

# Local Government Community Satisfaction Survey

2007

State-wide Research  
Results Summary

May 2007

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

Prepared by  
**Wallis**  
CONSULTING GROUP

*Department for  
Victorian Communities*

A Victorian  
Government  
initiative



# COMMUNITY SATISFACTION SURVEY 2007

## OVERALL COUNCIL PERFORMANCE

### Councils Overall Performance Over the Last Ten Years

- **Across Victoria** in 1998, 69% of respondents rated councils as “excellent and good and adequate”. In 2007 this increased to 81% - **an improvement of 12%**
- For **metropolitan** councils in 1998, 76% of respondents rated councils as “excellent and good and adequate”. In 2007 this increased to 85% - **an improvement of 9%**
- For **country** councils in 1998, only 65% of respondents rated councils as “excellent and good and adequate”. In 2007 this increased to 78% - **an improvement of 13%**
- For **country** councils in 1998, 36% of respondents rated councils as “needing improvement”. In 2007 this decreased to 22% - **an improvement of 14%**
- For **metropolitan** councils in 1998, 25% of respondents rated councils as “needing improvement”. In 2006 this decreased to 15% - **an improvement of 10%**.

### Comparison with last year's results

- **Across Victoria** in 2006, 79% of respondents rated councils as “excellent, good and adequate”. In 2007 this increased to 81% - an improvement of 2%.
- For **metropolitan** councils in 2006, 82% of respondents rated councils as “excellent and good and adequate”. In 2007 this increased to 85%, an improvement of 3%. In 2006, 50% of respondents rated councils as “excellent and good”. In 2007 this increased to 54% - an improvement of 4%. There was slight decline of 1% in those respondents that rated councils as “adequate” and a decline of 3% in those that rated councils as “needs improvement”.
- For **country** councils in 2006, 77% of respondents rated councils as “excellent and good and adequate”. In 2007 there was a slight improvement to 78%. In 2006, 45% of respondents rated councils as “excellent and good”. This was maintained in 2007. The percentage of respondents that reported councils’ performance as “adequate” increased slightly from 32% in 2006 to 33% in 2007. There was a slight improvement of 1% in the percentage of respondents that rated councils as “needs improvement” falling from 23% in 2006 to 22% in 2007.

### Services most impacting on their satisfaction were – (in order of priority)

- Town Planning
- Economic Development
- Local Roads and Footpaths
- Recreation Facilities

## **Metropolitan residents were more satisfied than Country residents**

- For Overall Council Performance in 2007, 85% of Metropolitan respondents rated excellent and good and adequate compared with 78% of Country respondents. Further, residents' satisfaction with Metropolitan councils has improved by 3% between 2006 and 2007 whereas residents' satisfaction with Country councils improved by just 1%.

## **COUNCIL ADVOCACY**

### **Comparison with last year's results**

- Across Victoria in 2006, 78% of respondents rated councils as "excellent, good and adequate" this improved to 79% in 2007.
- For metropolitan councils in 2006, 79% of respondents rated councils as "excellent and good and adequate" this improved to 81% in 2007.
- For country councils in 2006, 78% of respondents rated councils as "excellent, good and adequate" this improved slightly to 79% in 2007.

## **COMMUNITY ENGAGEMENT**

### **Comparison with last year's results**

- Across Victoria in 2006, 68% of respondents rated councils as "excellent, good and adequate". This result was improved to 70% in 2007.
- For metropolitan councils in 2006, 69% of respondents rated councils as "excellent, good and adequate" this improved to 71% in 2007.
- For country councils in 2006, 67% of respondents rated councils as "excellent, good and adequate". This result improved to 69% in 2007.

## **CUSTOMER CONTACT**

### **Comparison with last year's results**

- Across Victoria in 2006, 80% of respondents rated councils as "excellent, good and adequate". This result improved to 81% in 2007.
- For metropolitan councils in 2006, 82% of respondents rated councils as "excellent, good and adequate". This was maintained in 2007.
- For country councils in 2006, 80% of respondents rated councils as "excellent, good and adequate". This was maintained in 2007.

## **LOCAL ROADS AND FOOTPATHS**

### **Comparison with last year's results**

- Across Victoria in 2006, 56% of respondents rated councils as “excellent and good and adequate”. This result improved to 60% in 2007.
- For metropolitan councils in 2006, 65% of respondents rated councils as “excellent and good and adequate”. This improved to 68% in 2007.
- For country councils in 2006, 51% of respondents rated councils as “excellent and good and adequate”. This result improved to 55% in 2007.

## **HEALTH AND HUMAN SERVICES**

### **Comparison with last year's results**

- Across Victoria in 2006, 88% of respondents rated councils as “excellent and good and adequate”. This improved to 90% in 2007.
- For metropolitan councils in 2006, 85% of respondents rated councils as “excellent and good and adequate”. This result improved to 88% in 2007.
- For country councils in 2006, 89% of respondents rated councils as “excellent and good and adequate”. This result improved to 91% in 2007.

## **RECREATIONAL FACILITIES**

### **Comparison with last year's results**

- Across Victoria in 2006, 80% of respondents rated councils as “excellent and good and adequate”. This result improved to 82% in 2007.
- For metropolitan councils in 2006, 83% of respondents rated councils as “excellent and good and adequate”. This result improved to 84% in 2007.
- For country councils in 2006, 79% of respondents rated councils as “excellent and good and adequate”. This result improved to 81% in 2007.

## **APPEARANCE OF PUBLIC AREAS**

### **Comparison with last year's results**

- Across Victoria in 2006, 79% of respondents rated councils as “excellent and good and adequate”. This improved to 81% in 2007.
- For metropolitan councils in 2006, 76% of respondents rated councils as “excellent and good and adequate”. This result improved to 77% in 2007.
- For country councils in 2006, 81% of respondents rated councils as “excellent and good and adequate”. This improved to 83% in 2007.

# **TRAFFIC MANAGEMENT AND PARKING**

## **Comparison with last year's results**

- Across Victoria in 2006, 67% of respondents rated councils as “excellent and good and adequate”. This improved to 68% in 2007.
- For metropolitan councils in 2006, 63% of respondents rated councils as “excellent and good and adequate”. This result improved to 65% in 2007.
- For country councils in 2006, 70% of respondents rated councils as “excellent and good and adequate”. This result was maintained in 2007.

# **WASTE MANAGEMENT**

## **Comparison with last year's results**

- Across Victoria in 2006, 81% of respondents rated councils as “excellent and good and adequate”. This result improved to 83% in 2007.
- For metropolitan councils in 2006, 84% of respondents rated councils as “excellent and good and adequate”. This result improved to 85% in 2007.
- For country councils in 2006, 80% of respondents rated councils as “excellent and good and adequate”. This improved to 81% in 2007.

# **ENFORCEMENT OF BY LAWS**

## **Comparison with last year's results**

- Across Victoria in 2006, 77% of respondents rated councils as “excellent and good and adequate”. This result improved to 79% in 2007.
- For metropolitan councils in 2006, 76% of respondents rated councils as “excellent and good and adequate”. This result improved slightly to 77% in 2007.
- For country councils in 2006, 78% of respondents rated councils as “excellent and good and adequate”. This result improved to 80% in 2007.

# **ECONOMIC DEVELOPMENT**

## **Comparison with last year's results**

- Across Victoria in 2006, 71% of respondents rated councils as “excellent and good and adequate”. This result improved to 73% in 2007.
- For metropolitan councils in 2006, 76% of respondents rated councils as “excellent and good and adequate”. This result improved to 80% in 2007.
- For country councils in 2006, 69% of respondents rated councils as “excellent and good and adequate”. This result improved to 70% in 2007.

# **TOWN PLANNING POLICY AND APPROVAL**

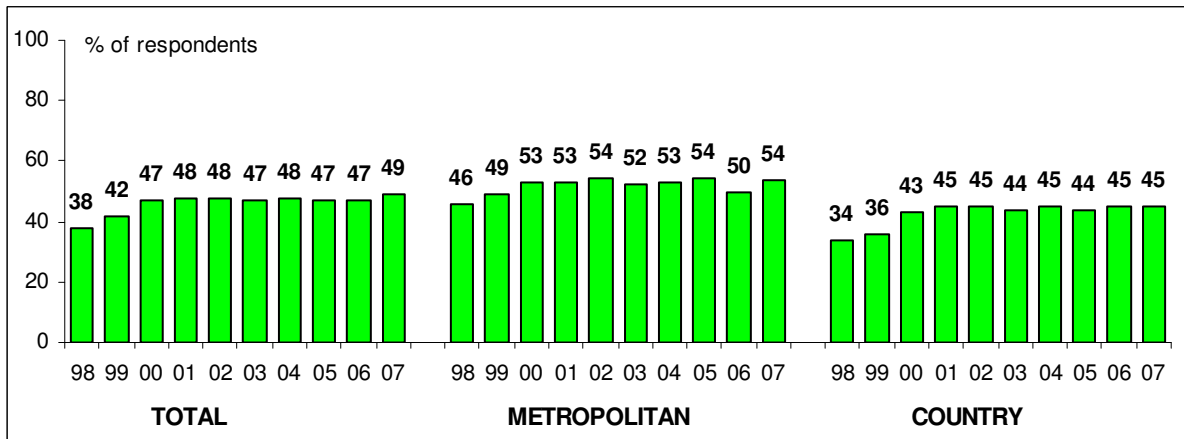
## **Comparison with last year's results**

- Across Victoria in 2006, 67% of respondents rated councils as “excellent and good and adequate”. This result declined to 66% in 2007.
- For metropolitan councils in 2006, 68% of respondents rated councils as “excellent and good and adequate”. This result was maintained in 2007.
- For country councils in 2006, 66% of respondents rated councils as “excellent and good and adequate”. This result declined to 65% in 2007.

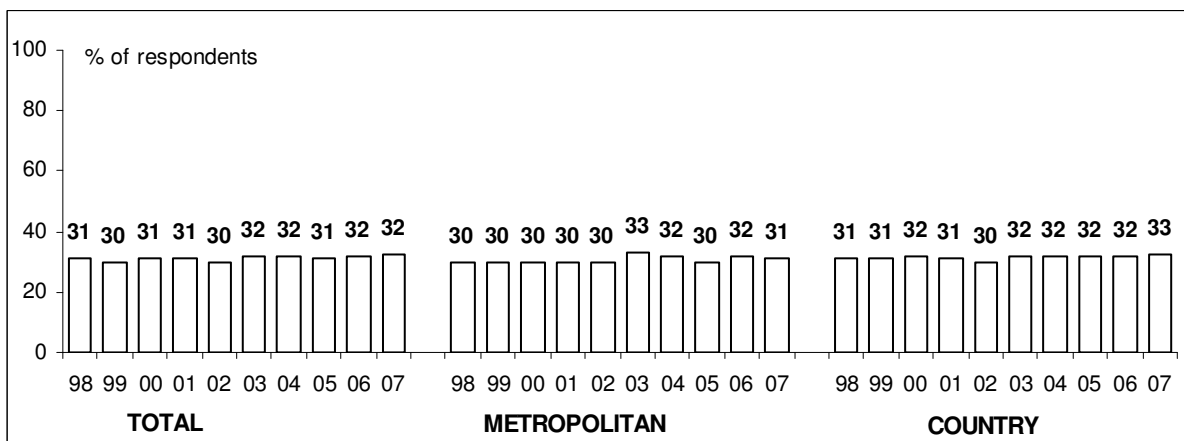
# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

## FIGURE 1: OVERALL PERFORMANCE 1998 – 2007

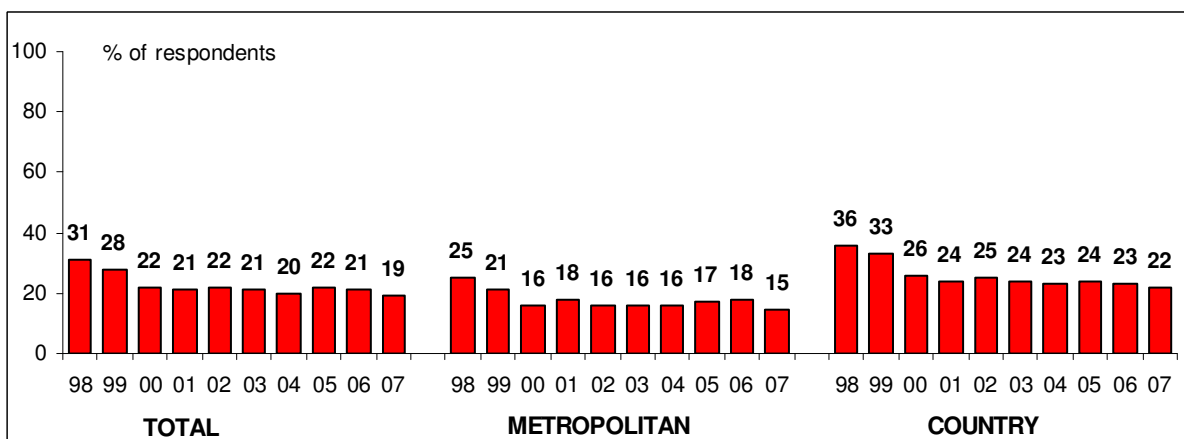
■ - Excellent / Good



- Adequate



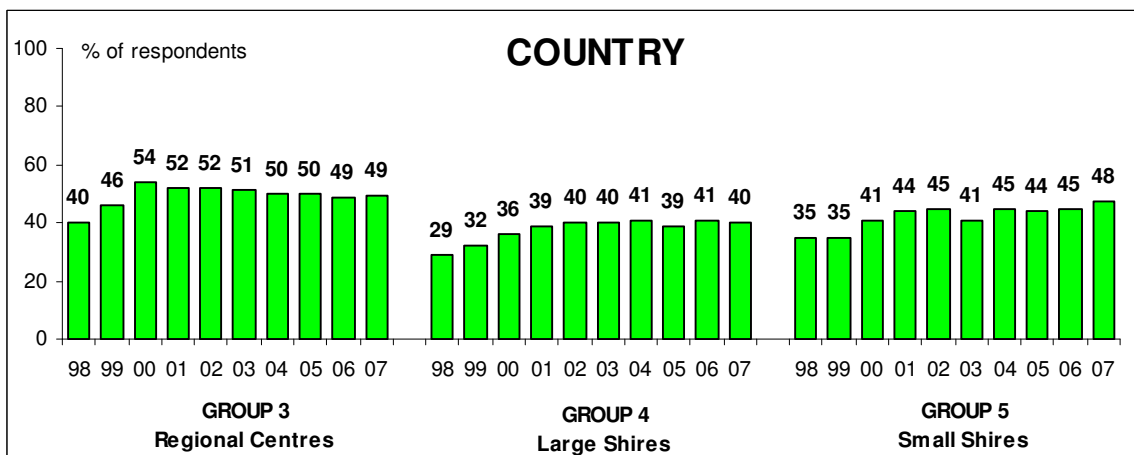
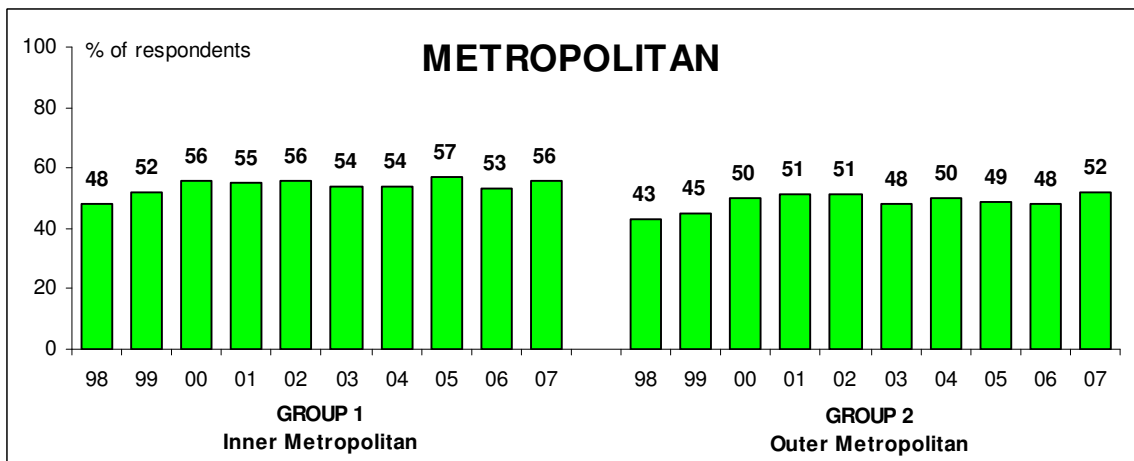
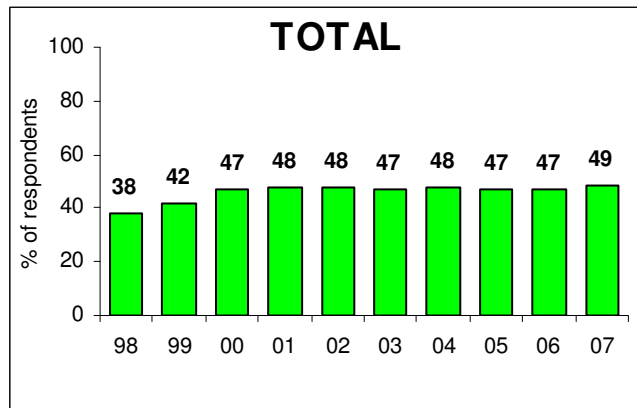
■ - Needs Improvement



# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

## FIGURE 2a: OVERALL PERFORMANCE 1998 – 2007

■ - Excellent / Good



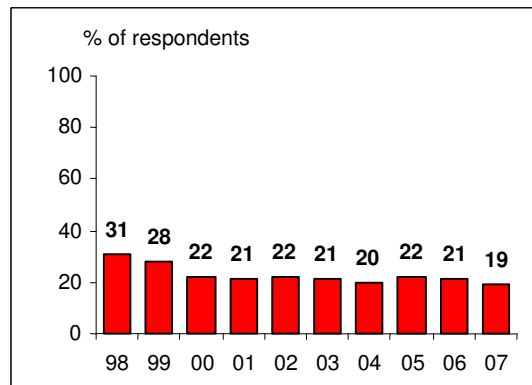
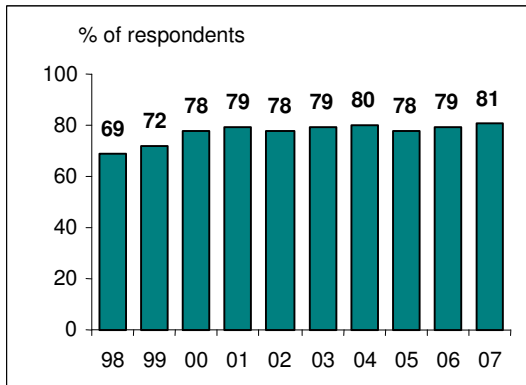


# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

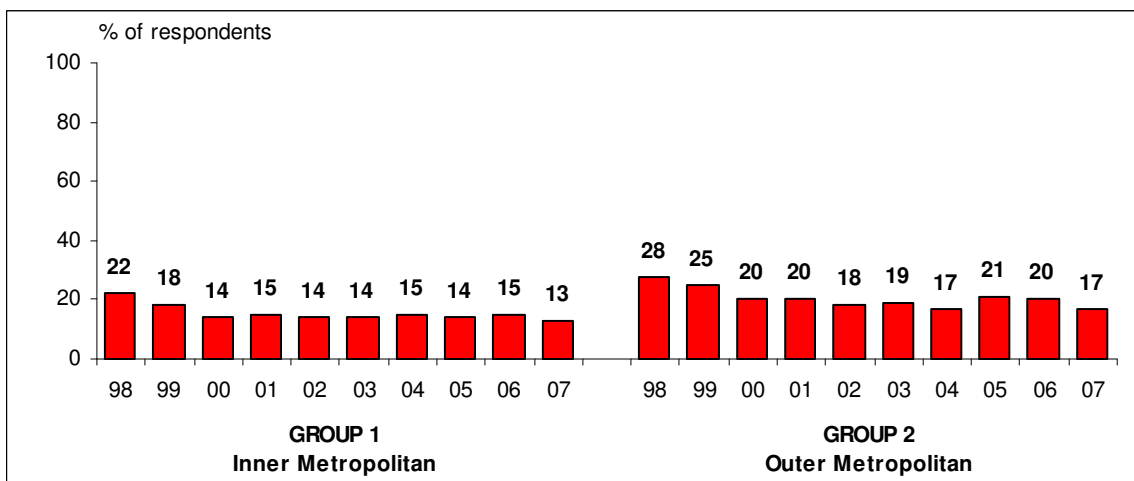
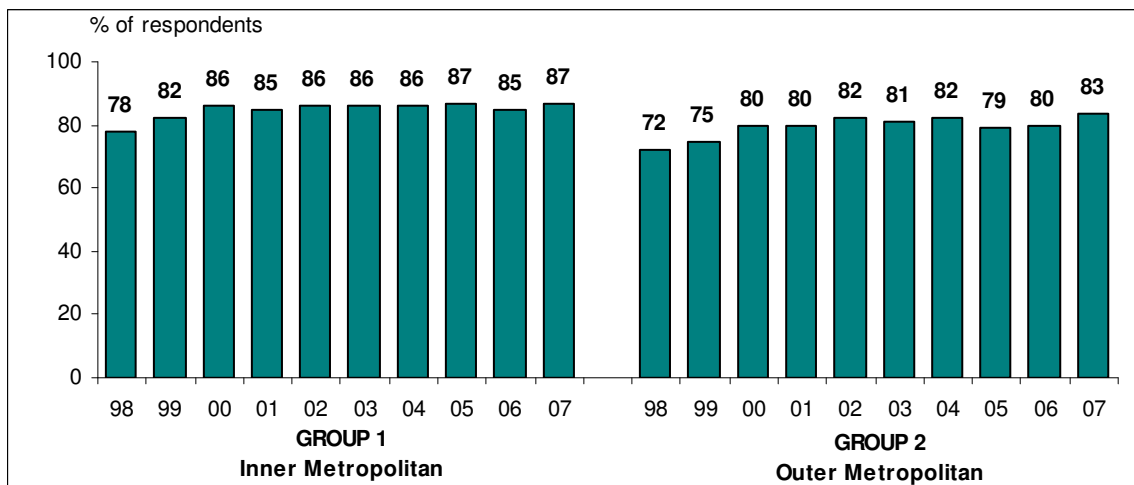
**FIGURE 2b: OVERALL PERFORMANCE 1998 – 2007**  
**Excellent / Good / Adequate**  
**vs Needs Improvement**

■ - Excellent / Good / Adequate      ■ - Needs Improvement

## TOTAL



## METROPOLITAN

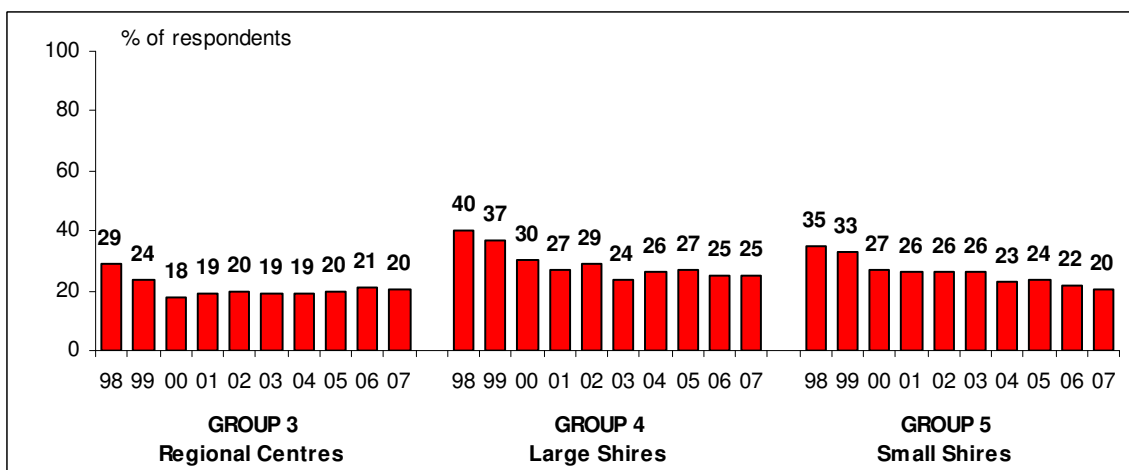
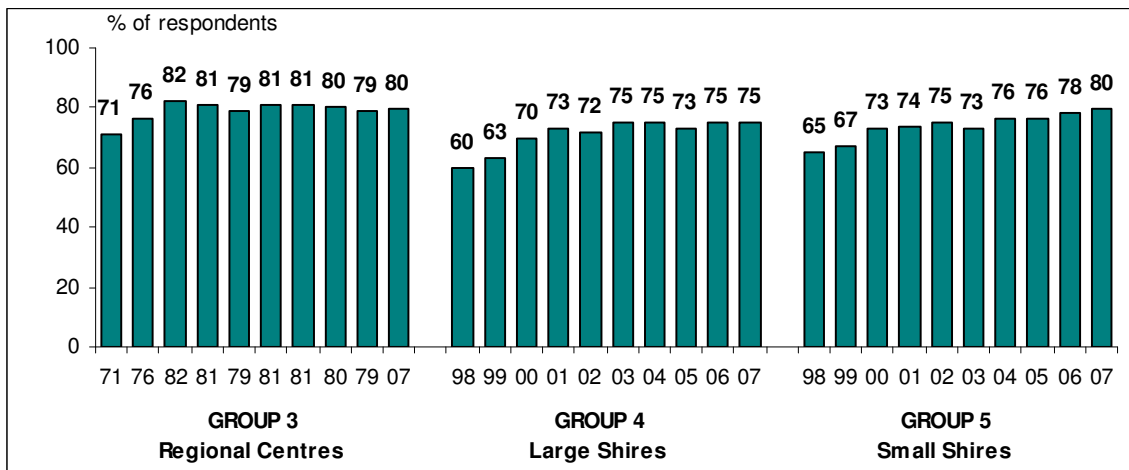


# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

**FIGURE 2c: OVERALL PERFORMANCE 1998 – 2007**  
**Excellent / Good / Adequate**  
**vs Needs Improvement**

■ - Excellent / Good / Adequate      ■ - Needs Improvement

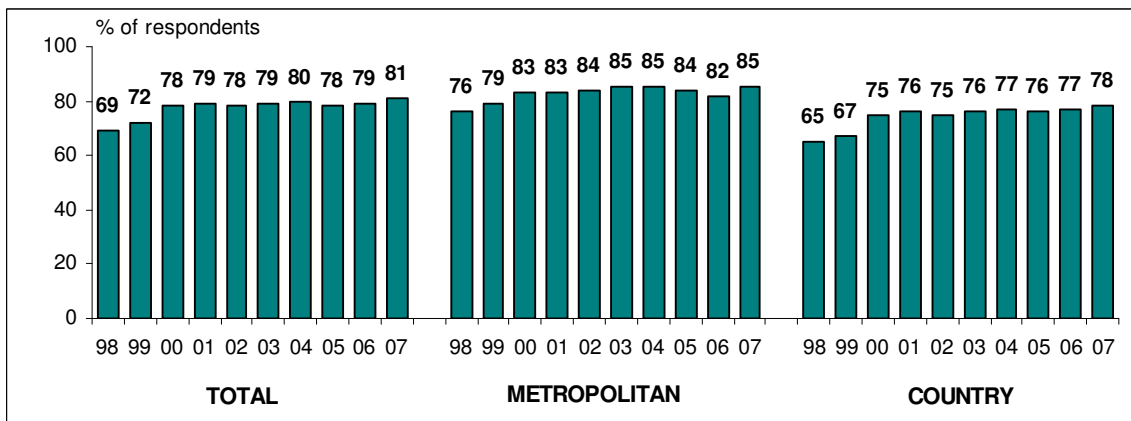
## COUNTRY



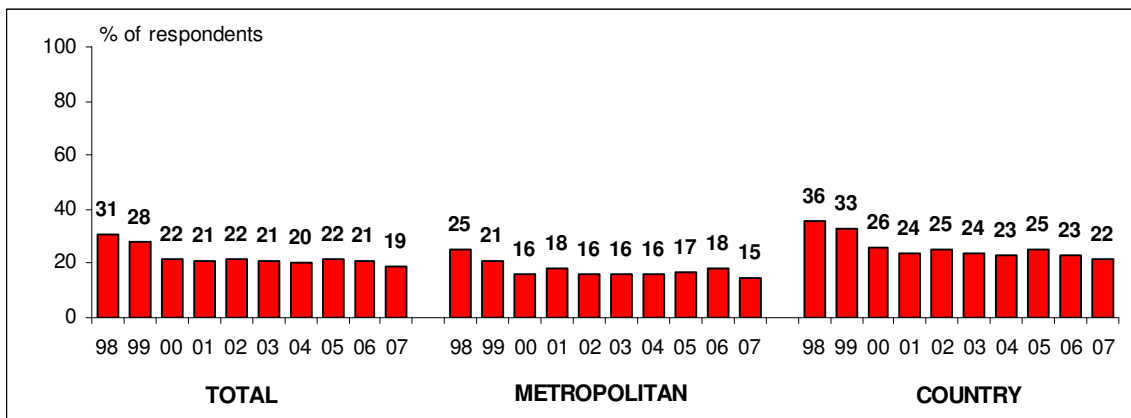
# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

**FIGURE 3: OVERALL PERFORMANCE 1998 – 2007**  
**Excellent / Good / Adequate**  
**vs Needs Improvement**

**■ - Excellent / Good / Adequate**



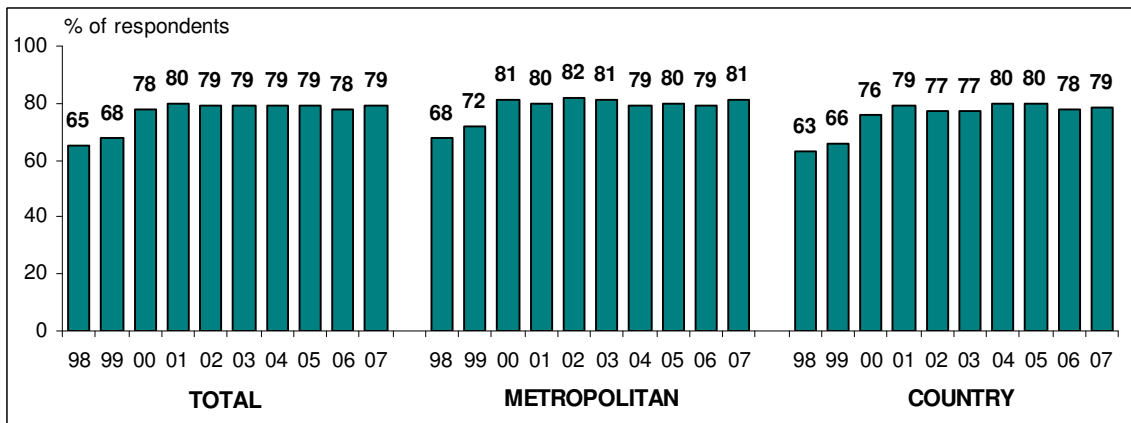
**■ - Needs Improvement**



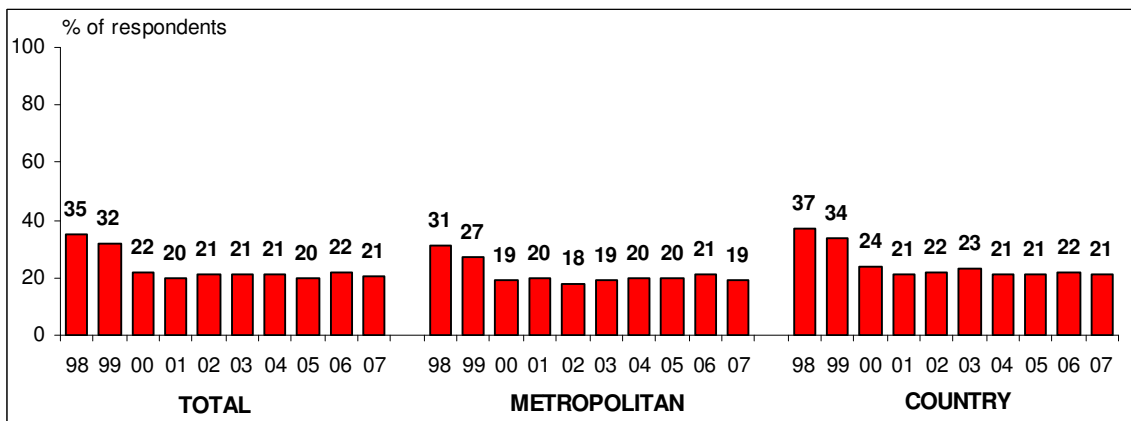
# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

