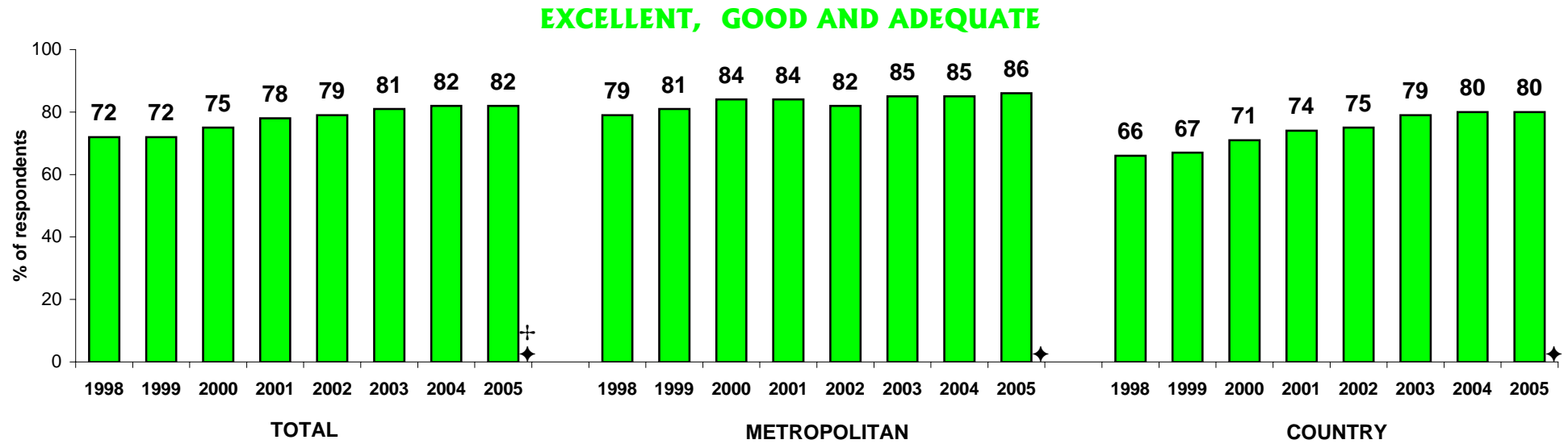


Statistically Significant Change for 2005 in comparison to: 1998 ♦ 2003 † 2004 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY SERVICE AREAS FOR 2005 - COMPARED WITH 1998 TO 2004

- WASTE MANAGEMENT -



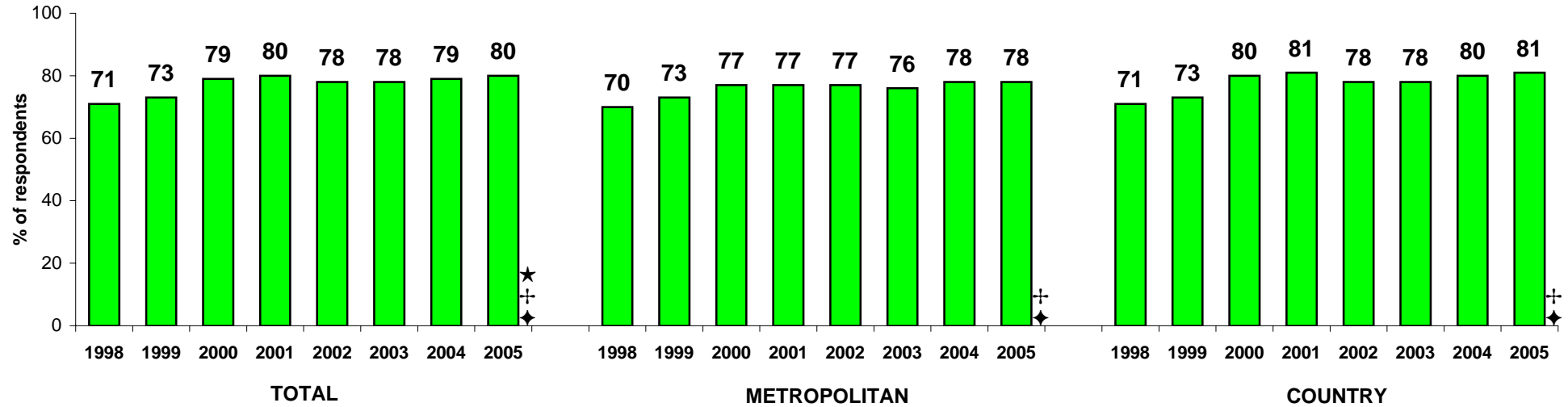
Statistically Significant Change for 2005 in comparison to: 1998 ♦ 2003 † 2004 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

