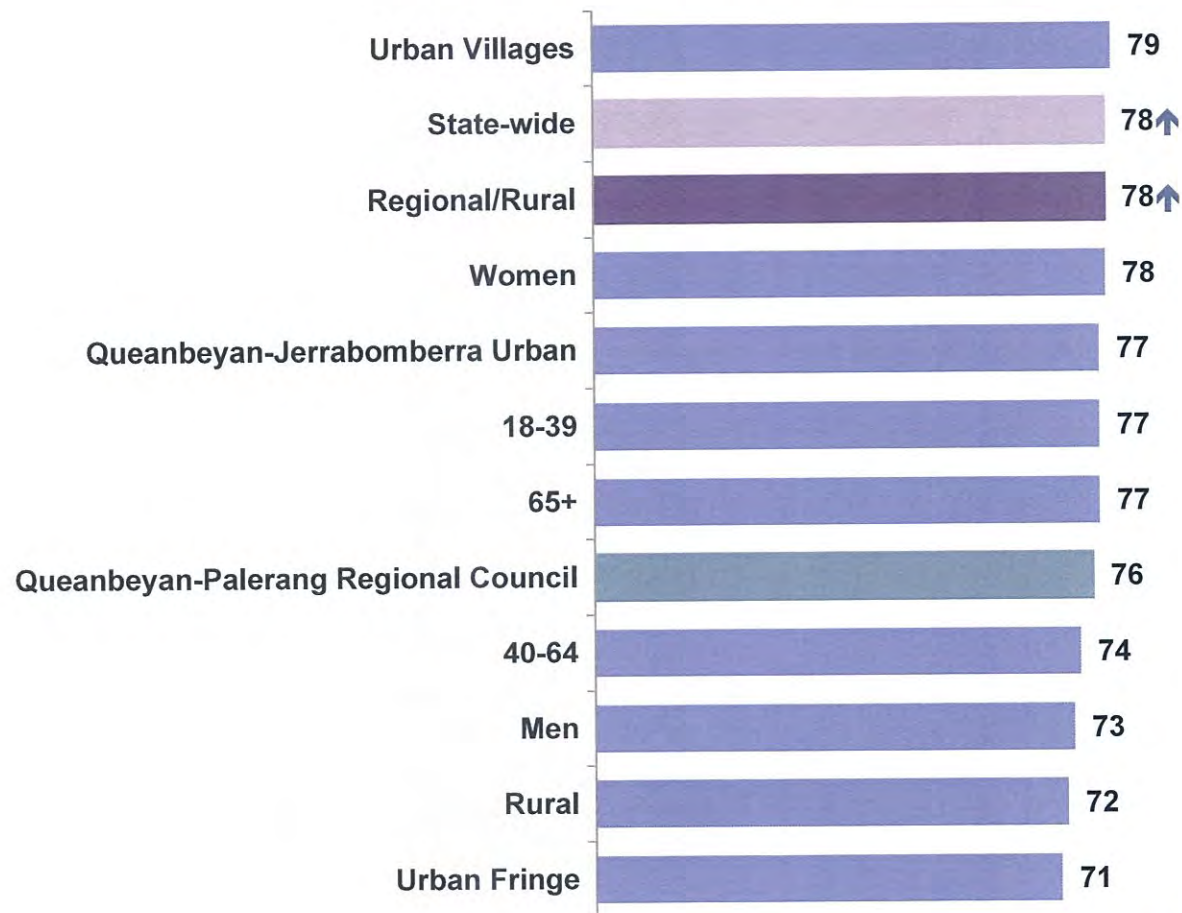


EASE OF ACCESS TO SERVICES IMPORTANCE INDEX SCORES

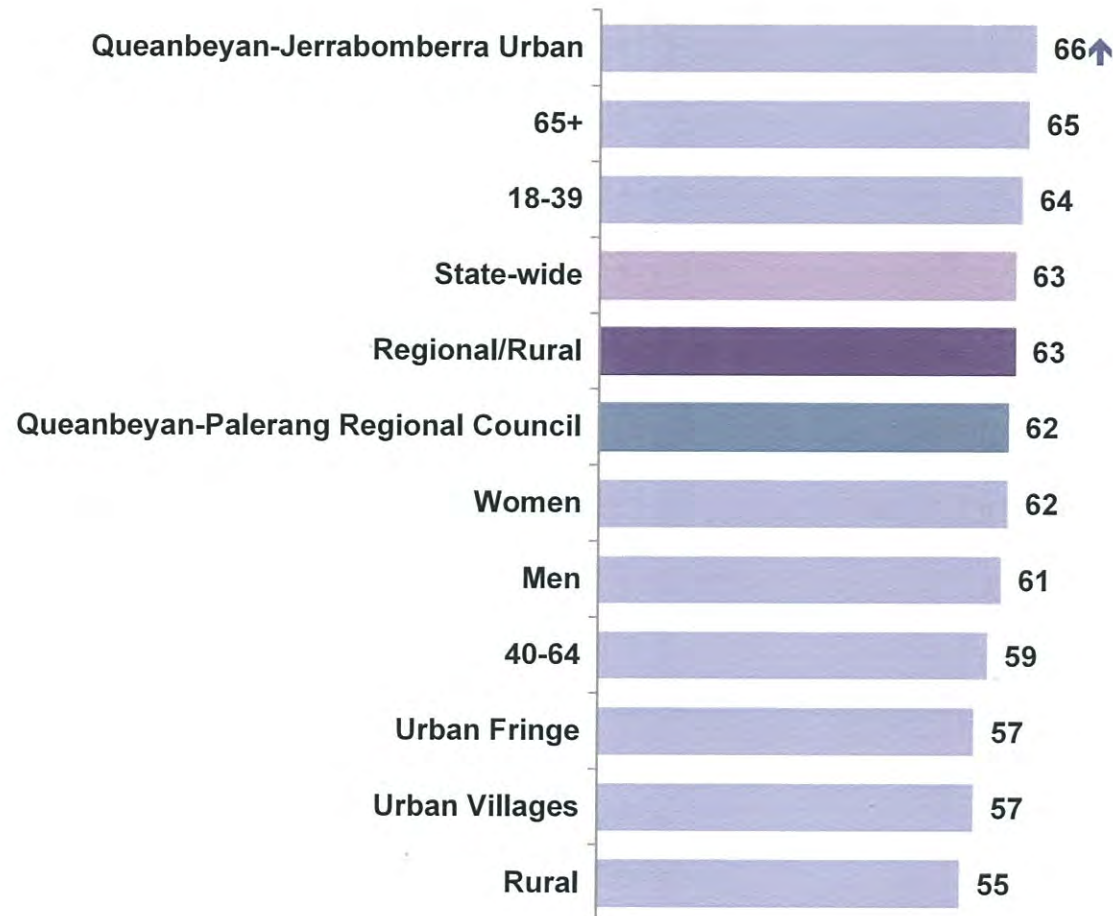
Ease of Access to Services Importance



Q2. Firstly, how important should 'ease of access to services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 20

EASE OF ACCESS TO SERVICES PERFORMANCE INDEX SCORES

Ease of Access to Services Performance

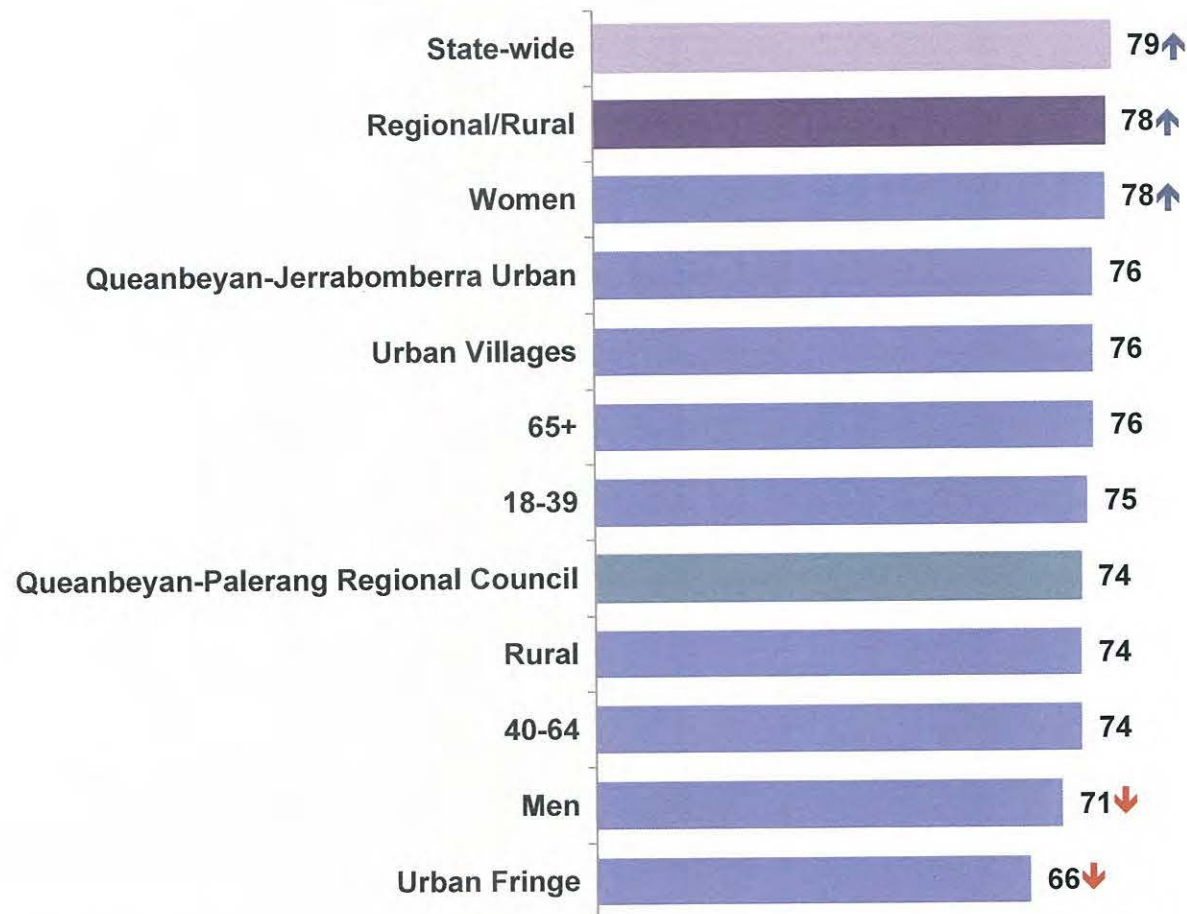


Q3. How has Council performed recently on 'ease of access to services'?
Base: All respondents. Councils asked State-wide: 20

THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE INDEX SCORES

The Condition of Local Streets and Footpaths in Your Area Importance



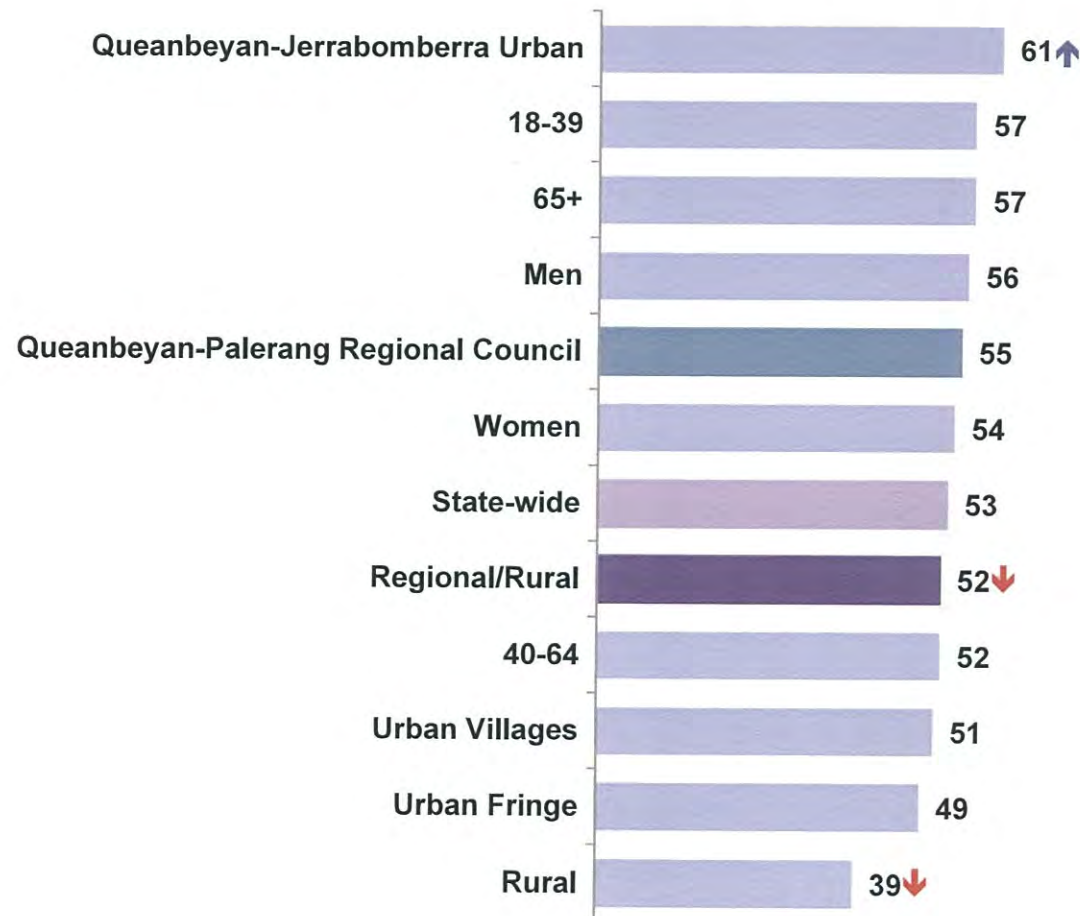
Q2. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?

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

THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

PERFORMANCE INDEX SCORES

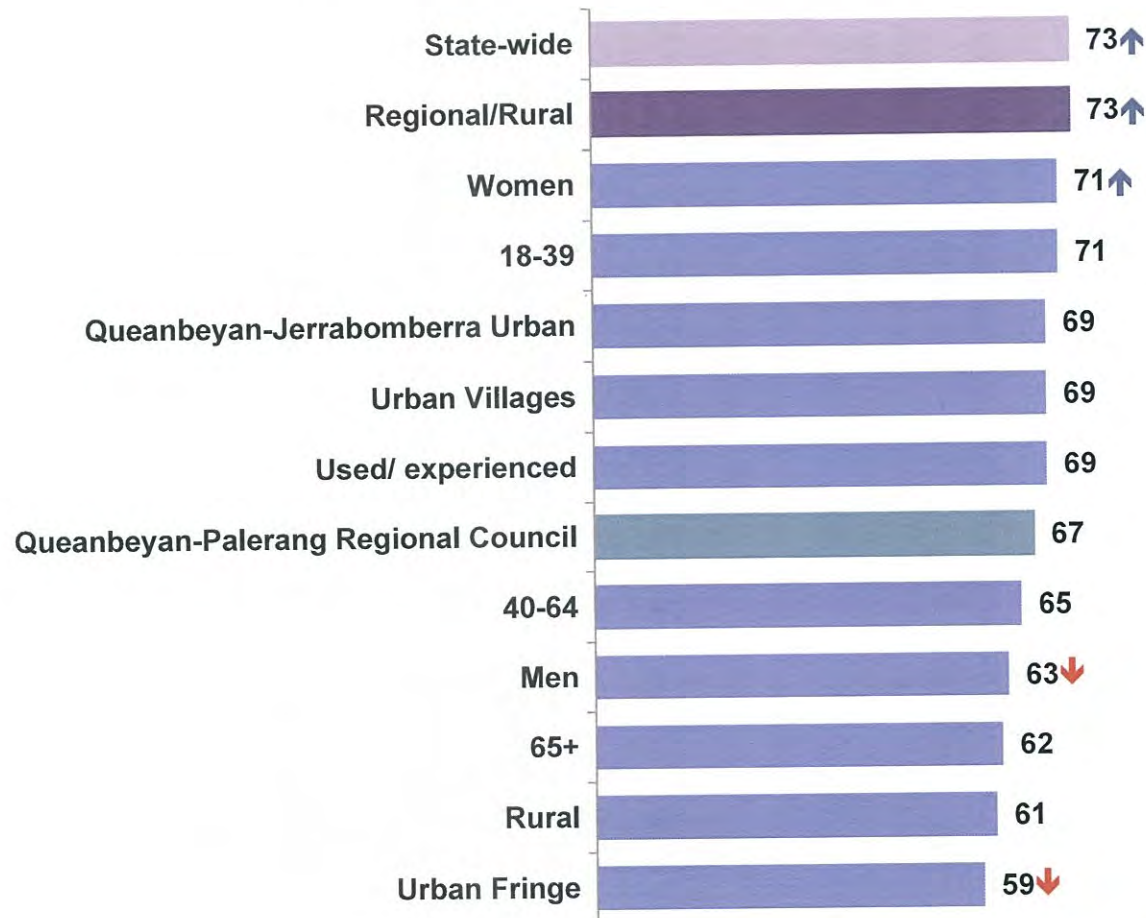
The Condition of Local Streets and Footpaths in Your Area Performance



Q3. How has Council performed recently on 'the condition of local streets and footpaths in your area'?
Base: All respondents. Councils asked State-wide: 20