**FIGURE 4a: ADVOCACY 1998 – 2007**  
**Excellent / Good / Adequate**  
**vs Needs Improvement**

**■ - Excellent / Good / Adequate**



**■ - Needs Improvement**

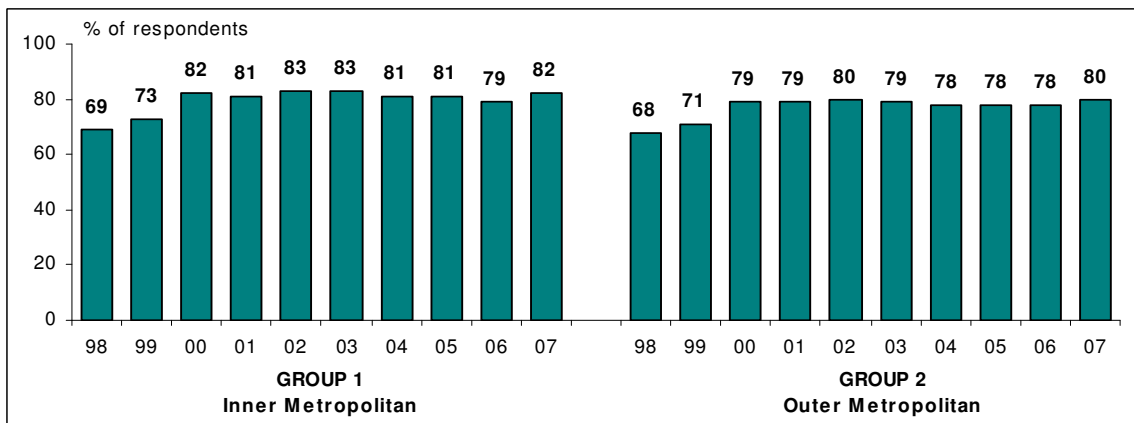


# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

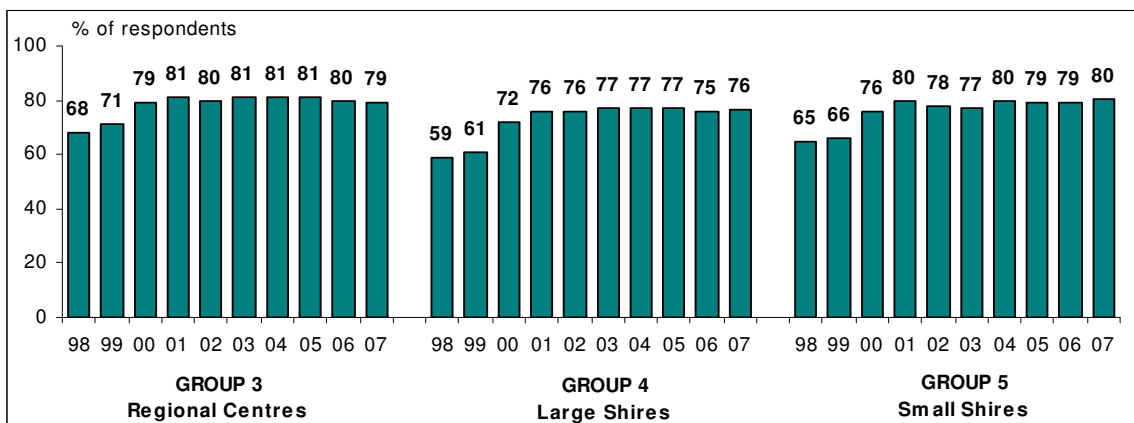
**FIGURE 4b: ADVOCACY 1998 – 2007**  
**Excellent / Good / Adequate**  
**vs Needs Improvement**

 - Excellent / Good / Adequate

## METROPOLITAN



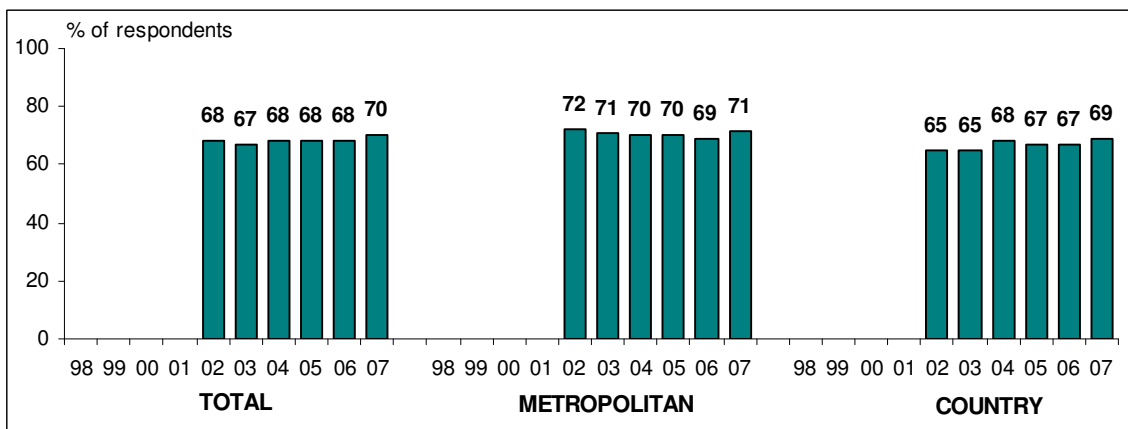
## COUNTRY



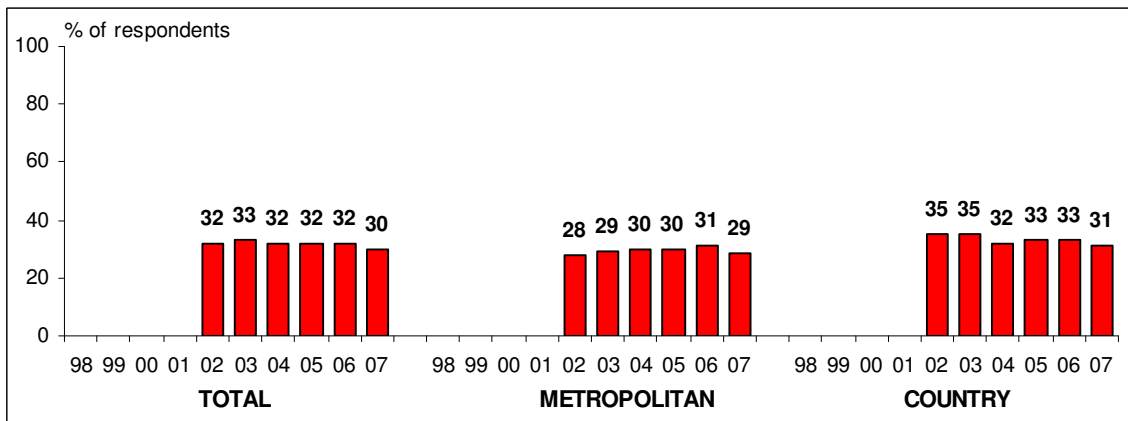
# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

**FIGURE 5a: COMMUNITY ENGAGEMENT 1998 – 2007**  
**Excellent / Good / Adequate**  
**vs Needs Improvement**

**■ - Excellent / Good / Adequate**



**■ - Needs Improvement**

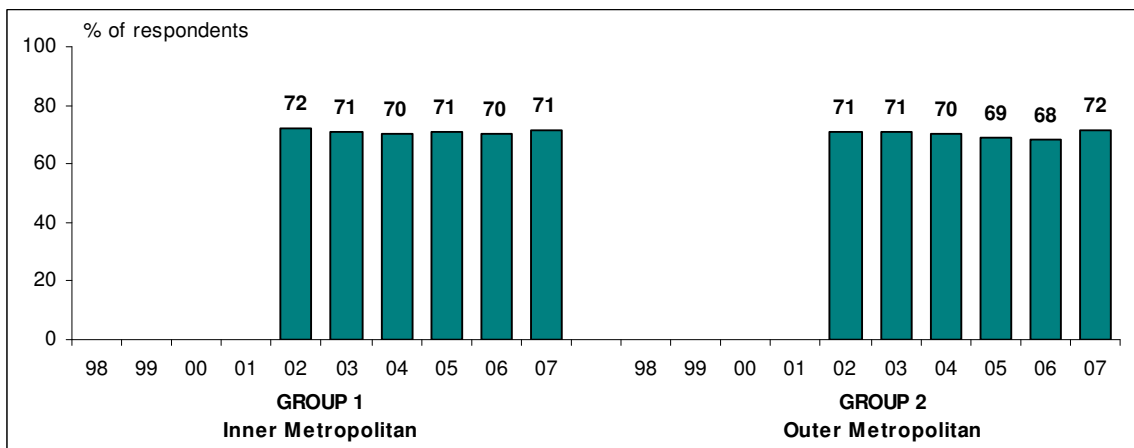


# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

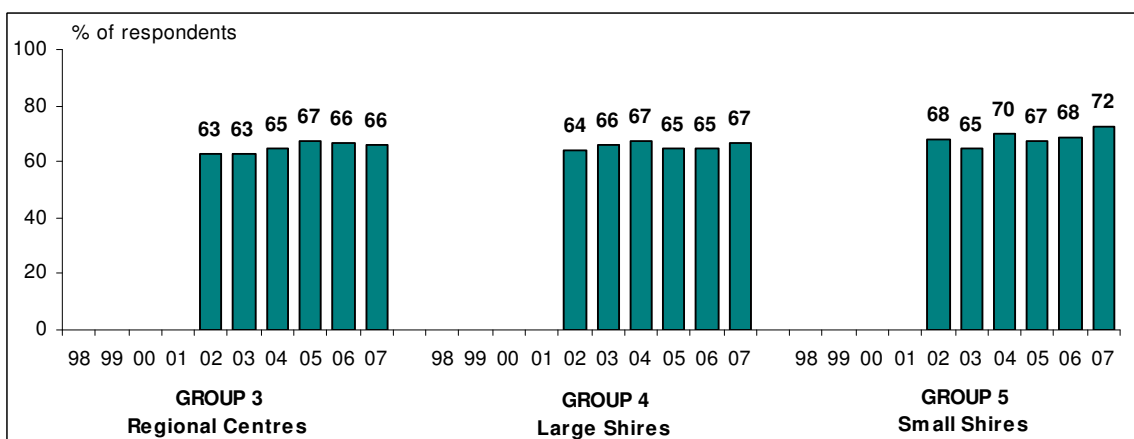
**FIGURE 5b: COMMUNITY ENGAGEMENT 1998 – 2007**  
**Excellent / Good / Adequate**  
**vs Needs Improvement**

 **Excellent / Good / Adequate**

## METROPOLITAN



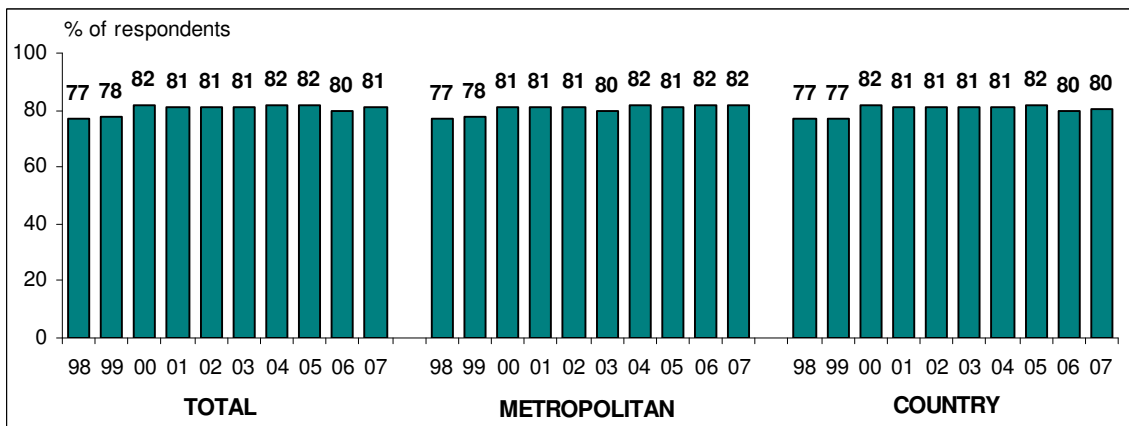
## COUNTRY



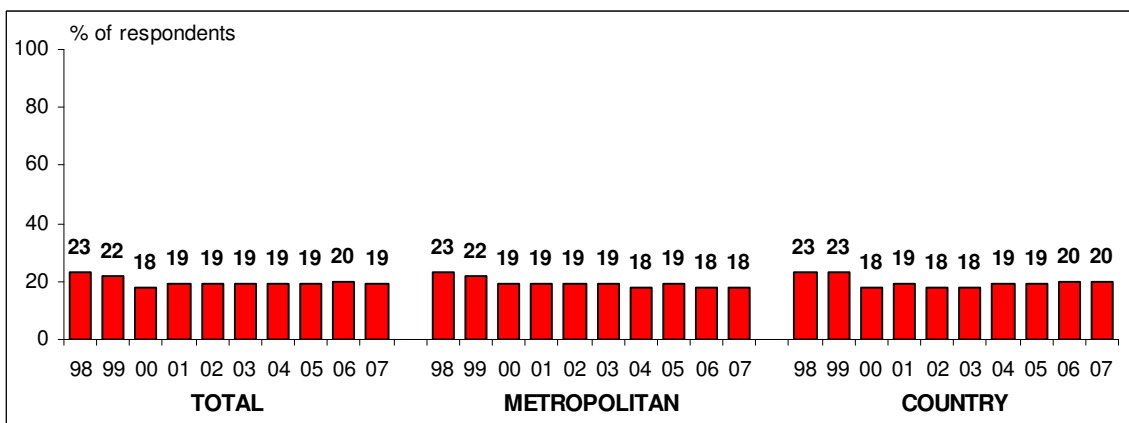
# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

**FIGURE 6a: CUSTOMER CONTACT 1998 – 2007**  
**Excellent / Good / Adequate**  
**vs Needs Improvement**

 - Excellent / Good / Adequate



 - Needs Improvement



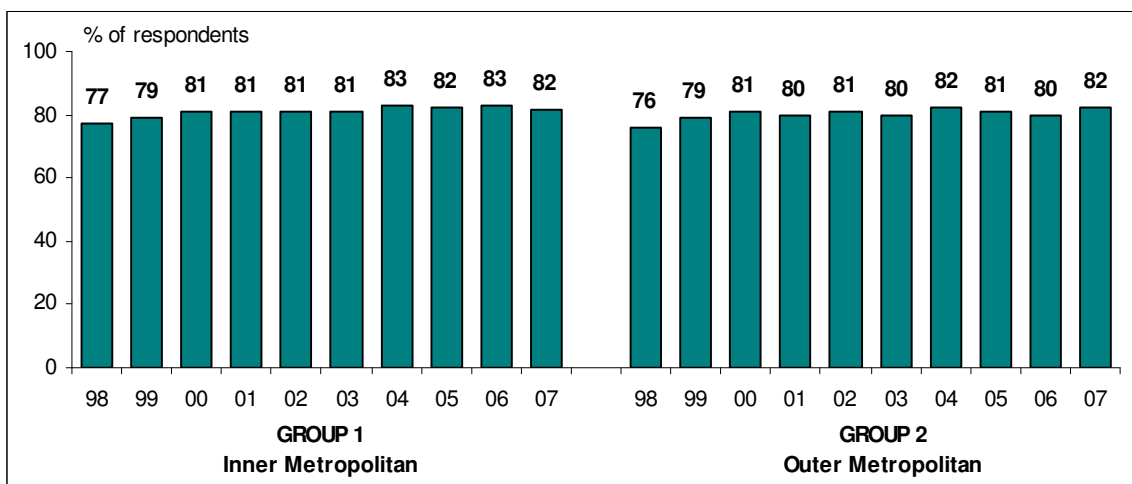


# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

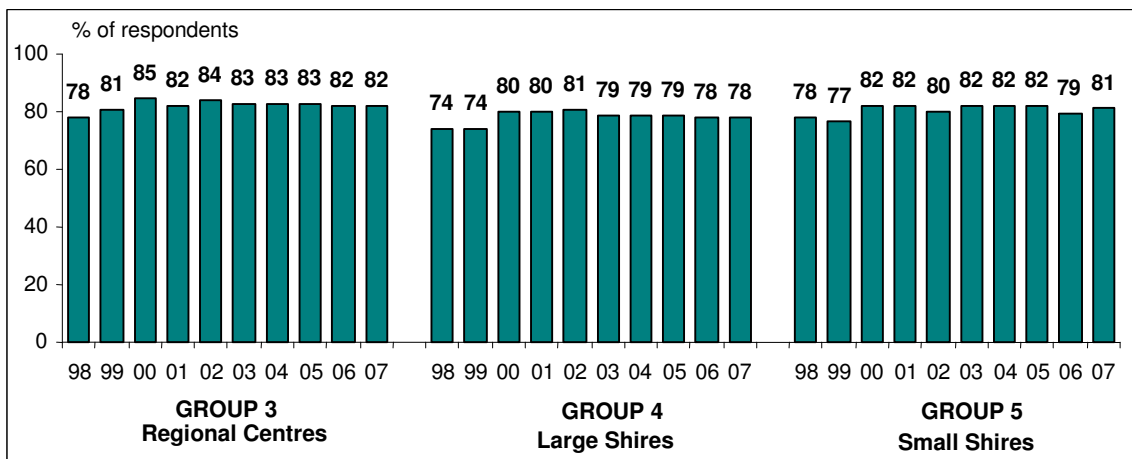
**FIGURE 6b: CUSTOMER CONTACT 1998 – 2007**  
**Excellent / Good / Adequate**  
**vs Needs Improvement**