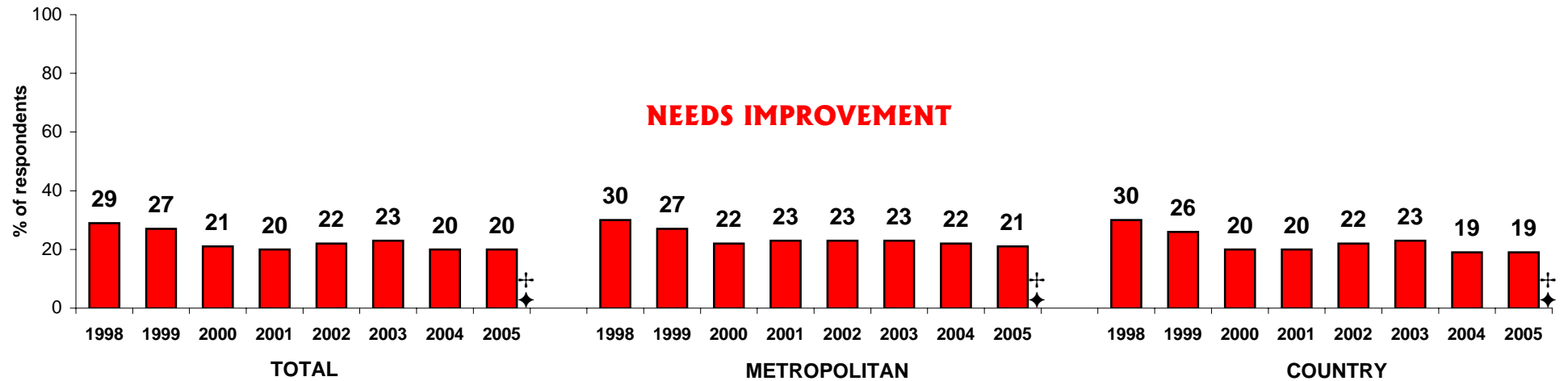
KEY SERVICE AREAS FOR 2005 - COMPARED WITH 1998 TO 2004

- ENFORCEMENT OF BY LAWS -

EXCELLENT, GOOD AND ADEQUATE



NEEDS IMPROVEMENT



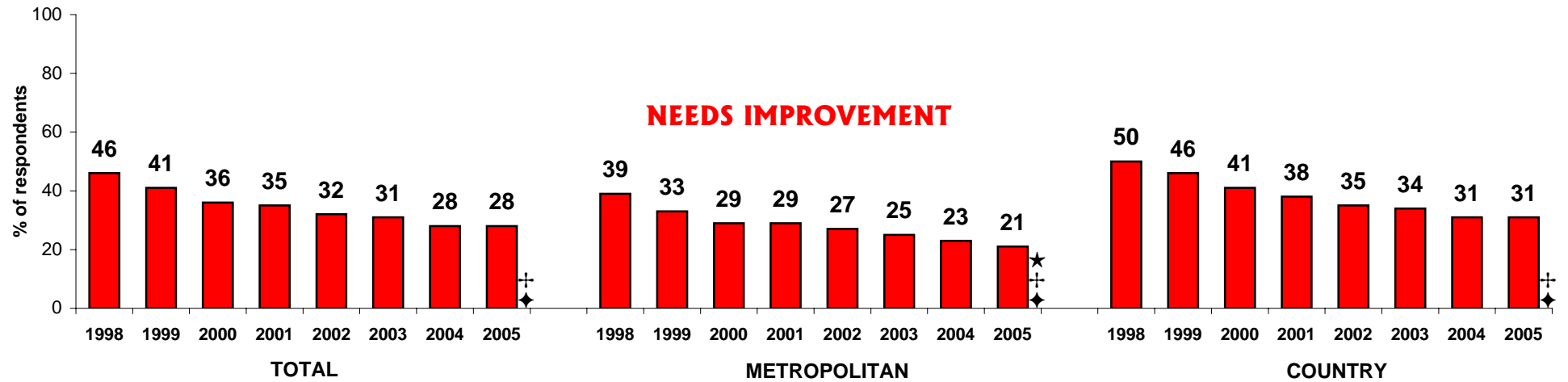
