

**NSW LOCAL GOVERNMENT
COMMUNITY SATISFACTION SURVEY
QUEANBEYAN-PALERANG REGIONAL COUNCIL**

2016 RESEARCH REPORT

**COORDINATED BY THE NSW DEPARTMENT OF PREMIER AND CABINET
ON BEHALF OF NEWLY ESTABLISHED COUNCILS**



JWS RESEARCH

CONTENTS

[Background and objectives](#)

[Survey methodology and sampling](#)

[Key findings and recommendations](#)

[Summary of findings](#)

[Detailed findings](#)

- [Key core measure: Overall performance](#)
- [Key core measure: Customer service](#)
- [Positives and areas for improvement](#)
- [Communications](#)
- [User of council services](#)
- [Knowledge of mergers](#)
- [Individual service areas](#)
- [Detailed demographics](#)

[Appendix A: Further project information](#)

[Appendix B: Detailed survey tabulations](#)

BACKGROUND AND OBJECTIVES

This report outlines the results and recommendations of the 2016 NSW Local Government Community Satisfaction Survey for Queanbeyan-Palerang Regional Council.

In a first for the NSW Local Government sector, the Department of Premier and Cabinet (DPC) coordinated delivery of this Community Satisfaction Survey amongst newly established councils in NSW in 2016. The survey is intended to produce data that will assist new councils in measuring success of implementation.

DPC together with new councils developed a success framework to guide the implementation of new councils and to measure progress. The Stronger Councils Framework defines a strong council as one that delivers results for their community, builds relationships and partnerships, and has the culture, people and capability to make this happen. An agreed measure of success in the Stronger Councils Framework is community satisfaction with council's overall performance.

The 2016 survey is intended to provide baseline information on community views towards, and satisfaction with, the services of council. The research will be an important tool for councils to better understand what matters to their communities and enable them to focus their implementation activities to improve services, focus communications, enhance community perceptions of council and build stronger relationships between councils and their communities.

It is anticipated that the 2016 Local Government Community Satisfaction Survey will be the genesis of an ongoing sector-wide annual local government survey regime.

CONTEXT

The 2016 survey is intended to provide baseline information on community views towards, and satisfaction with, the services of council, so as **to inform priority areas for the newly formed councils to focus on.**

The survey has been designed to be repeatable. In this the first year, where only baseline data is available, councils can compare results to other newly formed councils, either State-wide, or within the metropolitan or regional/ rural group. For further comparison, should they wish, councils can refer to results in the Victorian State-wide report, which is available at: <http://www.dtpli.vic.gov.au/local-government/publications-and-research/council-community-satisfaction-survey>.

It is intended that this baseline data will be replicated to provide trend data for measurement and review in future years.

It is important to note that most Councils participating in this research were formed on the 12th May, 2016. Respondents were asked to reflect specifically on the performance of the newly formed council. Notwithstanding this, there is potential that the results could also reflect respondents' perceptions of the former councils.

SURVEY METHODOLOGY AND SAMPLING

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Queanbeyan-Palerang Regional Council.

Survey sample was purchased from an accredited supplier of publicly available phone records, including up to 30% mobile phone numbers to cater to the diversity of residents within Queanbeyan-Palerang Regional Council, particularly younger people.

A total of n=400 completed interviews were achieved in Queanbeyan-Palerang Regional Council. Survey fieldwork was conducted in the period of 1st to 30th September, 2016.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Queanbeyan-Palerang Regional Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, '—' denotes not mentioned and '0%' denotes mentioned by less than 1% of respondents. 'Net' scores refer to two or more response categories being combined into one category for simplicity of reporting.

This research was conducted in compliance with AS-ISO 20252.

SIGNIFICANT DIFFERENCES EXPLAINED

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'total' or overall result for the council for that survey question. Therefore in the example below:

- The State-wide result is significantly higher than the overall result for the council.
- The result among 40-64 year olds is significantly lower than the overall result for the council.

Overall Performance – Index Scores



INDEX SCORES EXPLAINED

Many questions ask respondents to rate council on a five-point scale, for example, performance from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time (following this benchmark wave), and measured against the State-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	CALCULATION	INDEX VALUE
Very good	9%	100	9% x 100 =	9
Good	40%	75	40% x 75 =	30
Average	37%	50	37% x 50 =	19
Poor	9%	25	9% x 25 =	2
Very poor	4%	0	4% x 0 =	0
Can't say	1%	--	--	INDEX SCORE 60

INDEX SCORE IMPLICATIONS

Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

- a) how well council is seen to be performing in a particular service area; or
- b) the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

INDEX SCORE	Performance implication	Importance implication
80 – 100	Council is performing very well in this service area	This service area is seen to be extremely important
60 – 80	Council is performing well in this service area, but there is room for improvement	This service area is seen to be very important
40 – 60	Council is performing satisfactorily in this service area but needs to improve	This service area is seen to be fairly important
0 – 40	Council is performing poorly in this service area	This service area is seen to be not that important

FURTHER INFORMATION

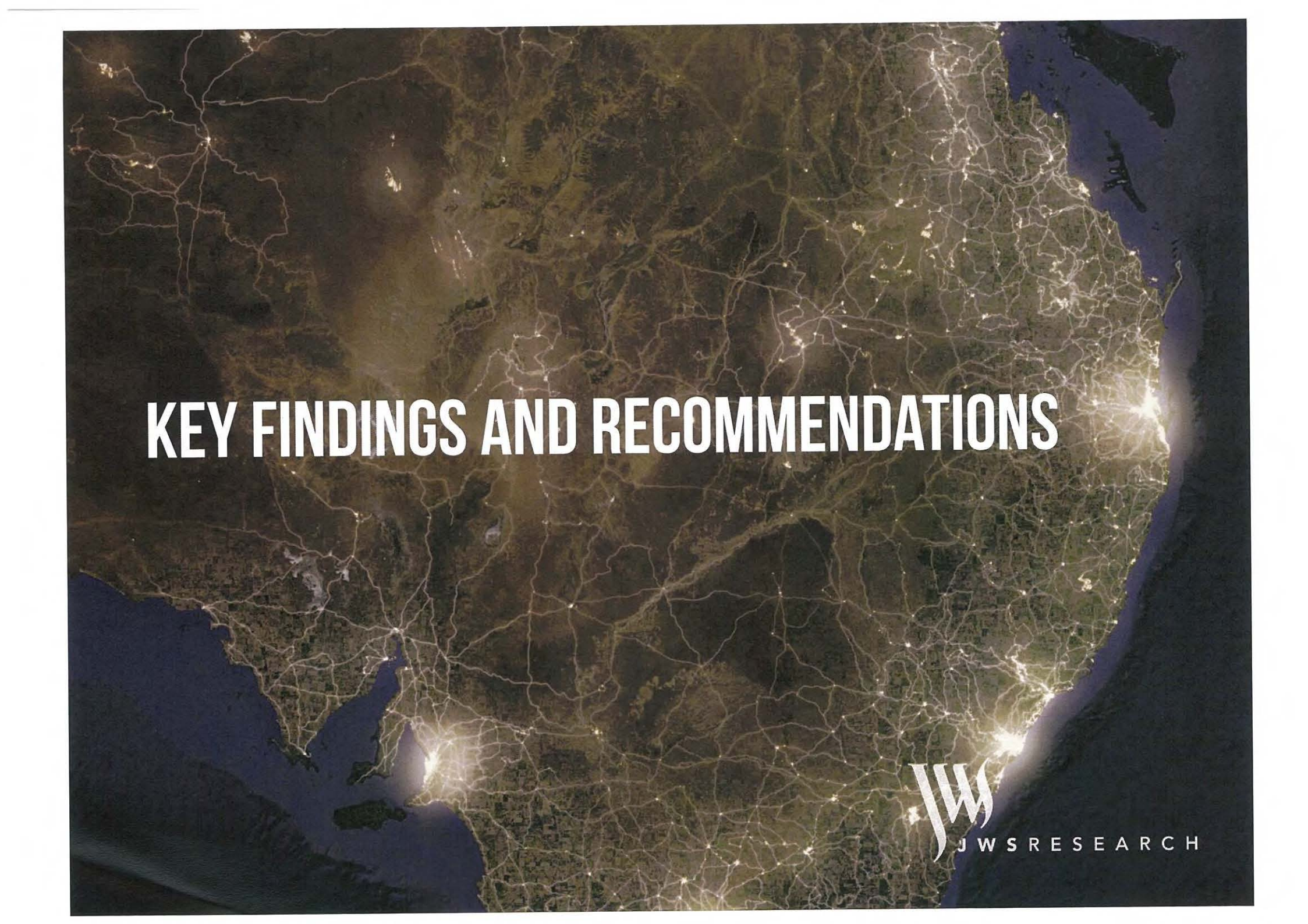
Further Information

Further information about the report and explanations about the Local Government Community Satisfaction Survey can be found in the [Appendix A](#), including:

- [Margins of error](#)
- [Analysis and reporting](#)
- [Glossary of terms](#)

Contacts

For further queries about the conduct and reporting of the 2016 Local Government Community Satisfaction Survey, please contact JWS Research on 03 8685 8555 or email nswcss@jwsresearch.com

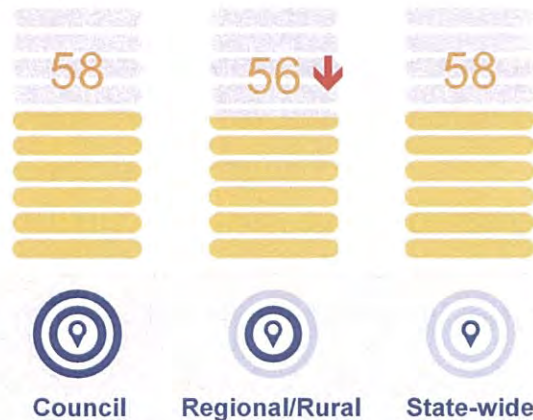
A satellite night view of North America, showing the continent illuminated by city lights against the dark background of the oceans. The lights are concentrated along the eastern and western coasts, with a dense network of smaller lights across the interior. The Great Lakes and Mississippi River are visible as darker features.

KEY FINDINGS AND RECOMMENDATIONS



JWS RESEARCH

QUEANBEYAN-PALERANG REGIONAL COUNCIL



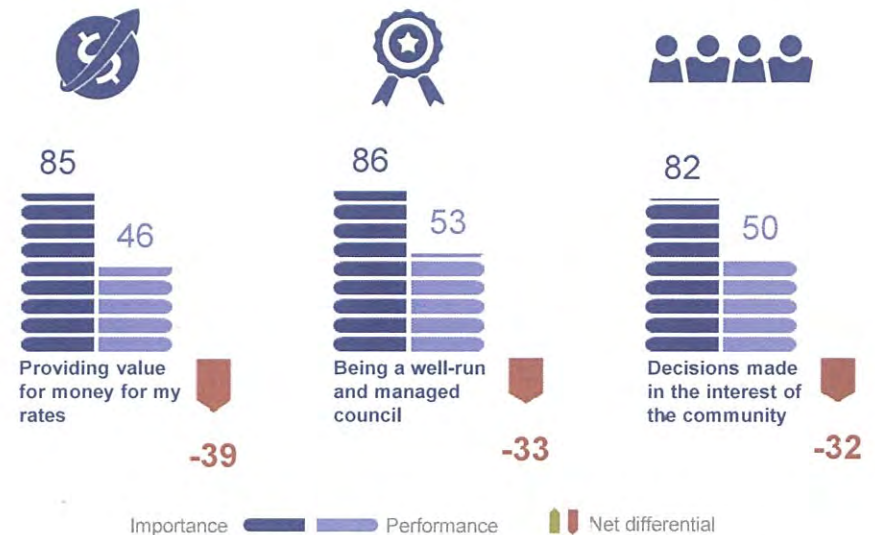
OVERALL COUNCIL PERFORMANCE

State-wide result is inclusive of all newly formed councils.
Results shown are index scores out of 100.

TOP 3 PERFORMING AREAS



TOP 3 AREAS FOR IMPROVEMENT



OVERALL PERFORMANCE

Queanbeyan-Palerang Regional Council residents rate the current overall performance of the newly formed council in a satisfactory way. However, the overall performance index score of 58 indicates there is a need for Council to improve perceptions of how it is performing.

- On the measure of overall performance, Queanbeyan-Palerang Regional Council is rated **equal** to newly formed councils State-wide (index score of 58), and **significantly higher** (at the 95% confidence level) **than the average for newly formed councils in the regional/rural group** (index score of 56).
- **Residents of the Queanbeyan-Jerrabomberra Urban area are significantly more favourable than average** in their view of Council's overall performance (index score of 63).
- **Residents of Urban Villages and the Rural area are significantly less favourable** than average in their view of Council's overall performance (index scores of 49 and 48, respectively).
- However, one in five residents (21%) in the Rural area have not yet formed an opinion on the overall performance of the newly formed council (providing a 'can't say' response). This represents an opportunity for Council to communicate to these residents about what Council's plans are, and what Council is doing.

Two in five (40%) residents rate the Queanbeyan-Palerang Regional Council as either 'very good' or 'good', with a further third of residents (36%) sitting mid-scale, providing an 'average' rating.

OVERVIEW OF CORE PERFORMANCE MEASURES

Review of the core performance measures (as shown on page 21) **shows that Queanbeyan-Palerang Regional Council is performing *significantly higher*** than the regional/rural council averages on only one of these 10 measures, namely:

- **The condition of local streets and footpaths in your area.**

As mentioned previously, Queanbeyan-Palerang Regional Council is also rated *significantly higher* than the regional/rural council average on overall performance.

Conversely, **in the area of recreational facilities and providing value for money for my rates, Queanbeyan-Palerang Regional Council is rated *significantly lower* than the State-wide and regional/rural group averages.**

On other core performance measures, Queanbeyan-Palerang Regional Council is rated in a *similar* manner to State-wide and regional/rural group averages.

In the area of customer service (index score of 70), Queanbeyan-Palerang Regional Council is performing *slightly higher* than the State-wide average and *equivalent* to the regional/rural council averages (index scores of 69 and 70, respectively). This is Queanbeyan-Palerang Regional Council's best rating among the core performance measures.

AREAS WHERE COUNCIL IS PERFORMING WELL

With a performance index score of 73, **waste management is Council's highest rated service area**; this rating is **significantly higher than the regional/rural group average** and *slightly higher* than the State-wide average (index scores of 69 and 71 respectively).

- Seven in 10 residents (69%) rate Council's performance in this service area as 'good' or 'very good'.
- Of the 25 services areas evaluated by Queanbeyan-Palerang Regional Council residents, waste management is rated fifth most important (importance index score of 80).
- Waste management was mentioned by 7% of respondents as being one of the best things about living in the council area.

Emergency and disaster management (index score of 72) is another service area where Council is performing well.

- People aged 65+ years, and those from the Queanbeyan-Jerrabomberra Urban area, rated Council's performance in this area *significantly higher* (index scores of 77 and 76 respectively).
- However, almost one in five residents do not have a view on this service area (19% can't say).
- With an importance index score of 82, **emergency and disaster management is rated equal third important** of the services areas evaluated.

These are positive results. Council should shore up and build on these areas while also focusing attention on other, important service areas.

SERVICE AREAS IN NEED OF ATTENTION

The area that stands out as being most in need of Council attention is providing value for money for my rates. With a performance index score of 46, **the performance of this service area is rated lowest of all those evaluated by residents.** This is *significantly lower* than the State-wide and regional/rural group averages (performance indexes of 51 and 48, respectively).

- The importance of this service area is evidenced by a high importance index score of 85, ranking it as the second most important service area overall.
- One in three (34%) residents rate providing value for money for my rates as 'poor' or 'very poor'.

With respect to road infrastructure, the **maintenance of unsealed roads, the condition of sealed local roads, and to a lesser degree the condition of local streets and footpaths in the area, all received low performance index scores** (50, 54 and 55 respectively), and high importance scores (72, 79 and 74 respectively).

- **Differences are evident by location**, with those in the Queanbeyan-Jerrabomberra Urban area rating the performance of each of these service areas *significantly higher*, and **those in the Rural area rating each of these service areas significantly lower.** These locational differences provide Council with guidance on where to target attention first.

These areas for attention are reinforced by the feedback from residents on what they consider Council most needs to do to improve its performance in the next 12 months. One in five residents (21%) mentioned sealed road maintenance, and 3% mentioned unsealed road maintenance. Rates too expensive was mentioned by 7% of residents, while 3% also mentioned financial management.

CUSTOMER CONTACT AND SERVICE

Over half (55%) of Queanbeyan-Palerang Regional Council residents have had recent contact with Council. Residents tend to contact Council either in-person (25%) or by telephone (24%).

- These traditional methods of contacting council are likely to remain for some time, as they are used by residents both under and over 50 years.

Newsletters, sent via mail or email, remain the preferred way for Council to inform residents about news, information and upcoming events.

- However, there is a significantly higher incidence of nominating social media (e.g. Facebook or Twitter) as a preferred means of communication among those aged under 50 years compared to those aged over 50 years. For those aged under 50 years, this channel is preferred above emailed newsletters, although mailed newsletters still top their list.