 **Excellent / Good / Adequate**

## METROPOLITAN

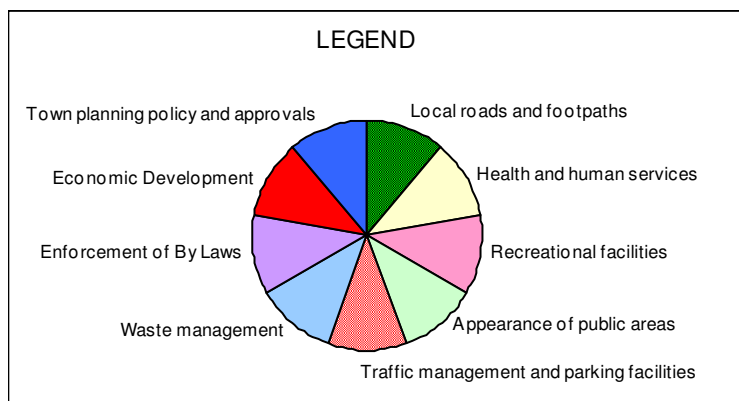
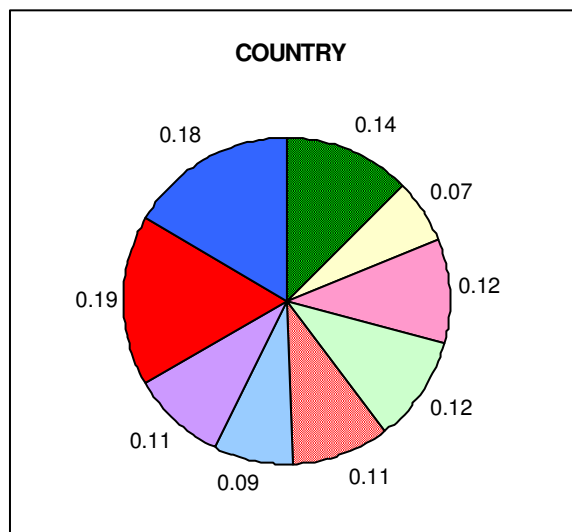
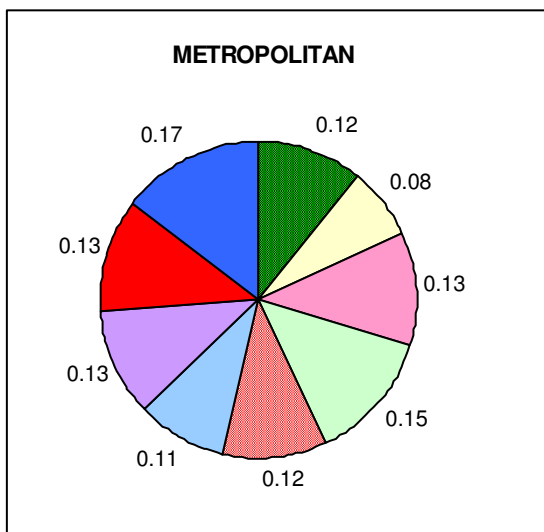
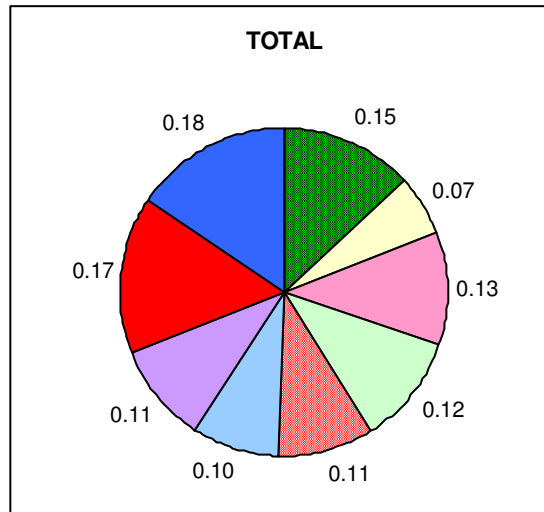


## COUNTRY



# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

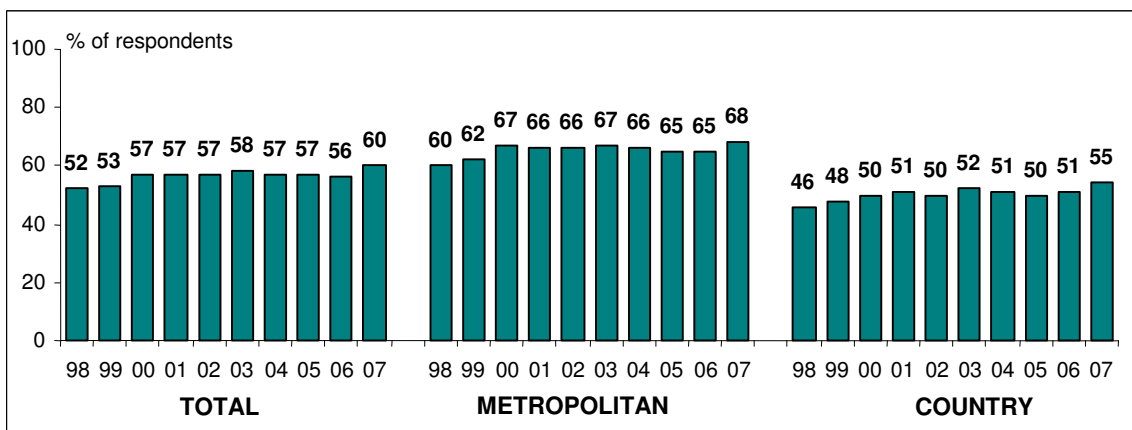
**FIGURE 7: RELATIVE PROPORTION OF THE IMPACT THAT EACH SERVICE AREA HAS ON RESIDENT SATISFACTION OVERALL**



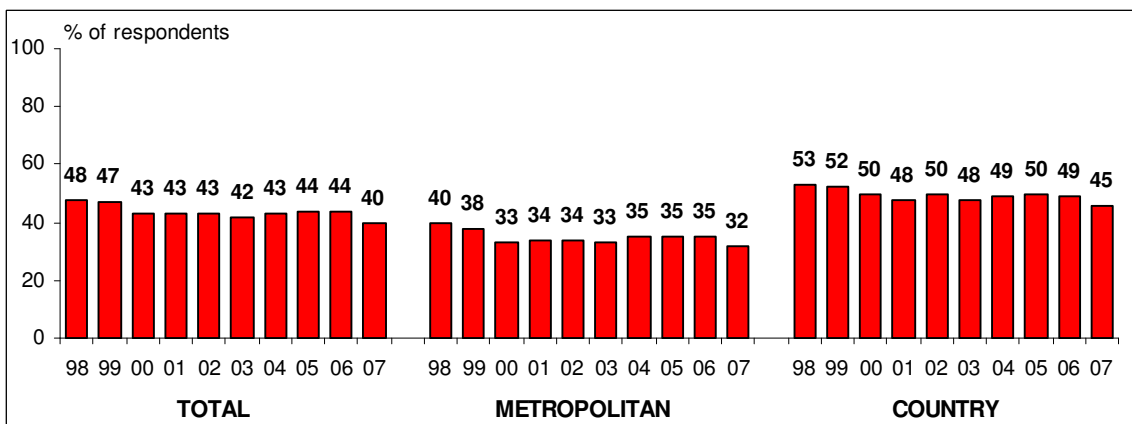
# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

**FIGURE 8a: LOCAL ROADS AND FOOTPATHS  
1998 – 2007  
Excellent / Good / Adequate  
vs Needs Improvement**

**■ - Excellent / Good / Adequate**



**■ - Needs Improvement**

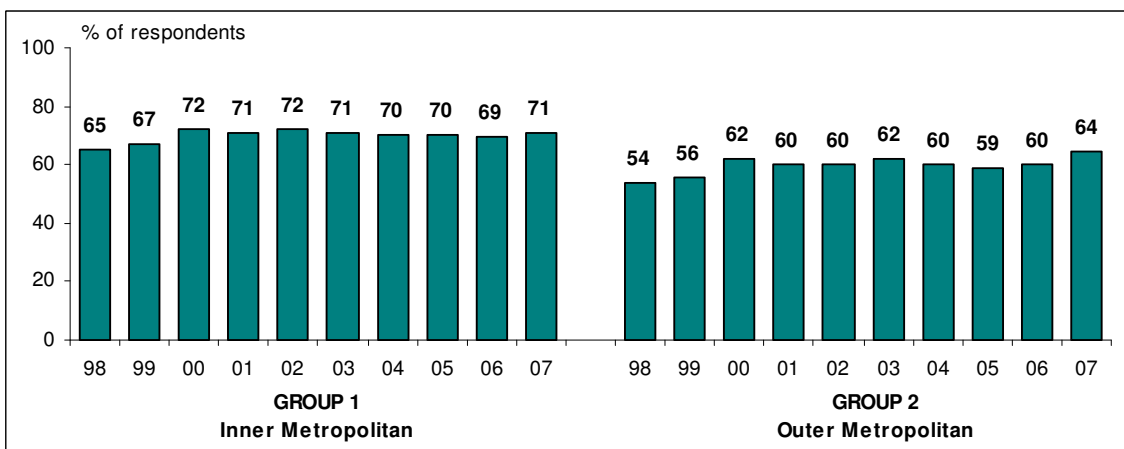


# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

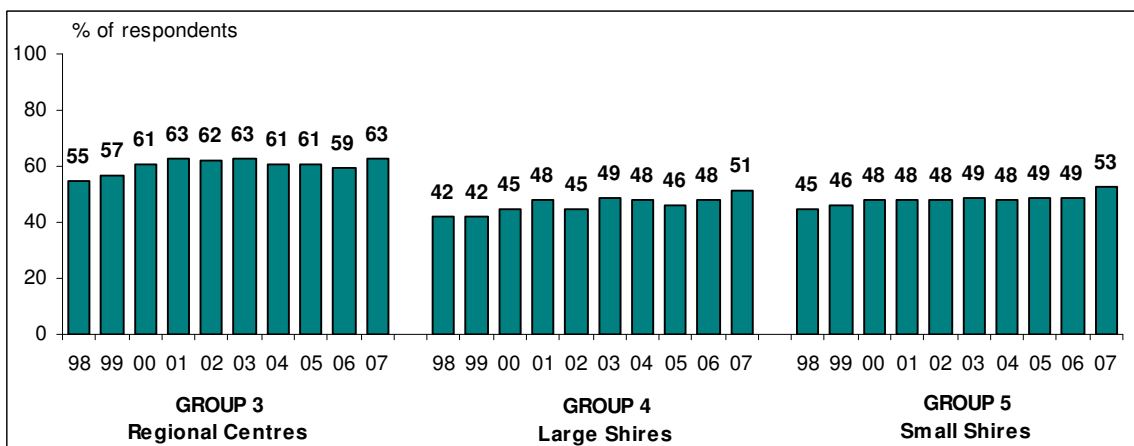
**FIGURE 8b: LOCAL ROADS AND FOOTPATHS  
1998 – 2007  
Excellent / Good / Adequate  
vs Needs Improvement**

 Excellent / Good / Adequate

## METROPOLITAN



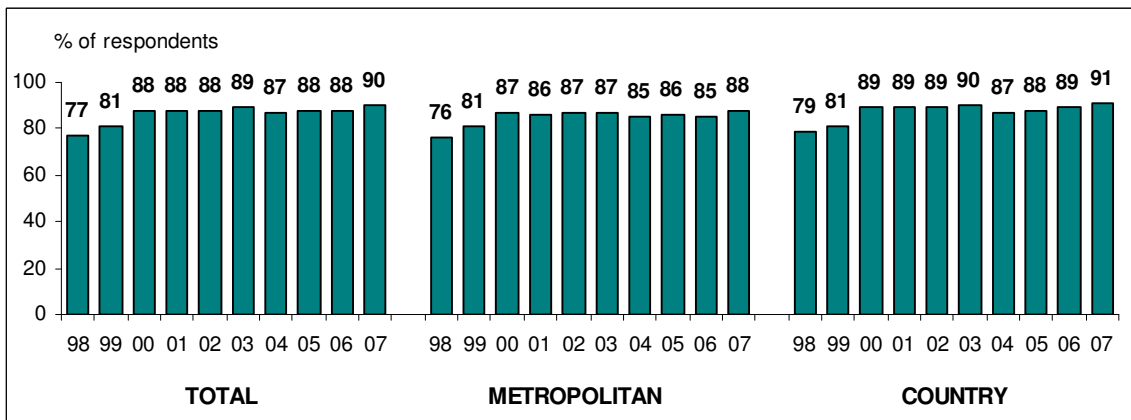
## COUNTRY



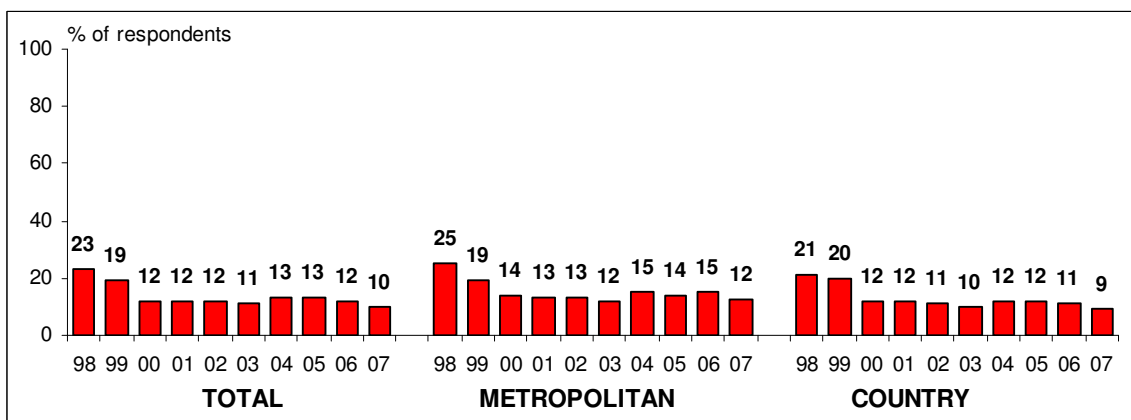
# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

**FIGURE 9a: HEALTH AND HUMAN SERVICES  
1998 – 2007  
Excellent / Good / Adequate  
vs Needs Improvement**

 - Excellent / Good / Adequate



 - Needs Improvement

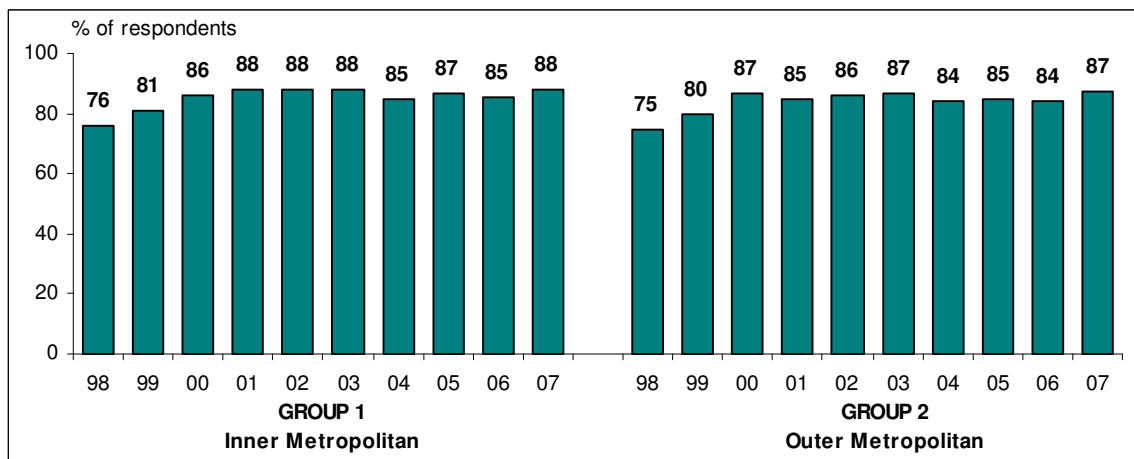


# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

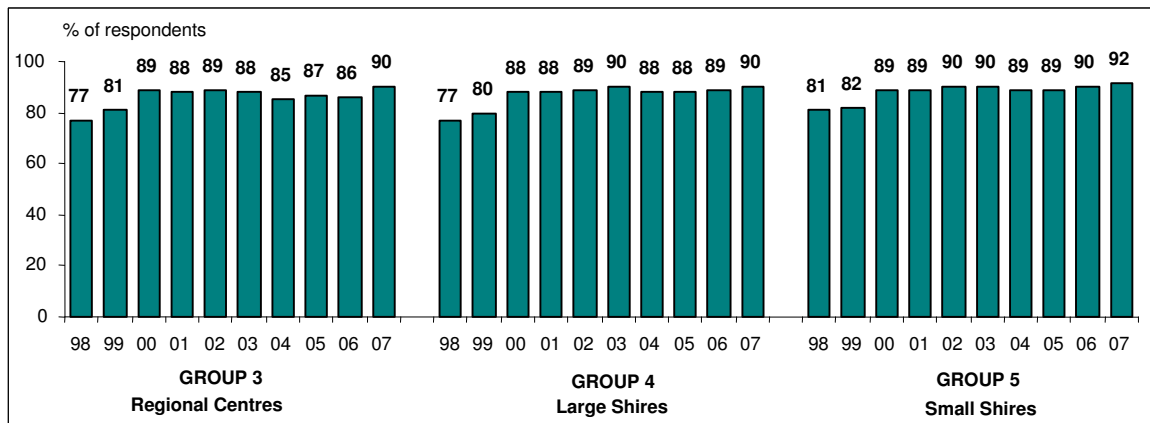
**FIGURE 9b: HEALTH AND HUMAN SERVICES  
1998 – 2007  
Excellent / Good / Adequate  
vs Needs Improvement**

