NSW LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY
FEDERATION COUNCIL

2016 RESEARCH REPORT

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

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BACKGROUND AND OBJECTIVES

This report outlines the results and recommendations of the 2016 NSW Local Government Community Satisfaction Survey for Federation 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.

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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 Federation 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 Federation Council, particularly younger people.

A total of n=400 completed interviews were achieved in Federation 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 Federation 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 <u>higher</u> than the overall result for the council.

➢ The result among 40-64 year olds is significantly <u>lower</u> than the overall result for the council.

Overall Performance – Index Scores
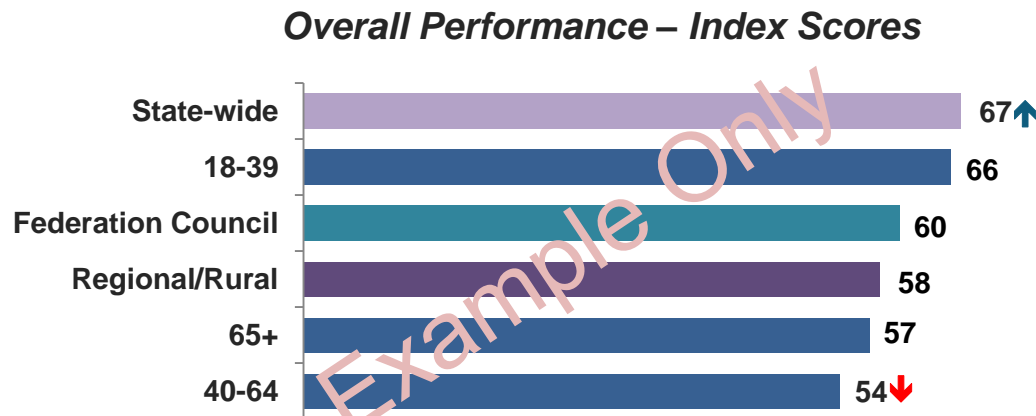
INDEX SCORES EXPLAINED

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

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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

KEY FINDINGS AND RECOMMENDATIONS

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FEDERATION COUNCIL

58 56 58

Council   Regional/Rural   State-wide

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
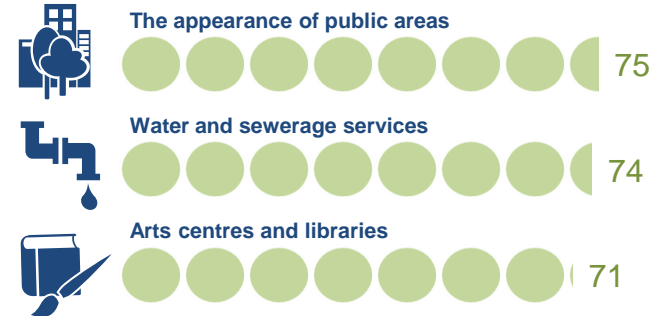
The appearance of public areas 75

Water and sewerage services 74

Arts centres and libraries 71

TOP 3 AREAS FOR IMPROVEMENT

78 47
Maintenance of unsealed roads **-31**

88 59
Being a well-run and managed council **-29**

82 54
Decisions made in the interest of the community **-28**

Importance ▮▮ Performance ▮▮ Net differential

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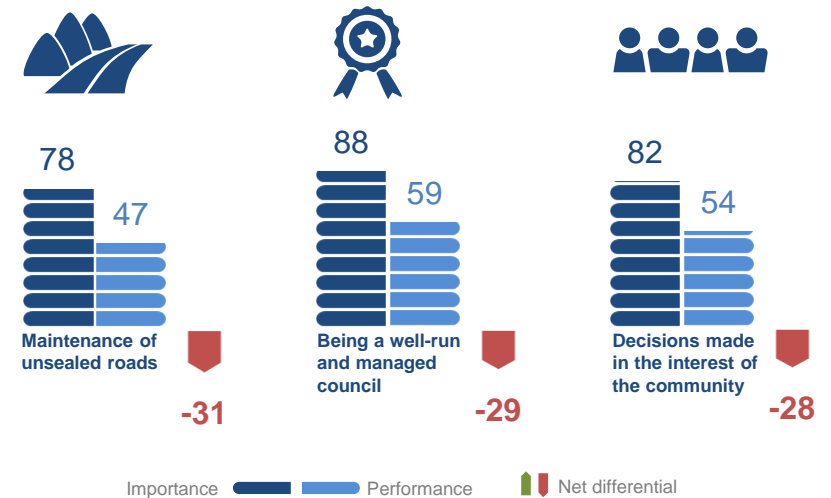
OVERALL PERFORMANCE

Federation 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, Federation Council is rated ***on par* with the average rating for newly formed councils State-wide** (index score of 58) and ***slightly higher* than the average rating for newly formed councils in the regional/rural group of councils** (index score of 56).

➤ **Federation Council is viewed *most favourably* in its overall performance among the oldest cohort (65+ years)**, with this group recording a statistically **significantly higher** (at the 95% confidence interval) index score of 68.

➤ **People aged 18-39 years are *significantly less* favourable in their view of council performance** (index score of 49).

Over a third (37%) of residents rate Federation Council's overall performance as 'very good' or 'good', and almost as many sit mid-scale, providing an 'average' rating (34%).

➤ Around half of the balance (15%) have not yet formed an opinion on the performance of this newly formed council (providing a 'can't say' response). This is higher among the 65+ year age group, with 27% unable to provide a rating of Council's overall performance.

OVERVIEW OF CORE PERFORMANCE MEASURES

Review of the core performance measures (as shown on page 21) **shows that Federation Council is performing** *significantly higher* **than the State-wide and regional/rural council averages on three of these ten measures**, namely:

➢ Being a well-run and managed council

➢ The condition of local streets and footpaths in your local area

➢ Providing value for money for my rates.

In the area of **customer service** (index of 70), Council performance is *on par* **with the regional/ rural average** result and *slightly higher* **than the State-wide average** (index scores of 70 and 69, respectively). **This is Federation Council's best performing core area.**

Positively, Federation Council is <u>not</u> **rated lower than the State-wide and regional/rural averages on any of the ten core performance measures.**

AREAS WHERE COUNCIL IS PERFORMING WELL

Beyond the core measures, **Federation Council is seen to be performing *well* and *significantly better* than average in the appearance of public areas and water and sewerage services.**

➢ Council's performance on the **appearance of public areas** (index of 75) is ***significantly higher* than State-wide and regional/rural group averages** (68 and 72, respectively). A quarter of residents (25%) rate Council's performance in this area as 'very good', a further 51% rate it as 'good'. However, the appearance of public areas is rated equal 11th most important of 19 services evaluated (importance index of 77).

➢ For **water and sewerage services**, Council performance (index of 74) is also ***significantly higher* than State-wide and regional/rural averages** (71 for both). Around a quarter of residents (27%) rate Council's performance in this area as 'very good', a further 43% rate it as 'good'. Water and sewerage services is **the second most important service area** (index score of 84).

Waste management is rated in a similar, positive manner for Council (performance index of 70, importance index of 84). It is clear that residents appreciate Council efforts in maintaining public areas, and in waste and water/ sewerage services. Indeed, parks and gardens (5%), public areas (4%), waste management (5%) and sewerage (3%) were among the top responses as the *best thing* about Federation Council.

Council is also well regarded on art centres and libraries. With a performance index score of 71, this service area is rated third highest among residents, however it is considered the least important (importance index of 61).

SERVICE AREAS IN NEED OF ATTENTION

The area that stands out as being most in need of Council attention is the area of road infrastructure.

➢ Residents in the area of Urana and surrounds rated the importance of the road infrastructure service areas significantly *higher* than average for Federation Council.

With a performance index score of 47 ('satisfactory but needs to improve'), **maintenance of unsealed roads is rated *least well* by residents**, but is ***on par* with the State-wide and regional/ rural council averages** (both also 47).

➢ The importance of this service is evidenced by a high importance index score of 78.

➢ Three in ten (30%) residents rate the maintenance of unsealed roads as 'poor' or 'very poor'.

The condition of sealed local roads was rated in a similar fashion, with a low performance index score (54, although still significantly higher than the State-wide average of 49), and a high importance index score of 82. Residents of Mulwala and surrounds rated Council performance as significantly poorer in this service area (performance index score of 45).

These findings are reinforced by **feedback from residents on what they consider Council *most* needs to do** to improve its performance in the next 12 months. The leading issue, mentioned by 18% of residents was **sealed road maintenance**, while unsealed road maintenance (4%) was also among the top areas needing improvement.

CUSTOMER CONTACT AND SERVICE

Around half (53%) of Federation Council area residents have had recent contact with Council, *significantly higher* **than the State-wide and regional/rural council averages**. The main method of contacting Council is in person (25% of residents) or by telephone (23%).

➢ These traditional methods of contacting Council are likely to remain for some time as they are used by both younger and older residents. Indeed, telephone contact is significantly higher among those aged under 50 years.

➢ Similarly, among both younger and older resident groups, almost half would prefer to receive news and information from Council as a newsletter sent via mail.

➢ While current use and preference to use social media for contact with Council is limited, residents under 50 years of age are more likely to do so, indicating a shift toward more frequent use of this channel over time could eventuate.

With a performance index score of 70, Council's customer service is rated in the light green zone, indicating that Council is performing well in this service area, although there remains room for improvement. Indeed, customer service was one of the most frequently mentioned best things about Council (mentioned by 6% of residents). **This is a positive result for Council**.

The **key cohort to learn from is the 65+ year age group who rate Council's customer service** *significantly higher* **than the average (index score of 84).** More than half (54%) of 65+ year olds rate Council's customer service as 'very good', however it should be noted that this is based on a *significantly lower* **level of recent contact with Council** (37%).

FOCUS AREAS FOR COMING 12 MONTHS

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

➤ Maintenance of **unsealed roads** in your area (margin of 31 points)

➤ **Being a well-run and managed council** (margin of 29 points)

➤ **Decisions made in the interest of the community** (margin of 28 points)

➤ The condition of **sealed local roads** in your area (margin of 28 points)

➤ Providing **value for money** for my rates (margin of 27 points).

Consideration should also be given to residents aged 18-39 years, who drive negative opinion across many key service areas.

On the positive side, Council is generally performing on par or significantly better compared with newly formed councils State-wide and in the broader regional/rural group. Council should **maintain its strong performance in customer service, the appearance of public areas**, **water and sewerage services and waste management** and aim to shore up its performance in other service areas.

➤ It is also important not to ignore, and to learn from, what is working amongst other groups, particularly 65+ year olds, but also residents of Howlong and surrounds with regard to some service areas.

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	• The appearance of public areas
Lowest performance result	• Maintenance of unsealed roads
Most favourably disposed towards Council	• Aged 65+ years
Least favourably disposed towards Council	• Aged 18-39 years

SUMMARY OF FINDINGS

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SUMMARY OF CORE PERFORMANCE MEASURES:
INDEX SCORE RESULTS

Performance Measures	Federation Council	Regional/ Rural	State-wide	Highest score	Lowest score
Overall performance	**58**	56	58	65+ years	18-39 years
Being a well-run and managed council	**59**	53	55	65+ years	18-39 years
Decisions made in the interest of the community	**54**	52	52	65+ years	18-39 years
Community consultation and engagement	**55**	54	53	65+ years	18-39 years
Informing the community	**59**	56	56	65+ years	Howlong and Surrounds
Ease of access to services	**65**	63	63	Howlong and Surrounds	18-39 years
The condition of local streets and footpaths in your area	**59**	52	53	Howlong and Surrounds	Mulwala and Surrounds
Recreational facilities	**66**	65	66	Howlong and Surrounds 65+ years	18-39 years
Providing value for money for my rates	**56**	48	51	Howlong and Surrounds 65+ years	Urana and Surrounds
Customer service	**70**	70	69	65+ years	18-39 years

INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY IMPORTANCE VS PERFORMANCE

Service Area	Importance	Performance	Net Differential
Art centres and libraries	61	71	+10
The appearance of public areas	77	75	-2
Community/ cultural activities	64	59	-5
Planning and building permits	68	61	-8
Enforcement of local laws	72	63	-9
Water and sewerage services	84	74	-10
Recreational facilities	77	66	-11
Waste management	81	70	-11
Ease of access to services	77	65	-12
Tourism development	73	55	-18
Local streets and footpaths	79	59	-21
Informing the community	80	59	-21
Business development	76	53	-22
Community consultation	78	55	-24
Value for money	83	56	-27
Condition of sealed local roads	82	54	-28
Decisions made community interest	82	54	-28
Being a well-run council	88	59	-29
Maintenance of unsealed roads	78	47	-31

Base: All respondents.

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INDIVIDUAL SERVICE AREAS IMPORTANCE DETAILED PERCENTAGES

Individual Service Areas Importance

Service Area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Being a well-run council	59	31	6	1		2
Value for money	49	36	11	1	1	2
Water and sewerage services	48	40	9			2
Decisions made community interest	48	35	13	2		1
Condition of sealed local roads	42	46	9	1		1
Waste management	41	43	11	3		
Informing the community	41	41	14	3		1
Community consultation	38	41	17	3		1
Maintenance of unsealed roads	38	39	19	3		1
Local streets and footpaths	37	45	15	2		1
Recreational facilities	32	49	15	2	1	1
The appearance of public areas	31	47	20			1
Business development	31	44	21	2	1	2
Tourism development	31	40	21	6		1
Ease of access to services	30	50	16	2		1
Enforcement of local laws	29	36	27	6	1	2
Planning and building permits	21	39	29	5	3	3
Community/ cultural activities	14	38	38	8	1	1
Art centres and libraries	13	35	40	8	4	1

%

■ Extremely important   ■ Very important   ■ Fairly important   ■ Not that important   ■ Not at all important   ■ Can't say

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

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INDIVIDUAL SERVICE AREAS PERFORMANCE DETAILED PERCENTAGES

Individual Service Areas Performance

Service Area	Very good	Good	Average	Poor	Very poor	Can't say
Waste management	30	38	14	12	4	3
Water and sewerage services	27	43	18	5	1	7
The appearance of public areas	25	51	18	3	1	2
Art centres and libraries	20	43	22	5	1	10
Recreational facilities	19	38	28	8	3	4
Informing the community	16	32	29	12	9	2
Ease of access to services	14	43	27	7	4	4
Enforcement of local laws	14	34	28	8	4	11
Being a well-run council	13	26	29	9	6	16
Local streets and footpaths	12	33	33	13	6	3
Community consultation	11	31	29	12	11	6
Condition of sealed local roads	11	30	28	20	9	2
Decisions made community interest	11	25	32	13	10	9
Community/ cultural activities	10	31	40	9	3	7
Planning and building permits	10	30	28	7	4	22
Value for money	10	28	34	13	7	8
Tourism development	10	27	36	14	7	7
Business development	8	25	29	13	8	17
Maintenance of unsealed roads	7	20	35	17	13	8

■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

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

Service	Importance	Performance
Being a well-run and managed council	**88**	**59**
Decisions made in the interest of the community	**82**	**54**
Community consultation & engagement	**78**	**55**
Informing the community	**80**	**59**
Ease of access to services	**77**	**65**
Condition of local streets and footpaths	**79**	**59**
Recreational facilities	**77**	**66**
Providing value for money for my rates	**83**	**56**
Enforcement of local laws	**72**	**63**
The condition of sealed local roads in your area	**82**	**54**
Maintenance of unsealed roads in your area	**78**	**47**
The appearance of public areas	**77**	**75**
Art centres and libraries	**61**	**71**
Community and cultural activities	**64**	**59**
Waste management	**81**	**70**
Planning and building permits	**68**	**61**
Business development	**76**	**53**
Tourism development	**73**	**55**
Water and sewerage services	**84**	**74**

Importance and Performance Index Scores Grid

HIGH

IMPORTANCE

LOW

90

40

40   90

POOR   **PERFORMANCE**   **GOOD**
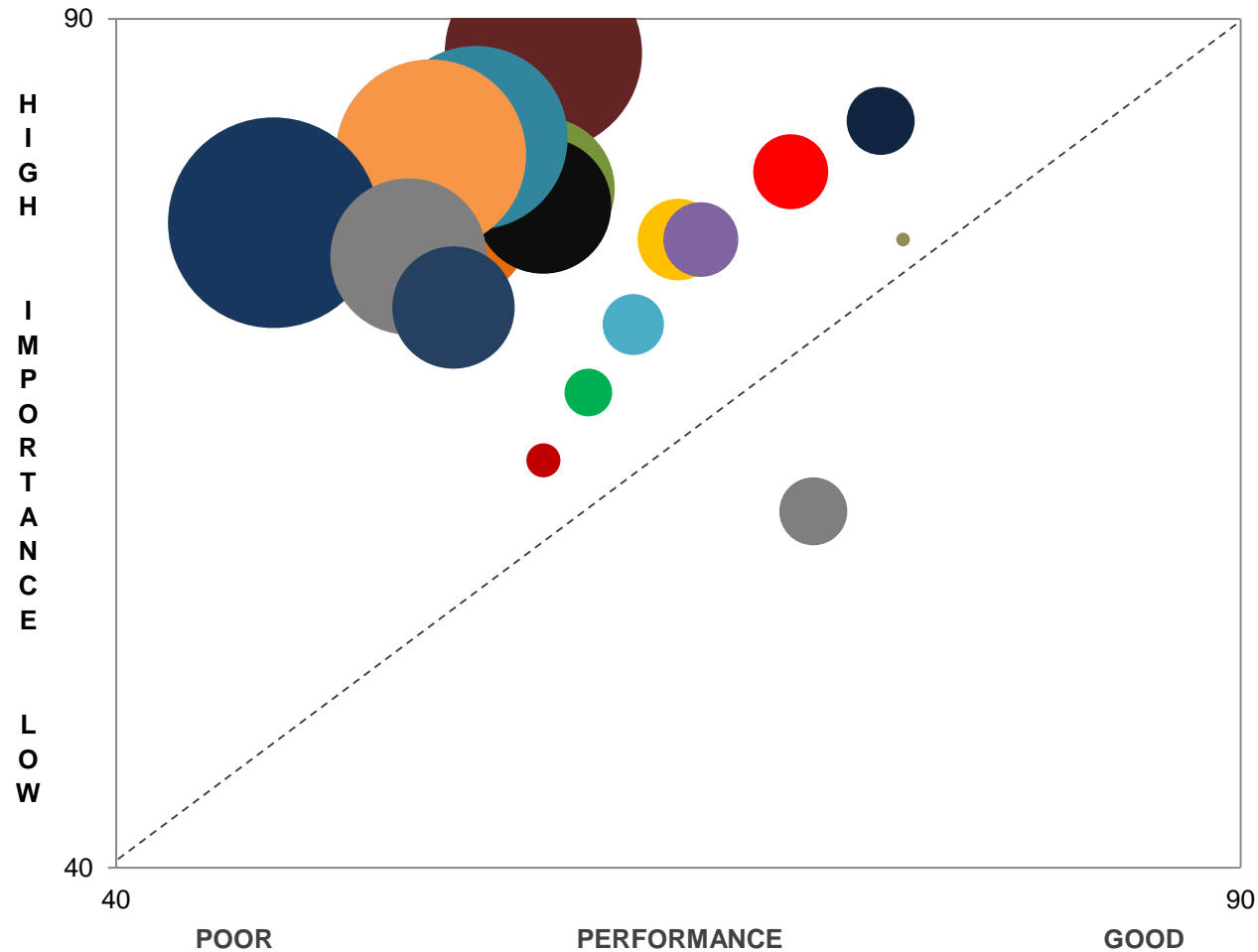
Note: The larger the circle, the larger the gap between importance and performance.
Base: All respondents

INDIVIDUAL SERVICE AREAS SUMMARY
COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE

Significantly higher than State-wide average

- Being a well-run and managed council
- The condition of local streets and footpaths in your area
- Providing value for money for my rates
- The condition of sealed local roads in your area
- The appearance of public areas
- Water and sewerage services