Council's customer service index of 70 is a positive result for Council. Nevertheless, there remains room for improvement. **Key cohorts to learn from are residents aged 65+ years and those who live in the Queanbeyan-Jerrabomberra Urban area. These groups rate Council's customer service *slightly higher* (index scores of 77 and 75, respectively).**

- More than seven in 10 residents (71%) of the Queanbeyan-Jerrabomberra Urban area rate Council's customer service as 'very good' or 'good'.

FOCUS AREAS FOR COMING 12 MONTHS

For the coming 12 months, Queanbeyan-Palerang Regional Council should pay particular attention to the service areas where stated importance exceeds rated performance by more than 10 points. Key priorities to address are those where the differential is more than 25 points, including:

- **Providing value for money for my rates** (margin of 39 points)
- **Being a well-run and managed council** (margin of 33 points)
- **Decisions made in the interest of the community** (margin of 32 points)
- **The condition of sealed local roads in your area** (margin of 26 points).

Council can learn from what is working well amongst groups with more favourable views towards Queanbeyan-Palerang Regional Council, such as **residents aged 65+ years** and **residents of the Queanbeyan-Jerrabomberra Urban area**. It will also be important for Council to focus on residents of rural areas who are currently driving negative opinion.

On the positive side, Council should **maintain its strong performance in the areas of customer service, waste management and emergency and disaster management**.

FURTHER AREAS OF EXPLORATION

An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, or self-mining the SPSS data provided to the council.

Please note that the category descriptions for the coded open ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to understanding the responses of key demographic and geographic groups, especially any target groups identified as requiring attention.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results.

SNAPSHOT OF KEY FINDINGS

Highest performance result

- Waste management

Lowest performance result

- Providing value for money for my rates

Most favourably disposed towards Council

- Residents of the Queanbeyan-Jerrabomberra Urban area
- Aged 65+ years

Least favourably disposed towards Council

- Residents of rural areas

A satellite night view of North America, showing the dense network of city lights and highways across the continent. The lights are concentrated in the eastern half of the continent, particularly along the Atlantic coast and in the Great Lakes region. The western half is darker, with fewer lights visible. The text "SUMMARY OF FINDINGS" is overlaid in the center-left.

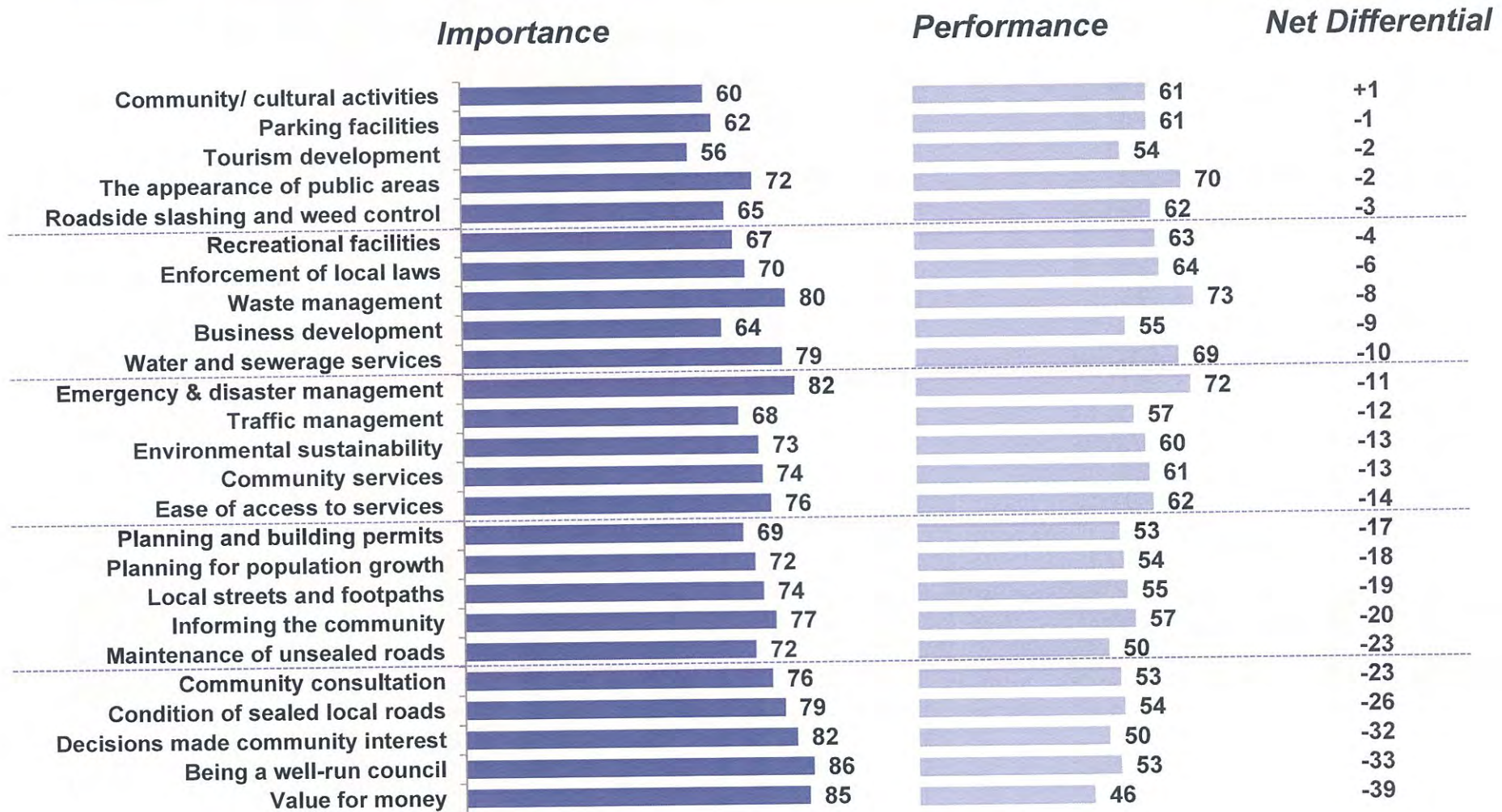
SUMMARY OF FINDINGS

SUMMARY OF CORE PERFORMANCE MEASURES: INDEX SCORE RESULTS

Performance Measures	Queanbeyan-Palerang Regional Council	Regional/Rural	State-wide	Highest score	Lowest score
Overall performance	58	56	58	Queanbeyan-Jerrabomberra Urban	Rural
Being a well-run and managed council	53	53	55	65+ years	Rural Urban Villages
Decisions made in the interest of the community	50	52	52	Queanbeyan-Jerrabomberra Urban	Urban Villages
Community consultation and engagement	53	54	53	Used/ experienced	Rural
Informing the community	57	56	56	65+ years	Urban Villages
Ease of access to services	62	63	63	Queanbeyan-Jerrabomberra Urban	Rural
The condition of local streets and footpaths in your area	55	52	53	Queanbeyan-Jerrabomberra Urban	Rural
Recreational facilities	63	65	66	65+ years	Rural
Providing value for money for my rates	46	48	51	Queanbeyan-Jerrabomberra Urban	Rural
Customer service	70	70	69	65+ years	Urban Fringe

INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY

IMPORTANCE VS PERFORMANCE

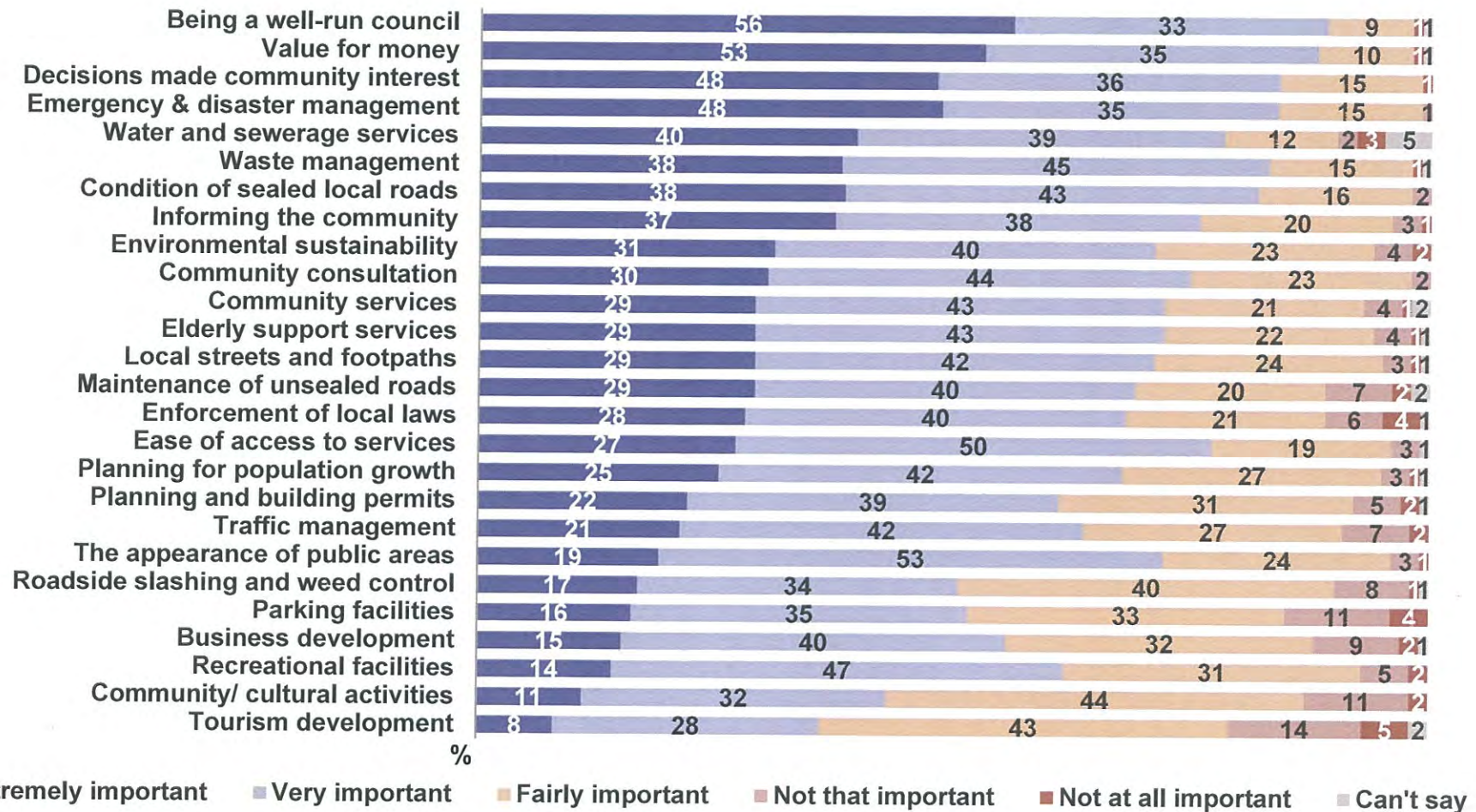


Base: All respondents.

INDIVIDUAL SERVICE AREAS IMPORTANCE

DETAILED PERCENTAGES

Individual Service Areas Importance

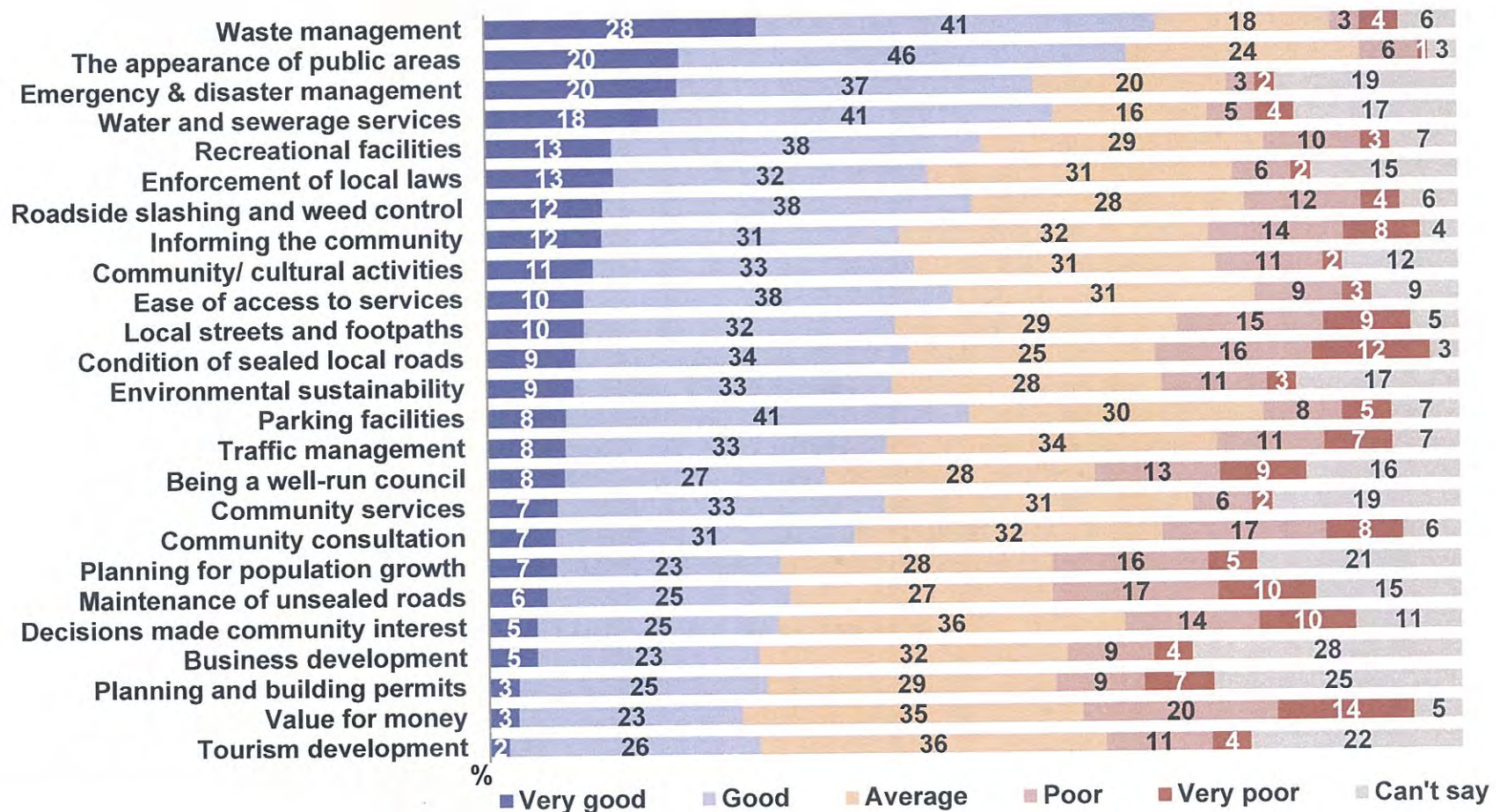


Q2. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents.

INDIVIDUAL SERVICE AREAS PERFORMANCE

DETAILED PERCENTAGES

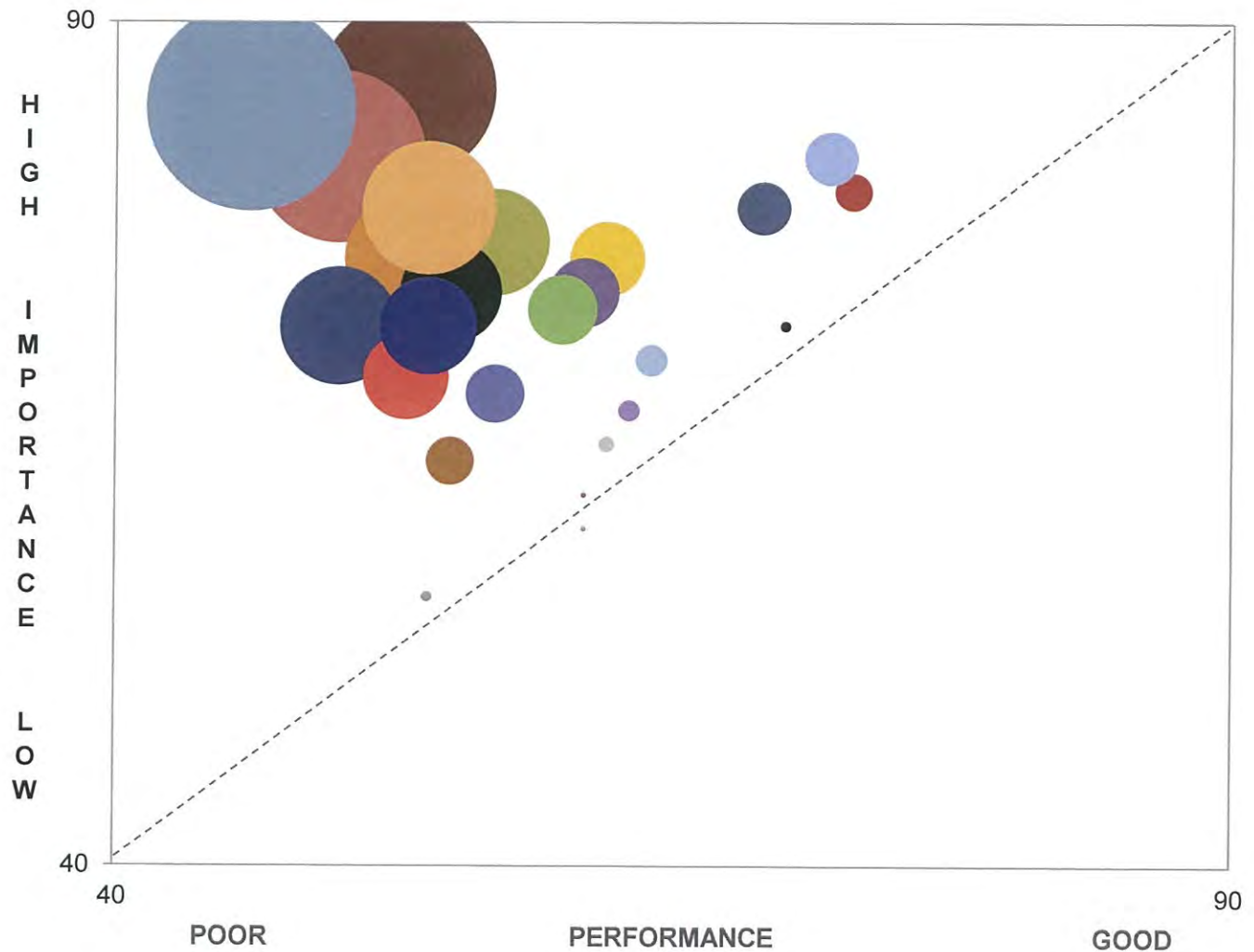
Individual Service Areas Performance



Q3. Firstly, how has Council performed recently on [FIRST RESPONSIBILITY AREA]?
Base: All respondents.