 - Excellent / Good / Adequate

## METROPOLITAN



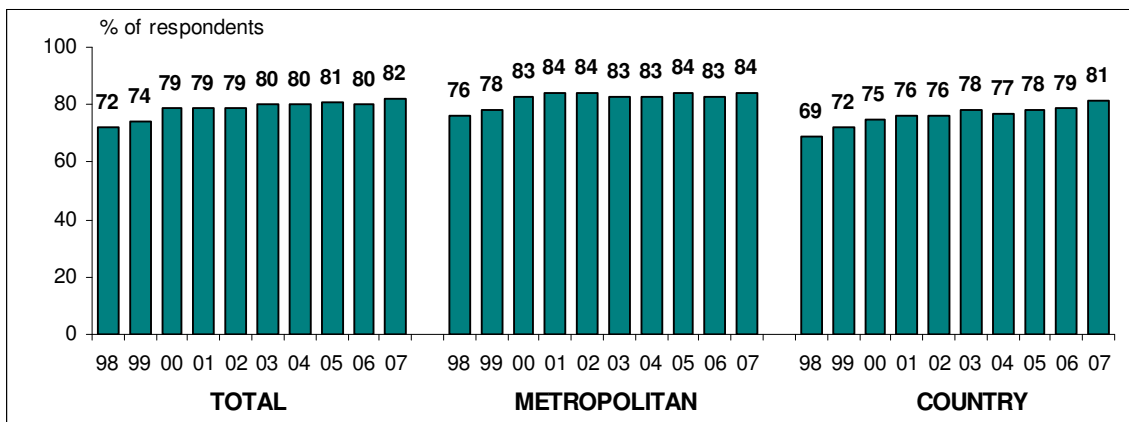
## COUNTRY



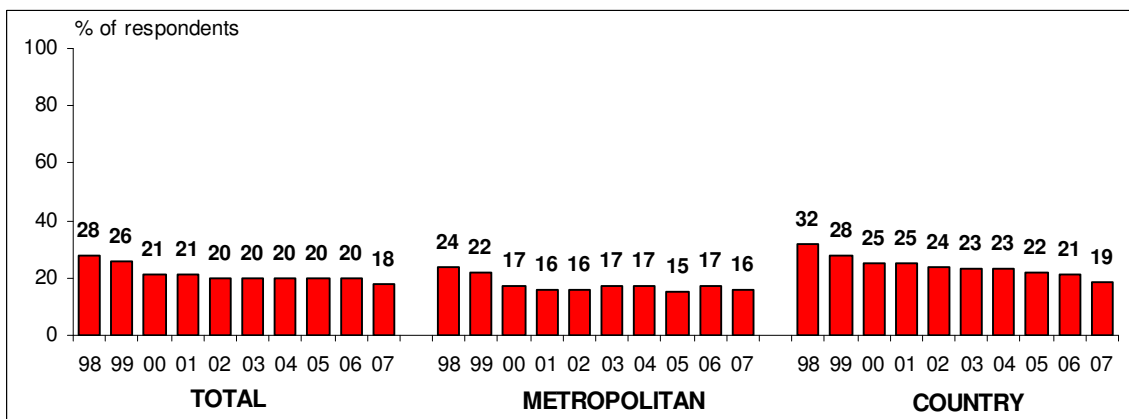
# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

## FIGURE 10a: RECREATIONAL FACILITIES 1998 – 2007 Excellent / Good / Adequate vs Needs Improvement

■ - Excellent / Good / Adequate



■ - Needs Improvement

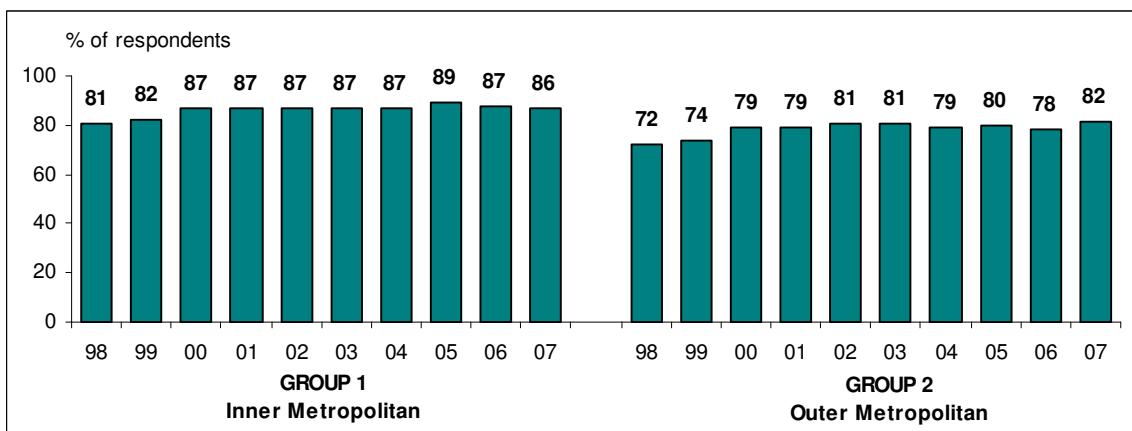


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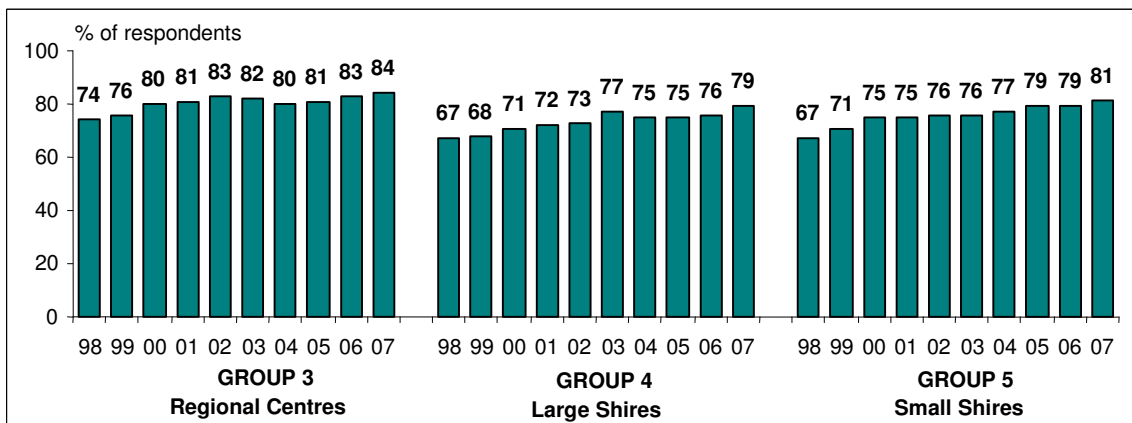
## FIGURE 10b: RECREATIONAL FACILITIES 1998 – 2007 Excellent / Good / Adequate vs Needs Improvement

 Excellent / Good / Adequate

### METROPOLITAN



### COUNTRY

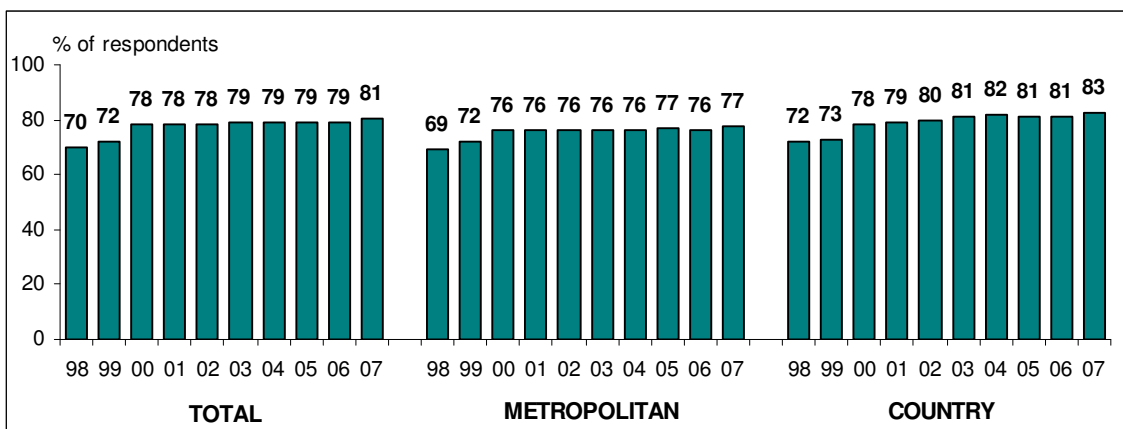




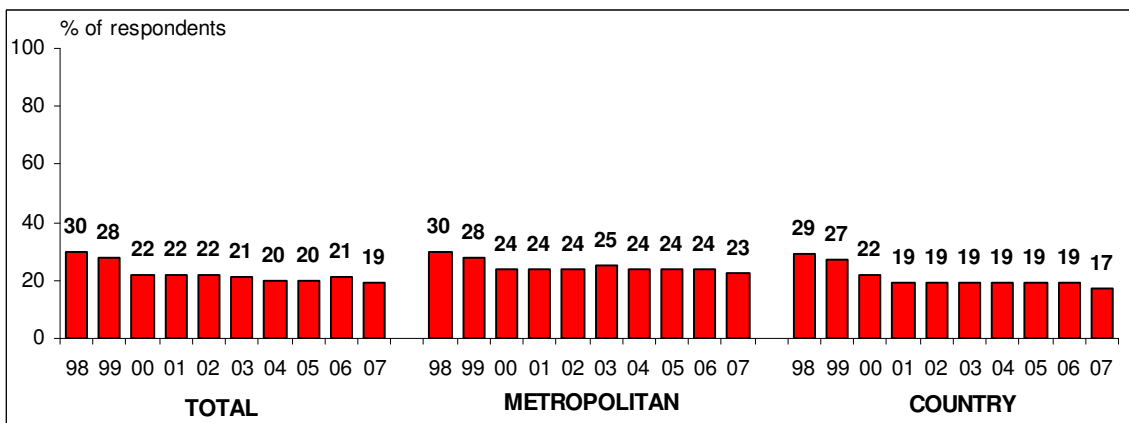
# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

**FIGURE 11a: APPEARANCE OF PUBLIC AREAS  
1998 – 2007  
Excellent / Good / Adequate  
vs Needs Improvement**

**■ - Excellent / Good / Adequate**



**■ - Needs Improvement**

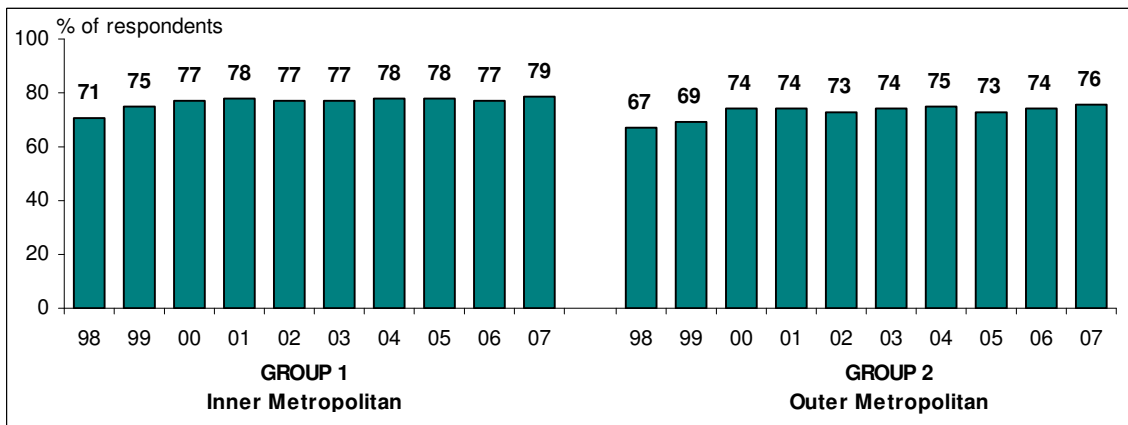


# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

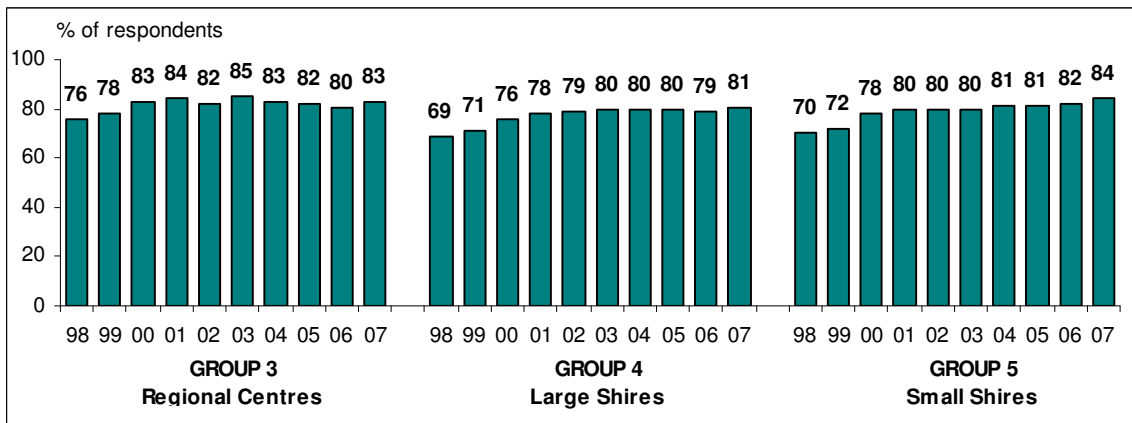
**FIGURE 11b: APPEARANCE OF PUBLIC AREAS  
1998 – 2007  
Excellent / Good / Adequate  
vs Needs Improvement**

 Excellent / Good / Adequate

## METROPOLITAN



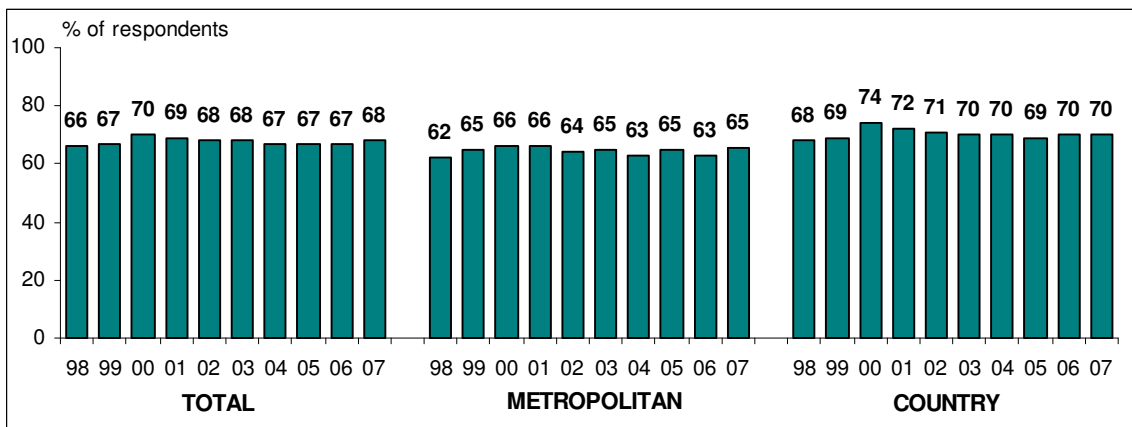
## COUNTRY



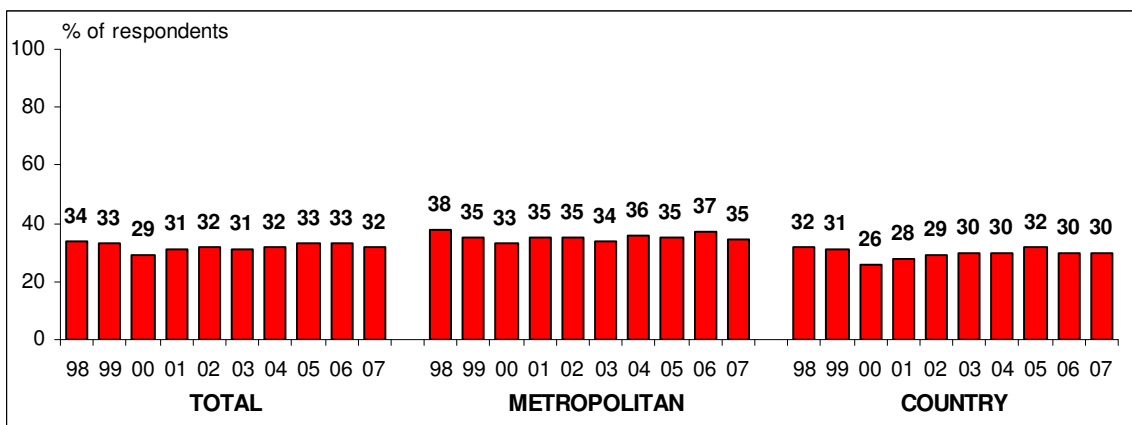
# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