- None Applicable

Significantly lower than State-wide average
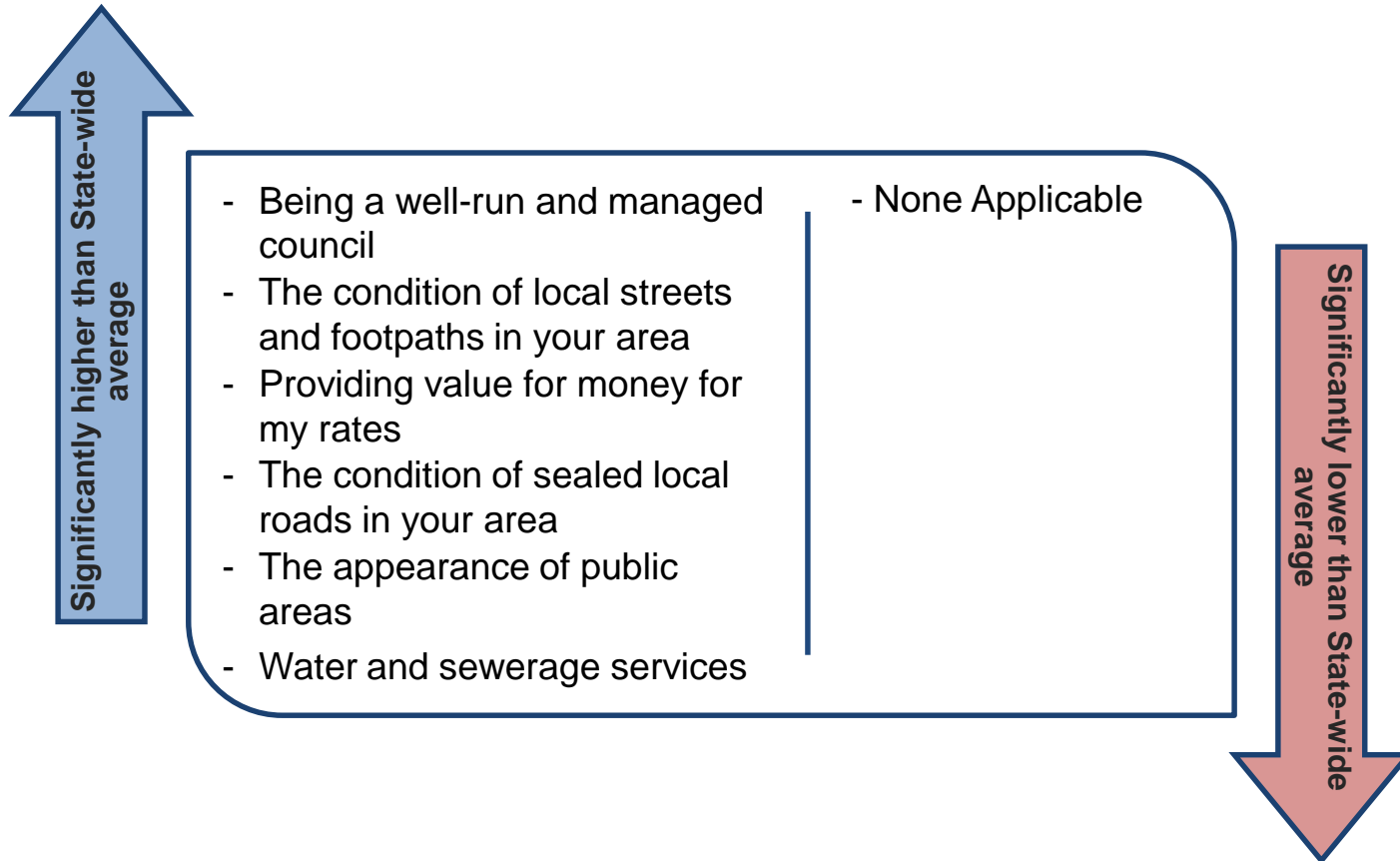
INDIVIDUAL SERVICE AREAS SUMMARY
COUNCIL'S PERFORMANCE VS REGIONAL/RURAL AVERAGE

Significantly higher than regional/rural average

- Being a well-run and managed council
- The condition of local streets and footpaths in your area
- Providing value for money for my rates
- The appearance of public areas
- Water and sewerage services

- None Applicable

Significantly lower than regional/rural average

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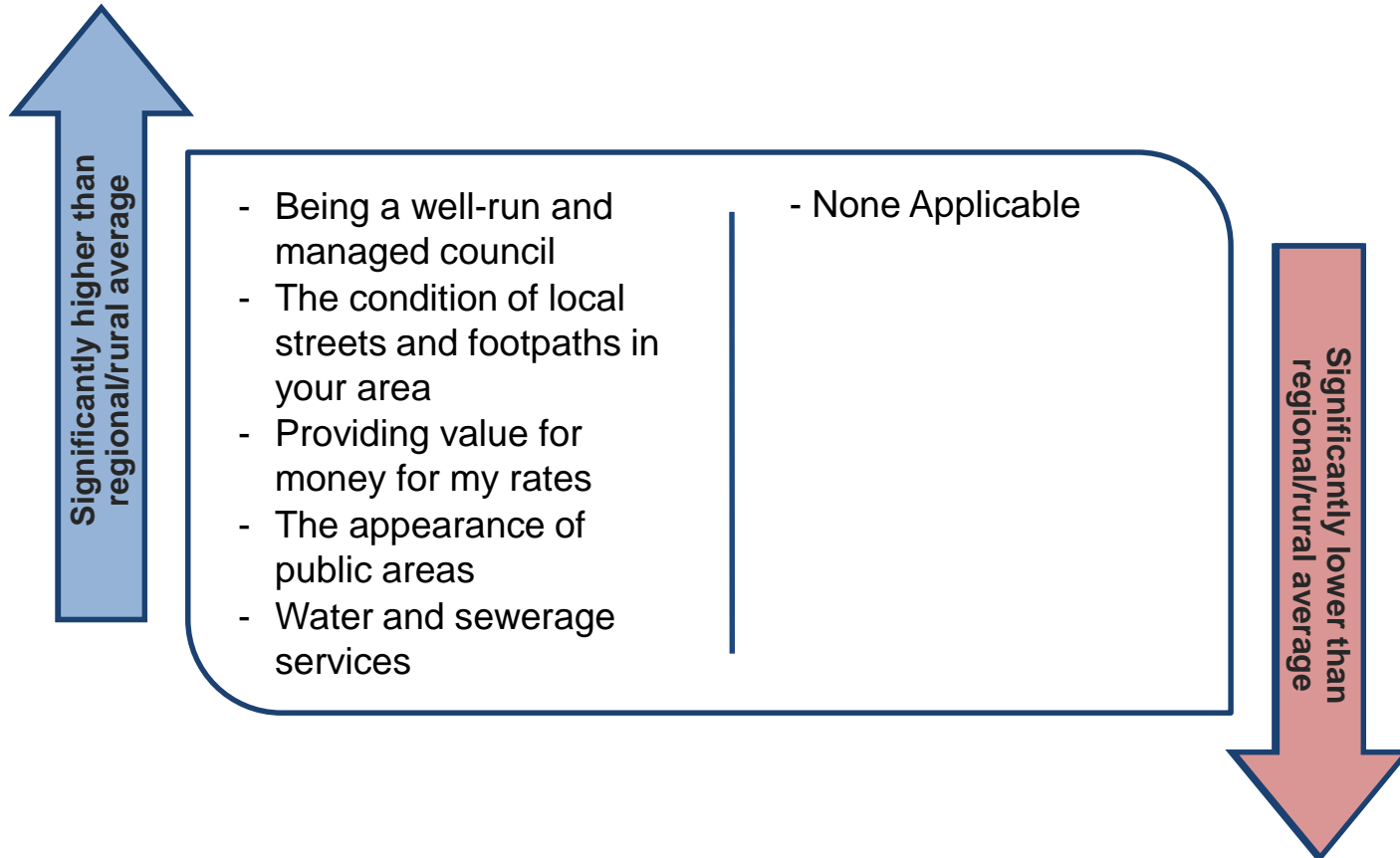
POSITIVES AND AREAS FOR IMPROVEMENT SUMMARY
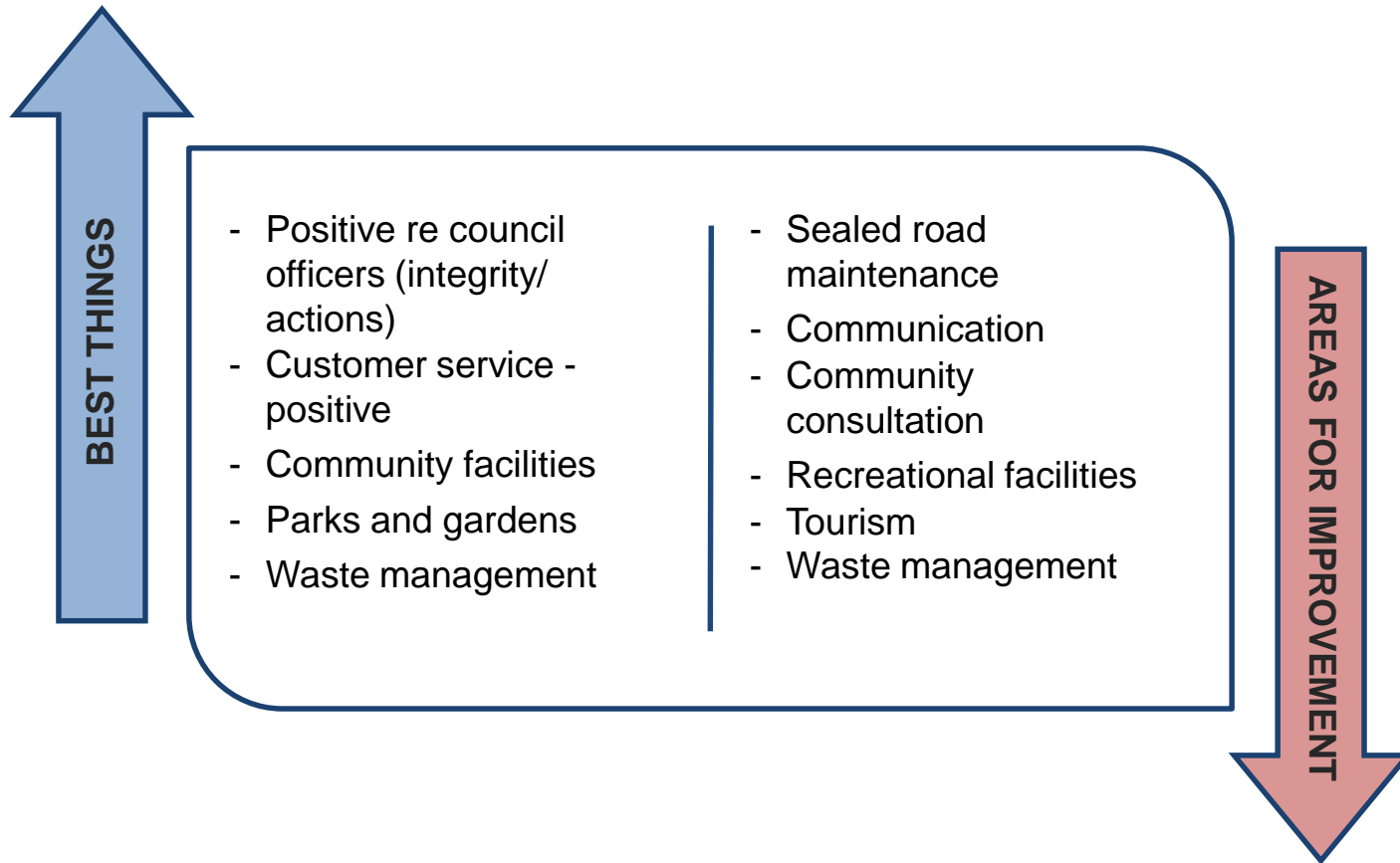
BEST THINGS

- Positive re council officers (integrity/ actions)
- Customer service - positive
- Community facilities
- Parks and gardens
- Waste management

- Sealed road maintenance
- Communication
- Community consultation
- Recreational facilities
- Tourism
- Waste management

AREAS FOR IMPROVEMENT

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.

DETAILED FINDINGS

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KEY CORE MEASURE
OVERALL PERFORMANCE
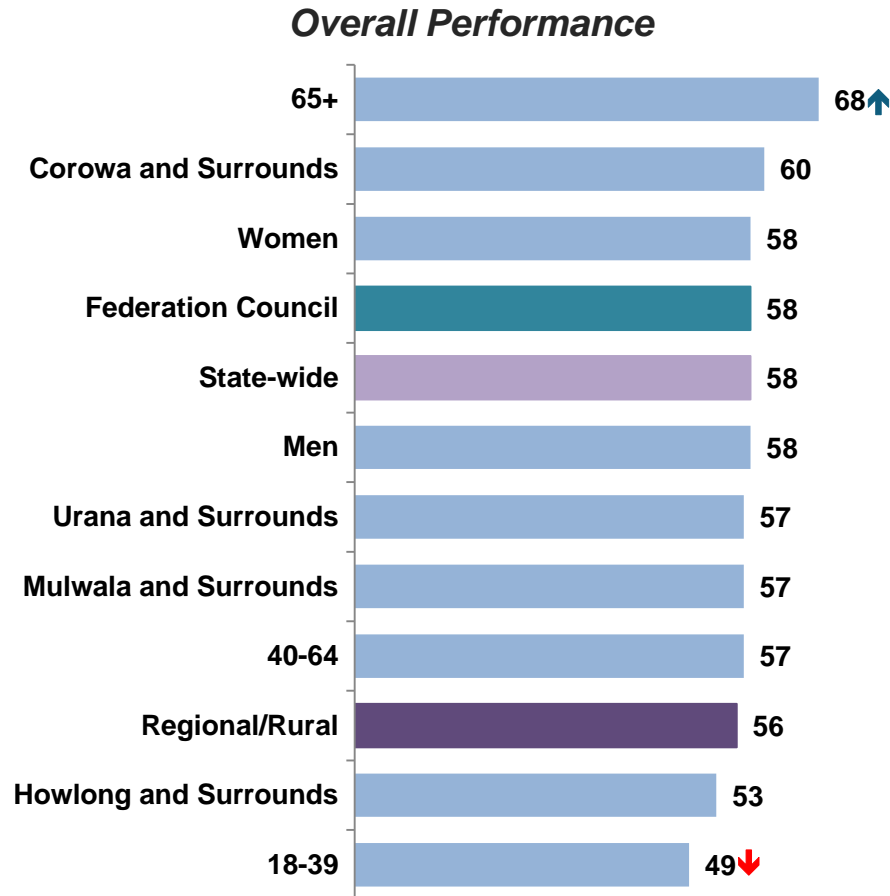
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OVERALL PERFORMANCE
INDEX SCORES

Overall Performance

	Score
65+	68 ↑
Corowa and Surrounds	60
Women	58
Federation Council	58
State-wide	58
Men	58
Urana and Surrounds	57
Mulwala and Surrounds	57
40-64	57
Regional/Rural	56
Howlong and Surrounds	53
18-39	49 ↓

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

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OVERALL PERFORMANCE DETAILED PERCENTAGES

Overall Performance

	Very good	Good	Average	Poor	Very poor	Can't say
Federation Council	8	29	34	8	6	15
State-wide	8	31	32	9	6	14
Regional/Rural	8	28	32	11	7	14
Urana and Surrounds	8	22	20	11	4	34
Corowa and Surrounds	10	29	37	6	4	13
Howlong and Surrounds	5	31	33	9	10	12
Mulwala and Surrounds	6	32	35	8	6	13
Men	9	31	33	6	8	13
Women	7	27	35	9	3	18
18-39	2	26	38	14	10	9
40-64	7	29	42	7	6	9
65+	14	32	21	3	3	27

%

■ **Very good** ■ **Good** ■ **Average** ■ **Poor** ■ **Very poor** ■ **Can't say**

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…?
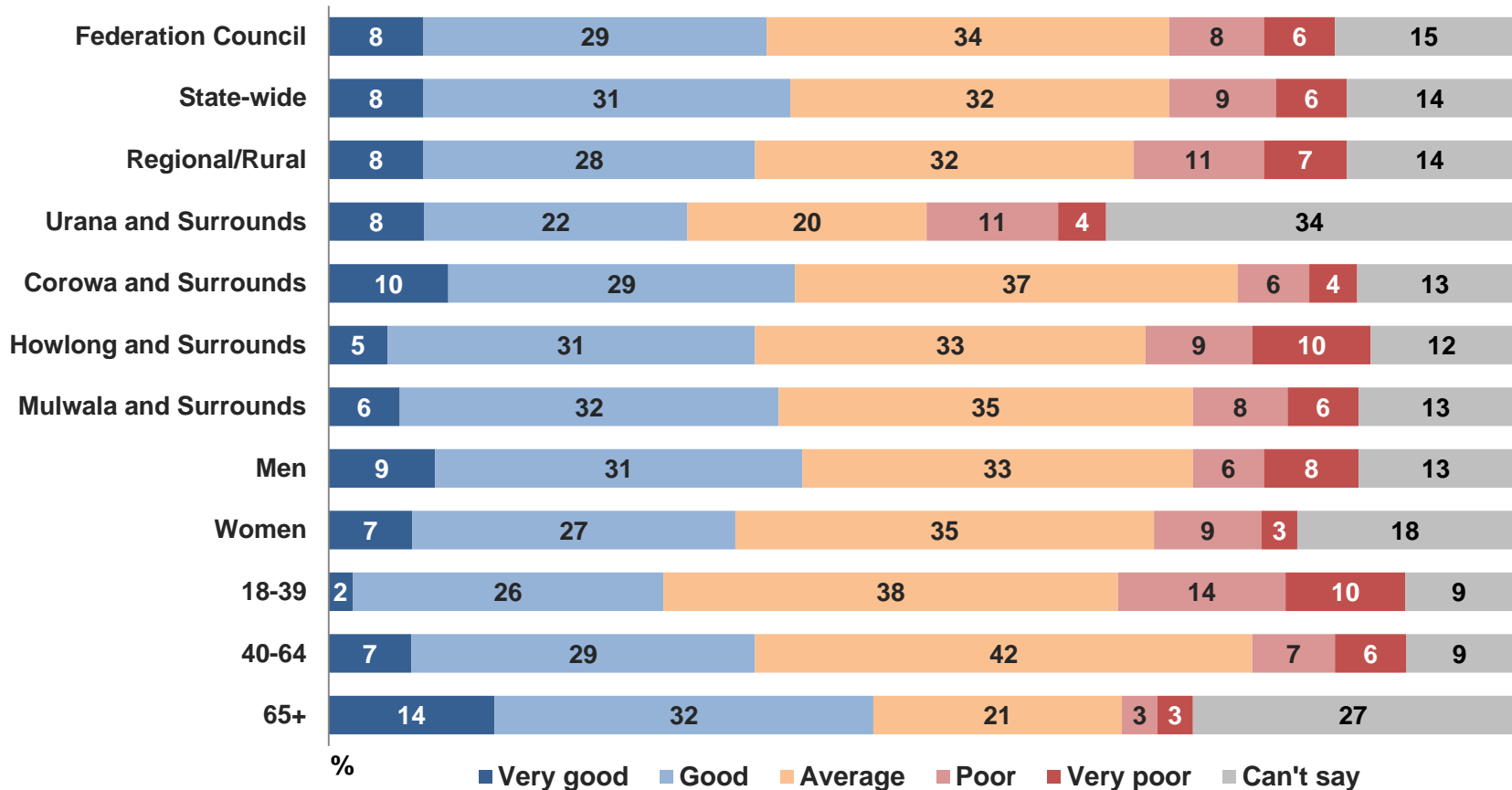*Base: All respondents. Councils asked State-wide: 20*

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KEY CORE MEASURE
CUSTOMER SERVICE

CONTACT WITH COUNCIL SUMMARY

Overall contact with Federation Council	• 53%
Most contact with Federation Council	• Aged 18-39 years • Aged 40-64 years
Least contact with Federation Council	• Aged 65+ years • Mulwala and Surrounds
Customer Service rating	• Index score of 70
Most satisfied with Customer Service	• Aged 65+ years • Mulwala and Surrounds
Least satisfied with Customer Service	• Aged 18-39 years • Howlong and Surrounds

