

**CSS QUESTIONNAIRE  
2012**

**INTRO FOR RESIDENT SAMPLE AND LANDLINE PHONE NUMBERS (XTYPE=1 & XMOB=1)**

**Good morning/afternoon/evening. My name is [INSERT INTERVIEWER NAME] from ..... We are conducting research on behalf of Victorian Local Government. The survey will only take about [INSERT APPLICABLE INTERVIEW LENGTH] minutes and the information you provide will be used to help councils improve the services they provide in your local area.**

**May I please speak to the youngest male aged 18 years or over who currently lives in your household?**

**IF NO MALES ASK: Then may I please speak to the youngest female aged 18 years or over who currently lives in your household?**

**IF YOUNGEST MALE/FEMALE IS NOT AVAILABLE, SPEAK TO ANYONE WHO LIVES IN THE HOUSEHOLD**

**INTRO FOR RESIDENT SAMPLE AND MOBILE PHONE NUMBERS (XTYPE=1 & XMOB=2)**

**Good morning/afternoon/evening. My name is [INSERT INTERVIEWER NAME] from ..... We are conducting research on behalf of Victorian Local Government. The survey will only take about [INSERT APPLICABLE INTERVIEW LENGTH] minutes and the information you provide will be used to help councils improve the services they provide in your local area.**

**SAY TO ALL: I realise that this is your mobile phone, so can I just check that it's ok to talk at the moment, and that you're not driving or doing anything else that could be dangerous.**

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**INTRO FOR NON-RESIDENT SAMPLE AND LANDLINE PHONE NUMBERS (XTYPE=2 & XMOB=1)**

**Good morning/afternoon/evening. My name is [INSERT INTERVIEWER NAME] from ..... may I please speak to the [INSERT NAME FROM SAMPLE]?**

**IF NAMED PERSON NOT AVAILABLE MAKE CALLBACK APPOINTMENT**

**SAY WHEN NAMED PERSON IS ON THE PHONE: We are conducting research on behalf of [INSERT COUNCIL NAME]. The survey will only take about [INSERT APPLICABLE INTERVIEW LENGTH] minutes and the information you provide will be used to help them improve the services they provide in the area.**

**IF RESPONDENT SAYS THEY DO NOT LIVE IN THE COUNCIL AREA SAY: Our understanding is that you own a property in the [INSERT COUNCIL NAME] area and we are interested in including your opinions as a non-resident rate payer.**

**IF ASKED WHERE WE OBTAINED THEIR CONTACT DETAILS SAY: We received your details from the [INSERT COUNCIL NAME].**

**INTRO FOR NON-RESIDENT SAMPLE AND MOBILE PHONE NUMBERS (XTYPE=2 & XMOB=2)**

**Good morning/afternoon/evening. My name is [INSERT INTERVIEWER NAME] from ..... may I please speak to the [INSERT NAME FROM SAMPLE]?**

**IF NAMED PERSON NOT AVAILABLE MAKE CALLBACK APPOINTMENT**

**SAY WHEN NAMED PERSON IS ON THE PHONE: We are conducting research on behalf of [INSERT COUNCIL NAME]. The survey will only take about [INSERT APPLICABLE INTERVIEW LENGTH] minutes and the information you provide will be used to help them improve the services they provide in the area.**

**I realise that this is your mobile phone, so can I just check that it's ok to talk at the moment, and that you're not driving or doing anything else that could be dangerous.**

**IF RESPONDENT SAYS THEY DO NOT LIVE IN THE COUNCIL AREA SAY: Our understanding is that you own a property in the [INSERT COUNCIL NAME] area and we are interested in including your opinions as a non-resident rate payer.**

**IF ASKED WHERE WE OBTAINED THEIR CONTACT DETAILS SAY: We received your details from the [INSERT COUNCIL NAME].**

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### **DISPLAY FOR ALL RESPONDENTS**

SAY IF NECESSARY: **This survey is solely for research purposes and your replies will, of course, be treated in complete confidence with no information provided being linked to your name or household.**

SAY IF NECESSARY: **This survey is being conducted on behalf of [INSERT COUNCIL NAME].**

#### **Would you be willing to help?**

- 1 - Continue
  - 2 - Make call back appointment
  - 3 - Refused – after intro read in full
  - 4 - Refused/ Hung up – before intro read in full
  - 5 - Refused – due to interview length
  - 6 - Non English Speaking – make appointment for NESL call back
  - 7 - Other Language Difficulties – Follow up with reasons
  - 8 - Out of Scope – Follow up with reasons
  - 9 - Disconnected
  - 10 - Modem/Fax/Beeper
  - 11 - Business number
  - 12 - Privacy Block
  - 13 - No Answer
  - 14 - Engaged
  - 15 - Answering Machine
  - 16 - Age/Gender Quota Full
  - 17 - Does not own a property in the council area – INCLUDE FOR NON-RESIDENT SAMPLE ONLY
- 