**FIGURE 12a: TRAFFIC MANAGEMENT AND PARKING  
1998 – 2007  
Excellent / Good / Adequate  
vs Needs Improvement**

**■ - Excellent / Good / Adequate**



**■ - Needs Improvement**

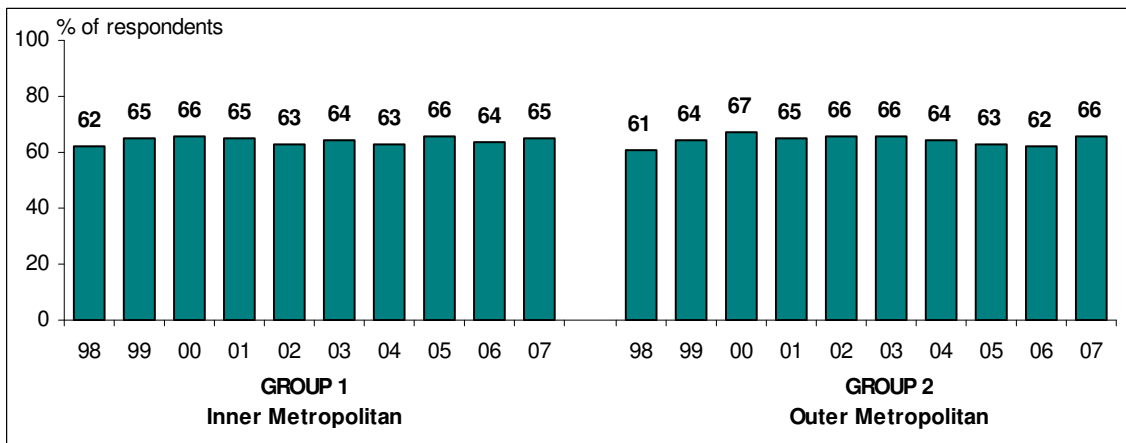


# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

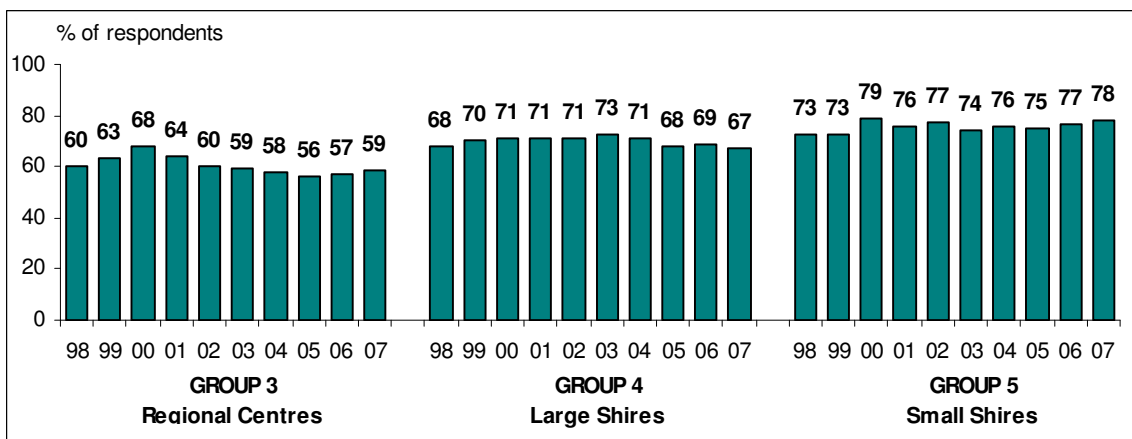
**FIGURE 12b: TRAFFIC MANAGEMENT AND PARKING  
1998 – 2007  
Excellent / Good / Adequate  
vs Needs Improvement**

 - Excellent / Good / Adequate

## METROPOLITAN



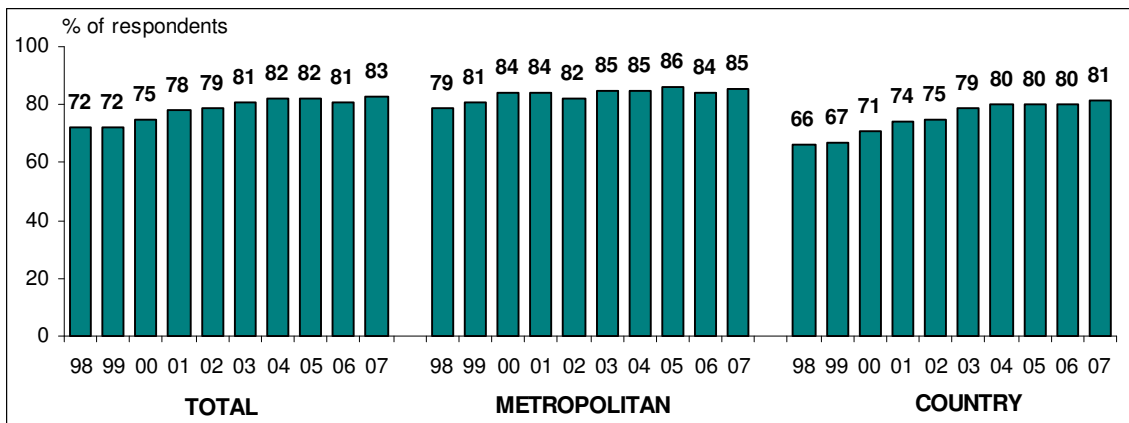
## COUNTRY



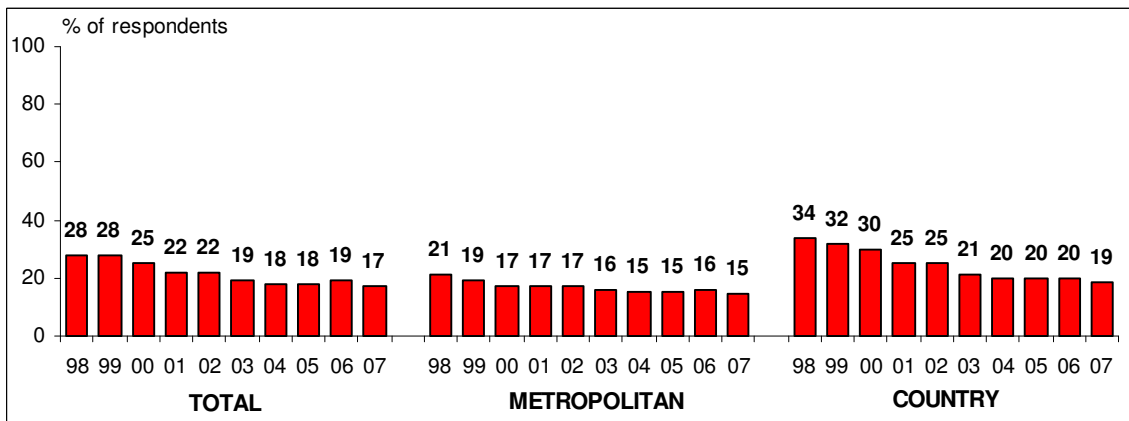
# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

**FIGURE 13a: WASTE MANAGEMENT 1998 – 2007**  
**Excellent / Good / Adequate**  
**vs Needs Improvement**

**■ - Excellent / Good / Adequate**



**■ - Needs Improvement**

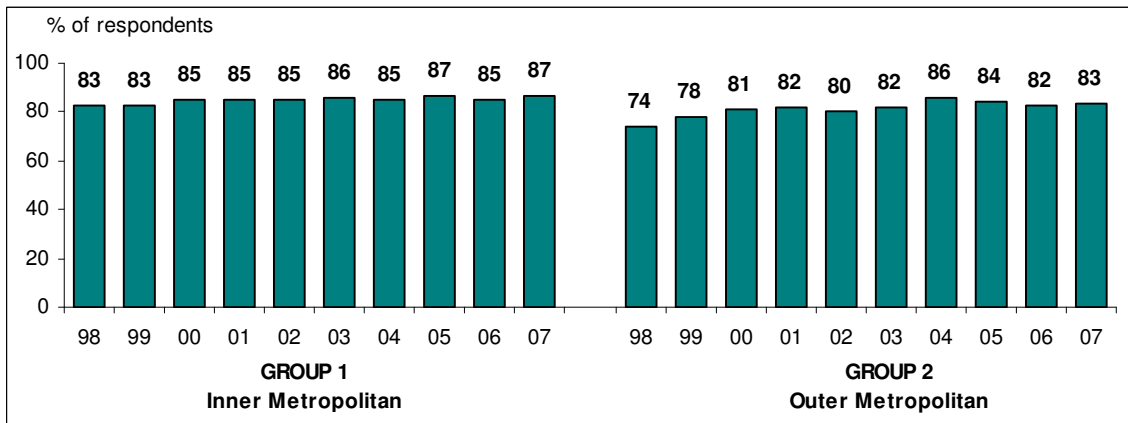


# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

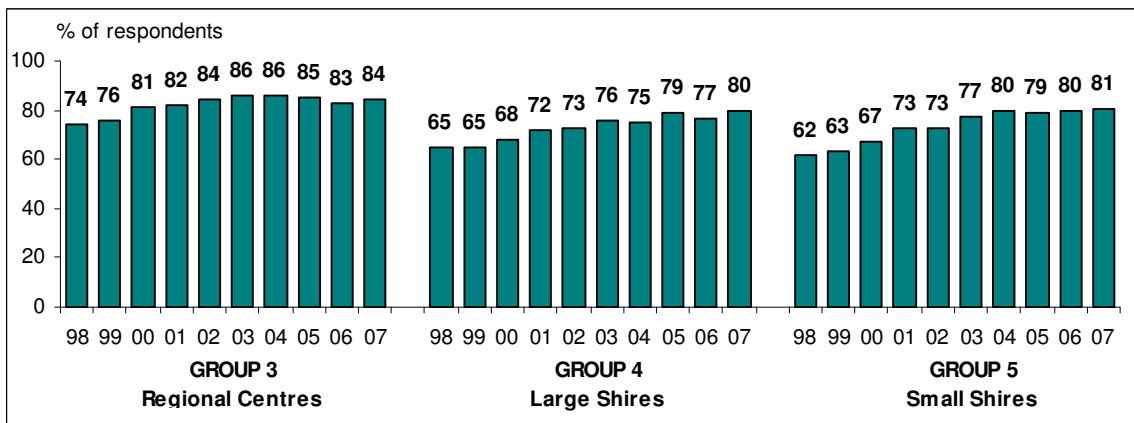
**FIGURE 13b: WASTE MANAGEMENT 1998 – 2007**  
**Excellent / Good / Adequate**  
**vs Needs Improvement**

 - Excellent / Good / Adequate

## METROPOLITAN



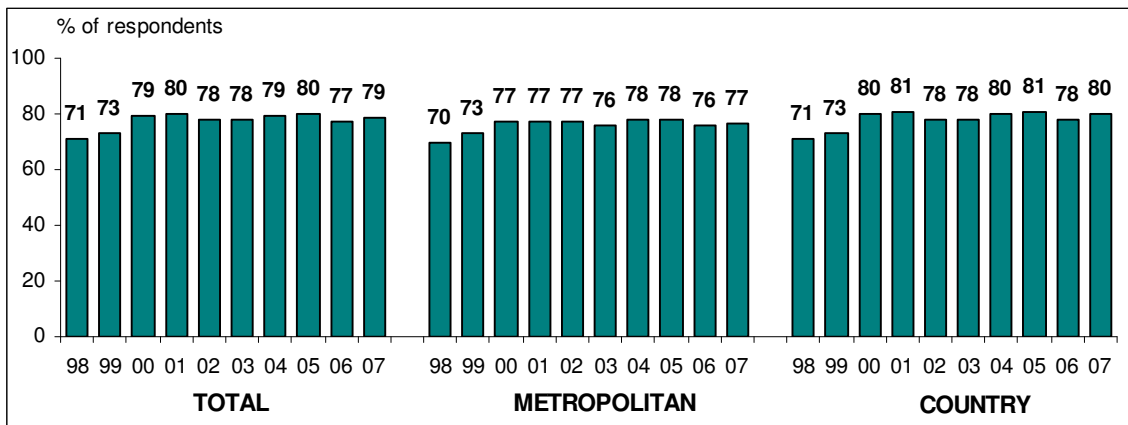
## COUNTRY



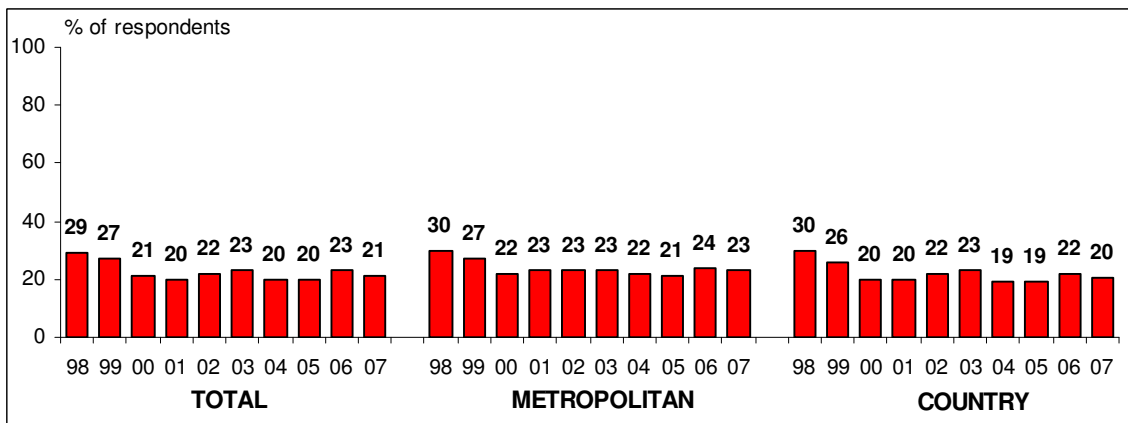
# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

## FIGURE 14a: ENFORCEMENT OF BY LAWS 1998 – 2007 Excellent / Good / Adequate vs Needs Improvement

■ - Excellent / Good / Adequate



■ - Needs Improvement

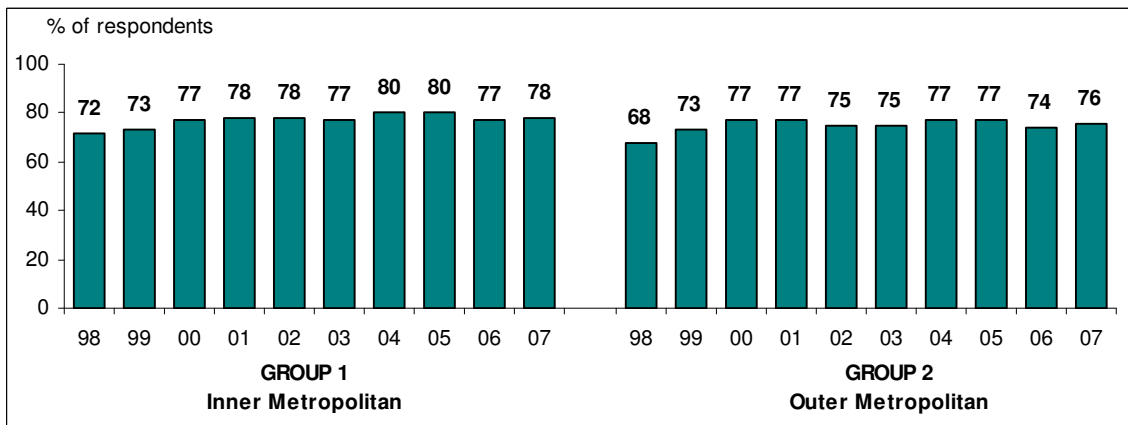


# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

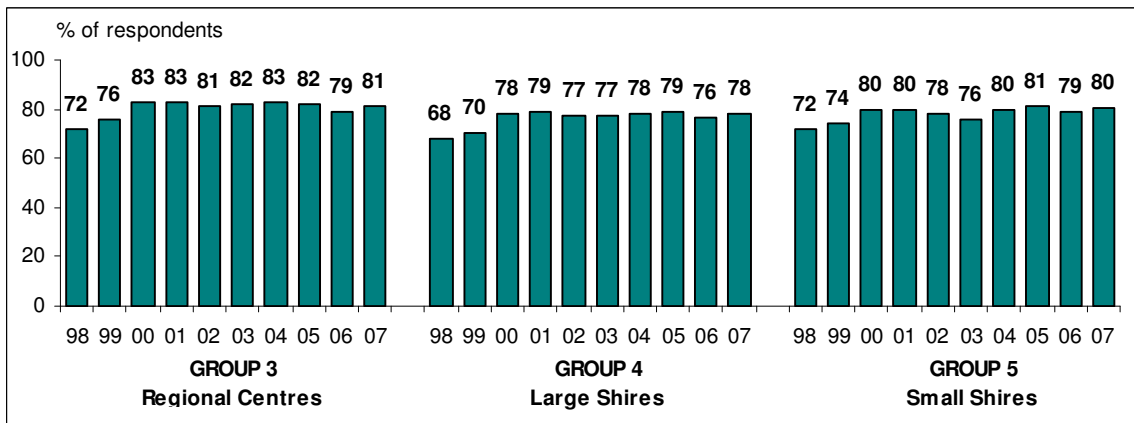
**FIGURE 14b: ENFORCEMENT OF BY LAWS 1998 – 2007**  
**Excellent / Good / Adequate**  
**vs Needs Improvement**

