

# Local Government Community Satisfaction Survey

2006

**State-wide Research  
Results Summary**

**May 2006**

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



## Explanatory Comment

### Overall Council Performance

#### Councils Overall Performance Over the Last Nine Years

- Across Victoria in 1998, 69% of respondents rated councils as “excellent and good and adequate”. In 2006 this increased to 79% - an improvement of 10%
- For metropolitan councils in 1998, 76% of respondents rated councils as “excellent and good and adequate”. In 2006 this increased to 82% - an improvement of 6%
- For country councils in 1998, only 65% of respondents rated councils as “excellent and good and adequate”. In 2006 this increased to 77% - an improvement of 12%
- For country councils in 1998, 36% of respondents rated councils as “needing improvement”. In 2006 this decreased to 23% - an improvement of 13%
- For metropolitan councils in 1998, 25% of respondents rated councils as “needing improvement”. In 2006 this decreased to 18% - an improvement of 7%.

#### Comparison with last year's results

- Across Victoria in 2005, 78% of respondents rated councils as “excellent, good and adequate”. In 2006 this increased to 79% - a slight improvement of 1%.
- For metropolitan councils in 2005, 84% of respondents rated councils as “excellent and good and adequate”. In 2006 this declined to 82%, a fall of 2%. In 2005, 54% of respondents rated councils as “excellent and good”. In 2006 this declined to 50% - a decline of 4%. There was an improvement of 2% in those respondents that rated councils as “adequate”, however, there was a slight rise of 1% in those that rated councils as “needs improvement”.
- For country councils in 2005, 76% of respondents rated councils as “excellent and good and adequate”. In 2006 this rose slightly to 77%, an improvement of 1%. In 2005, 44% of respondents rated councils as “excellent and good”. In 2006 this increased slightly to 45% an improvement of 1%. The percentage of respondents that reported councils' performance as “adequate” remained stable at 32% in 2005 and 2006. There was a slight improvement of 1% in the percentage of respondents that rated councils as “needs improvement” declining from 24% in 2005 to 23% in 2006.

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

- Town Planning
- Economic Development
- Local Roads and Footpaths
- Appearance of Public Areas

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

- For Overall Council Performance in 2006, 82% of Metropolitan respondents rated excellent and good and adequate compared with 77% of Country respondents. However, residents' satisfaction with Metropolitan councils has declined by 2% between 2005 and 2006 whereas residents satisfaction with Country councils improved slightly by 1%.

## Council Advocacy

### Comparison with last year's results

- Across Victoria in 2005, 79% of respondents rated councils as “excellent, good and adequate” this declined slightly to 78% in 2006.
- For metropolitan councils in 2005, 80% of respondents rated councils as “excellent and good and adequate” this declined slightly to 79% in 2006.
- For country councils in 2005, 80% of respondents rated councils as “excellent, good and adequate” this declined to 78% in 2006.

## Community Engagement

### Comparison with last year's results

- Across Victoria in 2005, 68% of respondents rated councils as “excellent, good and adequate”. This result was maintained in 2006.
- For metropolitan councils in 2005, 70% of respondents rated councils as “excellent, good and adequate” this declined slightly to 69% in 2006.
- For country councils in 2005, 67% of respondents rated councils as “excellent, good and adequate”. This result was maintained in 2006.

## Customer Contact

### Comparison with last year's results

- Across Victoria in 2005, 82% of respondents rated councils as “excellent, good and adequate”. This result declined to 80% in 2006.
- For metropolitan councils in 2005, 81% of respondents rated councils as “excellent, good and adequate”. This improved slightly to 82% in 2006.
- For country councils in 2005, 82% of respondents rated councils as “excellent, good and adequate”. This result declined to 80% in 2006.

## Local Roads and Footpaths

### Comparison with last year's results

- Across Victoria in 2005, 57% of respondents rated councils as “excellent and good and adequate”. This result declined slightly to 56% in 2006.
- For metropolitan councils in 2005, 65% of respondents rated councils as “excellent and good and adequate”. This result was maintained in 2006.
- For country councils in 2005, 50% of respondents rated councils as “excellent and good and adequate”. This result improved slightly to 51% in 2006.

## Health and Human Services

### Comparison with last year's results

- Across Victoria in 2005, 88% of respondents rated councils as “excellent and good and adequate”. This result was maintained in 2006.
- For metropolitan councils in 2005, 86% of respondents rated councils as “excellent and good and adequate”. This result declined slightly to 85% in 2006.
- For country councils in 2005, 88% of respondents rated councils as “excellent and good and adequate”. This result improved slightly to 89% in 2006.

## Recreational Facilities

### Comparison with last year's results

- Across Victoria in 2005, 81% of respondents rated councils as “excellent and good and adequate”. This result declined slightly to 80% in 2006.
- For metropolitan councils in 2005, 84% of respondents rated councils as “excellent and good and adequate”. This result declined slightly to 83% in 2006.
- For country councils in 2005, 78% of respondents rated councils as “excellent and good and adequate”. This result improved slightly to 79% in 2006.

## Appearance of Public Areas

### Comparison with last year's results

- Across Victoria in 2005, 79% of respondents rated councils as “excellent and good and adequate”. This result was maintained in 2006.
- For metropolitan councils in 2005, 77% of respondents rated councils as “excellent and good and adequate”. This result declined slightly to 76% in 2006.
- For country councils in 2005, 81% of respondents rated councils as “excellent and good and adequate”. This result was maintained in 2006.

## Traffic Management and Parking

### Comparison with last year's results

- Across Victoria in 2005, 67% of respondents rated councils as “excellent and good and adequate”. This result was maintained in 2006.
- For metropolitan councils in 2005, 65% of respondents rated councils as “excellent and good and adequate”. This result declined to 63% in 2006.
- For country councils in 2005, 69% of respondents rated councils as “excellent and good and adequate”. This result improved slightly to 70% in 2006.

## Waste Management

Comparison with last year's results

- Across Victoria in 2005, 82% of respondents rated councils as “excellent and good and adequate”. This result declined slightly to 81% in 2006.
- For metropolitan councils in 2005, 86% of respondents rated councils as “excellent and good and adequate”. This result declined to 84% in 2006.
- For country councils in 2005, 80% of respondents rated councils as “excellent and good and adequate”. This result was maintained in 2006.

## Enforcement of By Laws

Comparison with last year's results

- Across Victoria in 2005, 80% of respondents rated councils as “excellent and good and adequate”. This result declined to 77% in 2006.
- For metropolitan councils in 2005, 78% of respondents rated councils as “excellent and good and adequate”. This result declined to 76% in 2006.
- For country councils in 2005, 81% of respondents rated councils as “excellent and good and adequate”. This result declined to 78% in 2006.

## Economic Development

Comparison with last year's results

- Across Victoria in 2005, 72% of respondents rated councils as “excellent and good and adequate”. This result declined slightly to 71% in 2006.
- For metropolitan councils in 2005, 79% of respondents rated councils as “excellent and good and adequate”. This result declined to 76% in 2006.
- For country councils in 2005, 70% of respondents rated councils as “excellent and good and adequate”. This result declined slightly to 69% in 2006.

## Town Planning Policy and Approval

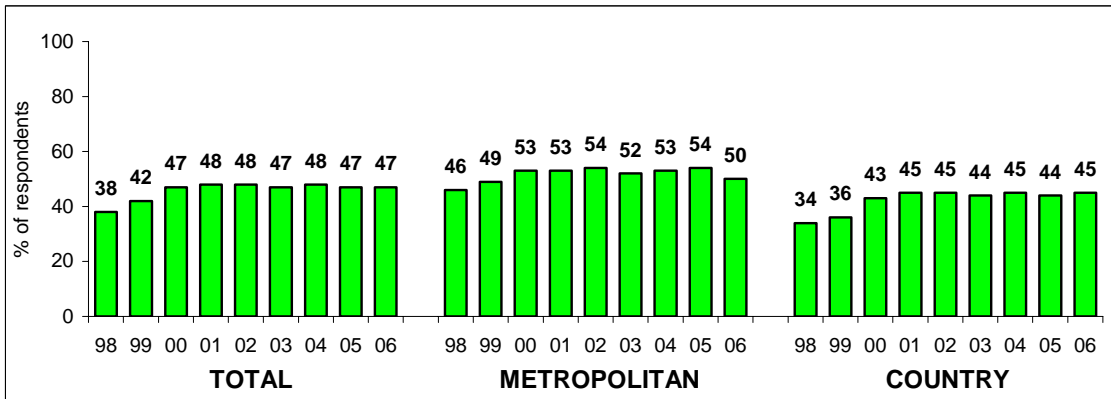
Comparison with last year's results

- Across Victoria in 2005, 68% of respondents rated councils as “excellent and good and adequate”. This result declined slightly to 67% in 2006.
- For metropolitan councils in 2005, 68% of respondents rated councils as “excellent and good and adequate”. This result was maintained in 2006.
- For country councils in 2005, 68% of respondents rated councils as “excellent and good and adequate”. This result declined to 66% in 2006.