CONTACT WITH COUNCIL

Contact with Council
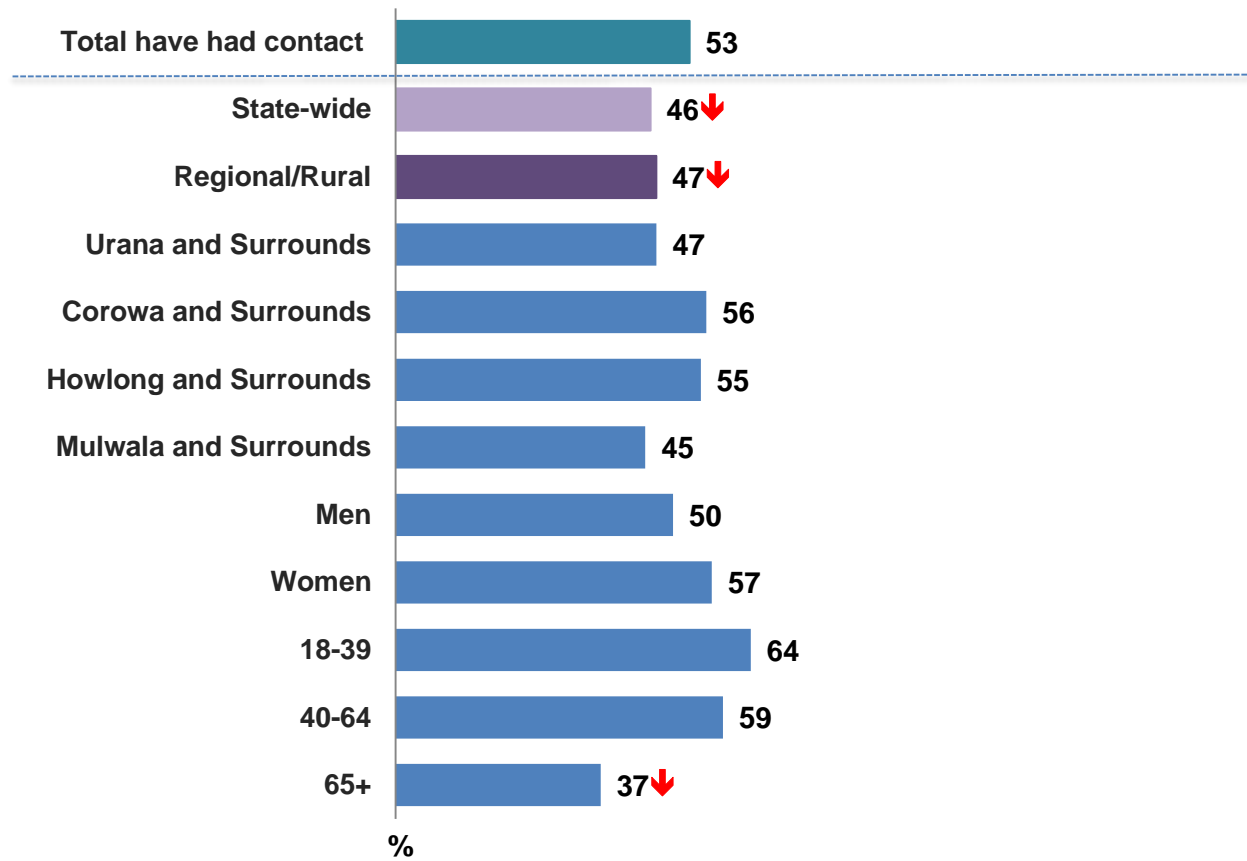
	%
Total have had contact	53
State-wide	46 ⬇
Regional/Rural	47 ⬇
Urana and Surrounds	47
Corowa and Surrounds	56
Howlong and Surrounds	55
Mulwala and Surrounds	45
Men	50
Women	57
18-39	64
40-64	59
65+	37 ⬇

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
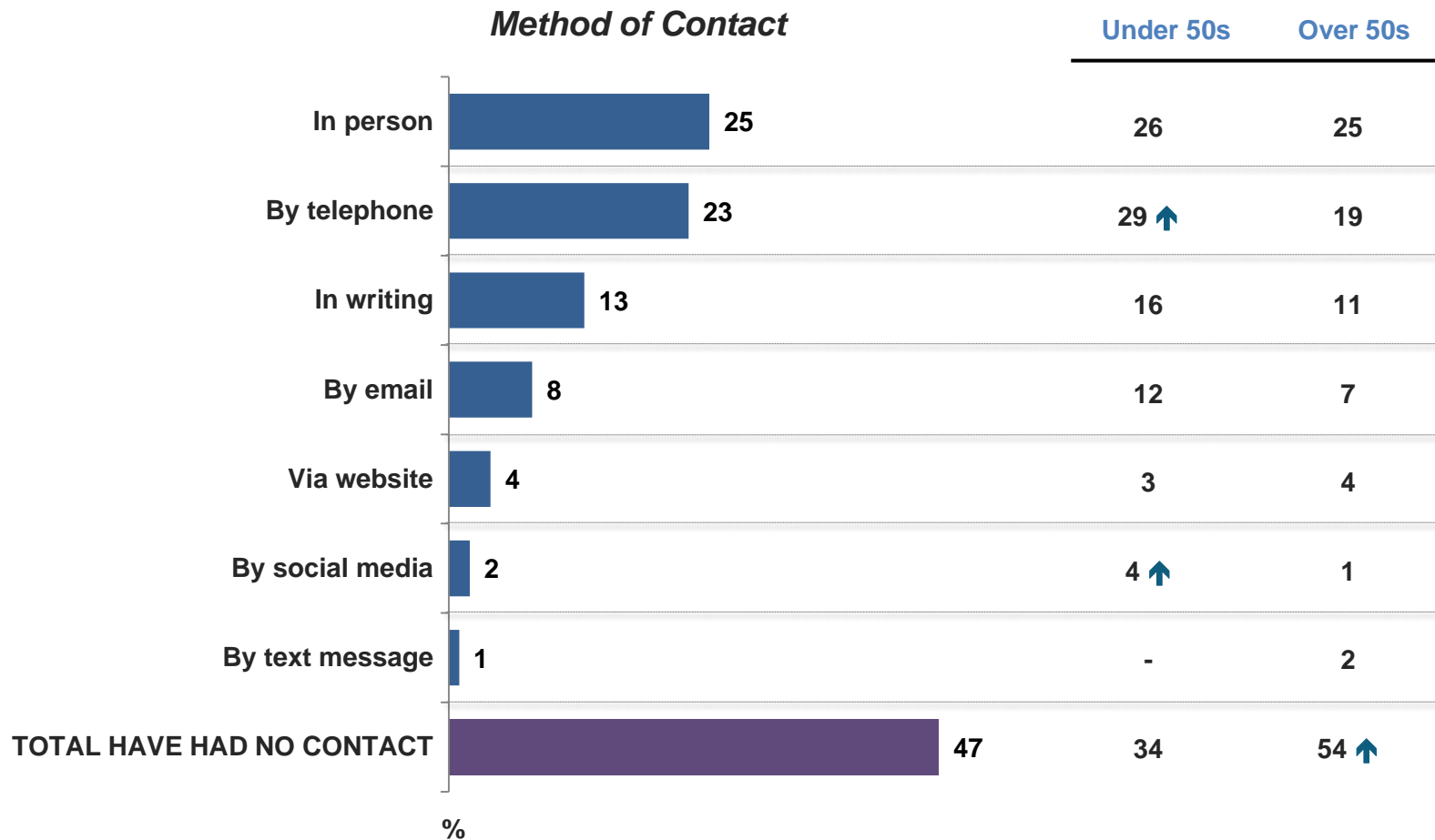
Method of Contact	%	Under 50s	Over 50s
In person	25	26	25
By telephone	23	29 ⬆	19
In writing	13	16	11
By email	8	12	7
Via website	4	3	4
By social media	2	4 ⬆	1
By text message	1	-	2
TOTAL HAVE HAD NO CONTACT	47	34	54 ⬆

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%

JWS RESEARCH

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MOST RECENT METHOD OF CONTACT WITH COUNCIL DETAILED PERCENTAGES

Most Recent Contact

	Under 50s	Over 50s
In person — 20	20	21
By telephone — 17	21	14
In writing — 8	12 ⬆	5
By email — 5	9 ⬆	3
Via website — 2	2	2
By social media — 1	2	-
By text message — -	-	-
TOTAL HAVE HAD NO CONTACT — 47	34	54 ⬆

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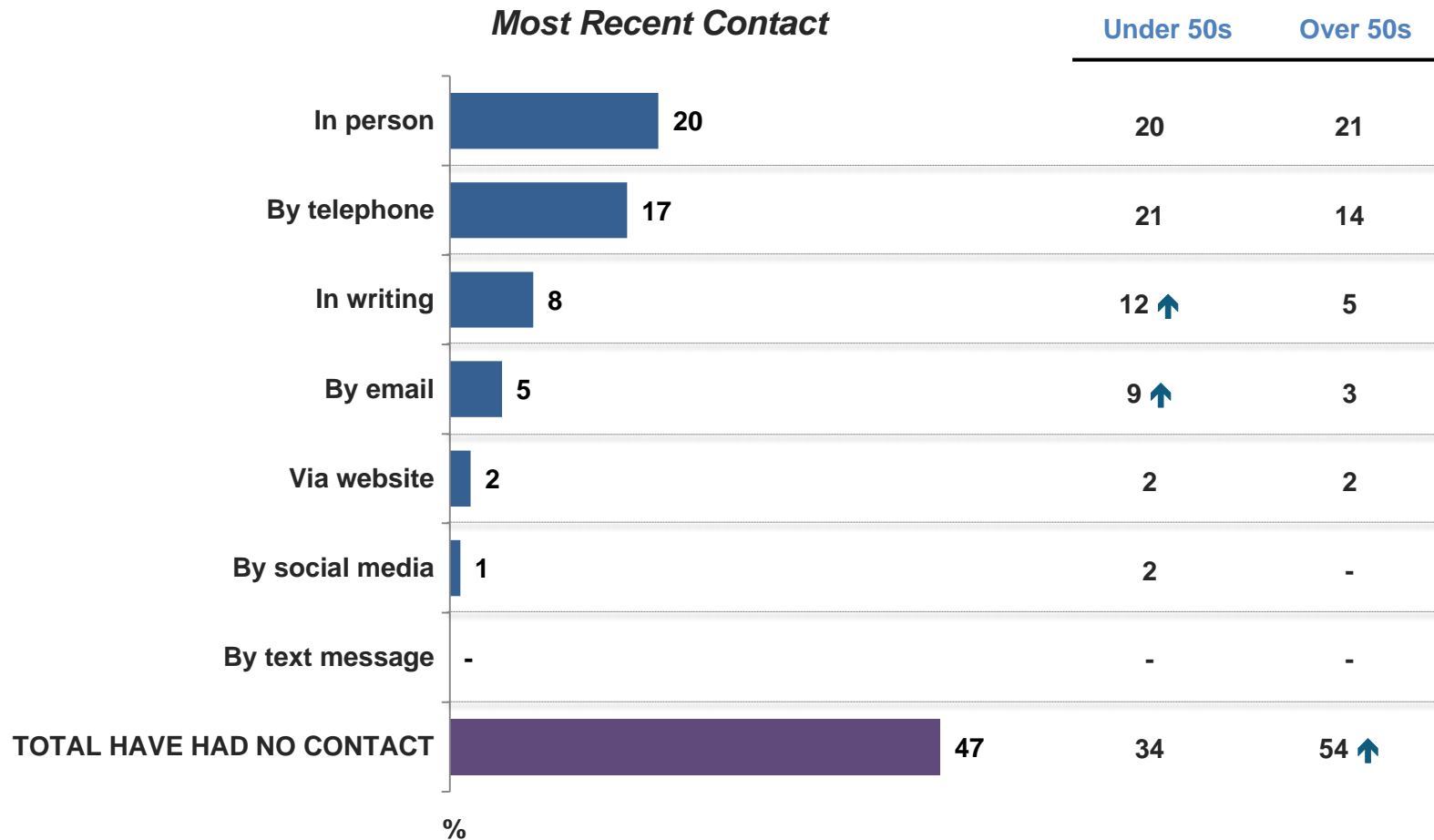
Q5b. What was the method of contact for the most recent contact you had with Council?
Base: All respondents. Councils asked State-wide: 20

JWS RESEARCH

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CONTACT CUSTOMER SERVICE INDEX SCORES

Customer Service Rating
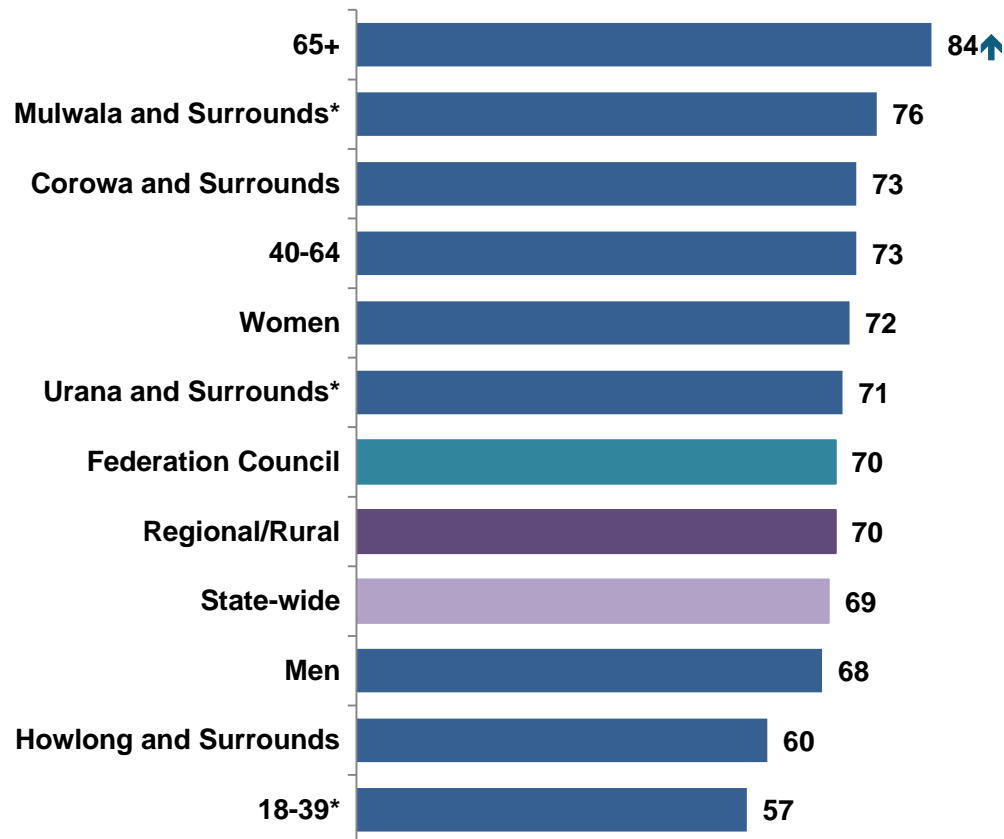
Category	Score
65+	84 ↑
Mulwala and Surrounds*	76
Corowa and Surrounds	73
40-64	73
Women	72
Urana and Surrounds*	71
Federation Council	70
Regional/Rural	70
State-wide	69
Men	68
Howlong and Surrounds	60
18-39*	57

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=202). Councils asked State-wide: 20
*Caution: small sample size < n=30

JWS RESEARCH

CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES

Customer Service Rating

	Very good	Good	Average	Poor	Very poor	Can't say
Federation Council	37	31	11	11	7	3
State-wide	32	33	19	7	7	2
Regional/Rural	34	31	19	7	7	2
Urana and Surrounds*	31	41	8	19		
Corowa and Surrounds	42	26	13	6	7	5
Howlong and Surrounds	23	35	8	19	13	1
Mulwala and Surrounds*	41	37	7	9	4	2
Men	29	38	15	9	8	1
Women	43	24	8	12	7	5
18-39*	22	30	8	26	11	4
40-64	38	33	14	4	8	2
65+	54	28	9	2	2	4

■ Very good　■ Good　■ Average　■ Poor　■ Very poor　■ Can't say

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=202). Councils asked State-wide: 20
*Caution: small sample size < n=30

JWS RESEARCH

CONTACT CUSTOMER SERVICE
DETAILED PERCENTAGES BY METHOD OF LAST CONTACT

Customer Service Rating

Method	Very good	Good	Average	Poor	Very poor	Can't say
Federation Council	37	31	11	11	7	3
In person	45	22	12	4	16	1
By telephone	42	30	9	17		3
In writing*	20	39	9	14	2	15
By email*	25	59	5	7		4
Via website*	8	36	14	30		12
By social media*	23		77			
By text message	N/A					

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
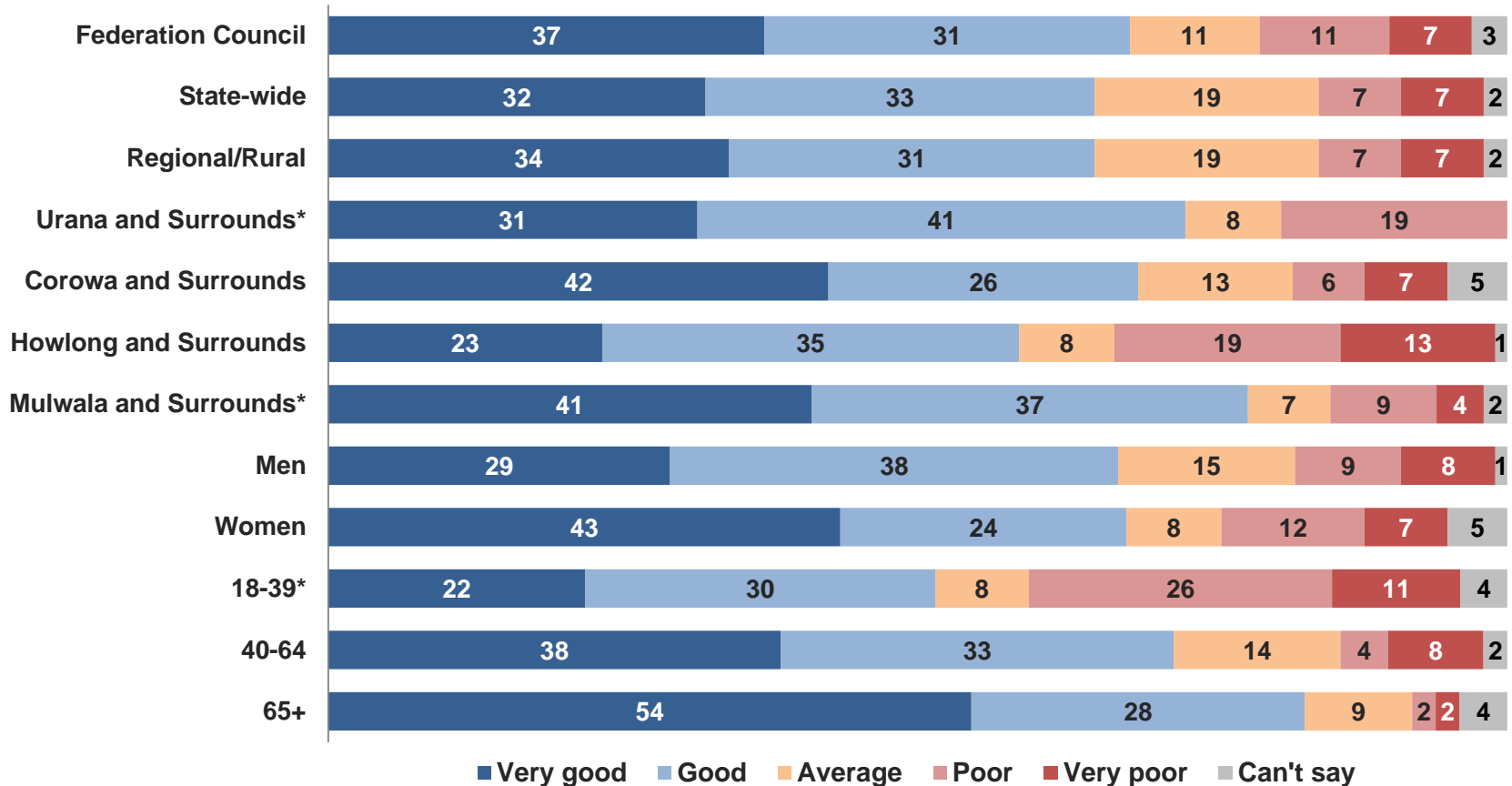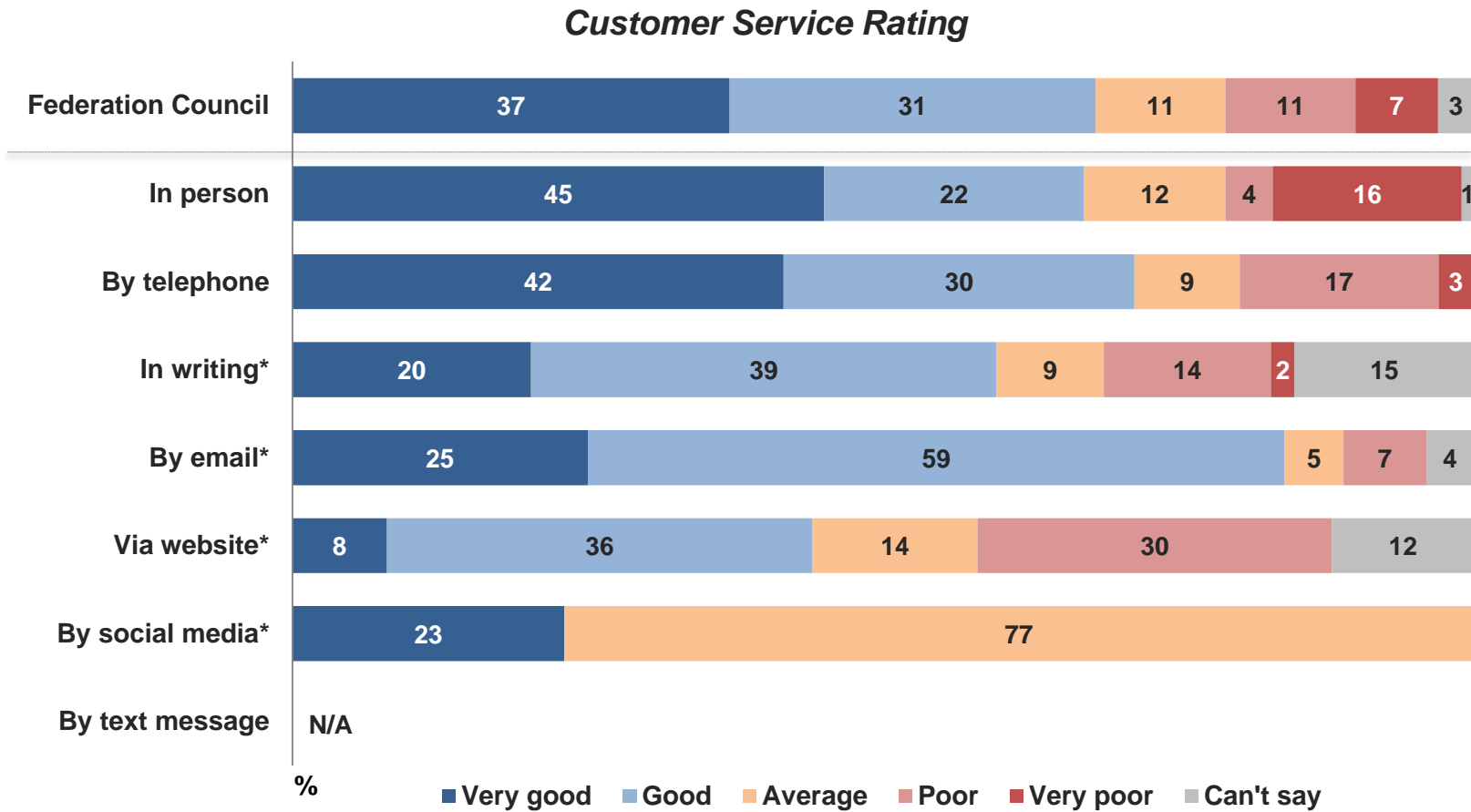
Q5c. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council (n=202). Councils asked State-wide: 20
*Caution: small sample size < n=30