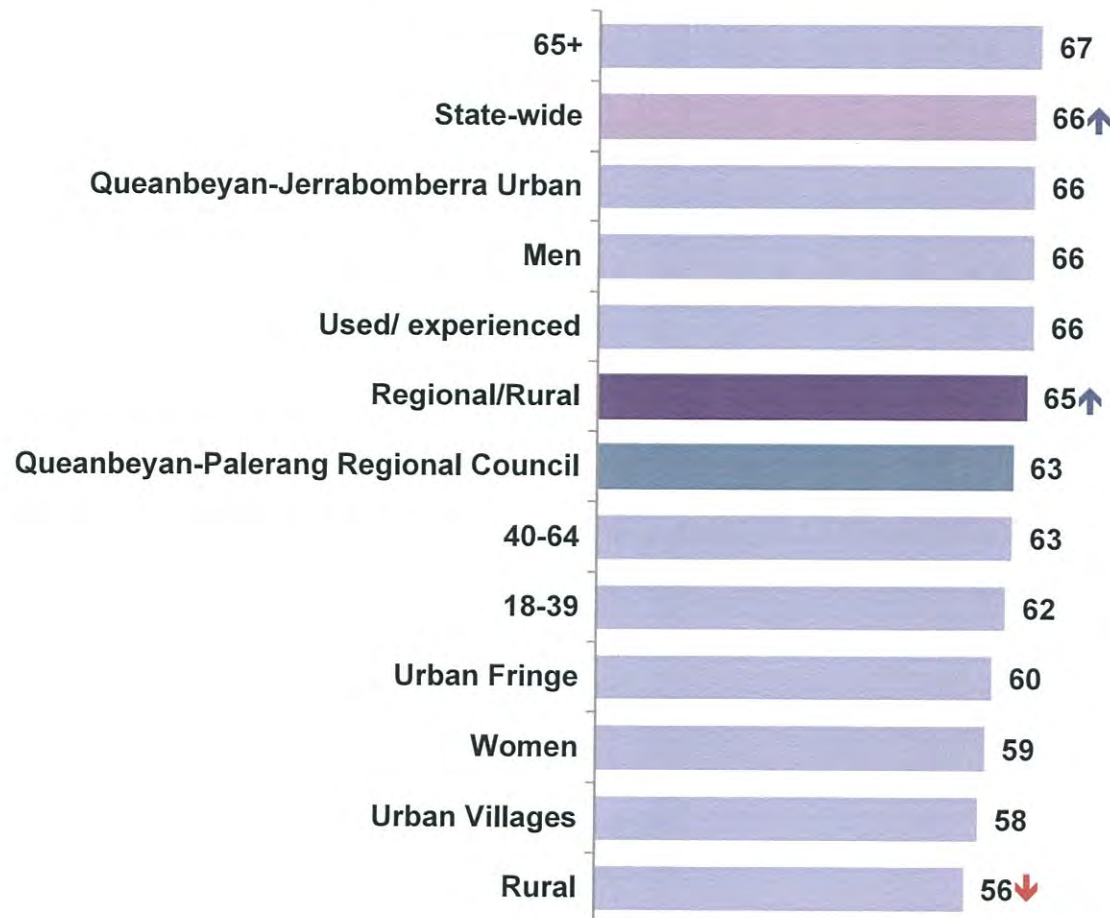
RECREATIONAL FACILITIES IMPORTANCE INDEX SCORES

Recreational Facilities Importance



RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES

Recreational Facilities Performance

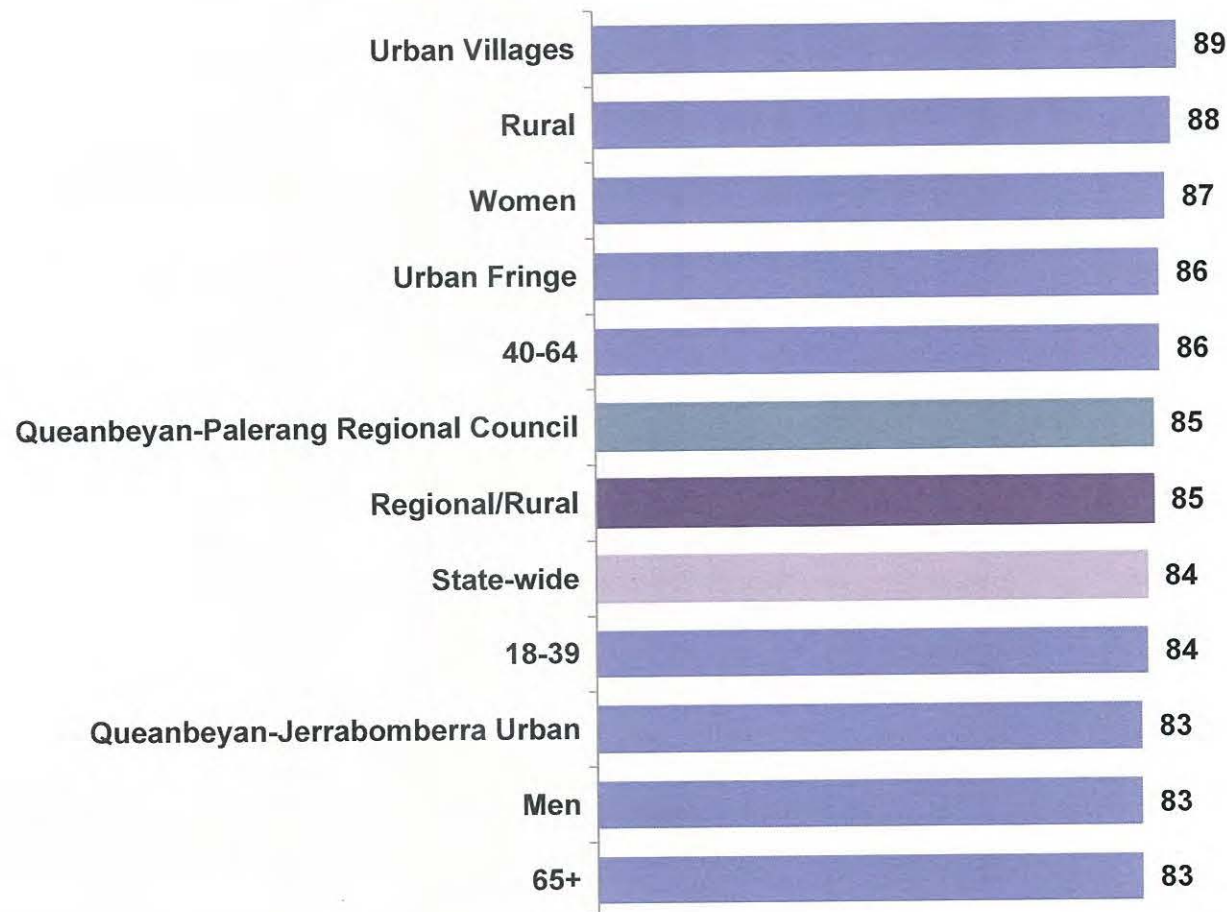


Q3. How has Council performed recently on 'recreational facilities'?
Base: All respondents. Councils asked State-wide: 20

PROVIDING VALUE FOR MONEY FOR MY RATES

IMPORTANCE INDEX SCORES

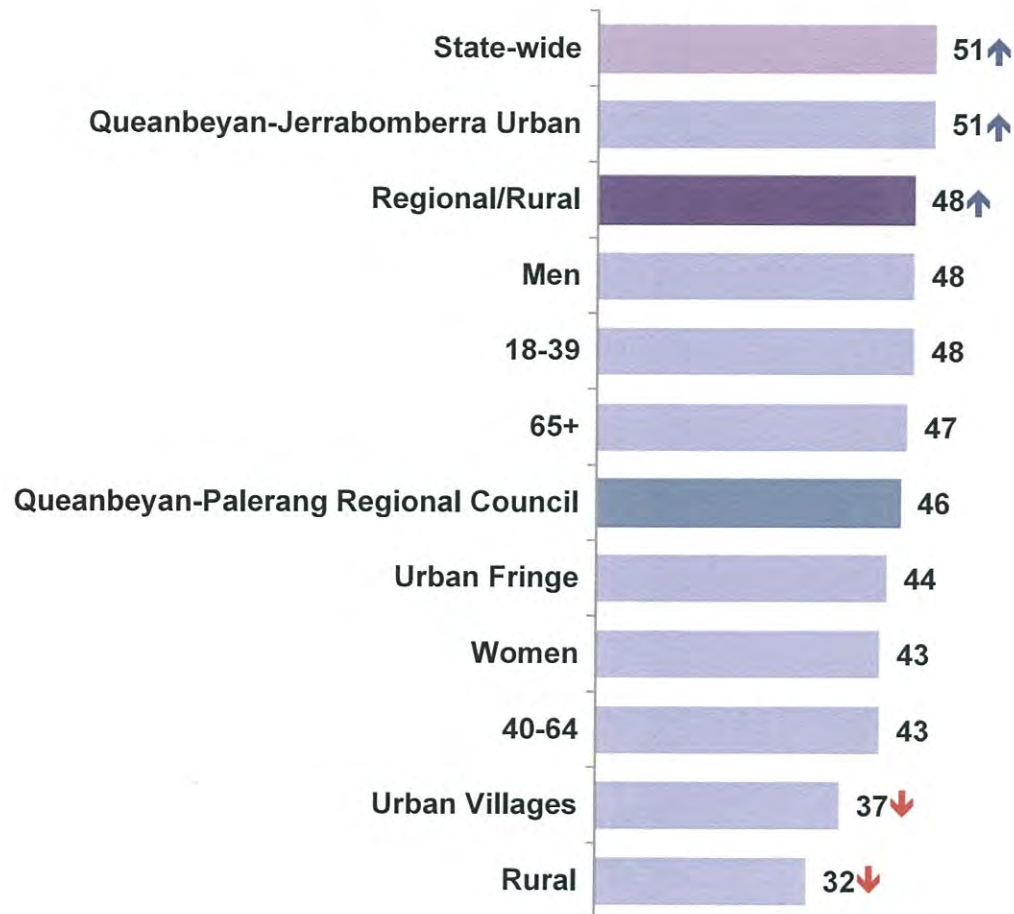
Providing Value for Money for My Rates Importance



PROVIDING VALUE FOR MONEY FOR MY RATES

PERFORMANCE INDEX SCORES

Providing Value for Money for My Rates Performance

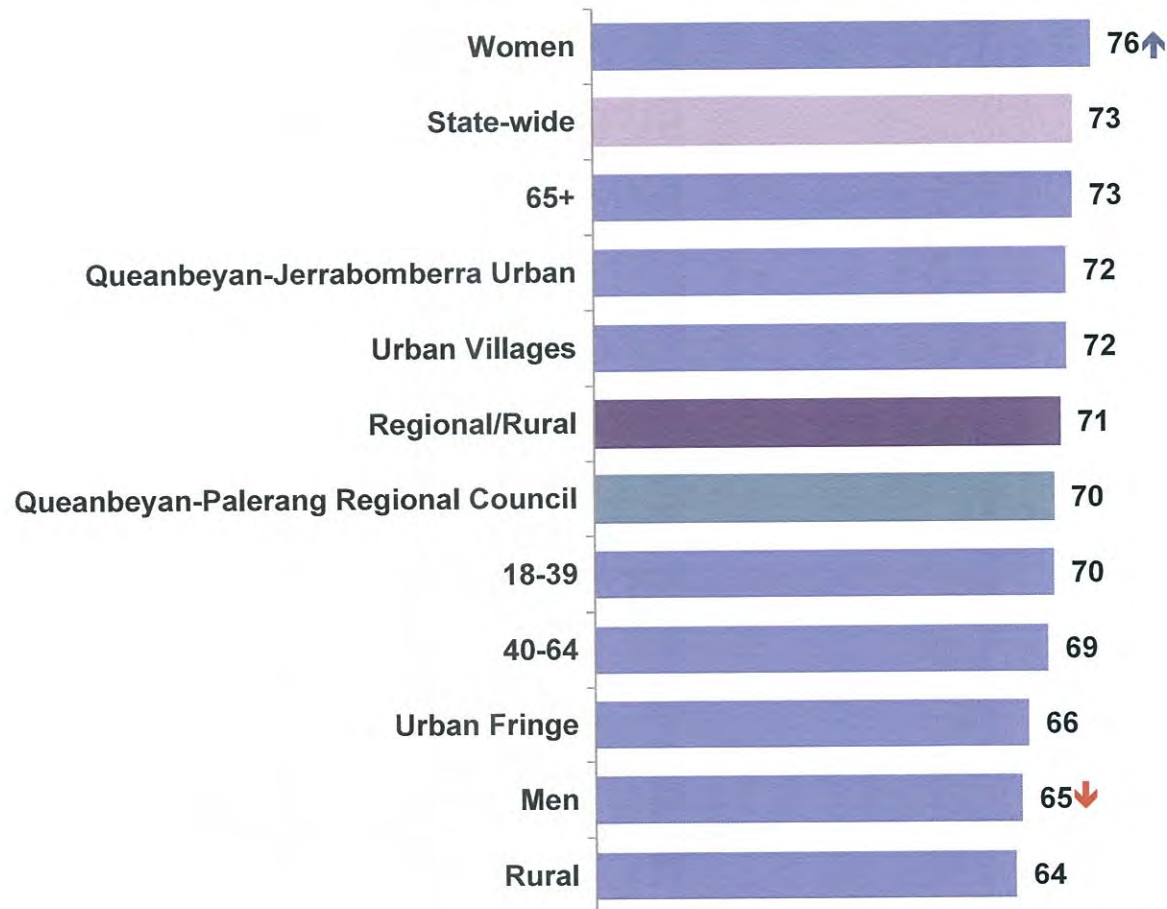


Q3. How has Council performed recently on 'providing value for money for my rates'?
Base: All respondents. Councils asked State-wide: 20

ENFORCEMENT OF LOCAL LAWS

IMPORTANCE INDEX SCORES

Enforcement of Local Laws Importance

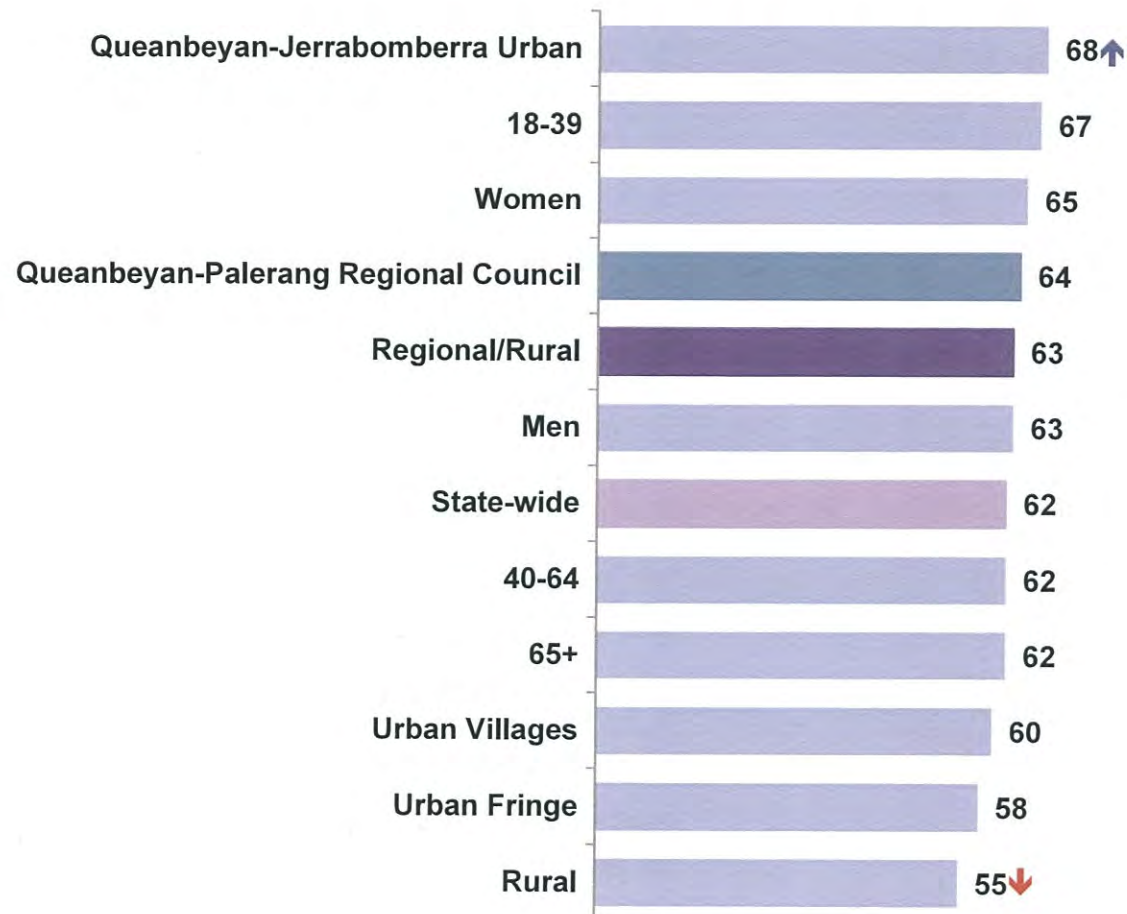


Q2. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 8

ENFORCEMENT OF LOCAL LAWS

PERFORMANCE INDEX SCORES

Enforcement of Local Laws Performance

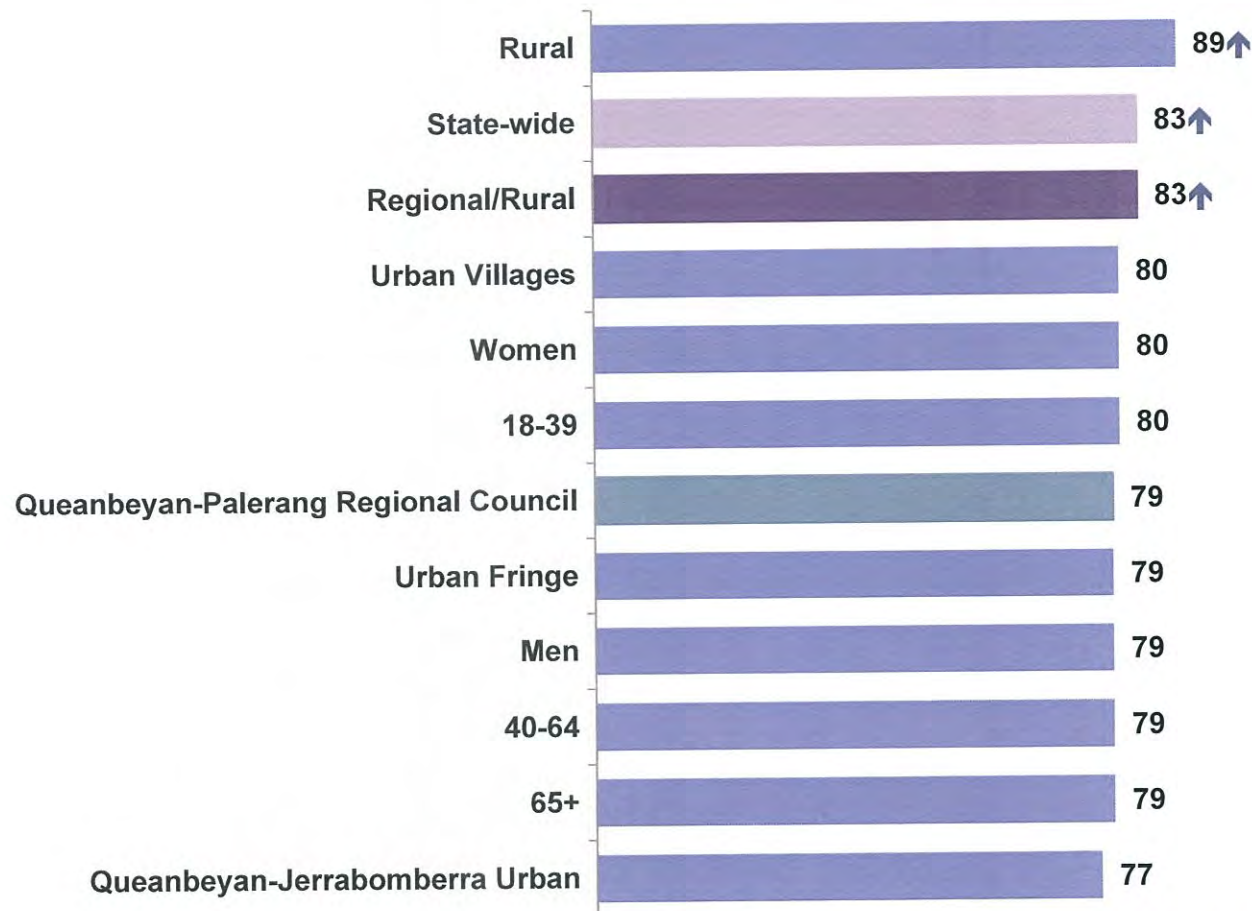


Q3. How has Council performed recently on 'enforcement of local laws'?
Base: All respondents. Councils asked State-wide: 7

THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES

The Condition of Sealed Local Roads in Your Area Importance



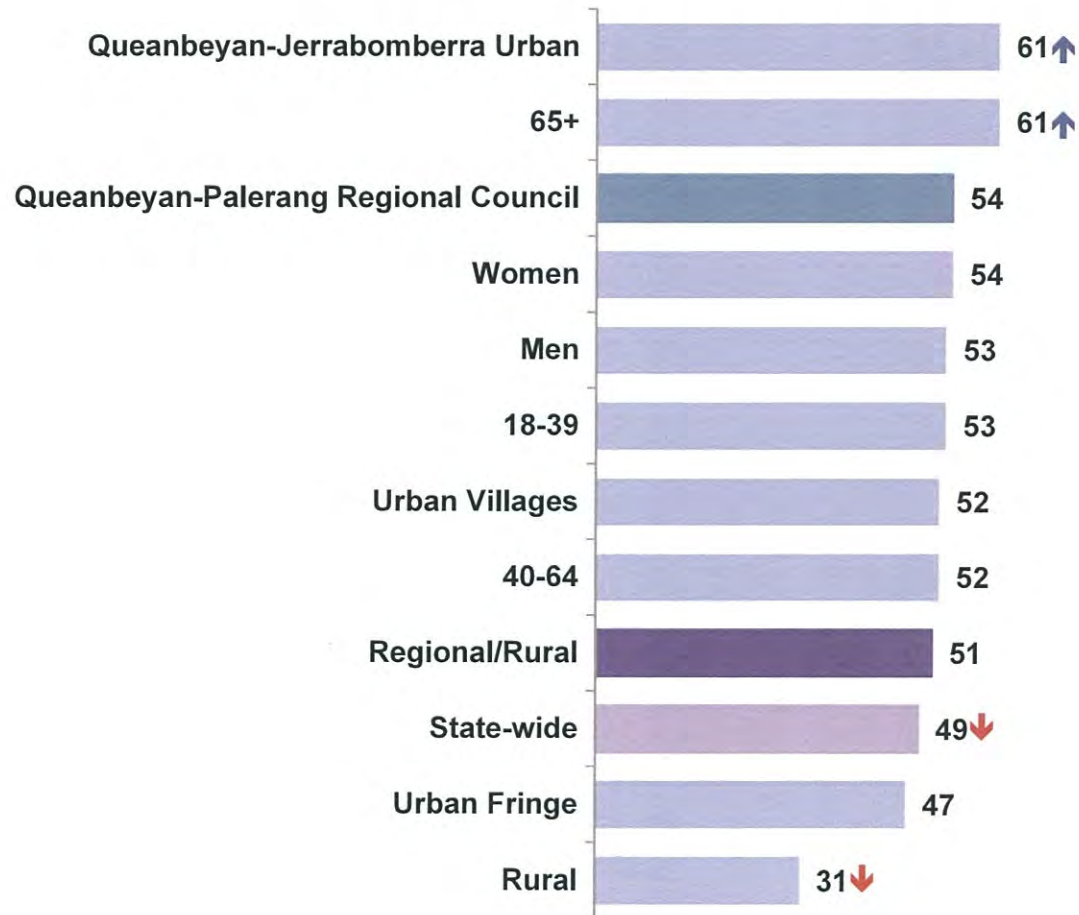
Q2. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 8

THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES

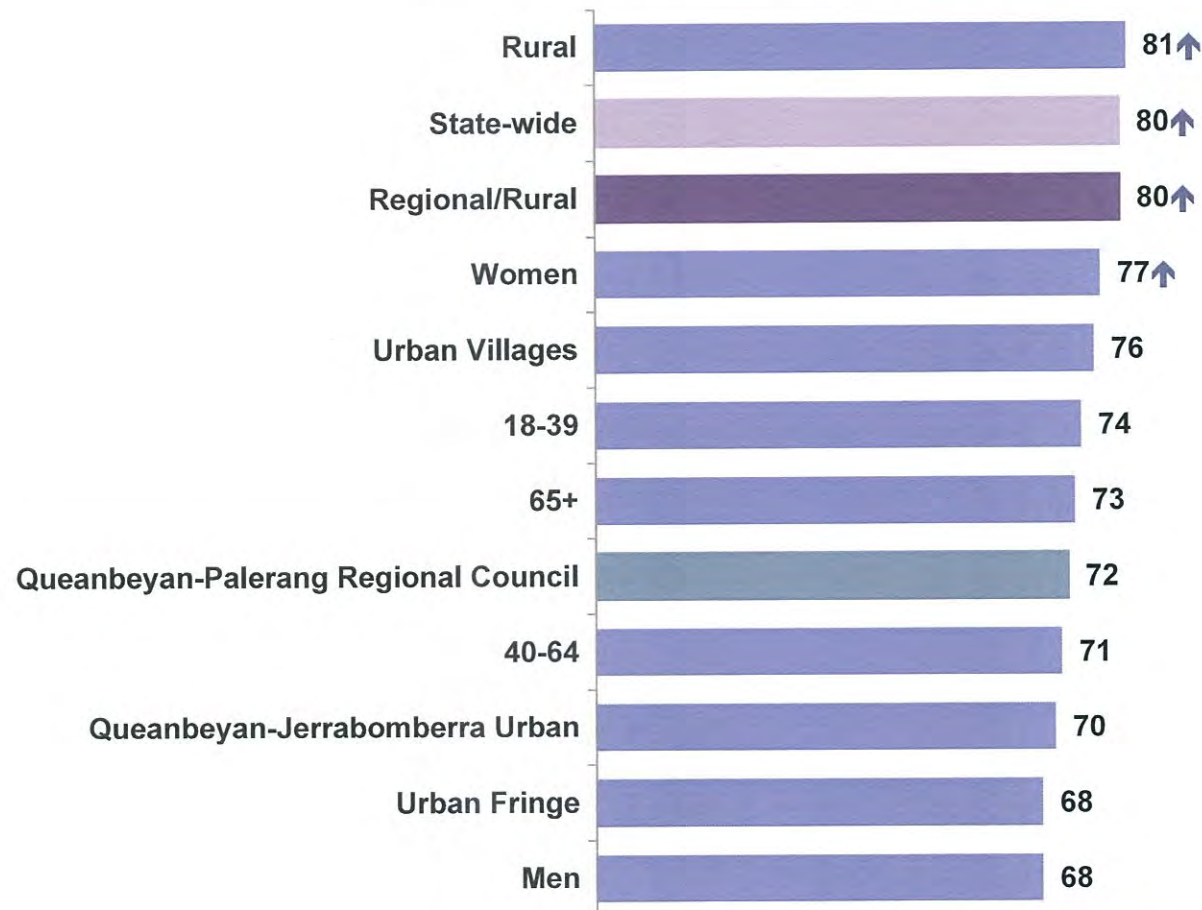
The Condition of Sealed Local Roads in Your Area Performance



MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES

Maintenance of Unsealed Roads in Your Area Importance



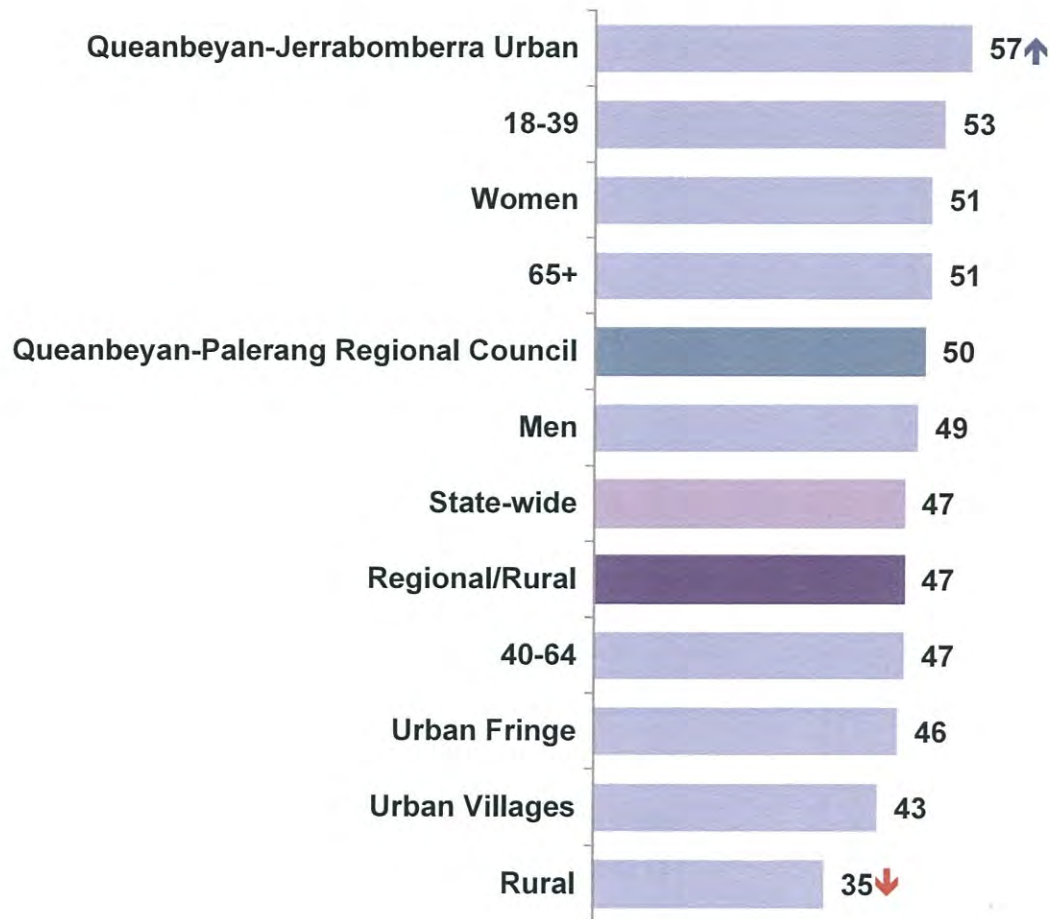
Q2. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 7

MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES

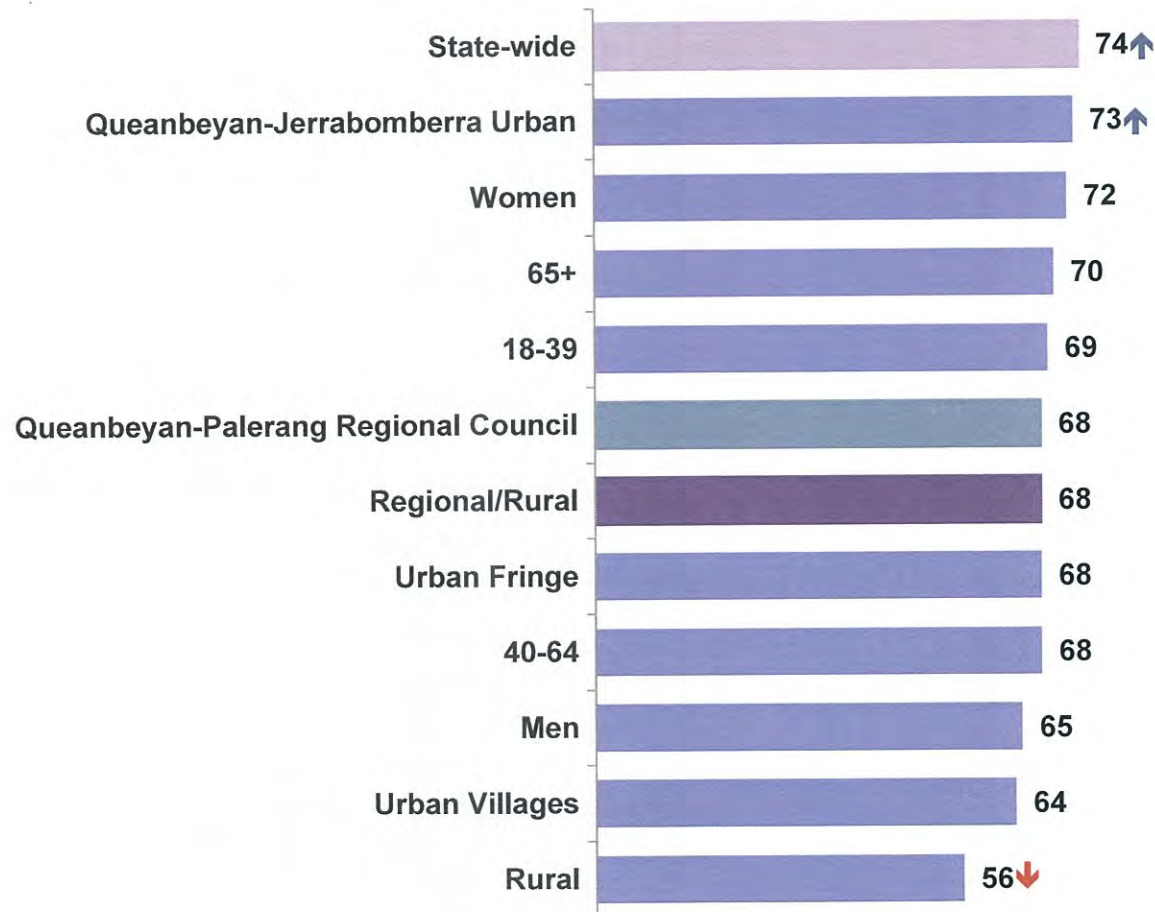
Maintenance of Unsealed Roads in Your Area Performance



Q3. How has Council performed recently on 'maintenance of unsealed roads in your area'?
Base: All respondents. Councils asked State-wide: 6

TRAFFIC MANAGEMENT IMPORTANCE INDEX SCORES

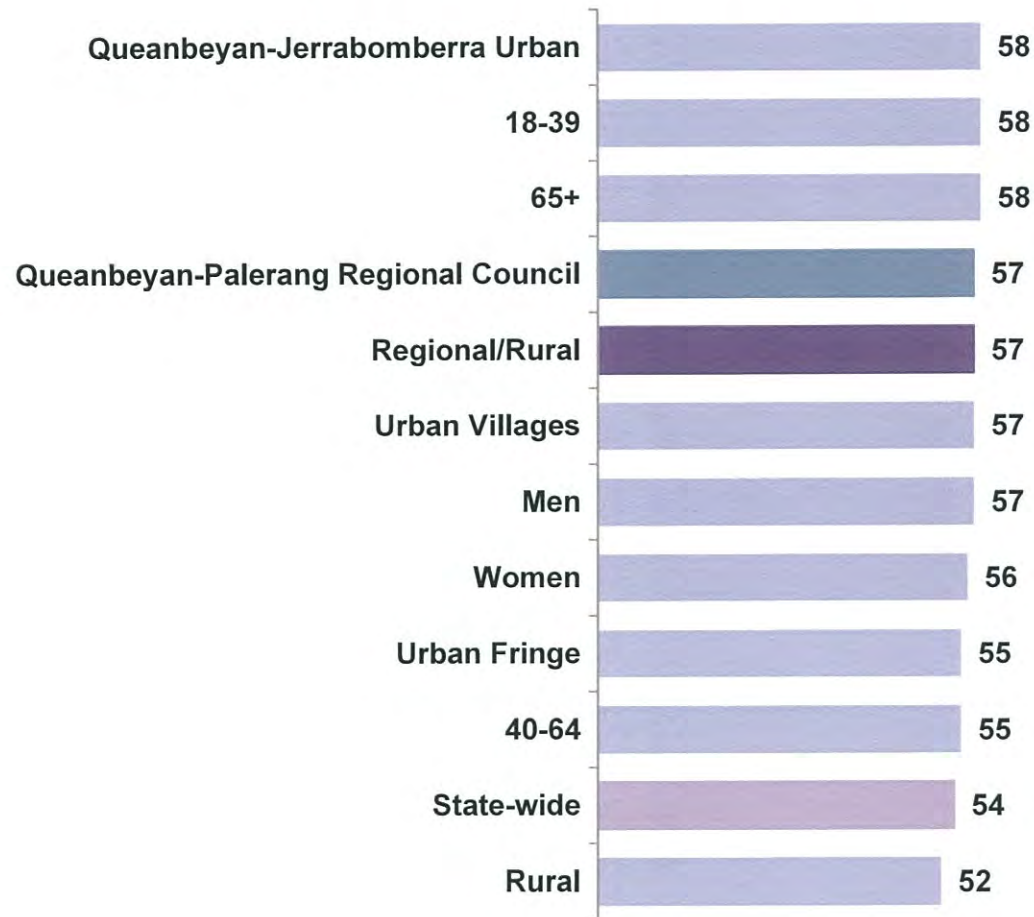
Traffic Management Importance



Q2. Firstly, how important should 'traffic management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 3

TRAFFIC MANAGEMENT PERFORMANCE INDEX SCORES

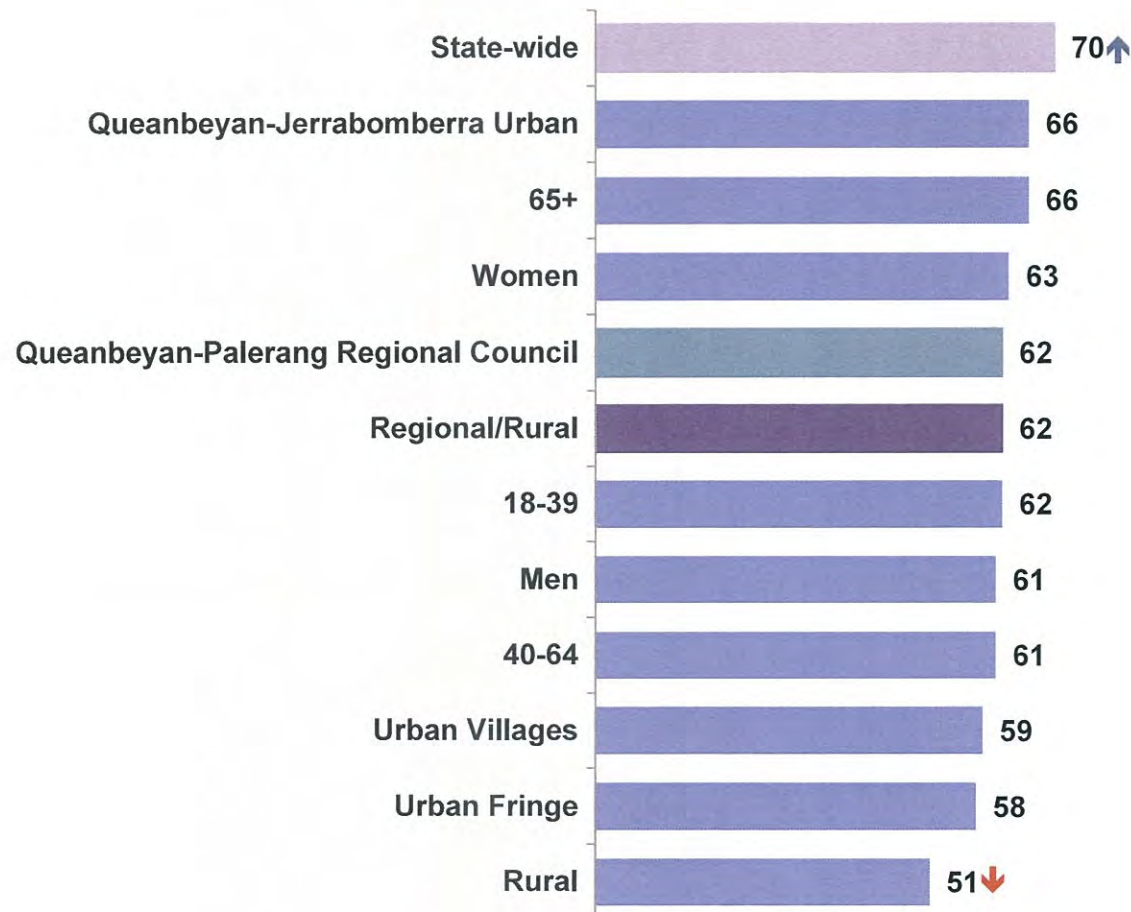
Traffic Management Performance



Q3. How has Council performed recently on 'traffic management'?
Base: All respondents. Councils asked State-wide: 3

