

WALLIS CONSULTING GROUP
Department for Victorian Communities
Community Satisfaction Survey 2006

WG3071
January 2006

OPTION 1: Base Questionnaire
OPTION 2: Value Adding

INTRODUCTION

Good morning/afternoon/evening. My name isfrom 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 | TERMINATE |
| 2 | Yes - Local Government | TERMINATE |
| 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 | TERMINATE |

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 | TERMINATE |
| 4 | Selected resident refusal | TERMINATE |

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.

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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.
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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. Once the survey is complete, any information that could identify you will be removed from the computer records.

Just to remind you, my name is from Wallis Consulting Group. If you have any questions about the survey you can telephone our office on (03) 9621 1066 during office hours.