Service	Importance	Performance
Being a well-run and managed council	86	53
Decisions made in the interest of the community	82	50
Community consultation & engagement	76	53
Informing the community	77	57
Ease of access to services	76	62
Condition of local streets and footpaths	74	55
Recreational facilities	67	63
Providing value for money for my rates	85	46
Enforcement of local laws	70	64
The condition of sealed local roads in your area	79	54
Maintenance of unsealed roads in your area	72	50
Traffic management	68	57
Parking facilities	62	61
Community services	74	61
The appearance of public areas	72	70
Community and cultural activities	60	61
Waste management	80	73
Planning and building permits	69	53
Environmental sustainability	73	60
Emergency and disaster management	82	72
Planning for population growth in the area	72	54
Roadside slashing and weed control	65	62
Business development	64	55
Tourism development	56	54
Water and sewerage services	79	69

Importance and Performance Index Scores Grid



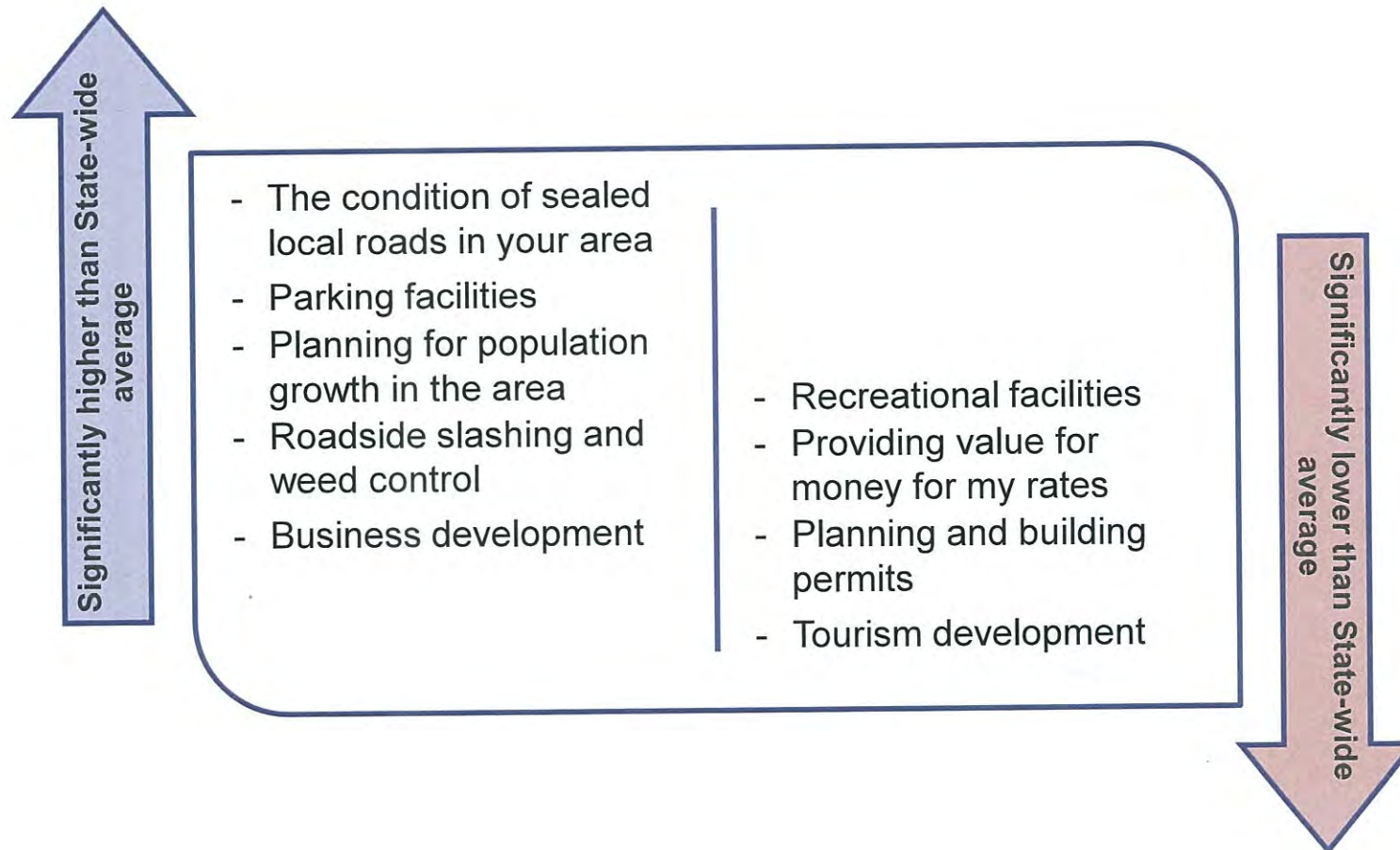
Note: The larger the circle, the larger the gap between importance and performance.

Base: All respondents



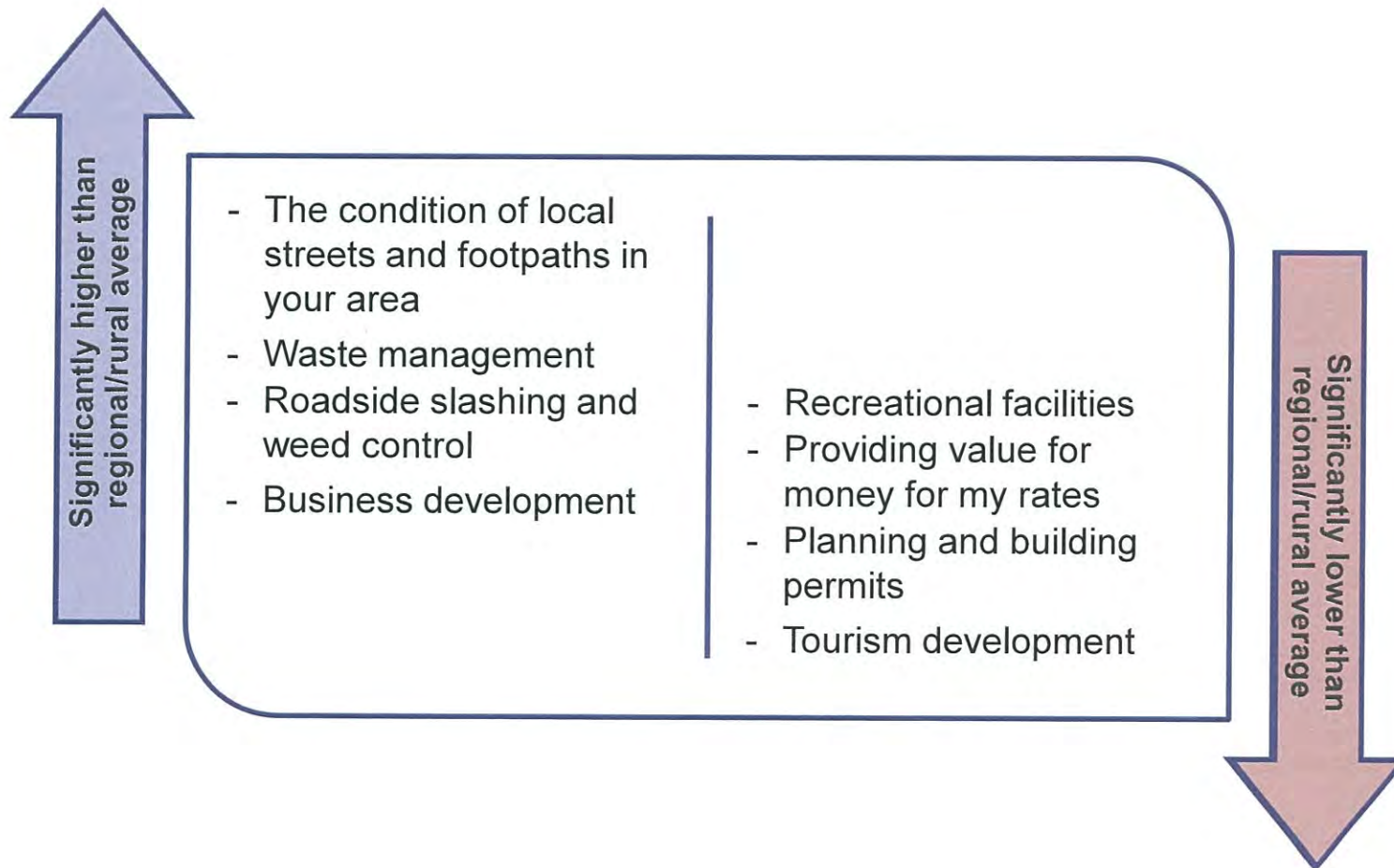
INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE



INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS REGIONAL/RURAL AVERAGE



POSITIVES AND AREAS FOR IMPROVEMENT SUMMARY



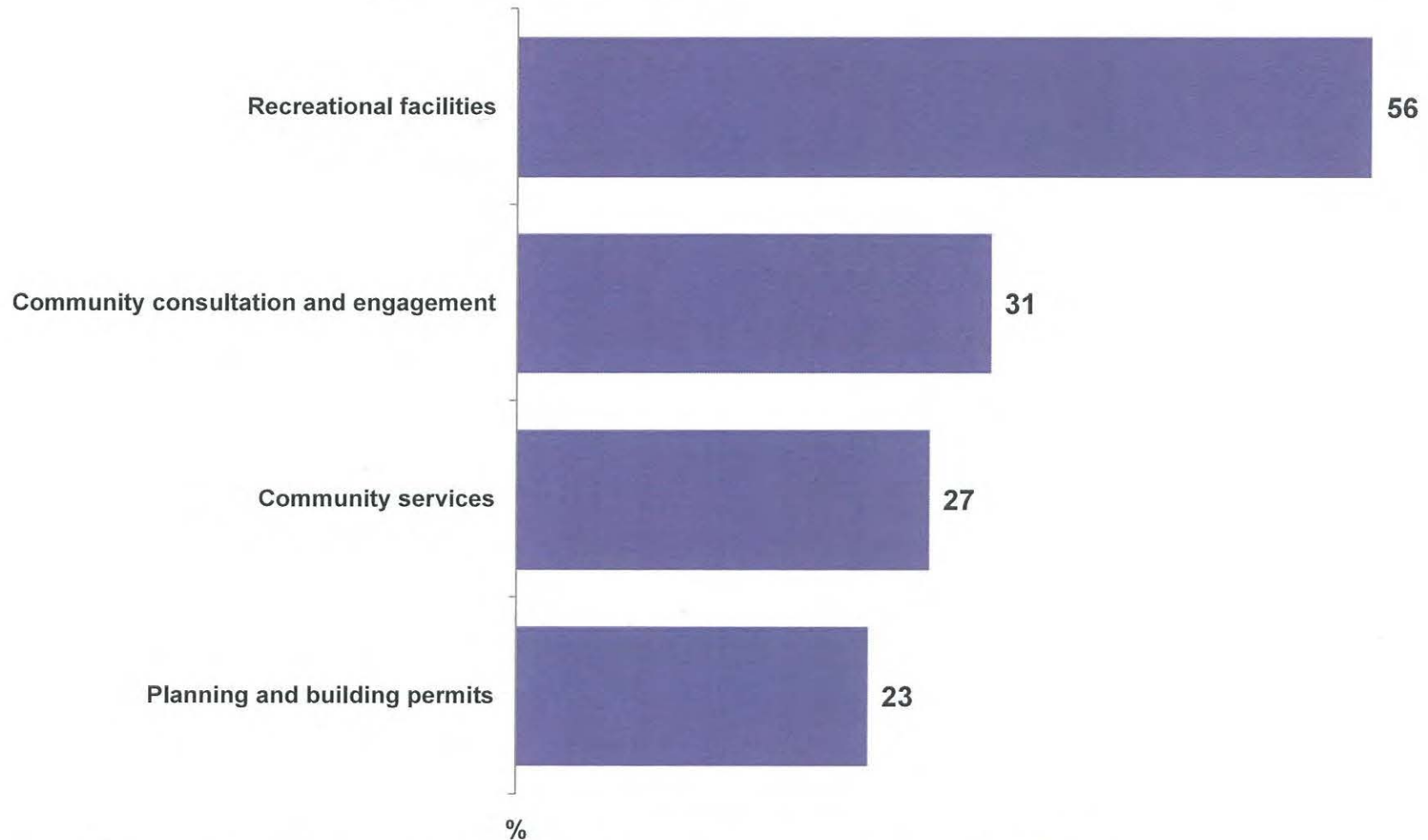
Q9. What does Council MOST need to do to improve its performance in the next 12 months? Once again, it could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Q10. Please tell me what is the ONE BEST thing about Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

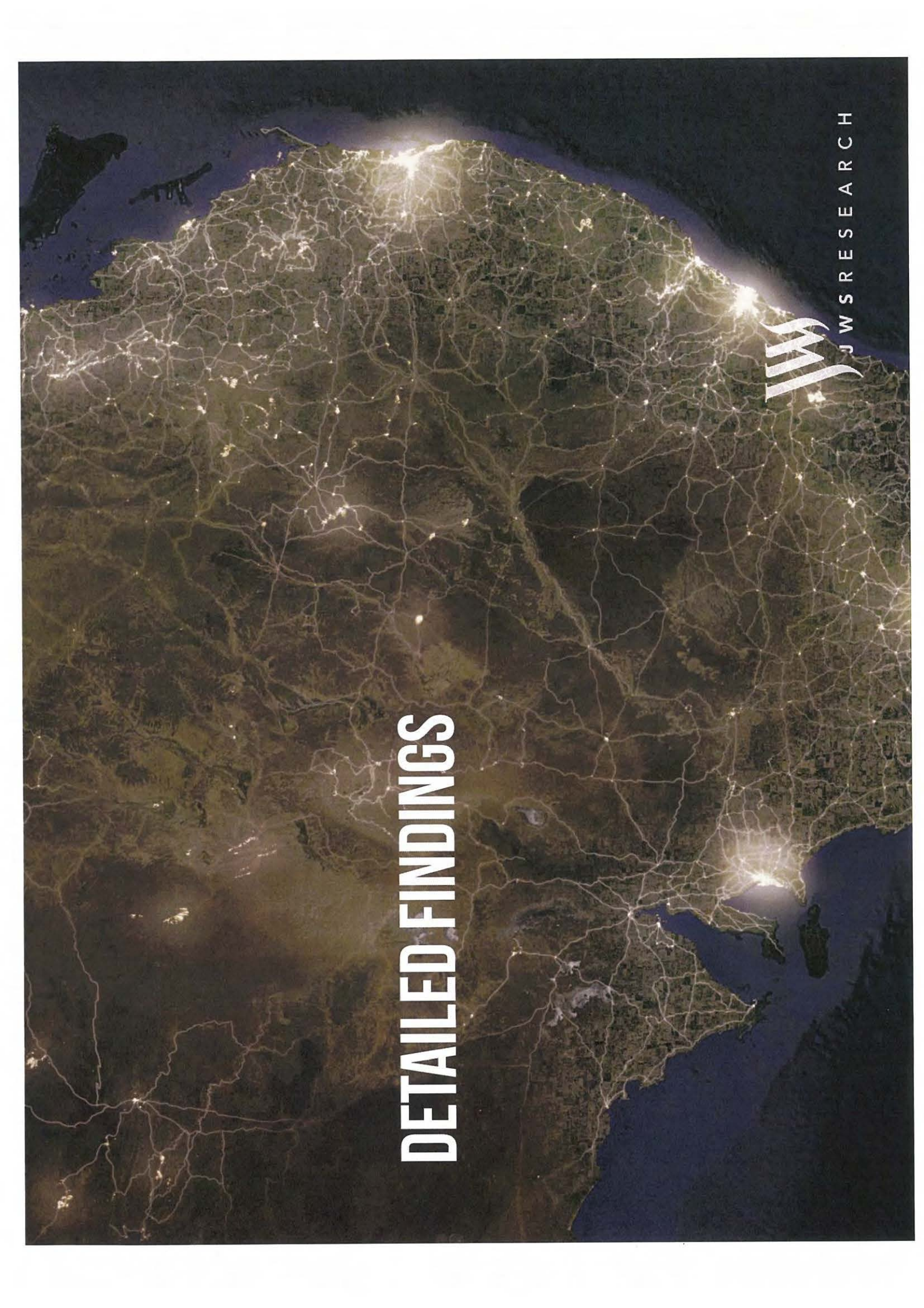
Base: All respondents.

PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF COUNCIL SERVICES PERCENTAGE RESULTS

Experience of Services



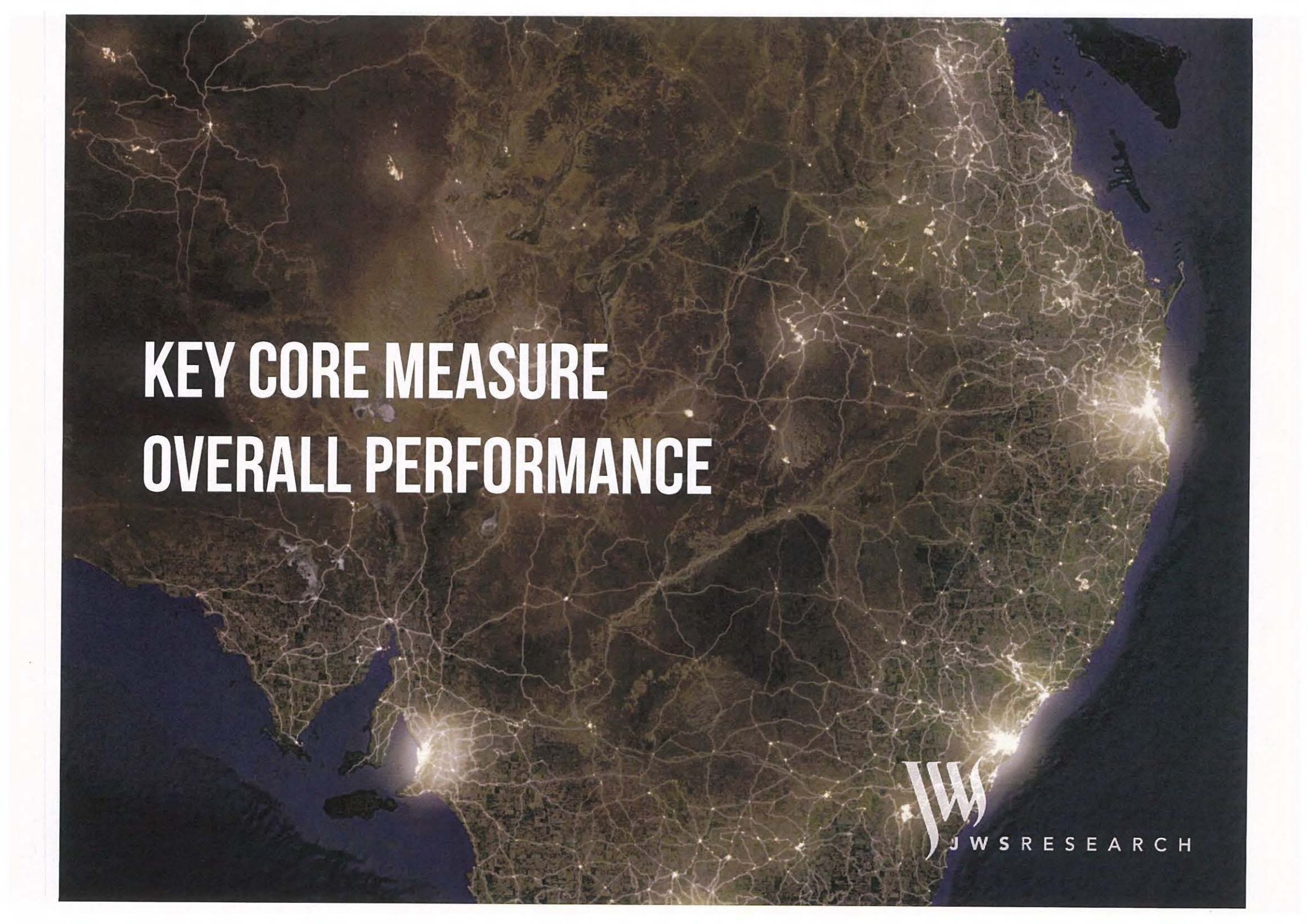
Q4. Recently, have you or has any member of your household used or experienced any of the following services provided by Council?
Base: All respondents.



DETAILED FINDINGS

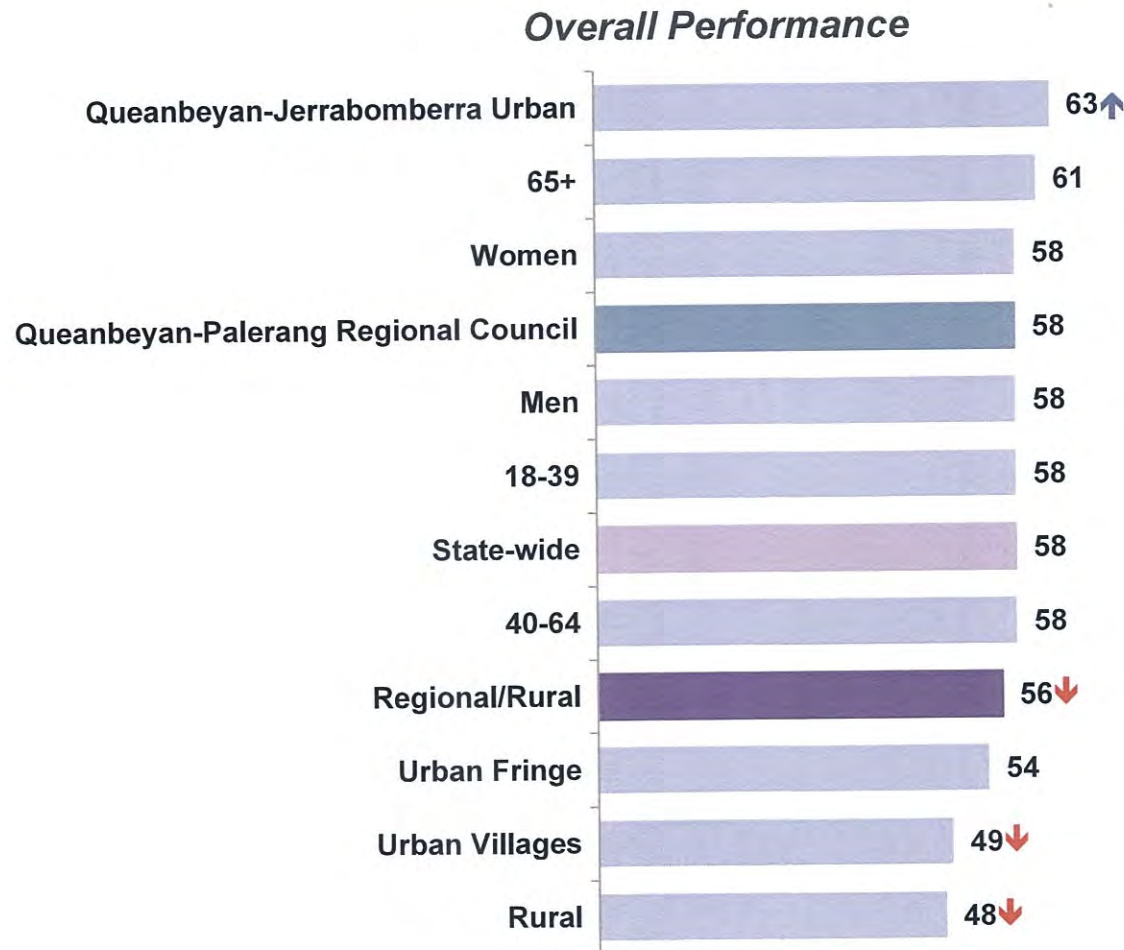


JWS RESEARCH

A satellite night view of North America, showing the dense network of city lights and highways across the continent. The lights are concentrated in the eastern half of the continent, particularly along the Atlantic coast and in the Great Lakes region. The western half is darker, with fewer lights visible.

KEY CORE MEASURE OVERALL PERFORMANCE

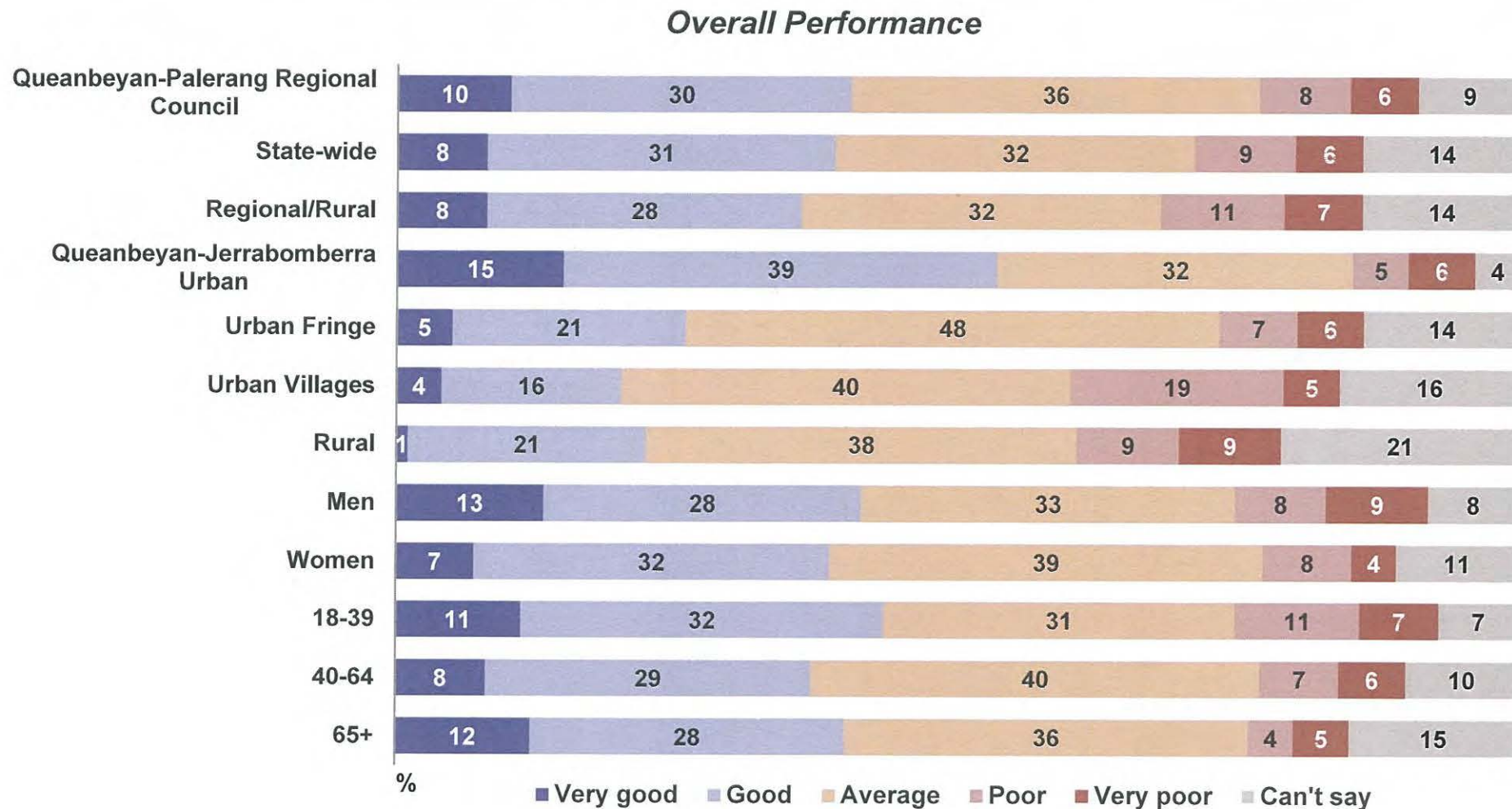
OVERALL PERFORMANCE INDEX SCORES



Q1. How do you feel about the current performance of Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Would you say it is...?
Base: All respondents. Councils asked State-wide: 20

OVERALL PERFORMANCE

DETAILED PERCENTAGES



Q1. How do you feel about the current performance of Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Would you say it is...?

Base: All respondents. Councils asked State-wide: 20

A satellite night view of North America, showing the dense network of city lights and highways across the continent. The lights are concentrated in the eastern half of the continent, particularly along the Atlantic coast and in the Great Lakes region. The western half is mostly dark, with some scattered lights in the mountainous regions.

KEY CORE MEASURE CUSTOMER SERVICE

CONTACT WITH COUNCIL

SUMMARY

Overall contact with Queanbeyan-Palerang Regional Council	• 55%
Most contact with Queanbeyan-Palerang Regional Council	• Urban Villages • Aged 40-64 years
Least contact with Queanbeyan-Palerang Regional Council	• Urban Fringe • Aged 18-39 years • Aged 65+ years
Customer Service rating	• Index score of 70
Most satisfied with Customer Service	• Aged 65+ years • Queanbeyan-Jerrabomberra Urban
Least satisfied with Customer Service	• Urban Fringe • Urban Villages

