

**ANNUAL COMMUNITY
SATISFACTION SURVEY 2005**

- RESEARCH RESULTS -

AUGUST 2005

PREPARED FOR

**LOCAL GOVERNMENT VICTORIA
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Victorian Communities*



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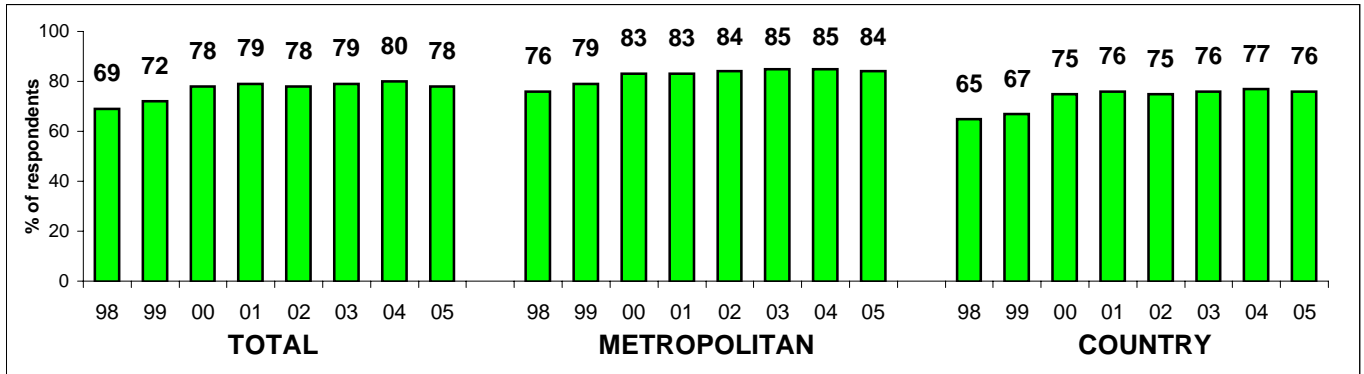
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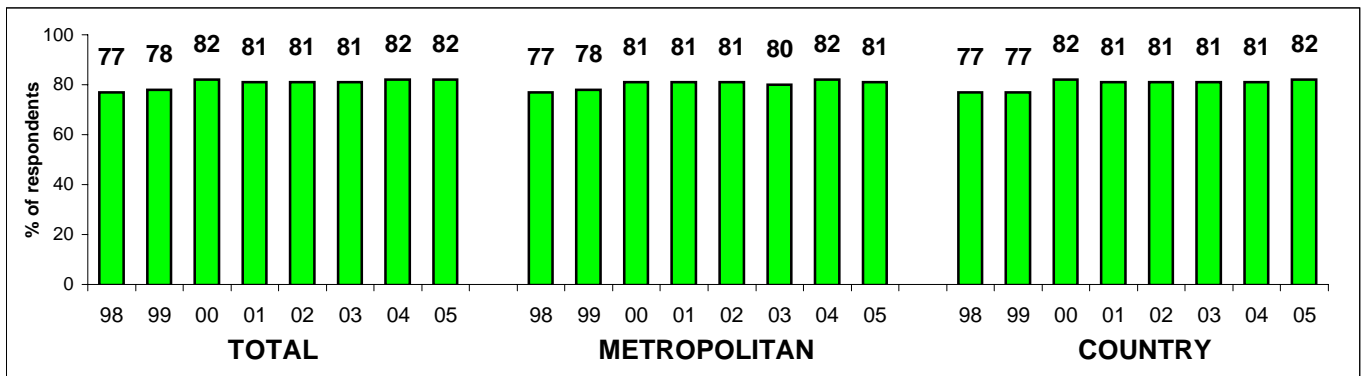
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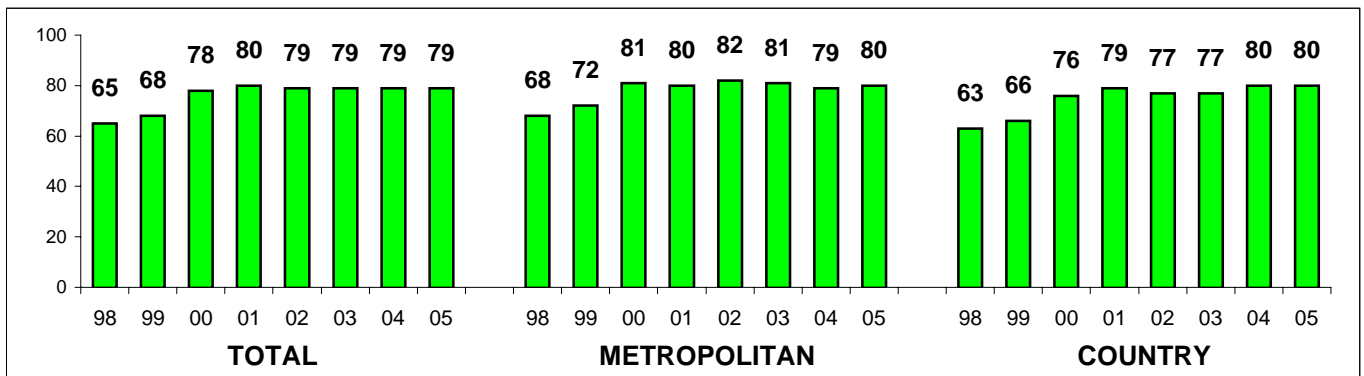
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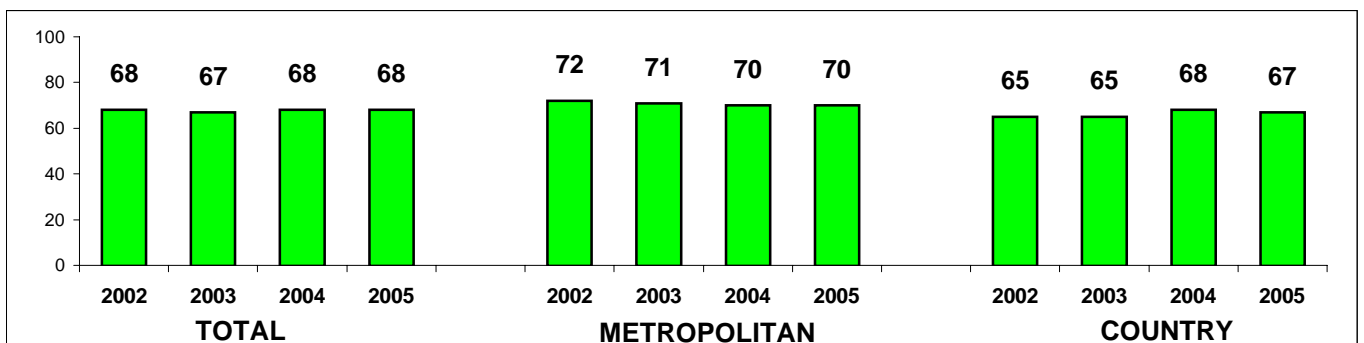
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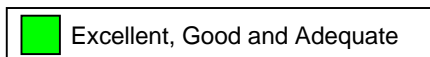
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EXECUTIVE SUMMARY

BACKGROUND

In 2005, Local Government Victoria commissioned Newton Wayman Chong (NWC) to conduct the Annual Community Satisfaction Survey across all participating councils of Victoria. This was the eighth year the survey has been undertaken to measure Victorian residents' perceptions about the performance of their local government.

This report details the Statewide results for 2005 and compares these results to those of the previous seven years. It should be noted that in the first three years of the survey, all 78 councils participated. Since 2001 there have been a number of councils who have chosen not to participate. In some cases they have opted out for one or two years and then rejoined in later years. The number of councils participating over the past five years were:

- ◆ 76 out of 78 in 2001
- ◆ 75 out of 78 in 2002
- ◆ 78 out of 79 in 2003
- ◆ 76 out of 79 in 2004
- ◆ 77 out of 79 in 2005

This research report reviews the findings for the survey of residents for each of five (5) groupings, viz:

- ◆ Group 1 - Inner Melbourne Metropolitan Councils;
- ◆ Group 2 - Outer Melbourne Metropolitan Councils;
- ◆ Group 3 - Large Rural Cities and Regional Centres;
- ◆ Group 4 - Large Rural Shires;
- ◆ Group 5 - Small Rural Shires.

KEY PERFORMANCE INDICATORS

The chart **opposite** shows the “excellent, good and adequate” results for the three Key Performance Indicators across the eight survey years, and for the fourth indicator across the four years this has been measured.

In 2005, the three long standing Key Performance Indicators have maintained the high satisfaction levels with some minor fluctuation across the past six years. Overall, approximately eight in ten respondents were satisfied with Overall Performance (78% “excellent, good and adequate” in 2005), Customer Contact (82%) and Advocacy (79%). Community Engagement has also remained stable at two thirds of respondents rating it positively (68%).

Overall Performance

The results for Overall Performance on a Statewide basis, have deteriorated slightly this year to return to 78% “excellent, good and adequate”, in line with the results of 2000 and 2002. While this change is statistically significant, this fluctuation is to be expected and is a minor adjustment after the three consecutive years of improvement between 2002 and 2004. Across the last six years results have stabilised.

This slight decline is evident for both Metropolitan and Country councils (both down 1% in 2005). While the change is marginal, it is statistically significant. Metropolitan councils achieved the same result in 2002 (84%) and the results for Country are the same as in 2003 (76%).

One fifth of respondents overall were seeking improvement in 2005 (22%), and this was also a statistically significant deterioration in comparison to 2004 (an increase of 2%). Metropolitan results have also deteriorated marginally in 2005 (17% “needs improvement” compared with 16% for 2002 to 2004). Country councils have also shown a deterioration of 2% (up to 25% in 2005 compared with 23% in 2004).

In comparison to 1998 the results are very positive, with an overall improvement of 9% in “excellent, good and adequate” results for Overall Performance at the Statewide level (only 69% in 1998 compared with 78% in 2005) and a corresponding 9% decrease in the proportion seeking improvement (31% “needs improvement” in 1998 compared with only 22% in 2005).

Direction of Change in Overall Performance

In 2005, one third (33%) of respondents feel that they have seen improvement in their council’s performance. This is a marginally less positive result than achieved in 2004 (35%), and this change is statistically significant at the 99% confidence level. Further, there was also a 1% increase in the proportion of respondents who believe they have seen deterioration in 2005 (10%) compared with 2004 (9%). This was also statistically significant.

Across both Metropolitan and Country results there has been a corresponding decline in the proportion of respondents who believe they have seen improvement (down 2% in each case). There are now 34% of Metropolitan respondents who claim they have seen improvement compared with 32% of Country respondents. Further, the proportion of Country respondents who believe they have seen deterioration has also increased significantly in 2005 (up 1% to 11%).

It should also be noted that the three to one ratio of residents noting improvement compared with those noticing deterioration has remained effectively constant over the past six years. This indicates continuous ongoing improvement, as this performance measure takes account of increasing expectations. This compares favourably with the lower ratios that were apparent in the 1998 and 1999 surveys.

Customer Contact

Amongst those respondents who had contact with their Council in the past twelve months, eight in ten (82%) rated their experience with the council as “excellent, good and adequate”. This result has remained stable since 2004 and returns to the level achieved in 2000. Further, there has been an overall improvement of 5% in comparison to the 1998 result of 77%.

As in 2004, one fifth (19%) of Statewide respondents feel that Customer Contact is in need of improvement and this has been stable for the five years since 2001.

Both Metropolitan and Country councils have made slight but not statistically significant change in comparison to 2005. The results for Metropolitan councils was down 1% this year to 81% while Country councils have achieved a slightly better result (up 1% to 82%).

The proportion of respondents who had contact with their council within the past twelve months has increased significantly in 2005 (up 2% to 57%). This returns to the high levels evident in 1998 and 1999.

Advocacy

Since 2002, eight in ten respondents (79%) rated their council’s Advocacy as “excellent, good and adequate”. The proportion who rated this attribute as “needs improvement” has declined significantly this year (down 1% to 20%) returning to the levels of 2001. This is still a dramatic improvement compared with 1998 when 35% overall were seeking improvement.

Community Engagement

2005 is the fourth year that Community Engagement has been part of the survey, and generally results have been quite stable across the four years. The 2005 overall Statewide result has remained stable in comparison to 2004 (68%) with one third (32%) feeling there is room for improvement (also stable in comparison to 2004).

Metropolitan results have also remained stable in comparison to 2004 (70%). Country results have declined slightly, however this decline is not statistically significant (down 1% to 67%).

KEY RESPONSIBILITY AREAS

Results for 2005 remain very positive. With regards to the combined “excellent, good and adequate” results, at the 99% confidence level, five of the nine attributes have remained stable in comparison to 2004. It is positive that where there has been significant change, all four attributes have improved.

The positive changes were:

◆ **Health and Human Services**

- ❖ 88% “excellent, good and adequate” compared with 87% in 2004
- ❖ 13% “needs improvement” in both 2005 and 2004

It is interesting to note that the changes across the five groups are not statistically significant. Nevertheless, the marginal positive changes have occurred in Group One, Group Three and Group Four (all showing an improvement of 1% in comparison to 2004).

In terms of the “needs improvement” ratings significant positive change was evident for Group One (down 2% to 13% in 2005).

◆ **Recreational Facilities**

- ❖ 81% “excellent, good and adequate” compared with 80% in 2004
- ❖ 20% “needs improvement” in both 2005 and 2004

There was statistically significant positive improvement on this dimension for both Group One and Group Five (both up 2% and reaching their highest levels across the eight survey years). Group One has achieved a new high of 89% and Group Five is now rating at 79%.

On a Statewide basis, the proportion of respondents who feel there is need for improvement has remained stable. Group Five has shown an improvement with only 21% rating their councils as “needs improvement” compared with 24% in 2004.

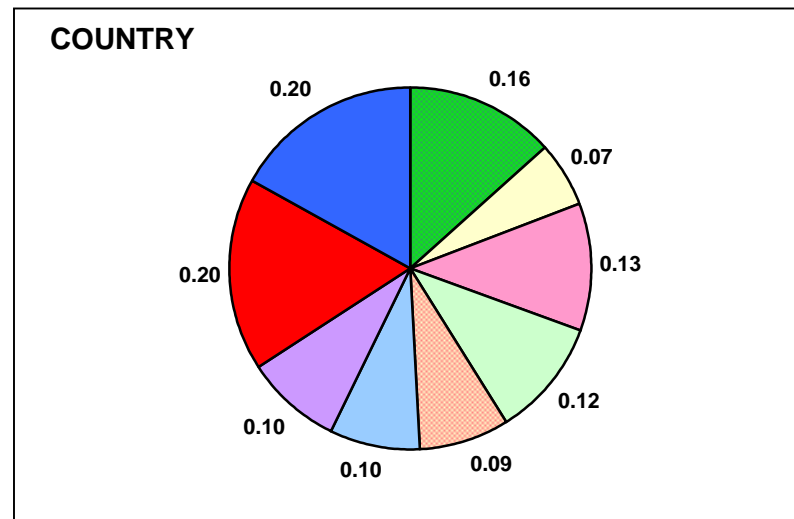
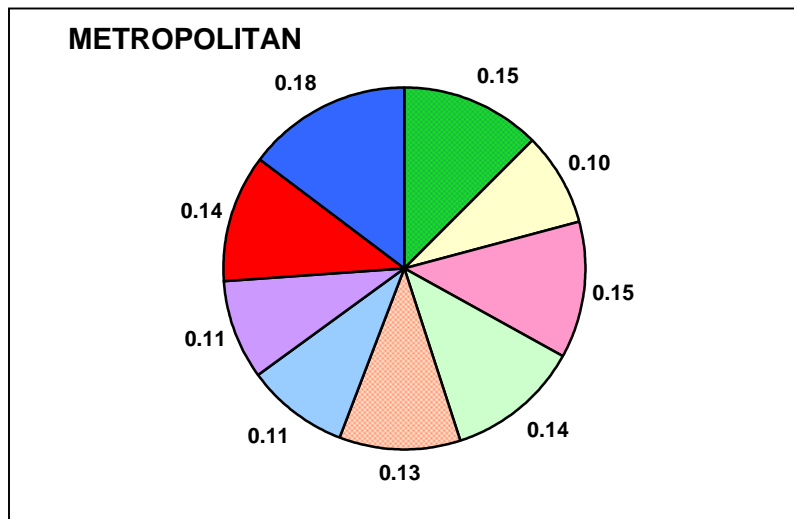
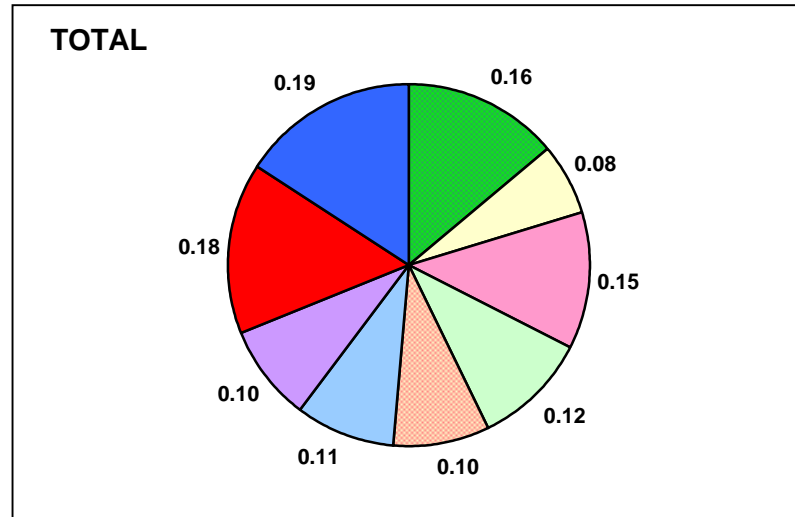
◆ **Enforcement of By Laws**

- ❖ 80% “excellent, good and adequate” compared with 79% in 2004
- ❖ 20% “needs improvement” for both 2005 and 2004

Overall, there were no statistically significant changes at the group levels. Nevertheless, both Group Four and Group Five have improved marginally (both up 1% - to 79% and 81% respectively). It is positive to note that this is the second consecutive year of improvement.

ANNUAL COMMUNITY SATISFACTION SURVEY 2005

RELATIVE PROPORTION OF SERVICES WHICH HAVE THE MOST IMPACT ON RESIDENT SATISFACTION



◆ **Economic Development**

- ❖ 72% “excellent, good and adequate” compared with 71% in 2004
- ❖ 28% “needs improvement” for both 2005 and 2004

This measure has also shown significant improvement for two consecutive years. Group One and Group Three have also improved statistically significantly, with the former improving by 2% (up to 83% in 2005) and the latter improving by 3% (up to 75% in 2005).

Derived Drivers of Satisfaction

Regression Analysis has been run on the nine attributes. This type of analysis helps to highlight the “sub-conscious” linkages between Overall Performance and the relative impact of the individual services that drive it (see chart **opposite**).

There has been a marginal change in the top four Derived Drivers in 2005 at the Statewide level. Appearance of Public Areas is no longer one of the main drivers.

The ranked order for 2005 was:

◆ **Statewide**

- ❖ Town planning policy and approvals
- ❖ Economic development
- ❖ Local roads and footpaths
- ❖ Recreational facilities

◆ **Metropolitan**

- ❖ Town planning policy and approvals
- ❖ Local roads and footpaths
- ❖ Recreational facilities
- ❖ Economic development
- ❖ Appearance of public areas

◆ **Country**

- ❖ Economic development and Town planning policy and approvals
- ❖ Local roads and footpaths

REGIONAL ANALYSIS

As in the past, Metropolitan respondents tend to be more satisfied than their Country counterparts, and this is most clearly evident in the Overall Performance results (84% “excellent, good and adequate” for Metropolitan compared with 76% for Country). This difference has been consistent across all eight years the survey has been conducted.

Metropolitan respondents were more satisfied than Country respondents on two Key Performance Indicators and four specific attributes. In contrast, Country respondents showed higher satisfaction levels on one Key Performance Indicator and four other dimensions.

Results were more positive for Metropolitan councils in the following areas:

◆ Key Performance Indicators

- ❖ Overall performance (84% “excellent, good and adequate” for Metropolitan compared with 76% for Country).
- ❖ Community Engagement (70% for Metropolitan compared with 67% for Country)

◆ Attributes

- ❖ Local roads and footpaths (65% for Metropolitan compared with 50% for Country)
- ❖ Recreational facilities (84% for Metropolitan compared with 78% for Country)
- ❖ Waste management (86% for Metropolitan compared with 80% for Country)
- ❖ Economic development (79% for Metropolitan compared with 70% for Country).

The areas where Country respondents were more satisfied, were:

◆ Key Performance Indicators

- ❖ Customer Contact (82% “excellent, good and adequate” for Country compared with 81% for Metropolitan).

◆ Attributes

- ❖ Health and human services (88% for Country and 86% for Metropolitan)
- ❖ Appearance of public areas (81% for Country and 77% for Metropolitan)
- ❖ Traffic management and parking facilities (69% for Country and 65% for Metropolitan)
- ❖ Enforcement of By-laws (81% for Country and 78% for Metropolitan)

SUMMARY CONCLUSIONS

In summary, there has been a small, but significant decline in the Overall Performance results in 2005 (down 2% to 78%). While this decline is a little disappointing, it should be viewed as an adjustment that is to be expected after the three consecutive years of improvement from 2002 to 2004.

It should also be noted that the community's perception of council performance has improved dramatically since the survey began in 1998. While there was dramatic improvement for the Key Performance Indicators and across all nine attributes for the first three years (in particular from 1999 to 2000), there has been a slowing of the rate of improvement over the last few years. In terms of overall satisfaction results are considerably more positive than the 1998 result of only 69% (9% difference).

Further, positive change has also been seen at the Statewide level for across four attributes, Health and Human Services, Recreational Facilities, Enforcement of By-Laws and Economic Development. The result for Health and Human Services is particularly pleasing as decline was evident in 2004. Enforcement of By-Laws has shown a significant increase in both 2004 and 2005.

Once again, results have tended to be fairly stable on the Key Performance Indicators. This is probably to be expected given the high degree of improvement shown over the first three years of the survey. Further, it is likely that while councils continue to improve, community expectations are also likely to have increased. As such, the stability of the perception of improvement to deterioration ratio indicates councils are maintaining performance while keeping up with community expectations.

As in previous survey years, Metropolitan respondents were generally more satisfied than Country respondents. In particular, Overall Performance, Community Engagement, Local Roads and Footpaths, Recreational Facilities, Waste Management and Economic Development were all rated more positively by Metropolitan respondents.

Nevertheless, Country councils achieved higher ratings than did Metropolitan councils on Customer Contact. There were also four areas where Country councils have achieved more positive results than did Metropolitan councils. Those areas were Health and Human Services, Appearance of Public Areas, Traffic Management and Parking Facilities and Enforcement of By-Laws.

In terms of individual council results for the Indexed Mean on Overall Performance, the decline evident at the Statewide level is being driven by the relatively high number of councils which declined significantly this year. In 2005, 75% or 57 councils maintained the standards they achieved in 2004. There were however, 14 councils which declined significantly in 2005 (representing 18% of the total). Further, only 5 councils showed a significant improvement (7% of the total).

Overall, the decline in the Overall Performance measure in 2005 should be viewed more as a correction with the result maintaining a similar level over the past six years. The changes that are being made at the local level are continuing to have an impact upon the Statewide results and this is evident in the relatively higher number of councils declining significantly this year. Nevertheless, results are still considerably more positive than in 1998, with positive change being maintained.

1.

INTRODUCTION

1.1 BACKGROUND

In 2005, the Local Government Victoria commissioned Newton Wayman Chong (NWC) to conduct the Annual Community Satisfaction Survey across all participating councils of Victoria. This was the eighth year the survey has been undertaken to measure Victorian residents' perceptions about the performance of their local government.

This report details the Statewide results of 2005 and compares these results to those of the previous seven years. In the first three years of the survey, all 78 councils participated, however since then there have been a number of councils who have chosen not to participate. In some cases, they have rejoined in subsequent years. The number of councils participating in each of the last four years were:

- ◆ 76 in 2001
- ◆ 75 in 2002
- ◆ 78 in 2003
- ◆ 76 in 2004
- ◆ 77 in 2005.

This research report reviews the findings for 2005 and compares them with the results of previous years for each of the five (5) groupings of local governments. Each local government of the participating councils received their individual results before the end of May 2005.

In 1998 the survey also included business respondents in six (6) metropolitan local governments, in addition to the survey of residential respondents. This business component has not been included in the subsequent survey years.

1.2 RESEARCH OBJECTIVES

The original research objectives comprised determining satisfaction across a small number of measures, focusing on measuring councils' performance at a global level, viz:

- (i) Establish a measure of community satisfaction which reflects a community view of overall council performance.