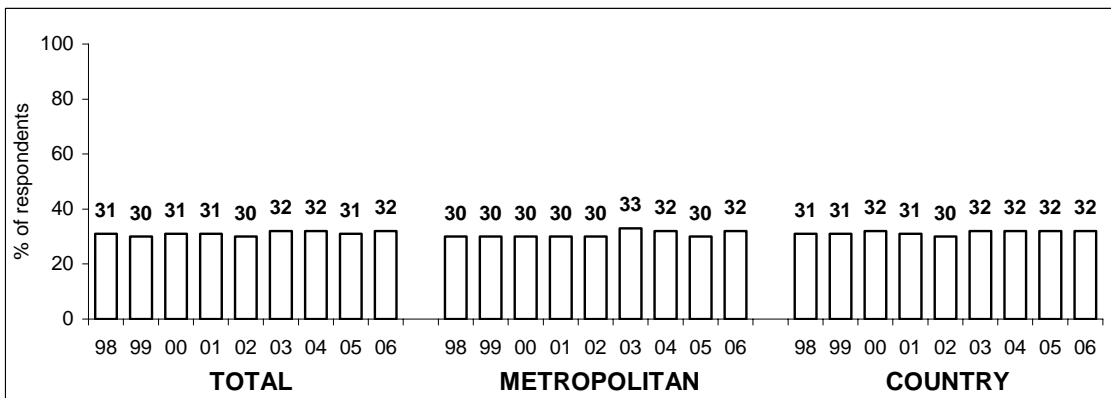
# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

## FIGURE 1: OVERALL PERFORMANCE 1998 – 2006

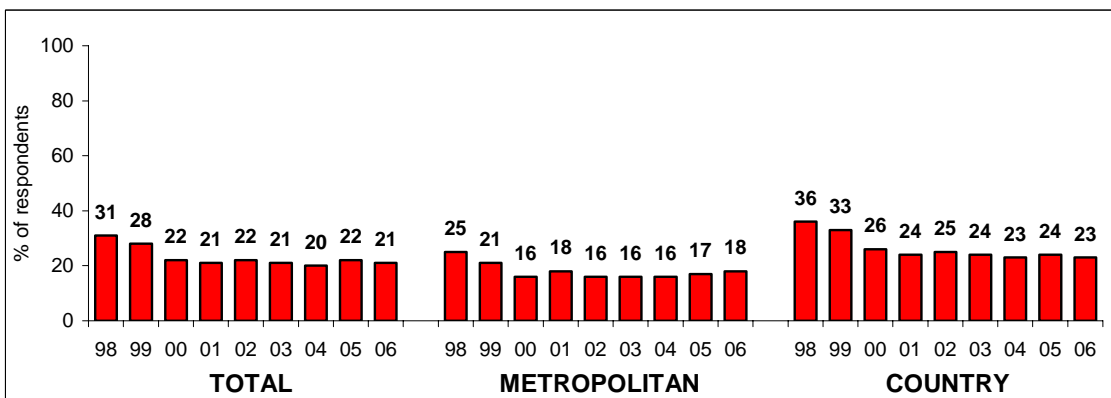
■ - Excellent / Good



- Adequate

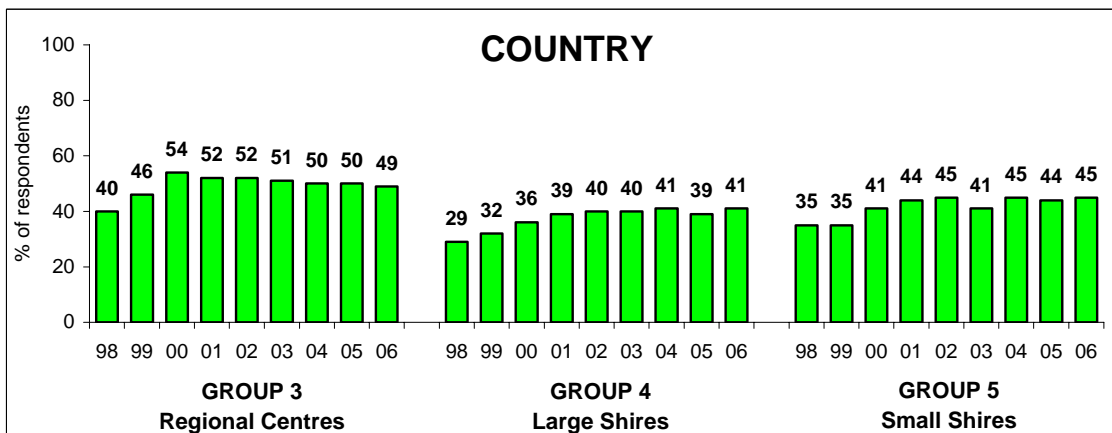
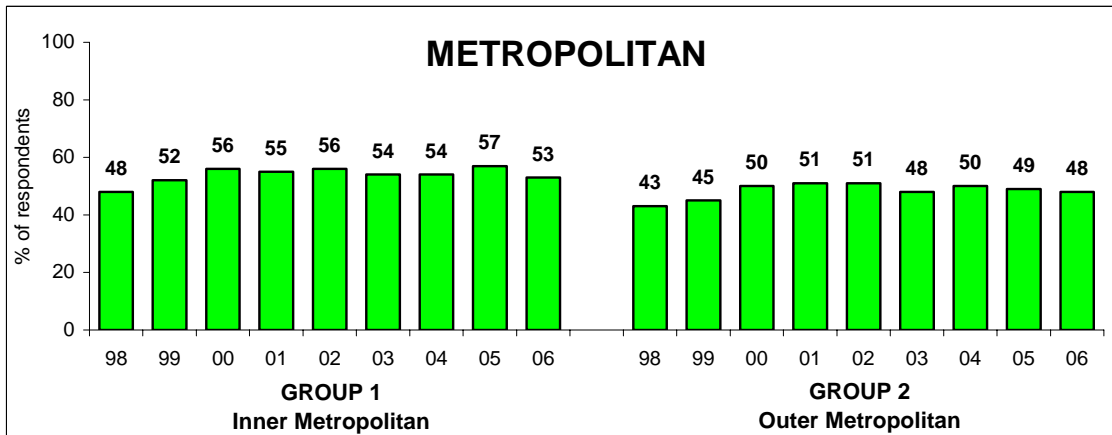
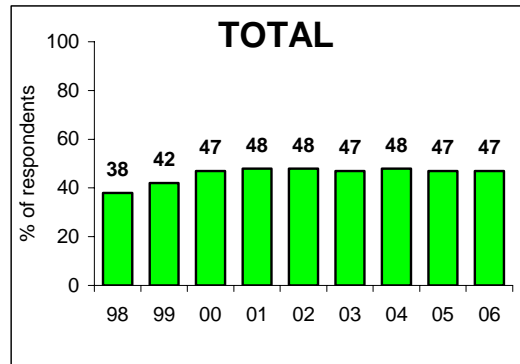


■ - Needs Improvement



# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

## FIGURE 2a: OVERALL PERFORMANCE 1998 - 2006



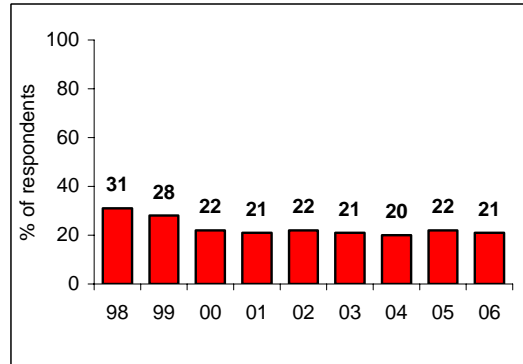
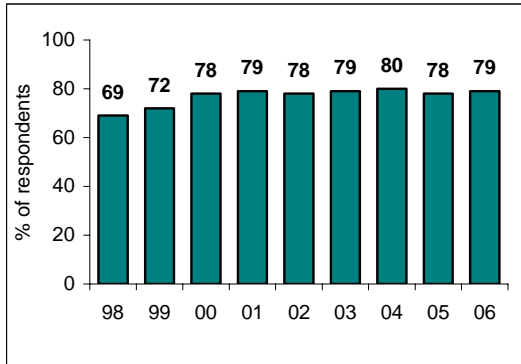
Excellent / Good

# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

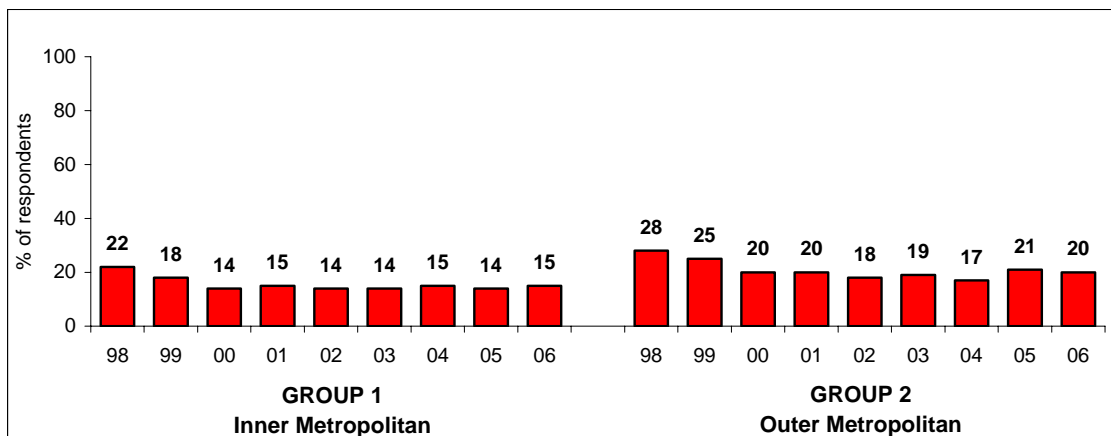
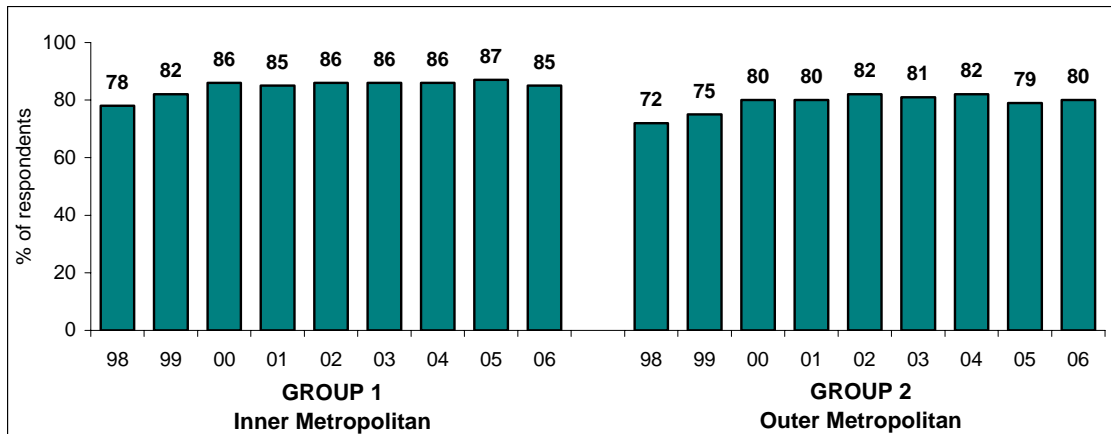
**FIGURE 2b: OVERALL PERFORMANCE 1998 – 2006\**  
**Excellent / Good / Adequate**  
**vs Needs Improvement**

■ - Excellent / Good / Adequate      ■ - Needs Improvement

## TOTAL



## METROPOLITAN



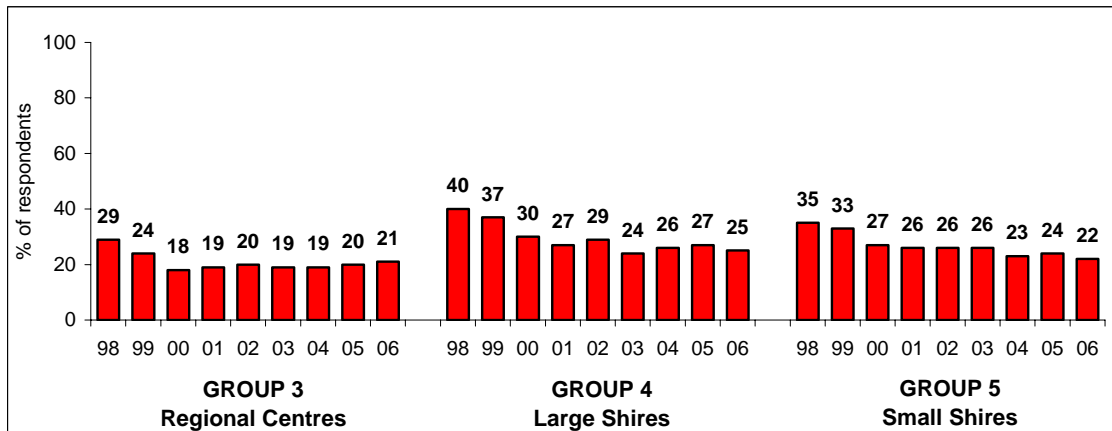
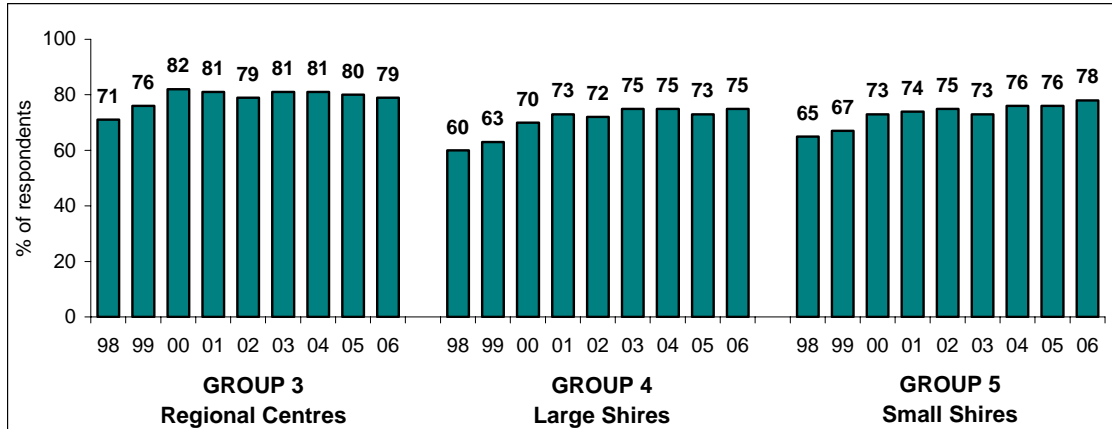


# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

**FIGURE 2c: OVERALL PERFORMANCE 1998 – 2006\ Excellent / Good / Adequate vs Needs Improvement**

■ - Excellent / Good / Adequate      ■ - Needs Improvement

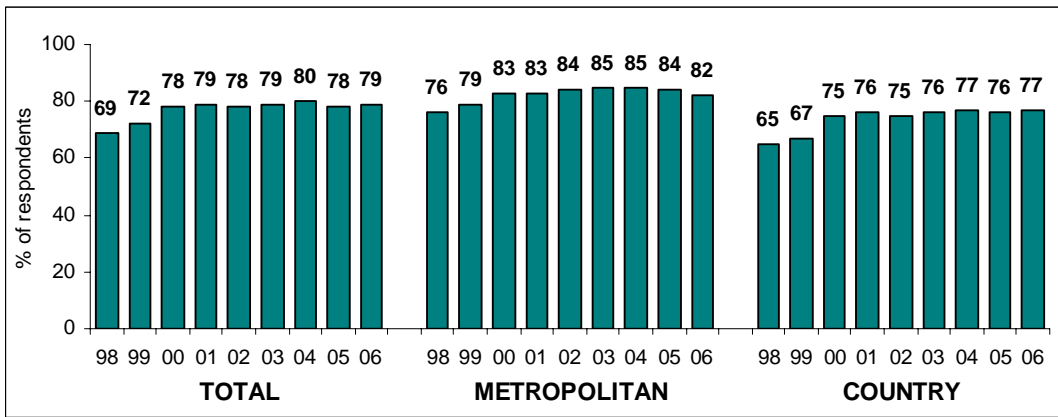
## COUNTRY



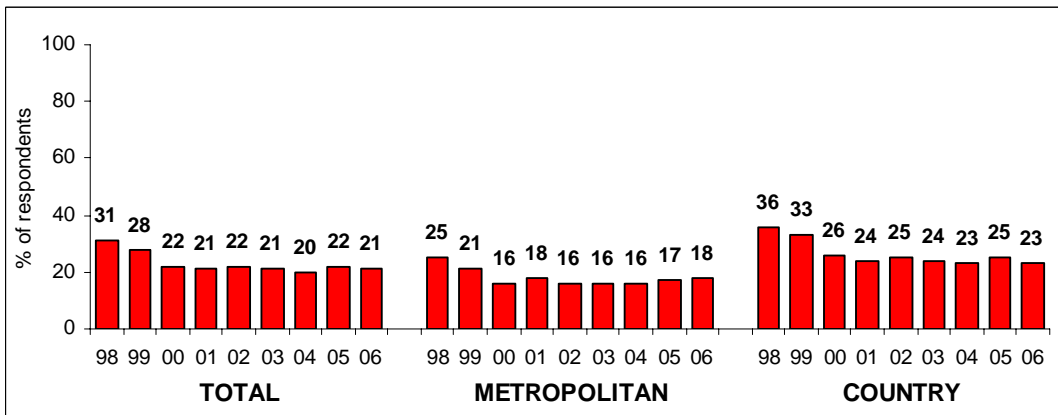
# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

**FIGURE 3: OVERALL PERFORMANCE 1998 – 2006**  
**Excellent / Good / Adequate**  
**vs Needs Improvement**

**■ - Excellent / Good / Adequate**



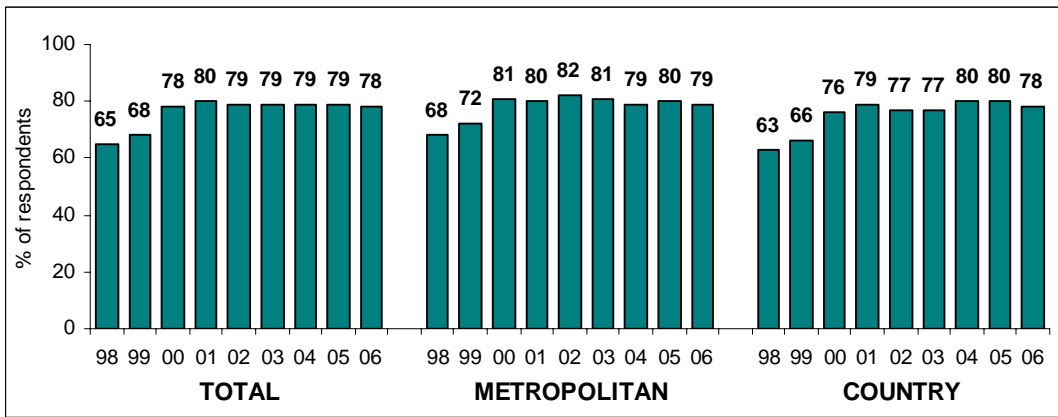
**■ - Needs Improvement**



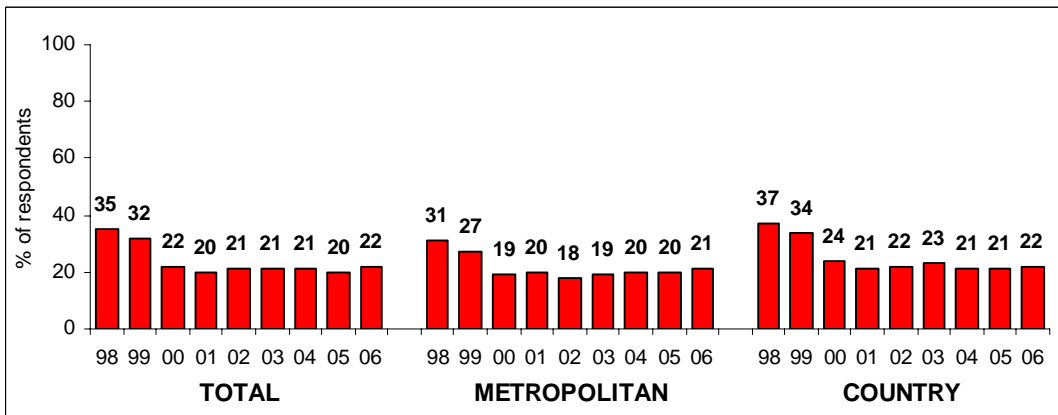
# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

**FIGURE 4: ADVOCACY 1998 – 2006**  
**Excellent / Good / Adequate**  
**vs Needs Improvement**

**■ - Excellent / Good / Adequate**



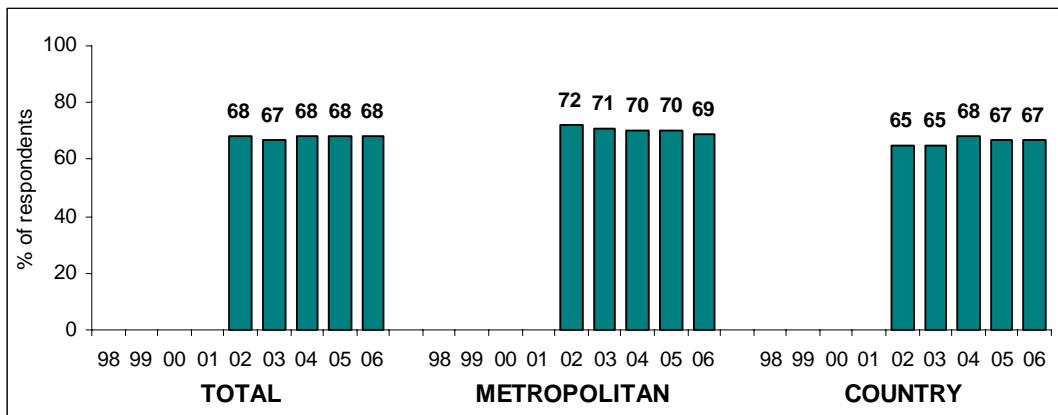
**■ - Needs Improvement**



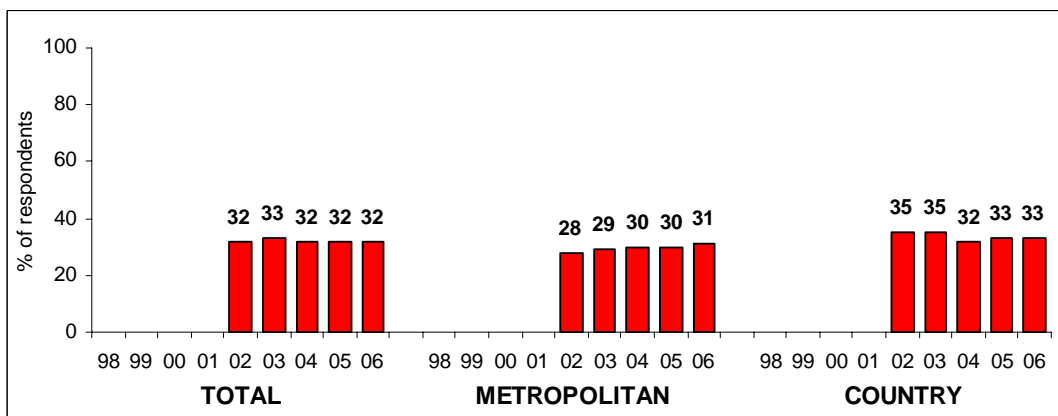
# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