PARKING FACILITIES IMPORTANCE INDEX SCORES

Parking Facilities Importance

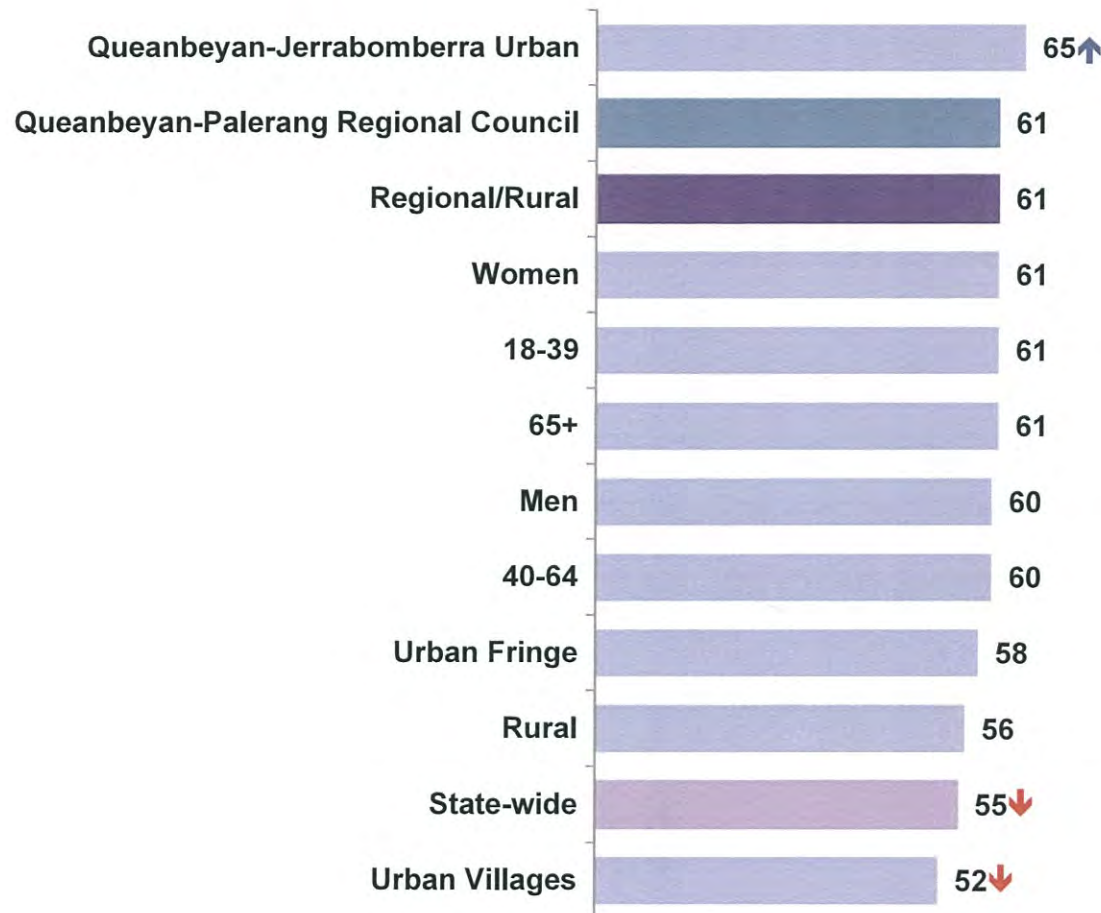


Q2. Firstly, how important should 'parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 2

PARKING FACILITIES

PERFORMANCE INDEX SCORES

Parking Facilities Performance



Q3. How has Council performed recently on 'parking facilities'?
Base: All respondents. Councils asked State-wide: 2

COMMUNITY SERVICES IMPORTANCE INDEX SCORES

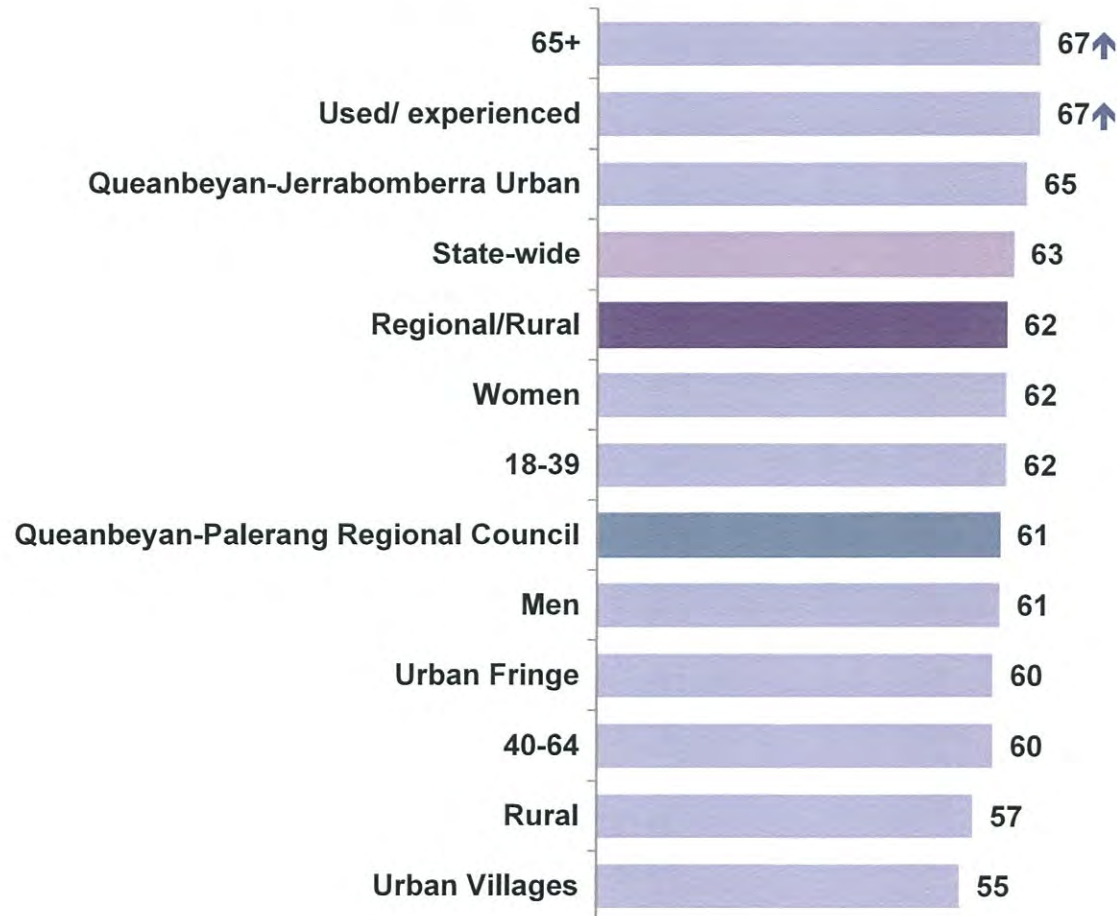
Community Services Importance



Q2. Firstly, how important should 'community services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 7

COMMUNITY SERVICES PERFORMANCE INDEX SCORES

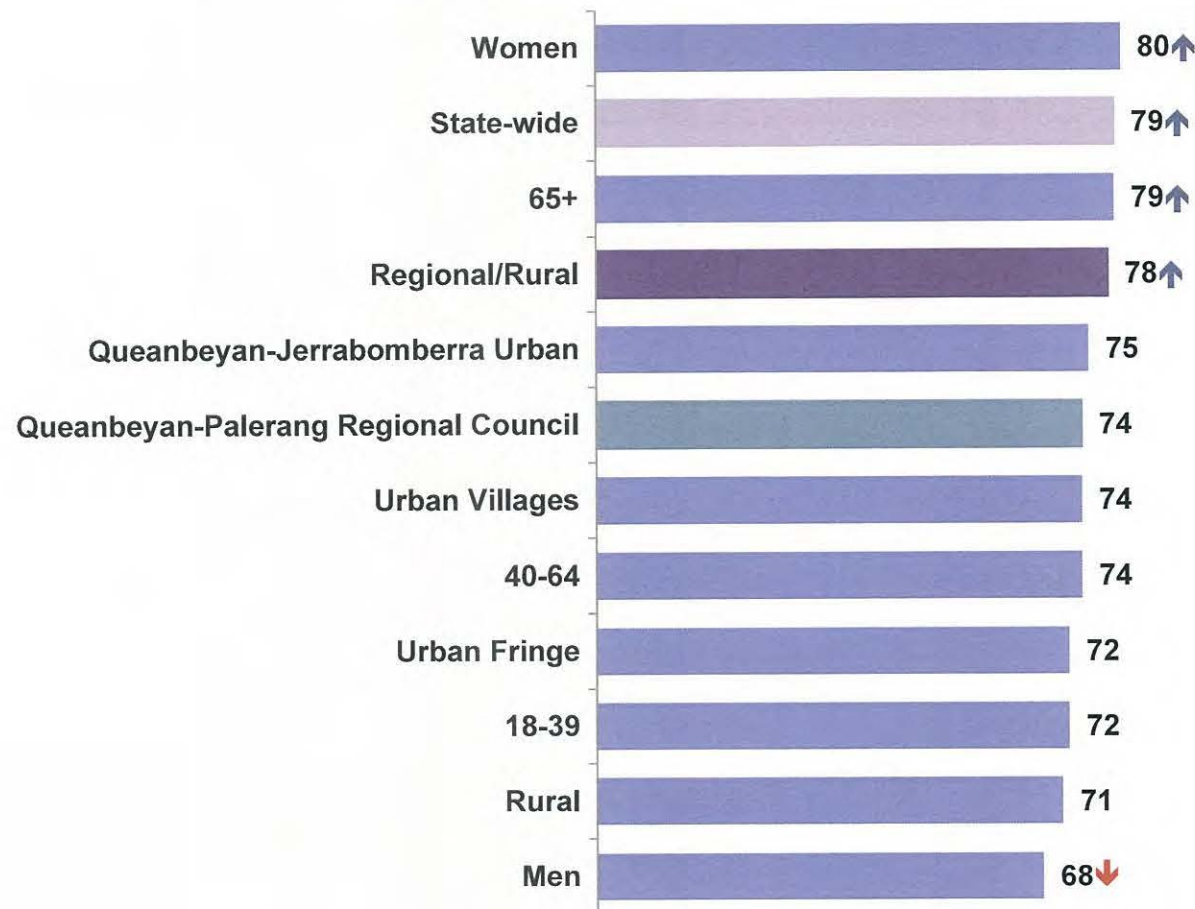
Community Services Performance



Q3. How has Council performed recently on 'community services'?
Base: All respondents. Councils asked State-wide: 7

ELDERLY SUPPORT SERVICES IMPORTANCE INDEX SCORES

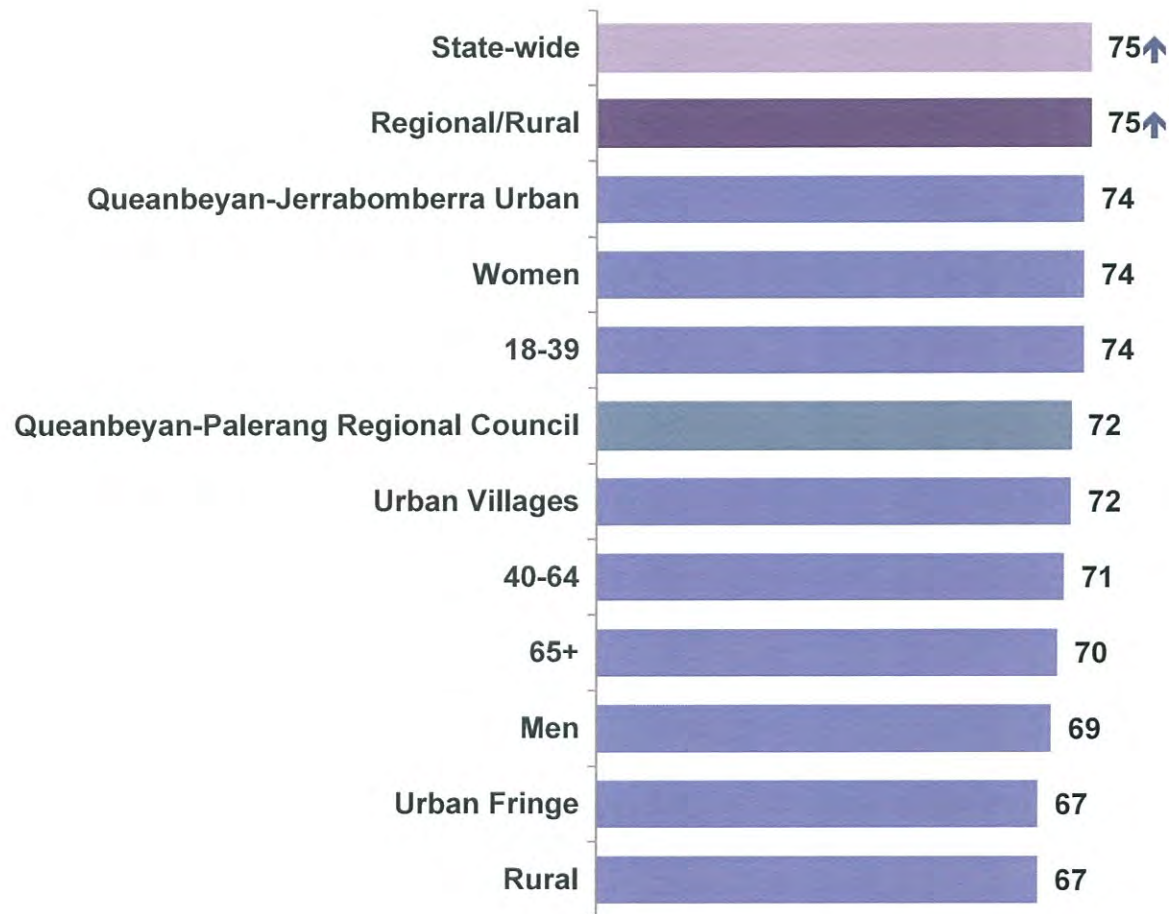
Elderly Support Services Importance



Q2. Firstly, how important should 'elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 6

THE APPEARANCE OF PUBLIC AREAS IMPORTANCE INDEX SCORES

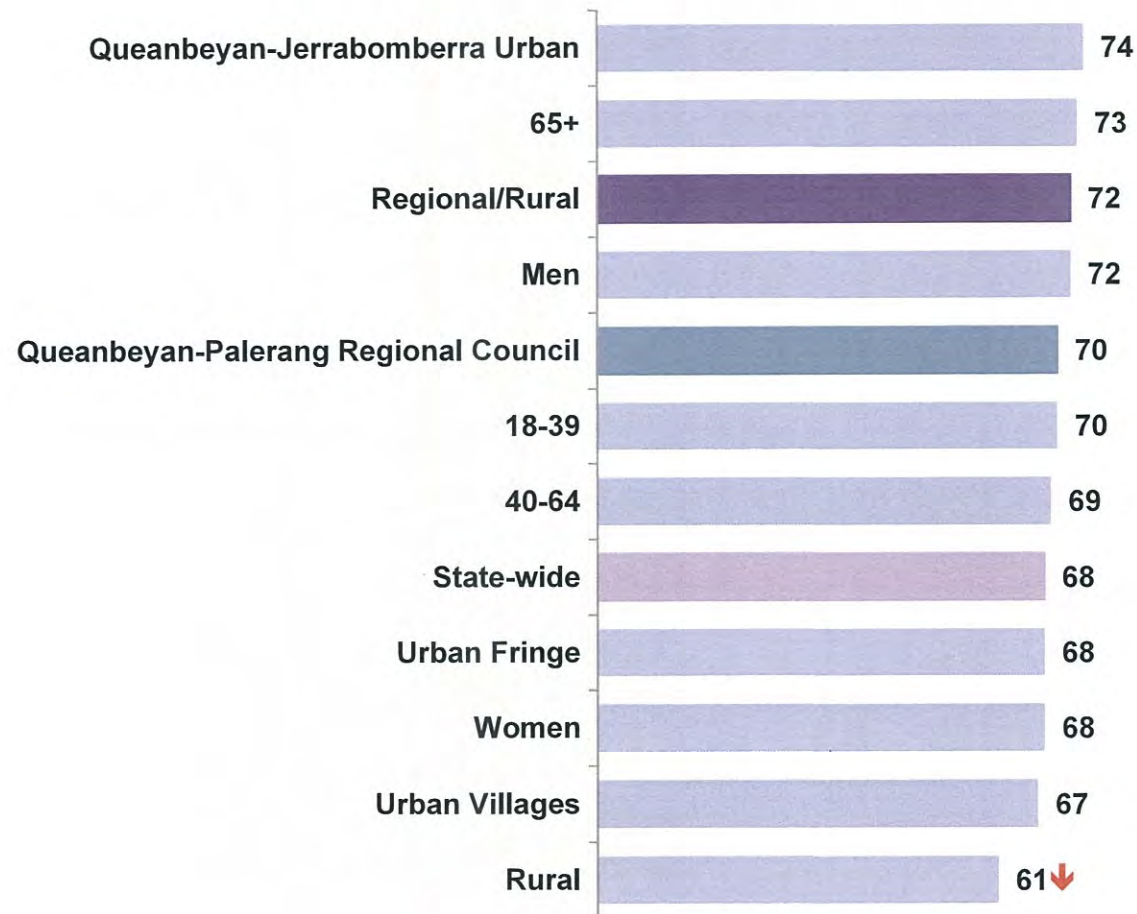
The Appearance of Public Areas Importance



Q2. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9

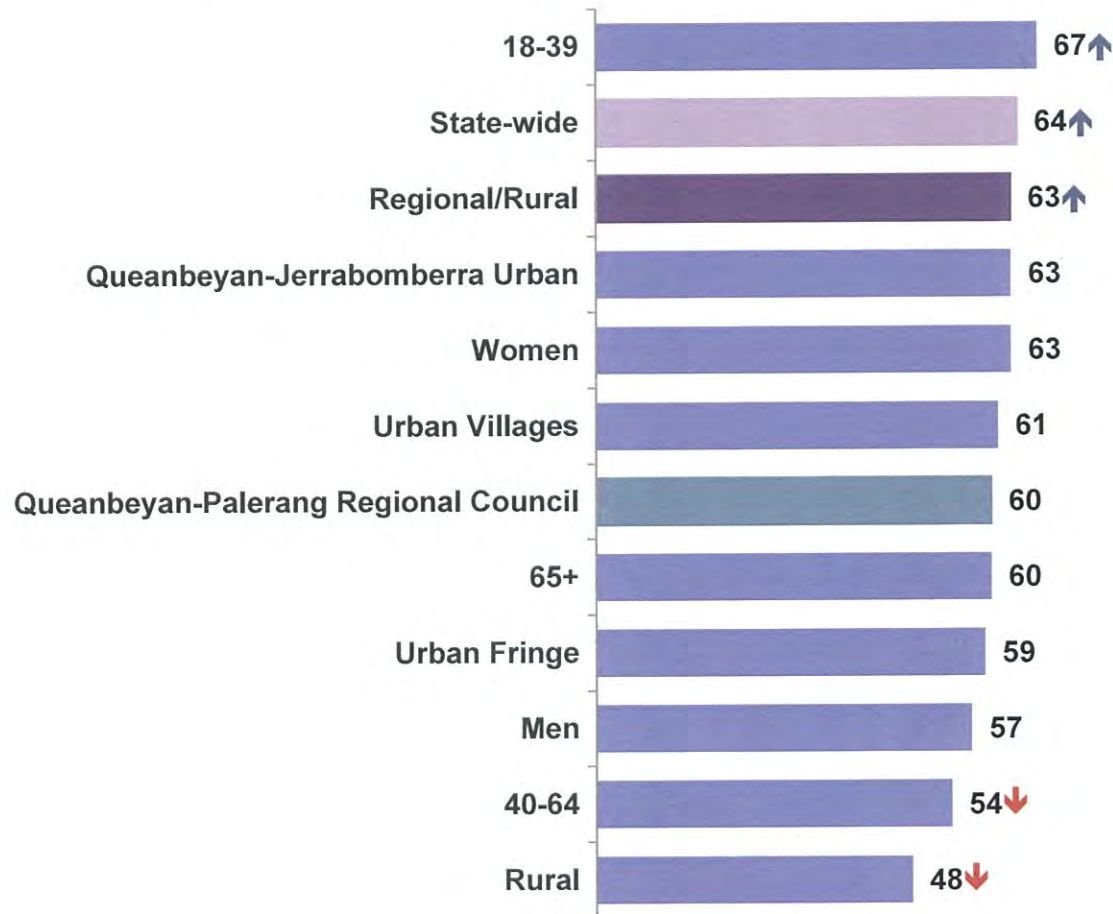
THE APPEARANCE OF PUBLIC AREAS PERFORMANCE INDEX SCORES

The Appearance of Public Areas Performance



COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE INDEX SCORES

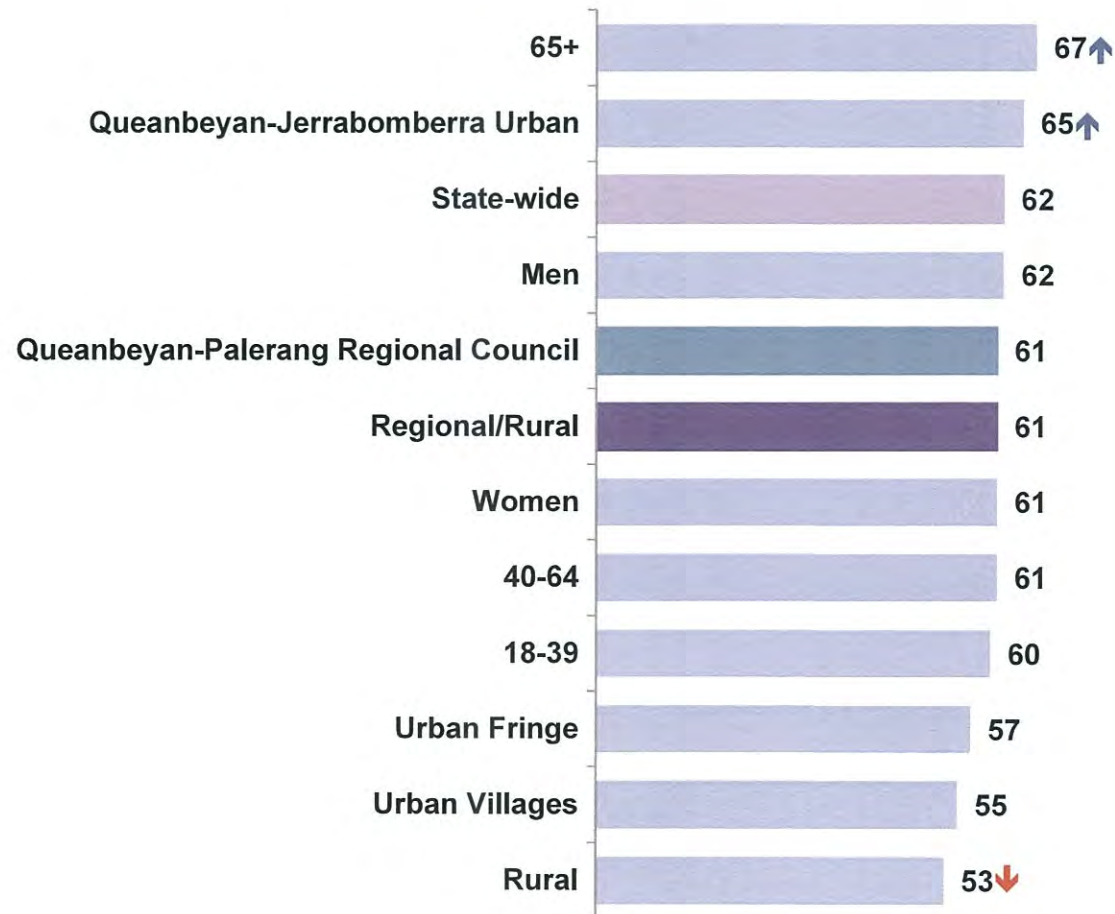
Community and Cultural Activities Importance