- (ii) Determine the most important council services across each of the five nominated geographic "like Groups" (see **Appendix C**) viz:
- ◆ Group 1 - Inner Melbourne Metropolitan Councils;
 - ◆ Group 2 - Outer Melbourne Metropolitan Councils
 - ◆ Group 3 - Large Rural Cities and Regional Centres;
 - ◆ Group 4 - Large Rural Shires;
 - ◆ Group 5 - Small Rural Shires.

Please note: as stated importance tends to be very stable over time, it was decided to not ask respondents to state importance after 1999.

- (iii) Establish stated importance and satisfaction for each of the nine services identified for each of the five "like Groups".
- (iv) Provide Key Performance Indicators on Customer Service, Advocacy (representation on key local issues) and Overall Performance. In 2002, to gauge community satisfaction on how well councils communicate with their constituents, Community Engagement, was also included.
- (v) Compare results to ascertain if there has been improvement or deterioration with regards to customer's level of satisfaction.

Two additional objectives were included for the 2000 survey and were continued in subsequent years, viz:

- (vi) Identify key reasons for residents seeking improvement in each of the nine individual services.
- (vii) Derive key drivers of satisfaction.

To further enhance the survey instrument, two further additions were made in 2002, viz:

- (viii) An additional question regarding councils performance in engaging with the community;

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

(ix) In 2002, it was decided to give councils two options, and that format has continued over the three subsequent years. The options were:

◆ **Option A**

The 2001 survey plus the additional KPI of Community Engagement.

◆ **Option B**

The 2001 survey, plus the additional KPI of Community Engagement, plus asking “why do you say that?” when respondents rated any of the four KPIs as “needs improvement”.

In 2005, of the seventy-seven participating councils 17 chose Option A and 60 chose Option B. For a listing of the councils which nominated each option see **Appendix C**.

2. METHODOLOGY

In 2005, there were a total of 27,443 interviews conducted across the 77 participating local government areas, with approximately 350 interviews conducted in each. Mornington Peninsula Shire Council which opted to increase the sample size of their interviews to 800 to facilitate comparisons across geographic areas within its boundaries.

The councils who have chosen not to participate in different years were:

- ◆ Did not participate in **2001**
 - ❖ Moreland City Council
 - ❖ Surf Coast Shire Council
- ◆ Did not participate in **2002**
 - ❖ Moreland City Council
 - ❖ Surf Coast Shire Council
 - ❖ Nillumbik Shire Council
- ◆ Did not participate in **2003**
 - ❖ Wellington Shire Council
- ◆ Did not participate in **2004**
 - ❖ Maribyrnong Shire Council
 - ❖ Nillumbik Shire Council
 - ❖ Wellington Shire Council
- ◆ Did not participate in **2005**
 - ❖ Maribyrnong Shire Council
 - ❖ Nillumbik Shire Council

The sample size of 350 was chosen as it is statistically representative and has virtually the same degree of accuracy whether the total population of the individual local government is 10,000 or 100,000. That is, the statistical variance between different size populations is negligible, when comparing populations of more than 1,000 people.

The sampling process comprised:

- ◆ A representative random sample of telephone numbers was drawn within each LGA.
- ◆ Matching the White Pages (electronic format) with a database compiled by Oz Info which assigns Census Collection Districts (CCD's and localities) with local governments and in turn, to telephone numbers via the associated street address.
- ◆ In the minority of instances when a match was not obtained, the postcode was used to allocate telephone numbers to local governments. In these instances respondents were asked a screening question to ensure that they resided in a particular LGA.

This subset of telephone numbers which could not be matched to CCD's resulted from properties which did not list a full street address (i.e. both street name and number) in the White Pages. These were typically apartment blocks where the name of the apartments appeared in the White Pages, or rural mail boxes, post office boxes and street/road names without a number. As expected the incidence of non-matches was higher in rural areas.

- ◆ Finally, respondents were also screened to make sure that the property was a residential dwelling and not a business premises.
- ◆ The respondent was defined as either the male or female head of household.

There are a number of councils which have an unusually large proportion of non-resident ratepayers (often beach areas with high numbers of holiday homes). In the past, some of these councils have indicated a concern that as non-resident ratepayers may not be at their secondary residence at the time of interviewing, that they would be under represented in the survey findings. In 2004 and 2005, these councils were given the option to include, where possible, the 'non-municipality' phone number (as well as the local number) of these non-resident ratepayers. Three councils, Surf Coast, Queenscliffe and Bass Coast, took up this option in both years. The methodology employed for drawing the sample for these three councils was:

1. Sample was drawn as per usual for these three councils with a total of 2500 names. This was to ensure comparability with previous results as well as consistency with the methodology employed for all councils.
2. These three Councils provided their ratepayer lists, in confidence to NWC.

3. The ratepayer lists were matched against the sample. Where possible, these names were then matched against the white pages telephone directory to find the 'non-municipality' phone number. In all, approximately 1300 names were able to be matched in this way.
4. The local phone number was tried in the first instance. If there was no answer, the 'non-municipality' phone number was tried. In all, just over 70 interviews were conducted with non-resident ratepayers across the three councils.

The survey was modified in 2002, has remained in the same format as for 2004 and 2005.

Interviewing was conducted from 28th of January to 5th of April 2005. A profile of respondent characteristics is contained in **Appendix A** and a copy of both questionnaires (**Option A** and **Option B**) are shown in **Appendix B**.

Please note that aggregated results for each group, or across groups, **have not** been weighted to represent the relative population of each local government area, ie. they represent arithmetic averages rather than weighted averages.

CHART 1

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY PERFORMANCE AREAS MEAN RESULTS FOR 2005 - COMPARED WITH 1998 TO 2004

	TOTAL													GROUP ONE													GROUP TWO																																							
	1998	1999	2000	2001	2002	2003	2004	2005	Significant Change							98/05	1998	1999	2000	2001	2002	2003	2004	2005	Significant Change							98/05	1998	1999	2000	2001	2002	2003	2004	2005	Significant Change							98/05																		
	98/99	99/00	00/01	01/02	02/03	03/04	04/05								98/99	99/00	00/01	01/02	02/03	03/04	04/05									98/99	99/00	00/01	01/02	02/03	03/04	04/05									98/99	99/00	00/01	01/02	02/03	03/04	04/05															
OVERALL PERFORMANCE	3.02	3.10	3.23	3.25	3.25	3.24	3.26	3.24																																																										
ADVOCACY	2.90	2.97	3.18	3.23	3.21	3.19	3.21	3.21																																																										
CUSTOMER CONTACT	3.49	3.53	3.68	3.68	3.67	3.65	3.71	3.70																																																										
COMMUNITY ENGAGEMENT	NA	NA	NA	NA	2.97	2.96	3.00	2.98							NA	NA	NA	NA	3.06	3.05	3.04	3.05									NA	NA	NA	NA	3.06	3.05	3.03	3.01																												

	GROUP THREE													GROUP FOUR													GROUP FIVE																																						
	1998	1999	2000	2001	2002	2003	2004	2005	Significant Change							98/05	1998	1999	2000	2001	2002	2003	2004	2005	Significant Change							98/05	1998	1999	2000	2001	2002	2003	2004	2005	Significant Change							98/05																	
	98/99	99/00	00/01	01/02	02/03	03/04	04/05							98/99	99/00	00/01	01/02	02/03	03/04	04/05									98/99	99/00	00/01	01/02	02/03	03/04	04/05									98/99	99/00	00/01	01/02	02/03	03/04	04/05															
OVERALL PERFORMANCE	3.08	3.23	3.38	3.34	3.33	3.32	3.32	3.30																																																									
ADVOCACY	2.97	3.07	3.24	3.29	3.25	3.26	3.25	3.27																																																									
CUSTOMER CONTACT	3.56	3.60	3.80	3.75	3.77	3.73	3.75	3.78																																																									
COMMUNITY ENGAGEMENT	NA	NA	NA	NA	2.87	2.86	2.92	2.94							NA	NA	NA	NA	2.88	2.90	2.94	2.89									NA	NA	NA	NA	2.97	2.92	3.04	2.98																											

* Please note: due to large sample sizes, statistical testing was conducted at the 99% confidence level

3. KEY FINDINGS

This chapter discusses the results for the total of all participating local governments each of the five "like groups". A listing of the individual local governments contained within each group are shown in **Appendix C**. An example of the survey data as presented to each individual council is shown in **Appendix D**.

3.1 KEY PERFORMANCE INDICATORS

Chart 1 opposite shows the Mean results for each of the Key Performance Indicators over the eight survey years. The green boxes indicate a statistically significant positive change (at the 99% confidence level) while the red boxes indicate a statistically significant negative change. Where there is no colour, the results have shown no significant change. Please note, as Community Engagement was a new indicator in 2002, change can only be measured over the years from 2002 to 2005.

The Mean results take into account change in both positive and negative ratings. As such, while there has been statistically significant negative change for the combined "excellent, good and adequate" results, the 2005 Overall Performance Mean for the Statewide result has remained stable in comparison to 2004 (at the 99% confidence level). There was a statistically significant decline in the Mean result for Group Two between 2004 and 2005.

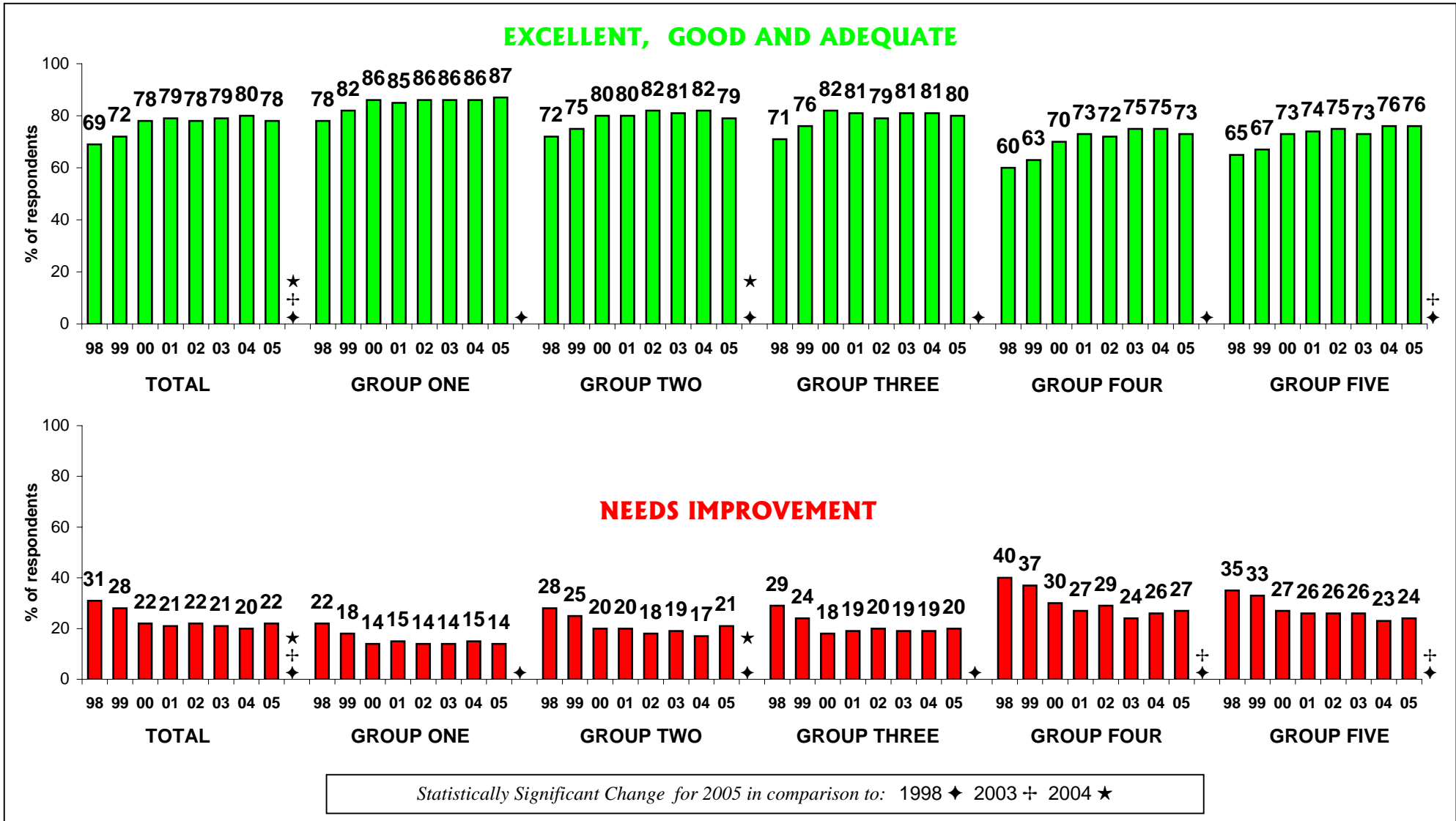
At the Statewide level, the other three Key Performance Indicators, Advocacy, Customer Contact and Community Engagement have all stable in comparison to 2004. Group Five has shown a statistically significant decline with regards to Community Engagement between 2004 and 2005.

Since 2001, results were tending to stabilise, and the change for 2005 is most likely to represent a normal level of fluctuation across very stable results. Over the eight year period since 1998, the three original Key Performance Indicators have shown dramatic improvement. This is also the case across the five groups.

The results for the four Key Performance Indicators are discussed in greater detail in the following sections.

CHART 2

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004
- OVERALL PERFORMANCE -



3.1.1 OVERALL PERFORMANCE

Chart 2 opposite shows the “excellent, good and adequate” and “needs improvement” results for Overall Performance for 2005, across the eight years (1998 to 2005).

Due to the extremely large sample size, any percentage change for the Statewide results are likely to be statistically significant. For this reason, testing is done at the 99% confidence level. The Overall Performance results for 2005 have shown statistically significant declined at the 99% confidence level (down 2% to 78% “excellent, good and adequate”). In contrast, there has been a 2% significant increase in the percentage of respondents seeking improvement (up from 20% to 22%).

This declined was caused by the deterioration in Group Two, where the ratings for “excellent, good and adequate” have dropped significantly 2% from 82% in 2004 to 79% in 2005.

Despite these weakening results, most respondents, on average rate their council's Overall Performance as better than “adequate” (a mean of **3.24** on a five point scale). In comparison to the Statewide result, Group One and Group Three achieved significantly higher results. Group Four and Group Five on the contrary, attracted less positive results that were slightly behind the Statewide result.

With the exception of Group Two, this difference across groups was also reflected in the combined “excellent, good and adequate” results, detailed in the discussion of results for each group, which follows.

◆ **Group One**

Group One achieved the best results on Overall Performance. A significantly higher proportion of respondents in Group One rated their Council's Overall Performance positively in comparison to the Statewide results (87% “excellent, good and adequate” which is 9% higher than the Statewide result of 78%).

There was also a corresponding smaller proportion who rated their Council's Overall Performance as in “need of improvement” (only 14% compared with 22% at the Statewide level).

◆ **Group Two**

Group Two has the greatest decline among all other groups (down 4% to 79% "excellent, good and adequate"), and the proportion of respondents who are seeking improvement has the greatest increase (up 4% to 21% in 2005).

◆ **Group Three**

Group Three achieved a result slightly higher than the overall Total (80% "excellent, good and adequate"). Although this is statistically significantly higher than the Statewide result it should be noted that there has been a 1% decrease in comparison to 2004.

◆ **Group Four**

In comparison to the Statewide results, Group Four achieved statistically significantly lower levels of satisfaction ratings from residents in terms of their Overall Performance (only 73% "excellent, good and adequate"). There were also relatively high proportions (27%) who were seeking improvement. This result has decreased 2% in comparison to 2004.

◆ **Group Five**

Results for Group Five are stable in comparison to 2004 and they remain lower than the Statewide (76% "excellent, good and adequate"). While there has been a slight increase in the proportions who are seeking improvement (up 1% to 24% in 2005) this change is not statistically significant.

The **sub-groups** which were significantly different to the Statewide Total tended to be similar to those of past years. In terms of the "excellent, good and adequate" ratings, sub-groups which were more likely to rate their councils' Overall Performance positively were:

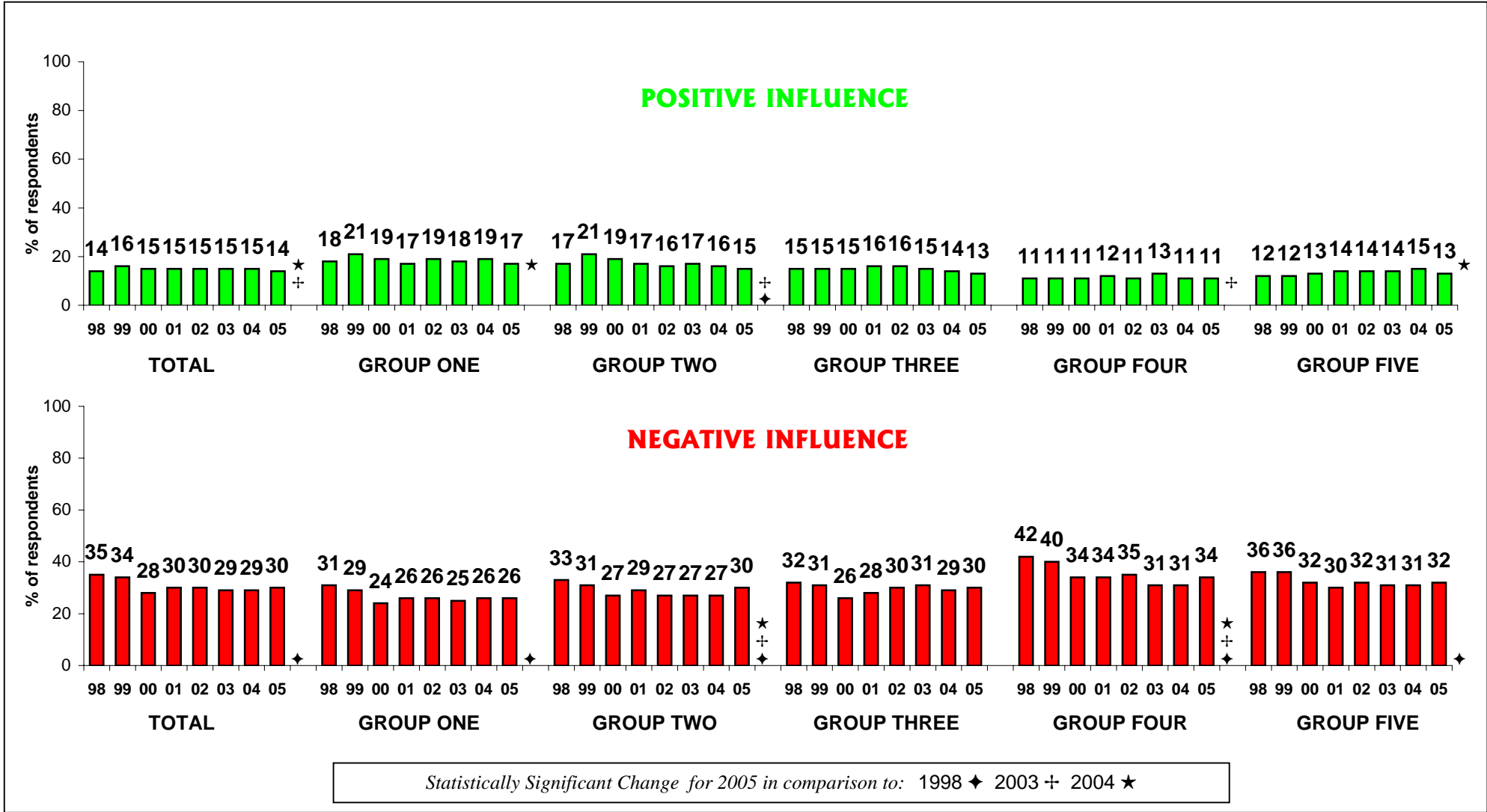
- ◆ Aged 18-34 years (89% "excellent, good and adequate")
- ◆ Renting (89%)

Those that were more likely to rate their council's Overall Performance as "needing some or a lot of improvement" were:

- ◆ Aged 50-64 years (25% "needs improvement")
- ◆ Farmers (27%)

CHART 3

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004
- ISSUES STRONGLY INFLUENCED ASSESSMENT OF OVERALL PERFORMANCE -



A comparison has also been made between Metropolitan and Country results (ie combined Groups One and Two in comparison with the combined results of Groups Three, Four and Five). The charts detailing these results are shown in **Appendix E**.

As in previous years, the Metropolitan respondents were more satisfied with their council's Overall Performance than were the Country respondents (84% "excellent, good and adequate" compared with only 76% for Country). There has also been a statistically significant increase of 2% (from 23% to 25% in 2005) for the respondents seeking improvement in the Country in comparison to 2004.

Issues Which Influenced Assessment Of Overall Performance

Chart 3 opposite shows the results over the eight survey years with regards to whether there has been issues which strongly (positively or negatively) affected respondents' rating of their councils' Overall Performance.

Overall, just over half of the respondents (56%) said that there was "no influence". Of those who said there was an influence only 14% said there was a "positive influence" (down 1% in comparison to 2004) and 30% said that there was a "negative influence" (up 1% in comparison to 29% in 2004).

Results for this question have fluctuated across the years. Both Group One and Five claiming they had a "positive influence" have decreased significantly by 2% (from 19% to 17% and from 15% to 13%, respectively).

Group Two and Group Four showed a statistically significant increase in the proportion claiming there was a negative influence (up 2% to 30% for Group Two and up 3% to 34% for Group Four).

Sub-groups who were statistically significant to the Total to feel that they had "positively influenced" in their assessment in 2005:

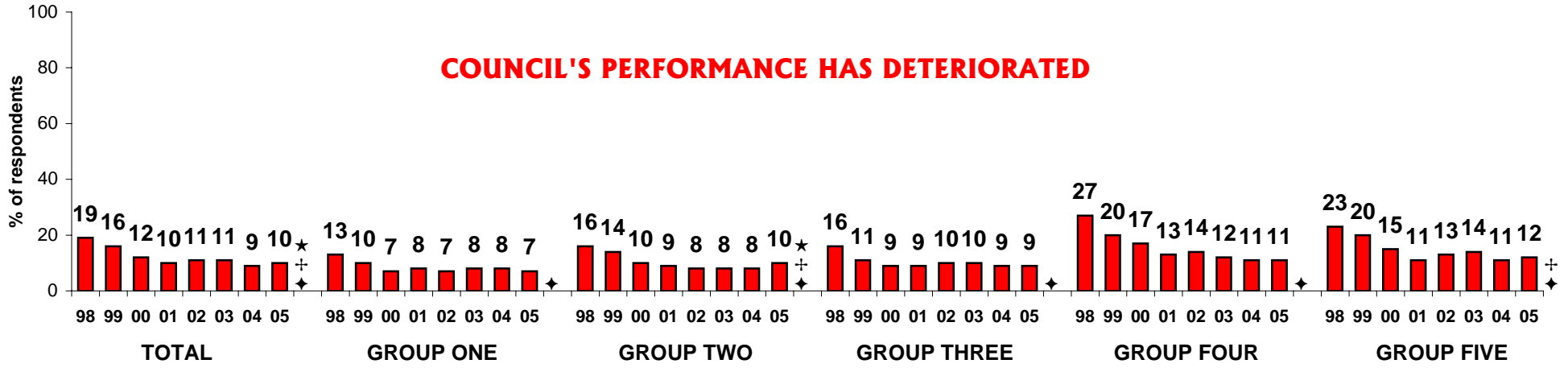
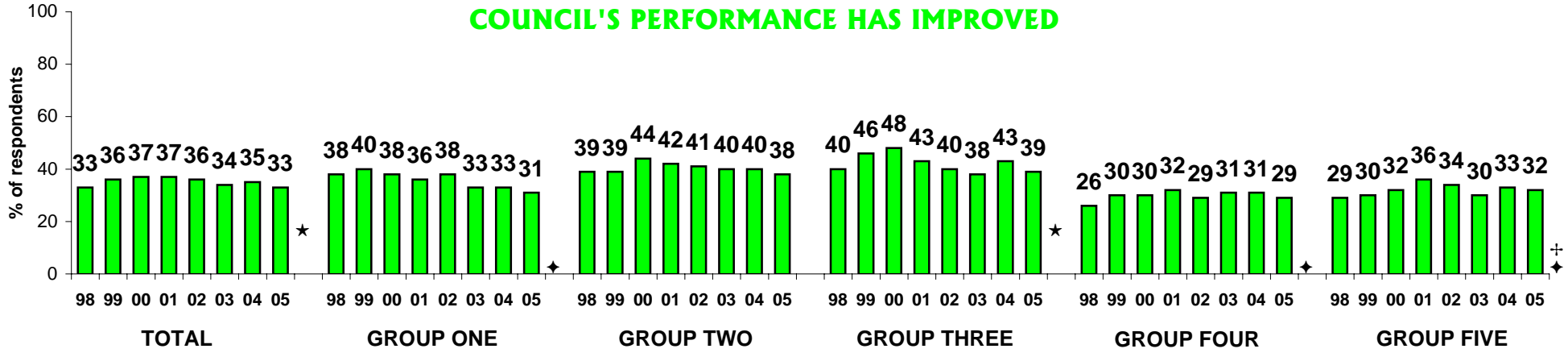
- ◆ Renting (16% "positively influenced")
- ◆ Female (15%)

The **sub-groups** who were more likely than the Total to feel that they had been "negatively influenced" in their assessment of councils' Overall Performance were:

- ◆ Aged 35-64 years (33% "negatively influenced")
- ◆ Home owners (32%)
- ◆ Male (23%)

CHART 4

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004
- DIRECTION OF CHANGE IN OVERALL PERFORMANCE -



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

Sub-groups who were more likely than the Total to feel that they had not been influenced at all were:

- ◆ Renting (63% "no influence")
- ◆ Aged 18-34 years (62%)
- ◆ Aged 65 years plus (61%)

3.1.2 DIRECTION OF CHANGE

Respondents were asked if they believe that the council's service has Improved, Deteriorated or Stayed the same. The proportion of "improved" and "deteriorated" results for the eight survey years are detailed in **Chart 4 opposite**.