**FIGURE 5: COMMUNITY ENGAGEMENT  
1998 – 2006  
Excellent / Good / Adequate  
vs Needs Improvement**

**■ - Excellent / Good / Adequate**



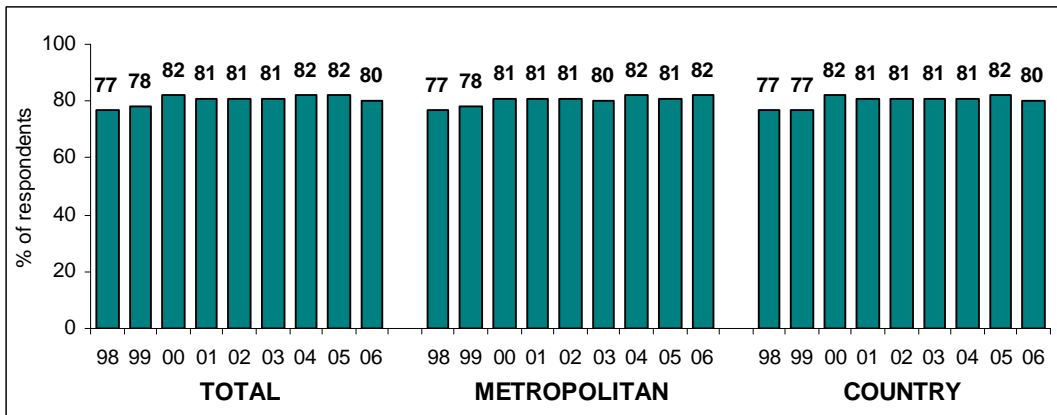
**■ - Needs Improvement**



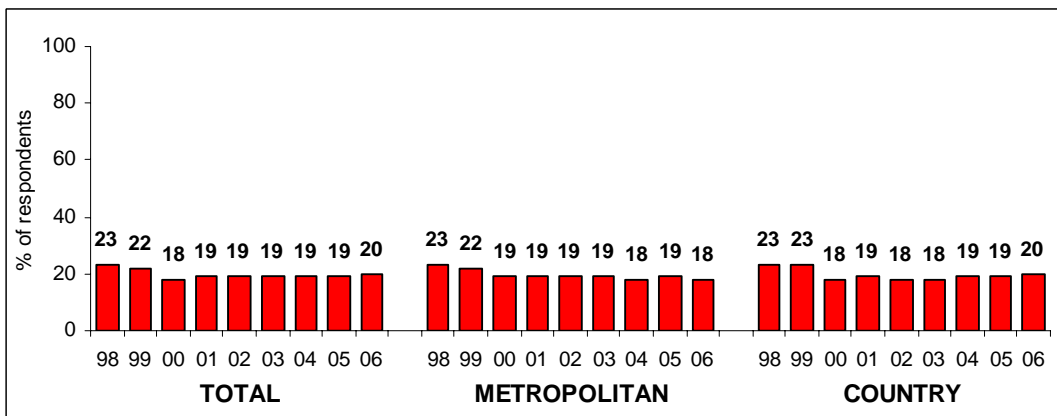
# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

**FIGURE 6: CUSTOMER CONTACT  
1998 – 2006  
Excellent / Good / Adequate  
vs Needs Improvement**

**■ - Excellent / Good / Adequate**

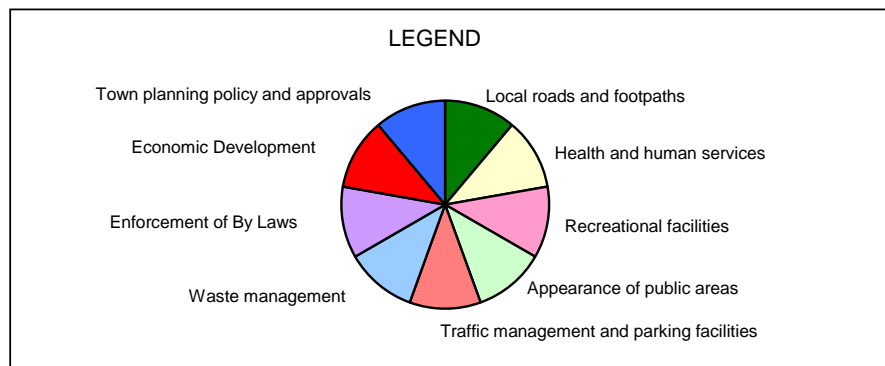
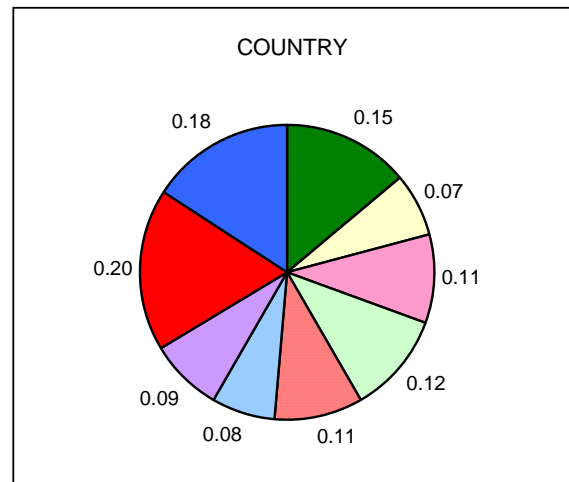
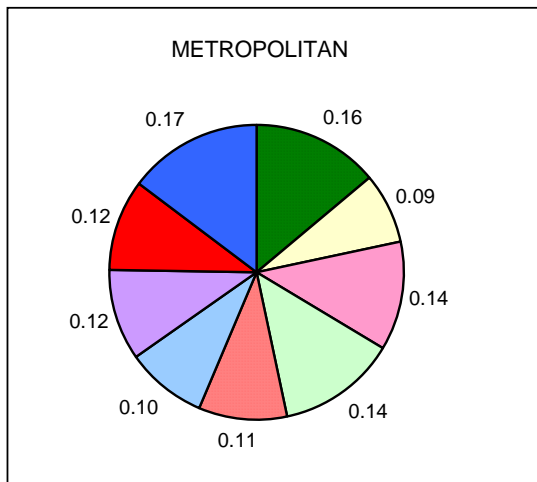
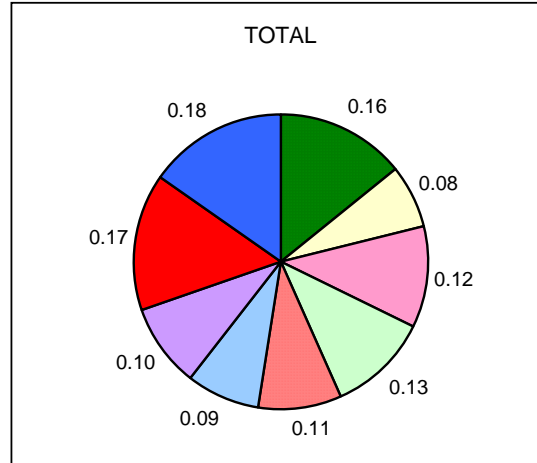


**■ - Needs Improvement**



# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

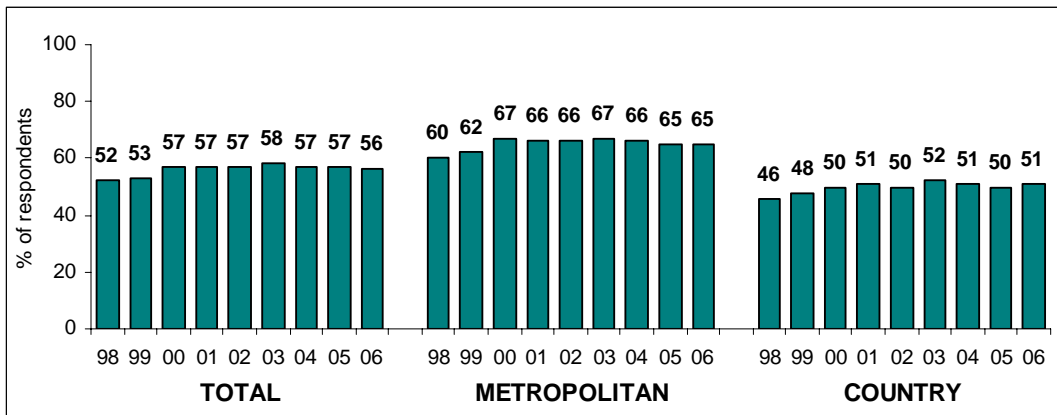
**FIGURE 7: RELATIVE PROPORTION OF THE IMPACT THAT EACH SERVICE AREA HAS ON RESIDENT SATISFACTION OVERALL**