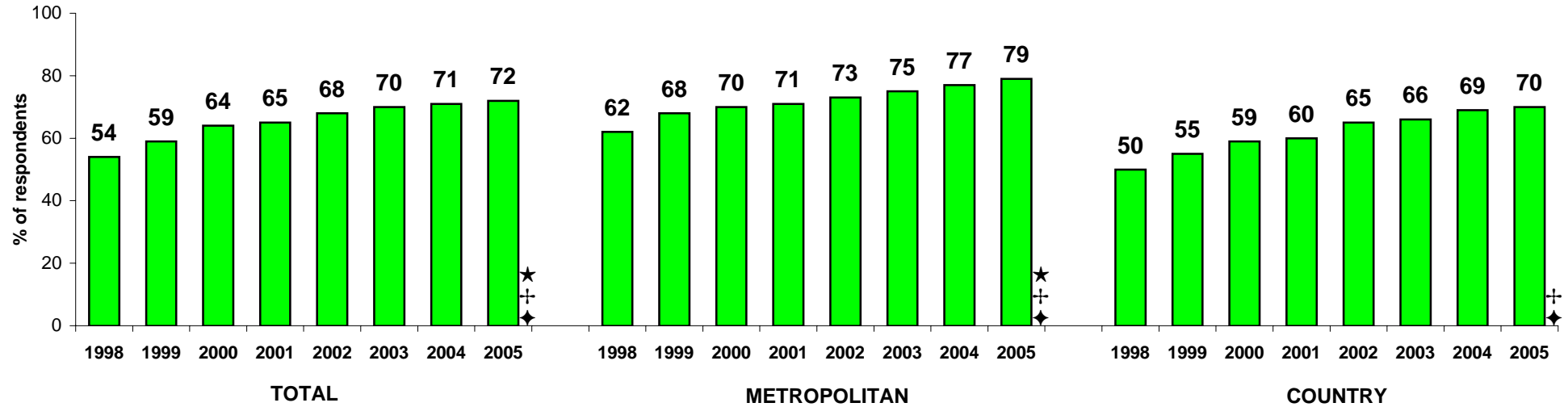
Statistically Significant Change for 2005 in comparison to: 1998 ♦ 2003 † 2004 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY SERVICE AREAS FOR 2005 - COMPARED WITH 1998 TO 2004