Overall, the proportions of respondents who feel that their councils have "improved" have statistically significantly decreased by 2% (down to 33% in comparison to 35% in 2004). This change is also evident in Group Three where the results had dropped significantly by 4% (from 43% to 39%).

Consequently, there has been a statistically significant increase in the respondents who feel that their council's performance has "deteriorated" in 2005 in comparison to 2004. In 2005, 10% feel this way (up 1%).

It is pleasing to note that the results for both Group Three and Group Four respondents who feel that their council's service have deteriorated have remained stable.

The **sub-groups** of respondents who were most likely to feel they have seen "improvement" were:

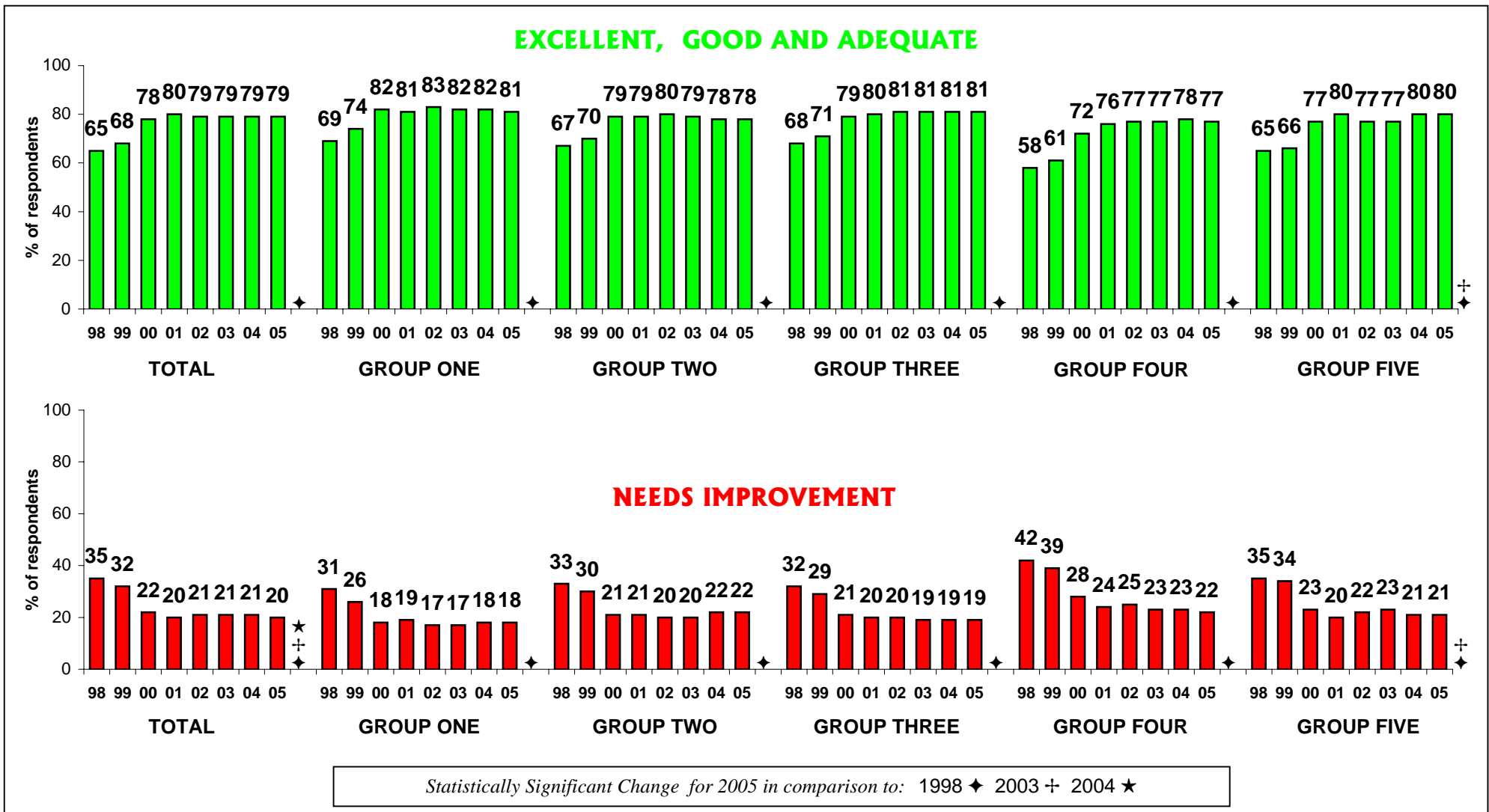
- ◆ Renting (41% "improved")
- ◆ Aged 18-34 years (38%)
- ◆ Aged 65 years plus (35%)
- ◆ Females (34%)

In contrast, the **sub-groups** who were more likely to say they have seen "deterioration" were:

- ◆ Aged 50-64 years (12% "deteriorated")
- ◆ Males (11%)
- ◆ Home owners (11%)

CHART 5

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004
- ADVOCACY -



3.1.3 ADVOCACY: REPRESENTING THE COMMUNITY'S INTERESTS

Chart 5 opposite shows "excellent, good and adequate" and "needs improvement" ratings across the eight survey years for Advocacy. Eight in ten respondents overall (79%) rated their council's performance on Advocacy as "excellent, good and adequate" while 20% felt there was room for improvement. The result for "excellent, good and adequate" has remained stable since 2002.

It is pleasing to know that over the past twelve months, there has been statistically significant decrease in the number of respondents who are seeking improvement on this measure (down 1% to 20% in 2005).

Sub-groups who were more satisfied than the Total were:

- ◆ Aged 18-34 years (86% "excellent, good and adequate")
- ◆ Renting (84%)

Those Aged 50-64 years were the most likely to be seeking improvement (24% "needs improvement").

The combined Metropolitan results (Group One and Two) has shown a slight (but not statistically significant) increase in comparison to 2004 (80% compared with 79% last year). Country respondents in contrast, remained unchanged at 80%. The proportion of respondents seeking improvement for both results remained unchanged in 2005 (20% "needs improvement" for Metropolitan and 21% for Country).

3.1.4 CUSTOMER CONTACT

Chart 6 overleaf shows the performance ratings for Customer Contact, and **Chart 7 further overleaf** shows the proportion of respondents who had contact with their council in the last twelve months over the eight survey years.

Of those respondents who had had contact with their council, eight in ten respondents (82%) rated the contact as "excellent, good and adequate". The results remain unchanged in comparison with 2004. The proportion who felt there was room for improvement has remained stable since 2001 (19% "needs some or a lot of improvement").

There has been a statistically significant 3% decline in the results for Group One (down from 84% in 2004 to the current 81%) and an increase of 2% for those seeking improvement (up from 17% in 2004 to 19% in 2005).

CHART 6

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004
- CUSTOMER CONTACT -

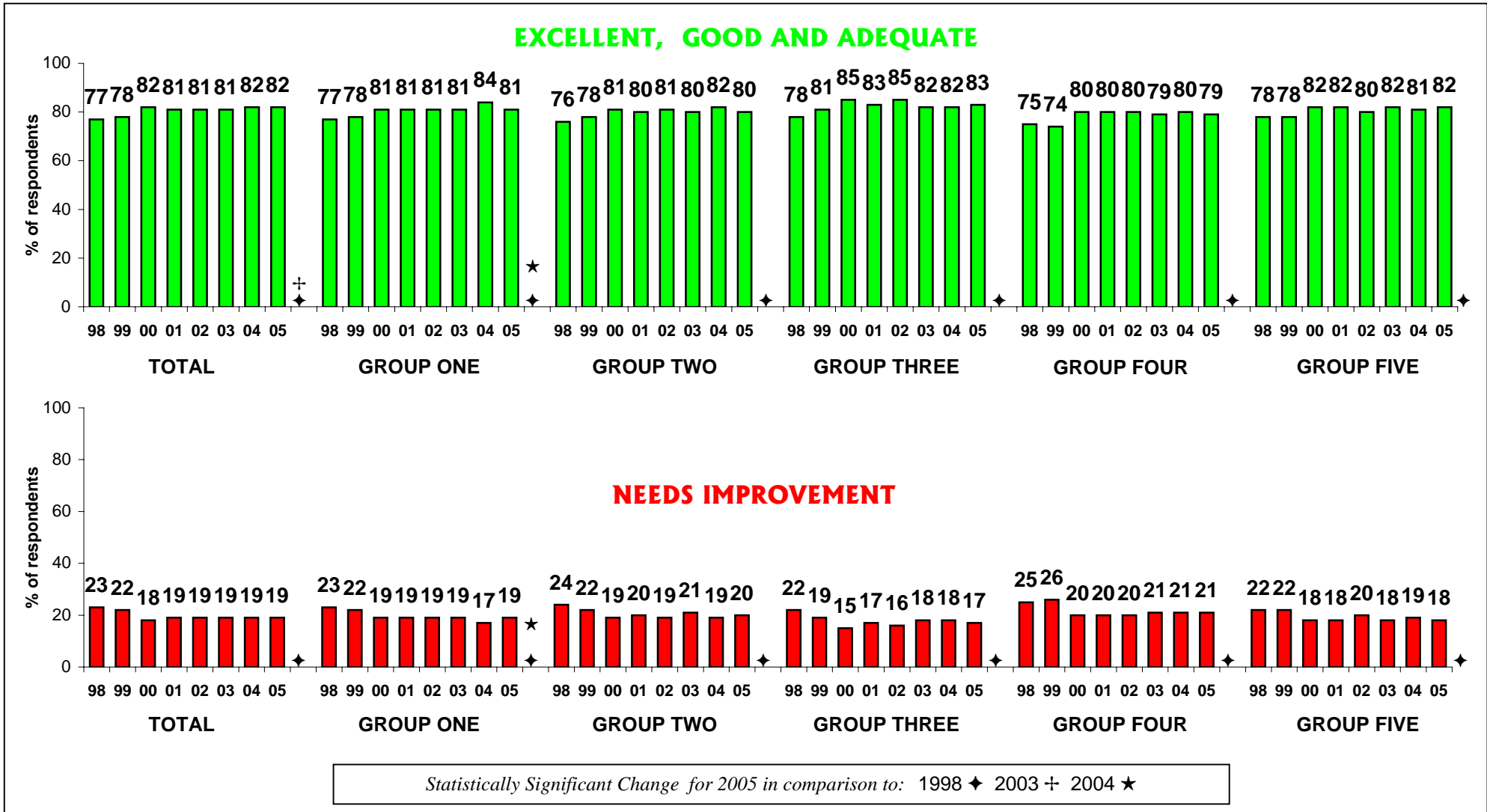
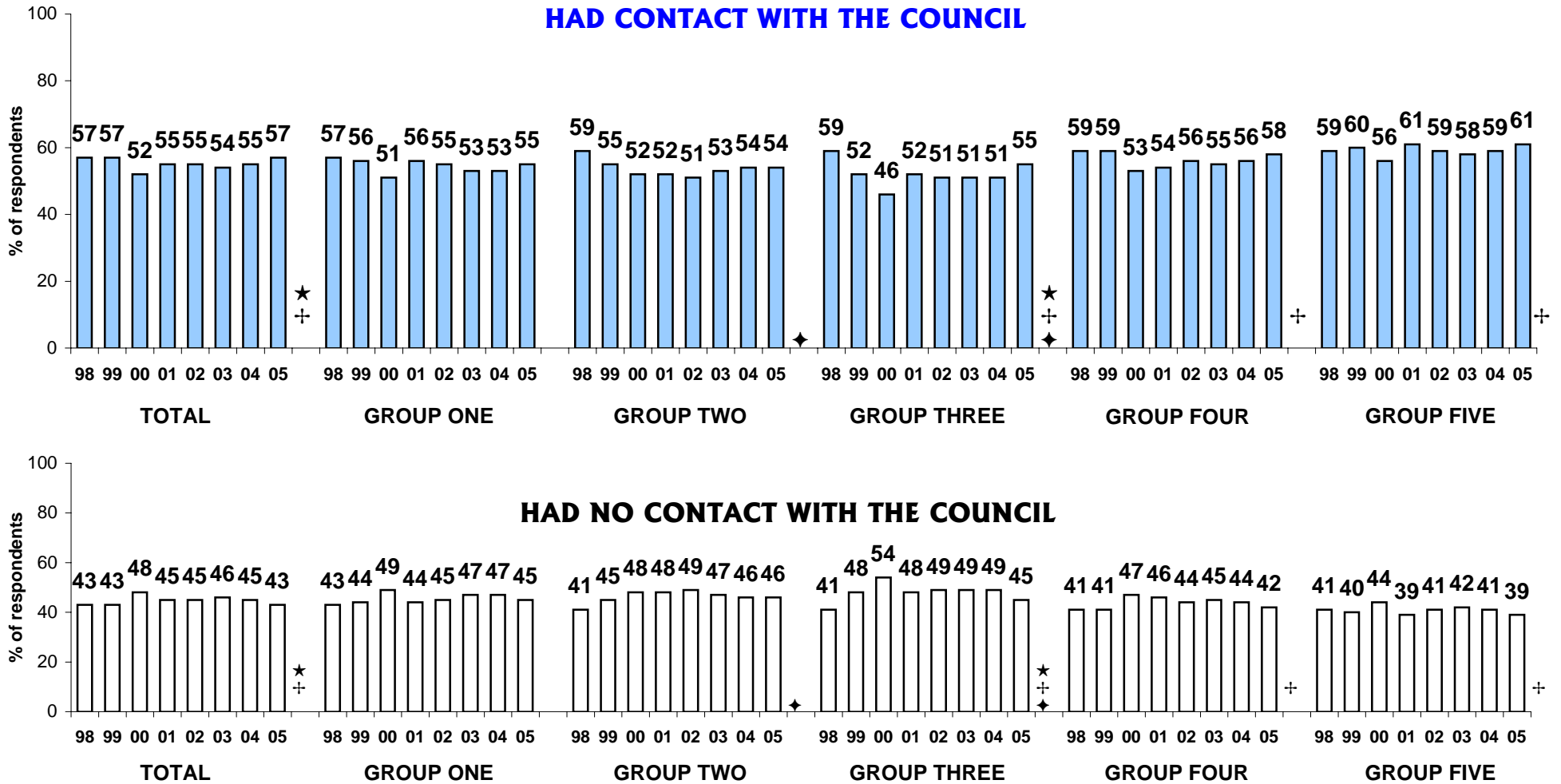


CHART 7

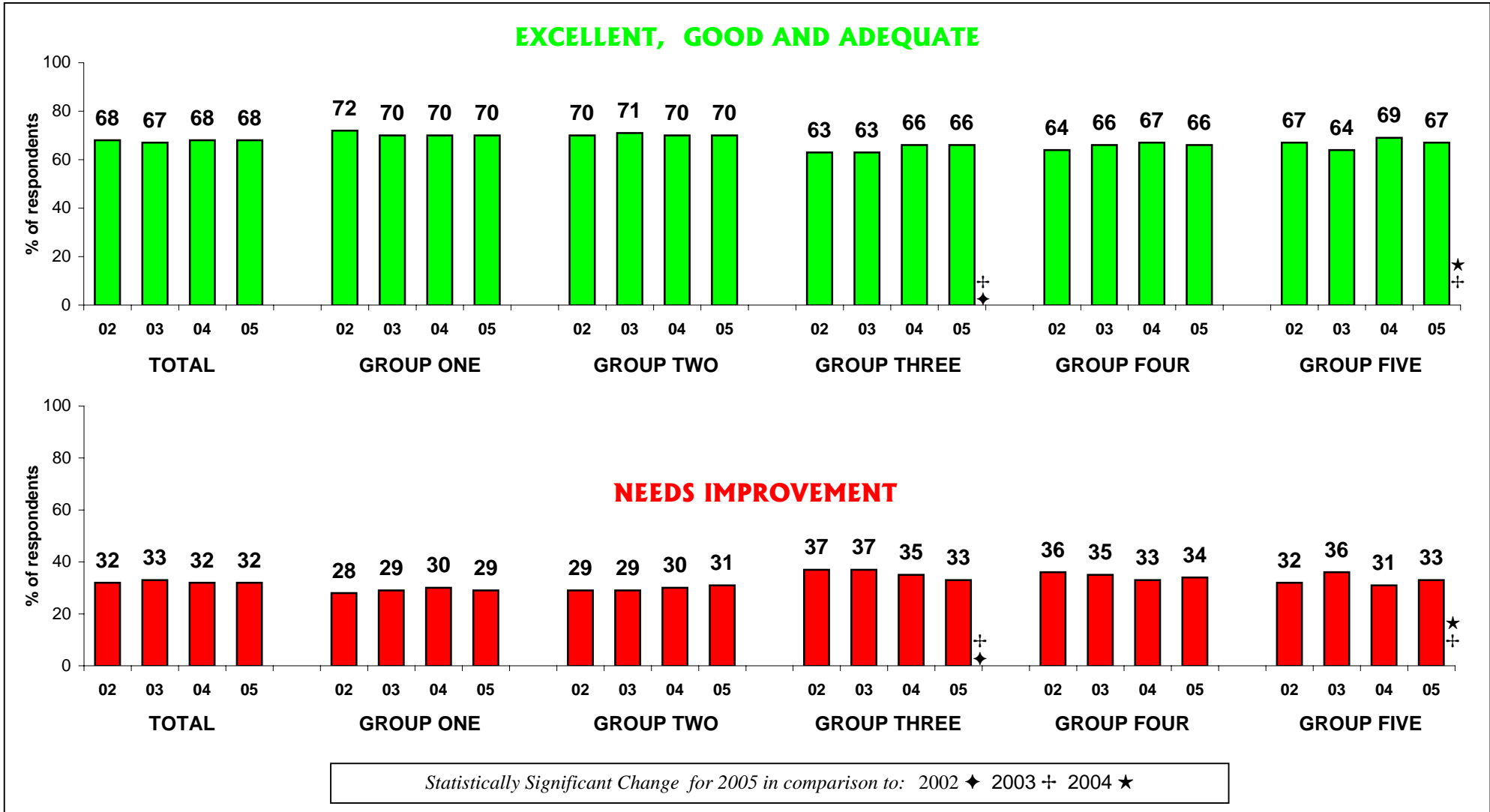
ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004
- EXPERIENCED CUSTOMER CONTACT -



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

CHART 8

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004
- COMMUNITY ENGAGEMENT -



In contrast, there has been slight improvement of 1% on the results for both Group Three (up to 83% "excellent, good and adequate" in 2005 compared with 82% in 2004) and Group Five (up to 82% "excellent, good and adequate" in 2005 compared with 81% in 2004). These changes were not statistically significant.

As in previous years there was no significant difference between the percentage "excellent, good and adequate" for Metropolitan in comparison to the Country results.

Experienced Customer Contact

The proportion of respondents who have contacted their council in the past twelve months has statistically significantly increased by 2% (55% compared with 57% in 2005). This change has been driven by the significant increase in Group Three (up 4% from 51% in 2004 to the current 55%). The results for both respondents who have contacted their council have been quite stable across the past five years (see [Chart 7](#)).

Sub-groups who were statistically significantly more likely to make contact were:

- ◆ Farmers (65% "contacted the council")
- ◆ Aged 35-49 years (62%)
- ◆ Aged 50-64 years (60%)

In contrast, those who were the least likely to make contact with their Council were:

- ◆ Renting (54% "no contact")
- ◆ Aged 65 years plus (50%)
- ◆ Aged 18-34 years plus (47%)

3.1.5 COMMUNITY ENGAGEMENT

Chart 8 opposite shows the 2005 results for the "excellent, good and adequate" and "needs improvement" ratings for Community Engagement. This is the fourth year that this Key Performance Indicator has been measured.

There was a slight (although not statistically significant) change in results from 2002 to 2003. In 2005, both the overall Statewide ratings "excellent, good and adequate" and "needs improvement" remained stable at 68% and 32% respectively as in 2002.

Most of the results for "excellent, good and adequate" across the groups remained stable, and it is pleasing to note that the proportion of respondents who were seeking improvement for both Group One and Three has decreased (1% to 29% for Group One and 2% to 33% for Group Three).

CHART 9

**ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
REASONS "NEEDS IMPROVEMENT"**

- OVERALL PERFORMANCE -

	N= TOTAL 4556 %	GROUP ONE 731 %	GROUP TWO 1026 %	GROUP THREE 552 %	GROUP FOUR 1052 %	GROUP FIVE 1195 %
ISSUES ATTRACTING HIGH LEVELS OF FEEDBACK						
✦ Favour certain areas in Shire/local government area over others	15	5	8	14	22	19
ISSUES ATTRACTING MODERATE LEVELS OF FEEDBACK						
✦ Council too focussed on internal politics/don't achieve outcomes	13	14	16	14	12	9
✦ They make up their own minds despite community consultation/ don't listen to community	13	9	13	15	11	15
✦ Rates are not giving value for money	12	12	14	9	12	12
✦ Local roads and footpaths	11	9	11	9	13	14
✦ Town planning policy and approvals	10	11	9	9	13	10
✦ Decline in standard of service generally provided by council	9	13	9	7	9	9
ISSUES ATTRACTING LOW LEVELS OF FEEDBACK						
✦ Waste/spend too much money/poor financial management/in debt	8	8	6	13	7	10
✦ Communicating/leading discussion with community	6	7	4	7	7	8
✦ Appearance of public areas including foreshore	5	8	6	6	4	4
✦ Traffic management and parking facilities	5	10	8	5	3	3
✦ Recreational facilities	4	3	6	4	4	3
✦ Economic development	4	1	1	5	5	8
✦ More resources/better handling of environmental issues	4	5	4	4	3	4
✦ Service not as good as other councils	3	3	4	2	2	2
✦ Health and human services	3	4	3	4	3	2
✦ Waste management	3	4	3	3	2	3
✦ Customer contact	3	3	2	3	3	3
✦ Enforcement of By laws	2	3	2	2	2	2
✦ Too slow to act/respond/make decisions	2	1	2	1	2	2
✦ Advocacy - representation to other levels of govt	1	2	1	2	1	2
✦ Crime/drug related problems/violence	1	1	2	1	-	-
✦ Wasted money on plastic cows/moving art/public sculpture	1	1	1	3	-	-
✦ OTHER	8	10	12	10	6	3

Sub-groups who were statistically significantly more positive than the Total were:

- ◆ Aged 18-34 years (78% "excellent, good and adequate")
- ◆ Renting (74%)

Those Aged 50-64 years were the most likely to feel there was room for improvement (36% "needs improvement").

3.1.6 REASONS FOR "NEEDS IMPROVEMENT" RATINGS

In 2002, councils were given the option to gather additional information about the four Key Performance Indicators which identified the key reasons residents were seeking improvement for each of the four Key Performance Indicators (ie Customer Service, Advocacy, Overall Performance and Community Engagement).

Councils were given the choice as to whether they would participate in gathering this additional information (**Option B**) and in 2004 fifty-four of the seventy-six participating councils chose to do so. These councils were:

The reasons given by respondents for their "needs improvement" ratings for each of the Key Performance Indicators are detailed below.

◆ Overall Performance

Chart 9 opposite shows the reasons nominated by respondents as to why they felt that Overall Performance needed improvement. The numbers highlighted are where the results are statistically significantly different to the Total (with red indicating the result is significantly higher than the Total and green indicating a significantly lower result).

Overall, there were 4,556 respondents who gave a reason for rating Overall Performance as "needing improvement". This represents 17% of all the respondents interviewed on a Statewide basis. The most commonly mentioned issue were that "Council favours certain areas in Shire/Local Government Area over others" (15%). Country respondents in Group Four and Group Five were the most likely to feel this way (22% and 19% respectively).

There was one tenth of respondents who feel that "council is too focused on internal politics" and "council make up their own minds despite community consultation" (both 13%).