#### **PRE S1. Firstly, can I confirm that you own a property in the [INSERT COUNCIL NAME]?**

- 1 - YES – CONTINUE
  - 2 - NO – THANK AND CLOSE
  - 3 - Unsure – THANK AND CLOSE
- 

SAY TO ALL: **During the course of this interview, my supervisor may listen to check the quality of my work.**

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**QUESTIONS S1, S2, S3, S4, Q2 (STATEMENTS 1 & 2), Q3, Q5A, Q5B AND Q6 ARE COMPULSORY CORE QUESTIONS AND ASKED OF ALL COUNCILS BEING SURVEYED**

**ALL REMAINING QUESTIONS ARE OPTIONAL QUESTIONS AND ASKED ONLY OF SELECTED COUNCILS  
SPECIFIC COUNCILS ASKED EACH OF THESE OPTIONAL QUESTIONS ARE DETAILED IN A SEPARATE  
SPREADSHEET**

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**CORE QUESTION - ASKED OF ALL COUNCILS**

S1 IF NOT SAMPLE GROUP 3-5 SAY: **Also, we just wish to speak to residents, not businesses, of [INSERT COUNCIL NAME]. Can you confirm that you are a residential household?**

IF SAMPLE GROUP 3-5 SAY: **Also, we just wish to speak to residents or farming households, not businesses, of [INSERT COUNCIL NAME]. Can you confirm that you are a residential or farming household?**

DP NOTE: SUPPRESS DISPLAY OF RESPONSE OPTION 2 IF NOT GROUPS 3-5

Yes – Residential Household 1  
Yes – Farming Household 2  
[THANK AND CLOSE] No – Business 3

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**CORE QUESTION - ASKED OF ALL COUNCILS**

S2 **And have you or anyone in your household worked in a market research organisation or local government anywhere in the last three years?**

[ACCEPT MULTIPLE RESPONSE FOR CODES 2 & 3]

NO (CONTINUE) 1  
[THANK AND CLOSE] YES – MARKET RESEARCH 2  
[THANK AND CLOSE] YES – LOCAL GOVERNMENT 3

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**CORE QUESTION - ASKED OF ALL COUNCILS**

S3 **RECORD GENDER [CHECK QUOTAS]**

MALE 1  
FEMALE 2

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**CORE QUESTION - ASKED OF ALL COUNCILS**

S4 **To which of the following age groups do you belong? (READ OUT) [CHECK QUOTAS]**

[THANK AND CLOSE] UNDER 18 1  
18-24 2  
25-34 3  
35-49 4  
50-64 5  
65+ 6  
[THANK AND CLOSE] Don't Know/ Refused [DO NOT READ] 8

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**OPTIONAL QUESTION - ASKED ONLY OF SELECTED COUNCILS**

S5 *QUESTION TEXT IF RESIDENT SAMPLE (XTYPE=1)*

**How long have you lived in this area?**

IF UNSURE: **Approximately how long would you say, in years – is it...?** [READ OUT]

- |  |   |
|--|---|
| LESS THAN ONE YEAR                       | 1 |
| FROM ONE TO LESS THAN THREE YEARS        | 2 |
| FROM THREE TO LESS THAN FIVE YEARS       | 3 |
| FROM FIVE TO LESS THAN TEN YEARS         | 4 |
| TEN YEARS OR MORE                        | 5 |
| DON'T KNOW / UNSURE <b>[DO NOT READ]</b> | 6 |
- 

**OPTIONAL QUESTION - ASKED ONLY OF SELECTED COUNCILS**

S6 **Which of the following BEST describes your household?** [READ OUT]

- |   |   |
|---|---|
| SINGLE PERSON LIVING ALONE  | 1 |
| SINGLE LIVING WITH FRIENDS OR HOUSEMATES                                  | 2 |
| SINGLE LIVING WITH CHILDREN 16 OR UNDER                                   | 3 |
| SINGLE WITH CHILDREN BUT NONE 16 OR UNDER LIVING AT HOME                  | 4 |
| MARRIED OR LIVING WITH PARTNER, NO CHILDREN                               | 5 |
| MARRIED OR LIVING WITH PARTNER WITH CHILDREN 16 OR UNDER AT HOME          | 6 |
| MARRIED OR LIVING WITH PARTNER WITH CHILDREN BUT NONE 16 OR UNDER AT HOME | 7 |
| DO NOT WISH TO ANSWER <b>[DO NOT READ]</b>                                | 8 |
-

