METHODOLOGY

- IRIS Research collected 400 completed surveys from residents of the Federation Council local government area aged 18 years and over.
- Telephone data collection started on 10 August 2020 and continued until 18 August 2020.
**HOW IS FEDERATION COUNCIL PERFORMING?**

- More than half (52%) of Federation Council residents are satisfied overall [rating of 4 or 5] with how Federation Council has performed over the past 12 months.

- 39 of 41 Council services and facilities achieved medium or high satisfaction ratings*.

*Medium satisfaction rating: 3.00-3.74
High satisfaction rating: 3.75+
WHERE IS FEDERATION COUNCIL SUCCEEDING?

- Federation Council is succeeding in providing and maintaining high-quality community facilities.

- The best-performing services are **sewerage and water services, waste management** and maintaining the appearance of public areas.

- Federation Council is **outperforming** other NSW regional councils in customer satisfaction with Council’s staff.

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High-performing facilities:
- Parks, playgrounds & gardens
- Sporting fields
- Library services

High-performing services:
- Sewerage & water services
- Waste management
- Appearance of public areas
AREAS OF FOCUS FOR FEDERATION COUNCIL

- Residents would like Federation Council to prioritise roads, economic development and tourism.

- Federation Council can further increase community satisfaction by focusing on governance – being leaders in the community and acting in the interest of residents.

Top priorities for Council over next five years [open-ended responses from residents]:

- Roads
- Economic development
- Tourism

Council governance services:

- Leadership and advocacy
- Community interest
- Value for money
Nine in ten residents (91%) believe the Federation Council area is a good place to live.

The key drivers of these high perceptions of liveability are safety, affordability and pride in the area.