CHART 10

**ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
REASONS "NEEDS IMPROVEMENT"**

- ADVOCACY -

	N= TOTAL 3545 %	GROUP ONE 653 %	GROUP TWO 802 %	GROUP THREE 480 %	GROUP FOUR 713 %	GROUP FIVE 897 %
ISSUES ATTRACTING HIGH LEVELS OF FEEDBACK						
✦ Don't represent the interests of the community	27	25	24	30	24	33
✦ Not sure what the council does/don't communicate effectively/should promote themselves	20	29	18	17	18	18
✦ Council does not make sufficient effort	19	13	19	18	19	23
✦ Council represents some areas/services/interests but neglect others	15	13	12	14	20	13
ISSUES ATTRACTING LOW LEVELS OF FEEDBACK						
✦ Council is more interested in politics/themselves than community interests	8	12	9	9	7	5
✦ [Don't consult to gauge community views]	8	11	8	11	6	7
✦ Not doing enough/need to lobby harder on key local issues eg. roads/bypass/ring road/farmers/drought relief etc	8	5	10	8	8	8
✦ Lobbying skills need improvement/more professional/effective lobbying	5	4	4	4	6	8
✦ Didn't lobby effectively on freeway/toll issues etc	4	4	8	5	2	2
✦ Division within council/infighting/need to be more cohesive	4	3	7	4	4	2
✦ Need to assist/protect/encourage local business/industry	2	1	1	1	3	3
✦ Town planning issues/too much dual occupancy/inappropriate development	2	3	2	2	1	1
✦ Need more/improved public transport	1	1	3	1	1	1
✦ Time taken for action to take place is too long	1	1	1	-	1	1
✦ Could generally improve/do better	1	1	1	1	2	1
✦ Rates are too high/unjustified increases	1	1	1	-	-	1
✦ Councillors seem incompetent/naive/inexperienced	1	-	1	-	1	-
✦ Waste money/spending money in the wrong areas	1	-	-	1	1	1
✦ OTHER	6	7	7	6	5	4

One tenth (11%) of the respondents were seeking improvement with regards to "local roads and footpaths" and respondents from Group Five were most likely to make a comment that fell into this category (14%).

Issues to do with "Town planning, policy and approvals" were mentioned by 10% of dissatisfied respondents on a Statewide level, and those from Group Four were more likely to mention these than others (13%).

There was 12% who feel that they do not get "value for their rates" and 9% feel that the standard of service provided by the council has declined with Group One respondents most likely to mention the latter (13%).

Advocacy

Overall, 3,545 respondents (13% of the Total sample) made a comment regarding why they felt council's performance on Advocacy needed improvement (see **Chart 10 opposite**).

Just over one quarter (27%) felt that their councils "don't represent the interests of the community" while one fifth of the respondents are "not sure what the council does because they don't communicate effectively" (20%). 19% of the respondents felt that "council does not make sufficient effort". The latter was more likely to be mentioned by respondents from Group Five (23%).

A further 15% felt that "council represents some areas, services or interests but neglect others" and Group Four respondents were statistically significantly more likely to mention this (20%).

Customer Contact

There were 2,295 respondents who gave a reason as to their negative rating on Customer Contact (see **Chart 11 overleaf**). This was 9% of the Total Statewide sample.

One third of respondents felt that their council "lacked follow up" (32%) and that they "took too long to respond" (27%). One quarter (22%) said that they thought the council was "not interested in helping, didn't take an interest". There was also 17% who said that the people they dealt with were "impolite or rude" and 15% said that the "issue was not resolved in a satisfactory manner".

CHART 11

**ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
REASONS "NEEDS IMPROVEMENT"**

- CUSTOMER CONTACT -

	N=	TOTAL 2295 %	GROUP ONE 529 %	GROUP TWO 522 %	GROUP THREE 254 %	GROUP FOUR 460 %	GROUP FIVE 530 %
ISSUES ATTRACTING HIGH LEVELS OF FEEDBACK							
✦ Lack of follow up		32	29	27	32	34	35
✦ Took too long to respond		27	27	28	24	30	23
✦ Not interested in helping/didn't take an interest/responsibility		22	25	25	25	21	17
✦ Poor customer service/need to improve communication skills/more personal service		20	21	17	20	19	22
✦ Impolite/rude manner/tone		17	17	17	21	14	16
✦ Issue not resolved in a satisfactory manner		15	19	16	13	12	12
ISSUES ATTRACTING MODERATE LEVELS OF FEEDBACK							
✦ Passed around departments/not clear who to speak to		13	10	13	14	15	14
✦ Not knowledgeable		10	10	12	10	12	7
ISSUES ATTRACTING LOW LEVELS OF FEEDBACK							
✦ [Did not achieve outcome I wanted]		5	7	5	5	4	5
✦ Too hard to get through to anyone/kept getting machine		2	3	1	3	1	1
✦ Need longer opening hours/after hours contacts		1	1	1	-	-	1
✦ Understaffed/spent too long waiting in queue/on phone		1	1	1	2	2	2
✦ Not enough information/keep community informed		1	1	1	1	-	-
✦ OTHER		4	6	4	3	4	2

CHART 12

**ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
REASONS "NEEDS IMPROVEMENT"**

- COMMUNITY ENGAGEMENT -

	N= TOTAL 6360 %	GROUP ONE 1347 %	GROUP TWO 1338 %	GROUP THREE 867 %	GROUP FOUR 1220 %	GROUP FIVE 1588 %
ISSUES ATTRACTING HIGH LEVELS OF FEEDBACK						
✦ Need to keep community better informed/communicate more	33	41	37	27	34	27
✦ Don't consult sufficiently/effectively/with entire community	31	38	32	31	25	28
✦ Don't listen to the community/need to take more notice of community's wishes	29	21	25	34	28	35
✦ Should consult more with the community/use consultants less/more public meetings	25	23	25	30	25	25
ISSUES ATTRACTING LOW LEVELS OF FEEDBACK						
✦ Need to publicise/promote consultation sessions and inform us of results	8	9	8	7	8	10
✦ Only pay lip service to issues/need to follow through	7	7	7	6	8	8
✦ Don't take a role in leading discussion/aren't proactive	5	5	5	5	5	3
✦ Communicate more regularly via newsletter/surveys/local papers/shopping centres/door knocks	4	4	4	2	3	4
✦ Only talk to the same people	3	3	3	4	3	2
✦ Need to consult with all areas of the LGD	3	1	2	2	4	4
✦ Inconsistent/pick and choose which issues it leads discussion on	2	3	3	3	2	2
✦ Too much council in-fighting/get politics out of it	2	1	2	2	2	1
✦ Takes too long to get things done/not enough action	2	2	3	1	3	2
✦ Should explain/justify/consult more on rates and fees	1	-	1	1	1	1
✦ Rates are too high	1	-	1	-	-	1
✦ More knowledgeable people/senior management on council	1	1	-	1	-	1
✦ People don't get opportunity to speak at council meetings	1	1	1	1	1	1
✦ Too concerned with lobby groups/minority groups	1	1	1	-	1	1
✦ Could generally improve	1	1	1	1	-	1
✦ Inappropriate developments/poor town planning decisions	1	-	-	-	1	1
✦ Need to focus more on environmental issues	1	-	1	1	-	1
✦ OTHER	5	5	5	4	10	3

◆ **Community Engagement**

Chart 12 opposite details the results for Community Engagement. In all, 6,360 respondents gave a reason why they felt their council needed to improve in this area and this was 24% of the Total Statewide sample.

One third of the respondents said that their council “need to keep the community informed, need to communicate more” (33%). Respondents from Group One were most likely to feel this way (41%) followed by those from Group Two (37%).

Just over one quarter (29%) feel that their Council “does not listen to the community or they need to take more notice of community’s wishes” and those from Group Three and Group Five were most likely to feel this way (34% and 35% respectively).

One quarter (25%) feel that the Council “should consult more with the community, use consultants less, more public meetings”. Group Three respondents were most likely to mention this (30%).

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY PERFORMANCE AREAS MEAN RESULTS FOR 2005 - COMPARED WITH 1998 TO 2004

	TOTAL									GROUP ONE									GROUP TWO									GROUP THREE									GROUP FOUR									GROUP FIVE																																																																																																																																																																																																																																																																																																																																																																																																					
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	1998	1999	2000	2001	2002	2003	2004	2005	98/99	99/00	00/01	01/02	02/03	03/04	04/05	98/05	1998	1999	2000	2001	2002	2003	2004	2005	98/99	99/00	00/01	01/02	02/03	03/04	04/05	98/05	1998	1999	2000	2001	2002	2003	2004	2005	98/99	99/00	00/01	01/02	02/03	03/04	04/05	98/05	1998	1999	2000	2001	2002	2003	2004	2005	98/99	99/00	00/01	01/02	02/03	03/04	04/05	98/05	1998	1999	2000	2001	2002	2003	2004	2005	98/99	99/00	00/01	01/02	02/03	03/04	04/05	98/05	1998	1999	2000	2001	2002	2003	2004	2005	98/99	99/00	00/01	01/02	02/03	03/04	04/05	98/05																																																																																																																																																																																																																																																																																																																																																			
Waste management	3.26	3.32	3.41	3.48	3.50	3.58	3.61	3.61								3.64	3.68	3.71	3.71	3.75	3.76	3.74	3.82								3.40	3.52	3.60	3.63	3.59	3.62	3.77	3.69								3.36	3.44	3.60	3.64	3.66	3.76	3.74	3.73								3.02	3.03	3.12	3.23	3.28	3.36	3.34	3.43								2.93	3.00	3.13	3.29	3.32	3.44	3.52	3.47								3.31	3.42	3.69	3.64	3.70	3.68	3.54	3.56								3.30	3.39	3.68	3.67	3.70	3.70	3.61	3.59								3.45	3.49	3.73	3.76	3.75	3.75	3.69	3.68								3.43	3.51	3.71	3.73	3.70	3.72	3.65	3.64								3.15	3.18	3.36	3.42	3.46	3.47	3.46	3.46								3.20	3.27	3.45	3.50	3.51	3.46	3.51	3.52								3.30	3.36	3.53	3.52	3.60	3.57	3.49	3.53								2.99	3.06	3.16	3.20	3.23	3.30	3.24	3.24								3.08	3.13	3.29	3.25	3.28	3.29	3.32	3.36								2.94	2.98	3.20	3.21	3.17	3.17	3.18	3.21								3.06	3.08	3.28	3.27	3.24	3.16	3.26	3.27								2.67	2.89	3.00	2.90	3.05	3.08	3.12	3.18								2.44	2.58	2.66	2.70	2.82	2.93	2.95	2.95								2.51	2.61	2.75	2.88	2.91	2.85	2.98	2.97								2.85	2.92	3.07	2.96	2.84	2.83	2.77	2.72								2.99	3.02	3.04	3.07	3.08	3.11	3.05	2.98								3.08	3.11	3.26	3.18	3.21	3.12	3.18	3.16								2.89	2.99	3.16	3.20	3.11	3.01	2.97	2.96								2.69	2.75	2.95	3.01	2.95	2.94	2.84	2.81								2.85	2.88	3.09	3.16	3.12	2.94	2.99	2.98								2.74	2.76	2.88	2.95	2.89	2.93	2.86	2.85								2.38	2.36	2.43	2.51	2.46	2.54	2.51	2.44								2.43	2.46	2.52	2.53	2.53	2.53	2.53	2.54							

* Please note: due to large sample sizes, statistical testing was conducted at the 99% confidence level

3.2 PERFORMANCE ON KEY SERVICE AREAS

Chart 13 opposite shows the Mean results for each of the Performance Areas over the eight survey years. The green boxes indicate a statistically significant positive change (at the 99% confidence level) while the red boxes indicate a statistically significant negative change. Where there is no colour, the results have shown no significant change.

In comparison to 2004, results are quite stable, with only two attributes showing significant change. Recreational Facilities have improved statistically significantly, while Traffic Management and Parking Facilities has declined, viz:

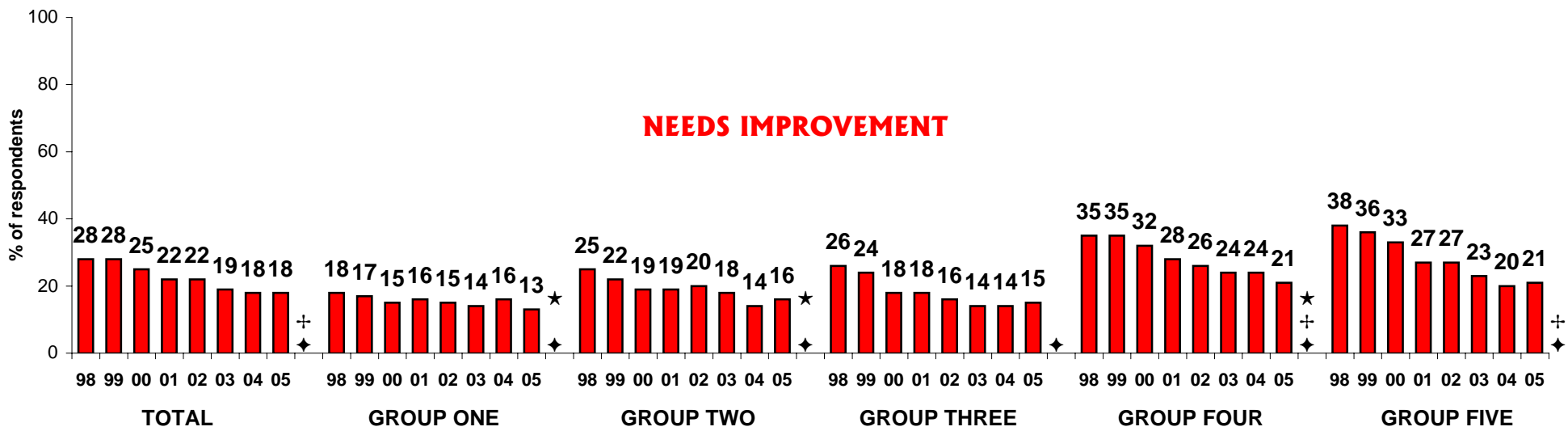
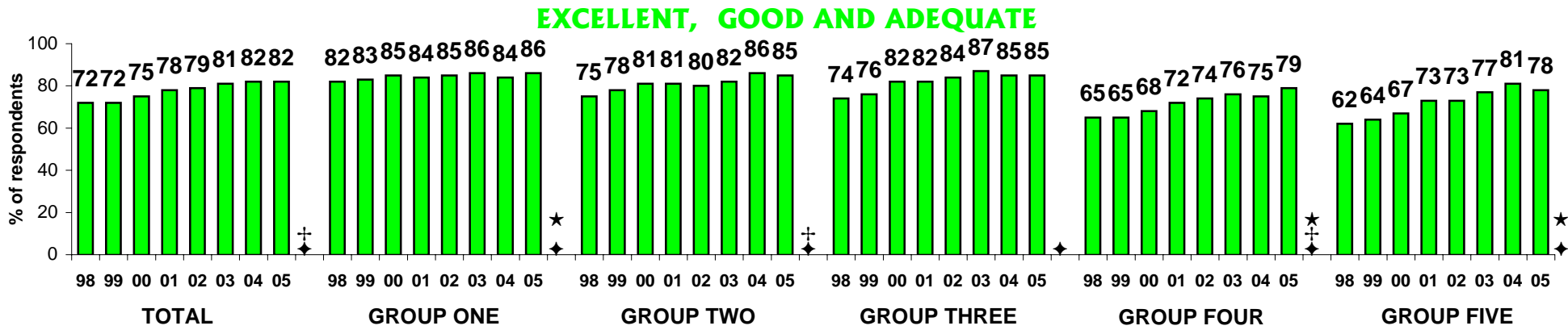
- ◆ Recreational Facilities
 - ❖ In 2005, this attribute has achieved the highest result across the eight survey years.
- ◆ Traffic Management and Parking Facilities
 - ❖ Although this attribute is still showing an improvement in comparison to 1998, it is of some concern that overall, most respondents are rating it as simply "adequate" (2.97) and this has actually declined significantly this year.

Statistically significant changes since 2004 across the groups are highlighted below:

- ◆ Group One
 - ❖ Waste Management, Health and Human Services and Recreational Facilities have all improved this year. With regards to Health and Human Services this is a positive result in light of the decline evident in 2004.
- ◆ Group Two
 - ❖ Only one attribute, Waste Management, showed a statistically significant change in comparison to 2004. Unfortunately, this change was a deterioration.
- ◆ Group Three
 - ❖ Enforcement of By Laws has shown a statistically significant decline in the Mean result compared with 2004. All other attributes have remained stable.

CHART 14

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004
- WASTE MANAGEMENT -



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

- ◆ Group Four
 - ❖ There have been three attributes which showed significant change in comparison to 2004. While Waste Management has improved both Traffic Management and Parking Facilities and Local Roads and Footpaths have declined.
- ◆ Group Five
 - ❖ Group Five results have remained stable overall, with no attribute showing any statistically significant change.

The chart **opposite** and those **which follow** show the “excellent, good and adequate” and “needs improvement” results for the nine Key Service Areas for the eight years (1998 to 2005). The attributes are listed below in descending order of performance ratings. It should be noted that all statistically significant differences are calculated at the 99% confidence level.

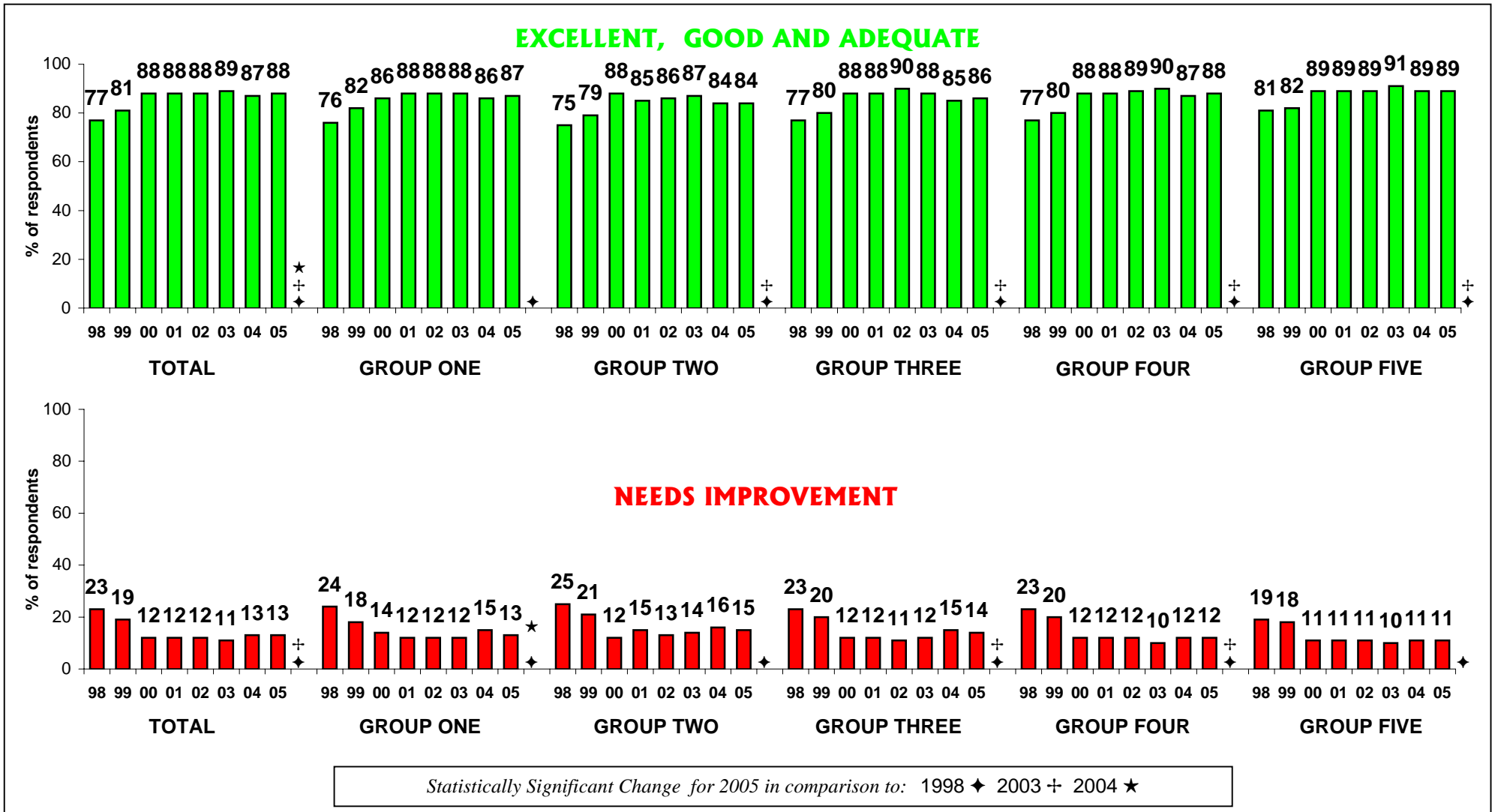
Chart 14 opposite shows the results for Waste Management.

- ◆ **Waste management** **82% excellent, good and adequate**
18% needs improvement
 - ❖ Results for both “excellent, good and adequate” and on the “needs improvement” remain unchanged at 82% and 18% respectively. While this result is in line with the 2004 ratings, it is positive to note that there was some statistically significant positive change amongst the groups.
 - ❖ Both Group One and Group Four have shown statistically significant improvements (up 2% to 86% in 2005 and up 4% to 79% in 2005 respectively).
 - ❖ In contrast, there was a decline on this measure for Group Five (down 2% to 78% in 2005).
 - ❖ Metropolitan respondents were more satisfied than were Country respondents (86% “excellent, good and adequate” for the former and 80% for the latter).

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004

- HEALTH AND HUMAN SERVICES -



- ❖ Respondents who were more likely to rate Waste Management differently to the Total were:
 - Aged 65 years plus (87% “excellent, good and adequate”)
 - Renting (86%)
 - Farmers (24% “needs improvement”)
 - Aged 35-49 years (21%)

Chart 15 opposite shows the results for Health and human services.

◆ **Health and human services 88% excellent, good and adequate
13% needs improvement**

- ❖ There has been a 1% significant increase in the results for Health and human services, with 88% of respondents Statewide rating their council's performance on this measure as “excellent, good and adequate”, while the “needs improvement” ratings remain unchanged at 13%.
- ❖ This positive change has been driven by the improvements for Group One, Three and Four. However, these changes are not statistically significant.
- ❖ Only Farmers were different to the Total with 91% rating their council as “excellent, good and adequate”.

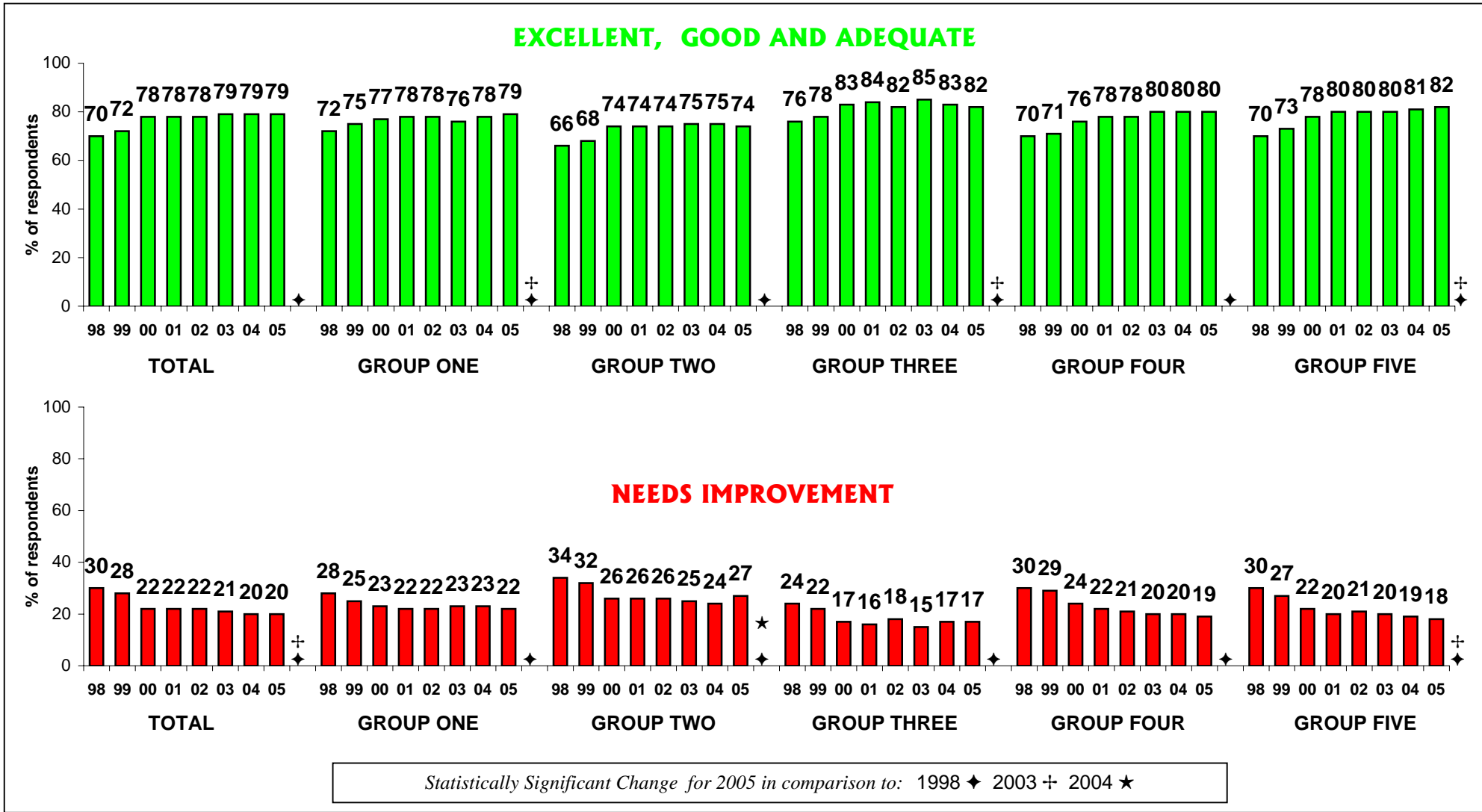
Chart 16 overleaf shows the results for Appearance of public areas.