**OPTIONAL QUESTION - ASKED ONLY OF SELECTED COUNCILS**

**NOTE THAT COUNCILS MAY SELECT INDIVIDUAL OPTIONAL STATEMENTS AS REQUIRED**

Q1	<p><b>I'm going to read out a list of [INSERT NUMBER OF AREAS CHOSEN BY EACH COUNCIL] areas for which local Government has some responsibility. For each area of responsibility, I would like you to RATE THE IMPORTANCE of that area as a responsibility for [INSERT COUNCIL NAME].</b></p> <p><b>Please keep in mind that the focus is on the importance of that responsibility area for local Government only, not other levels of Government such as Federal or State, and separate to how well you think [INSERT COUNCIL NAME] is actually performing in that area.</b></p> <p><b>Firstly, how important should [INSERT FIRST RESPONSIBILITY AREA] be as a responsibility for [INSERT COUNCIL NAME]? Would you say that this is an Extremely Important, Very Important, Fairly Important, Not That Important or Not At All Important area of responsibility for [INSERT COUNCIL NAME]?</b></p> <p><b>And how about [INSERT REMAINING RESPONSIBILITY AREAS IN TURN]? SAY IF NECESSARY: Would you say that this is an Extremely Important, Very Important, Fairly Important, Not That Important or Not At All Important area of responsibility for [INSERT COUNCIL NAME]?</b></p>						
	<b>RANDOMISE STATEMENTS</b>	<b>EXTREMELY IMPORTANT</b>	<b>VERY IMPORTANT</b>	<b>FAIRLY IMPORTANT</b>	<b>NOT THAT IMPORTANT</b>	<b>NOT AT ALL IMPORTANT</b>	<b>CAN'T SAY [DO NOT READ]</b>
a)	<p><b>Community consultation and engagement</b> (PROMPT IF NEEDED: this includes consulting and engaging directly with the community on key local issues requiring decisions by Council).</p>	1	2	3	4	5	6
b)	<p><b>Lobbying on behalf of the community</b> (PROMPT IF NEEDED: this includes making representations to State and Federal government and other organisations on key issues that affect the local community).</p>	1	2	3	4	5	6
c)	<p><b>Informing the community</b> (PROMPT IF NEEDED: this includes communicating information on Council events and programs through advertising, pamphlets, brochures, newsletters, emails and through websites).</p>	1	2	3	4	5	6
d)	<p><b>The condition of local streets and footpaths in your area.</b></p>	1	2	3	4	5	6
e)	<p><b>Traffic management</b> (PROMPT IF NEEDED: this includes congestion and local road safety for vehicles, cyclists and pedestrians).</p>	1	2	3	4	5	6
f)	<p><b>Parking facilities</b> (PROMPT IF NEEDED: this includes the provision of on-street and off street parking).</p>	1	2	3	4	5	6
g)	<p><b>Enforcement of local laws</b> (PROMPT IF NEEDED: the enforcement of local laws by rangers and Council officers, including and food, health and noise laws, animal control and parking enforcement).</p>	1	2	3	4	5	6
h)	<p><b>Family support services</b> (PROMPT IF NEEDED: this includes services for children, youth and families such as maternal and child health, immunisation, family day care and support and activity groups).</p>	1	2	3	4	5	6
i)	<p><b>Elderly support services</b> (PROMPT IF NEEDED: this includes services for elderly people and their carers and families such as meals on wheels, home help and support and activity groups).</p>	1	2	3	4	5	6

j)	<b>Disadvantaged support services</b> (PROMPT IF NEEDED: this includes assistance for disadvantaged and minority groups, including homeless, low income earners, indigenous, refugees and new migrants).	1	2	3	4	5	6
k)	<b>Recreational facilities</b> (PROMPT IF NEEDED: this includes the provision of halls, sporting grounds and facilities, swimming pools, parks, reserves and playgrounds, skate parks, walking, running and cycling tracks).	1	2	3	4	5	6
l)	<b>The appearance of public areas</b> (PROMPT IF NEEDED: this includes the appearance of local parks, gardens, reserves and nature strips).	1	2	3	4	5	6
m)	<b>Art centres and libraries.</b>	1	2	3	4	5	6
n)	<b>Community and cultural activities</b> (PROMPT IF NEEDED: this includes art exhibitions, music festivals and other council sponsored community events in parks and public spaces).	1	2	3	4	5	6
o)	<b>Waste management</b> (PROMPT IF NEEDED: this includes the collection of garbage, recyclables and green waste (OPTIONAL INCLUSION: and the operation of tips and transfer stations)).	1	2	3	4	5	6
p)	<b>Business and community development and tourism</b> (PROMPT IF NEEDED: this includes assistance with job creation and marketing of the local community, business and tourism).	1	2	3	4	5	6
q)	<b>Council's general town planning policy.</b>	1	2	3	4	5	6
r)	<b>Planning and building permits.</b>	1	2	3	4	5	6
s)	<b>Environmental sustainability</b> (PROMPT IF NEEDED: this includes programs focussed on reducing carbon emissions and achieving sustainable environmental outcomes).	1	2	3	4	5	6
t)	<b>Emergency and disaster management</b> (PROMPT IF NEEDED: this includes response by Council to drought, bushfires, storms, floods and other events).	1	2	3	4	5	6
u)	<b>Planning for population growth in the area.</b>	1	2	3	4	5	6
v)	<b>Roadside slashing and weed control.</b>	1	2	3	4	5	6
w)	<b>Maintenance of unsealed roads in your area.</b>	1	2	3	4	5	6