 - Excellent / Good / Adequate

## METROPOLITAN



## COUNTRY

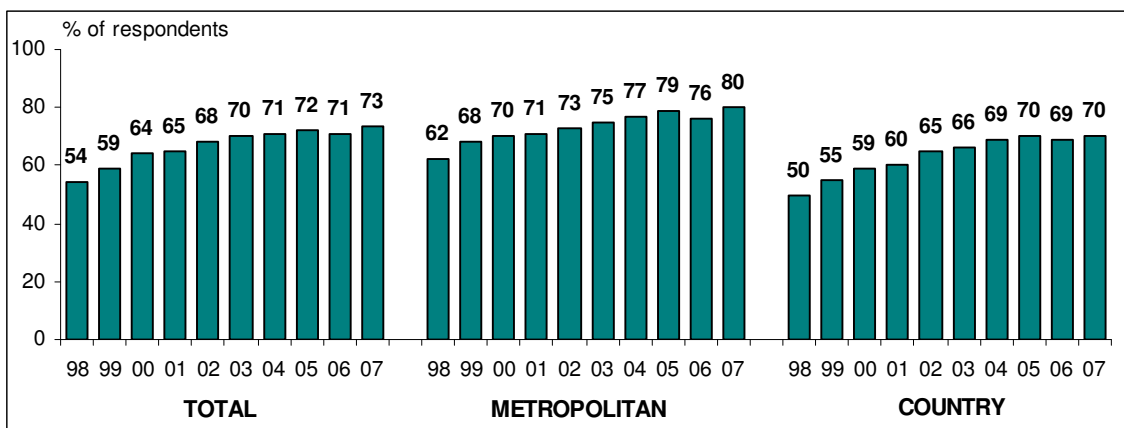




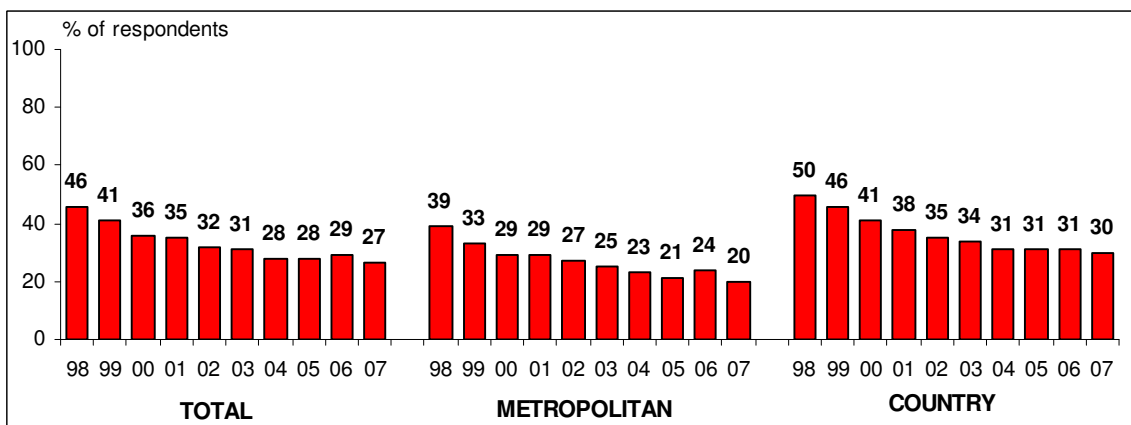
# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

## FIGURE 15a: ECONOMIC DEVELOPMENT 1998 – 2007 Excellent / Good / Adequate vs Needs Improvement

**■ - Excellent / Good / Adequate**



**■ - Needs Improvement**

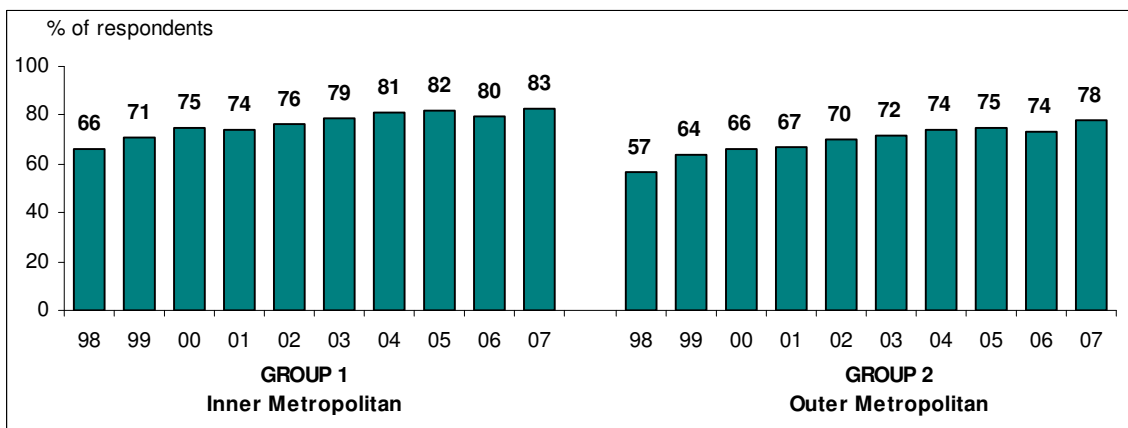


# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

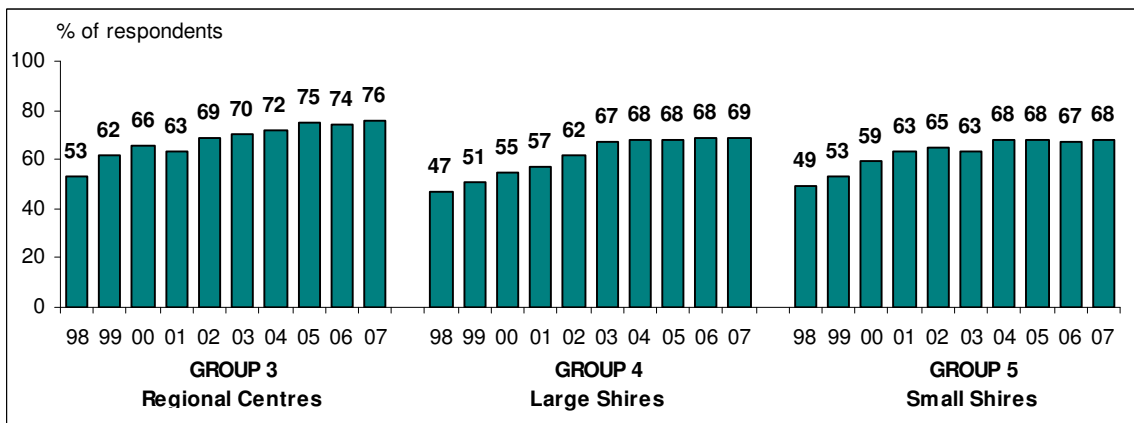
**FIGURE 15b: ECONOMIC DEVELOPMENT 1998 – 2007**  
**Excellent / Good / Adequate**  
**vs Needs Improvement**

 **Excellent / Good / Adequate**

## METROPOLITAN



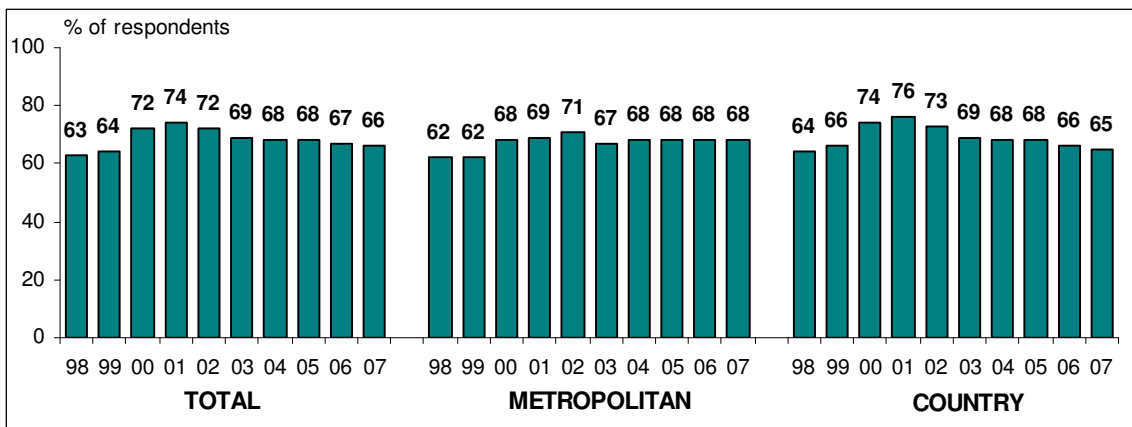
## COUNTRY



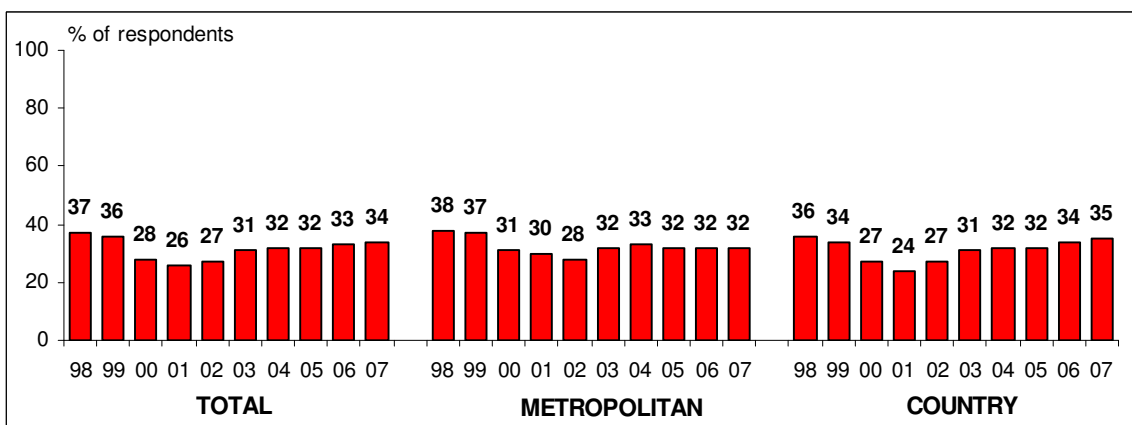
# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

**FIGURE 16a: TOWN PLANNING POLICY & APPROVAL  
1998 – 2007  
Excellent / Good / Adequate  
vs Needs Improvement**

 - Excellent / Good / Adequate



 - Needs Improvement

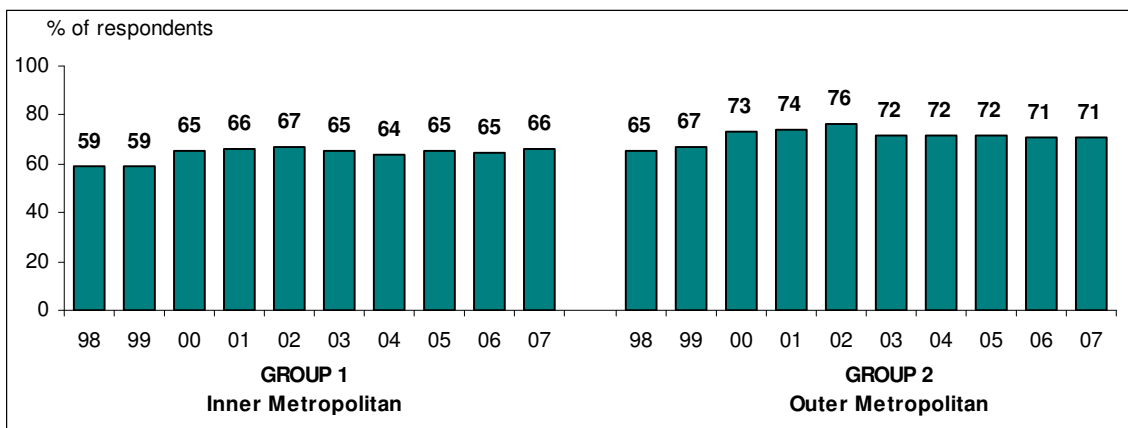


# ANNUAL COMMUNITY SATISFACTION SURVEY 2007

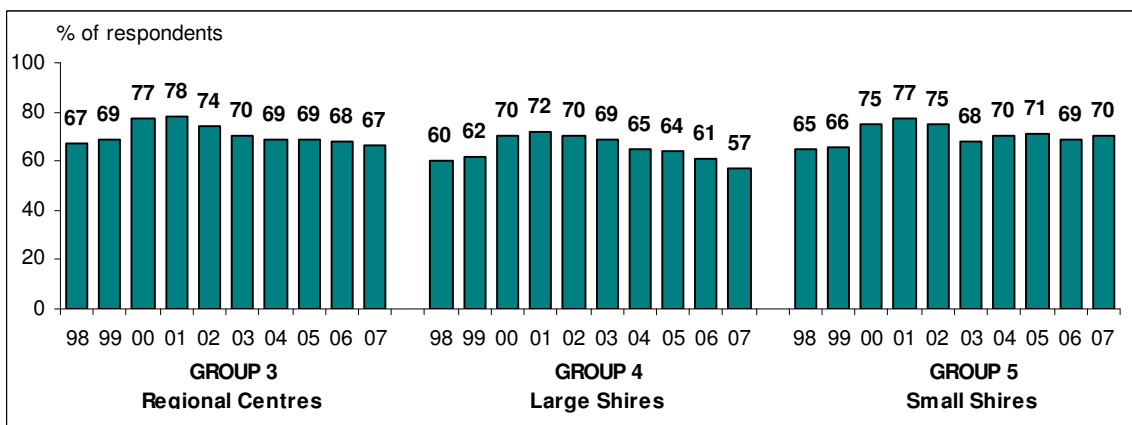
**FIGURE 16b: TOWN PLANNING POLICY & APPROVAL  
1998 – 2007  
Excellent / Good / Adequate  
vs Needs Improvement**

 Excellent / Good / Adequate

## METROPOLITAN



## COUNTRY



## APPENDIX 1

### Survey Questionnaire

**WALLIS CONSULTING GROUP**  
**Department for Victorian Communities**  
**Community Satisfaction Survey 2007**

**WG3255**  
**January 2007**

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**OPTION 1: Base Questionnaire**  
**OPTION 2: Value Adding**

**INTRODUCTION**

Good morning/afternoon/evening. My name is .....from Wallis Consulting Group. We are conducting research 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 **(NAME OF COUNCIL)**.

**SCREENING**

S1: Have you or anyone in your household worked in a market research organisation or local government anywhere in the last three years?

- |   |                        |                  |
|---|------------------------|------------------|
| 1 | Yes - Market Research  | <b>TERMINATE</b> |
| 2 | Yes - Local Government | <b>TERMINATE</b> |
| 3 | No                     |                  |

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

- |   |                             |                  |
|---|-----------------------------|------------------|
| 1 | Yes - Residential Household |                  |
| 2 | Yes - Farming Household     |                  |
| 3 | No                          | <b>TERMINATE</b> |

S3: Can I please speak to a head of your household (either male or female) who is 18 years or older?

- |   |                                  |                  |
|---|----------------------------------|------------------|
| 1 | Yes - Available                  |                  |
| 2 | Not available (make appointment) |                  |
| 3 | Household refusal                | <b>TERMINATE</b> |
| 4 | Selected resident refusal        | <b>TERMINATE</b> |

**ONCE HAVE CORRECT PERSON:** Thank-you for your participation. The survey will only take about 8 or 9 minutes AND THE INFORMATION YOU PROVIDE WILL BE USED TO HELP COUNCILS IMPROVE THEIR SERVICES. No information that you provide will be linked to your name or address.

**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.

S5: My supervisor may be monitoring the interview for quality control purposes. If you do not wish this to occur, please let me know.

- |   |                        |
|---|------------------------|
| 1 | Monitoring allowed     |
| 2 | Monitoring NOT allowed |

### MAIN SURVEY

Q1 I'm going to read out a list of nine areas which are the responsibility of local Government. For each area of responsibility, I would like to establish your ASSESSMENT OF THE PERFORMANCE of **(NAME OF COUNCIL)** over the last twelve months. Please keep in mind that the focus is on local government only.

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

Q1ax) In the last twelve months, how has **(NAME OF COUNCIL)** performed on **(RESPONSIBILITY AREA)**? Was it ... ?

READ OUT 1-5 INCLUDING DEFINITIONS THE FIRST TIME AND THEREAFTER ONLY THE KEY WORDS.

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

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

Q1bx) Why do you say that? USE PRE-CODE(S) WHERE APPROPRIATE - BUT DO NOT READ OUT. OTHERWISE RECORD VERBATIM COMMENTS.

**USE ATTACHED PRE-CODES FOR EACH RESPONSIBILITY AREA.**

**ASK Q1c FOR THE SECOND RESPONSIBILITY AREA ONLY.**

Q1c) Have you or any member of your household used any of the HEALTH AND HUMAN SERVICES provided by the **(NAME OF COUNCIL)** in the last 12 months?

- 1 Yes
- 2 No

#### RESPONSIBILITY AREAS:

1. LOCAL ROADS AND FOOTPATHS, excluding highways and main roads, but INCLUDING roadside slashing / maintenance (IN RURAL AREAS ONLY)
2. HEALTH AND HUMAN SERVICES; this includes Meals on Wheels, home help, maternal and child health, immunisation, child care, and support for disadvantaged and minority groups, but EXCLUDES hospitals.
3. RECREATIONAL FACILITIES; this includes sporting facilities, swimming pools, sports fields and playgrounds, arts centres and festivals, and library services.
4. APPEARANCE OF PUBLIC AREAS; this includes local parks and gardens, street cleaning and letter collection, and street trees.
5. TRAFFIC MANAGEMENT AND PARKING FACILITIES; this includes council provision of street and off street parking, and local road safety.
6. WASTE MANAGEMENT; this includes garbage and recyclable collection, and operation of tips / transfer stations.