Q2. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 6

COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES

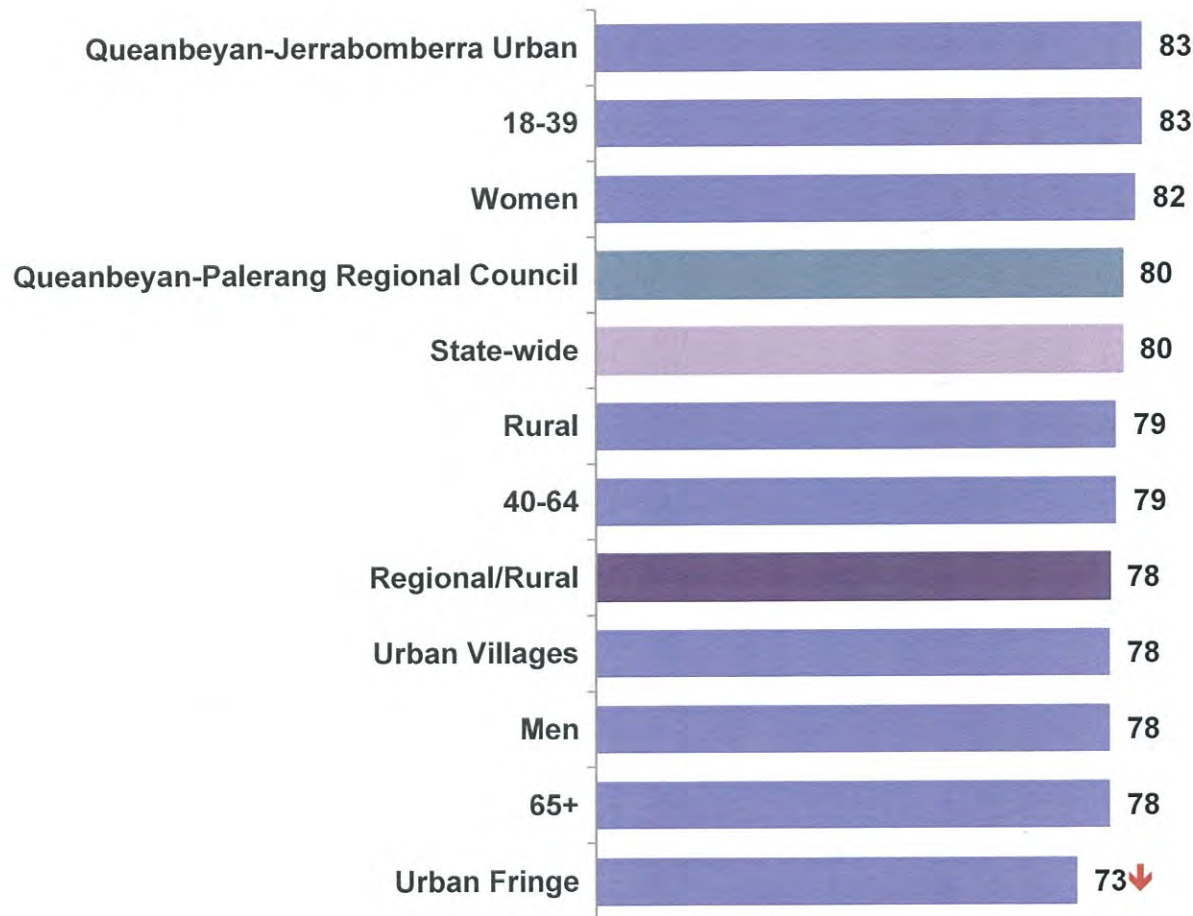
Community and Cultural Activities Performance



Q3. How has Council performed recently on 'community and cultural activities'?
Base: All respondents. Councils asked State-wide: 5

WASTE MANAGEMENT IMPORTANCE INDEX SCORES

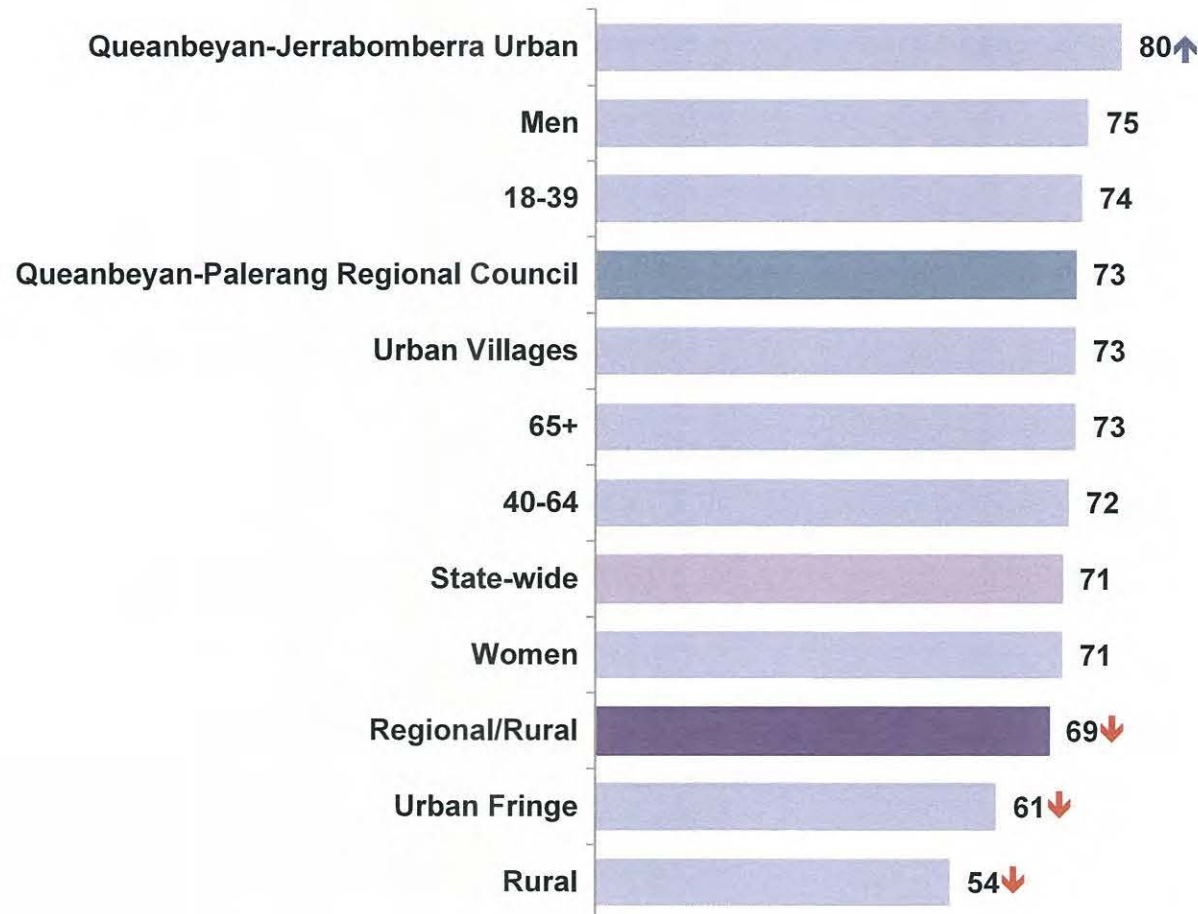
Waste Management Importance



Q2. Firstly, how important should 'waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 13

WASTE MANAGEMENT PERFORMANCE INDEX SCORES

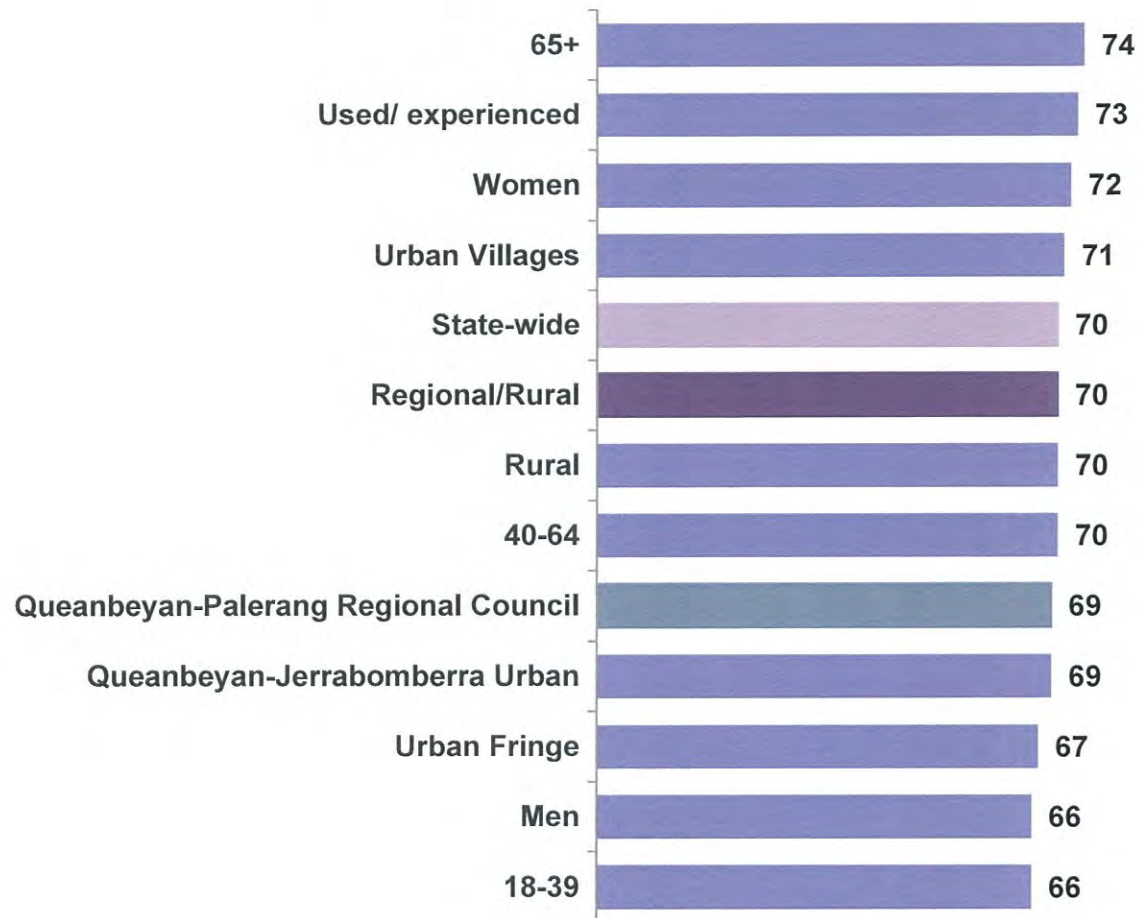
Waste Management Performance



Q3. How has Council performed recently on 'waste management'?
Base: All respondents. Councils asked State-wide: 12

PLANNING AND BUILDING PERMITS IMPORTANCE INDEX SCORES

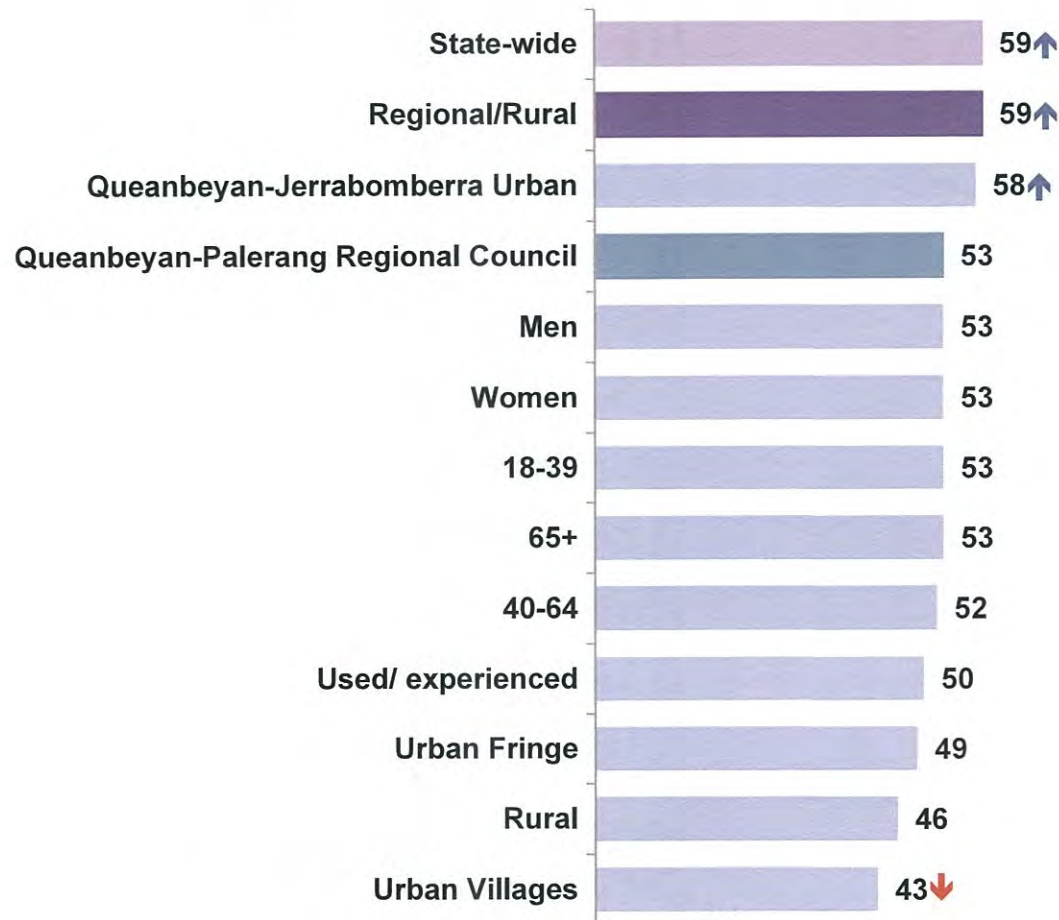
Planning and Building Permits Importance



Q2. Firstly, how important should 'planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 7

PLANNING AND BUILDING PERMITS PERFORMANCE INDEX SCORES

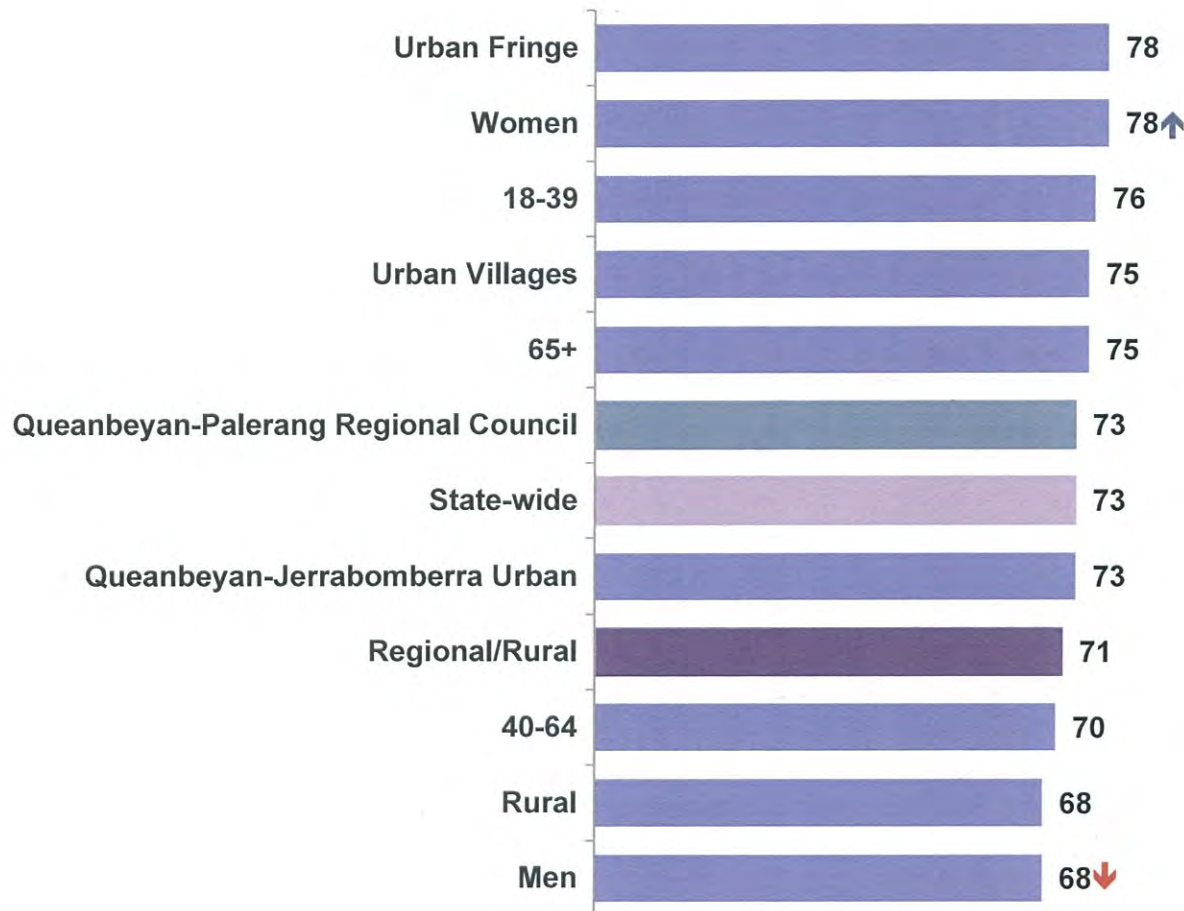
Planning and Building Permits Performance