- ECONOMIC DEVELOPMENT -

EXCELLENT, GOOD AND ADEQUATE



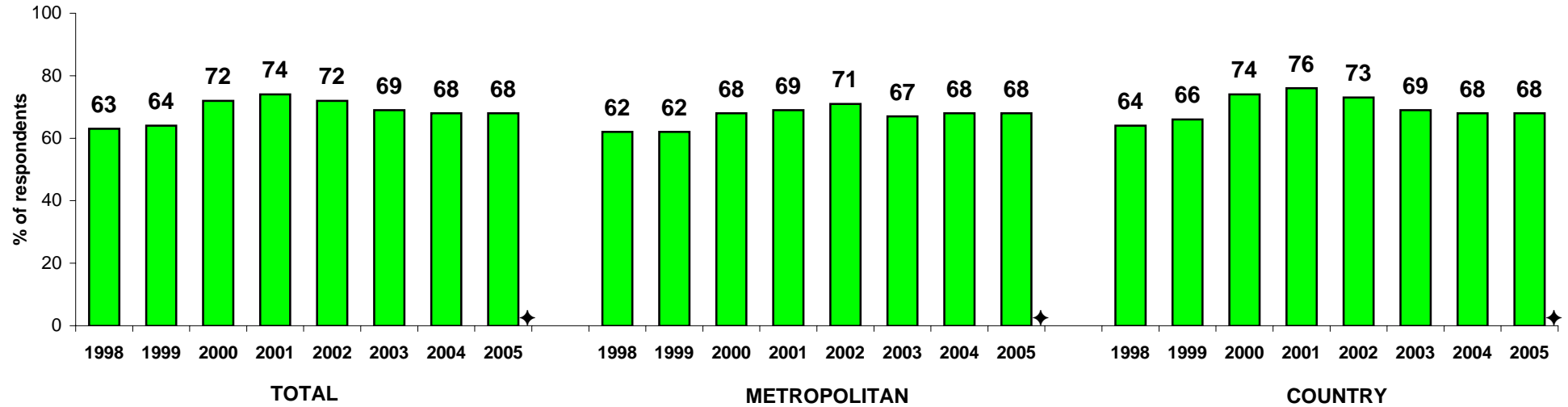
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ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

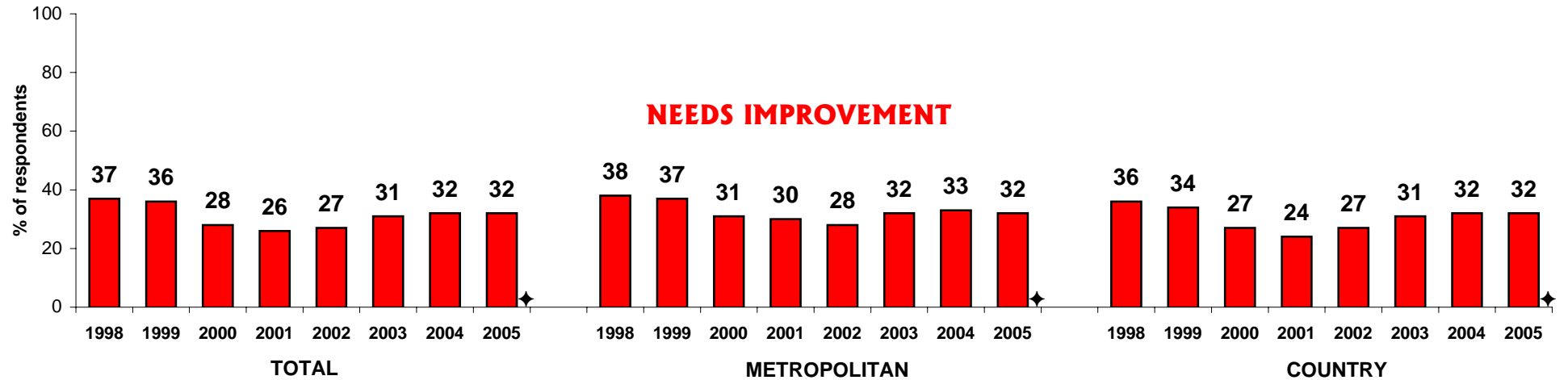
KEY SERVICE AREAS FOR 2005 - COMPARED WITH 1998 TO 2004

- TOWN PLANNING POLICY AND APPROVALS

EXCELLENT, GOOD AND ADEQUATE



NEEDS IMPROVEMENT



Statistically Significant Change for 2005 in comparison to: 1998 ♦ 2003 † 2004 ★