**CORE QUESTION (STATEMENTS 1 & 2) - ASKED OF ALL COUNCILS**

**OPTIONAL QUESTION (STATEMENTS 3 TO 23) - ASKED ONLY OF SELECTED COUNCILS**

**NOTE THAT COUNCILS MAY SELECT INDIVIDUAL OPTIONAL STATEMENTS AS REQUIRED**

Q2 *QUESTION TEXT IF CORE STATEMENTS (STATEMENTS 1 & 2) ONLY BEING ASKED*

I would now like you to **RATE THE PERFORMANCE** of [INSERT COUNCIL NAME] over the last 12 months. Please keep in mind that the focus is on the performance on that responsibility area by [INSERT COUNCIL NAME].

Firstly, how has [INSERT COUNCIL NAME] performed on [INSERT FIRST RESPONSIBILITY AREA] over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

And how about [INSERT NEXT RESPONSIBILITY AREA]?

SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

*QUESTION TEXT IF CORE AND ADDITIONAL OPTIONAL STATEMENTS ARE BEING ASKED*

I'm going to read out some areas for which local Government has some responsibility and for each area of responsibility I would like you to **RATE THE PERFORMANCE** of [INSERT COUNCIL NAME] over the last 12 months. Please keep in mind that the focus is on the performance on that responsibility area by [INSERT COUNCIL NAME].

Firstly, how has [INSERT COUNCIL NAME] performed on [INSERT FIRST RESPONSIBILITY AREA] over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

And how about [INSERT REMAINING RESPONSIBILITY AREAS IN TURN]?

SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

*QUESTION TEXT FOR HOBSONS BAY ONLY*

I'm going to read out some areas for which local Government has some responsibility that you or a member of your household may have used or experienced over the last 12 months and I would like you to rate how well [INSERT COUNCIL NAME] has performed in each area.

Firstly, how well has [INSERT COUNCIL NAME] performed on [INSERT FIRST RESPONSIBILITY AREA] over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

And how about [INSERT REMAINING RESPONSIBILITY AREAS IN TURN]?

SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

RANDOMISE STATEMENTS	VERY GOOD	GOOD	AVERAGE	POOR	VERY POOR	CAN'T SAY [DO NOT READ]
<b>CORE STATEMENTS – ASKED OF ALL COUNCILS</b>						
a) <b>Community consultation and engagement</b> (PROMPT IF NEEDED: this includes consulting and engaging directly with the community on key local issues requiring decisions by Council).	1	2	3	4	5	6
b) <b>Lobbying on behalf of the community</b> (PROMPT IF NEEDED: this includes making representations to State and Federal government and other organisations on key issues that affect the local community).	1	2	3	4	5	6

**OPTIONAL STATEMENTS – ASKED ONLY OF SELECTED COUNCILS**

c)	<b>Informing the community</b> (PROMPT IF NEEDED: this includes communicating information on Council events and programs through advertising, pamphlets, brochures, newsletters, emails and through websites).	1	2	3	4	5	6
d)	<b>The condition of local streets and footpaths in your area.</b>	1	2	3	4	5	6
e)	<b>Traffic management</b> (PROMPT IF NEEDED: this includes congestion and local road safety for vehicles, cyclists and pedestrians).	1	2	3	4	5	6
f)	<b>Parking facilities</b> (PROMPT IF NEEDED: this includes the provision of on-street and off street parking).	1	2	3	4	5	6
g)	<b>Enforcement of local laws</b> (PROMPT IF NEEDED: the enforcement of local laws by rangers and Council officers, including and food, health and noise laws, animal control and parking enforcement).	1	2	3	4	5	6
h)	<b>Family support services</b> (PROMPT IF NEEDED: this includes services for children, youth and families such as maternal and child health, immunisation, family day care and support and activity groups).	1	2	3	4	5	6
i)	<b>Elderly support services</b> (PROMPT IF NEEDED: this includes services for elderly people and their carers and families such as meals on wheels, home help and support and activity groups).	1	2	3	4	5	6
j)	<b>Disadvantaged support services</b> (PROMPT IF NEEDED: this includes assistance for disadvantaged and minority groups, including homeless, low income earners, indigenous, refugees and new migrants).	1	2	3	4	5	6
k)	<b>Recreational facilities</b> (PROMPT IF NEEDED: this includes the provision of halls, sporting grounds and facilities, swimming pools, parks, reserves and playgrounds, skate parks, walking, running and cycling tracks).	1	2	3	4	5	6
l)	<b>The appearance of public areas</b> (PROMPT IF NEEDED: this includes the appearance of local parks, gardens, reserves and nature strips).	1	2	3	4	5	6
m)	<b>Art centres and libraries.</b>	1	2	3	4	5	6