◆ **Appearance of public areas 79% excellent, good and adequate
20% needs improvement**

- ❖ Results on this measure remained stable in comparison to 2004 (79% “excellent, good and adequate” and 20% “needs improvement”).
- ❖ Across the groups, no statistically significant changes are evident for “excellent, good and adequate” results.
- ❖ However, Group two has shown statistically significant increase in the rating of “needs improvement”. Just over one quarter (27%) are now seeking improvement and this is 3% higher than in 2004 (24%).

CHART 16

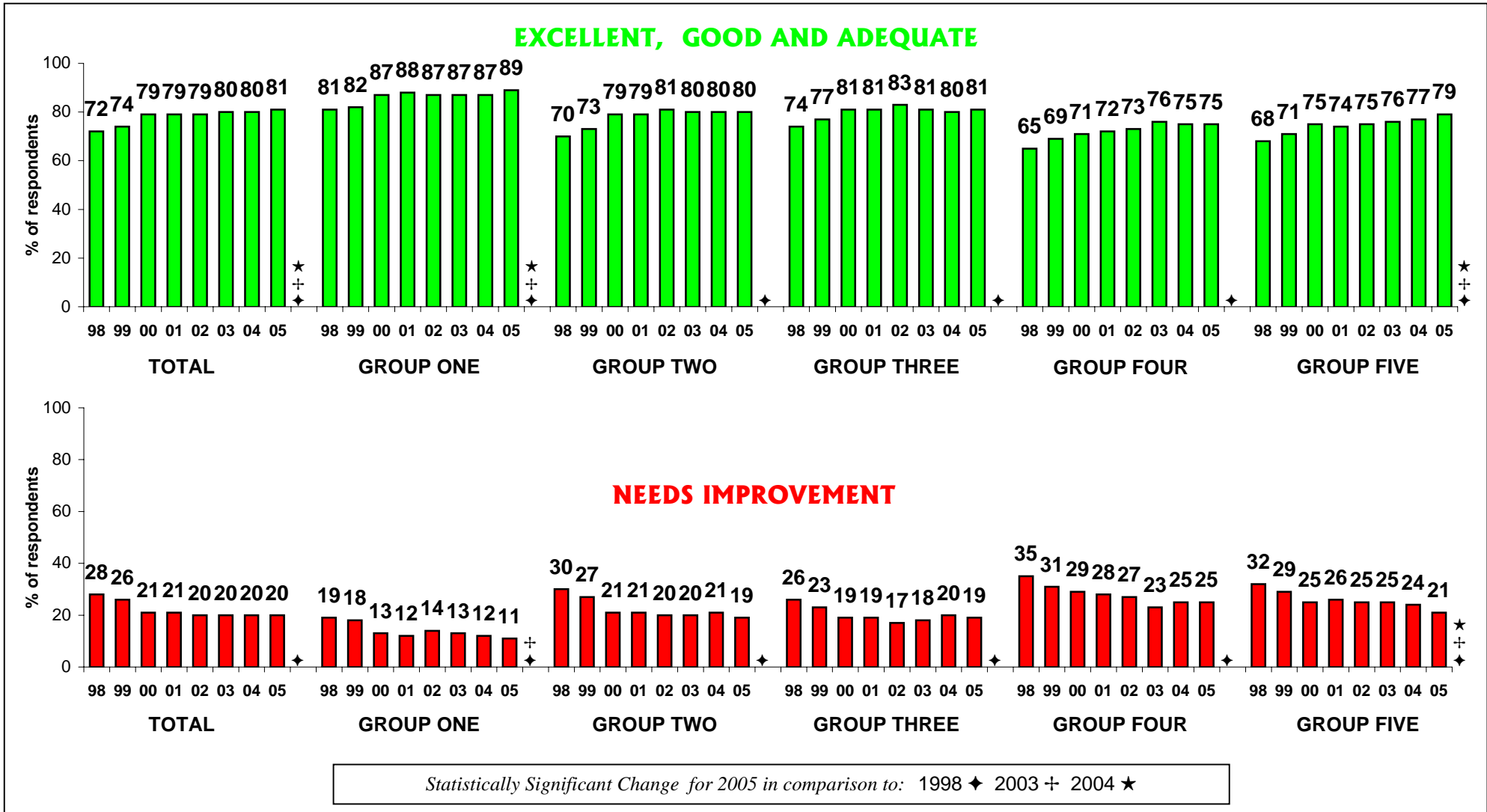
ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004
- APPEARANCE OF PUBLIC AREAS -



ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004

- RECREATIONAL FACILITIES -



- ❖ Country respondents are more satisfied with regards to the Appearance of public places than were Metropolitan respondents (81% "excellent, good and adequate" for Country and 77% for Metropolitan).
- ❖ The **sub-groups** which were different to the Total were:
 - Farmers (88% "excellent, good and adequate")
 - Aged 18-34 years (85%)
 - Renting (84%)
 - Aged 50-64 plus years (23% "needs improvement")
 - Aged 65 plus years (22%)

Chart 17 opposite shows the results for Recreational facilities.

- ◆ **Recreational facilities** **81% excellent, good and adequate**
 20% needs improvement
- ❖ Ratings for Recreational facilities have improved statistically significant at the 99% confidence level. In 2005, 81% of respondent Statewide feel their Council's performance on this measure is "excellent, good and adequate". "Needs improvement" ratings in contrast, remain stable at 20%.
- ❖ Both Group One and Group Five showed statistically significant improvement (both up 2% in comparison to 2004). Group One now attracts positive ratings from 89% of respondents while Group Five does so from 79%.
- ❖ While 84% of Metropolitan respondents were satisfied on this dimension only 78% of Country respondents were so.
- ❖ Respondents who were more likely to rate Recreational facilities as different to the Total were:
 - Aged 65 years plus (87% "excellent, good and adequate")
 - Aged 18-34 years plus (84%)
 - Aged 35-49 years (24% "needs improvement")

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004

- ENFORCEMENT OF BY LAWS -

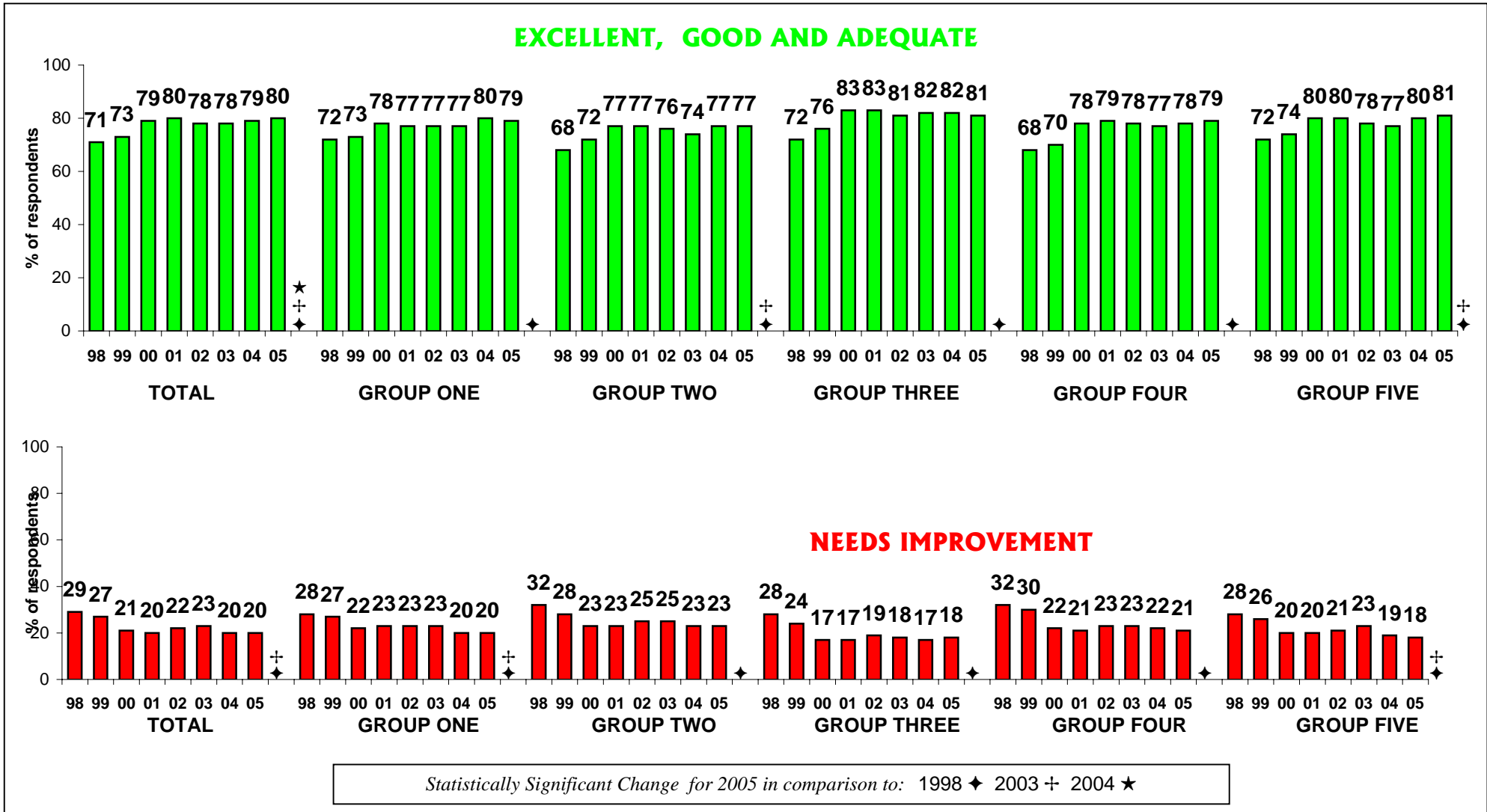


Chart 18 opposite shows the results for Enforcement of By Laws.

- ◆ **Enforcement of By laws** **80% excellent, good and adequate**
20% needs improvement
- ❖ Results on this measure are statistically significant with improvement for “excellent, good and adequate” ratings (up 1% since 2004 to 80%) and the “needs improvement” ratings remain unchanged at 20%.
- ❖ Country respondents tended to be more satisfied for Enforcement of By Laws (81%) than Metropolitan respondents (78%).
- ❖ The **Sub-groups** which were statistically significantly different to the Total were:
 - Farmers (87% “excellent, good and adequate”)
 - Aged 18-34 years (85%)
 - Aged 50-64 years (23% “needs improvement”)

Chart 19 overleaf shows the results for Economic development.

- ◆ **Economic development** **72% excellent, good and adequate**
28% needs improvement
- ❖ Seven in ten respondents overall rated their council’s performance as “excellent, good and adequate” on this dimension (72%). It is positive to note that there has been a steady improvement each year on this measure evident since 1998.
- ❖ Both Group One and Group Three have shown statistically significant improvements, particularly with regards to the ratings of those who were critical of the service. The proportion of those rated “excellent, good and adequate” in Group One has increased 2% to 83% in 2005 while it has increased 3% for Group Three (now 75%). There was a corresponding decline in the proportion of “needs improvement” ratings (down 2% for Group One, now 17% and down 3% for Group Three, now 25%).
- ❖ Metropolitan respondents were more satisfied on this dimension (79%) than were Country respondents (70%).

CHART 19

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004
- ECONOMIC DEVELOPMENT -

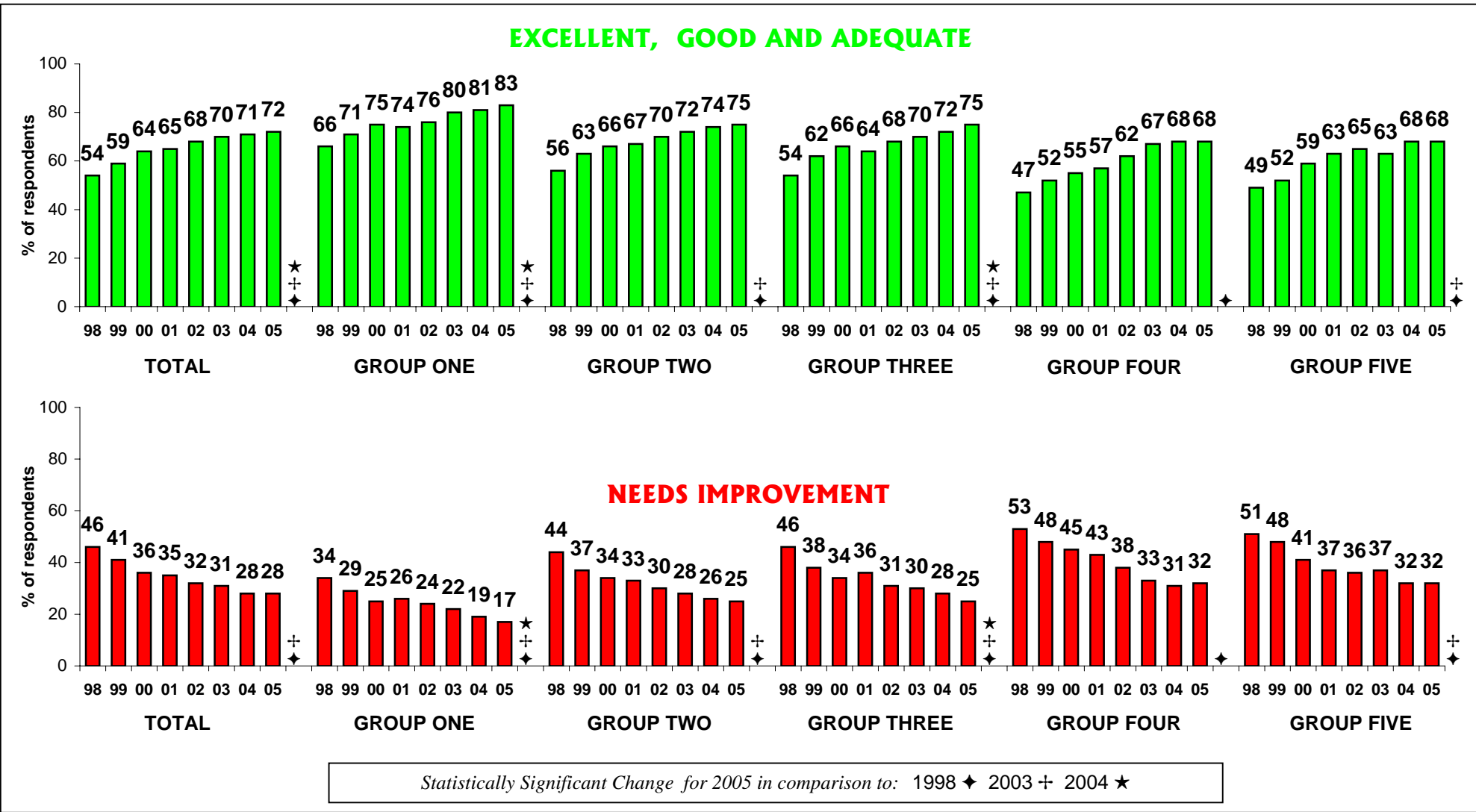
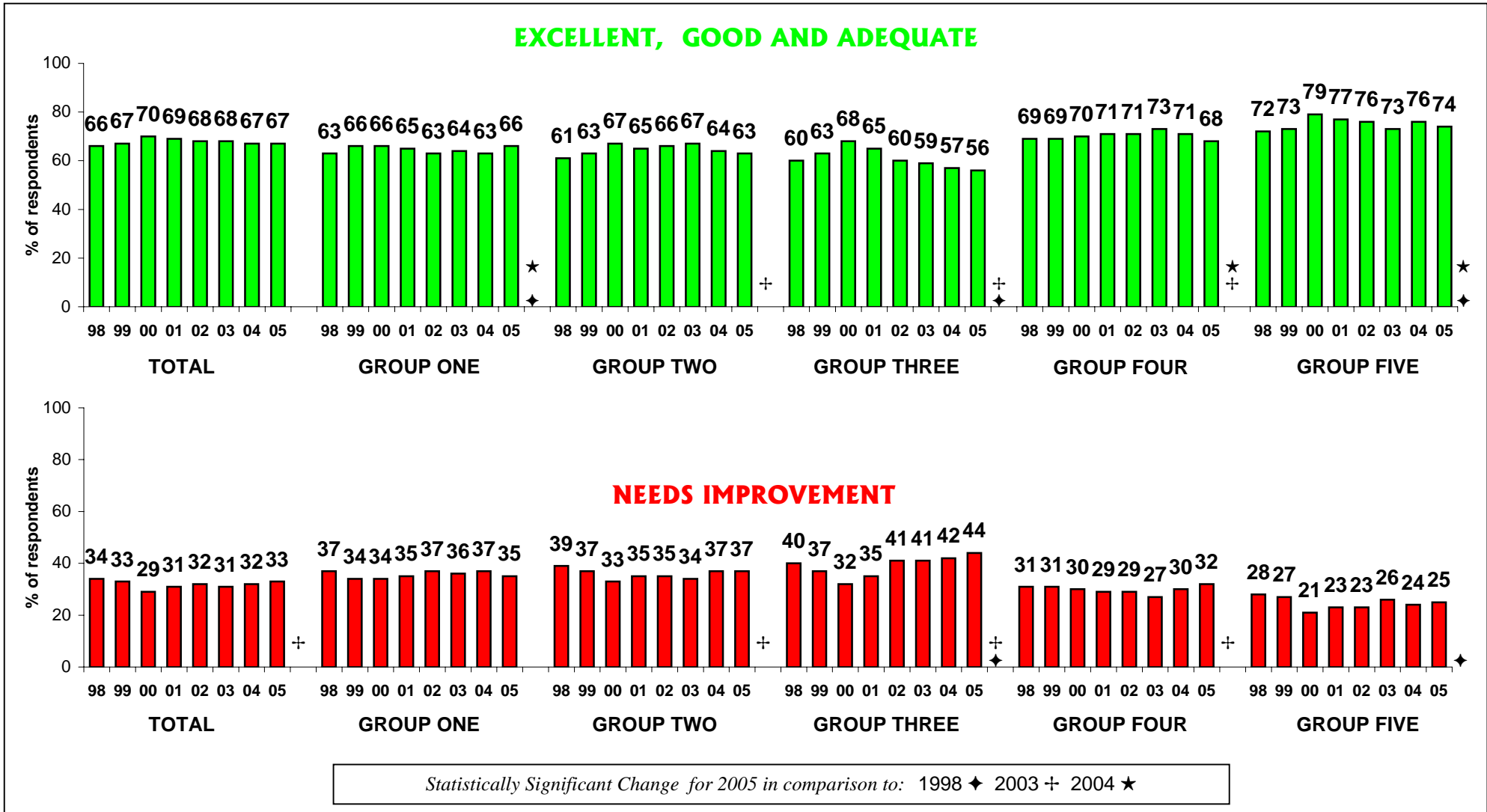


CHART 20

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004
- TRAFFIC MANAGEMENT AND PARKING FACILITIES -



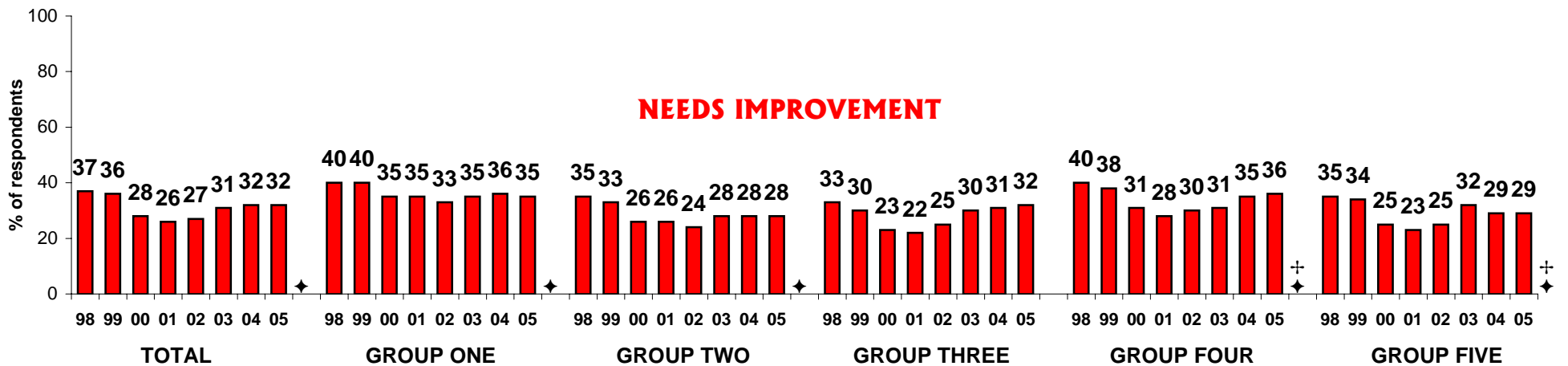
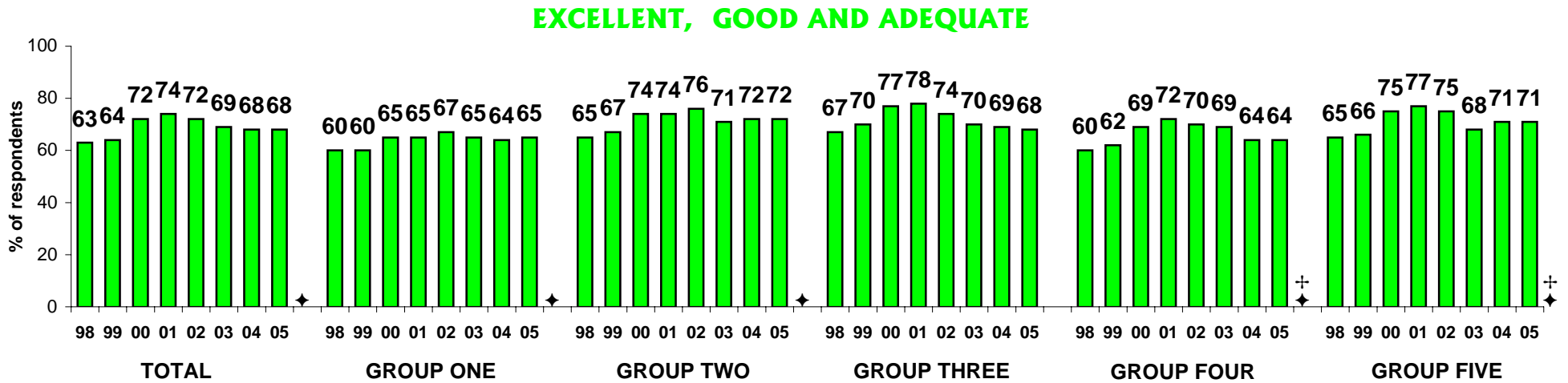
- ❖ The **sub-groups** which were statistically significantly different to the Total were:
 - Aged 18-34 years (80% “excellent, good and adequate”)
 - Renting (76%)
 - Aged 50-64 years (31% “needs improvement”)

Chart 20 opposite shows the results for Traffic management and parking facilities.