CONTACT WITH COUNCIL

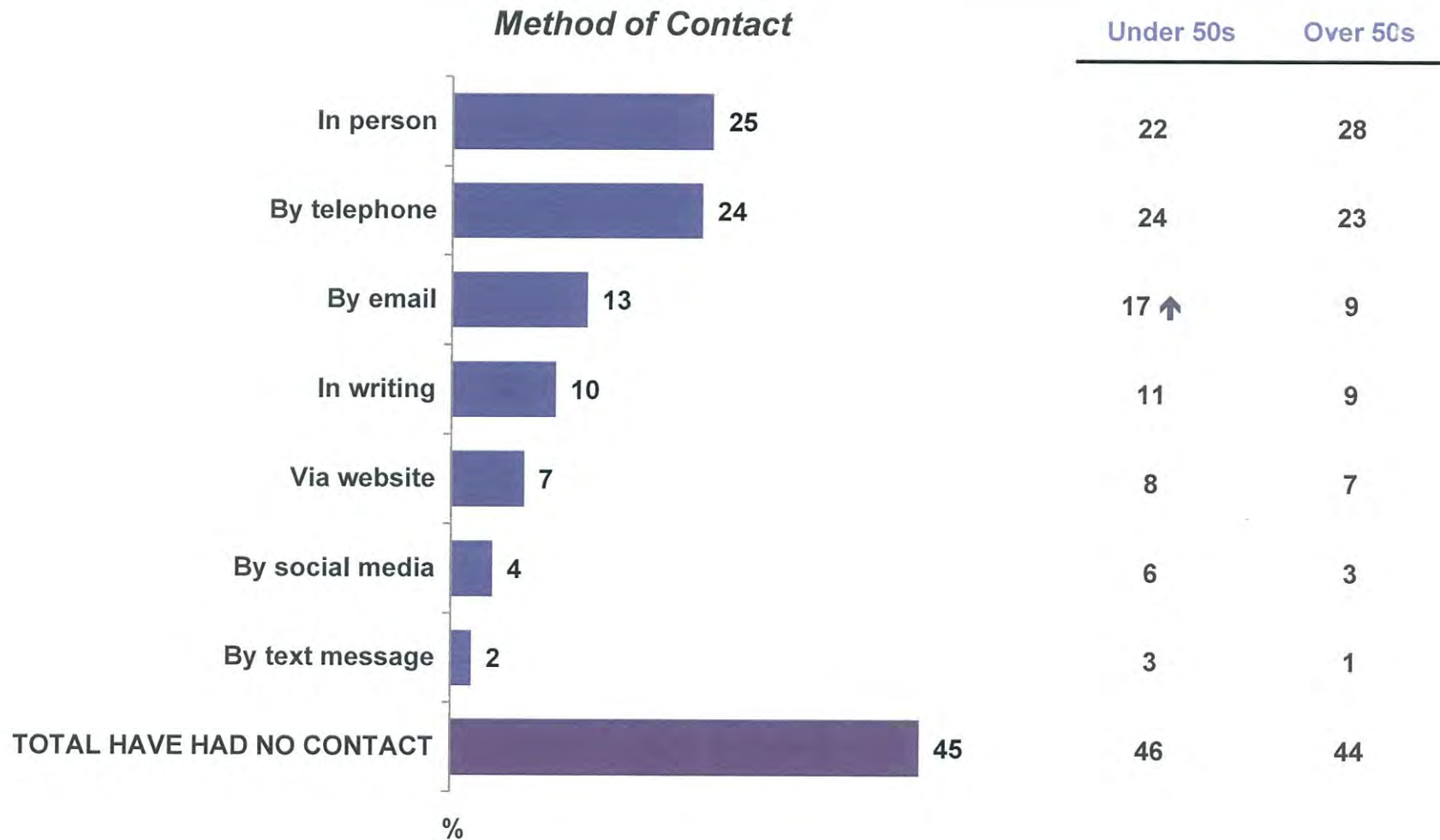


Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 20

METHOD OF CONTACT WITH COUNCIL

DETAILED PERCENTAGES



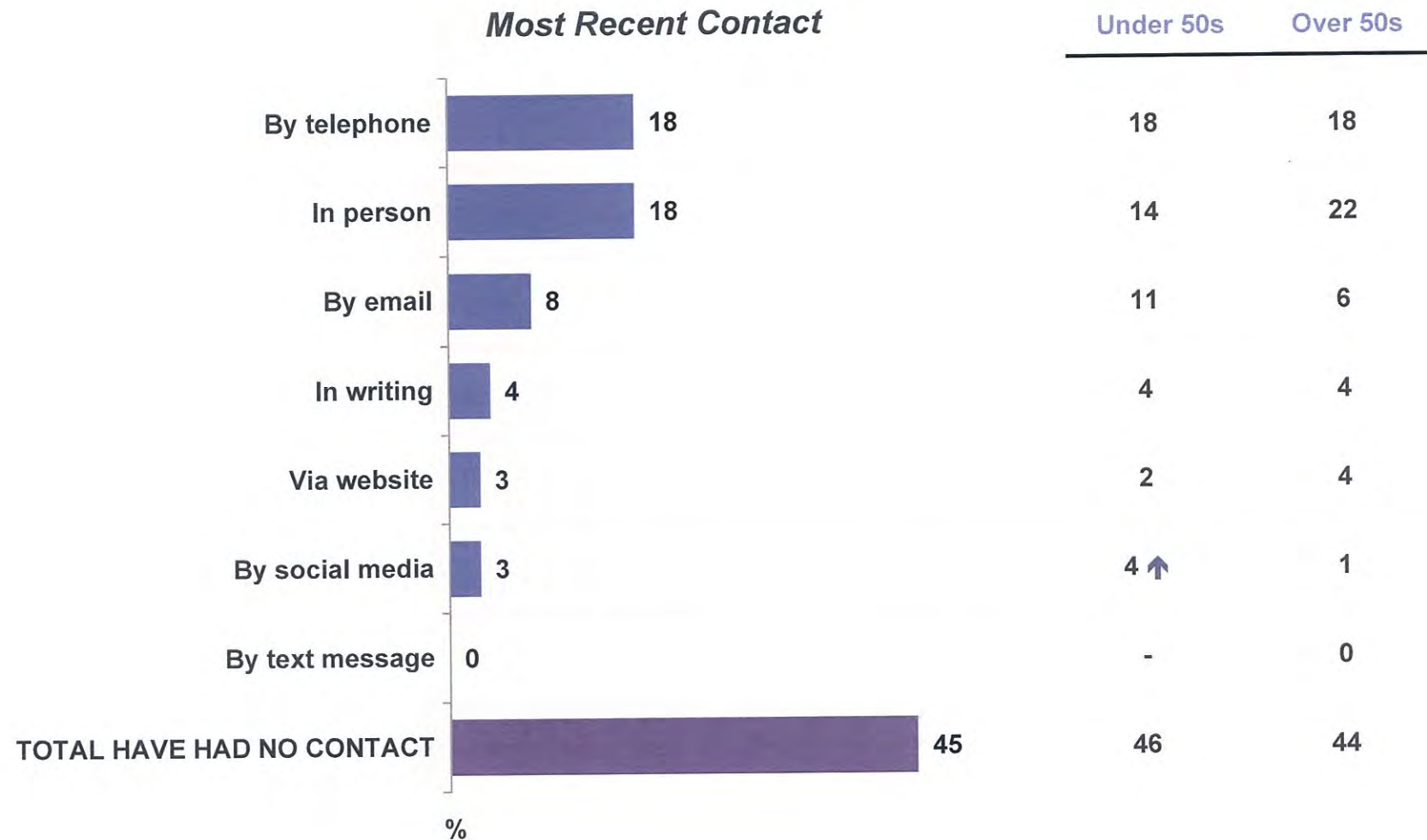
Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 20

Note: Respondents could name multiple contacts methods so responses may add to more than 100%

MOST RECENT METHOD OF CONTACT WITH COUNCIL

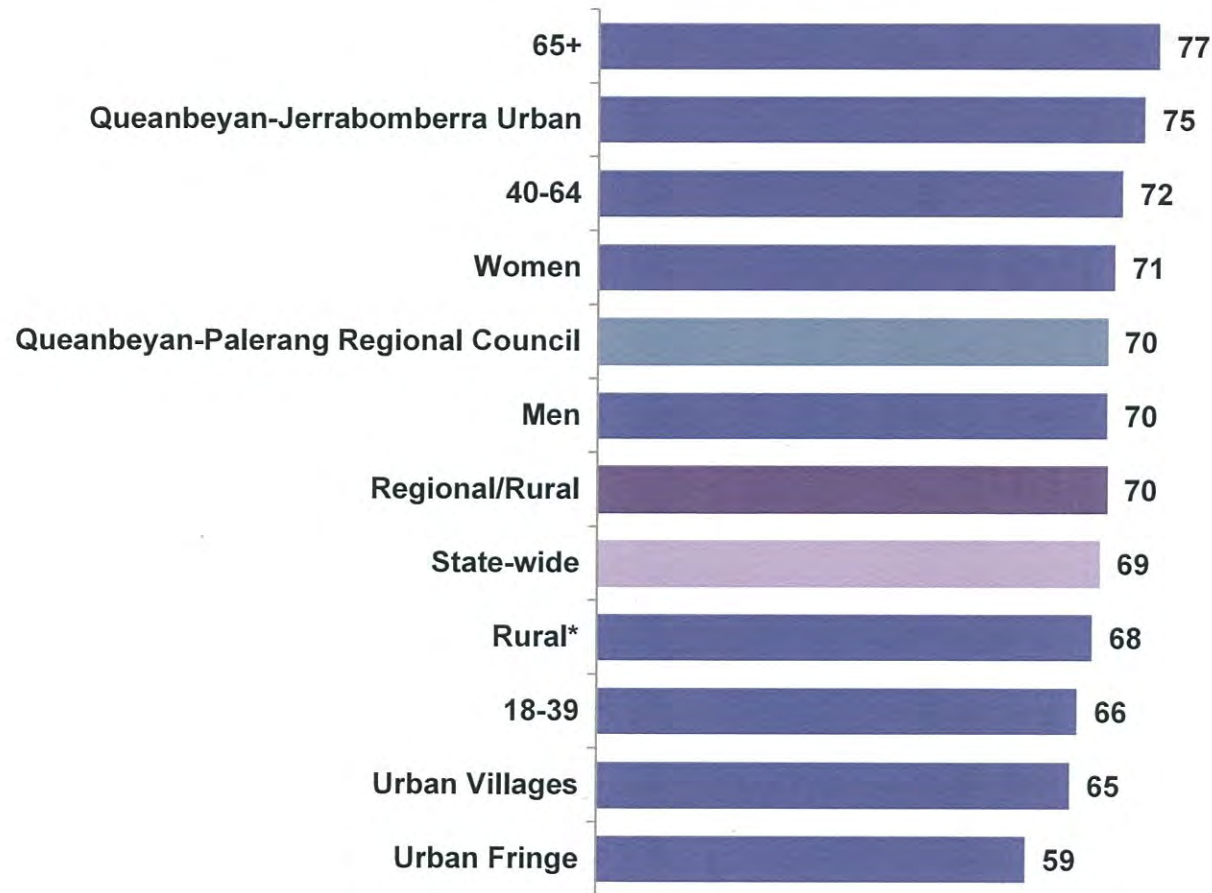
DETAILED PERCENTAGES



Q5b. What was the method of contact for the most recent contact you had with Council?
 Base: All respondents. Councils asked State-wide: 20

CONTACT CUSTOMER SERVICE INDEX SCORES

Customer Service Rating



Q5c. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council (n=225). Councils asked State-wide: 20

*Caution: small sample size < n=30

CONTACT CUSTOMER SERVICE

DETAILED PERCENTAGES



Q5c. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council (n=225). Councils asked State-wide: 20

*Caution: small sample size < n=30

CONTACT CUSTOMER SERVICE

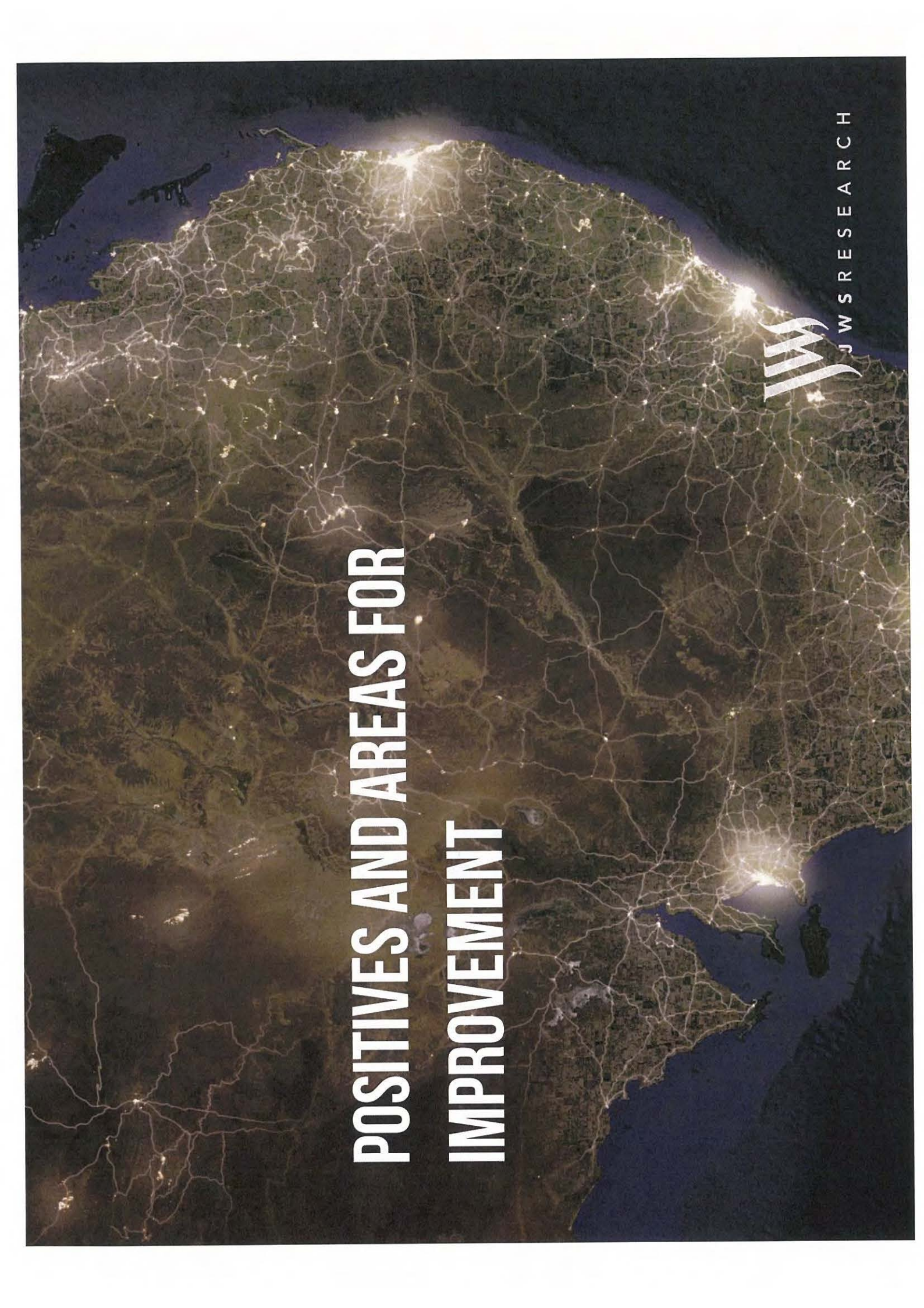
DETAILED PERCENTAGES BY METHOD OF LAST CONTACT



Q5c. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council (n=225). Councils asked State-wide: 20

*Caution: small sample size < n=30

An aerial night photograph of a vast road network, likely in a rural or semi-rural area. The roads are illuminated by streetlights, creating a dense web of glowing yellow and white lines against the dark landscape. The lights are more concentrated in certain areas, possibly indicating higher traffic volume or urban centers. The overall scene is a high-contrast, top-down view of infrastructure.

POSITIVES AND AREAS FOR IMPROVEMENT

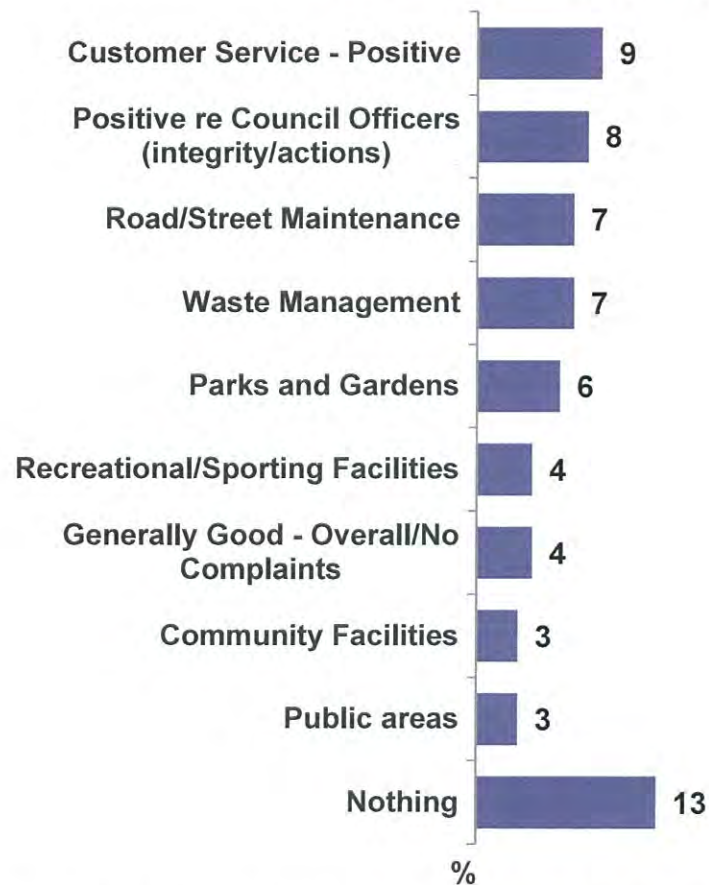


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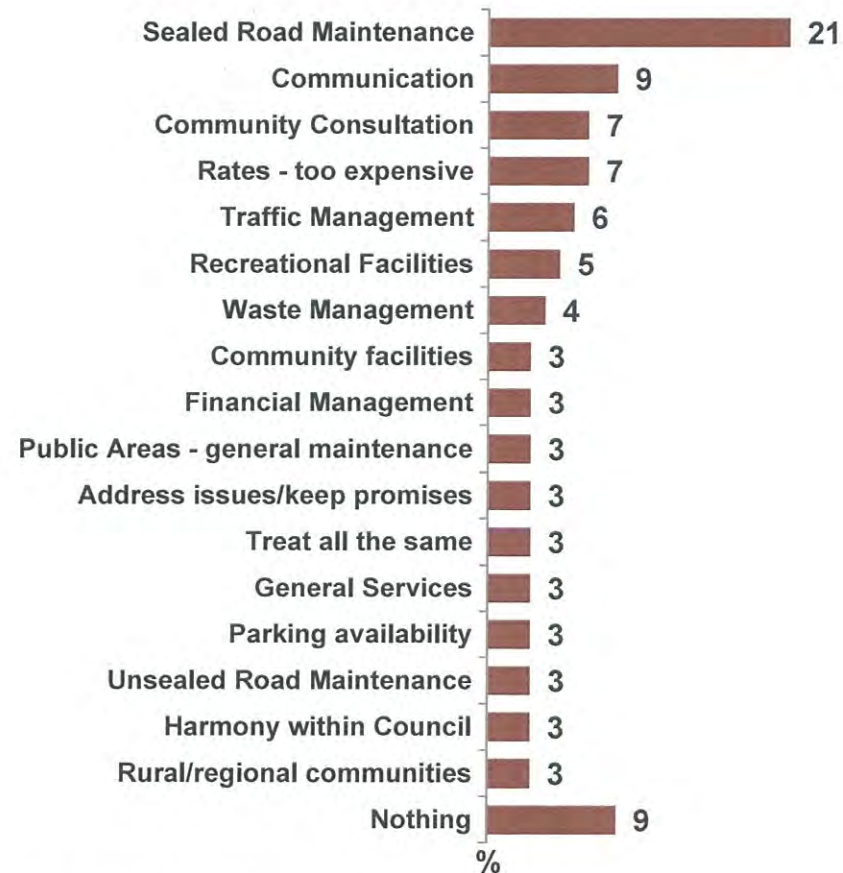
BEST THINGS ABOUT COUNCIL AND AREAS TO IMPROVE

DETAILED PERCENTAGES

Best Aspects (Top responses)