n)	<b>Community and cultural activities</b> (PROMPT IF NEEDED: this includes art exhibitions, music festivals and other council sponsored community events in parks and public spaces).	1	2	3	4	5	6
o)	<b>Waste management</b> (PROMPT IF NEEDED: this includes the collection of garbage, recyclables and green waste (OPTIONAL INCLUSION: and the operation of tips and transfer stations)).	1	2	3	4	5	6
p)	<b>Business and community development and tourism</b> (PROMPT IF NEEDED: this includes assistance with job creation and marketing of the local community, business and tourism).	1	2	3	4	5	6
q)	<b>Council's general town planning policy.</b>	1	2	3	4	5	6
r)	<b>Planning and building permits.</b>	1	2	3	4	5	6
s)	<b>Environmental sustainability</b> (PROMPT IF NEEDED: this includes programs focussed on reducing carbon emissions and achieving sustainable environmental outcomes).	1	2	3	4	5	6
t)	<b>Emergency and disaster management</b> (PROMPT IF NEEDED: this includes response by Council to drought, bushfires, storms, floods and other events).	1	2	3	4	5	6
u)	<b>Planning for population growth in the area.</b>	1	2	3	4	5	6
v)	<b>Roadside slashing and weed control.</b>	1	2	3	4	5	6
w)	<b>Maintenance of unsealed roads in your area.</b>	1	2	3	4	5	6

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**CORE QUESTION - ASKED OF ALL COUNCILS**

Q3 **ON BALANCE**, for the last twelve months, how do you feel about the performance of [INSERT COUNCIL NAME], not just on one or two issues, **BUT OVERALL** across all responsibility areas?  
**Has it been...? [READ OUT]**

VERY GOOD 1  
 GOOD 2  
 AVERAGE 3  
 POOR 4  
 VERY POOR 5

DON'T KNOW / CAN'T SAY [DO NOT READ] 6

**OPTIONAL QUESTION - ASKED ONLY OF SELECTED COUNCILS**

**NOTE THAT COUNCILS MAY SELECT INDIVIDUAL OPTIONAL STATEMENTS AS REQUIRED**

Q4	<p><b>In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by [INSERT COUNCIL NAME]?</b></p> <p><b>Firstly [INSERT FIRST RESPONSIBILITY AREA],</b>                  SAY IF NECESSARY: <b>Have you or has any member of your household used or experienced this service provided by [INSERT COUNCIL NAME]?</b>                  IF YES SAY: <b>Was that personally or another member of your household or both?</b></p> <p><b>And how about [INSERT REMAINING RESPONSIBILITY AREAS IN TURN]?</b>                  SAY IF NECESSARY: <b>Have you or has any member of your household used or experienced this service provided by [INSERT COUNCIL NAME]?</b>                  IF YES SAY: <b>was that personally or another member of your household or both?</b></p> <p>DP NOTE: MULTIPLE RESPONSE ALLOWED FOR CODES 1 AND 2</p>			
	<b>RANDOMISE STATEMENTS</b>	<b>YES – USED PERSONALLY</b>	<b>YES – USED BY HOUSEHOLD MEMBER</b>	<b>NO / CAN'T SAY [DO NOT READ]</b>
a)	<p><b>Community consultation and engagement</b>                  (PROMPT IF NEEDED: this includes Council consulting and engaging directly with the community on key local issues requiring decisions by Council).</p>	1	2	3
b)	<p><b>Lobbying on behalf of the community</b>                  (PROMPT IF NEEDED: this includes Council making representations to State and Federal government and other organisations on key issues that affect the local community).</p>	1	2	3
c)	<p><b>Community information</b>                  (PROMPT IF NEEDED: this includes communications or information on Council events and programs through advertising, pamphlets, brochures, newsletters, emails and through websites).</p>	1	2	3
d)	<p><b>The condition of local streets and footpaths in your area.</b></p>	1	2	3
e)	<p><b>Traffic management</b>                  (PROMPT IF NEEDED: this includes congestion and local road safety for vehicles, cyclists and pedestrians).</p>	1	2	3
f)	<p><b>Parking facilities</b>                  (PROMPT IF NEEDED: this includes the provision of on-street and off street parking).</p>	1	2	3
g)	<p><b>Enforcement of local laws</b>                  (PROMPT IF NEEDED: the enforcement of local laws by rangers and Council officers, including and food, health and noise laws, animal control and parking enforcement).</p>	1	2	3
h)	<p><b>Family support services</b>                  (PROMPT IF NEEDED: this includes services for children, youth and families such as maternal and child health, immunisation, family day care and support and activity groups).</p>	1	2	3