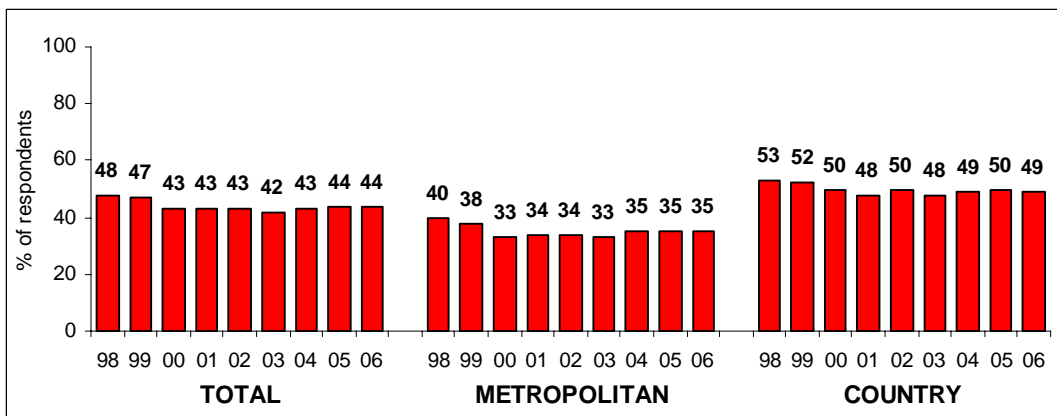
# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

**FIGURE 8: LOCAL ROADS AND FOOTPATHS  
1998 – 2006  
Excellent / Good / Adequate  
vs Needs Improvement**

 - Excellent / Good / Adequate

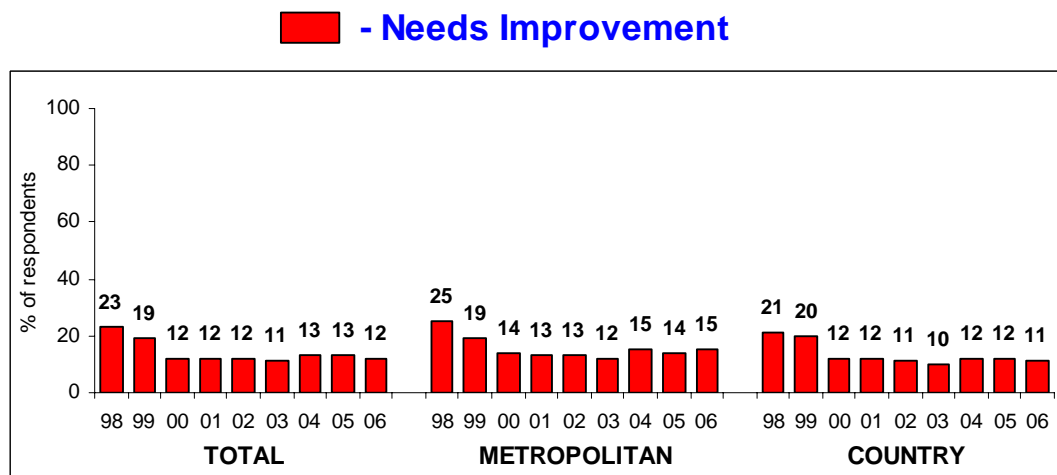
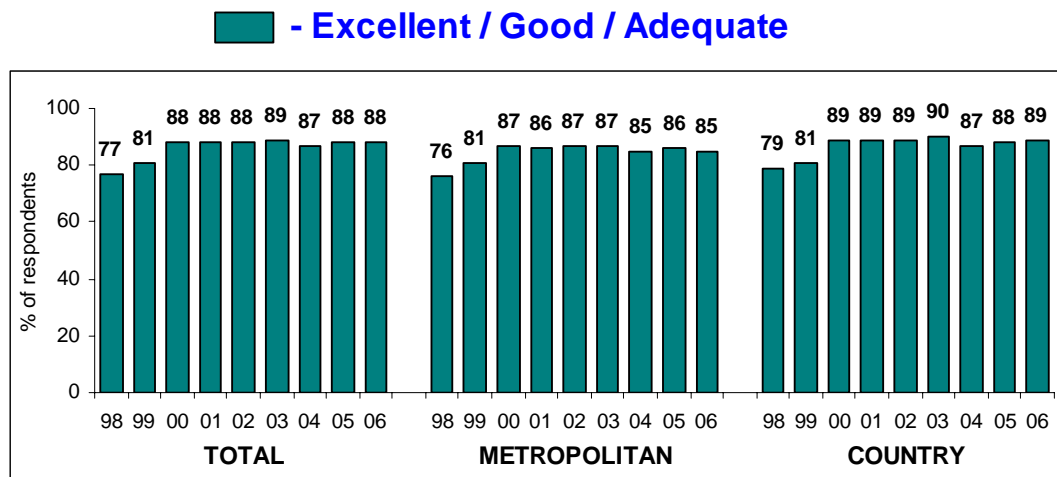


 - Needs Improvement



# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

**FIGURE 9: HEALTH AND HUMAN SERVICES  
1998 – 2006  
Excellent / Good / Adequate  
vs Needs Improvement**

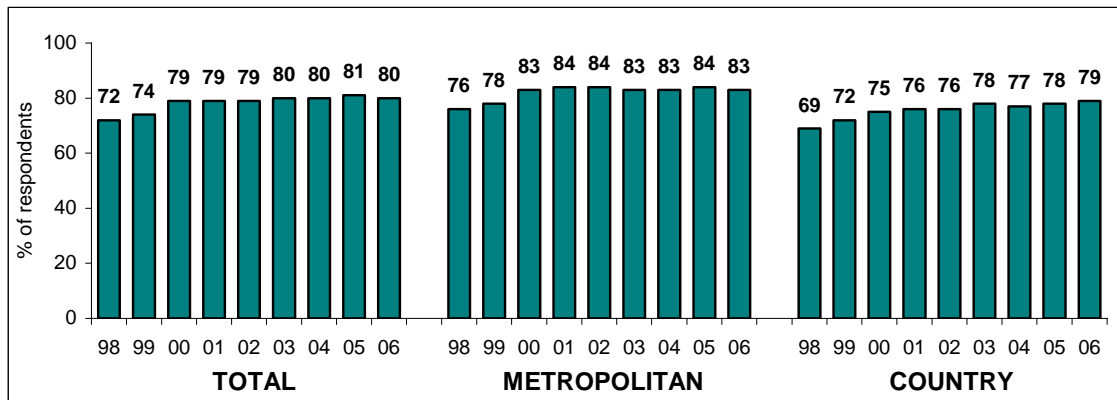




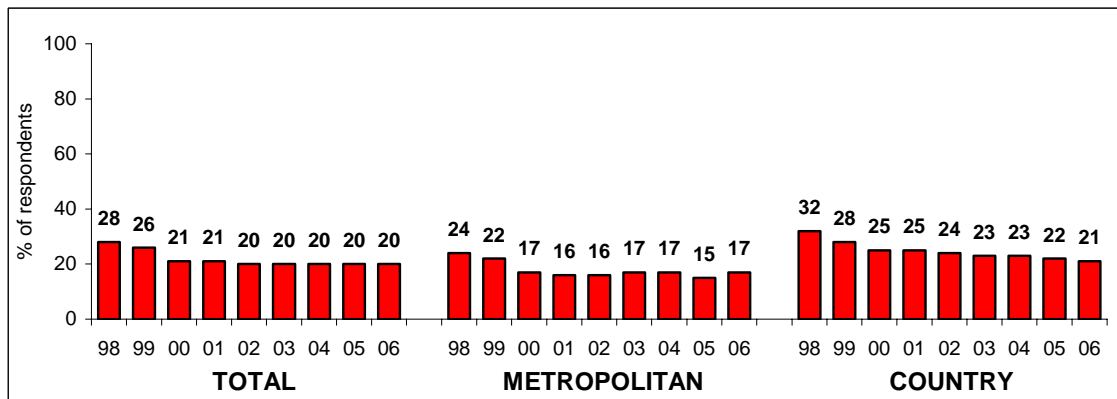
# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