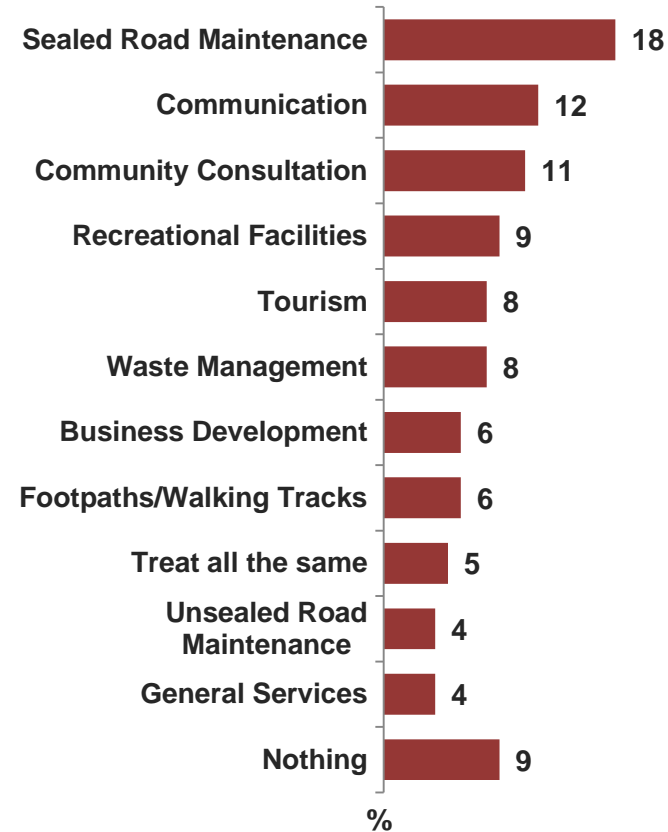# POSITIVES AND AREAS FOR IMPROVEMENT

BEST THINGS ABOUT COUNCIL AND AREAS TO IMPROVE DETAILED PERCENTAGES

Best Aspects (Top responses)

Positive re Council Officers (integrity/actions)	9
Customer Service - Positive	6
Community Facilities	5
Parks and Gardens	5
Waste Management	5
Public areas	4
Recreational/Sporting Facilities	4
Generally Good - Overall/No Complaints	4
Sewerage	3
Nothing	14

%

Areas for Improvement (Top responses)

Sealed Road Maintenance	18
Communication	12
Community Consultation	11
Recreational Facilities	9
Tourism	8
Waste Management	8
Business Development	6
Footpaths/Walking Tracks	6
Treat all the same	5
Unsealed Road Maintenance	4
General Services	4
Nothing	9

%

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

JWS RESEARCH

COMMUNICATIONS

BEST FORMS OF COMMUNICATION

Best Form of Communication

	Under 50s	Over 50s
A council newsletter sent via mail — 48	48	48
A council newsletter sent via email — 23	16	26 ⬆
Advertising in local newspapers — 12	10	13
A council newsletter as an insert in a local newspaper — 9	9	9
Social media such as Facebook or Twitter — 4	10 ⬆	1
A text message — 3	7 ⬆	1
The council website — 1	-	1
Other — 1	1	1
Can't say — 0	-	1

%
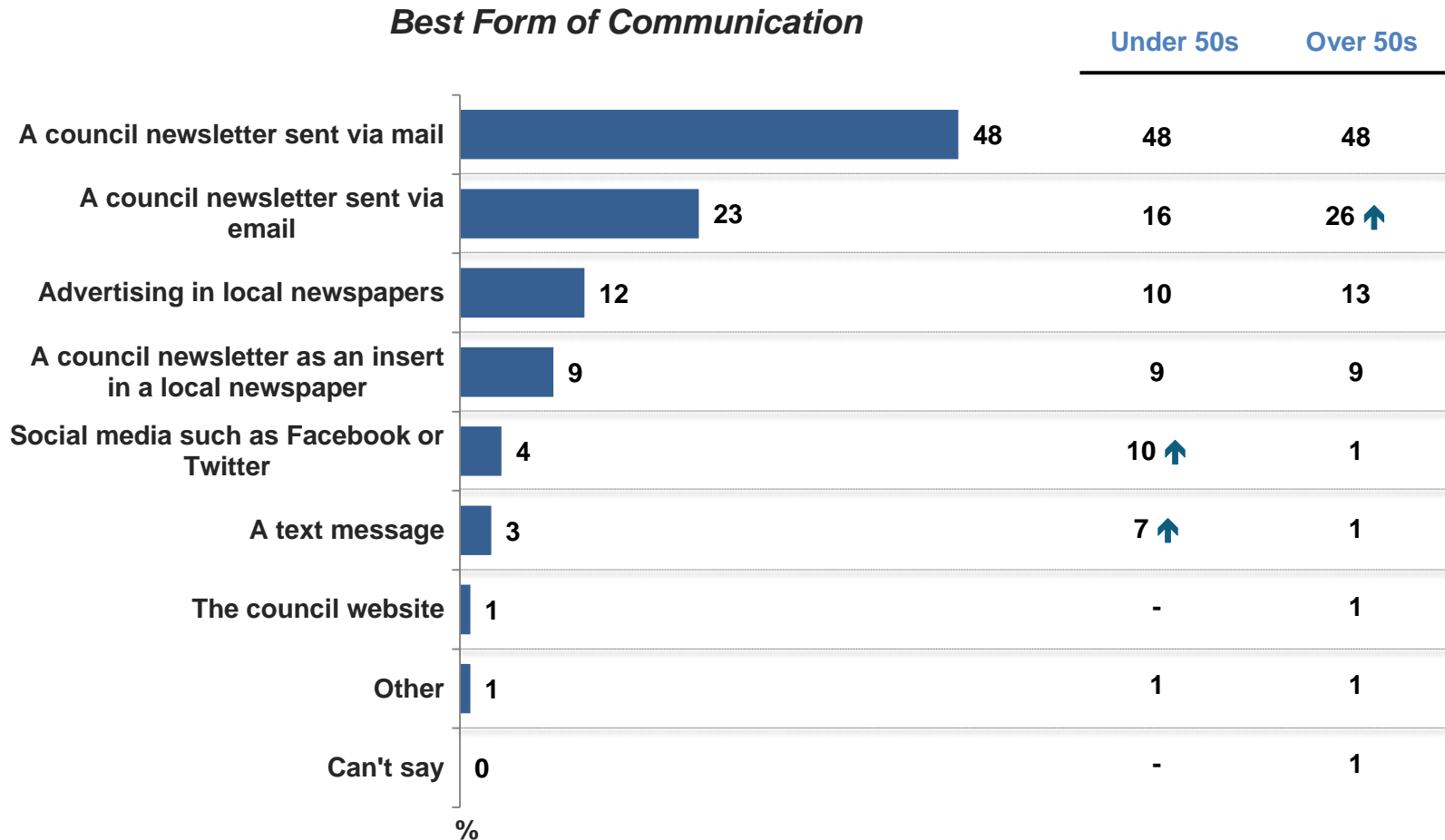
Q6. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate to you?
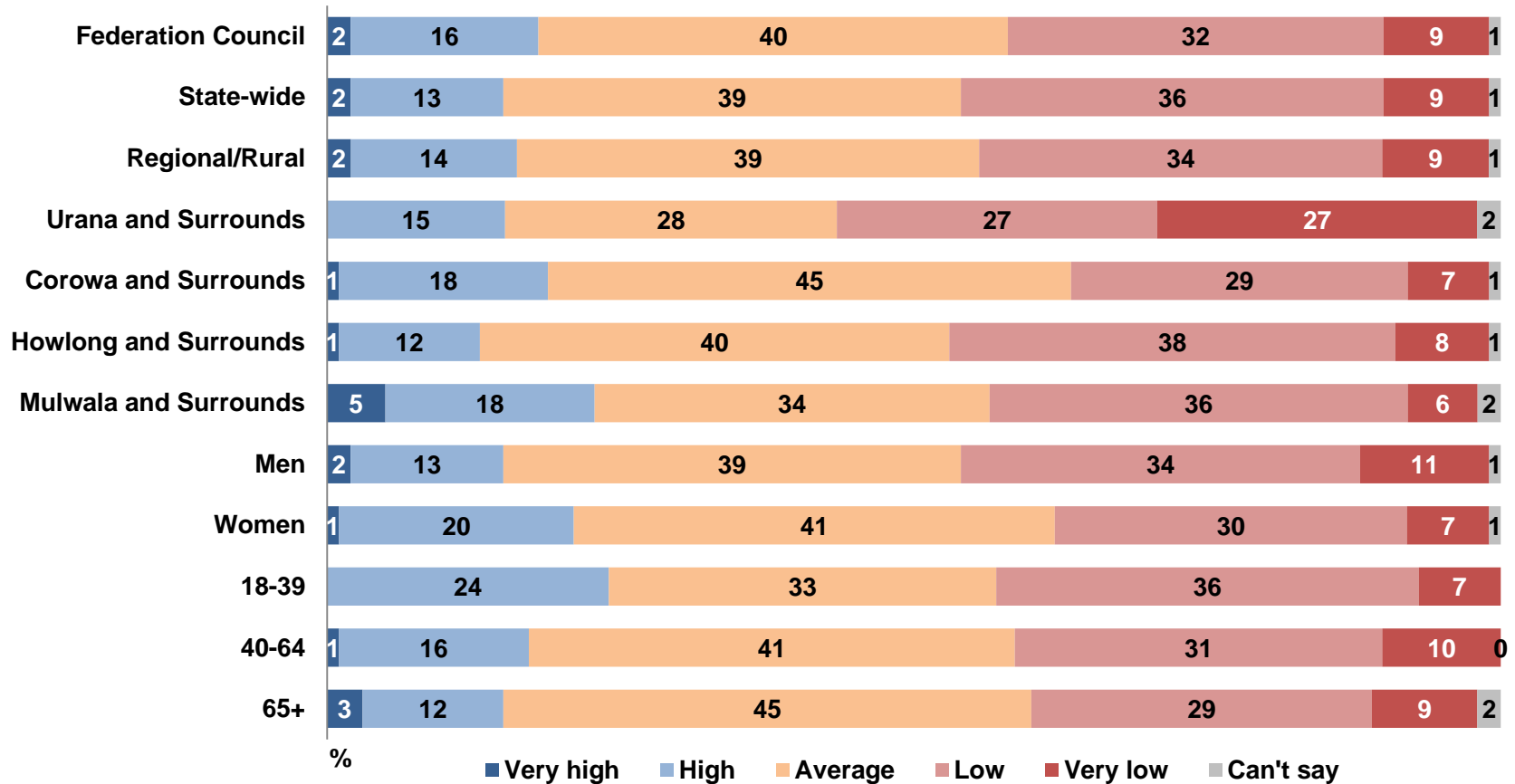*Base: All respondents. Councils asked State-wide: 20*
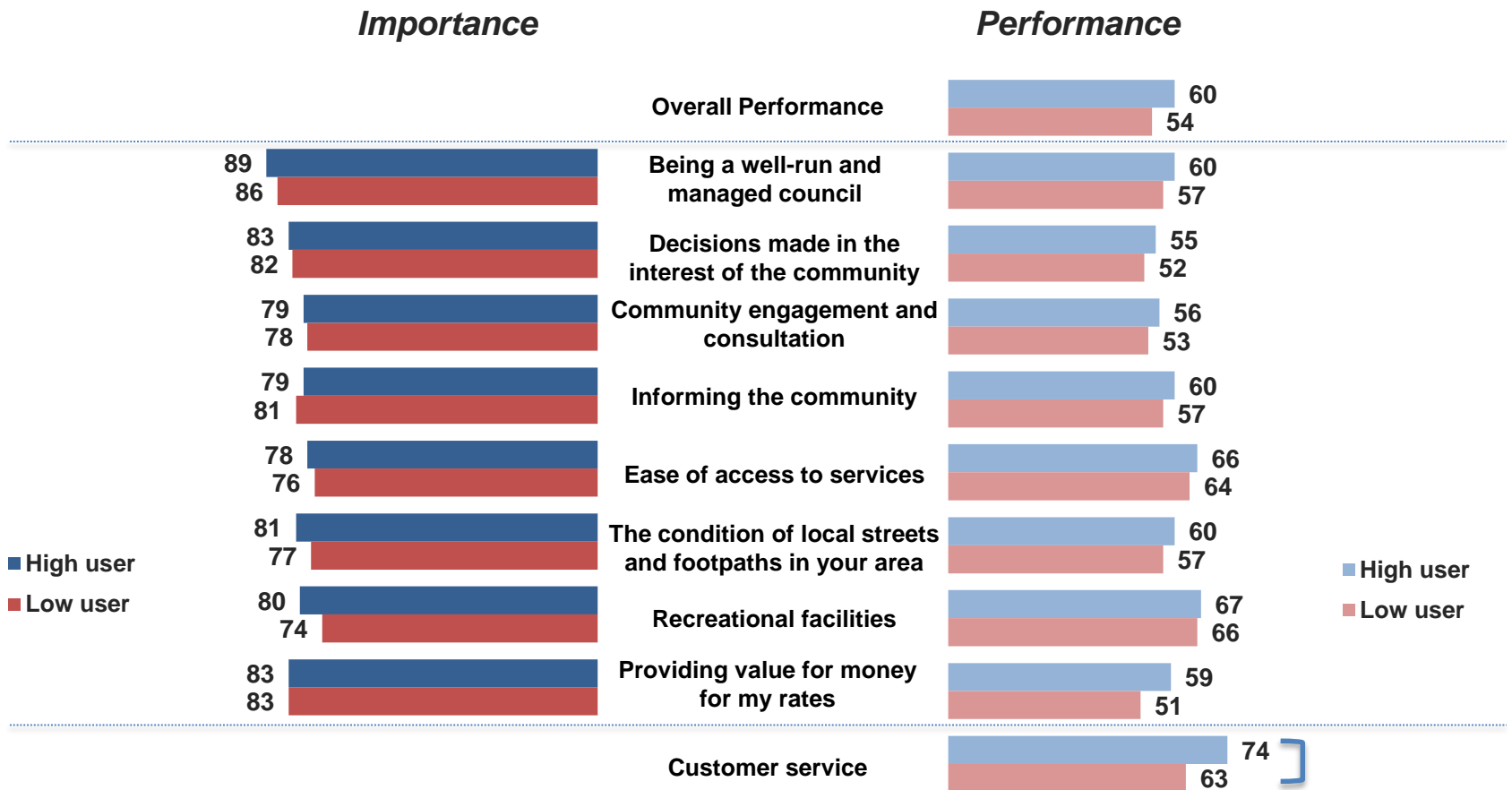
USER OF COUNCIL SERVICES

USER OF COUNCIL SERVICES

User of Council Services

	Very high	High	Average	Low	Very low	Can't say
Federation Council	2	16	40	32	9	1
State-wide	2	13	39	36	9	1
Regional/Rural	2	14	39	34	9	1
Urana and Surrounds		15	28	27	27	2
Corowa and Surrounds	1	18	45	29	7	1
Howlong and Surrounds	1	12	40	38	8	1
Mulwala and Surrounds	5	18	34	36	6	2
Men	2	13	39	34	11	1
Women	1	20	41	30	7	1
18-39		24	33	36	7	
40-64	1	16	41	31	10	0
65+	3	12	45	29	9	2

%

■ **Very high** ■ **High** ■ **Average** ■ **Low** ■ **Very low** ■ **Can't say**

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

JWS RESEARCH

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CORE MEASURES INDEX SCORE RESULTS BY USER OF SERVICES

Importance

Performance

	Importance		Performance	
	High user	Low user	High user	Low user
Overall Performance			60	54
Being a well-run and managed council	89	86	60	57
Decisions made in the interest of the community	83	82	55	52
Community engagement and consultation	79	78	56	53
Informing the community	79	81	60	57
Ease of access to services	78	76	66	64
The condition of local streets and footpaths in your area	81	77	60	57
Recreational facilities	80	74	67	66
Providing value for money for my rates	83	83	59	51
Customer service			74	63

■ **High user**
■ **Low user**

■ **High user**
■ **Low user**

⅃ *Significantly different between groups at 95% confidence interval.*

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.
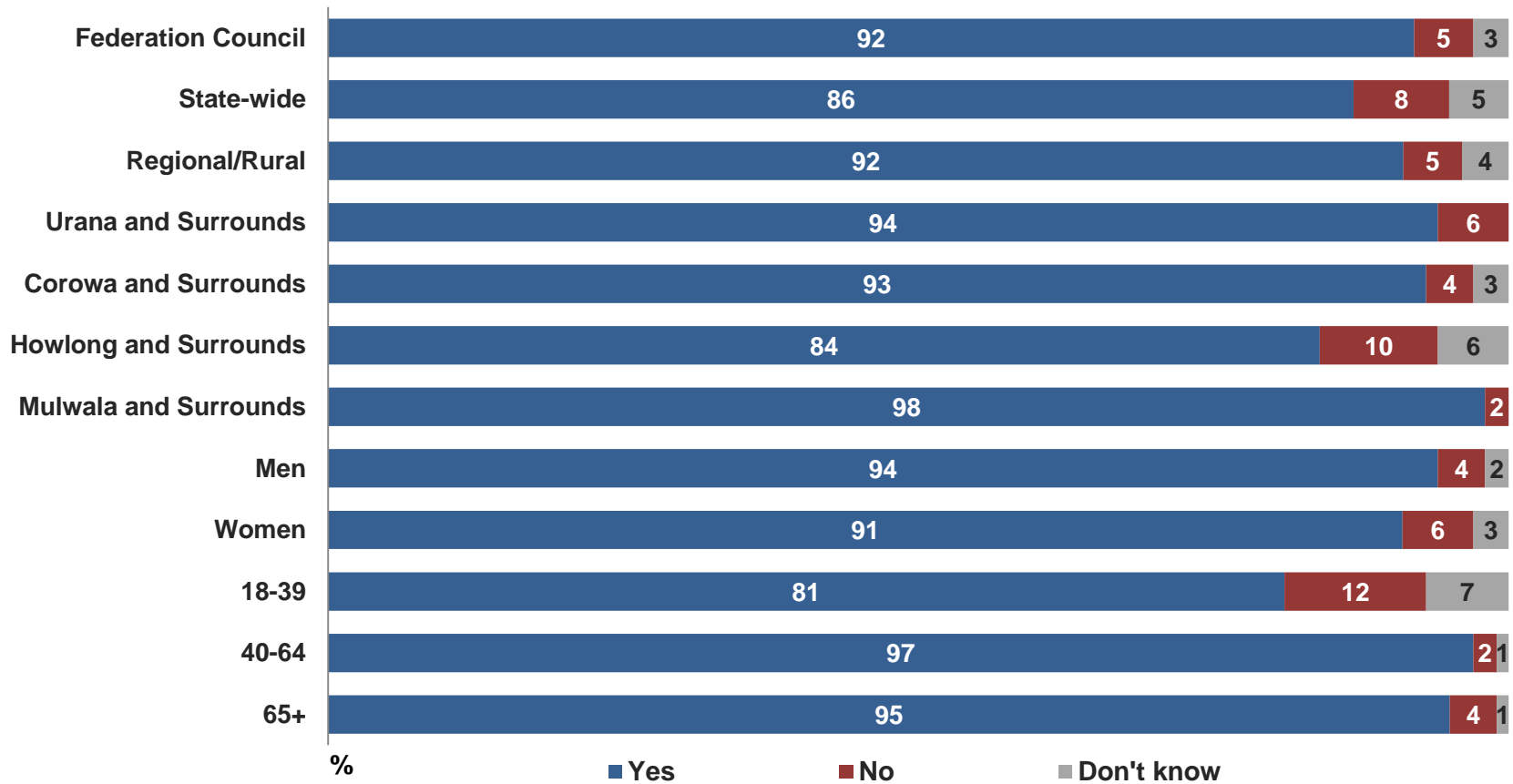
KNOWLEDGE OF MERGERS