i)	<b>Elderly support services</b> (PROMPT IF NEEDED: this includes services for elderly people and their carers and families such as meals on wheels, home help and support and activity groups).	1	2	3
j)	<b>Disadvantaged support services</b> (PROMPT IF NEEDED: this includes assistance for disadvantaged and minority groups, including homeless, low income earners, indigenous, refugees and new migrants).	1	2	3
k)	<b>Recreational facilities</b> (PROMPT IF NEEDED: this includes the provision of halls, sporting grounds and facilities, swimming pools, parks, reserves and playgrounds, skate parks, walking, running and cycling tracks).	1	2	3
l)	<b>Public areas</b> (PROMPT IF NEEDED: this includes the appearance of local parks, gardens, reserves and nature strips).	1	2	3
m)	<b>Art centres and libraries</b>	1	2	3
n)	<b>Community and cultural activities</b> (PROMPT IF NEEDED: this includes art exhibitions, music festivals and other council sponsored community events in parks and public spaces).	1	2	3
o)	<b>Waste management</b> (PROMPT IF NEEDED: this includes the collection of garbage, recyclables and green waste (OPTIONAL INCLUSION: and the operation of tips and transfer stations)).	1	2	3
p)	<b>Business and community development and tourism</b> (PROMPT IF NEEDED: this includes assistance with job creation and marketing of the local community, business and tourism).	1	2	3
q)	<b>Council's general town planning policy</b>	1	2	3
r)	<b>Planning and building permits</b>	1	2	3
s)	<b>Environmental sustainability</b> (PROMPT IF NEEDED: this includes programs focussed on reducing carbon emissions and achieving sustainable environmental outcomes). <b><u>STATEMENT FOR SURF COAST ONLY</u></b> <b>Environmental Sustainability</b> (PROMPT IF NEEDED: this includes programs to improve the natural environment and reduce the impact of people on it.)	1	2	3
t)	<b>Emergency and disaster management</b> (PROMPT IF NEEDED: this includes response by Council to drought, bushfires, storms, floods and other events). <b><u>STATEMENT FOR SURF COAST ONLY</u></b> <b>Emergency and disaster management</b> (PROMPT IF NEEDED: this includes proactive planning to reduce the impact of emergency events such as floods, bushfires, storms and other events)	1	2	3
u)	<b>Planning for population growth in the area</b>	1	2	3
v)	<b>Roadside slashing and weed control</b>	1	2	3
w)	<b>Maintenance of unsealed roads in your area</b>	1	2	3

**CORE QUESTION - ASKED OF ALL COUNCILS**

**NOTE THIS QUESTION MAY BE REPLACED BY THE OPTIONAL Q5A IF THIS QUESTION IS SELECTED**

Q5 **Over the last 12 months, have you or any member of your household had any contact with [INSERT COUNCIL NAME]? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?**

IF UNAWARE OF CONTACT BY A HOUSEHOLD MEMBER – SELECT NO

YES 1  
[SKIP TO Q.6] NO / DON'T KNOW 2

**OPTIONAL QUESTION - ASKED ONLY OF SELECTED COUNCILS**  
**THIS QUESTION REPLACES CORE Q5 IF CHOSEN**

Q5A **Over the last 12 months, have you or any member of your household had any contact with [INSERT COUNCIL NAME] in any of the following ways? [READ OUT]**

DP NOTE: MULTIPLE RESPONSE ALLOWED FOR CODES 1 TO 7

- IN PERSON 1
- IN WRITING 2
- BY TELEPHONE 3
- BY TEXT MESSAGE 4
- BY EMAIL 5
- VIA THEIR WEBSITE 6
- BY SOCIAL MEDIA SUCH AS FACEBOOK OR TWITTER 7
- [SKIP TO Q.6] NONE OF THE ABOVE 8**
- [SKIP TO Q.6] DON'T KNOW / UNSURE [DO NOT READ] 9**

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**OPTIONAL QUESTION - ASKED ONLY OF SELECTED COUNCILS**

ASK IF MORE THAN ONE CONTACT METHOD MENTIONED OF CODES 1-7 MENTIONED IN Q5A

Q5B **What was the method of contact for the most recent contact you had with [INSERT COUNCIL NAME]?**

DP NOTES:

SINGLE RESPONSE

DISPLAY ONLY RESPONSES CODED IN Q5A-ALT PLUS UNSURE RESPONSE OPTION

NEVER DISPLAY CODE 8 "NONE OF THE ABOVE"

IF ONLY 1 RESPONSE GIVEN IN Q5A AUTOCODE RESPONSE INTO Q5B

- IN PERSON 1
- IN WRITING 2
- BY TELEPHONE 3
- BY TEXT MESSAGE 4
- BY EMAIL 5
- VIA THEIR WEBSITE 6
- BY SOCIAL MEDIA SUCH AS FACEBOOK OR TWITTER 7
- NONE OF THE ABOVE **[DP NOTE: NEVER DISPLAY] 8**
- DON'T KNOW / UNSURE [DO NOT READ] 9**

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**CORE QUESTION - ASKED OF ALL COUNCILS**

ASK IF YES IN Q5 OR ANY OF CODES 1-7 IN Q5A

Q5C **Thinking of the most recent contact, how would you rate [INSERT COUNCIL NAME] for customer service? Please keep in mind we do NOT mean the ACTUAL OUTCOME but rather the actual service that was received.**

**Was it ...? [READ OUT]**

- VERY GOOD 1
  - GOOD 2
  - AVERAGE 3
  - POOR 4
  - VERY POOR 5
  - DON'T KNOW / CAN'T SAY [DO NOT READ] 6**
-

### CORE QUESTION - ASKED OF ALL COUNCILS

ALL RESPONDENTS

Q6 Over the last 12 months, what is your view of the direction of [INSERT COUNCIL NAME]'s overall performance? Has it IMPROVED, STAYED THE SAME or DETERIORATED?

IMPROVED	1
STAYED THE SAME	2
DETERIORATED	3
DON'T KNOW / CAN'T SAY [DO NOT READ]	4

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### OPTIONAL QUESTION - ASKED ONLY OF SELECTED COUNCILS

ALL RESPONDENTS

Q7 Thinking about the next 12 months, how much room for improvement do you think there is in [INSERT COUNCIL NAME]'s overall performance - A LOT, A LITTLE, NOT MUCH OR NONE AT ALL?

A LOT	1
A LITTLE	2
NOT MUCH	3
NONE AT ALL	4
DON'T KNOW / CAN'T SAY [DO NOT READ]	5

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### OPTIONAL QUESTION - ASKED ONLY OF SELECTED COUNCILS

Q8 Would you say your LOCAL COUNCIL is generally heading in the right direction or the wrong direction?

IF A DIRECTION GIVEN SAY: Is that definitely or probably in the RIGHT/WRONG direction?

DEFINITELY RIGHT DIRECTION	1
PROBABLY RIGHT DIRECTION	2
PROBABLY WRONG DIRECTION	3
DEFINITELY WRONG DIRECTION	4
DON'T KNOW / CAN'T SAY [DO NOT READ]	5

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### OPTIONAL QUESTION - ASKED ONLY OF SELECTED COUNCILS

Q9 Thinking of the property you live in, do you or other members of your household own this property, or is it a rental property?

OWN - INCLUDING PURCHASING/MORTGAGED	1
RENTING	2
DON'T KNOW / CAN'T SAY [DO NOT READ]	3

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### OPTIONAL QUESTION - ASKED ONLY OF SELECTED COUNCILS

Q10 If you had to choose, would you prefer to see Council rate rises to improve local services OR would you prefer to see cuts in Council services to keep Council rates at the same level as they are now?

IF HAVE A PREFERENCE SAY: Is that definitely or probably prefer a RATE RISE / SERVICE CUT?

DEFINITELY PREFER RATES TO RISE	1
PROBABLY PREFER RATES TO RISE	2
PROBABLY PREFER CUTS IN LOCAL SERVICES	3
DEFINITELY PREFER CUTS IN LOCAL SERVICES	4
DON'T KNOW / CAN'T SAY [DO NOT READ]	5

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**OPTIONAL QUESTION - ASKED ONLY OF SELECTED COUNCILS**

Q11 **What languages, other than English, are spoken regularly in your home?**

DO NOT READ

MULTIPLE RESPONSE ALLOWED FOR CODES 2-17

CODES 1 AND 18 TO BE SINGLE RESPONSE ONLY

NONE – ENGLISH ONLY	1
ARABIC	2
CHINESE	3
CROATIAN	4
DUTCH	5
FRENCH	6
GERMAN	7
GREEK	8
HINDI	9
HUNGARIAN	10
ITALIAN	11
JAPANESE	12
KOREAN	13
RUSSIAN	14
SPANISH	15
VIETNAMESE	16
OTHER	17
REFUSED	18