- ◆ **Traffic management and parking facilities** **67% excellent, good and adequate**
33% needs improvement
- ❖ There has been a slight (but not statistically significant) negative change with regards to Traffic Management and parking facilities in 2005. While the combined results for “excellent, good and adequate” remain unchanged at 67%, the “needs improvement” ratings have increased by 1% to 33% this year.
- ❖ It should be noted that while these results have not changed statistically significantly, the change in the Mean result was significant (see Section 3.2)
- ❖ Group One showed a statistically significant increase on this measure in comparison to 2004 (up 3% to 66%). In contrast, Group Four and Five declined significantly. Group Four declined by 3% to 68% in 2005 while Group Five are now down 2% to 74%.
- ❖ As in previous years, Country respondents (or more particularly, those from Small Rural Shires) are more satisfied than are Metropolitan residents on this dimension (69% “excellent, good and adequate” for Country compared with 65% for Metropolitan).
- ❖ Sub-groups which showed statistically significant different opinions to the Statewide Total were:
 - Farmers (75% “excellent, good and adequate”)

CHART 21

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004
- TOWN PLANNING POLICY AND APPROVALS -



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

Chart 21 opposite shows the results for Town planning policy and approvals.

◆ **Town planning policy and 68% excellent, good and adequate approvals 32% needs improvement**

- ❖ Results for this measure have not changed and are stable at 68% ("excellent, good and adequate") and 32% ("needs improvement").
- ❖ Results are very stable across the five groups. There was a slight (but not significant) improvement for Group One (up 1% to 65%) and a slight (but not significant) decline for Group Three (down 1% to 68%).
- ❖ There are no differences apparent between Metropolitan and Country respondents on this dimension with the combined results for Group One and Two being the same as the combined results for Group Three, Four and Five (both 68% "excellent, good and adequate").
- ❖ The **sub-groups** which showed statistically significantly different opinions to the Total were:
 - Aged 18-34 years (80% "excellent, good and adequate")
 - Farmers (73%)
 - Renting (79%)
 - Aged 50-64 years (36% "needs improvement")

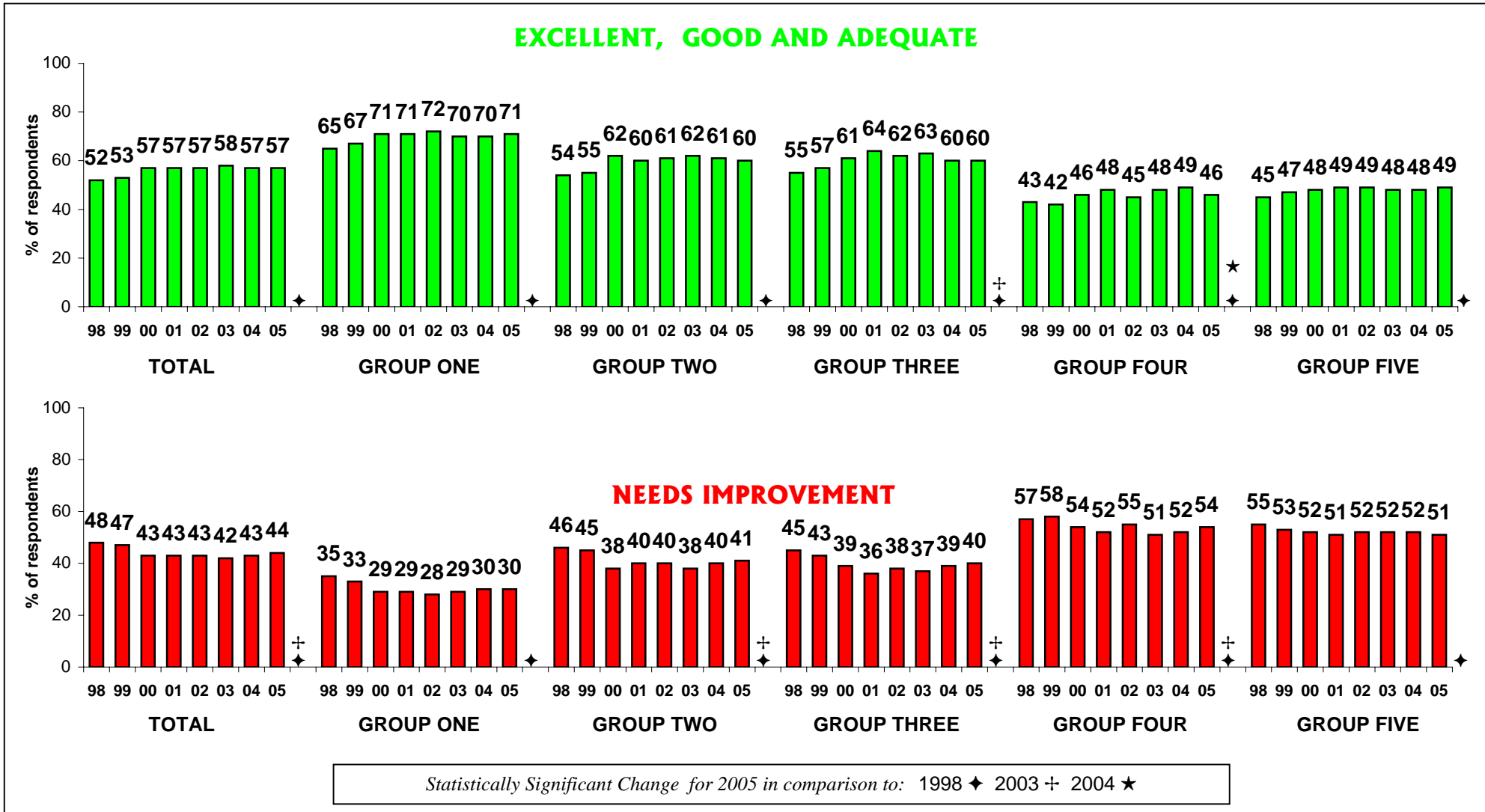
Chart 22 overleaf shows the results for Local roads and footpaths.

◆ **Local roads and footpaths 57% excellent, good and adequate 44% needs improvement**

- ❖ Resident satisfaction on Local roads and footpaths has not changed since 2004, with less than six in ten respondents being satisfied (57% "excellent, good and adequate"). In contrast, 44% respondents seek improvement in this area (up 1% to 44% in 2005).
- ❖ Only Group Four has shown statistically significant change and this was a decline of 3% (46% "excellent, good and adequate" in 2005).
- ❖ Two thirds (65%) of residents in the combined Groups One and Two rated their Local roads and footpaths as "excellent, good and adequate".

CHART 22

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2005 - COMPARED WITH 1998 TO 2004
- LOCAL ROADS AND FOOTPATHS -



Clearly, Metropolitan respondents are more satisfied than their Country counterparts (Groups Three, Four and Five) of whom only 50% were satisfied.

❖ **Sub-groups** which were different to the Total were:

- Aged 18-34 years (66% "excellent, good and adequate")
- Renting (67%)
- Farmers (60% "needs improvement")
- Aged 50-64 years (47%)

3.3 KEY IMPROVEMENT WINDOWS

Key Improvement Windows have been produced to indicate where priorities exist for improvement efforts, across each of the five groups.

The Windows have been produced by plotting the average importance along the Y axes and the percentage of respondents who rated the service as "needs some or a lot of improvement" along the X axis. (Please note that since Importance was only asked in 1998 and 1999, the average result for these two years has been used).

An average of all the Importance and Performance ratings are then calculated to produce the four improvement quadrants which allows for the prioritising of improvement efforts.

There has been very little change with regards to which attributes fell within each quadrant, although the proportions of respondents seeking improvement have declined since 1998.

There were several attributes which fell within the Improvement Quadrants that were common to the Total and for the Groups, viz:

- ◆ **Local roads and footpaths** continues to fall within the Key Improvement Area for the Total and for all five groups (as it has done since 2000).
- ◆ With the exception of Group Five, **Traffic management and parking facilities** also fell within the Key Improvement Area for the Total and all the Groups.
- ◆ Since 2000, **Economic development** has consistently fell within the Secondary Improvement Area for the Total. It also falls in this quadrant for Group Four and Group Five.
- ◆ As in 2003 and 2004, **Town planning policy and approvals** fell within the Secondary Improvement Area the Total and for all five groups.

It is positive that the average proportion of "needs improvement" ratings has decreased quite dramatically in comparison to the 1998 results. Since 2000 however, the change has still been positive, but not as striking and in the past three years since 2003, the proportion of "needs improvement" for the Statewide result has remained stable.

CHART 23

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS KEY SERVICE AREAS - IMPROVEMENT WINDOW TOTAL



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

The average proportion of "needs improvement" ratings for the Statewide results and across each of the five groups over the seven years are shown in the table below.

	AVERAGE % "NEEDS IMPROVEMENT"								% CHANGE OVER TIME	
	1998	1999	2000	2001	2002	2003	2004	2005	2004/ 2005	1998/ 2004
TOTAL	34	32	26	26	26	25	25	25	<i>0</i>	9
Group One	29	27	23	23	23	23	23	22	<i>-1</i>	7
Group Two	35	31	26	26	26	25	25	26	<i>+1</i>	9
Group Three	32	29	23	24	24	24	25	25	<i>0</i>	8
Group Four	38	36	31	29	29	27	28	28	<i>0</i>	10
Group Five	35	33	28	27	26	28	26	25	<i>-1</i>	10

While the result for the Statewide has remained stable since 2003, there has been some fluctuation at the Group level. In 2005, both Group Two and Group Five have shown an improvement (down 1% this year). Group Two has decline marginally, returning to the 2002 result of 26% (up 1% this year). Both Group Three and Group Four have remained stable.

In comparison to 1998, the most positive change has occurred for Group Four and Five (overall drop of 10% on the average "needs improvement" ratings). This was followed closely by the Statewide and Group Two results (drop of 9%). Group Three has shown an overall improvement on this measure of 8% and for Group One the improvement has been 7%.

Chart 23 opposite shows the Improvement Window for the Statewide results. The windows for the five groups are shown on the following pages. The attributes which fell within the Improvement Quadrants are detailed below.

◆ STATEWIDE

Key Improvement Area

- ❖ Local roads and footpaths
- ❖ Traffic management and parking facilities

Secondary Improvement Area

- ❖ Town planning policy and approvals
- ❖ Economic development

CHART 24

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY SERVICE AREAS - IMPROVEMENT WINDOW GROUP ONE



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

◆ **GROUP ONE: Chart 24**

Key Improvement Area

- ❖ Traffic management and parking facilities
- ❖ Local roads and footpaths
- ❖ Appearance of public areas

Secondary Improvement Area

- ❖ Town planning policy and approvals

◆ **GROUP TWO: Chart 25**

Key Improvement Area

- ❖ Local roads and footpaths
- ❖ Traffic management and parking facilities
- ❖ Appearance of public areas

Secondary Improvement Area

- ❖ Town planning policy and approvals

◆ **GROUP THREE: Chart 26**

Key Improvement Area

- ❖ Traffic management and parking facilities
- ❖ Local roads and footpaths
- ❖ Economic development

Secondary Improvement Area

- ❖ Town planning policy and approvals

◆ **GROUP FOUR: Chart 27**

Key Improvement Area

- ❖ Local roads and footpaths
- ❖ Traffic management and parking facilities

Secondary Improvement Area

- ❖ Economic development
- ❖ Town planning policy and approvals

CHART 25

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY SERVICE AREAS - IMPROVEMENT WINDOW

GROUP TWO



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

CHART 26

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY SERVICE AREAS - IMPROVEMENT WINDOW

GROUP THREE

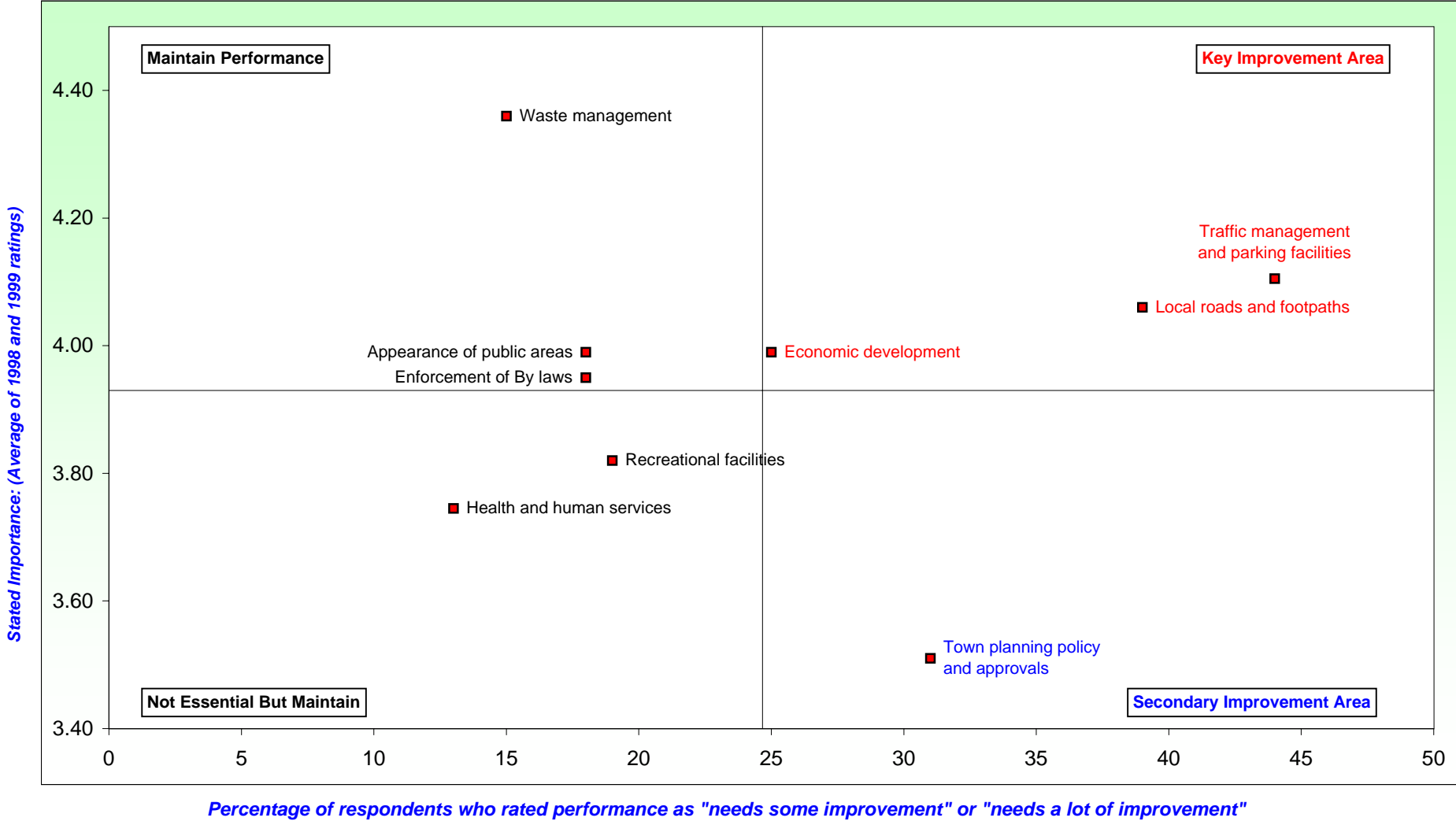
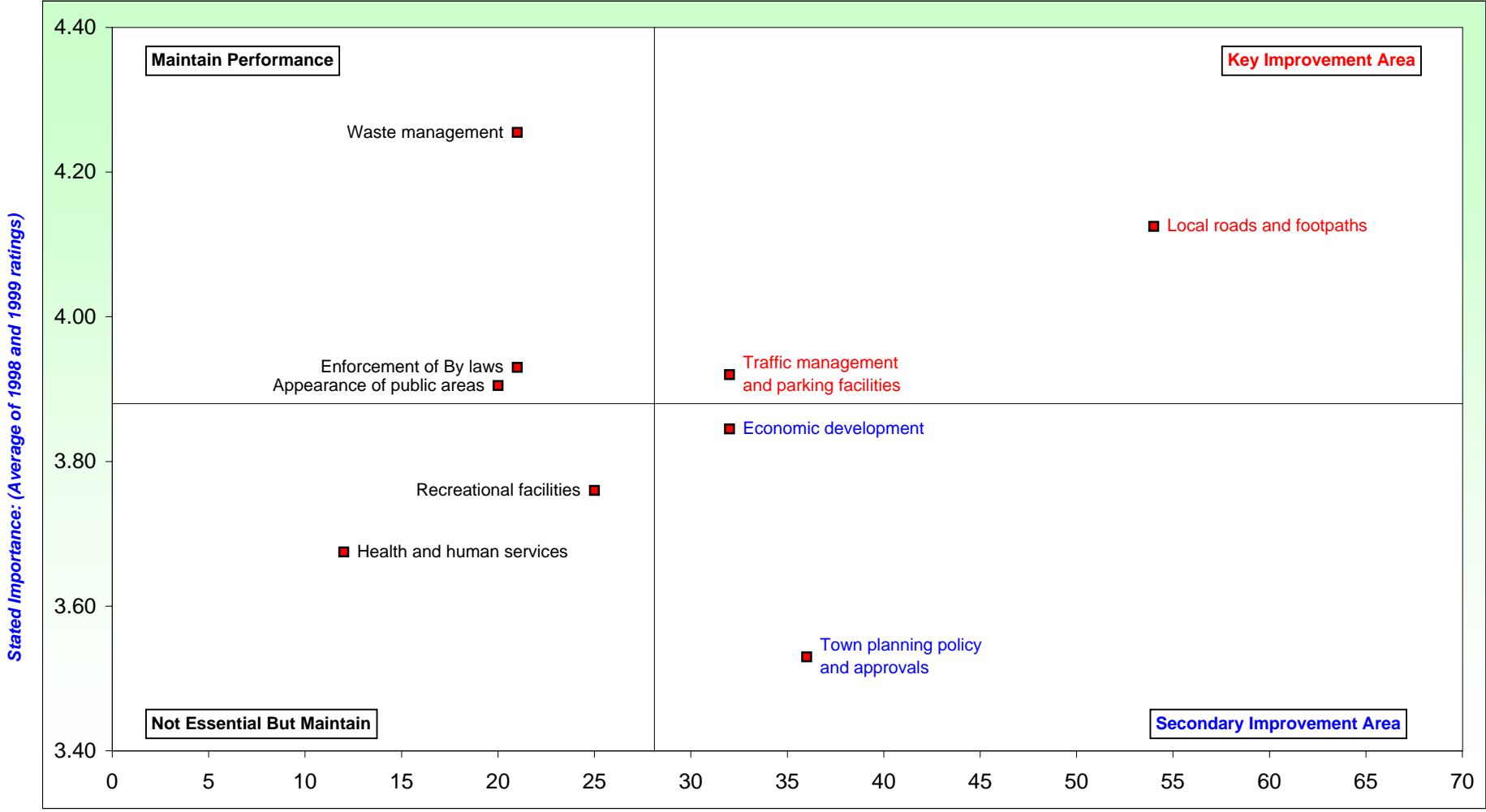


CHART 27

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS

KEY SERVICE AREAS - IMPROVEMENT WINDOW

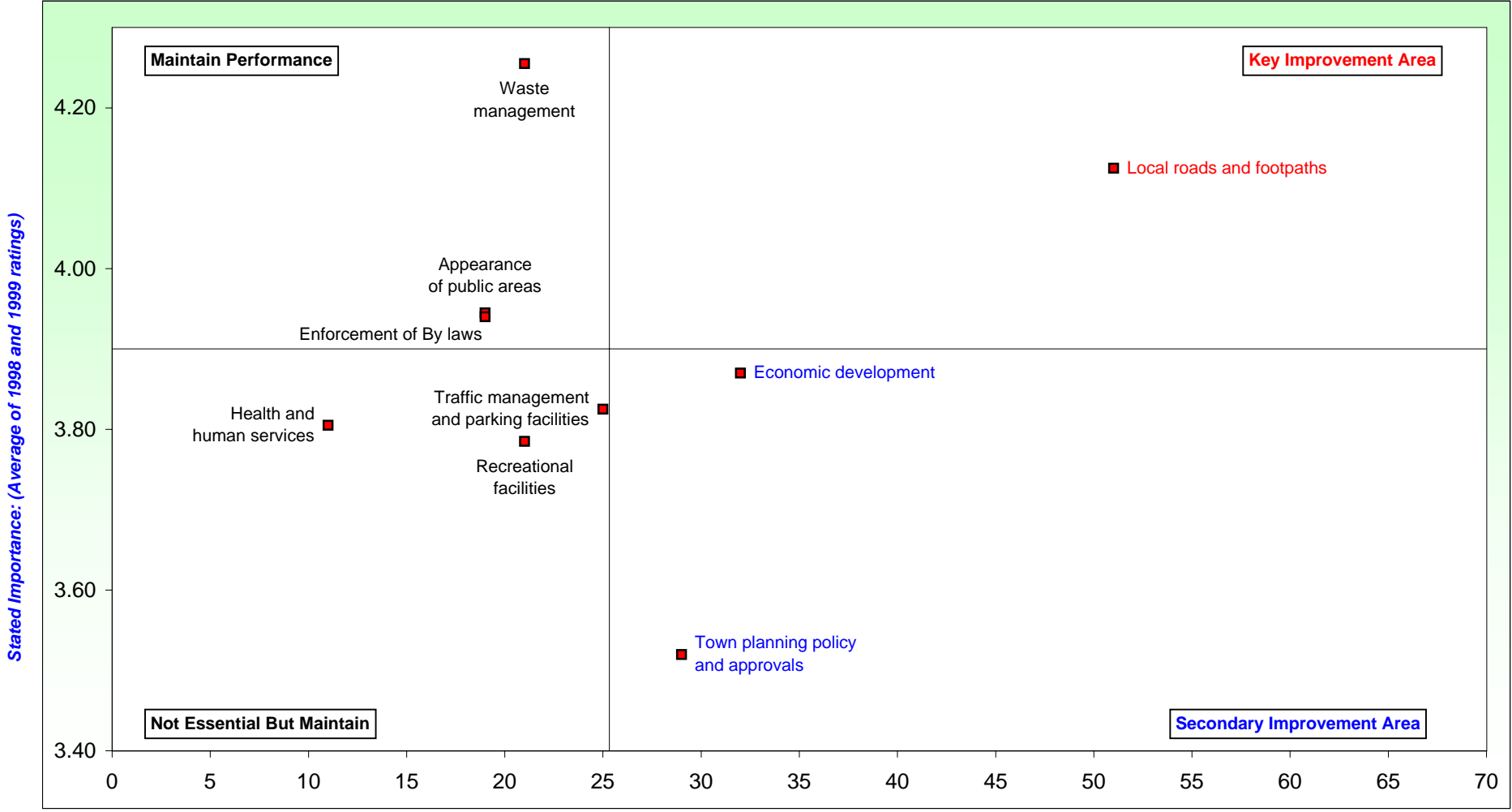
GROUP FOUR



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

CHART 28

ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS KEY SERVICE AREAS - IMPROVEMENT WINDOW GROUP FIVE



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

◆ **GROUP FIVE: Chart 28**

Key Improvement Area

- ❖ Local roads and footpaths

Secondary Improvement Area

- ❖ Economic development
- ❖ Town planning policy and approvals

CHART 29

**ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
REASONS "NEEDS IMPROVEMENT"**

- LOCAL ROADS AND FOOTPATHS -

	N= TOTAL 11937 %	GROUP ONE 1642 %	GROUP TWO 2022 %	GROUP THREE 1519 %	GROUP FOUR 2832 %	GROUP FIVE 3922 %
ISSUES ATTRACTING HIGH LEVELS OF FEEDBACK						
✦ Improve/Fix/Repair uneven surface of footpaths	30	51	36	38	20	23
✦ More frequent/better re-surfacing of roads	29	23	31	29	35	27
✦ More frequent/better slashing of roadside verges	17	1	11	16	25	21
✦ Improve standard of un-sealed roads (amount of loose gravel, corrugations, dust suppression etc.)	16	-	11	6	23	25
✦ Improve/More frequent grading/re-sheeting of un-sealed roads	15	-	7	6	18	26
ISSUES ATTRACTING MODERATE LEVELS OF FEEDBACK						
✦ Quicker response for repairs to roads, footpaths or gutters	10	14	15	9	8	7
✦ Increase number of footpaths/widen footpaths	10	3	12	8	11	12
✦ Fix/improve unsafe sections of roads	10	6	10	8	13	10
ISSUES ATTRACTING LOW LEVELS OF FEEDBACK						
✦ Improve the quality of maintenance on roads and footpaths	8	22	5	25	1	1
✦ More frequent maintenance/cleaning of roadside drains and culverts	5	5	7	1	6	5
✦ Fix/improve edges and shoulders of roads	5	2	-	5	7	8
✦ More/better roadside drains and culverts	4	3	2	1	6	5
✦ Prune/trim trees/shrubs overhanging footpaths/roads	3	9	7	1	1	1
✦ Widen roads/roads too narrow	2	1	4	1	1	1
✦ More/better street/road signs (including position/visibility)	1	2	-	-	-	-
✦ More/better street lighting	1	1	1	-	-	-
✦ Need improved/more frequent weed control	1	-	1	-	1	1
✦ Increase number of sealed roads - outside town limits	1	-	-	1	2	2
✦ Increase number of sealed roads - inside town limits	1	-	3	1	1	2
✦ Tree roots causing damage to footpaths/roads/drains	1	7	-	-	-	-
✦ Council favours/focuses on certain areas over others	1	1	1	6	1	1
✦ Traffic management issues	1	2	2	-	-	-
✦ OTHER	2	4	3	3	2	2

3.4 IMPROVEMENT SUGGESTIONS

Those respondents who rated a service area as needing improvement were asked “why do you say that?” The chart **opposite** and those **which follow** detail the results of the specific improvement suggestions given by residents. Where the numbers are highlighted, they are statistically significantly different to the Total. A green highlight indicates that residents in a particular group were statistically significantly more likely to make mention of that issue, while a red highlight indicates that they were statistically significantly less likely to mention it.