KNOWLEDGE OF MERGERS

Knowledge of Mergers

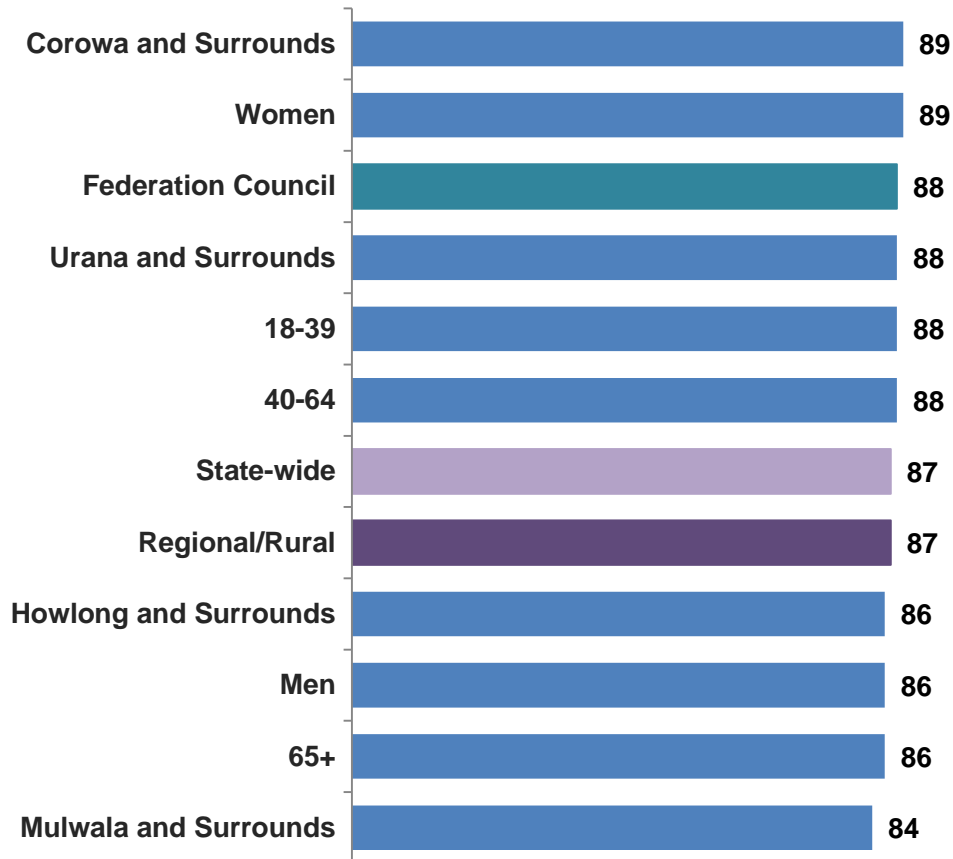|	Yes	No	Don't know
Federation Council	92	5	3
State-wide	86	8	5
Regional/Rural	92	5	4
Urana and Surrounds	94	6	
Corowa and Surrounds	93	4	3
Howlong and Surrounds	84	10	6
Mulwala and Surrounds	98	2	
Men	94	4	2
Women	91	6	3
18-39	81	12	7
40-64	97	2	1
65+	95	4	1

%

■ Yes ■ No ■ Don't know

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

JWS RESEARCH

INDIVIDUAL SERVICE AREAS

BEING A WELL-RUN AND MANAGED COUNCIL IMPORTANCE INDEX SCORES

Being a Well-run and Managed Council Importance

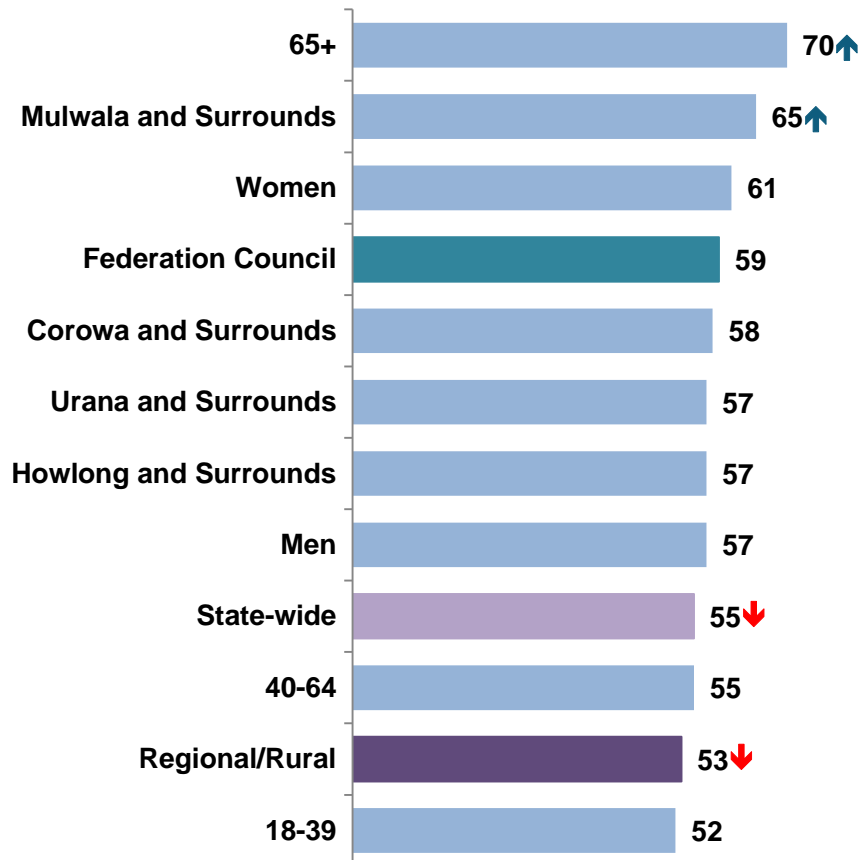| Category	Score
Corowa and Surrounds	89
Women	89
Federation Council	88
Urana and Surrounds	88
18-39	88
40-64	88
State-wide	87
Regional/Rural	87
Howlong and Surrounds	86
Men	86
65+	86
Mulwala and Surrounds	84

Q2. Firstly, how important should 'being a well-run and managed council' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 20

JWS RESEARCH
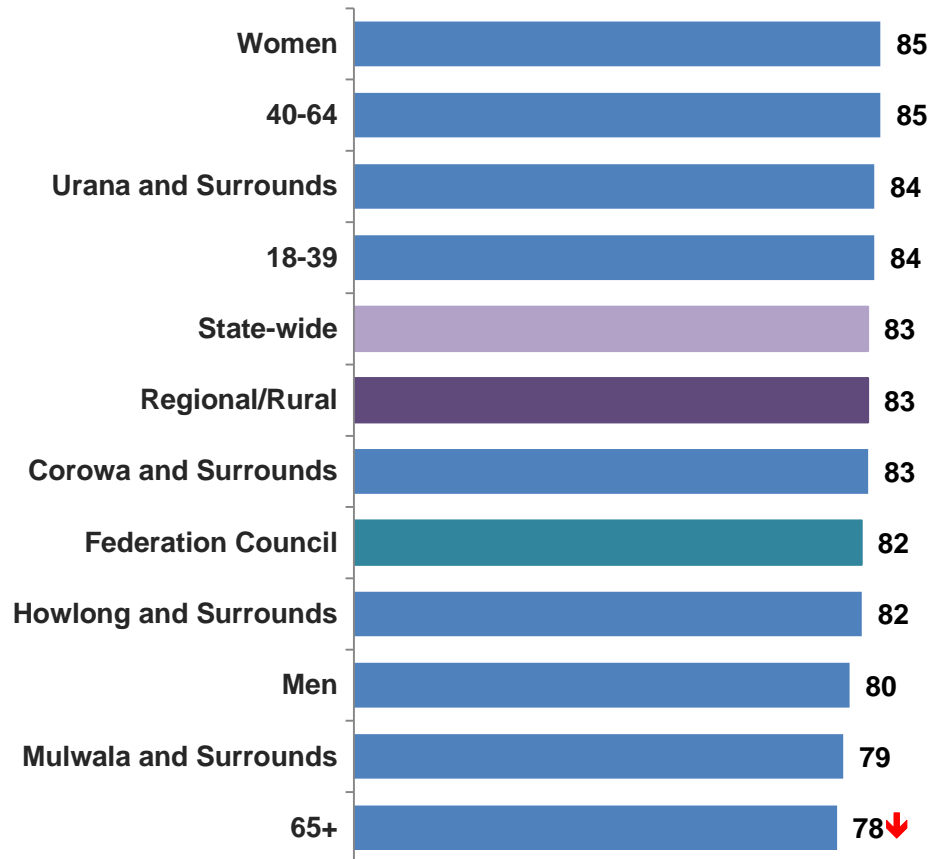
BEING A WELL-RUN AND MANAGED COUNCIL PERFORMANCE INDEX SCORES

Being a Well-run and Managed Council Performance

Category	Score
65+	70 ↑
Mulwala and Surrounds	65 ↑
Women	61
Federation Council	59
Corowa and Surrounds	58
Urana and Surrounds	57
Howlong and Surrounds	57
Men	57
State-wide	55 ↓
40-64	55
Regional/Rural	53 ↓
18-39	52

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

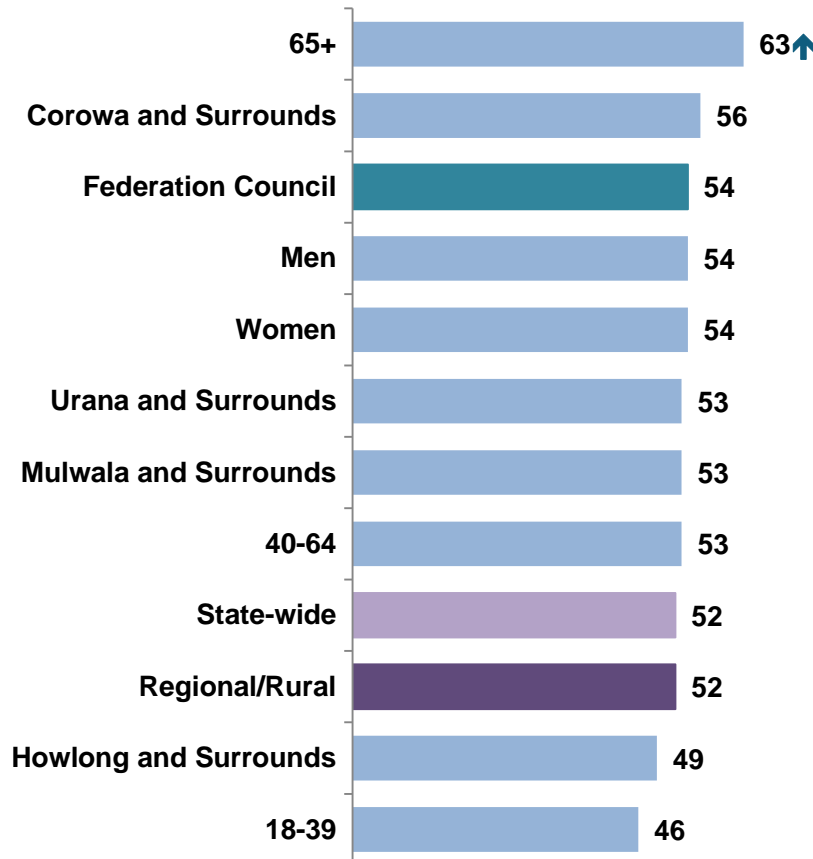**Decisions Made in the Interest of the Community Importance**

Category	Score
Women	85
40-64	85
Urana and Surrounds	84
18-39	84
State-wide	83
Regional/Rural	83
Corowa and Surrounds	83
Federation Council	82
Howlong and Surrounds	82
Men	80
Mulwala and Surrounds	79
65+	78 ⬇

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

JWS RESEARCH

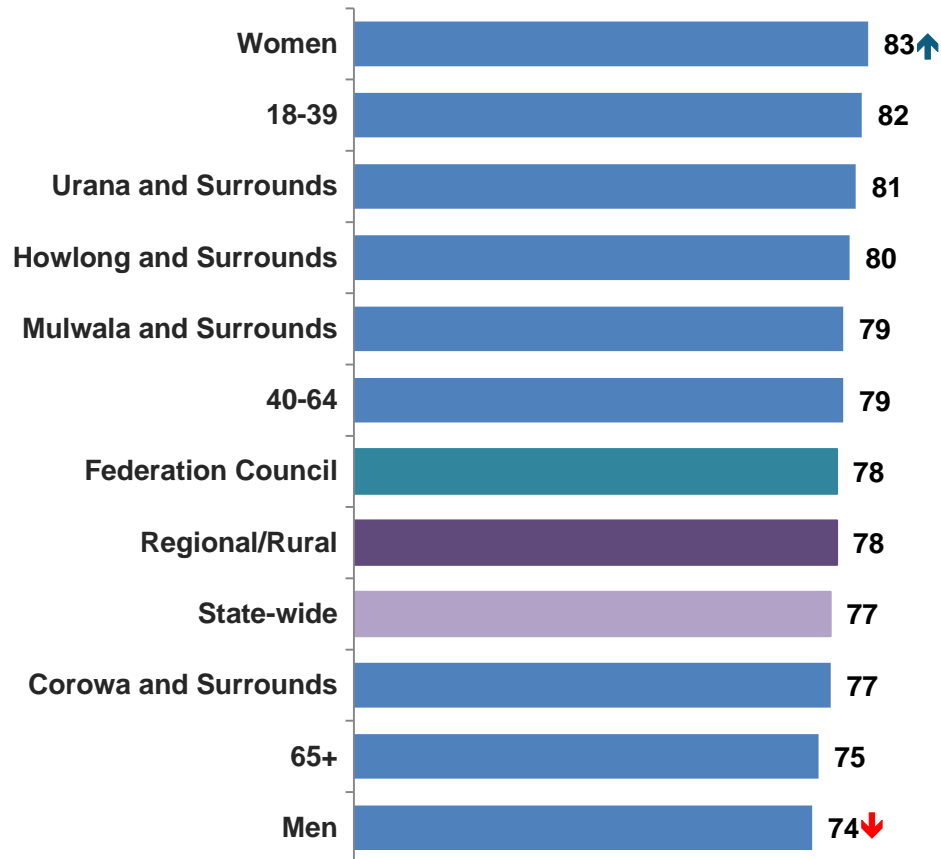# DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE INDEX SCORES

Decisions Made in the Interest of the Community Performance

Category	Score
65+	63 ↑
Corowa and Surrounds	56
Federation Council	54
Men	54
Women	54
Urana and Surrounds	53
Mulwala and Surrounds	53
40-64	53
State-wide	52
Regional/Rural	52
Howlong and Surrounds	49
18-39	46

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

JWS RESEARCH

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COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES
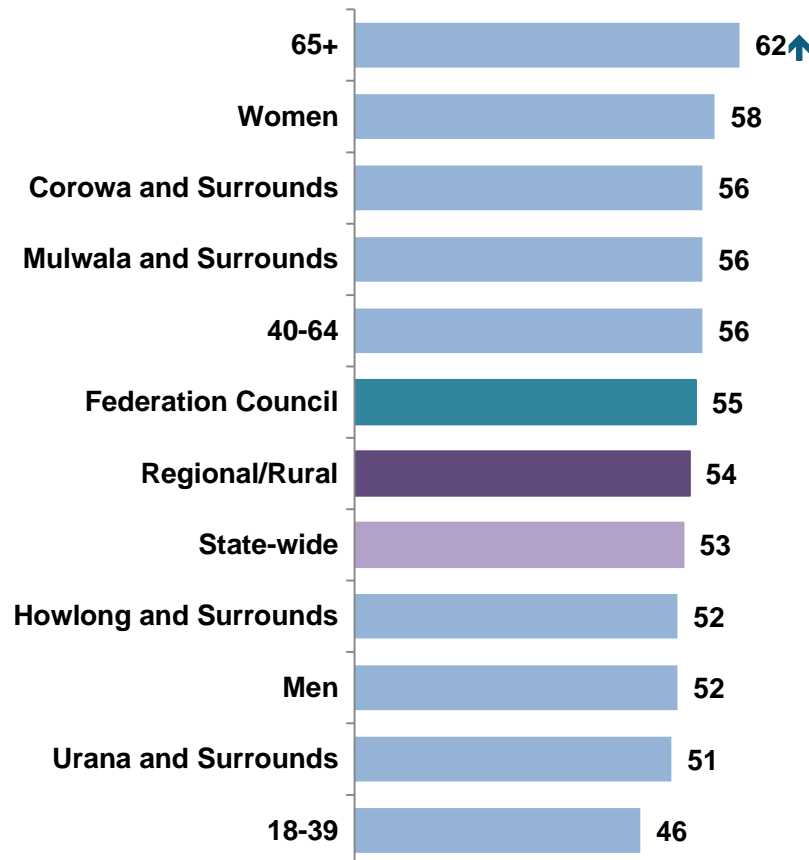
Community Consultation and Engagement Importance

Women	83 ⬆
18-39	82
Urana and Surrounds	81
Howlong and Surrounds	80
Mulwala and Surrounds	79
40-64	79
Federation Council	78
Regional/Rural	78
State-wide	77
Corowa and Surrounds	77
65+	75
Men	74 ⬇

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

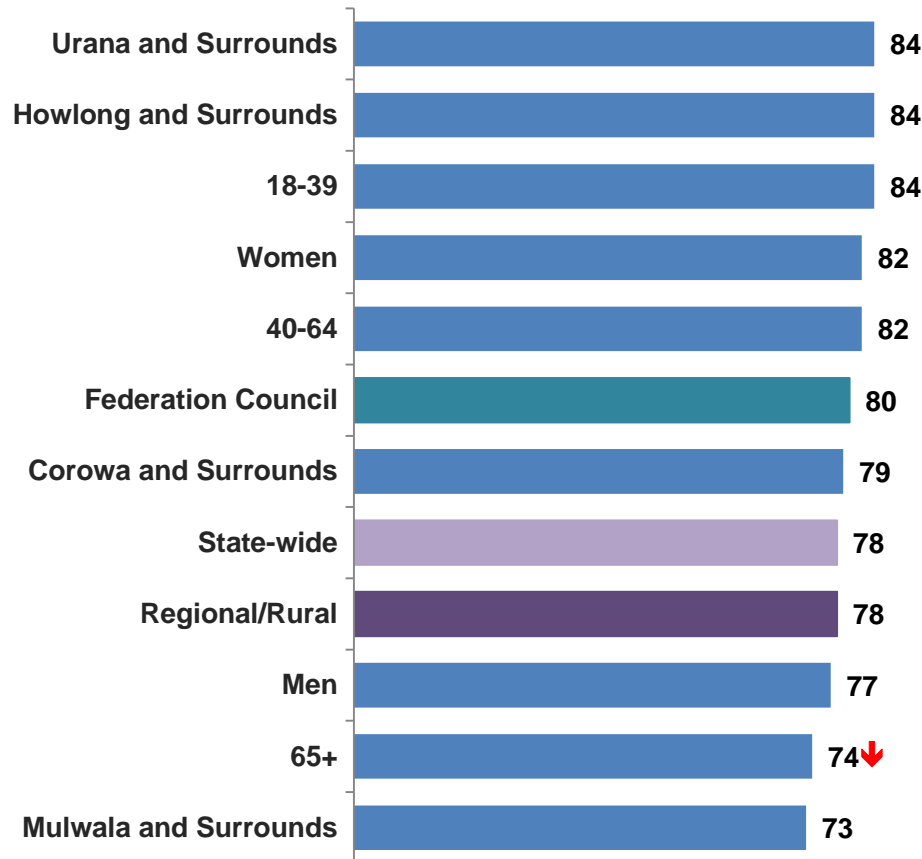**Community Consultation and Engagement Performance**