Q3. How has Council performed recently on 'planning and building permits'?
Base: All respondents. Councils asked State-wide: 6

ENVIRONMENTAL SUSTAINABILITY IMPORTANCE INDEX SCORES

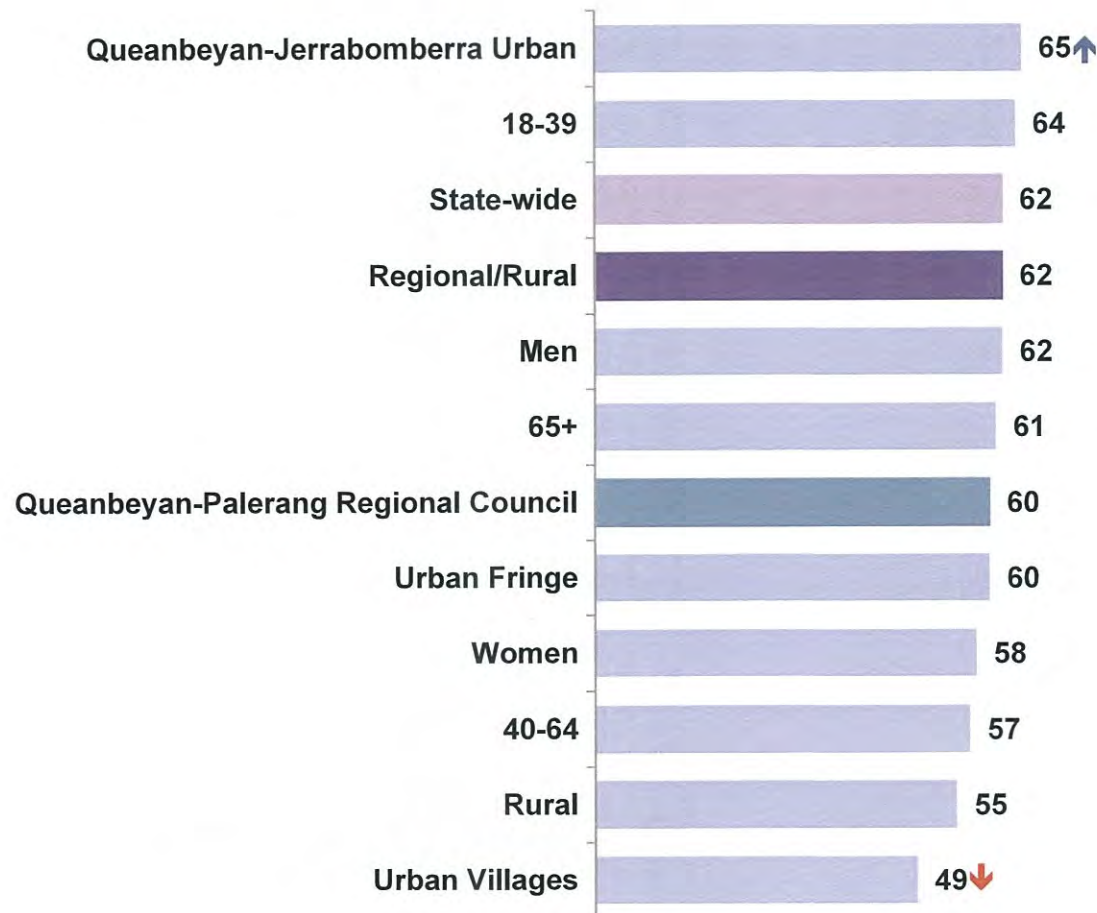
Environmental Sustainability Importance



Q2. Firstly, how important should 'environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 5

ENVIRONMENTAL SUSTAINABILITY PERFORMANCE INDEX SCORES

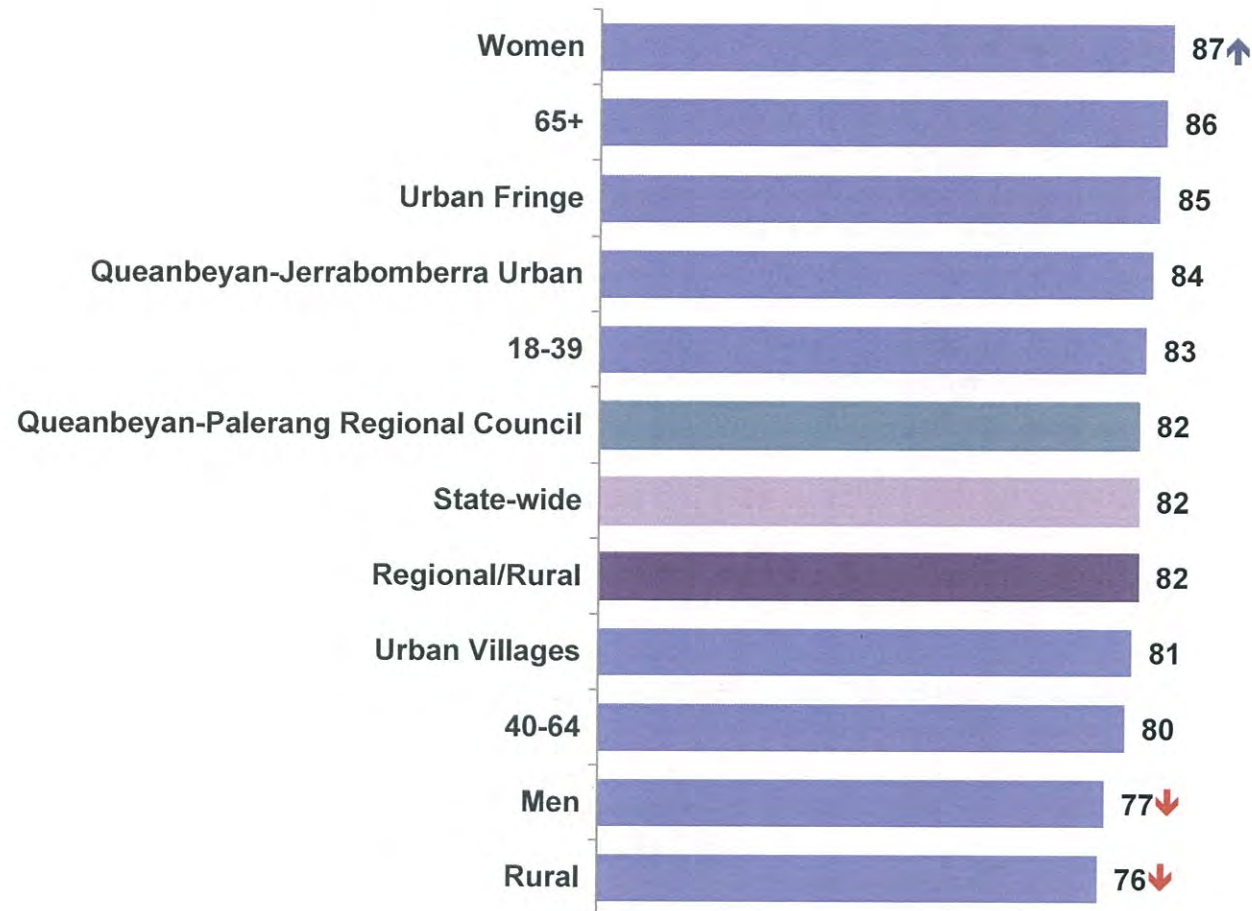
Environmental Sustainability Performance



Q3. How has Council performed recently on 'environmental sustainability'?
Base: All respondents. Councils asked State-wide: 4

EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES

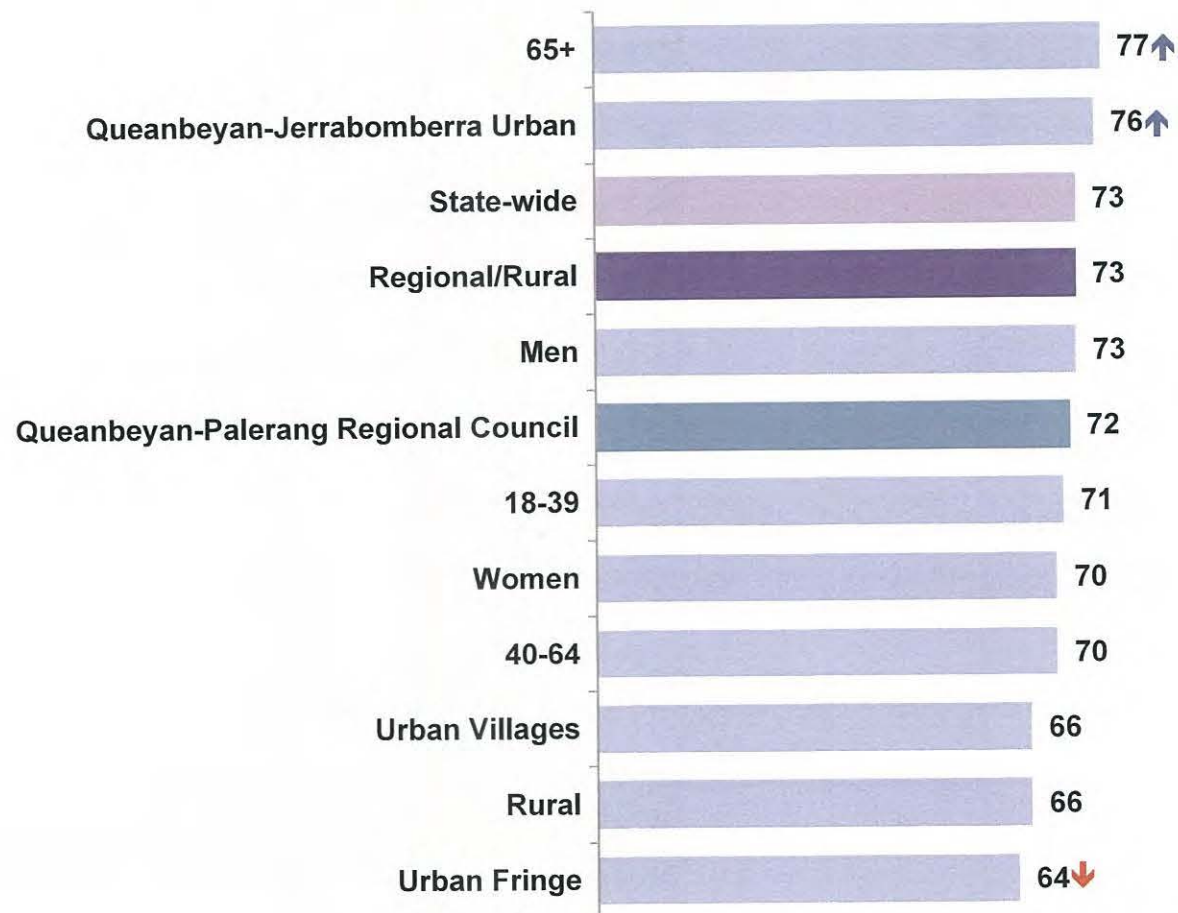
Emergency and Disaster Management Importance



Q2. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 3

EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES

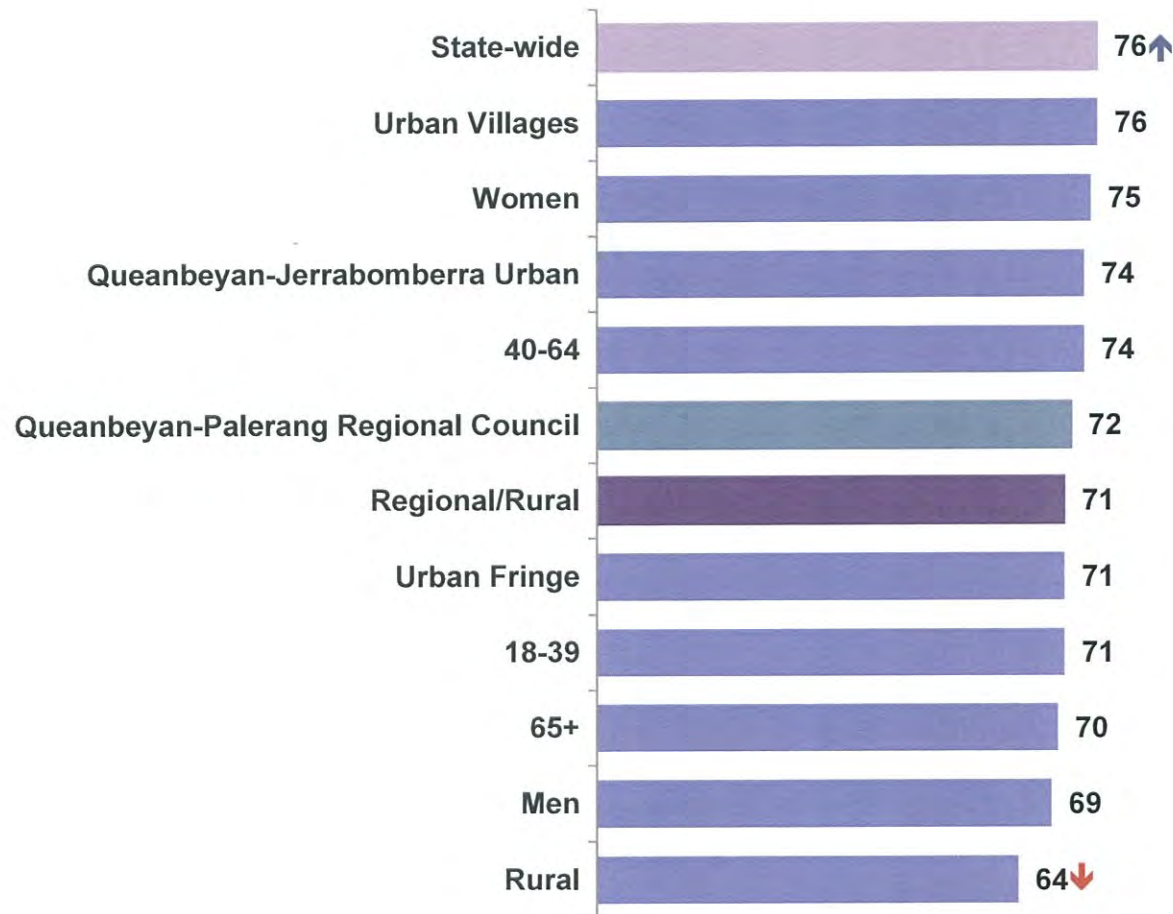
Emergency and Disaster Management Performance



PLANNING FOR POPULATION GROWTH IN THE AREA

IMPORTANCE INDEX SCORES

Planning for Population Growth in the Area Importance



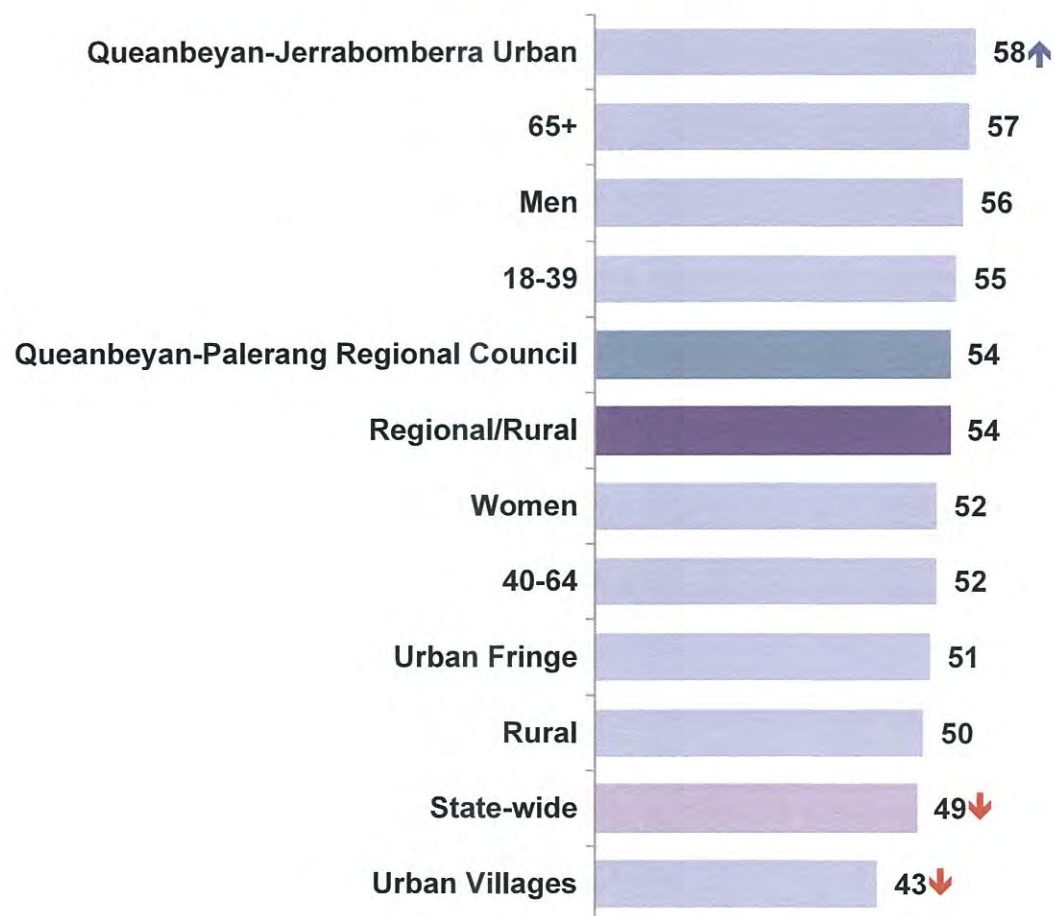
Q2. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 5

PLANNING FOR POPULATION GROWTH IN THE AREA

PERFORMANCE INDEX SCORES

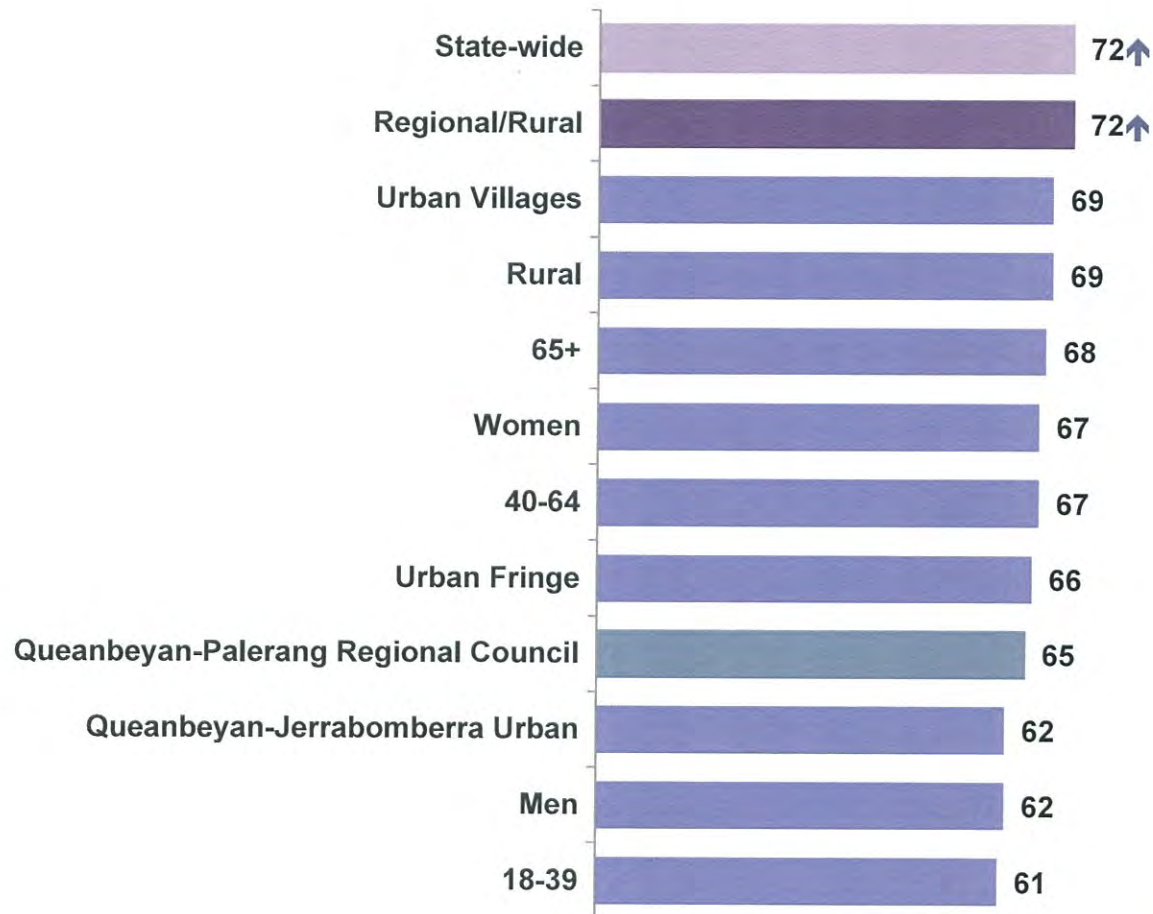
Planning for Population Growth in the Area Performance