- 
7. ENFORCEMENT OF BY LAWS; this includes food and health, noise, animal control, parking, and fire prevention.
  8. ECONOMIC DEVELOPMENT; this includes business and tourism, and jobs creation.
  9. TOWN PLANNING POLICY AND APPROVALS, including heritage and environmental issues.
- 

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

- 1 Yes
- 2 No

**SKIP TO Q3**

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 ... ?

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

**ASK Q2c IF OPTION 2 AND CODES 4 OR 5 IN Q2b. OTHERWISE SKIP TO Q3a**

Q2c Why do you say that? RECORD VERBATIM

---

**ASK ALL**

Q3a In the last twelve months, how well has **(NAME OF COUNCIL)** 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 ... ?

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

**ASK Q3b IF OPTION 2 AND CODES 4 OR 5 IN Q3a. OTHERWISE SKIP TO Q4**

Q3b Why do you say that? RECORD VERBATIM

---



Q4 ON BALANCE, for the last twelve months, how do you feel about the performance of **(NAME OF COUNCIL)**, not just on one or two issues, BUT OVERALL across all responsibility areas. Was it ... READ OUT PERFORMANCE SCALE 1-5 ... ?

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

**SKIP TO Q6**

Q5a 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?

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

**ASK Q5b IF OPTION 2 AND CODES 4 OR 5 IN Q4. OTHERWISE SKIP TO Q6**

Q5b Why do you say that on balance the council's overall performance is in need of improvement? RECORD VERBATIM

Q6 Over the last 12 months, what is your view of the direction of **(NAME OF COUNCIL)** overall performance? Has it IMPROVED, STAYED THE SAME or DETERIORATED?

- 1 Improved
- 2 Stayed the Same
- 3 Deteriorated
- 4 Don't Know / Can't Say

Q7a Over the last 12 months, how would you rate the performance of **(NAME OF COUNCIL)** 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 ... ?

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

**ASK Q7b IF OPTION 2 AND CODES 4 OR 5 IN Q7a. OTHERWISE SKIP TO Q8**

Q7b Why do you say that? RECORD VERBATIM

---

**DEMOGRAPHICS**

Q8 Now I have just three final questions ...To which one of the following age groups do you belong? (READ OUT 2-6)

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

**TERMINATE**

---

Q9 Thinking of the property you live in, do you OWN it or are you RENTING?

- 1 Own (includes purchasing)
  - 2 Renting
- 

Q10 And is this property your main permanent residence or a secondary residence such as a holiday home?

- 1 Permanent residence
  - 2 Secondary residence
- 

Q11 Record gender:

- 1 Male
  - 2 Female
- 

Q12 Record language interview conducted in:

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

CLOSE: Thank you for taking part in this research. Your views count and we're very glad you made them known to us. This research is being carried out in accordance with the Privacy Act and the information you provided will be used for research purposes only. Once the survey is complete, any information that could identify you will be removed from the computer records.

Just in case you missed it, my name is ..... and I'm from the Wallis Group. If you have any questions about this survey you may contact the Australian Market and Social Research Society on 1300 364 830.

---

**RA 1 – Local Roads and Footpaths Pre-codes**

1. Improve/ Fix/ Repair uneven surface of footpaths
2. More frequent/ better re-surfacing of roads
3. More frequent/ better slashing of roadside verges
4. Improve standard of unsealed roads (loose gravel, dust suppression etc)
5. Improve/ More frequent grading/ re-sheeting of unsealed roads
6. Quicker response for repairs to roads, footpaths or gutters
7. Increase number of footpaths/ widen footpaths
8. Fix/ improve unsafe sections of roads
9. Improve the quality of maintenance on roads and footpaths
10. More frequent maintenance/ cleaning of roadside drains and culverts
11. Fix/improve edges and shoulders of roads
12. More/better roadside drains and culverts
13. Prune/trim trees/shrubs overhanging footpaths/roads
14. Widen roads/roads too narrow
15. More/better street/road signs (including position/visibility)
16. More/better street lighting
17. Need improved/more frequent weed control
18. Increase number of sealed roads - outside town limits
19. Increase number of sealed roads - inside town limits
20. Tree roots causing damage to footpaths/roads/drains
21. Council favours/focuses on certain areas over others
22. Traffic management issues
23. Other (SPECIFY)

**RA 2 – Health and Human Services Pre-codes**

1. More funds/resources for programs/services to reduce waiting lists/ improve access (inc. child care)
2. More facilities/resources for Aged Care (elderly)/ better nursing homes
3. More/better support/services for ethnic/minority/disadvantaged groups (including drug addicts/disabled/homeless people etc.)
4. Increase resources for/availability of home help (inc meals on wheels)
5. More resources/longer opening hours for Maternal and Child Health Facilities
6. Improved/Increased childcare facilities/after school/holiday care
7. Improve quality of home help
8. More/better centres/facilities across the shire/in more remote towns/areas
9. Services need to be improved in all areas/council needs to do more
10. Improve quality/variety of food in meals on wheels program
11. More/better publicity/information about available services
12. More/better premises for health or community facilities
13. Better transport arrangements to/from health or community centres/facilities
14. More/better activities/programs for young people
15. More information/resources to immunisation programs
16. Improve services for children with special needs/ disability services
17. More facilities/services for mental health
18. Improve/increased dental program/services
19. Better management of services/organisations
20. Other (SPECIFY)

**RA 3 – Recreational Facilities Pre-codes**

1. More/better Sporting Complexes (including pools)
2. Better maintenance of Sporting Fields/Grounds and/or buildings(including pools)
3. More facilities/activities for young people/teenagers
4. More/better/safer Playgrounds and/or equipment/with sun shade
5. More/better sporting complexes and/or facilities in smaller towns
6. More/better recreational activities/programs
7. More/better library buildings/no library service/closing library/moving library
8. More/better facilities and resources at libraries (incl. services & funding)
9. More community consultation about recreational facilities etc
10. More/better arts/cultural facilities/events in smaller towns
11. More/better bike paths, skate board or roller blade facilities (walking tracks)
12. Longer opening hours for Sporting Complexes (including pools)
13. More support/funding needed for recreational/sporting facilities/some facilities closing down (incl sports clubs)
14. More/better amenities in recreation areas (eg. seats, picnic tables, barbeques etc)
15. Less expensive recreational facilities and activities/more consistent fees
16. Better/More maintenance of Parks/Playgrounds-syringes/ lighting/ trees/ equipment etc
17. More support for local sporting clubs in smaller towns
18. Council favours certain areas over others in regard to recreational facilities
19. More publicity/information on facilities and activities/programs
20. More/better performing arts facilities
21. More/better events and festivals
22. Not enough money spent on cultural events and festivals
23. Not enough support for local community groups/clubs
24. Larger range/greater availability of books
25. Pool/baths closing/moving/closed/should be open more months a year
26. Need more parks/open space
27. Everything takes too long/upgrading of facilities/decision making i.e. facilities
28. Improved management of facilities/sports/recreation/library etc (incl food management)
29. Other (SPECIFY)

**RA 4 – Appearance of Public Areas Pre-codes**

1. Better maintenance of parks and gardens
2. More frequent/better street cleaning
3. More frequent/better pruning of street trees/plants
4. More frequent slashing/mowing of public areas/fire hazard
5. More frequent/better removal of litter in parks and gardens
6. Better care of street trees - watering, staking, removal of dead trees/tree roots/replace dead trees, etc
7. Better landscaping/design (eg. more colour, more shady trees)
8. More street trees
9. Better maintenance of beaches, lakes, rivers etc. and surrounding areas
10. Some areas favoured over others/some areas are neglected
11. Better maintenance of amenities (eg. BBQ's, Picnic tables, toilets etc.) within parks/ gardens
12. More frequent sweeping of leaves
13. More emphasis on smaller towns
14. More frequent spraying of weeds in open spaces/better weed management
15. Retain/More parks and gardens/open spaces
16. Better amenities within parks/gardens (eg. BBQ's, Picnic tables, toilets, play equipment etc.)
17. Better/different types/mix of trees/vegetation/more appropriate trees
18. Cleaning of public areas/generally untidy
19. More frequent clearing of public litter bins
20. More/better cleaning up of condoms, syringes etc. in parks, beaches, alleys
21. Clear drains regularly/stormwater drains often blocked/gutters
22. Improve streetscapes with landscape or architectural features
23. More public litter bins
24. Quicker/more frequent removal of graffiti/attention to vandalism
25. Cutting down too many trees
26. More maintenance of nature strips/median strips
27. Improve/better maintenance of entrances to town
28. Not responsive to maintenance requests/takes too long
29. Other (SPECIFY)

**RA 5 – Traffic Management and Parking Facilities Pre-codes**

1. More parking facilities adjacent to shopping and business centres
2. More parking facilities/capacity
3. Poor traffic/parking management
4. Improve traffic flow/congestion
5. Improve traffic management at intersections
6. More free parking/cheaper parking
7. Improve road signage - general(parking/speed/road works)
8. More parking specifically allocated for residents
9. Longer parking times/more long-term parking
10. More speed inhibitors (humps, barriers, traffic islands etc)
11. Improved parking management around schools/more parking around schools
12. Less parking restrictions
13. Fewer parking meters
14. More parking enforcement/traffic officers
15. More disabled parking needed
16. Reduce speed limits in residential areas
17. More pedestrian crossings
18. Streets/roads too narrow/need widening/cars parked on sides
19. Improve blind spots, dangerous curves etc. on country roads (excluding highways)
20. More community consultation
21. Greater restriction of non-resident parking
22. More parking restrictions
23. More parking around specific areas, eg train stations, hospitals, etc
24. Fewer speed inhibitors (humps, barriers traffic islands etc)
25. Install more traffic lights at dangerous intersections
26. Less Roundabouts
27. Restrict/discourage traffic on residential roads
28. Restrict truck traffic in streets
29. Parking spaces too small/need to be widened
30. Greater enforcement of speed limits
31. Other (SPECIFY)

**RA 6 – Waste Management Pre-codes**

1. More consistent/ lower fees for tips etc (reintroduce (more) tip vouchers)
2. Any/more frequent hard waste collection
3. More comprehensive recycling program/no recycling program
4. More consistent/convenient/Longer opening times/days for Tips etc.
5. No garbage collection
6. More reliable Collections
7. Bigger bins
8. Any/More frequent collection of green waste/vegetation
9. More convenient location of tips/transfer stations/rubbish dumps/no tip/closed tip
10. No collection of recyclable materials
11. Any/Better containers for collection of recyclable materials/green materials
12. More frequent collection of recyclable materials
13. Tip/transfer stations in poor condition/badly managed
14. Spilling garbage on footpath/ road during garbage collection/rubbish blows out of truck
15. Bins should be returned upright to curbside/in same place/with lids closed
16. More frequent rubbish collection
17. Cost of garbage/waste collection too much (including bins)
18. Extend areas covered by garbage collection in areas outside townships
19. Provide more info/keep residents informed about waste management procedures
20. More community consultation
21. Less damage to garbage bins
22. More education/promotion for recycling
23. Recyclable material goes into garbage truck/Doubt recycling occurs
24. Inconvenient time of day for pick-ups (too early/late/too noisy)
25. Collection of rubbish left on streets/footpaths/gutters/public areas
26. Quicker response to requests i.e., for new bins/bin lids
27. Other (SPECIFY)

**RA 7 – Enforcement of By Laws Pre-codes**

1. Greater enforcement of animal By-laws
2. Greater enforcement of noise By-laws (domestic, industrial, traffic etc.)
3. Greater enforcement of parking restrictions/more officers/rangers
4. Greater enforcement of by-laws generally/more by-laws officers
5. Greater enforcement of fire prevention By-laws to clean up properties
6. Greater enforcement of fire prevention By-laws
7. Greater enforcement of health/food handling By-laws
8. By-laws are too stringent
9. Greater enforcement of littering By-laws
10. Less enforcement of parking restrictions
11. Quicker response to reports of By-law infringements
12. Better attitude for by-laws enforcement officers/rangers
13. By-law are too lenient
14. Greater enforcement of pollution By-laws (domestic, industrial, traffic etc)
15. More publicity/information to residents
16. By-laws purely revenue raising
17. Animal by-laws are too stringent
18. Greater enforcement of traffic/road laws (including footpaths)
19. More consistent application of by-laws/enforcement
20. Create access to/more free parking/unrestricted parking/dislike parking meters
21. Other (SPECIFY)



### **RA 8 – Economic Development Pre-codes**

1. Need more/better job creation programs/employment opportunities
2. Encourage more tourism
3. Not enough support for local businesses/opening new business/many closing down
4. Greater emphasis on Economic Development in general
5. Encourage more companies/industries to re-locate to the area
6. Not aware of any economic development/they don't do anything/improvement needed
7. Better financial planning/management of Council budget/don't waste money
8. Economic development programs are too focused on major towns/need to focus on rural & regional areas
9. Not enough promotion of local businesses
10. Encourage more desirable industries to locate to the area
11. Need to publicise/inform the community of Council activities
12. More community consultation/consultation with business
13. Too much emphasis on tourism
14. Some areas of local govt are neglected
15. Stop rate increases/rates too high for businesses
16. Attract/encourage better/more diverse shops/businesses i.e. Target/ Spotlight/ newsagents
17. Takes too long to get things done/complete projects
18. Infrastructure in the area needs to be improved/keep up with new developments
19. Other (SPECIFY)

**RA 9 – Town Planning Policy and Approvals Pre-codes**

1. Better planning policies
2. More efficient/faster approval processes
3. More consultation with community
4. More consistent decisions
5. Too little regulation in heritage areas/knocking down old houses
6. Council should be stronger in representing community opinion
7. Take better account of environmental issues
8. Less high density dwellings
9. Too much residential sub-division
10. Ugly/inappropriate design/development (no character)/out of character with area
11. Greater enforcement of/adherence to planning policies
12. Take better account of impact on neighbouring properties
13. Too much regulation in heritage areas
14. Less development/too much overdevelopment
15. Greater clarity/information on guidelines and process for building application
16. Too much highrise development/high rise apartments
17. More helpful Town planning staff
18. Not enough infrastructure to support new developments i.e. lack of water/ parking/ roads
19. Process is too bureaucratic/needs to be flexible/too many regulations/in exports
20. Council not very professional in this area/poor management
21. Could do better in this area/some areas favoured over others
22. Better planning for development of shopping areas
23. Decisions overridden by State Government/VCAT/the Tribunal
24. Other (SPECIFY)

## APPENDIX 2

### List of participating councils

# Annual Community Satisfaction Survey 2007

## Participating Councils

### 1. Inner Melbourne Metropolitan Councils

Banyule City Council  
Bayside City Council  
Boroondara City Council  
Darebin City Council  
Glen Eira City Council  
Hobsons Bay City Council  
Kingston City Council  
Maroondah City Council  
Melbourne City Council  
Monash City Council  
Moonee Valley City Council  
Moreland City Council  
Port Phillip City Council  
Stonnington City Council  
Whitehorse City Council  
Yarra City Council

### 2. Outer Melbourne Metropolitan Councils

Brimbank City Council  
Cardinia Shire Council  
Casey City Council  
Frankston City Council  
Greater Dandenong City Council  
Hume City Council  
Knox City Council  
Manningham City Council  
Melton Shire Council  
Mornington Peninsula Shire Council  
Whittlesea City Council  
Wyndham City Council  
Yarra Ranges Shire Council

### 3. Rural Cities and Regional Centres

Ballarat City Council  
Greater Bendigo City Council  
Greater Geelong City Council  
Greater Shepparton City Council  
Horsham Rural City Council  
Latrobe City Council  
Mildura Rural City Council  
Swan Hill Rural City Council  
Wangaratta Rural City Council  
Warrnambool City Council  
Wodonga City Council

### 4. Large Rural Shires

Bass Coast Shire Council  
Baw Baw Shire Council  
Campaspe Shire Council  
Colac-Otway Shire Council  
Corangamite Shire Council  
East Gippsland Shire Council  
Glenelg Shire Council  
Macedon Ranges Shire Council  
Mitchell Shire Council  
Moirra Shire Council  
Moorabool Shire Council  
Moyne Shire Council  
South Gippsland Shire Council  
Southern Grampians Shire Council  
Surf Coast Shire Council  
Wellington Shire Council

### 5. Small Rural Shires

Alpine Shire Council  
Ararat Rural City Council  
Benalla Rural City Council  
Buloke Shire Council  
Central Goldfields Shire Council  
Gannawarra Shire Council  
Golden Plains Shire Council  
Hepburn Shire Council  
Hindmarsh Shire Council  
Indigo Shire Council  
Loddon Shire Council  
Mansfield Shire Council  
Mount Alexander Shire Council  
Murrindindi Shire Council  
Northern Grampians Shire Council  
Pyrenees Shire Council  
Borough of Queenscliffe  
Strathbogie Shire Council  
Towong Shire Council  
West Wimmera Shire Council  
Yarriambiack Shire Council