Category	Score
65+	62 ↑
Women	58
Corowa and Surrounds	56
Mulwala and Surrounds	56
40-64	56
Federation Council	55
Regional/Rural	54
State-wide	53
Howlong and Surrounds	52
Men	52
Urana and Surrounds	51
18-39	46

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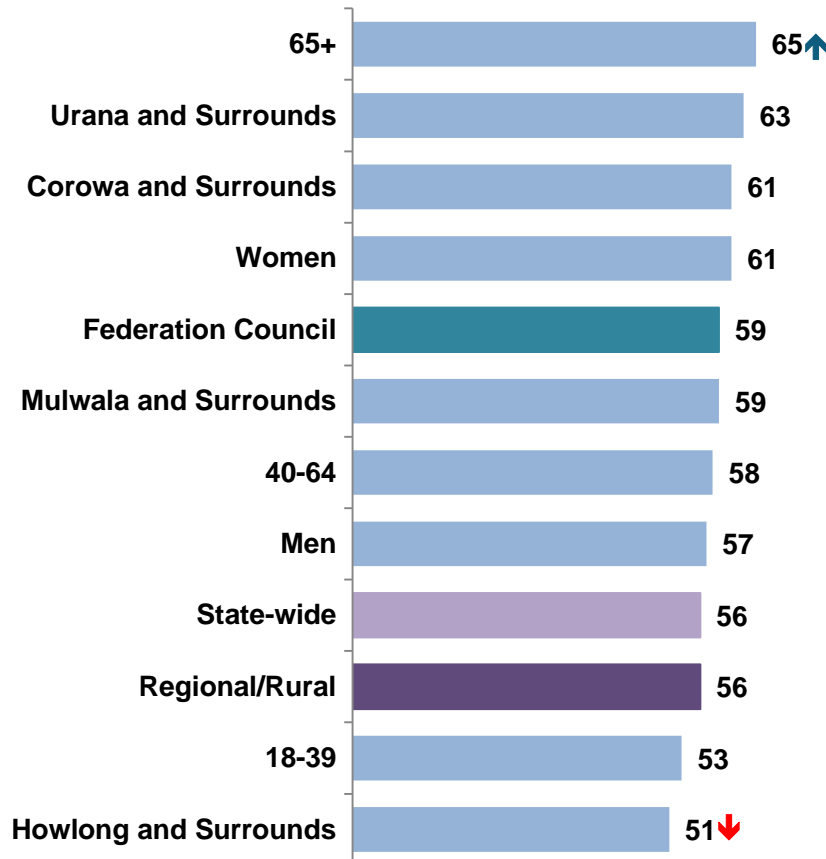
JWS RESEARCH

INFORMING THE COMMUNITY IMPORTANCE INDEX SCORES

Informing the Community Importance

	Score
Urana and Surrounds	84
Howlong and Surrounds	84
18-39	84
Women	82
40-64	82
Federation Council	80
Corowa and Surrounds	79
State-wide	78
Regional/Rural	78
Men	77
65+	74 ⬇
Mulwala and Surrounds	73

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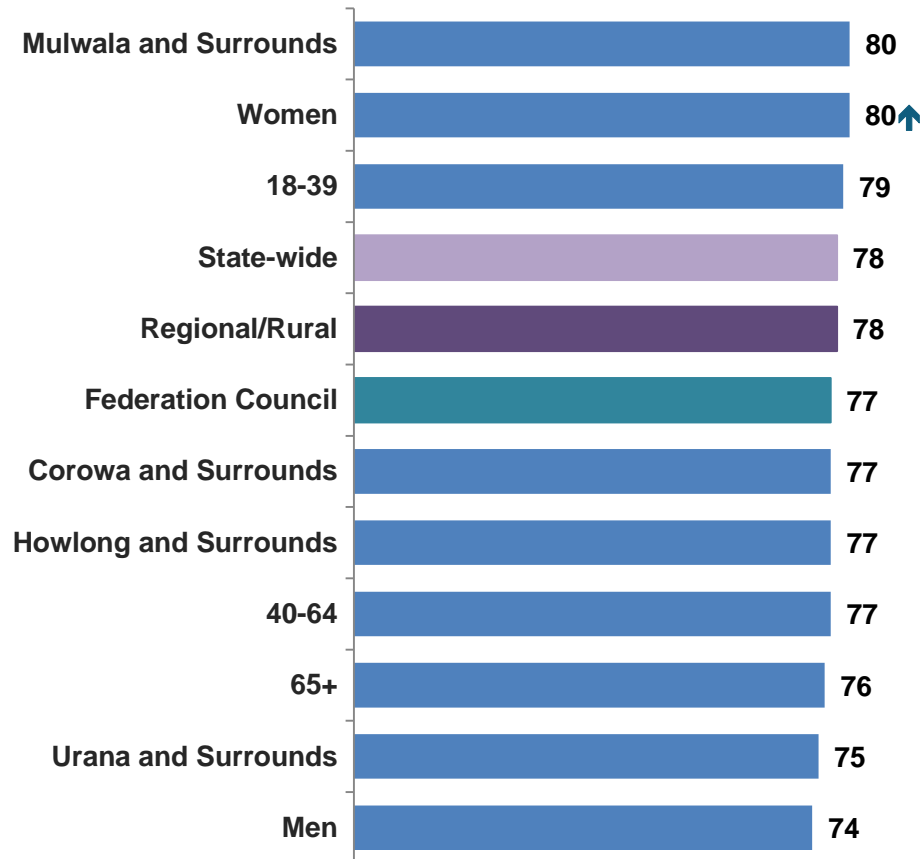
INFORMING THE COMMUNITY PERFORMANCE INDEX SCORES

Informing the Community Performance

Category	Score
65+	65 ↑
Urana and Surrounds	63
Corowa and Surrounds	61
Women	61
Federation Council	59
Mulwala and Surrounds	59
40-64	58
Men	57
State-wide	56
Regional/Rural	56
18-39	53
Howlong and Surrounds	51 ↓

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

JWS RESEARCH
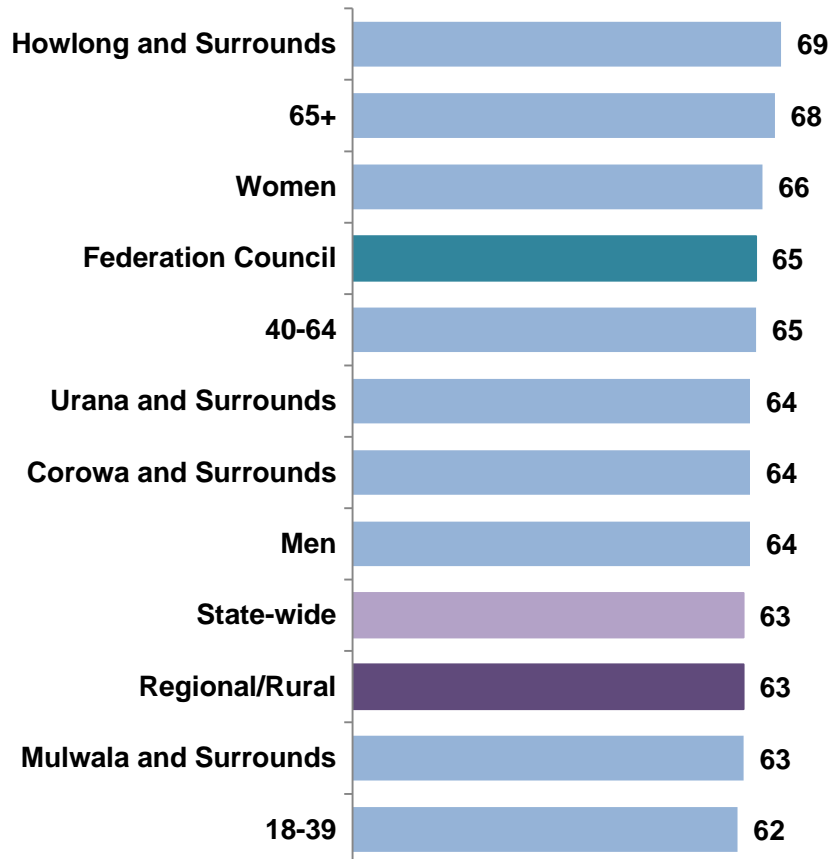
EASE OF ACCESS TO SERVICES IMPORTANCE INDEX SCORES

Ease of Access to Services Importance

Category	Score
Mulwala and Surrounds	80
Women	80 ↑
18-39	79
State-wide	78
Regional/Rural	78
Federation Council	77
Corowa and Surrounds	77
Howlong and Surrounds	77
40-64	77
65+	76
Urana and Surrounds	75
Men	74

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

JWS RESEARCH
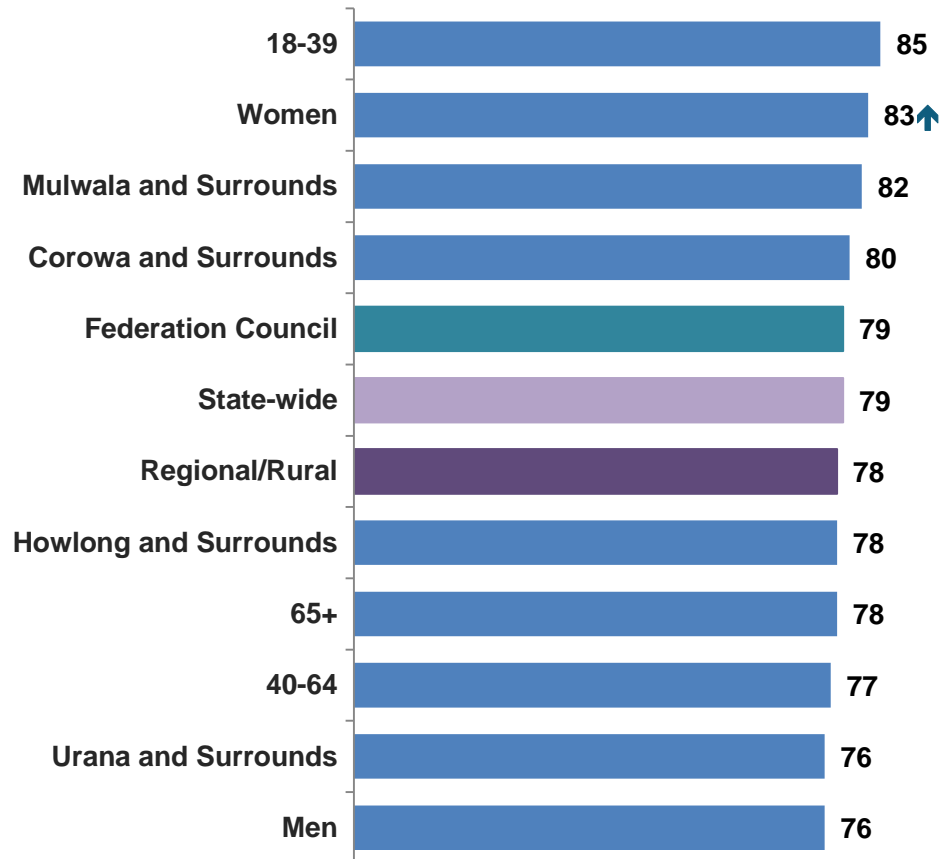
EASE OF ACCESS TO SERVICES PERFORMANCE INDEX SCORES

Ease of Access to Services Performance

Category	Score
Howlong and Surrounds	69
65+	68
Women	66
Federation Council	65
40-64	65
Urana and Surrounds	64
Corowa and Surrounds	64
Men	64
State-wide	63
Regional/Rural	63
Mulwala and Surrounds	63
18-39	62

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

JWS RESEARCH

THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE INDEX SCORES

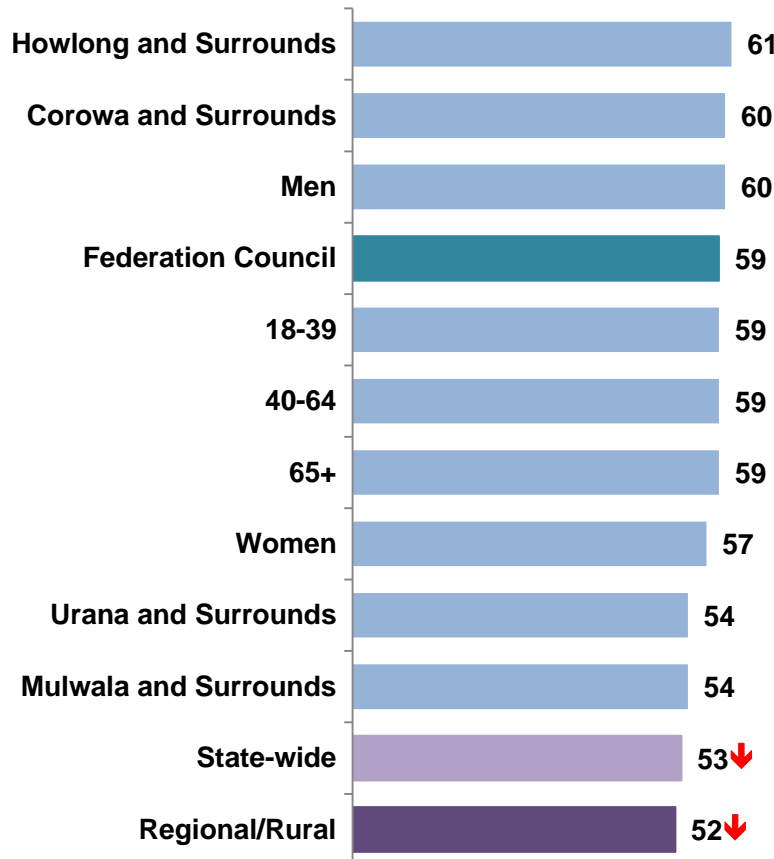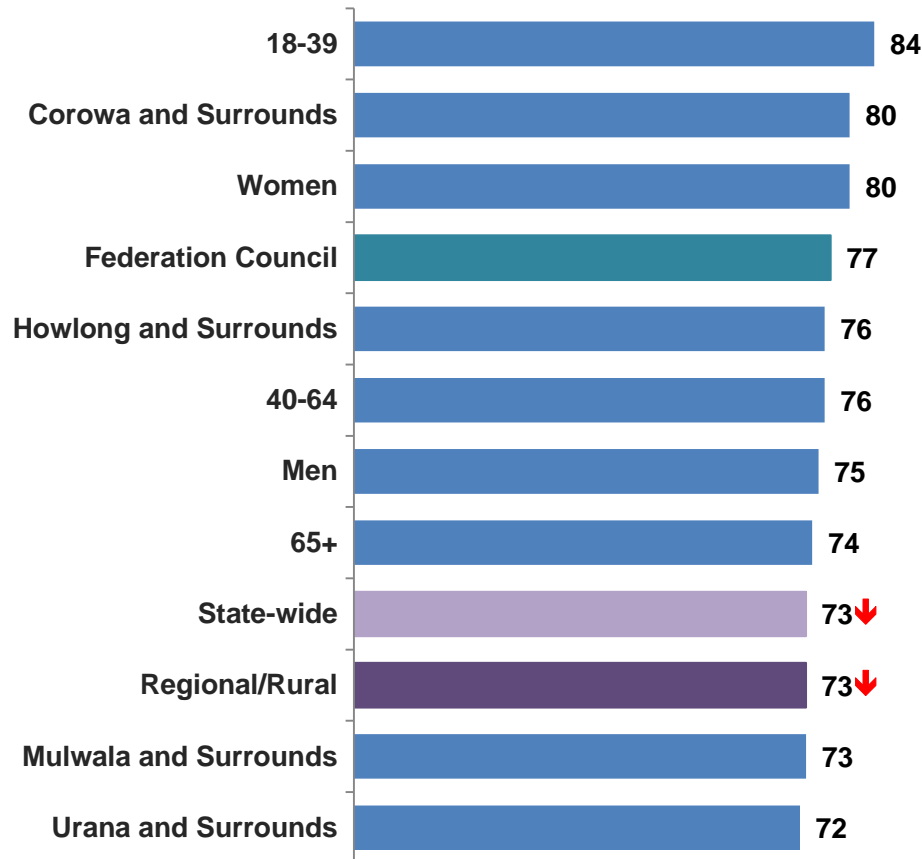**The Condition of Local Streets and Footpaths in Your Area Importance**

Category	Score
18-39	85
Women	83 ↑
Mulwala and Surrounds	82
Corowa and Surrounds	80
Federation Council	79
State-wide	79
Regional/Rural	78
Howlong and Surrounds	78
65+	78
40-64	77
Urana and Surrounds	76
Men	76

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

JWS RESEARCH

THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE INDEX SCORES

The Condition of Local Streets and Footpaths in Your Area Performance

Howlong and Surrounds	61
Corowa and Surrounds	60
Men	60
Federation Council	59
18-39	59
40-64	59
65+	59
Women	57
Urana and Surrounds	54
Mulwala and Surrounds	54
State-wide	53 ⬇
Regional/Rural	52 ⬇

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

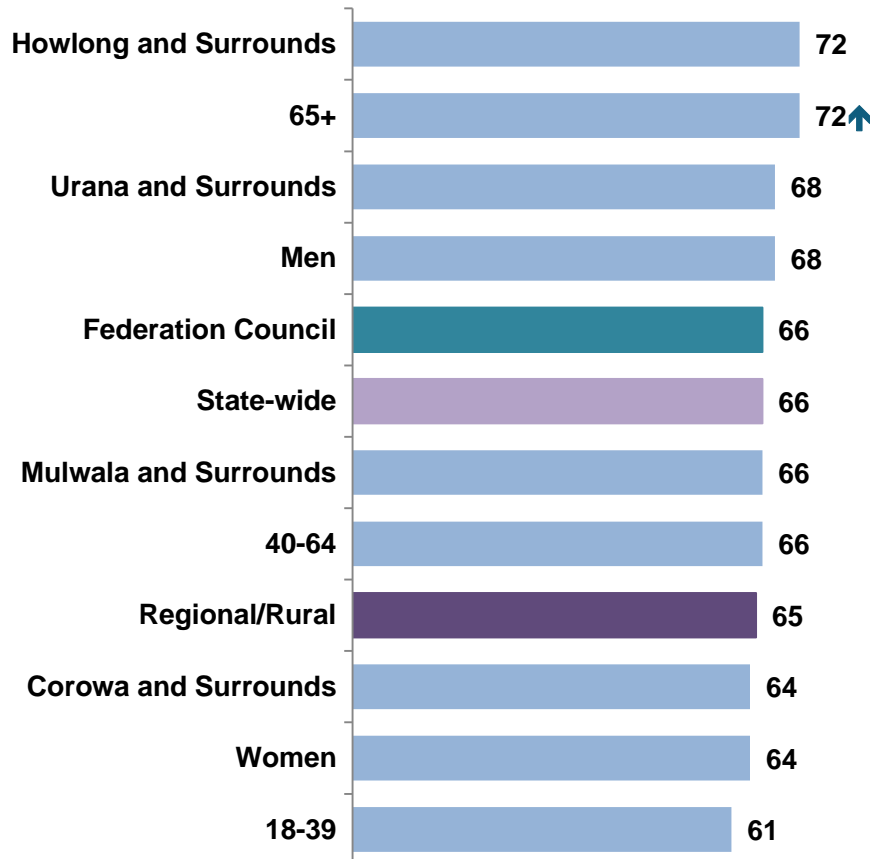# RECREATIONAL FACILITIES IMPORTANCE INDEX SCORES

Recreational Facilities Importance

Category	Score
18-39	84
Corowa and Surrounds	80
Women	80
Federation Council	77
Howlong and Surrounds	76
40-64	76
Men	75
65+	74
State-wide	73 ⬇
Regional/Rural	73 ⬇
Mulwala and Surrounds	73
Urana and Surrounds	72