Q3. How has Council performed recently on 'planning for population growth in the area'?
Base: All respondents. Councils asked State-wide: 4

ROADSIDE SLASHING AND WEED CONTROL IMPORTANCE INDEX SCORES

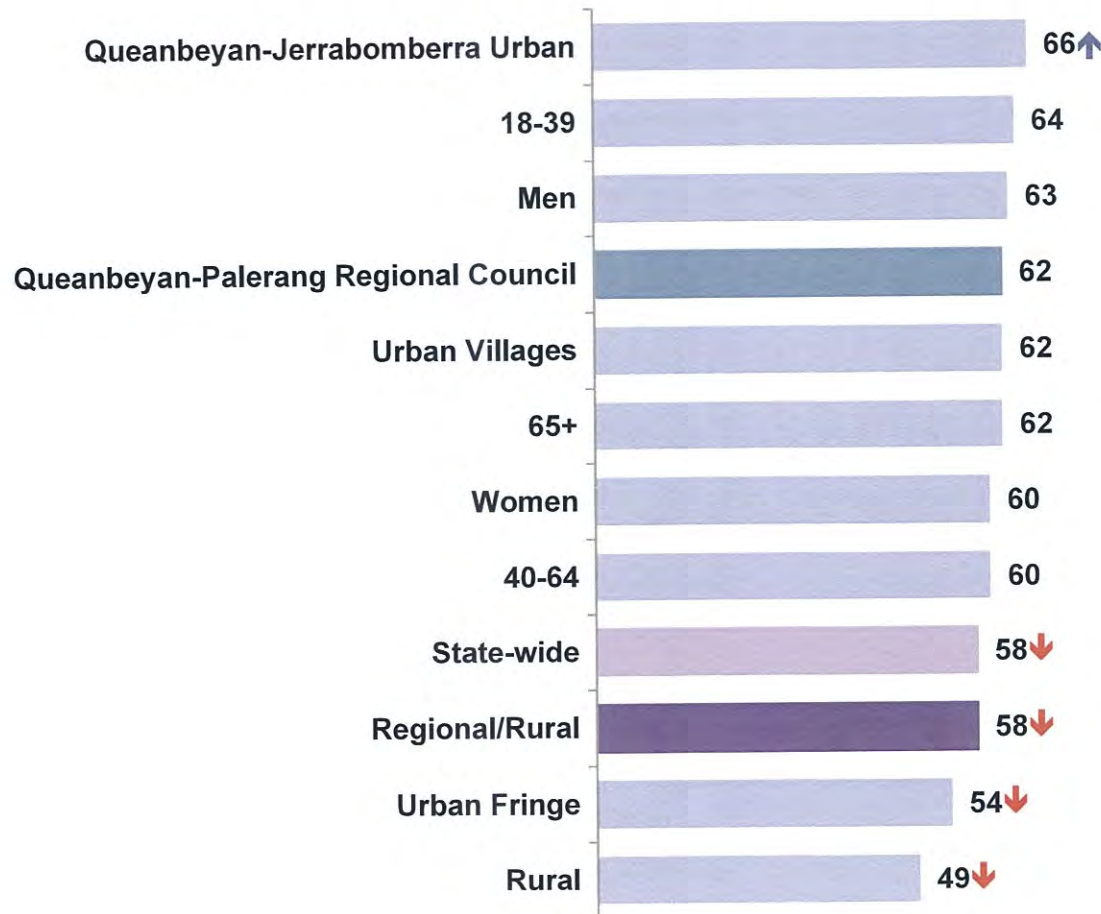
Roadside Slashing and Weed Control Importance



Q2. Firstly, how important should 'roadside slashing and weed control' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 5

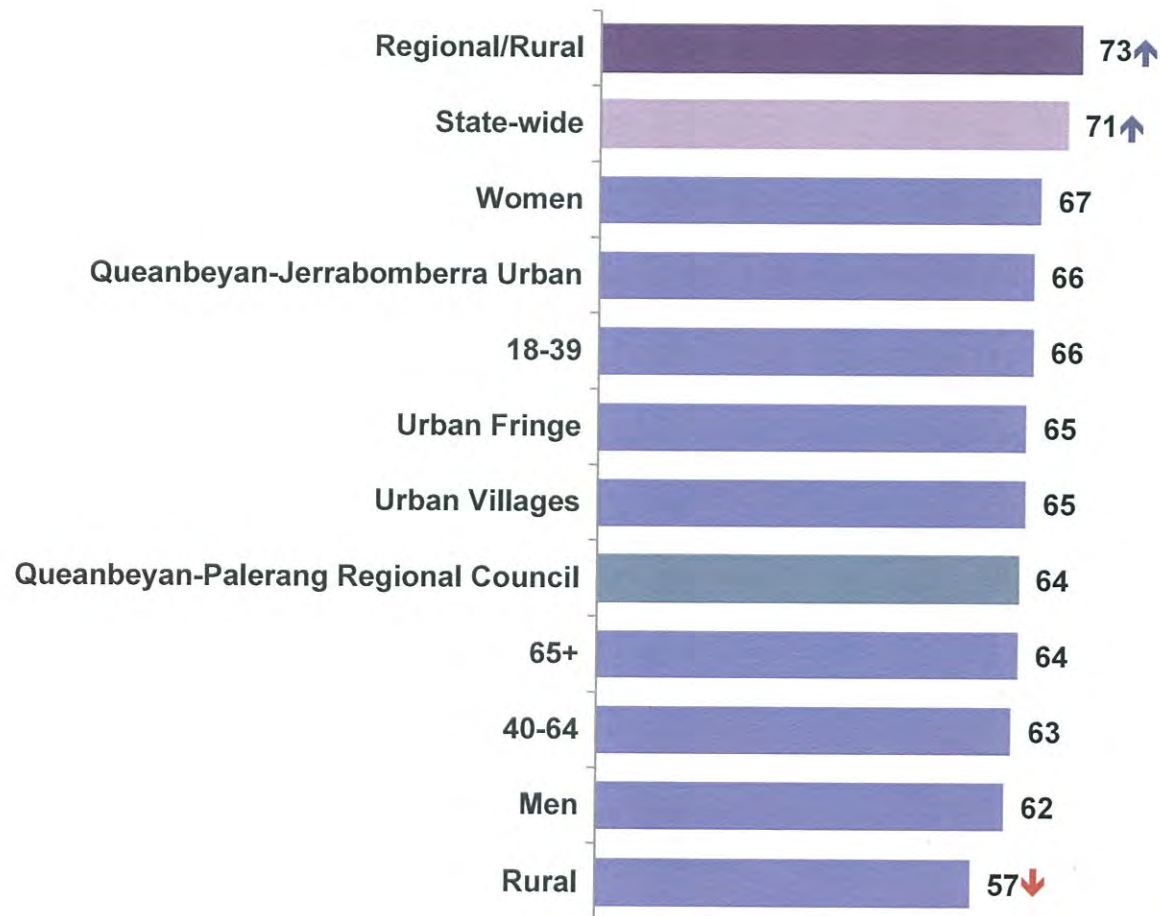
ROADSIDE SLASHING AND WEED CONTROL PERFORMANCE INDEX SCORES

Roadside Slashing and Weed Control Performance



BUSINESS DEVELOPMENT IMPORTANCE INDEX SCORES

Business Development Importance

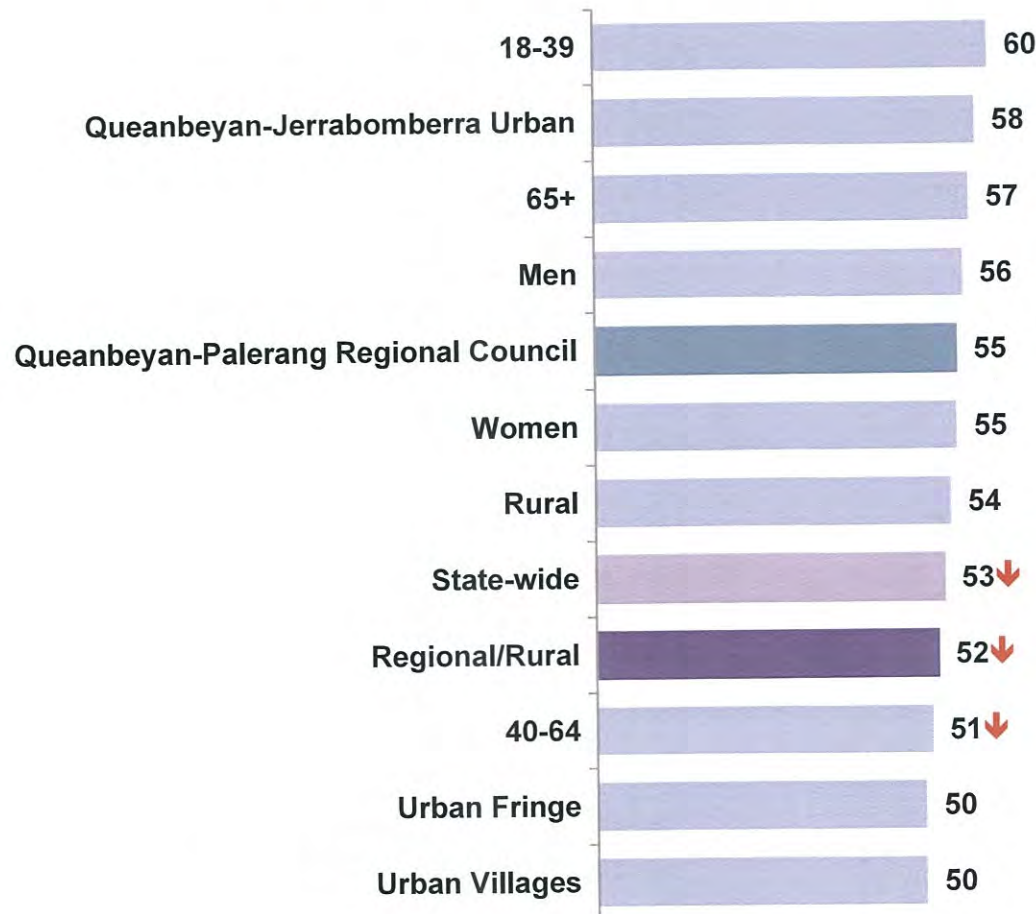


Q2. Firstly, how important should 'business development' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 9

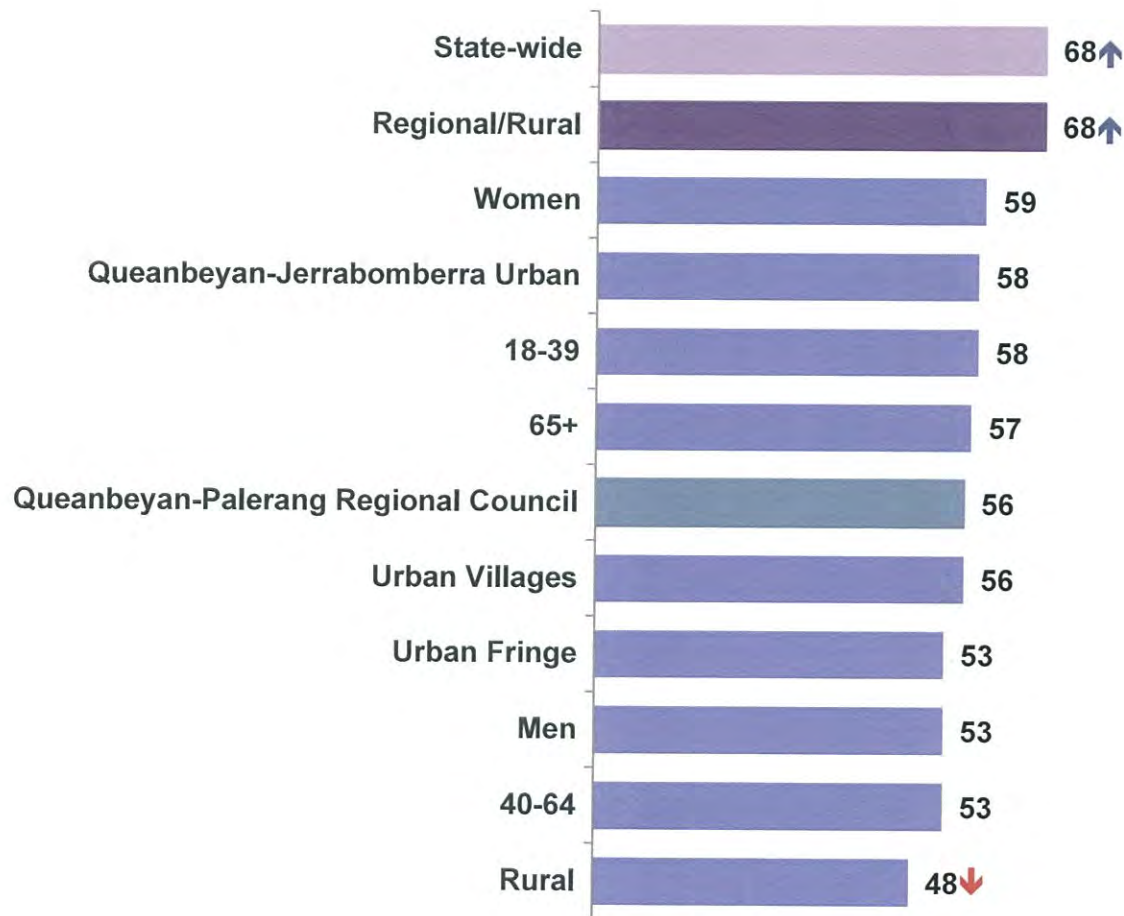
BUSINESS DEVELOPMENT PERFORMANCE INDEX SCORES

Business Development Performance



TOURISM DEVELOPMENT IMPORTANCE INDEX SCORES

Tourism Development Importance

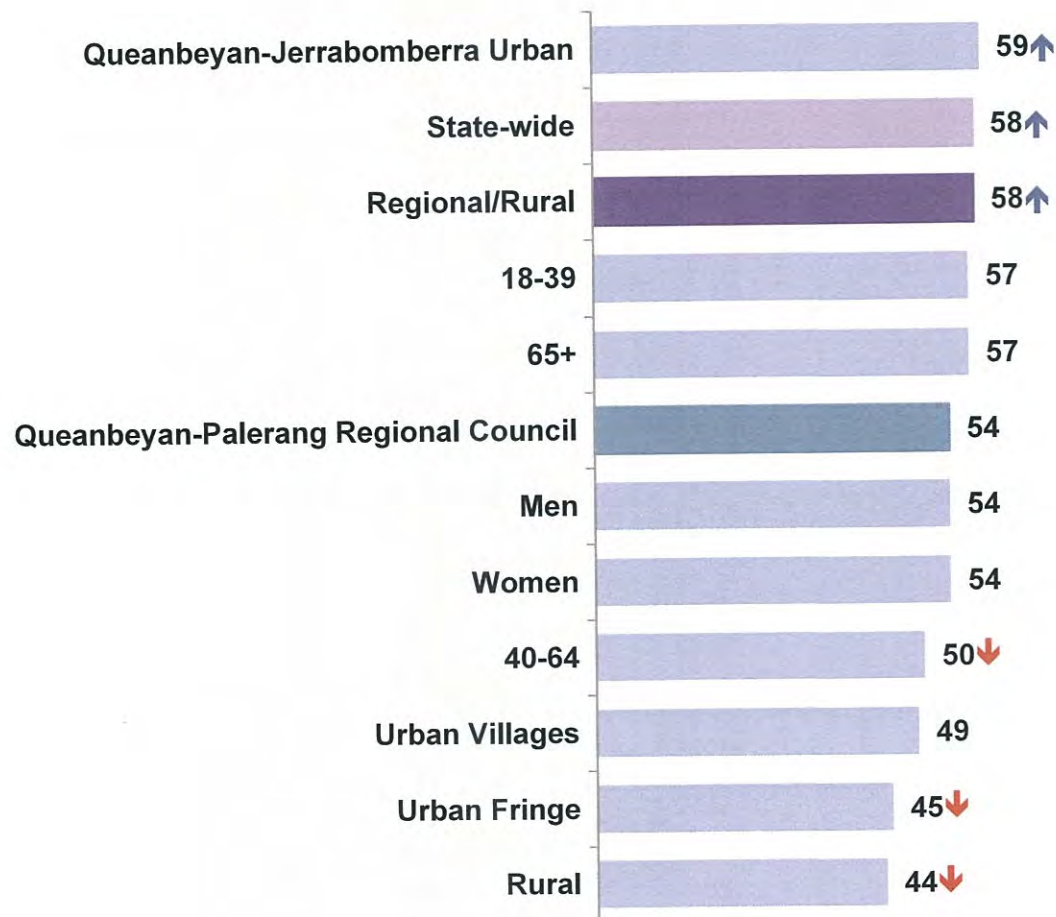


Q2. Firstly, how important should 'tourism development' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 6