The most important issues are detailed below, along with any sub-groups which were statistically significantly more likely than the Total to mention a particular issue. It should be noted that Metropolitan refers to the combined results for Group One and Two, while Country refers to the combined results for Group Three, Four and Five.

◆ LOCAL ROADS AND FOOTPATHS: Chart 29

Overall, there were 11,937 responses made regarding Local roads and footpaths. As in the past, roads are more of an issue in the Country, while footpaths are the focus in the Metropolitan areas.

- ❖ Improve, fix, repair uneven surface of footpaths (30%)
 - Group One (51%)
 - Interviewed in a Language Other than English (51%)
 - Metropolitan (43%)
 - Group Two (36%)
 - Group Three (38%)
 - Aged 65 plus (36%)
- ❖ More frequent, better resurfacing of roads (29%)
 - Interviewed in a Language Other Than English (37%)
 - Aged 18-34 years (37%)
 - Group Four (35%)
- ❖ More frequent, better slashing of roadside verges (17%)
 - Farming households (27%)
 - Group Four (25%)
 - Country (22%)
 - Group Five (21%)

CHART 30
**ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
REASONS "NEEDS IMPROVEMENT"**
- HEALTH AND HUMAN SERVICES -

	N= TOTAL 2678 %	GROUP ONE 461 %	GROUP TWO 513 %	GROUP THREE 446 %	GROUP FOUR 529 %	GROUP FIVE 729 %
ISSUES ATTRACTING HIGH LEVELS OF FEEDBACK						
✦ More funds/resources for programs/services to reduce waiting lists/improve access (including child care facilities)	25	20	25	25	28	26
✦ More facilities/resources for Aged Care (elderly)/better nursing homes	19	16	18	24	21	17
✦ More/better support/services for ethnic/minority/disadvantaged groups (including drug addicts/disabled/homeless people etc.)	17	17	17	22	15	14
ISSUES ATTRACTING MODERATE LEVELS OF FEEDBACK						
✦ Increase resources for/availability of home help (inc meals on wheels)	14	11	13	16	17	13
✦ More resources/longer opening hours for Maternal and Child Health facilities	12	15	15	10	10	9
✦ Improved/Increased childcare facilities/after school/holiday care	11	18	4	15	3	16
✦ Improve quality of home help	10	9	11	9	8	12
ISSUES ATTRACTING LOW LEVELS OF FEEDBACK						
✦ More/better centres/facilities across the shire/in more remote towns/areas	5	-	3	1	9	10
✦ Services need to be improved in all areas/council needs to do more	4	4	4	3	5	5
✦ Improve quality/variety of food in meals on wheels program	3	3	2	6	3	2
✦ More/better publicity/information about available services	3	5	4	2	3	3
✦ More/better premises for health or community facilities	2	2	8	-	1	-
✦ Better transport arrangements to/from health or community centres/facilities	1		1	-	-	2
✦ More/better activities/programs for young people	1	1	2	1	1	1
✦ More information/resources to immunisation programs	1	1	1	1	1	1
✦ Improve services for children with special needs/disability services	1	1	1	-	-	1
✦ More facilities/services for mental health	1	-	-	1	2	1
✦ Improve/increased dental programme/services	1	-	2	-	-	1
✦ Better management of services/organisations	1	-		-	1	3
✦ OTHER	8	11	12	9	7	5

- ❖ Improve standard of un-sealed roads (ie. loose gravel, corrugations, dust suppression etc) (16%)
 - Farming households (27%)
 - Group Five (25%)
 - Group Four (23%)
 - Country (22%)
- ❖ Improve, more frequent grading, re-sheeting of unsealed roads (15%)
 - Farming households (35%)
 - Group Five (26%)
 - Country (19%)
 - Group Four (18%)

◆ **HEALTH AND HUMAN SERVICES: Chart 30**

Overall, 2,678 respondents mentioned issues regarding Health and human services and similarly to previous years there was little difference across the groups. There were three improvement suggestions that attracted high levels of complaint.

- ❖ More funds, resources for programs, services to reduce waiting lists, improve access (25%)

It is pleasing to note that the number of respondents mentioning this has declined since the high of 2004 (when 31% of respondents mentioned it). It has now returned to similar levels of 2003 and 2005.

- Interviewed in a Language Other than English (36%)
- Rated council on a "secondary" residence (31%)
- Aged 18-34 years (30%)
- ❖ More facilities, resources for Aged Care (elderly), better nursing homes (19%)
 - Aged 65 years plus (27%)
- ❖ More, better support services for ethnic, minority or disadvantaged groups (17%)

CHART 31

**ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
REASONS "NEEDS IMPROVEMENT"**

- RECREATIONAL FACILITIES -

	N=	TOTAL	GROUP ONE	GROUP TWO	GROUP THREE	GROUP FOUR	GROUP FIVE
		5072	588	935	711	1264	1574
		%	%	%	%	%	%
ISSUES ATTRACTING HIGH LEVELS OF FEEDBACK							
◆ More/better Sporting Complexes (including pools)		31	30	38	29	30	29
◆ Better maintenance of Sporting Fields/Grounds and/or buildings(including pools)		22	18	18	25	23	24
ISSUES ATTRACTING MODERATE LEVELS OF FEEDBACK							
◆ More facilities/activities for young people/teenagers		12	3	11	11	12	15
◆ More/better/safer Playgrounds and/or equipment/with sun shade		10	10	15	13	7	10
◆ More/better sporting complexes and/or facilities in smaller towns		10	-	8	9	14	10
ISSUES ATTRACTING LOW LEVELS OF FEEDBACK							
◆ More/better recreational activities/programs		8	12	10	7	7	6
◆ More/better library buildings/no library service/closing library/moving library		6	6	6	1	3	9
◆ More/better facilities and resources at libraries (incl. services & funding)		5	12	6	5	5	1
◆ More community consultation about recreational facilities etc		4	4	4	5	6	1
◆ More/better arts/cultural facilities/events in smaller towns		4	-	1	-	8	6
◆ More/better bike paths, skate board or roller blade facilities(walking tracks)		3	5	5	1	1	3
◆ Longer opening hours for Sporting Complexes (including pools)		3	1	-	2	5	5
◆ More support/funding needed for recreational/sporting facilities/some facilities closing down (incl sports clubs)		3	1	1	2	3	4
◆ More/better amenities in recreation areas (eg. seats, picnic tables, barbeques etc)		2	6	5	1	1	1
◆ Less expensive recreational facilities and activities/more consistent fees		2	3	2	5	1	1
◆ Better/More maintenance of Parks/Playgrounds-syringes/lighting/trees/equipment etc		2	9	2	-	-	-
◆ More support for local sporting clubs in smaller towns		2	-	-	-	-	7
◆ Council favours certain areas over others in regard to recreational facilities		2	1	2	2	3	2
◆ More publicity/information on facilities and activities/programs		1	3	1		-	1
◆ More/better performing arts facilities		1	1	1	1	1	-
◆ More/better events and festivals		1	2	-	1	-	1
◆ Not enough money spent on cultural events and festivals		1	1	1	1	-	-
◆ Not enough support for local community groups/clubs		1	1	1	1	-	-
◆ Larger range/greater availability of books		1	4	-	-	1	1
◆ Pool/baths closing/moving/closed/should be open more months a year		1	1	2	2	1	1
◆ Need more parks/open space		1	3	2	-	-	-
◆ Everything takes too long/upgrading of facilities/decision making ie. facilities		1	1	2	2	1	1
◆ Improved management of facilities/sports/recreation/library etc (incl food management)		1	1	-	3	2	2
◆ OTHER		6	9	7	6	6	4

◆ **RECREATIONAL FACILITIES: Chart 31**

There were 5,072 respondents who mentioned an issue to do with Recreational Facilities. As in past years there were two issues which attracted high levels of complaint.

- ❖ More, better sporting complexes (including pools) (31%)
 - Rated council on a "secondary" residence (38%)
 - Group Two (38%)
- ❖ Better maintenance of sporting fields, grounds and/or buildings (22%)
 - Farming households (25%)

◆ **APPEARANCE OF PUBLIC AREAS: Chart 32**

There were 5,657 respondents in all who mentioned an issue regarding the Appearance of public areas. The three issues which attracted high levels of complaint, were the same as in the past two years, viz:

- ❖ Better maintenance of parks and gardens (29%)
 - Interviewed in a Language Other than English (36%)
 - Group Two (33%)
- ❖ More frequent street cleaning (28%)
 - Aged 65 years plus (36%)
 - Interviewed in a Language Other Than English (34%)
 - Group One (33%)
- ❖ More frequent, better pruning of street trees (15%)
 - Interviewed in a Language Other Than English (25%)
 - Aged 65 plus years (20%)
 - Group Two (18%)

CHART 32

**ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
REASONS "NEEDS IMPROVEMENT"**

- APPEARANCE OF PUBLIC AREAS -

	N= TOTAL 5657 %	GROUP ONE 1202 %	GROUP TWO 1323 %	GROUP THREE 691 %	GROUP FOUR 1021 %	GROUP FIVE 1420 %
ISSUES ATTRACTING HIGH LEVELS OF FEEDBACK						
✦ Better maintenance of parks and gardens	29	24	33	31	30	26
✦ More frequent/better street cleaning	28	33	29	28	24	25
✦ More frequent/better pruning of street trees/plants	15	18	18	11	16	11
ISSUES ATTRACTING MODERATE LEVELS OF FEEDBACK						
✦ More frequent slashing/mowing of public areas/fire hazard	12	1	14	13	17	17
✦ More frequent/better removal of litter in parks and gardens	11	13	16	10	10	6
✦ Better care of street trees - watering, staking, removal of dead trees/tree roots/replace dead trees, etc	9	13	3	11	3	16
ISSUES ATTRACTING LOW LEVELS OF FEEDBACK						
✦ Better landscaping/design (eg. more colour, more shady trees)	8	5	6	6	9	11
✦ More street trees	5	5	5	5	5	6
✦ Better maintenance of beaches, lakes, rivers etc. and surrounding areas	4	2	2	9	6	2
✦ Some areas favoured over others/some areas are neglected	4	1	2	10	8	3
✦ Better maintenance of amenities (eg. BBQ's, Picnic tables, toilets etc.) within parks/gardens	3	4	-	-	6	5
✦ More frequent sweeping of leaves	3	8	1	1	3	3
✦ More emphasis on smaller towns	3	-	-	3	4	8
✦ More frequent spraying of weeds in open spaces/better weed management	2	1	5	2	2	3
✦ Retain/More parks and gardens/open spaces	2	1	4	2	2	1
✦ Better amenities within parks/gardens (eg. BBQ's. Picnic tables, toilets, play equipment etc.)	2	1	5	1	1	1
✦ Better/different types/mix of trees/vegetation/more appropriate trees	2	3	2	2	2	1
✦ Cleaning of public areas/generally untidy	2	2	2	1	1	1
✦ More frequent clearing of public litter bins	2	6	-	-	-	1
✦ More/better cleaning up of condoms, syringes etc. in parks, beaches, alleys etc	2	6	5	-	-	-
✦ Clear drains regularly/stormwater drains often blocked/gutters	2	2	3	2	1	1
✦ Improve streetscapes with landscape or architectural features	1	1	-	4	1	1
✦ More public litter bins	1	1	1	-	2	1
✦ Quicker/more frequent removal of graffiti/attention to vandalism	1	2	2	1	-	-
✦ Cutting down too many trees	1	-	-	-	1	1
✦ More maintenance of nature strips/median strips	1	2	1	1	1	1
✦ Improve/better maintenance of entrances to town	1	-	-	-	2	1
✦ Not responsive to maintenance requests/takes too long	1	1	1	-	-	1
✦ OTHER	6	8	6	2	4	5

CHART 33

**ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
REASONS "NEEDS IMPROVEMENT"**

- TRAFFIC MANAGEMENT -

	N=	TOTAL 8921 %	GROUP ONE 1894 %	GROUP TWO 1823 %	GROUP THREE 1682 %	GROUP FOUR 1660 %	GROUP FIVE 1862 %
ISSUES ATTRACTING HIGH LEVELS OF FEEDBACK							
✦ More parking facilities adjacent to shopping and business centres	33	20	27	40	39	40	
✦ More parking facilities/capacity	30	28	27	31	31	34	
✦ Poor traffic/parking management	15	12	12	16	19	18	
ISSUES ATTRACTING MODERATE LEVELS OF FEEDBACK							
✦ Improve traffic flow/congestion	11	13	14	11	10	6	
ISSUES ATTRACTING LOW LEVELS OF FEEDBACK							
✦ Improve traffic management at intersections	8	9	10	7	7	8	
✦ More free parking/cheaper parking	6	7	7	12	2	-	
✦ Improve road signage - general(parking/speed/road works)	6	4	4	4	7	8	
✦ More parking specifically allocated for residents	4	15	5	-	-	-	
✦ Longer parking times/more longterm parking	3	4	1	6	1	2	
✦ More speed inhibitors (humps, barriers, traffic islands etc)	3	5	5	-	-	2	
✦ Improved parking management around schools/more parking around schools	3	1	9	1	4	1	
✦ Less parking restrictions	2	6	1	3	3	-	
✦ Fewer parking meters	2	1	-	9	1	-	
✦ More parking enforcement/traffic officers	2	5	2	1	1	2	
✦ More disabled parking needed	2	1	2	2	3	3	
✦ Reduce speed limits in residential areas	2	1	4	-	2	3	
✦ More pedestrian crossings	2	2	1	1	3	3	
✦ Streets/roads too narrow/need widening/cars parked on sides	2	2	3	4	1	1	
✦ Improve blind spots, dangerous curves etc. on country roads (excluding highways)	2	-	1	-	4	3	
✦ More community consultation	1	1	-	2	-	1	
✦ Greater restriction of non-resident parking	1	4	-	-	-	-	
✦ More parking restrictions	1	2	-	-	-	-	
✦ More parking around specific areas, eg. train stations, hospitals, etc	1	3	2	1	-	1	
✦ Fewer speed inhibitors (humps, barriers traffic islands etc)	1	1	1	-	-	-	
✦ Install more traffic lights at dangerous intersections	1	-	5	-	-	-	
✦ Less roundabouts	1	-	-	2	-	-	
✦ Restrict/discourage traffic on residential roads	1	5	-	-	-	-	
✦ Restrict truck traffic in streets	1	-	-	-	3	2	
✦ Parking spaces too small/need to be widened	1	-	-	2	1	1	
✦ Greater enforcement of speed limits	1	1	1	-	1	-	
✦ OTHER	5	7	6	5	5	2	

◆ TRAFFIC MANAGEMENT AND PARKING FACILITIES: Chart 33

Overall, there were 8,921 respondents who had some complaint about Traffic management and parking facilities. The two priority issues listed below were the same as those mentioned since 2001.

- ❖ More parking facilities adjacent to shopping and business centres (33%)
 - Group Three (40%)
 - Country (40%)
 - Group Five (40%)
 - Group Four (39%)
- ❖ More parking facilities, capacity (30%)
 - Interviewed in a Language Other Than English (40%)
 - Group Five (34%)

◆ WASTE MANAGEMENT: Chart 34

Results are similar to those of 2004, with 4,824 respondents making some improvement suggestion about Waste Management. There were two main issues:

- ❖ More consistent, lower fees for Tips etc, introduce (or re-introduce) tip vouchers or provide more tip vouchers (16%)
 - Group Three (21%)
 - Group Four (24%)
- ❖ Any or more frequent hard waste collection (15%)
 - Interviewed in a Language Other Than English (43%)
 - Group Two (29%)
 - Metropolitan (27%)
 - Group One (24%)

CHART 34

**ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
REASONS "NEEDS IMPROVEMENT"**

- WASTE MANAGEMENT -

	N=	TOTAL 4824 %	GROUP ONE 746 %	GROUP TWO 807 %	GROUP THREE 570 %	GROUP FOUR 1095 %	GROUP FIVE 1606 %
ISSUES ATTRACTING HIGH LEVELS OF FEEDBACK							
✦ More consistent/Lower fees for Tips etc./ (re)-introduce (more) tip vouchers	16	4	14	21	24	16	
✦ Any/More frequent hard waste collection	15	24	29	13	7	10	
ISSUES ATTRACTING MODERATE LEVELS OF FEEDBACK							
✦ More comprehensive recycling program/no recycling program	11	8	5	14	12	13	
✦ More consistent/convenient/Longer opening times/days for Tips etc.	10	-	2	11	15	16	
✦ No garbage collection	10	-	-	6	19	14	
✦ More reliable Collections	9	15	11	8	7	7	
✦ Bigger bins	9	12	11	13	6	7	
ISSUES ATTRACTING LOW LEVELS OF FEEDBACK							
✦ Any/More frequent collection of green waste/vegetation	8	11	14	10	8	4	
✦ More convenient location of tips/transfer stations/rubbish dumps/no tip/closed tip	8	3	3	7	8	13	
✦ No collection of recyclable materials	7	1	-	-	6	16	
✦ Any/Better containers for collection of recyclable materials/green materials	6	14	7	11	6	1	
✦ More frequent collection of recyclable materials	5	9	6	6	1	4	
✦ Tip/transfer stations in poor condition/badly managed	5	1	1	5	7	7	
✦ Spilling garbage on footpath/ road during garbage collection/rubbish blows out of truck	4	13	7	3	1	1	
✦ Bins should be returned upright to kerbside/in same place/with lids closed	2	6	4	1	1	-	
✦ More frequent rubbish collection	2	1	1	-	5	1	
✦ Cost of garbage/waste collection too much (including bins)	2	3	3	2	2	2	
✦ Extend areas covered by garbage collection in areas outside townships	2	-	-	-	1	5	
✦ Provide more info/keep residents informed about waste management procedures	2	3	3	2	1	1	
✦ More community consultation	1	2	2	1	-	-	
✦ Less damage to garbage bins	1	1	1	1	1	-	
✦ More education/promotion for recycling	1	3	1	2	1	1	
✦ Recyclable material goes into garbage truck/Doubt recycling occurs	1	1	1	1	1	1	
✦ Inconvenient time of day for pick-ups (too early/late/too noisy)	1	2	2	1	-	-	
✦ Collection of rubbish left on streets/footpaths/gutters/public areas	1	2	1	-	-	-	
✦ Quicker response to requests ie, for new bins/bin lids	1	1	1	1	1	1	
✦ OTHER	7	10	9	6	8	5	

CHART 35

**ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
REASONS "NEEDS IMPROVEMENT"**

- ENFORCEMENT OF BY LAWS -

	N= TOTAL 5080 %	GROUP ONE 998 %	GROUP TWO 1045 %	GROUP THREE 670 %	GROUP FOUR 1013 %	GROUP FIVE 1354 %
ISSUES ATTRACTING HIGH LEVELS OF FEEDBACK						
✦ Greater enforcement of animal By-laws	34	26	30	38	37	39
✦ Greater enforcement of noise By-laws (domestic, industrial, traffic etc.)	19	24	28	18	13	14
ISSUES ATTRACTING MODERATE LEVELS OF FEEDBACK						
✦ Greater enforcement of parking restrictions/more officers/rangers	14	23	15	13	11	10
✦ Greater enforcement of by-laws generally/more by-laws officers	11	7	10	10	15	11
✦ Greater enforcement of fire prevention By-laws to clean up properties	10	-	8	7	14	18
ISSUES ATTRACTING LOW LEVELS OF FEEDBACK						
✦ Greater enforcement of fire prevention By-laws	7	2	7	5	12	10
✦ Greater enforcement of health/food handling By-laws	6	6	5	6	5	7
✦ By-laws are too stringent	5	5	5	7	5	5
✦ Greater enforcement of littering By-laws	4	6	5	-	3	3
✦ Less enforcement of parking restrictions	4	10	1	6	1	1
✦ Quicker response to reports of By-law infringements	4	3	5	4	3	4
✦ Better attitude for by-laws enforcement officers/rangers	4	3	4	4	5	4
✦ By-laws are too lenient	2	1	1	2	2	3
✦ Greater enforcement of pollution By-laws (domestic, industrial, traffic etc)	1	3	1	1	-	-
✦ More publicity/information to residents	1	2	1	1	1	1
✦ By-laws purely revenue raising	1	1	1	1	-	-
✦ Animal by-laws are too stringent	1	2	1	1	1	1
✦ Greater enforcement of traffic/road laws (including footpaths)	1	1	2	-	1	-
✦ More consistent application of by-laws/enforcement	1	1	1	1	1	2
✦ Create access to/more free parking/unrestricted parking/dislike parking meters	1	1	1	1	-	-
✦ OTHER	5	5	7	6	4	5

◆ ENFORCEMENT OF BY LAWS: Chart 35

Overall, there were 5,080 respondents who made suggestions about Enforcement of By laws. There were two issues which attracted high levels of complaint.

- ❖ Greater enforcement of animal By-laws (34%)
 - Group Five (39%)
 - Females (37%)
- ❖ Greater enforcement of noise By-laws (domestic, industrial, traffic etc) (19%)
 - Interviewed in a Language Other Than English (29%)
 - Group Two (28%)
 - Metropolitan (26%)
 - Renting (25%)
 - Group One (24%)

◆ ECONOMIC DEVELOPMENT: Chart 36

There were 6,358 respondents who made a comment about why Economic development needs improvement. The three issues which attracted high levels of complaint have been consistent since 2002.