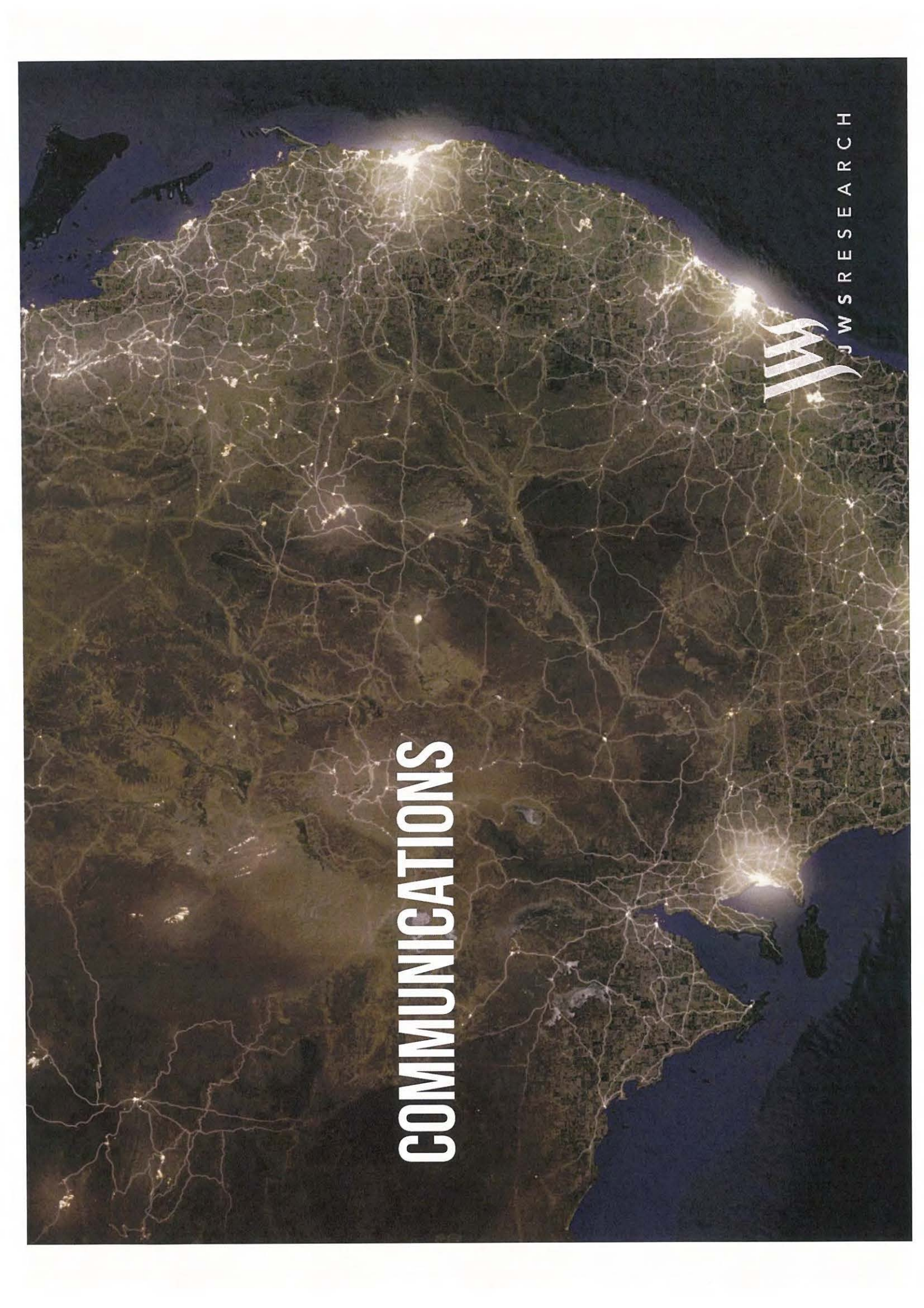
Areas for Improvement (Top responses)



Q9. What does Council MOST need to do to improve its performance in the next 12 months? Once again, it could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Q10. Please tell me what is the ONE BEST thing about Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Base: All respondents. Councils asked State-wide: 20

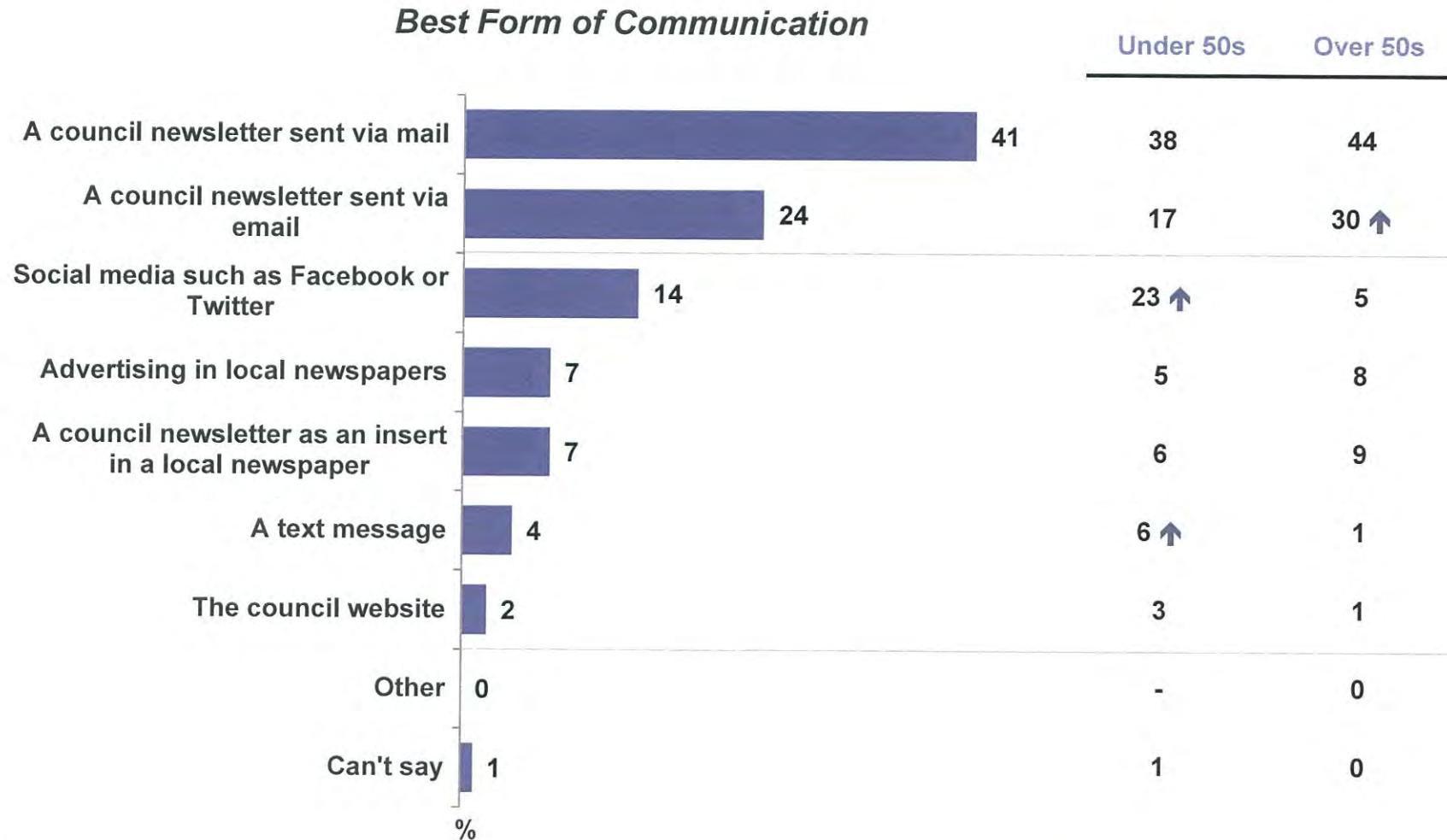
A satellite night view of Europe, where the landmass is dark and the surrounding oceans are black. A dense, intricate network of glowing yellow and white lines crisscrosses the entire continent, representing a global communication or data network. The lines are most concentrated in Western Europe and the Mediterranean region, with some lines extending into North Africa and Western Asia. The overall effect is one of a highly interconnected global system.

COMMUNICATIONS



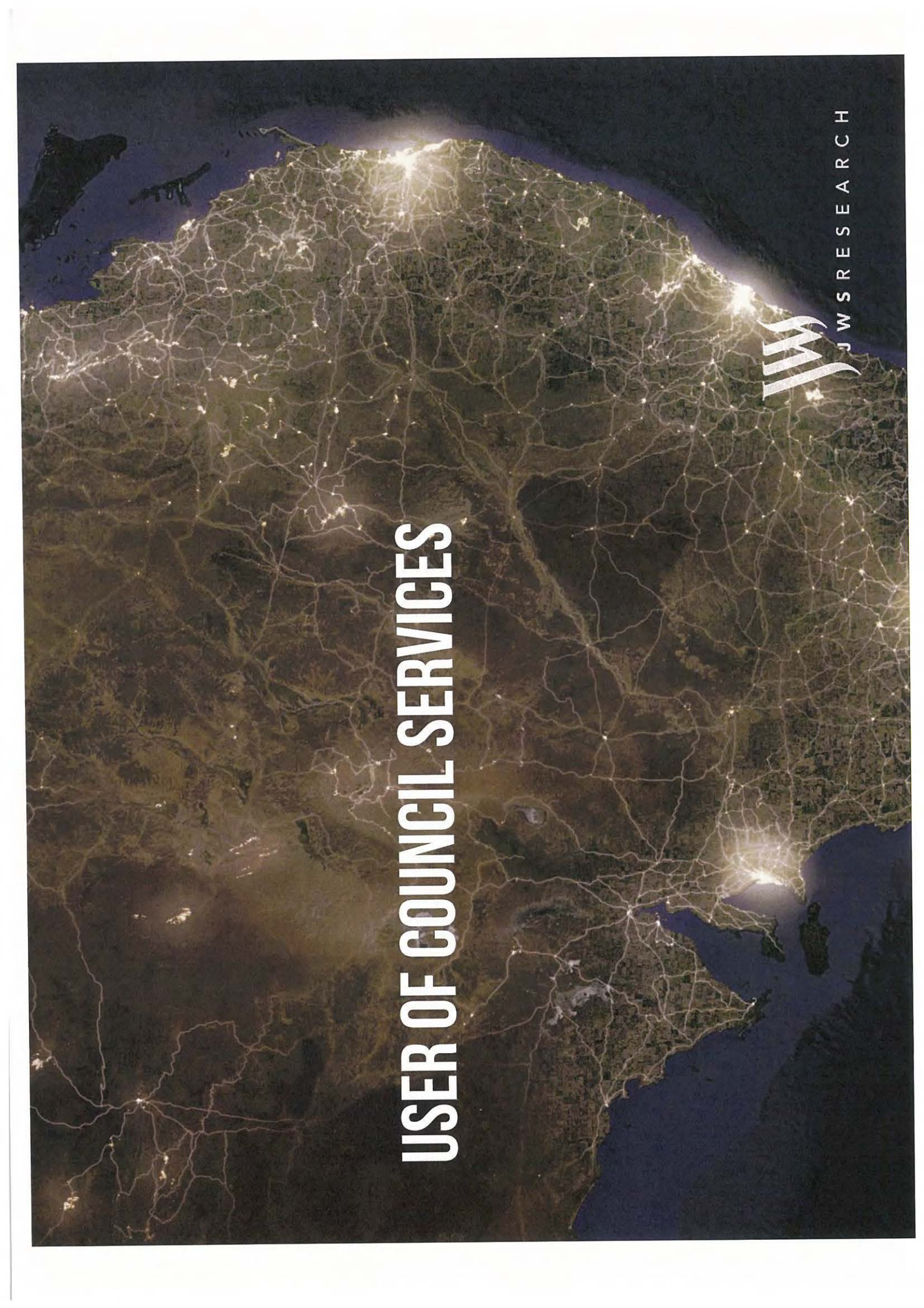
JWS RESEARCH

BEST FORMS OF COMMUNICATION



Q6. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate to you?

Base: All respondents. Councils asked State-wide: 20

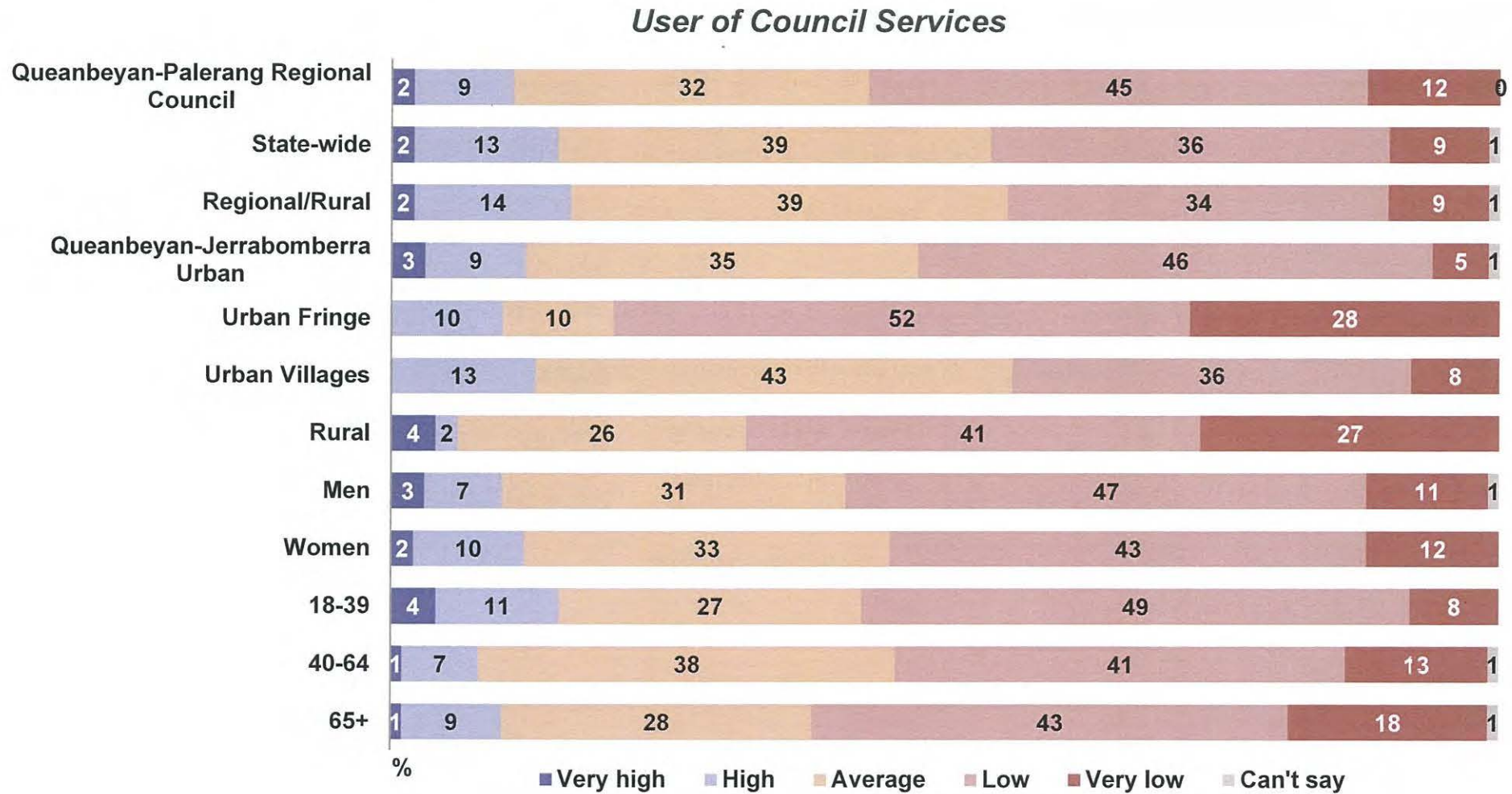


USER OF COUNCIL SERVICES



JWS RESEARCH

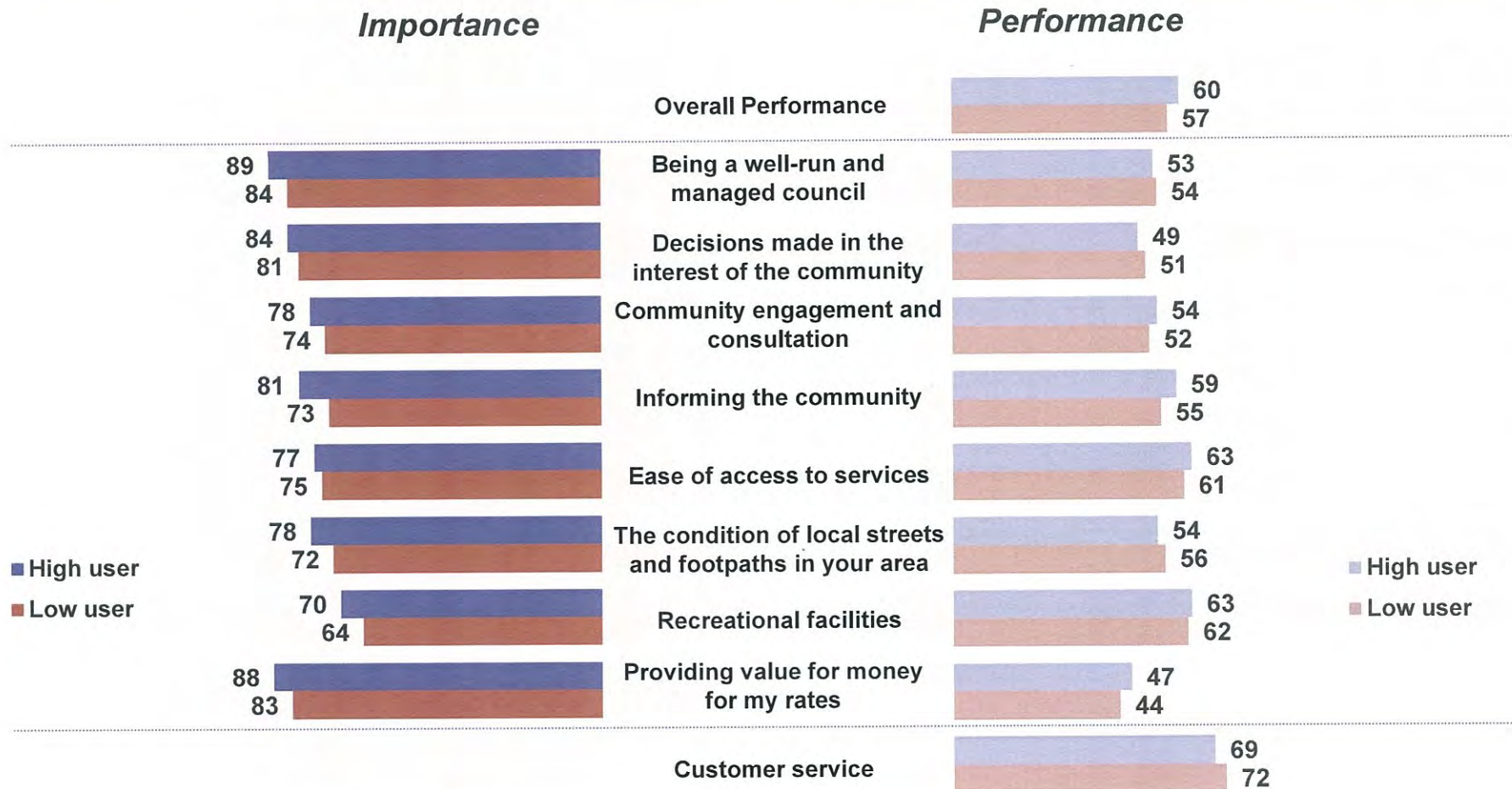
USER OF COUNCIL SERVICES



Q7. Would you consider yourself to be a high or low user of your council services? Is that...
Base: All respondents. Councils asked State-wide: 20

CORE MEASURES INDEX SCORE RESULTS

BY USER OF SERVICES



Q7. Would you consider yourself to be a high or low user of your council services? Is that...