**FIGURE 10: RECREATIONAL FACILITIES  
1998 – 2006  
Excellent / Good / Adequate  
vs Needs Improvement**

 - Excellent / Good / Adequate



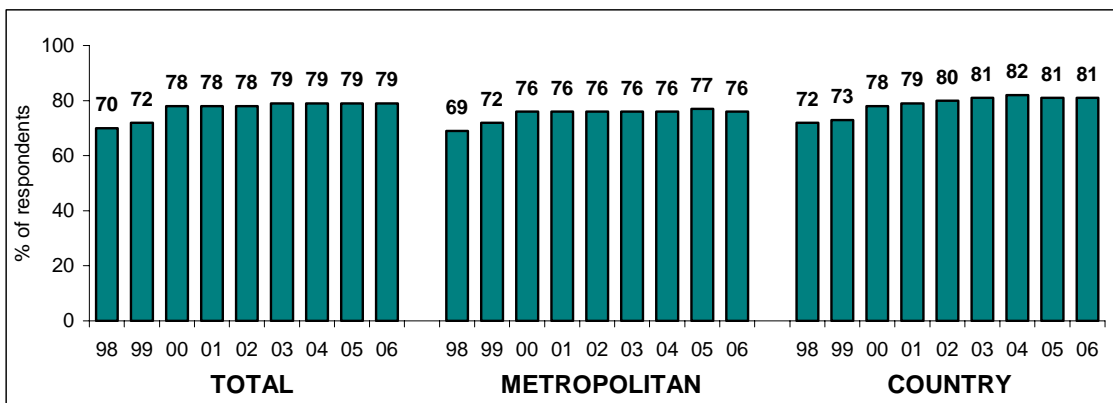
 - Needs Improvement



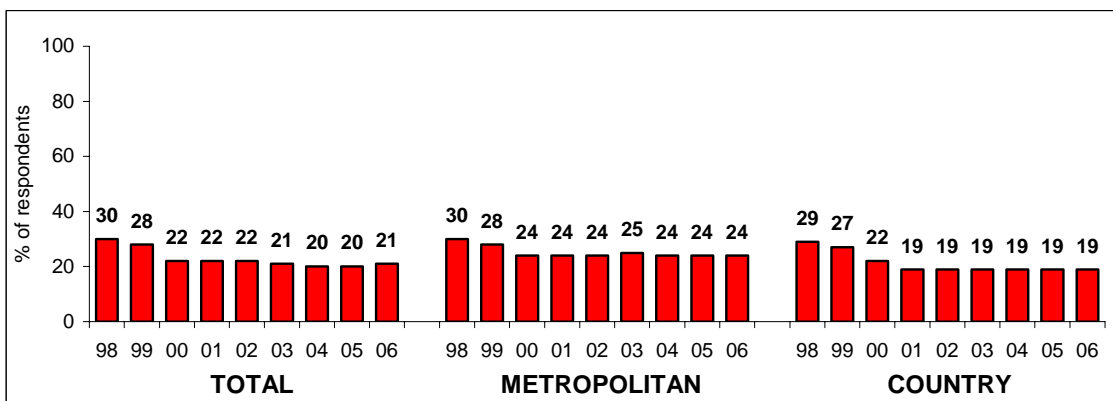
# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

**FIGURE 11: APPEARANCE OF PUBLIC AREAS  
1998 – 2006  
Excellent / Good / Adequate  
vs Needs Improvement**

 - Excellent / Good / Adequate



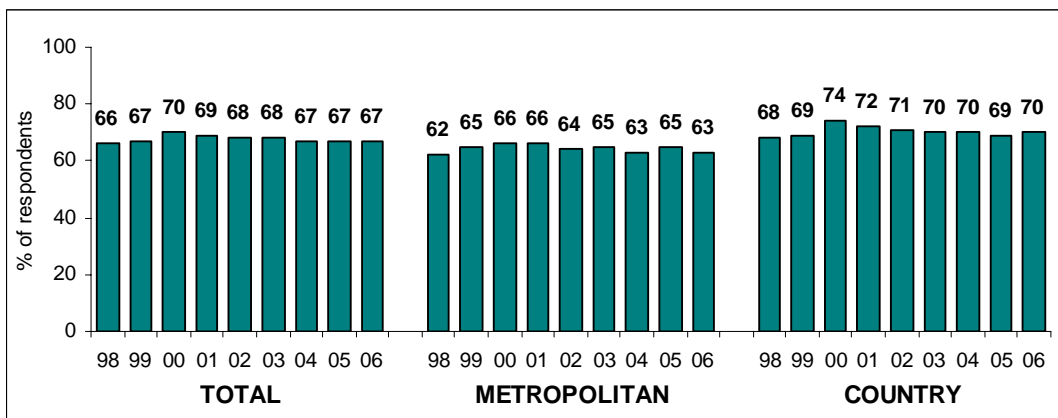
 - Needs Improvement



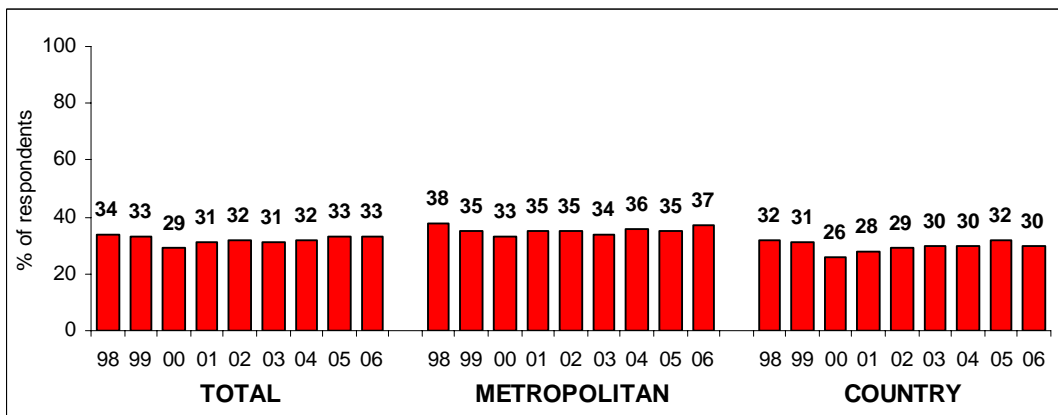
# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

**FIGURE 12: TRAFFIC MANAGEMENT AND PARKING  
1998 – 2006  
Excellent / Good / Adequate  
vs Needs Improvement**

**■ - Excellent / Good / Adequate**



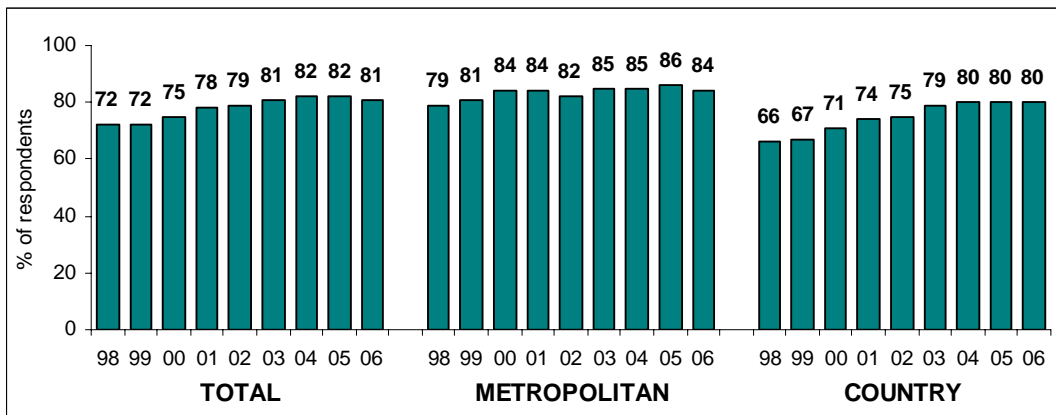
**■ - Needs Improvement**



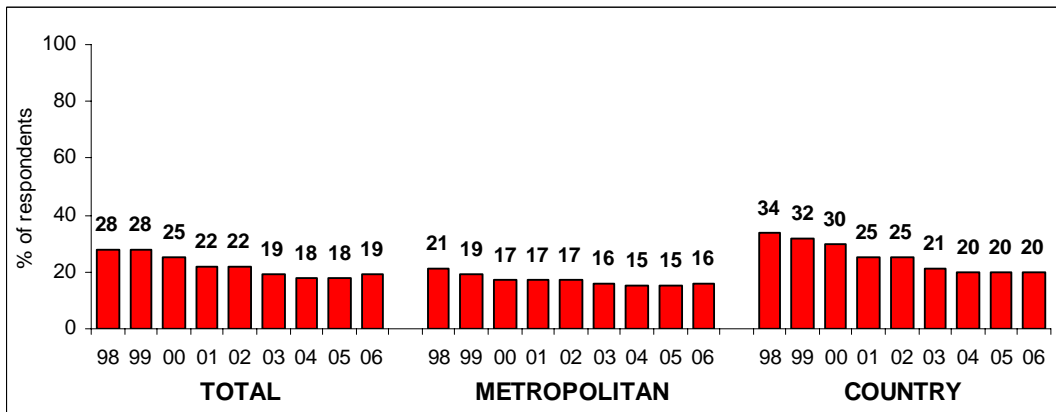
# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