- ❖ Need more, better job creation programs, employment opportunities (37%)
 - Interviewed in a Language Other Than English (60%)
 - Renting (50%)
 - Aged 18-34 years (47%)
 - Group Two (44%)
 - Females (43%)
 - Group Three (42%)
- ❖ Encourage more tourism (16%)
- ❖ Not enough support for local businesses (15%)

CHART 36

**ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
REASONS "NEEDS IMPROVEMENT"**

- ECONOMIC DEVELOPMENT -

	N= TOTAL 6358 %	GROUP ONE 662 %	GROUP TWO 954 %	GROUP THREE 916 %	GROUP FOUR 1532 %	GROUP FIVE 2294 %
ISSUES ATTRACTING HIGH LEVELS OF FEEDBACK						
✦ Need more/better job creation programs/employment opportunities	37	31	44	42	35	35
✦ Encourage more tourism	16	9	12	17	18	17
✦ Not enough support for local businesses/opening new business/many closing down	15	15	12	13	15	17
ISSUES ATTRACTING MODERATE LEVELS OF FEEDBACK						
✦ Greater emphasis on Economic Development in general	12	12	10	10	14	14
✦ Encourage more companies/industries to re-locate to the area	11	5	7	14	11	12
✦ Not aware of any economic development/they don't do anything/improvement needed	10	14	7	7	11	11
ISSUES ATTRACTING LOW LEVELS OF FEEDBACK						
✦ Better financial planning/management of Council budget/don't waste money	6	6	3	6	6	6
✦ Economic development programs are too focussed on majors towns/need to focus on rural & regional areas	6	-	2	4	9	9
✦ Not enough promotion of local businesses	5	8	7	5	5	4
✦ Encourage more desirable industries to locate to the area	3	5	4	4	4	3
✦ Need to publicise/inform the community of Council activities	3	6	3	-	3	2
✦ More community consultation/consultation with business	1	-	1	1	1	1
✦ Too much emphasis on tourism	1	-	1	1	1	1
✦ Some areas of local govt are neglected	1	1	1	1	1	-
✦ Stop rate increases/rates too high for businesses	1	1	1	-	-	1
✦ Attract/encourage better/more diverse shops/businesses ie. Target/Spotlight/newsagents	1	2	1	-	-	-
✦ Takes too long to get things done/complete projects	1	2	1	1	1	1
✦ Infrastructure in the area needs to be improved/keep up with new developments	1	1	1	-	2	1
✦ OTHER	4	8	6	4	2	2

CHART 37

**ANNUAL COMMUNITY SATISFACTION SURVEY 2005 - STATEWIDE RESULTS
REASONS "NEEDS IMPROVEMENT"**

- TOWN PLANNING POLICY AND APPROVALS -

	N= TOTAL 7545 %	GROUP ONE 1598 %	GROUP TWO 1114 %	GROUP THREE 1113 %	GROUP FOUR 1695 %	GROUP FIVE 2025 %
ISSUES ATTRACTING HIGH LEVELS OF FEEDBACK						
✦ Better planning policies	20	13	17	24	24	23
✦ More efficient/faster approval processes	16	11	14	16	21	16
ISSUES ATTRACTING MODERATE LEVELS OF FEEDBACK						
✦ More consultation with community	11	10	9	11	10	13
✦ More consistent decisions	11	9	7	12	14	11
✦ Too little regulation in heritage areas/knocking down old houses	11	12	6	14	11	11
✦ Council should be stronger in representing community opinion	9	8	7	9	7	11
ISSUES ATTRACTING LOW LEVELS OF FEEDBACK						
✦ Take better account of environmental issues	8	4	10	10	7	9
✦ Less high density dwellings	7	21	10	3	4	-
✦ Too much residential sub-division	7	7	8	5	7	7
✦ Ugly/inappropriate design/development (no character)/out of character with area	6	19	8	3	2	1
✦ Greater enforcement of/adherence to planning policies	4	6	1	2	5	3
✦ Take better account of impact on neighbouring properties	4	7	4	3	3	4
✦ Too much regulation in heritage areas	4	2	1	7	3	4
✦ Less development/too much overdevelopment	4	3	8	1	7	1
✦ Greater clarity/information on guidelines and process for building application	3	1	1	3	5	4
✦ Too much highrise development/high rise apartments	3	15	1	-	-	-
✦ More helpful Town planning staff	2	-	1	1	1	4
✦ Not enough infrastructure to support new developments ie. lack of water/parkings/roads	2	3	3	2	2	2
✦ Process is too bureaucratic/needs to be flexible/too many regulations/in exports	2	2	3	1	2	2
✦ Council not very professional in this area/poor management	2	1	2	1	2	2
✦ Could do better in this area/some areas favoured over others	2	-	2	2	2	2
✦ Better planning for development of shopping areas	1	-	3	3	-	-
✦ Decisions overridden by State Government/VCAT/the Tribunal	1	1	-	-	-	-
✦ OTHER	5	6	12	5	1	3

◆ **TOWN PLANNING POLICY AND APPROVALS: Chart 37**

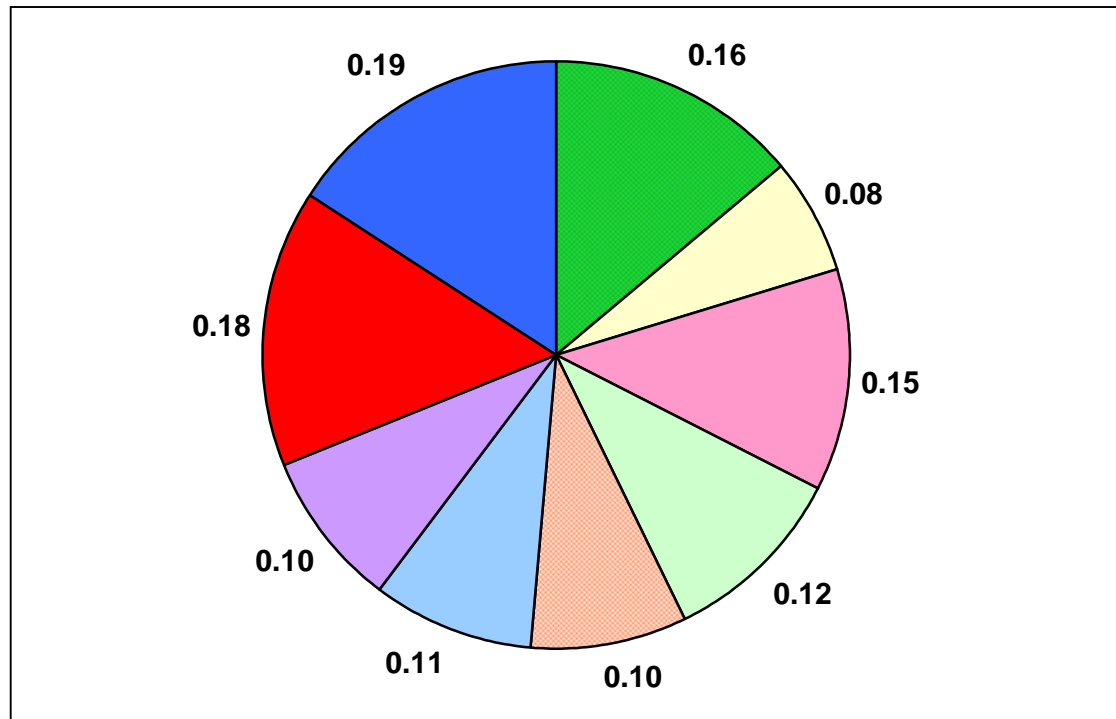
The number of respondents who made a suggestion regarding Town planning policy and approvals totalled 7,545. There were two main issues to emerge.

- ❖ Better planning policies (20%)
 - Interviewed in a Language Other Than English (27%)
 - Farming households (26%)
 - Group Three (24%)
 - Group Four (24%)
 - Group Five (23%)

- ❖ More efficient, faster approval processes (16%)
 - Group Four (21%)
 - Aged 18-34 years (20%)

CHART 38

**ANNUAL COMMUNITY SATISFACTION SURVEY 2005
RELATIVE PROPORTION OF SERVICES WHICH HAVE
THE MOST IMPACT ON RESIDENT SATISFACTION - STATEWIDE**



3.5 REGRESSION ANALYSIS

As stated importance tends to be very stable over time, in 2000 a decision was made to not ask respondents to rank the importance of the attributes. Instead, Regression Analysis was undertaken to determine the Drivers of Satisfaction. **Chart 38 opposite** shows the Statewide priorities as determined by the regression analysis.

The orders of magnitude of the coefficients for the derived drivers shown next to each service area indicates the relative strength of each (therefore a driver with a coefficient of 0.18 has three times the impact of a driver with a coefficient of 0.06). Please note, these are not percentages. To facilitate analysis, where respondents could not provide a rating for a particular service, the average results for the respondents who could, was utilised.

The Regression Analysis measures the relationship between Overall Satisfaction and both positive and negative satisfaction with performance on individual attributes. As such, it is a measure of the degree of sensitivity that Overall Satisfaction has to an individual attribute. The analysis is based on observations of corelationship, rather than respondents rational responses to what influences their Overall Satisfaction. The resultant "derived drivers" are therefore based on sub-conscious, rather than conscious linkages.

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

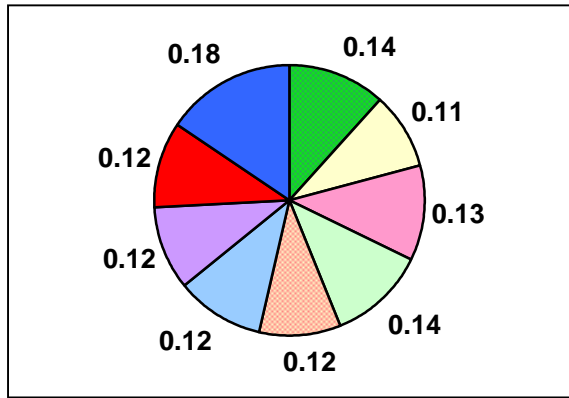
The attributes which have the greatest impact upon Overall Satisfaction are identical to those found since the regression analysis was first undertaken in 2000 and all subsequent years. In some cases, the order of importance has changed. In 2005, Appearance of Public Areas has declined in importance, leaving four attributes, viz:

- ◆ Town Planning Policy and Approvals
- ◆ Economic Development
- ◆ Local Roads and Footpaths
- ◆ Recreational Facilities

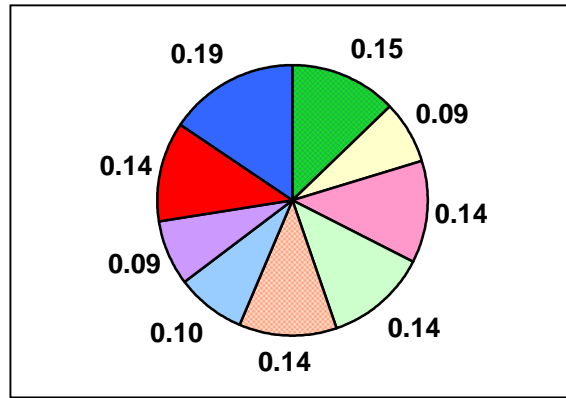
CHART 39

**ANNUAL COMMUNITY SATISFACTION SURVEY 2005
RELATIVE PROPORTION OF SERVICES WHICH HAVE
THE MOST IMPACT ON RESIDENT SATISFACTION**

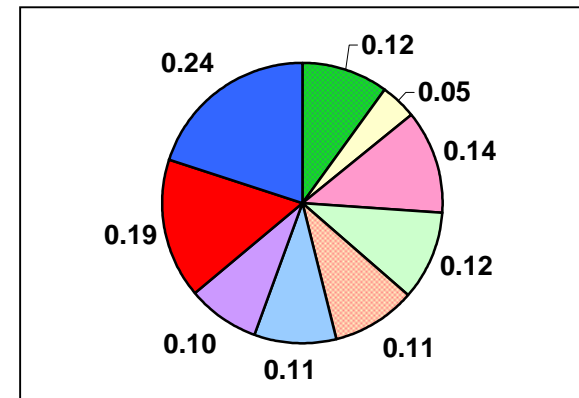
GROUP ONE



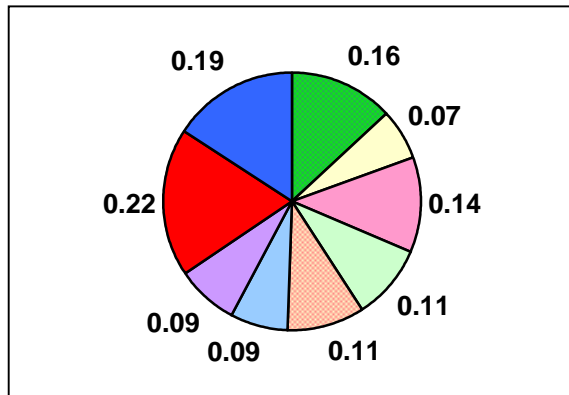
GROUP TWO



GROUP THREE



GROUP FOUR



GROUP FIVE

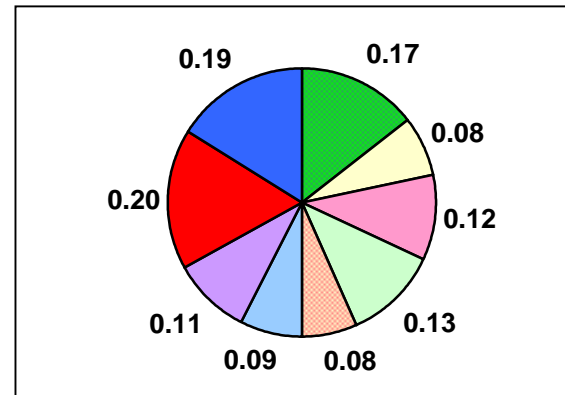


Chart 39 opposite shows the results for the Regression Analysis for the Groups. The Key Drivers for each, listed in order of importance, are detailed below.

◆ **GROUP ONE**

In 2005, the four key drivers for Group One were:

- ❖ Town Planning Policy and Approvals
- ❖ Appearance of Public Areas
- ❖ Local Roads and Footpaths
- ❖ Recreational Facilities

◆ **GROUP TWO**

Town Planning Policy and Approvals was the key driver this year, replacing Local Roads and footpaths. Nevertheless, the latter is still one of the two top drivers.

- ❖ Town Planning Policy and Approvals
- ❖ Local Roads and Footpaths
- ❖ Recreational Facilities
- ❖ Appearance of Public Areas
- ❖ Economic Development
- ❖ Traffic Management and Parking Facilities

◆ **GROUP THREE**

As in 2004, there are two very strong drivers are apparent in Group Three, however they have changed in order of importance, viz:

- ❖ Town Planning Policy and Approvals
- ❖ Economic Development

◆ **GROUP FOUR**

There are three key drivers this year for Group Four viz:

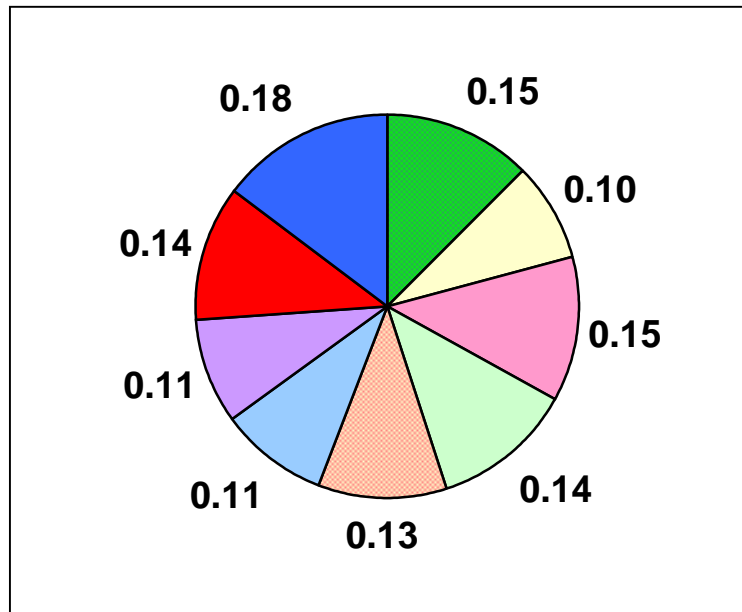
In 2003, Recreational Facilities was also one of the main drivers.

- ❖ Economic Development
- ❖ Town Planning Policy and Approvals
- ❖ Local Roads and Footpaths

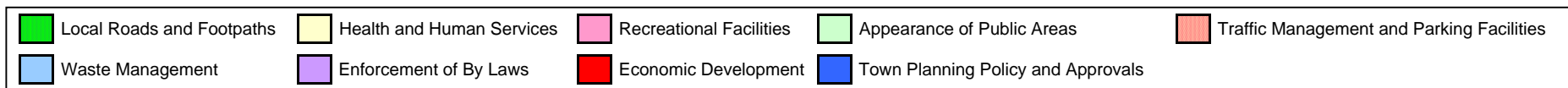
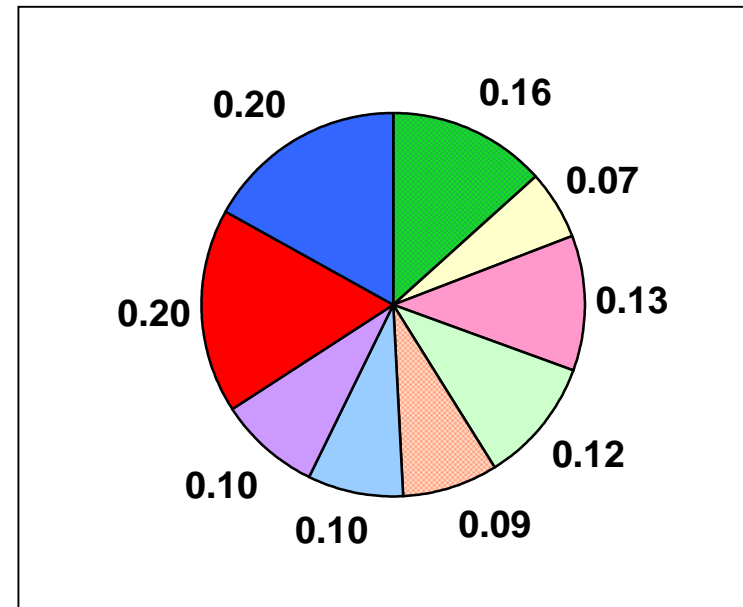
CHART 40

**ANNUAL COMMUNITY SATISFACTION SURVEY 2005
RELATIVE PROPORTION OF SERVICES WHICH HAVE
THE MOST IMPACT ON RESIDENT SATISFACTION**

METROPOLITAN



COUNTRY



◆ GROUP FIVE

Economic Development and Town Planning Policy and Approvals remain the two top drivers for Group Five. Local Roads has almost maintained its third position, viz:

- ❖ Economic Development
- ❖ Town Planning Policy and Approvals
- ❖ Local Roads and Footpaths

Chart 40 opposite shows the results for the Regression Analysis for Metropolitan (Groups One and Two) and Country (Groups Three, Four and Five).

◆ METROPOLITAN

With the exception of Appearance of Public Areas, the Key Drivers for Metropolitan councils remain the same as they did in 2004 and 2003, however the order has changed. The most important attributes this year are:

- ❖ Town Planning Policy and Approvals
- ❖ Economic Development
- ❖ Local Roads and Footpaths
- ❖ Recreational Facilities

◆ COUNTRY

Five of the attributes show high importance in 2005, viz:

- ❖ Town Planning Policy and Approvals
- ❖ Local Roads and Footpaths
- ❖ Recreational Facilities
- ❖ Appearance of Public Areas
- ❖ Economic Development

3.6 SUMMARY CONCLUSIONS

3.6.1 CHANGES SINCE 2004

Results for 2005 are quite positive overall, with four attributes showing statistically significant improvement in comparison to 2004. There was however, a slight (but statistically significant) decline with regards to Overall Performance.

The statistically significant changes apparent for 2005 are detailed below.

STATEWIDE:

One Key Performance Indicators and four service attributes which have improved statistically significantly in comparison to 2004. They were:

◆ Overall Performance

- ❖ Just under eight in ten respondents (78%) rated their Council's Overall Performance as "excellent, good and adequate" in 2005, a statistically significant decline on the 2004 result of 80%.

◆ Health and Human Services

- ❖ It is a very positive result that this attribute has improved in 2005, given that it declined in 2004. This year 88% of respondents rated it as "excellent, good and adequate" and this is an improvement on the 2004 result of 87%.

◆ Recreation Facilities

- ❖ Eight in ten respondents (81%) rated this attribute as "excellent, good and adequate" and this is an improvement on the result for 2004 of 80%.

◆ Enforcement of By Laws

- ❖ There was a statistically significant improvement of 1% on this measure this year, the second consecutive year of improvement on this measure. In 2005, 80% of respondents rated it as "excellent, good and adequate" compared with 79% in 2004 and 78% in 2003.

◆ Economic Development

- ❖ Just over seven in ten respondents were satisfied on this dimension in 2005 (72%) and this has improved. This has shown significant improvement on the 2004 result (71%) and the second consecutive year of improvement (compared with 70% in 2003).

There were no Key Service attributes which declined in 2005.

GROUP ONE

While there was one Key Performance Indicator which declined in Group One for 2005, it is positive to note that there were four attributes which improved significantly, viz:

◆ Customer Contact

- ❖ There was a decline of 3% this year with only 81% of respondents rating their council's performance as "excellent, good and adequate", returning to the 2003 level. There was also a higher proportion feeling there was room for improvement (up 2% to 19% in 2005).

◆ Recreational Facilities

- ❖ The result for this attribute is very positive, with an improvement of 2% in comparison to 2004. This year 89% of Group One respondents rated their council positively. This is the most positive result achieved across the eight years.

◆ Traffic Management and Parking Facilities

- ❖ Again, results are very positive with an improvement of 3% in 2005. Two thirds (66%) now rate their council as "excellent, good and adequate" in comparison to 63% in 2004.

◆ Waste Management

- ❖ An improvement of 2% was evident on this measure for 2005 in Group One. Now, 86% of respondents rate this attribute as "excellent or good" and there has also been a significant improvement on the proportion who feel there is room for improvement (down 3% this year to 13%).

◆ **Economic Development**

- ❖ Just over eight in ten (83%) respondents in Group One rated their council positively on this measure. This was an improvement of 2% on the 2004 result of 81%. It should also be noted that there has been steady improvement in Group One on this measure since 2001 when 74% rated it positively.

GROUP TWO:

One Key Performance Indicator declined in Group Two. All other indicators stayed stable across their Mean results and for the combined "excellent, good and adequate". There were however, two attributes which showed statistically significant negative change with regards to the proportion seeking improvement.

◆ **Overall Performance**

- ❖ Just under eight in ten (79%) of respondents in Group Two rated their Overall Performance as "excellent, good and adequate" this year. This is a decline of 2% on the 2004 result of 82%. Further, one fifth (21%) were seeking improvement, compared with only 17% in 2004.

◆ **Waste Management**

- ❖ While the Mean result remained stable on this measure, there was a statistically significantly higher proportion seeking improvement. In 2005, 16% rated their council's performance on this measure as "needs improvement" compared with 14% in 2004.

◆ **Appearance of Public Areas**

- ❖ Again, results have remained stable overall, however in 2005, 27% are seeking improvement compared with 24% in 2004.

GROUP THREE:

Two attributes have shown statistically significant change in comparison to 2005. One has declined with regards to the Mean result and one has improved for the combined "excellent, good and adequate" results, viz:

◆ **Enforcement of By Laws**

- ❖ While the change in combined "excellent, good and adequate" results is not statistically significant, (down 1% to 81% this year), the change has made an impression on the Mean result.

◆ Economic Development

- ❖ Group Three respondents are much more positive in 2005 than they were in 2004 on this measure. Three quarters (75%) rated this as “excellent, good and adequate” which is an improvement of 3% on the 2004 result of 72%. There has also been a 3% drop in the proportion seeking improvement (25% compared with 28% in 2004).

GROUP FOUR:

Two attributes have shown decline while one has improved, viz:

◆ Local Roads and Footpaths

- ❖ Only 46% of Group Four respondents were satisfied on this dimension in 2005 and this is a 3% decline on the 2004 result of 49%.

◆ Traffic Management and Parking Facilities

- ❖ There has also been a decline on this measure. Only 68% of respondents rated this as “excellent, good and adequate” which is a decline of 3% on the 2004 result of 71%. This also represents the second consecutive year of decline (in 2003 there were 73% who rated this positively).

◆ Waste Management

- ❖ It is positive to report that there has been quite a dramatic improvement on this measure for Group Four in 2005. Just under eight in ten (79%) of respondents rated Waste Management as “excellent, good and adequate” and this is an improvement of 4% on the 2004 result of 75%. Further, a similar improvement was evident in the “needs improvement” ratings (down 3% to 21% in 2005).

GROUP FIVE:

In terms of changes on Mean results, Group Five results were all stable in comparison to 2004. However, for the combined “excellent, good and adequate” results, there was one Key Performance Indicator and two attributes which have declined. There was also one attribute which has improved.

◆ **Community Engagement**

- ❖ Only 67% of Group Five respondents were satisfied on this dimension in 2005 compared with 69% in 2004. There was also a corresponding increase in the proportion seeking improvement (up 2% to 33% in 2005).

◆ **Recreational Facilities**

- ❖ It is positive to report that there was an improvement of 2% on the combined "excellent, good and adequate" results for Group Five on this dimension. In 2005, 79% rated this positively and only 21% were seeking improvement (an positive change of 3% in comparison to 2004).

◆ **Traffic Management and Parking Facilities**

- ❖ Just under three quarters (74%) of respondents rated this dimension as "excellent, good and adequate" in 2005 which was a decline of 2% in comparison to 2004. This was the second consecutive year that showed statistically significant change (in 2004 the result had improved by 3% in comparison to 2003).

◆ **Waste Management**

- ❖ Just 78% of Group Five respondents rated this satisfactorily this year a decline of 3% in comparison to 2004.

3.6.2 DIFFERENCES BETWEEN METROPOLITAN AND COUNTRY

As in previous years, there were different levels of satisfaction apparent on the service attributes between Metropolitan and Country respondents. These differences are detailed below.

METROPOLITAN

Metropolitan respondents were more satisfied than their Country counterparts with regards to two Key Performance Indicators and four attributes. They were:

- ◆ **Overall Performance**
 - ❖ 84% "excellent, good and adequate" compared with 76% for Country
- ◆ **Community Engagement**
 - ❖ 70% "excellent, good and adequate" compared with 67% for Country
- ◆ **Local Roads and Footpaths**
 - ❖ 65% "excellent, good and adequate" compared with 50% for Country
- ◆ **Recreational Facilities**
 - ❖ 84% "excellent, good and adequate" compared with 78% for Country
- ◆ **Waste Management**
 - ❖ 86% "excellent, good and adequate" compared with 80% for Country
- ◆ **Economic Development**
 - ❖ 79% "excellent, good and adequate" compared with 70% for Country

COUNTRY

There was one Key Performance Indicator and four service attributes where Country respondents were more satisfied than Metropolitan respondents. They were:

- ◆ **Customer Contact**
 - ❖ 82% "excellent, good and adequate" compared with 81% for Metropolitan

- ◆ **Health and Human Services**
 - ❖ 88% "excellent, good and adequate" compared with 86% for Metropolitan
- ◆ **Appearance of Public Areas**
 - ❖ 81% "excellent, good and adequate" compared with 77% for Metropolitan
- ◆ **Traffic Management and Parking Facilities**
 - ❖ 69% "excellent, good and adequate" compared with 65% for Metropolitan
- ◆ **Enforcement of By Laws**
 - ❖ 81% "excellent, good and adequate" compared with 78% for Metropolitan