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

RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES
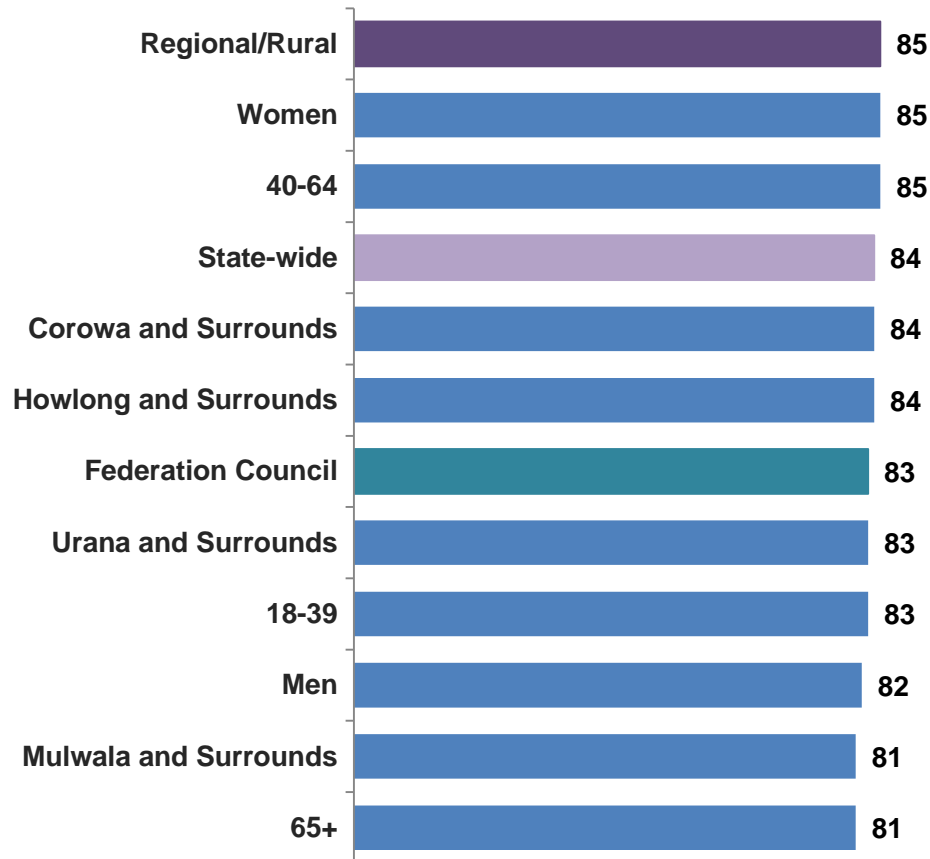
Recreational Facilities Performance

Category	Score
Howlong and Surrounds	72
65+	72 ↑
Urana and Surrounds	68
Men	68
Federation Council	66
State-wide	66
Mulwala and Surrounds	66
40-64	66
Regional/Rural	65
Corowa and Surrounds	64
Women	64
18-39	61

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

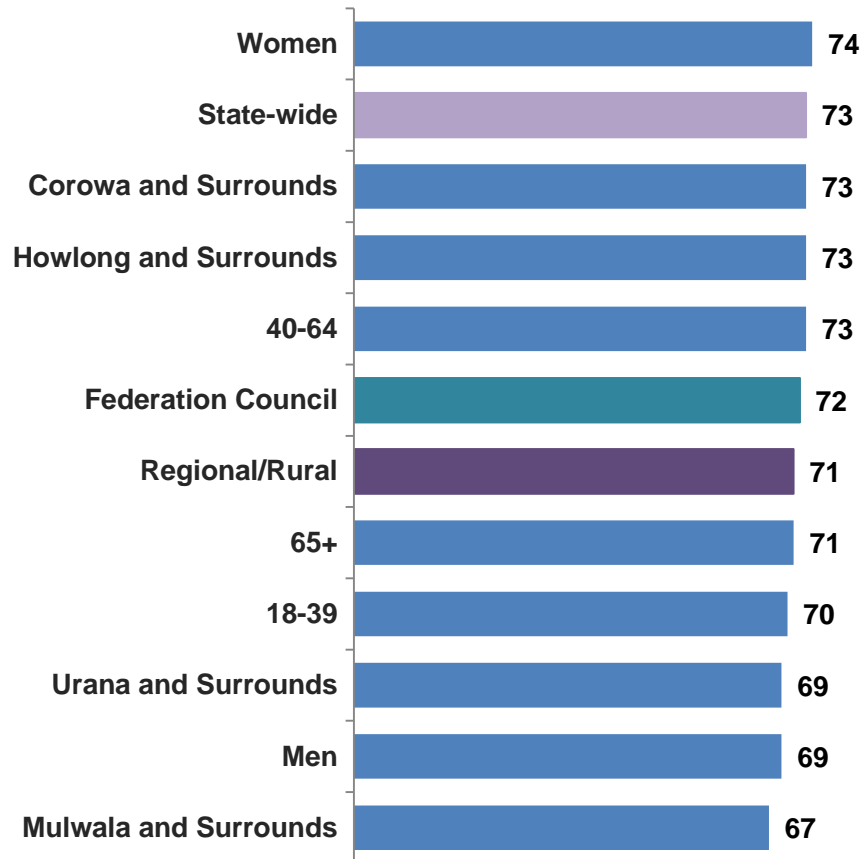### *Providing Value for Money for My Rates Importance*

Category	Score
Regional/Rural	85
Women	85
40-64	85
State-wide	84
Corowa and Surrounds	84
Howlong and Surrounds	84
Federation Council	83
Urana and Surrounds	83
18-39	83
Men	82
Mulwala and Surrounds	81
65+	81

Q2. Firstly, how important should 'providing value for money for my rates' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 20

JWS RESEARCH

PROVIDING VALUE FOR MONEY FOR MY RATES PERFORMANCE INDEX SCORES

Providing Value for Money for My Rates Performance

Howlong and Surrounds	61
65+	61 ⬆
Corowa and Surrounds	57
Women	57
Federation Council	56
Men	55
18-39	53
40-64	53
State-wide	51 ⬇
Mulwala and Surrounds	50
Urana and Surrounds	49
Regional/Rural	48 ⬇
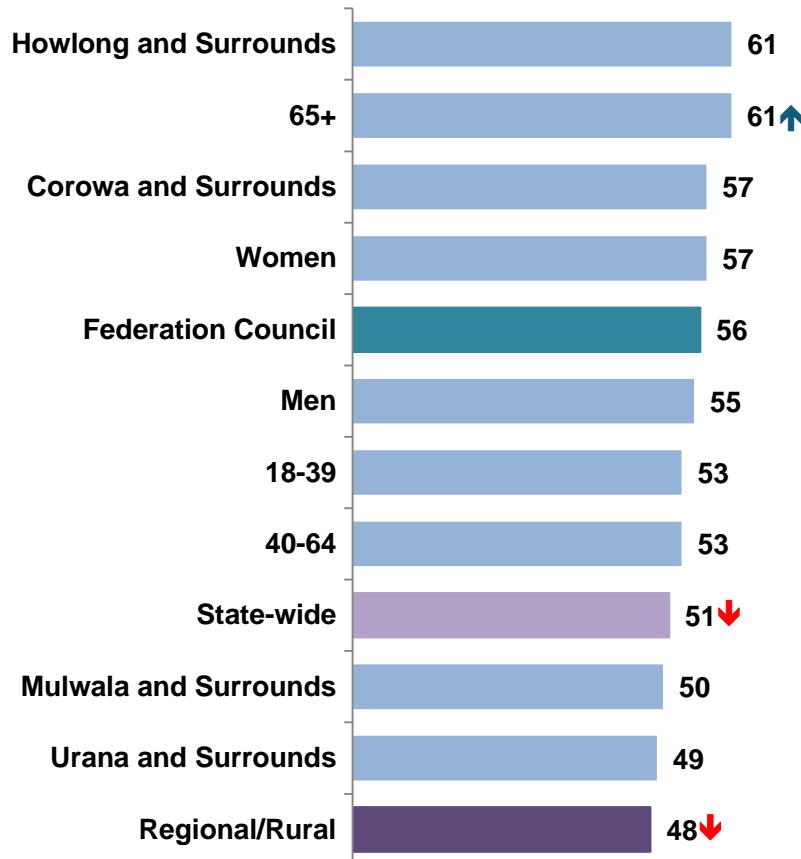
Q3. How has Council performed recently on 'providing value for money for my rates'?
Base: All respondents. Councils asked State-wide: 20

ENFORCEMENT OF LOCAL LAWS IMPORTANCE INDEX SCORES

Enforcement of Local Laws Importance

Category	Score
Women	74
State-wide	73
Corowa and Surrounds	73
Howlong and Surrounds	73
40-64	73
Federation Council	72
Regional/Rural	71
65+	71
18-39	70
Urana and Surrounds	69
Men	69
Mulwala and Surrounds	67

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

Category	Score
Mulwala and Surrounds	68
Women	66
Howlong and Surrounds	65
18-39	65
65+	65
Federation Council	63
Regional/Rural	63
State-wide	62
Corowa and Surrounds	62
Men	61
40-64	61
Urana and Surrounds	56
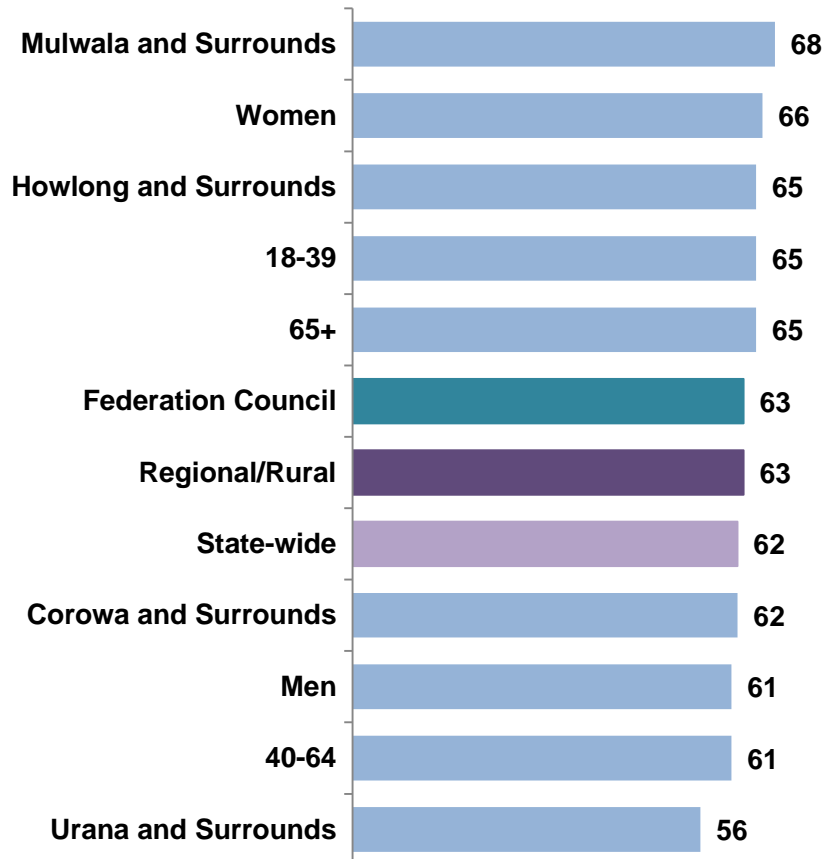
Q3. How has Council performed recently on 'enforcement of local laws'?
Base: All respondents. Councils asked State-wide: 7

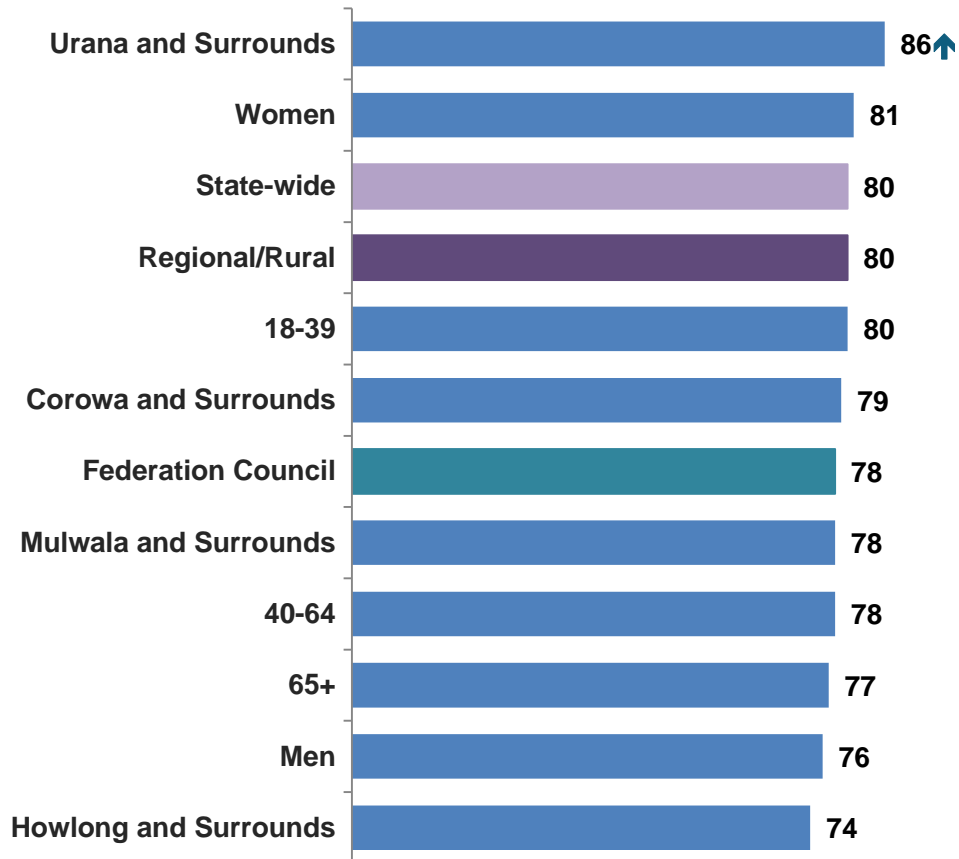# THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA IMPORTANCE INDEX SCORES

The Condition of Sealed Local Roads in Your Area Importance

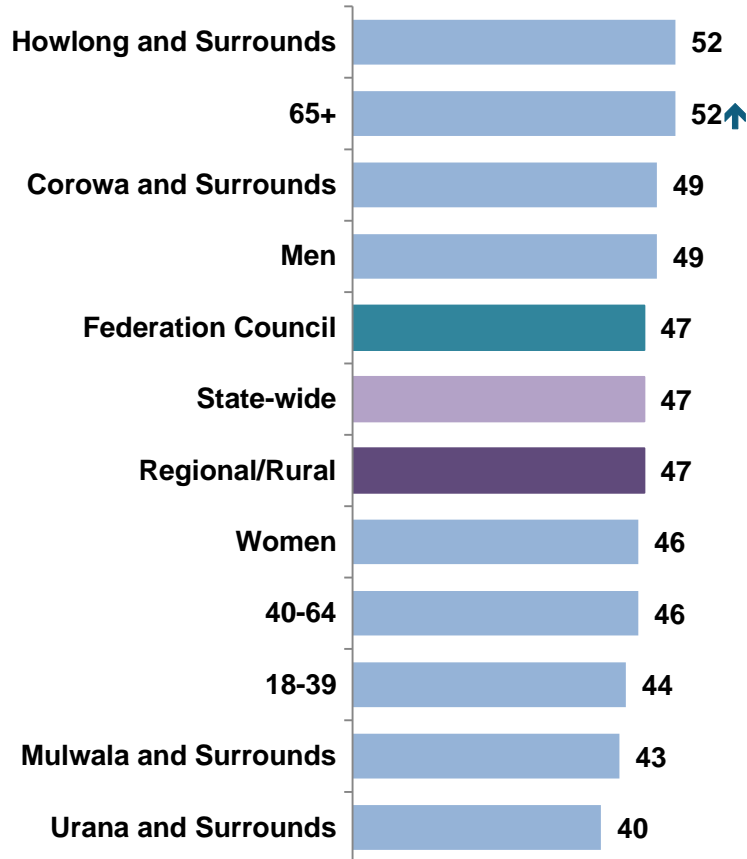| Category	Score
Urana and Surrounds	88 ↑
18-39	85
State-wide	83
Regional/Rural	83
Mulwala and Surrounds	83
Women	83
Federation Council	82
Corowa and Surrounds	81
Men	81
40-64	81
65+	81
Howlong and Surrounds	78
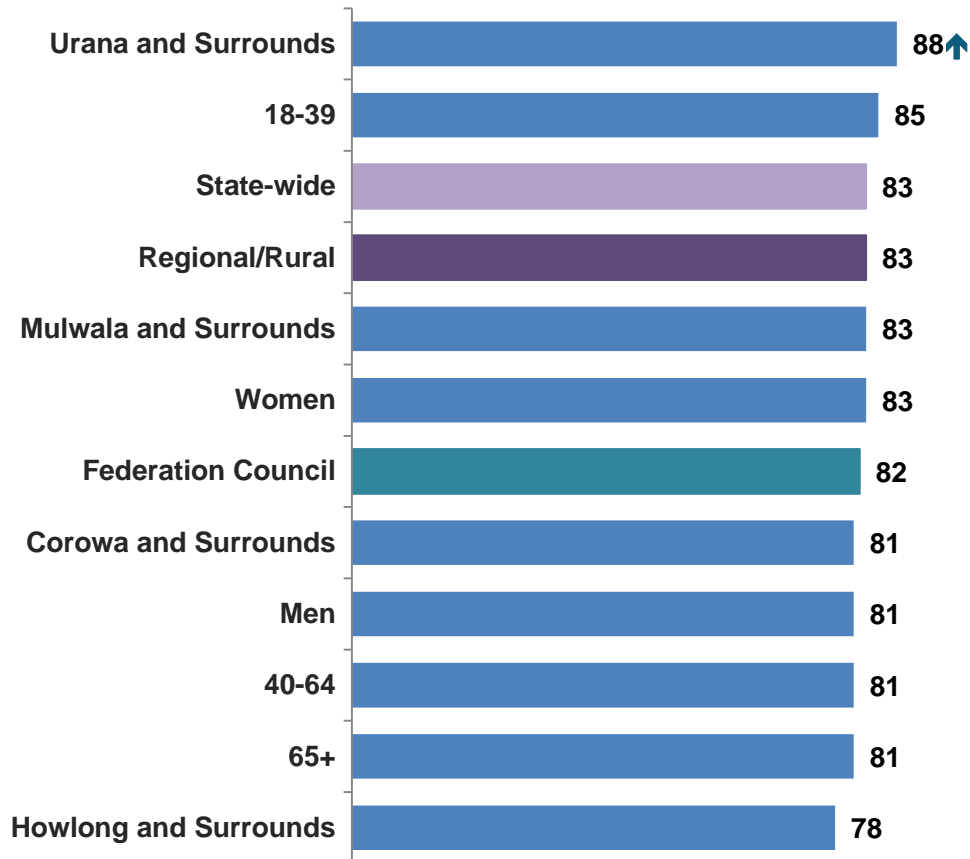
Q2. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 8

THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

The Condition of Sealed Local Roads in Your Area Performance

Category	Score
65+	61 ⬆
Howlong and Surrounds	59
Corowa and Surrounds	55
Federation Council	54
Men	54
Women	54
40-64	54
Regional/Rural	51
State-wide	49 ⬇
Urana and Surrounds	49
18-39	46
Mulwala and Surrounds	45 ⬇
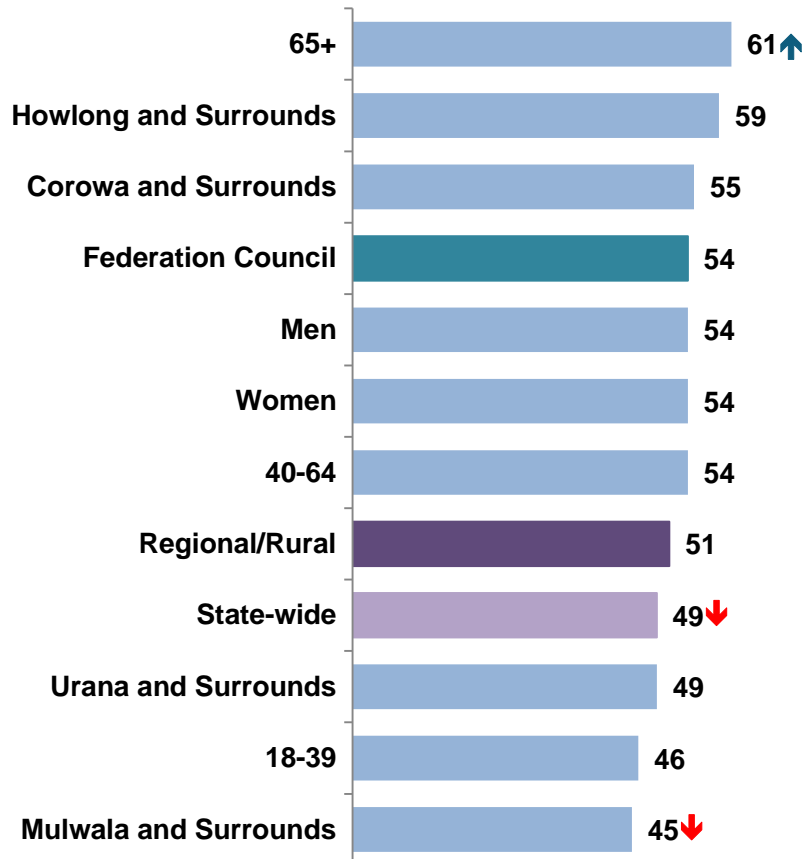
Q3. How has Council performed recently on 'the condition of sealed local roads in your area'?
Base: All respondents. Councils asked State-wide: 7