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**OPTIONAL QUESTION - ASKED ONLY OF SELECTED COUNCILS**

Q12 **Could you please tell me which country you were born in?**

DO NOT READ

AUSTRALIA	1
CHINA	2
JAPAN	3
KOREA	4
INDIA	5
OTHER ASIAN	6
UNITED KINGDOM	7
FRANCE	8
GERMANY	9
GREECE	10
HUNGARY	11
OTHER EUROPEAN	12
UNITED STATES	13
CANADA	14
OTHER AMERICAS	15
NEW ZEALAND	16
OTHER	17
REFUSED	18

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**OPTIONAL QUESTION - ASKED ONLY OF SELECTED COUNCILS**

Q13 If [INSERT COUNCIL NAME] was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate to you? [READ OUT]

- ADVERTISING IN LOCAL NEWSPAPERS 1
  - A COUNCIL NEWSLETTER SENT VIA MAIL 2
  - A COUNCIL NEWSLETTER AS AN INSERT IN A LOCAL NEWSPAPER 3
  - A COUNCIL NEWSLETTER SENT VIA EMAIL 4
  - THE COUNCIL WEBSITE 5
  - A TEXT MESSAGE 6
  - OTHER [PLEASE SPECIFY] 7
  - DON'T KNOW / CAN'T SAY [DO NOT READ] 8
- 

**OPTIONAL QUESTION (Q14 & Q15A-Q15C TO ASKED AS A GROUP) - ASKED ONLY OF SELECTED COUNCILS**

Q14 Would you be interested in being involved in research for [INSERT COUNCIL NAME] in the future? Some of this research may be conducted on a paid basis, such as focus groups or online surveys.

- YES [COLLECT NAME AND CONTACT DETAILS IN Q15A & Q15B] 1
  - NO 2
- 

**OPTIONAL QUESTION (Q14 & Q15A-Q15C ASKED AS A GROUP) - ASKED ONLY OF SELECTED COUNCILS**

Q15 Would you like your name and contact details to be provided to [INSERT COUNCIL NAME] so that in future they can invite you to information sessions, community forums and other events? Please be assured that in line with privacy legislation we would only provide your name and contact details with your consent and that your responses to this survey would not be linked in any way to the contact information provided.

- YES [COLLECT NAME AND CONTACT DETAILS] 1
  - NO 2
- 

ASK IF YES IN Q14 OR YES IN Q15

Q15A May I please have your name?

SAY IF NECESSARY: This is so we know who to ask for if you are contacted to be involved in future research for [INSERT COUNCIL NAME].

RECORD NAME:

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ASK IF YES IN Q14 OR YES IN Q15

Q15B And can I confirm that the number that I have called is the best number to contact you on?

DISPLAY TELEPHONE NUMBER

- YES 1
  - NO [COLLECT ALTERNATIVE NUMBER IN Q15C] 2
- 

ASK IF NO IN Q15B

Q15C What would be the best number to contact you on?

DP NOTE: AUTO CODE NUMBER CALLED IF YES IN Q15B.

RECORD NUMBER:

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**OPTIONAL QUESTION - ASKED ONLY OF SELECTED COUNCILS**

Q16 **In your own words, please tell me what is the BEST thing about [INSERT COUNCIL NAME]? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?**

PROBE: **What else? Anything else?**

RECORD VERBATIM. PROBE FOR MORE THAN 1-2 WORD RESPONSE.

DO NOT ACCEPT VERY SHORT OR ONE WORD RESPONSES

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**OPTIONAL QUESTION - ASKED ONLY OF SELECTED COUNCILS**

Q17 **What does [INSERT COUNCIL NAME] most need to do to improve its performance? (Once again), It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?**

PROBE: **What else? Anything else?**

RECORD VERBATIM. PROBE FOR MORE THAN 1-2 WORD RESPONSE.

DO NOT ACCEPT VERY SHORT OR ONE WORD RESPONSES

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**CLOSE**

ALL RESPONDENTS

**Just to remind you my name is [INSERT INTERVIEWER NAME] from ..... Could I please have your name so that we can re-contact you if necessary as part of our quality control to validate that this interview actually took place?**

Yes	1
No	2

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IF YES TO RECONTACT AND CONTACT NAME NOT ALREADY GIVEN IN Q15A

**May I please have your NAME? RECORD NAME**

DP NOTE: AUTOCODE NAME FROM Q15A IF CONTACT NAME ALREADY GIVEN

NAME:

---

IF YES TO RECONTACT SAY

**Please be assured that your name and contact details will be removed from your responses to this survey once this validation period is finished.**

**SAY IF NECESSARY: Your details will remain with your survey responses for between 1-3 months and you will be able to contact us to request you have access to your information.**

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ALL RESPONDENTS

**As this is market research, it is carried out in compliance with the Privacy Act and the information you provided will be used only for research purposes. As mentioned earlier this research was conducted on behalf of [INSERT COUNCIL NAME].**

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