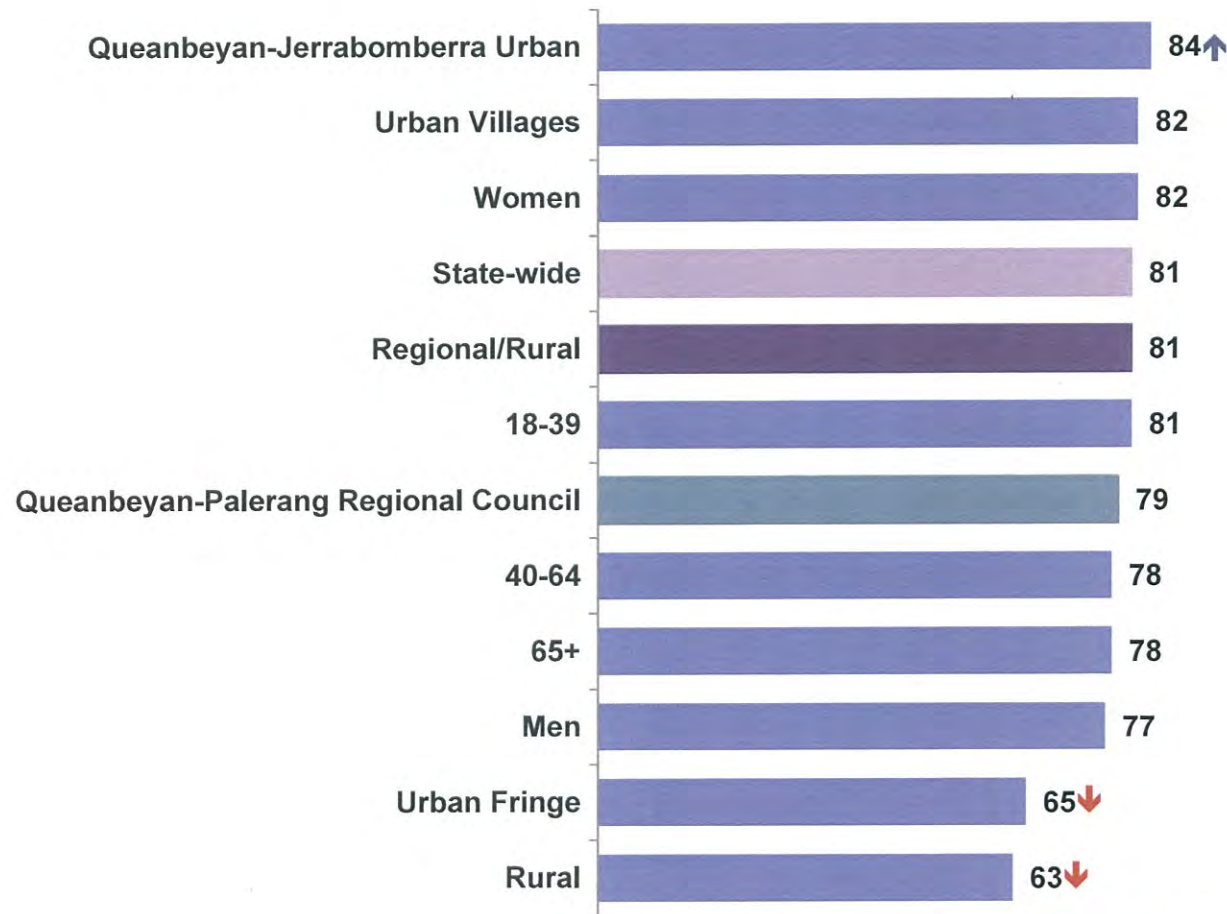
TOURISM DEVELOPMENT PERFORMANCE INDEX SCORES

Tourism Development Performance



WATER AND SEWERAGE SERVICES IMPORTANCE INDEX SCORES

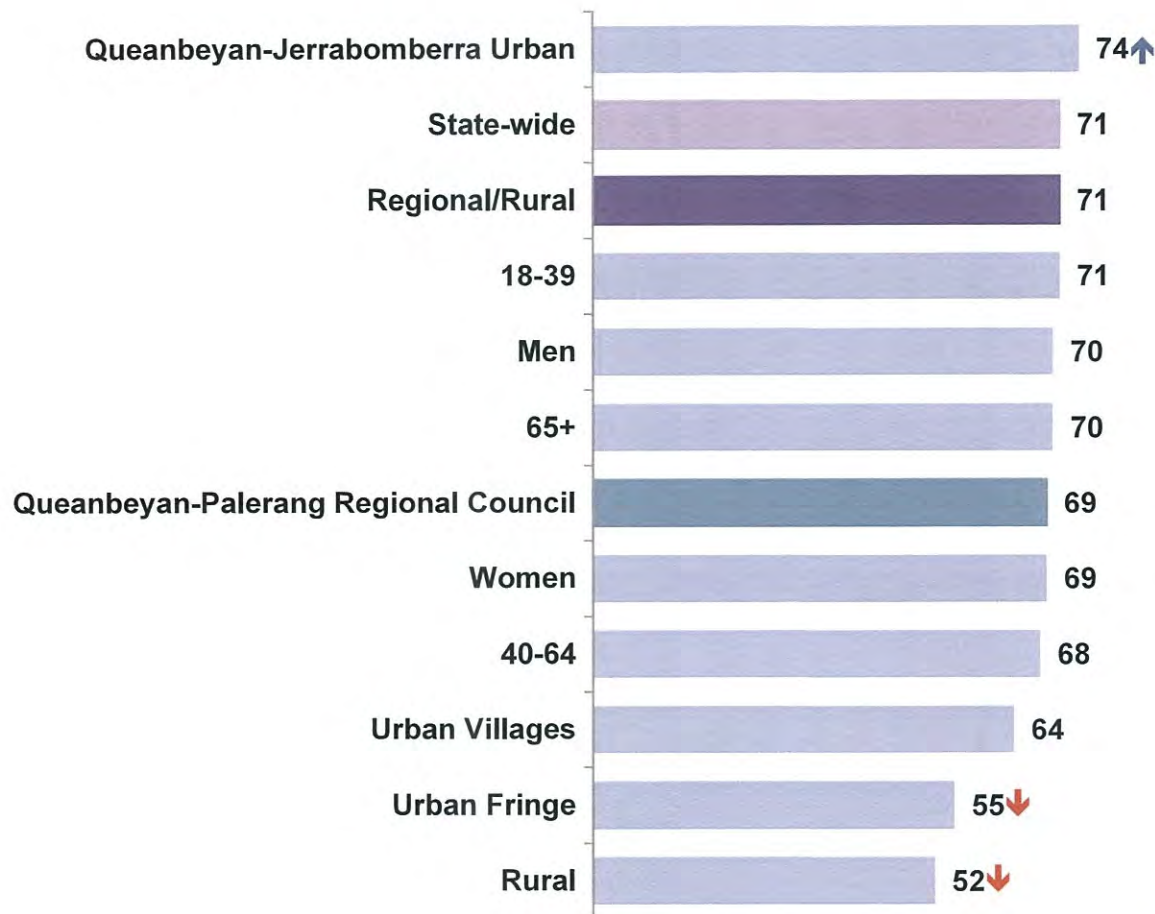
Water and Sewerage Services Importance



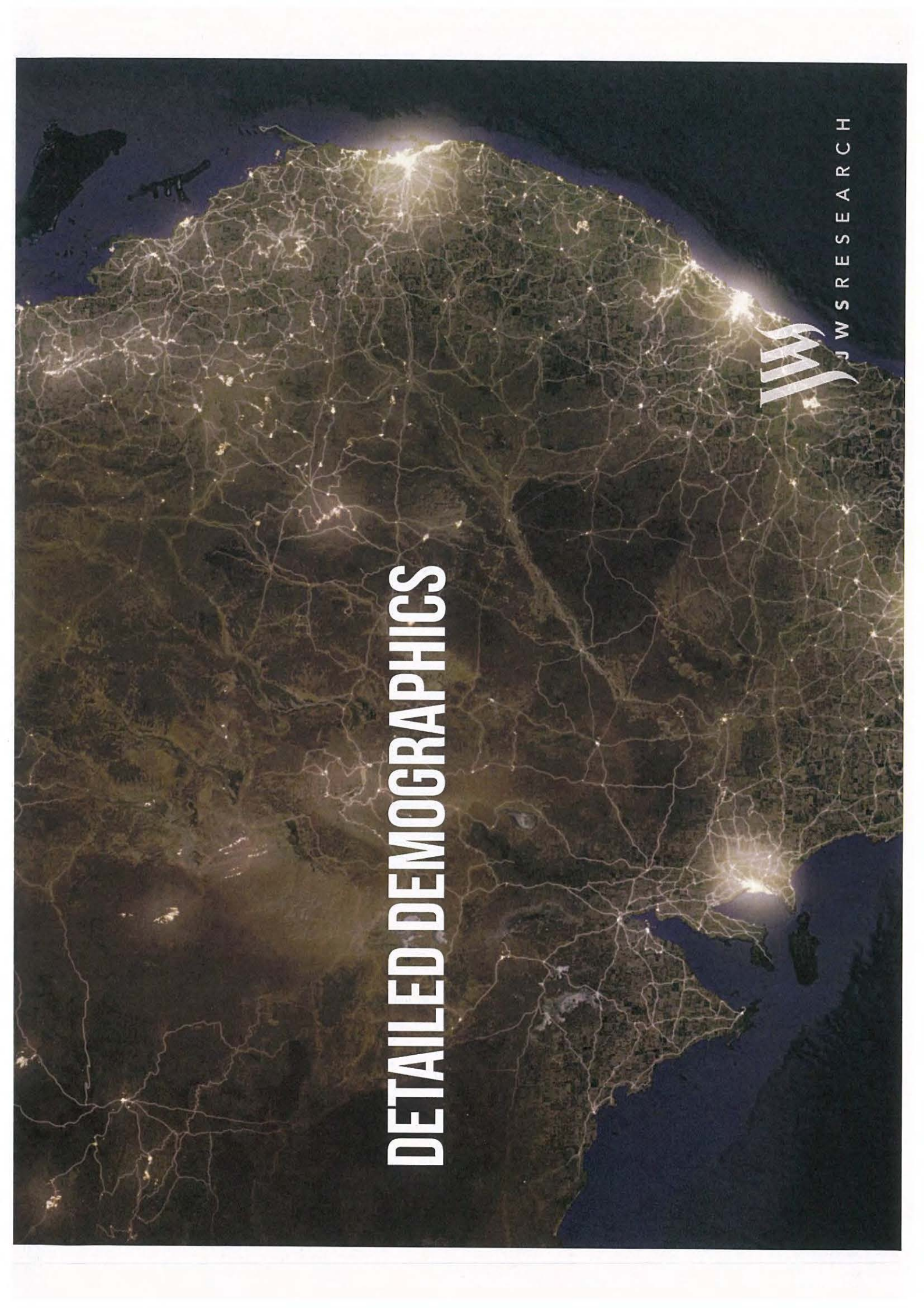
Q2. Firstly, how important should 'water and sewerage services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9

WATER AND SEWERAGE SERVICES PERFORMANCE INDEX SCORES

Water and Sewerage Services Performance



Q3. How has Council performed recently on 'water and sewerage services'?
Base: All respondents. Councils asked State-wide: 8

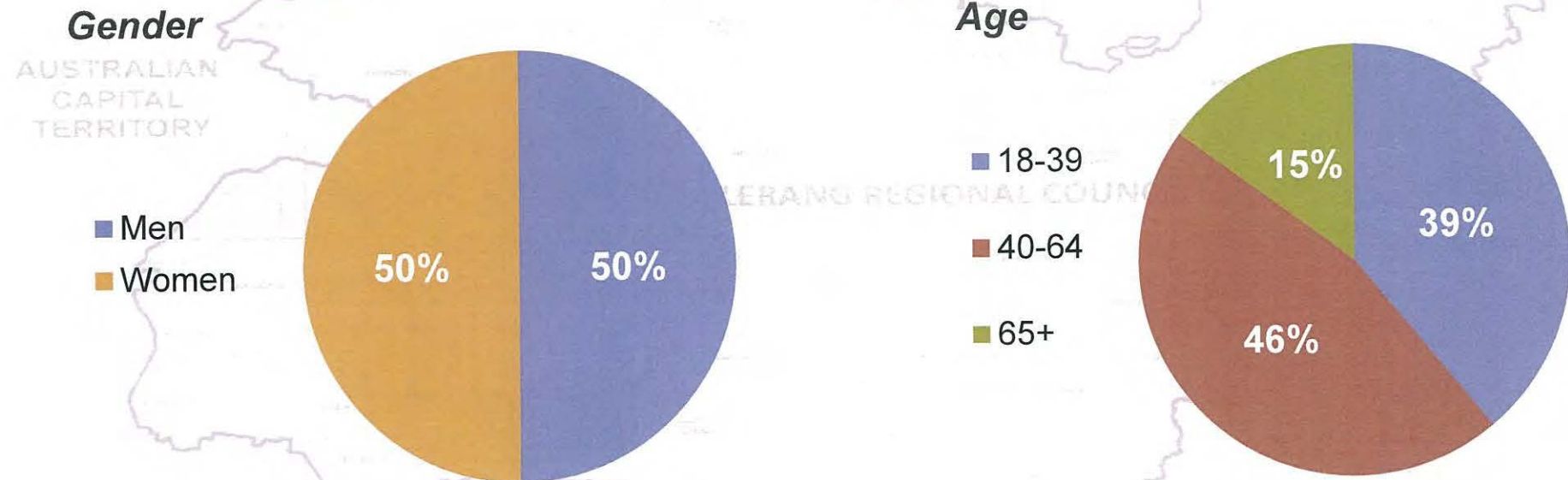
An aerial night photograph of a city, likely Los Angeles, showing a dense network of glowing streetlights and highways. The city is illuminated against a dark background, with the lights creating a complex web of patterns across the landscape. The title 'DETAILED DEMOGRAPHICS' is overlaid in white, bold, sans-serif capital letters, rotated 90 degrees counter-clockwise, in the center of the image.

DETAILED DEMOGRAPHICS



J W S R E S E A R C H

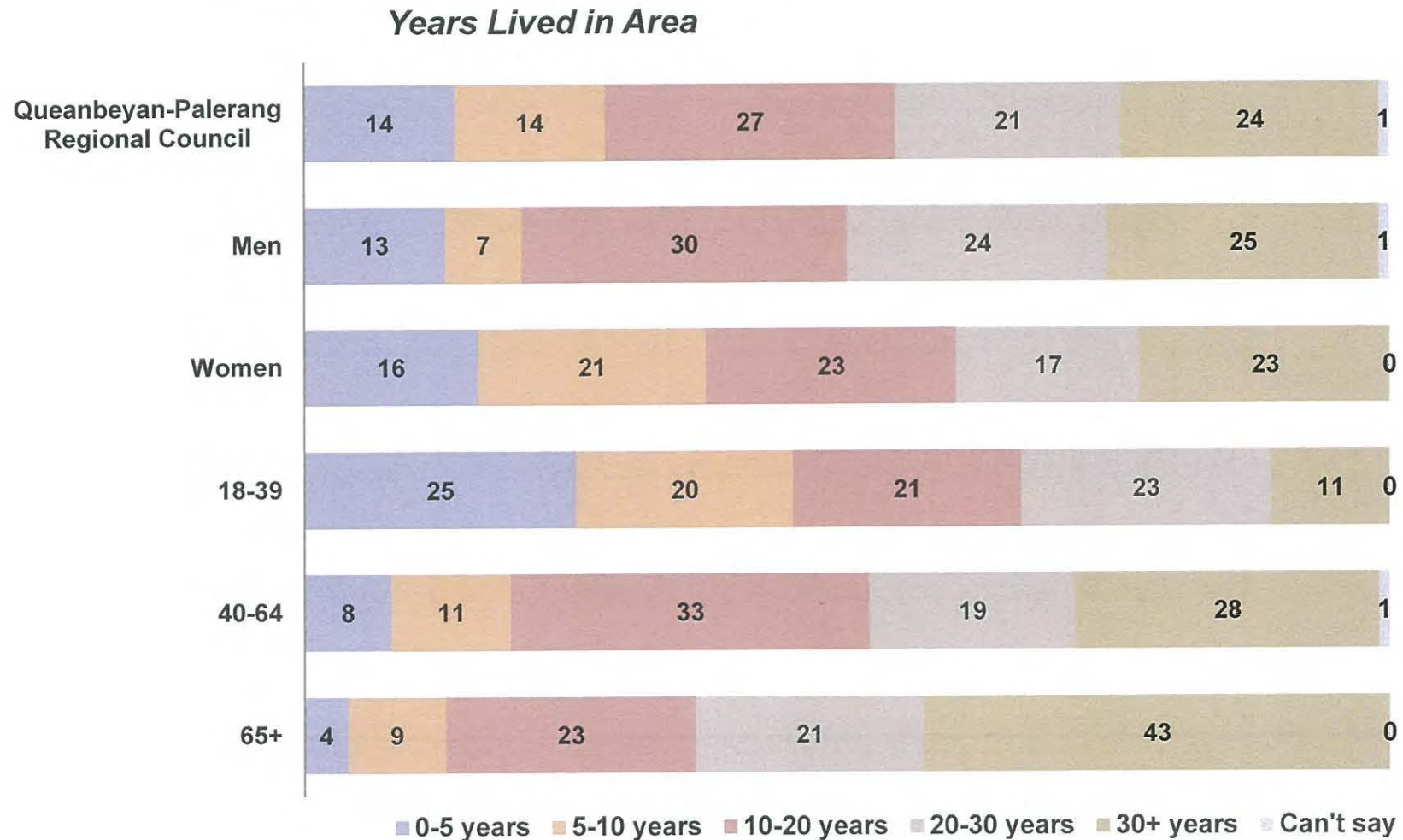
GENDER AND AGE PROFILE



Percentages are weighted to latest available ABS census data.



YEARS LIVED IN AREA



Q14. How long have you lived in this area?
Base: All respondents.

HOME OWNERSHIP



Q11. Thinking of the property you live in, do you or other members of your household own this property, or is it a rental property?

Base: All respondents.



APPENDIX A: FURTHER PROJECT INFORMATION

APPENDIX A:

MARGINS OF ERROR

The sample size for the 2016 State-wide Local Government Community Satisfaction Survey for Queanbeyan-Palerang Regional Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 43,195 people aged 18 years or over for Queanbeyan-Palerang Regional Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Queanbeyan-Palerang Regional Council	400	400	+/-4.9
Men	184	201	+/-7.2
Women	216	199	+/-6.7
Queanbeyan-Jerrabomberra Urban	214	230	+/-6.7
Urban Fringe	58	49	+/-13.0
Urban Villages	66	63	+/-12.1
Rural	62	58	+/-12.5
18-39 years	72	157	+/-11.6
40-64 years	227	183	+/-6.5
65+ years	101	60	+/-9.8

APPENDIX A:

ANALYSIS AND REPORTING

In 2016, 20 newly established Councils throughout NSW participated in this survey. Queanbeyan-Palerang Regional Council is classified as a Regional/Rural council. The group of Regional/Rural councils is detailed below:

- Armidale Regional Council
- Cootamundra-Gundagai Regional Council
- Dubbo Regional Council
- Edward River Council
- Federation Council
- Hilltops Council
- Mid-Coast Council
- Murray River Council
- Murrumbidgee Council
- Queanbeyan-Palerang Regional Council
- Snowy Monaro Regional Council
- Snowy Valleys Council

Wherever appropriate, results for Queanbeyan-Palerang Regional Council for this 2016 State-wide Local Government Community Satisfaction Survey have been compared against other councils in the Regional/Rural group of councils and on a State-wide basis.

APPENDIX A:

ANALYSIS AND REPORTING

Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2016 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils. These core questions comprised metrics such as:

- Overall performance across all responsibility areas (Overall performance)
- Importance and performance of individual service areas
- Contact in last 12 months (Contact)
- Rating of contact with Council (Customer service)
- Best things about council and areas to improve
- Best ways to communicate
- Use of council services
- Knowledge of mergers

Alternatively, some questions in the 2016 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

APPENDIX A:

ANALYSIS AND REPORTING

Reporting

Every council that participated in the 2016 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the NSW Department of Premier and Cabinet is supplied with a State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.

APPENDIX A:

GLOSSARY OF TERMS

Core questions: Compulsory inclusion questions for all councils participating in the CSS.

CSS: 2016 NSW Local Government Community Satisfaction Survey.

Council group: One of two classified groups, either metropolitan or regional/ rural.

Council group average: The average result for all participating councils in the council group.

Highest / lowest: The result described is the highest or lowest result across a particular demographic sub-group e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

Index score: A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men (60).

Optional questions: Questions which councils had an option to include or not.

Percentages: Also referred to as 'detailed results', meaning the proportion of responses, expressed as a percentage.

Sample: The number of completed interviews, e.g. for a council or within a demographic sub-group.

Significantly higher / lower: The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

State-wide average: The average result for all participating councils in the State.

Tailored questions: Individual questions tailored by and only reported to the commissioning council.

Used/ experienced: The result among people who have used or experiences that service (if question was selected by council).

Weighting: Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.

A satellite night view of North America, showing the glowing patterns of city lights and road networks across the continent. The text is overlaid on the left side of the image.

**APPENDIX B:
DETAILED SURVEY TABULATIONS**

AVAILABLE IN SUPPLIED EXCEL FILE



JWS RESEARCH



**THERE ARE OVER
7.5 MILLION PEOPLE
IN NEW SOUTH WALES...**

**FIND OUT
WHAT THEY'RE
THINKING.**

Contact Us:
03 8685 8555
nswcss@jwsresearch.com

John Scales
Managing Director

Mark Zuker
Managing Director


JWS RESEARCH