Base: All respondents. Councils asked State-wide: 20

Note: 'High user' is defined as 'very high', 'high' or 'average' user of council services. 'Low user' is defined as 'low' or 'very low' user of council services.

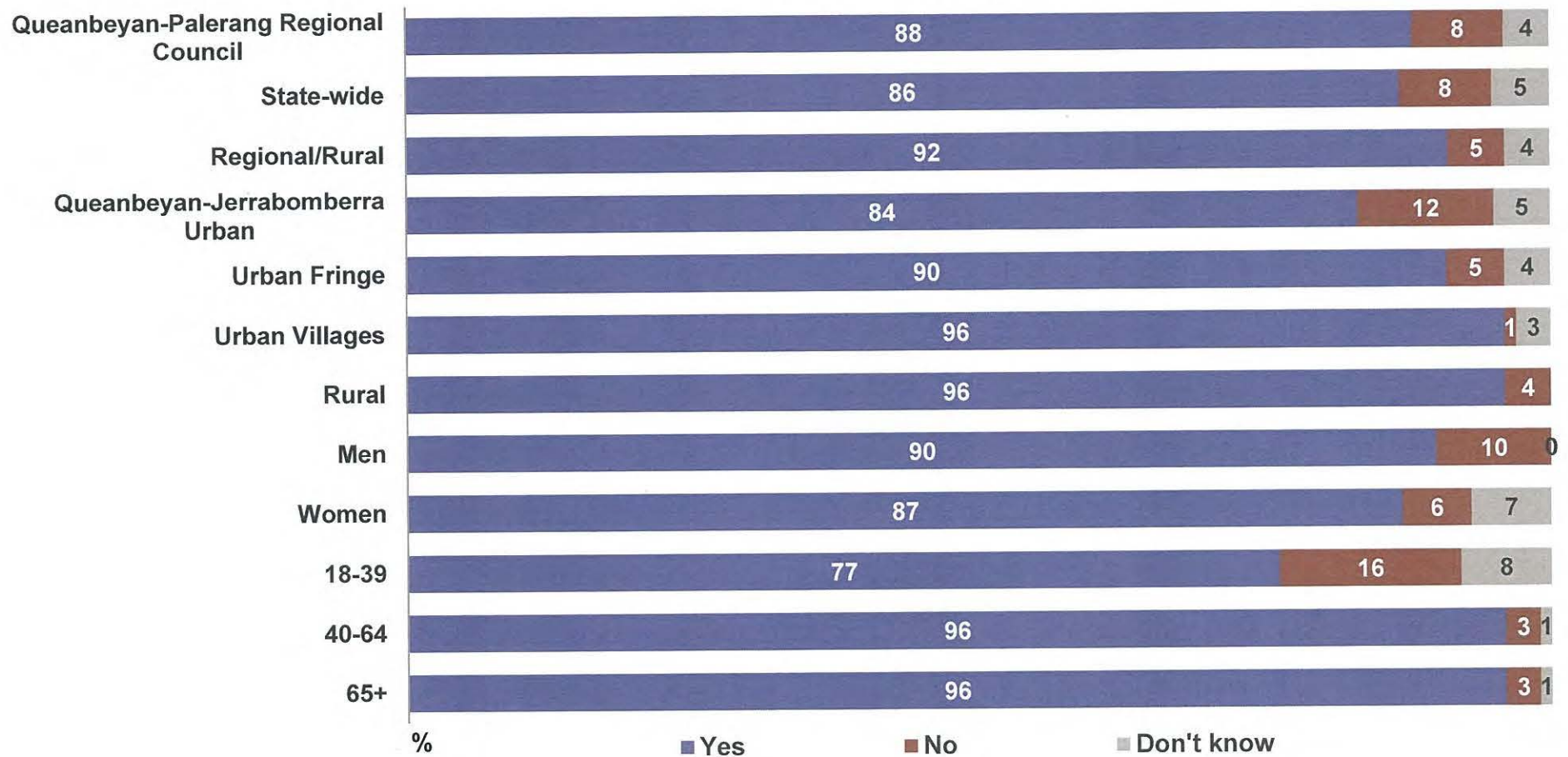
A satellite night view of North America, showing the dense network of city lights and highways across the continent. The lights are bright yellow and white, contrasting with the dark land and blue oceans.

KNOWLEDGE OF MERGERS



KNOWLEDGE OF MERGERS

Knowledge of Mergers



Q8. There have recently been some changes to local government. To your knowledge, has your council been involved in a merger with another council?
 Base: All respondents. Councils asked State-wide: 20

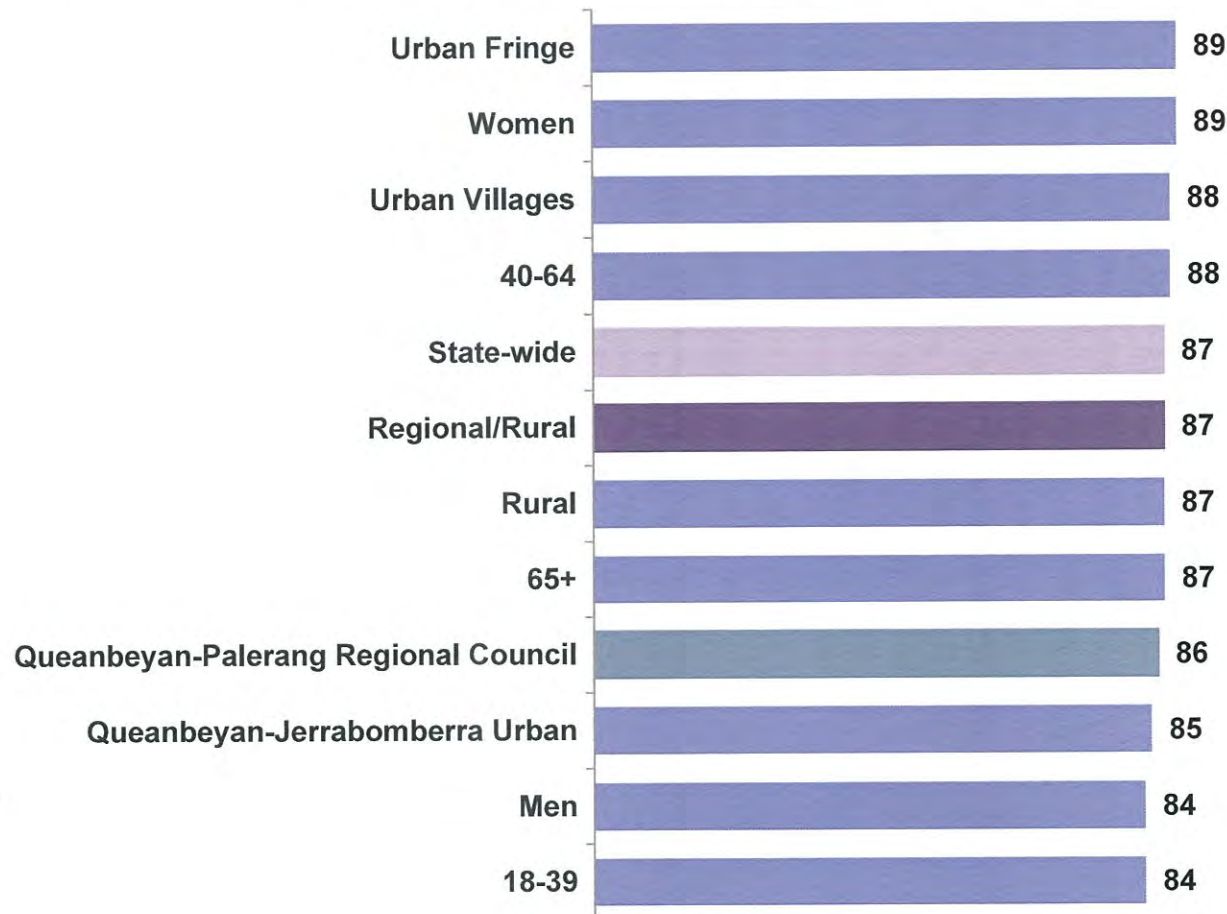
A satellite map of North America at night, showing city lights and road networks. The map is oriented with North at the top. The text "INDIVIDUAL SERVICE AREAS" is overlaid in the center-left. The JWS Research logo is in the bottom right corner.

INDIVIDUAL SERVICE AREAS

BEING A WELL-RUN AND MANAGED COUNCIL

IMPORTANCE INDEX SCORES

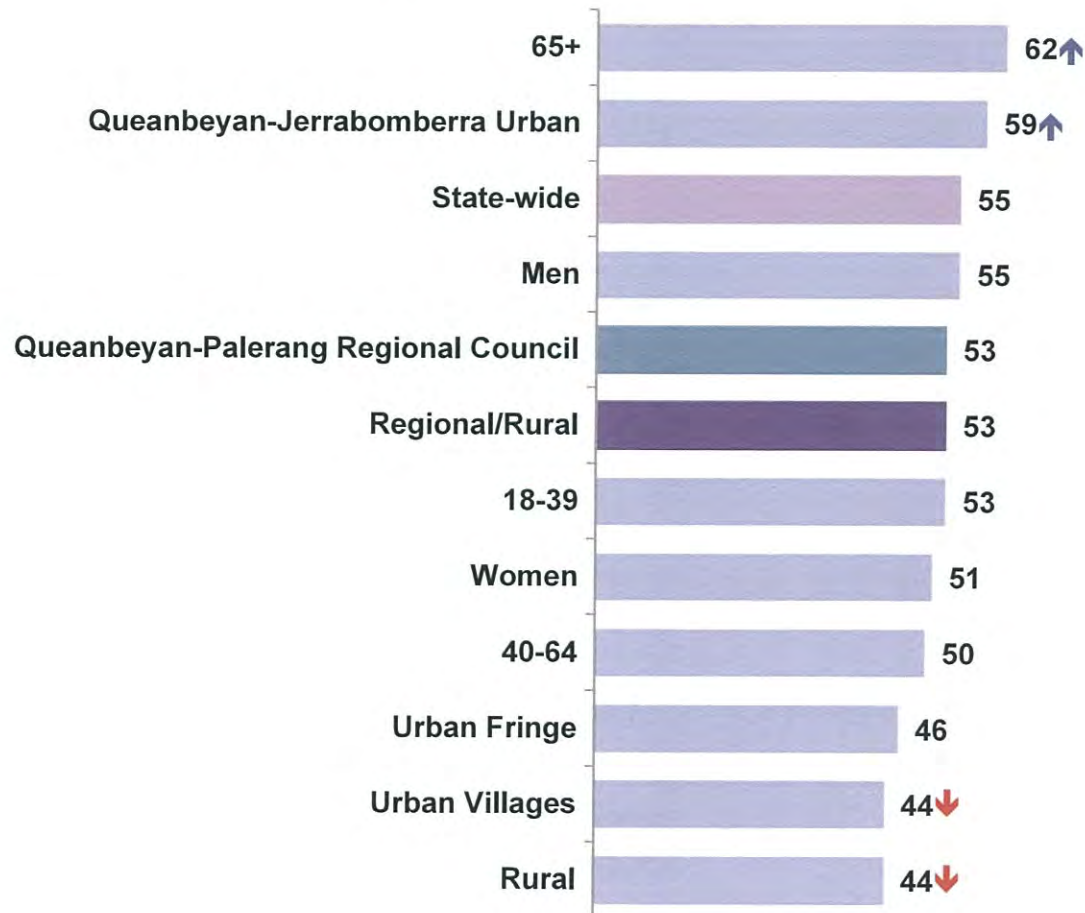
Being a Well-run and Managed Council Importance



BEING A WELL-RUN AND MANAGED COUNCIL

PERFORMANCE INDEX SCORES

Being a Well-run and Managed Council Performance

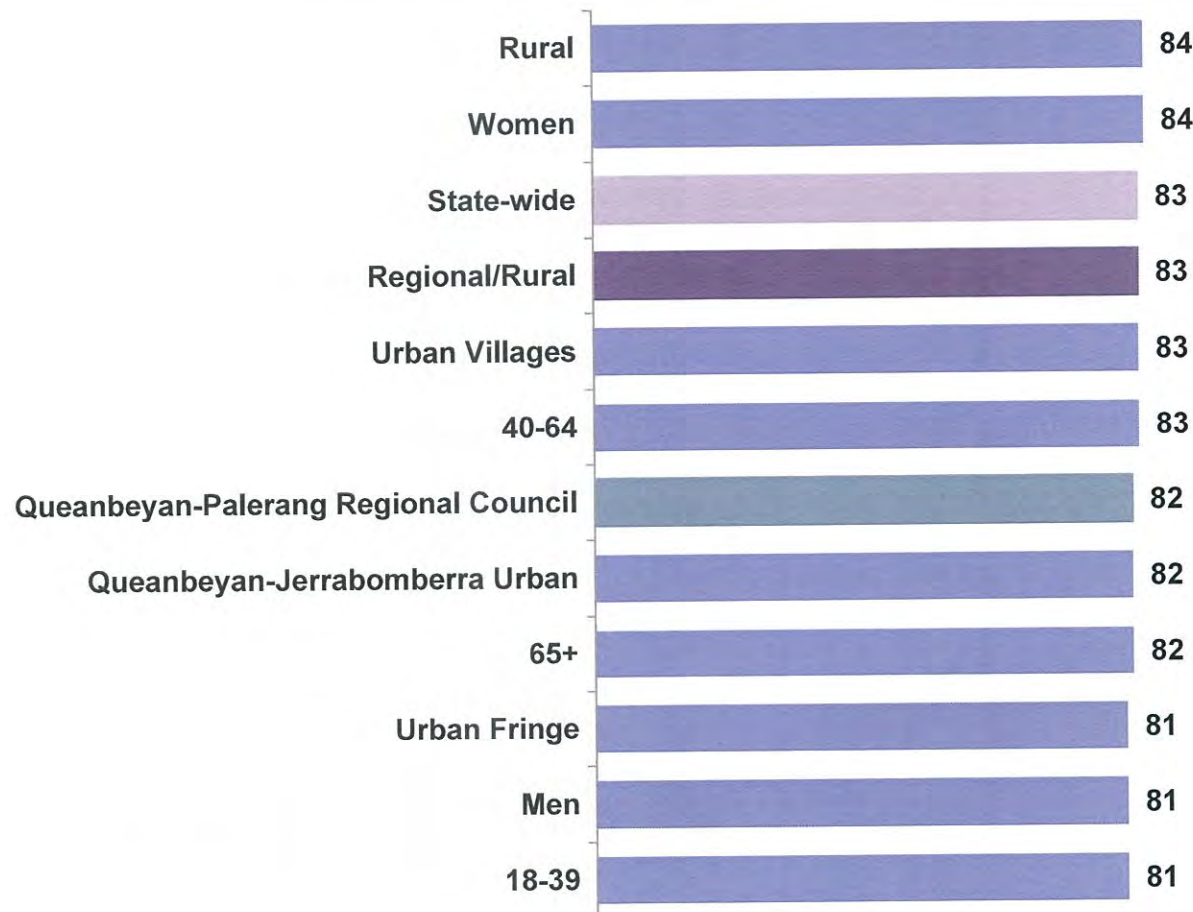


Q3. How has Council performed recently on 'being a well-run and managed council'?
Base: All respondents. Councils asked State-wide: 20

DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

IMPORTANCE INDEX SCORES

Decisions Made in the Interest of the Community Importance

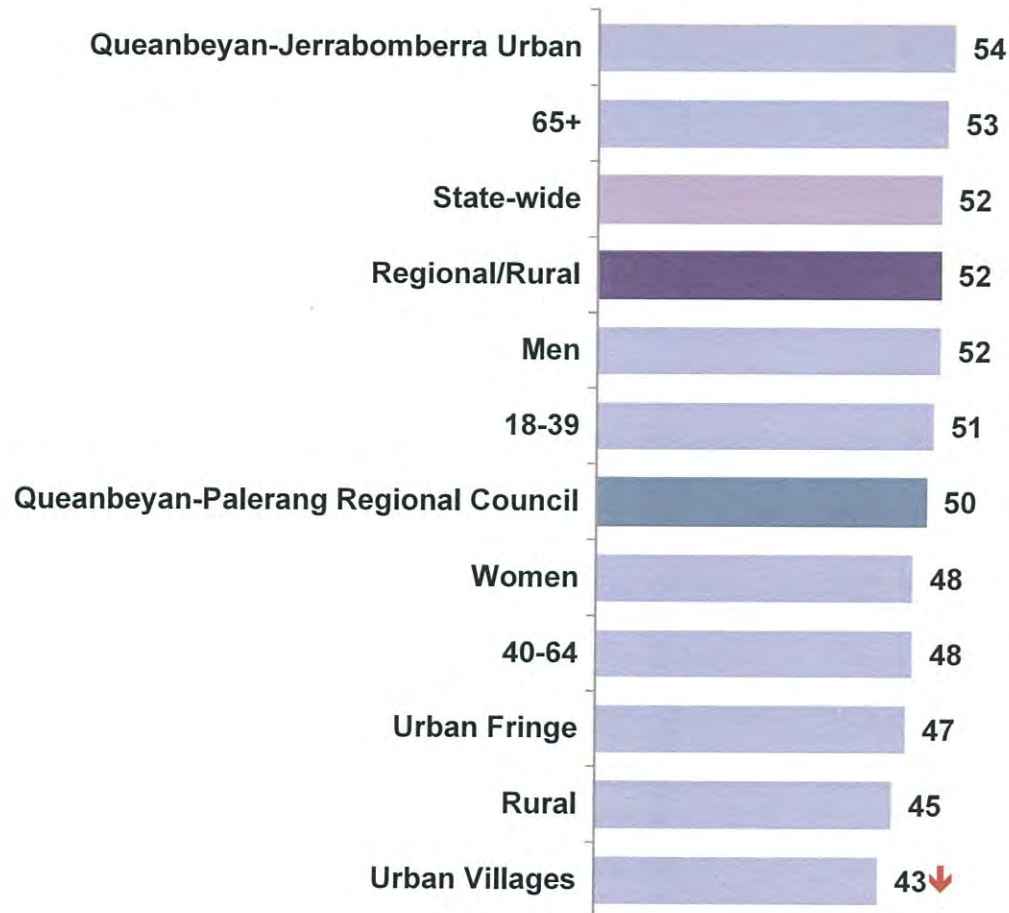


Q2. Firstly, how important should 'decisions made in the interest of the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 20

DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE INDEX SCORES

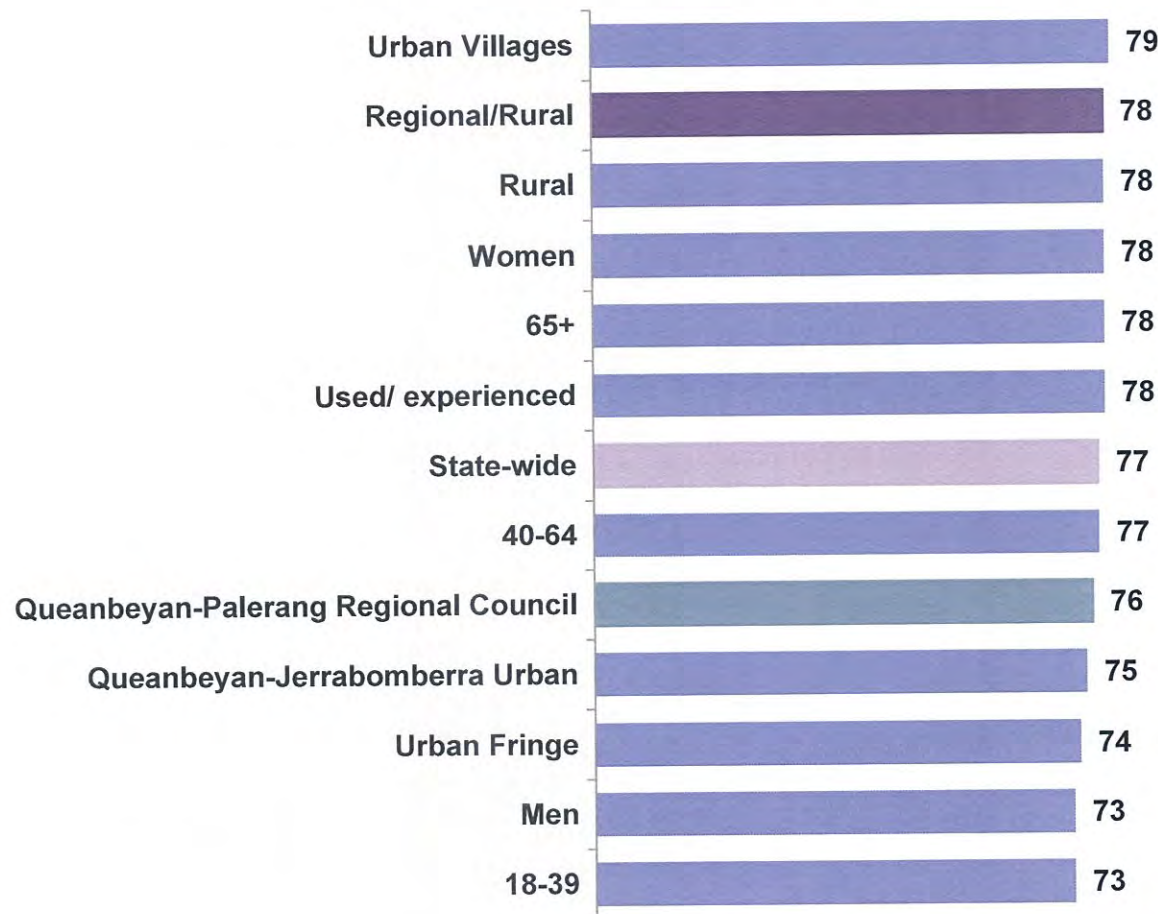
Decisions Made in the Interest of the Community Performance



Q3. How has Council performed recently on 'decisions made in the interest of the community'?
Base: All respondents. Councils asked State-wide: 20

COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES

Community Consultation and Engagement Importance

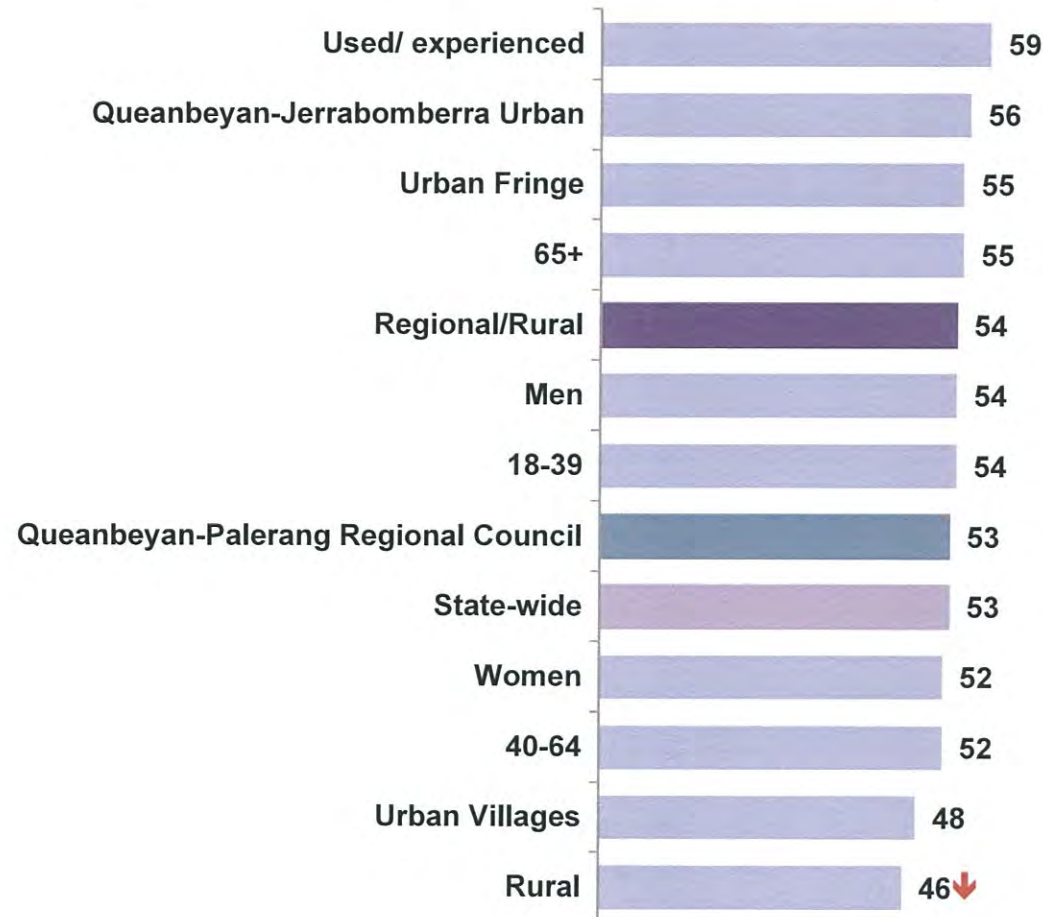


Q2. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 20

COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES

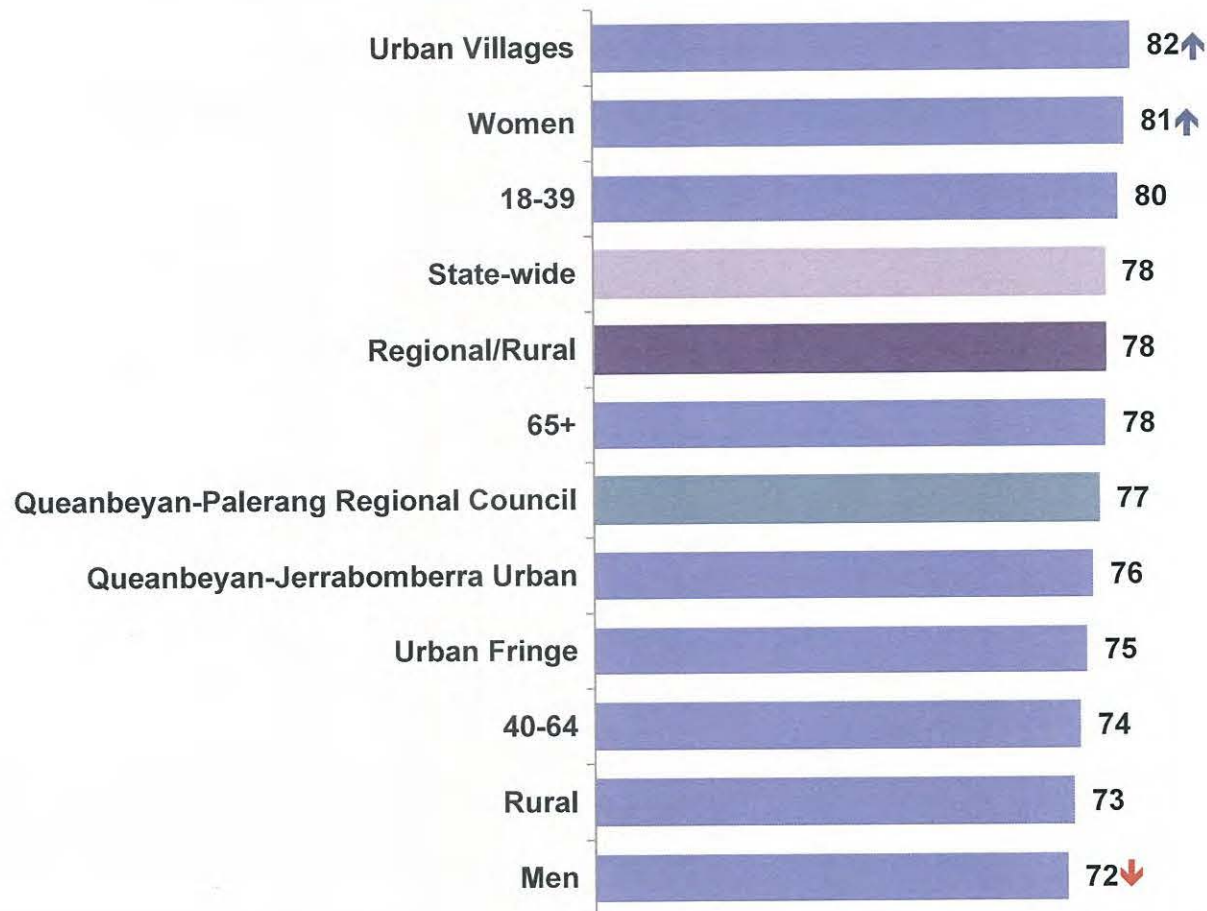
Community Consultation and Engagement Performance



Q3. How has Council performed recently on 'community consultation and engagement'?
Base: All respondents. Councils asked State-wide: 20

INFORMING THE COMMUNITY IMPORTANCE INDEX SCORES

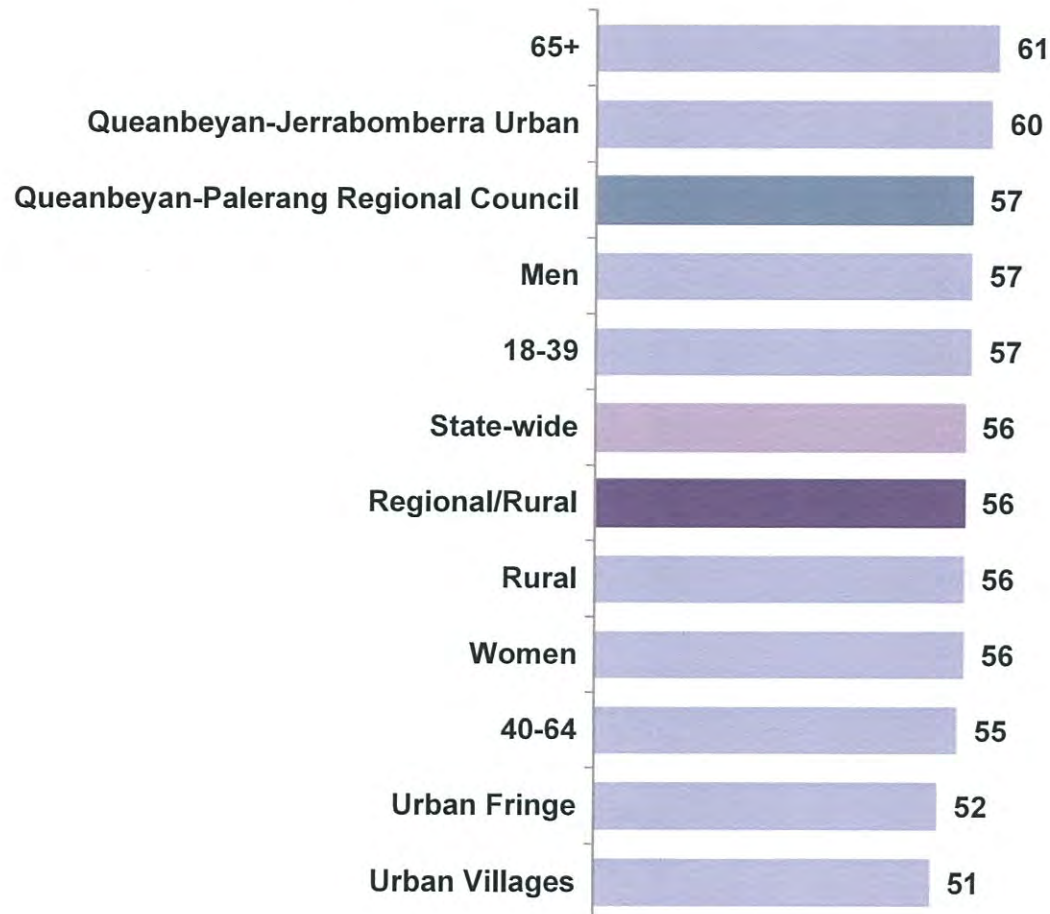
Informing the Community Importance



Q2. Firstly, how important should 'informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 20

INFORMING THE COMMUNITY PERFORMANCE INDEX SCORES

Informing the Community Performance



Q3. How has Council performed recently on 'informing the community'?
Base: All respondents. Councils asked State-wide: 20