**FIGURE 13: WASTE MANAGEMENT  
1998 – 2006  
Excellent / Good / Adequate  
vs Needs Improvement**

 - Excellent / Good / Adequate



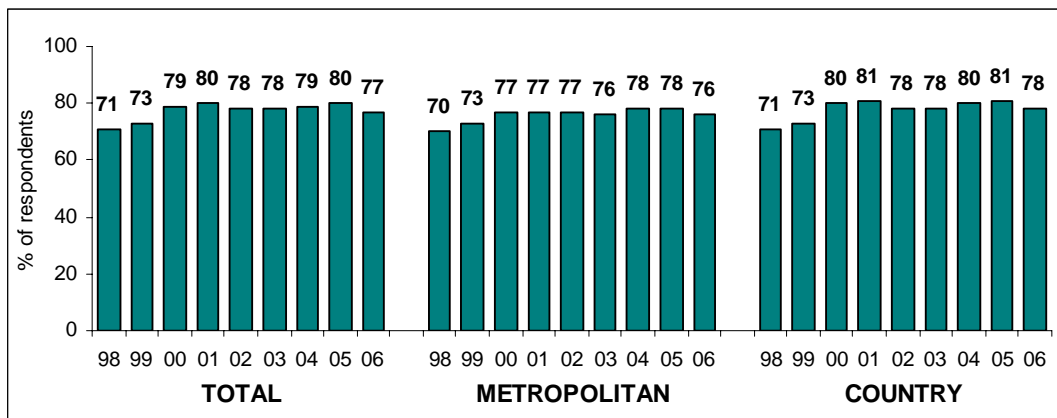
 - Needs Improvement



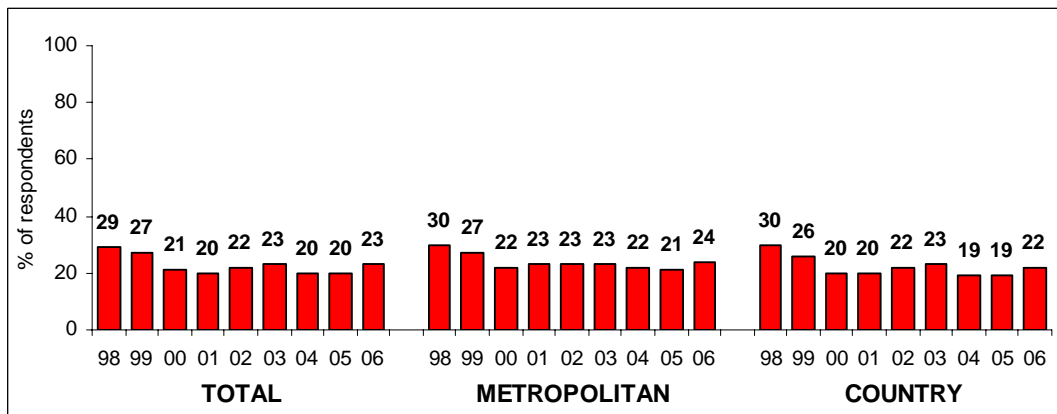
# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

**FIGURE 14: ENFORCEMENT OF BY LAWS  
1998 – 2006  
Excellent / Good / Adequate  
vs Needs Improvement**

**■ - Excellent / Good / Adequate**



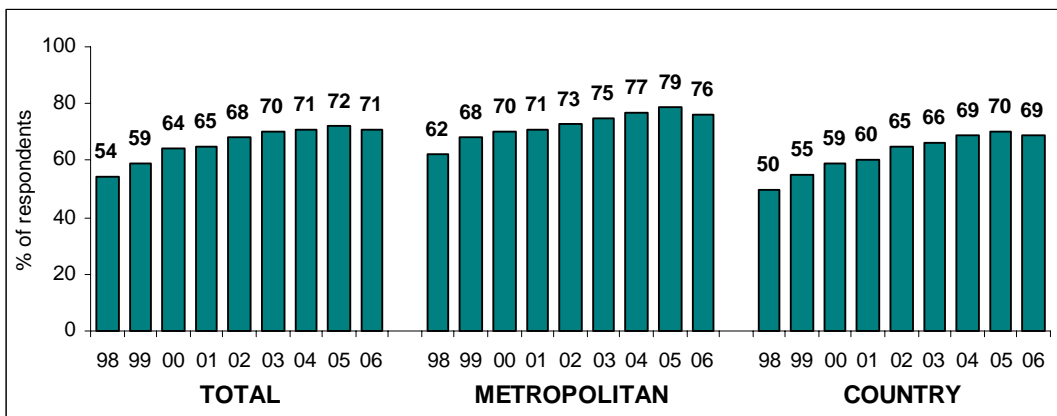
**■ - Needs Improvement**



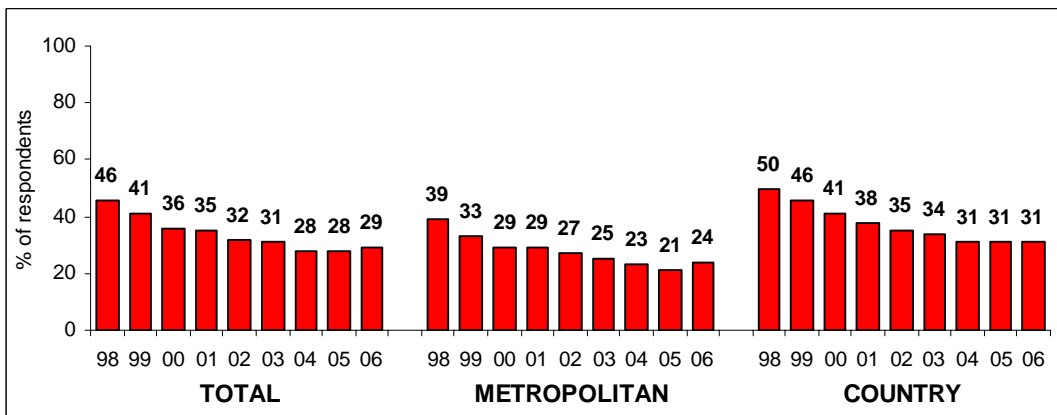
# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

**FIGURE 15: ECONOMIC DEVELOPMENT  
1998 – 2006  
Excellent / Good / Adequate  
vs Needs Improvement**

**■ - Excellent / Good / Adequate**



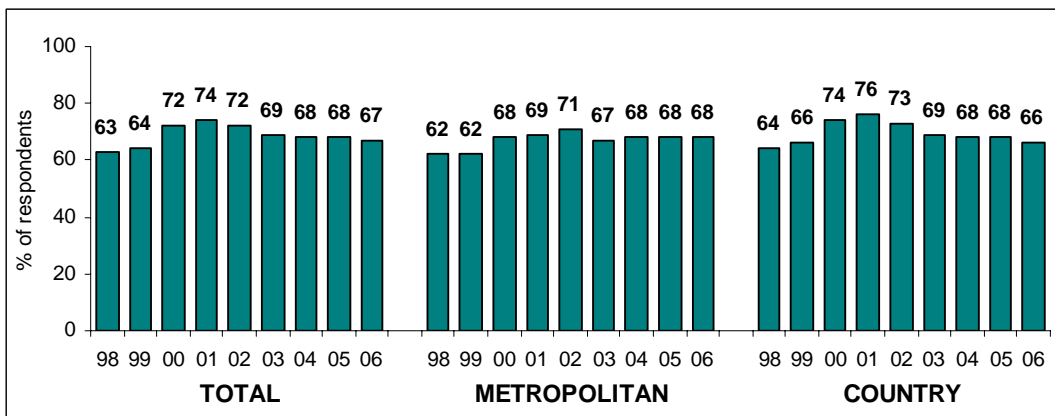
**■ - Needs Improvement**



# ANNUAL COMMUNITY SATISFACTION SURVEY 2006

**FIGURE 16: TOWN PLANNING POLICY & APPROVAL  
1998 – 2006  
Excellent / Good / Adequate  
vs Needs Improvement**

**■ - Excellent / Good / Adequate**



**■ - Needs Improvement**