MAINTENANCE OF UNSEALED ROADS IN YOUR AREA IMPORTANCE INDEX SCORES

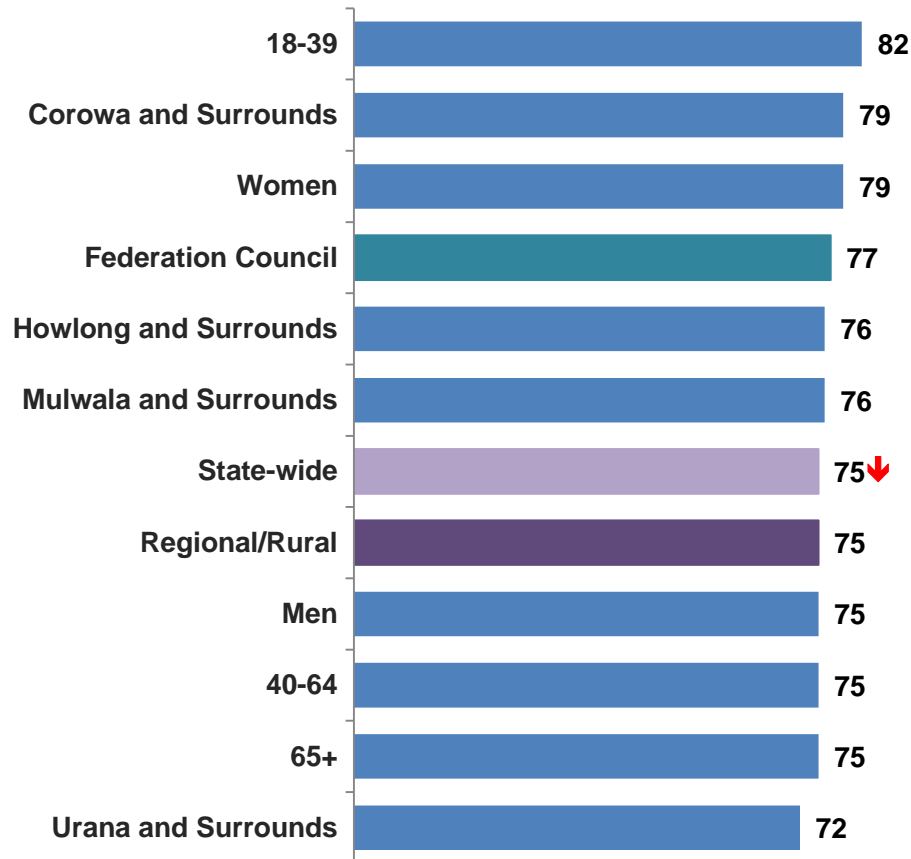**Maintenance of Unsealed Roads in Your Area Importance**

Category	Score
Urana and Surrounds	86 ↑
Women	81
State-wide	80
Regional/Rural	80
18-39	80
Corowa and Surrounds	79
Federation Council	78
Mulwala and Surrounds	78
40-64	78
65+	77
Men	76
Howlong and Surrounds	74

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

JWS RESEARCH

MAINTENANCE OF UNSEALED ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

Maintenance of Unsealed Roads in Your Area Performance

Area	Score
Howlong and Surrounds	52
65+	52 ↑
Corowa and Surrounds	49
Men	49
Federation Council	47
State-wide	47
Regional/Rural	47
Women	46
40-64	46
18-39	44
Mulwala and Surrounds	43
Urana and Surrounds	40

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

THE APPEARANCE OF PUBLIC AREAS IMPORTANCE INDEX SCORES

The Appearance of Public Areas Importance

Category	Score
18-39	82
Corowa and Surrounds	79
Women	79
Federation Council	77
Howlong and Surrounds	76
Mulwala and Surrounds	76
State-wide	75 ⬇
Regional/Rural	75
Men	75
40-64	75
65+	75
Urana and Surrounds	72

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

JWS RESEARCH

THE APPEARANCE OF PUBLIC AREAS PERFORMANCE INDEX SCORES

The Appearance of Public Areas Performance

Category	Score
Mulwala and Surrounds	78
Howlong and Surrounds	76
Men	76
65+	76
Federation Council	75
40-64	75
Urana and Surrounds	74
Corowa and Surrounds	73
Women	73
18-39	73
Regional/Rural	72 ⬇
State-wide	68 ⬇
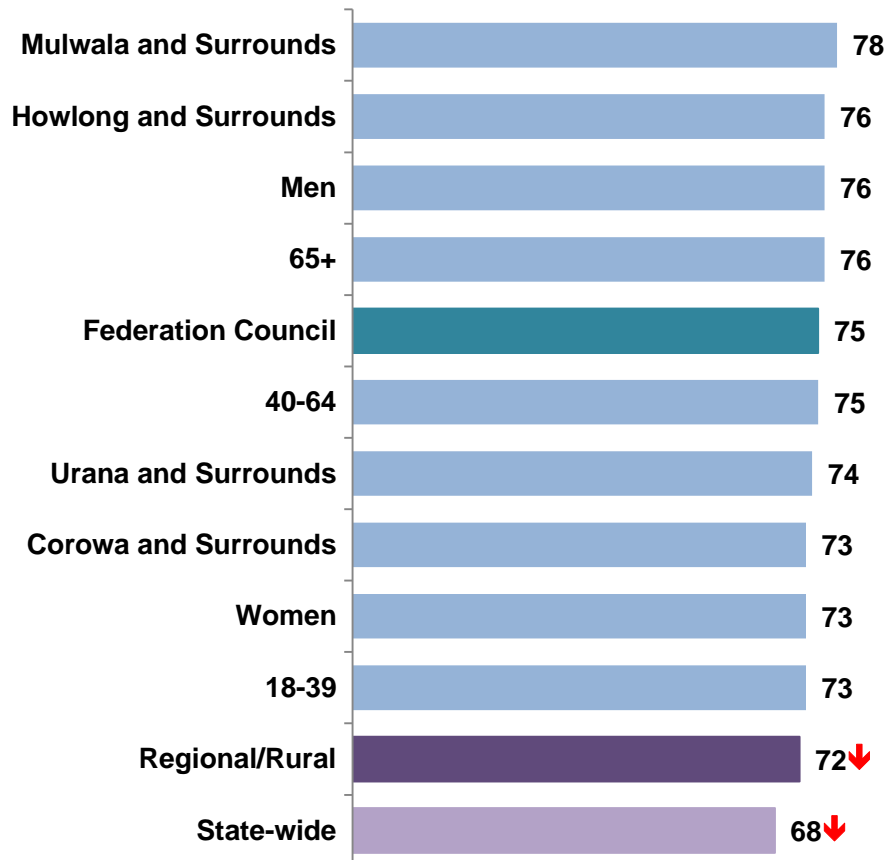
Q3. How has Council performed recently on 'the appearance of public areas'?
Base: All respondents. Councils asked State-wide: 7

JWS RESEARCH

ART CENTRES AND LIBRARIES IMPORTANCE INDEX SCORES

Art Centres and Libraries Importance

Women	66↑
State-wide	65↑
65+	65
Regional/Rural	64
Mulwala and Surrounds	64
Corowa and Surrounds	63
Federation Council	61
40-64	60
Howlong and Surrounds	57
18-39	57
Men	56↓
Urana and Surrounds	54
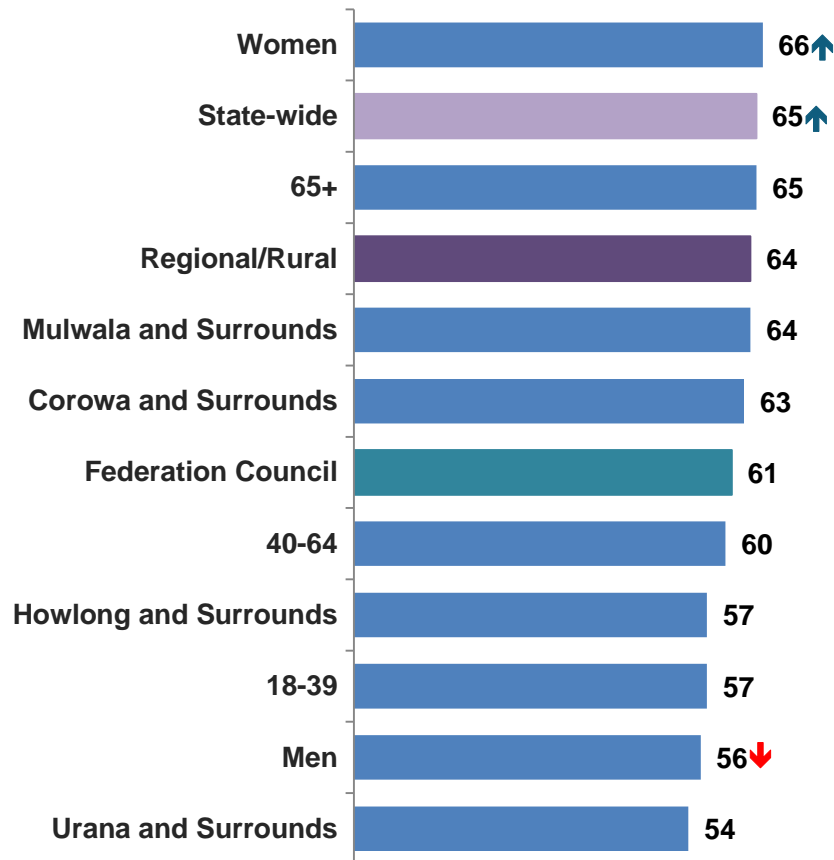
Q2. Firstly, how important should 'art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 6

JWS RESEARCH

ART CENTRES AND LIBRARIES PERFORMANCE INDEX SCORES

Art Centres and Libraries Performance

65+	75
Regional/Rural	74
Corowa and Surrounds	74
Women	74
Federation Council	71
40-64	71
State-wide	70
Howlong and Surrounds	69
Mulwala and Surrounds	68
Men	68
18-39	68
Urana and Surrounds	63 ↓
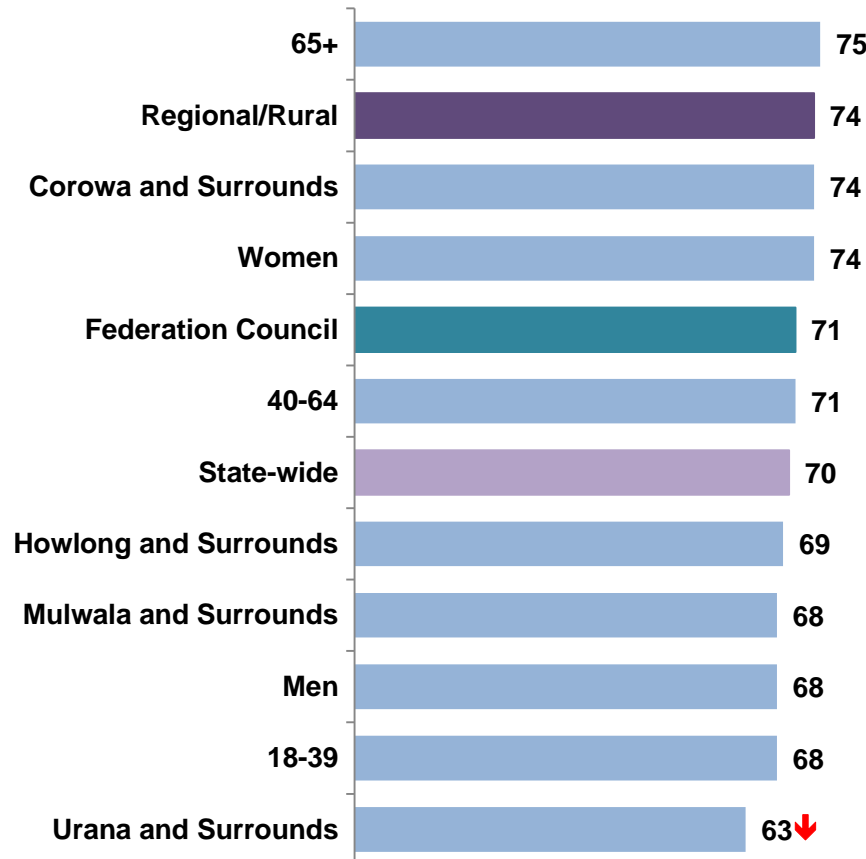
Q3. How has Council performed recently on 'art centres and libraries'?
Base: All respondents. Councils asked State-wide: 6

COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE INDEX SCORES

Community and Cultural Activities Importance

Category	Score
18-39	70
Urana and Surrounds	68
Women	68
Corowa and Surrounds	66
Federation Council	64
State-wide	64
Regional/Rural	63
40-64	63
Howlong and Surrounds	62
65+	62
Mulwala and Surrounds	61
Men	61
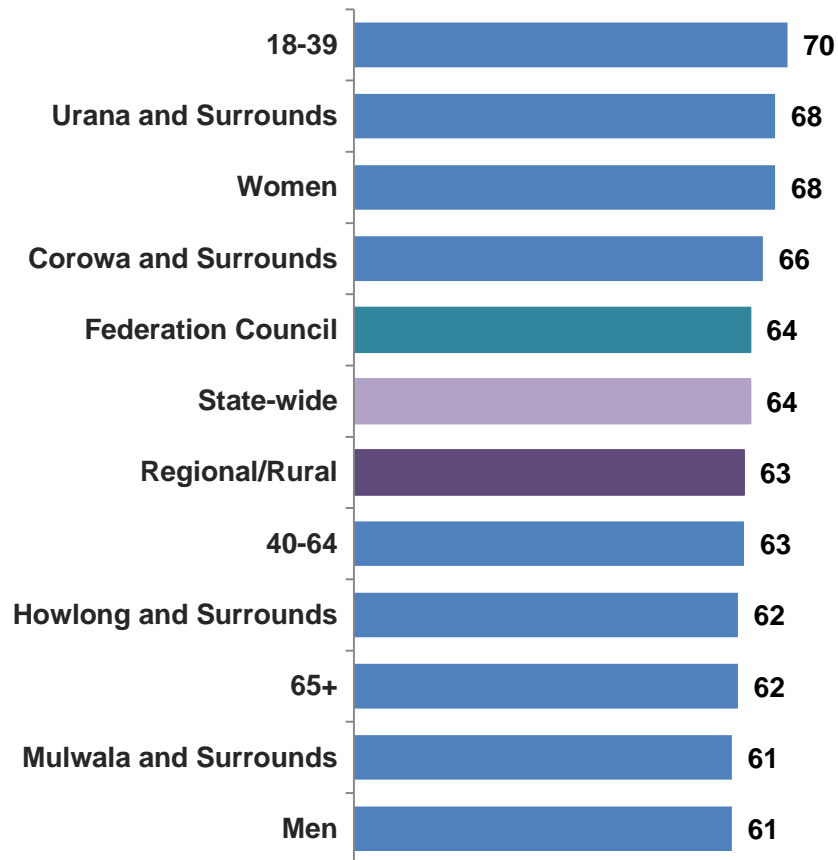
Q2. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 6

COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES

Community and Cultural Activities Performance

Category	Score
65+	65 ↑
Urana and Surrounds	64
State-wide	62
Regional/Rural	61
Corowa and Surrounds	61
Women	60
Federation Council	59
Men	58
Howlong and Surrounds	57
40-64	57
Mulwala and Surrounds	56
18-39	56
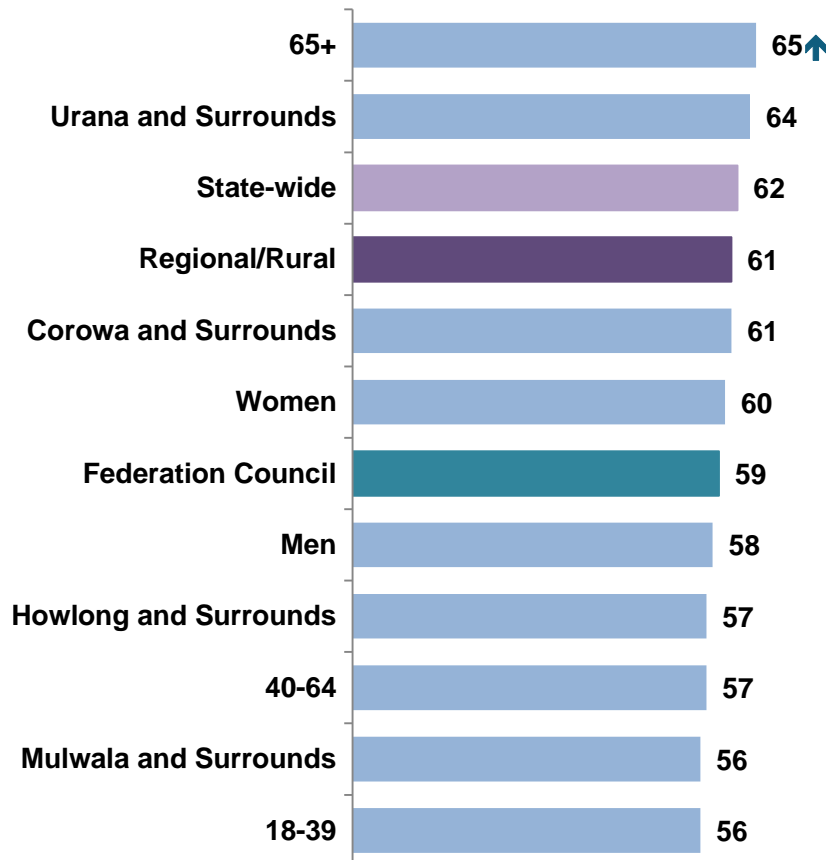
Q3. How has Council performed recently on 'community and cultural activities'?
Base: All respondents. Councils asked State-wide: 5

JWS RESEARCH

WASTE MANAGEMENT
IMPORTANCE INDEX SCORES

Waste Management Importance

	Score
Howlong and Surrounds	83
Corowa and Surrounds	82
Women	82
40-64	82
Federation Council	81
State-wide	80
18-39	80
65+	80
Men	79
Regional/Rural	78 ⬇
Mulwala and Surrounds	78
Urana and Surrounds	72 ⬇
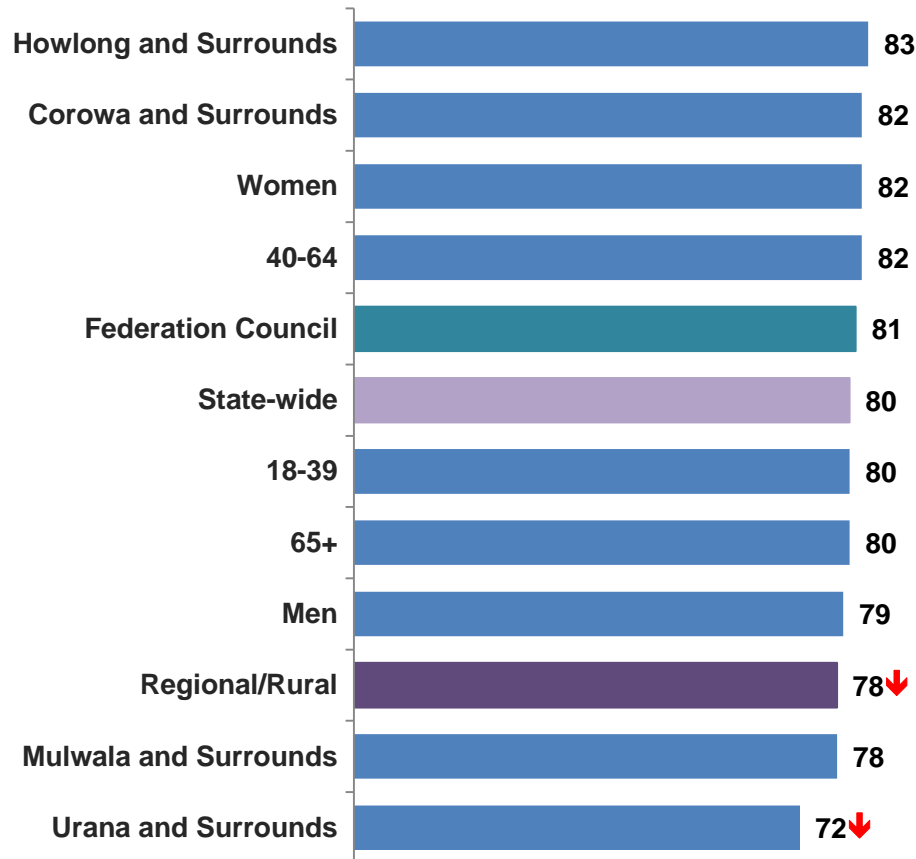
Q2. Firstly, how important should 'waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 13

JWS RESEARCH

WASTE MANAGEMENT
PERFORMANCE INDEX SCORES

Waste Management Performance

	Score
65+	78 ↑
Mulwala and Surrounds	72
State-wide	71
Corowa and Surrounds	71
Federation Council	70
Women	70
Regional/Rural	69
Howlong and Surrounds	69
Men	69
40-64	67
18-39	64
Urana and Surrounds	62 ↓
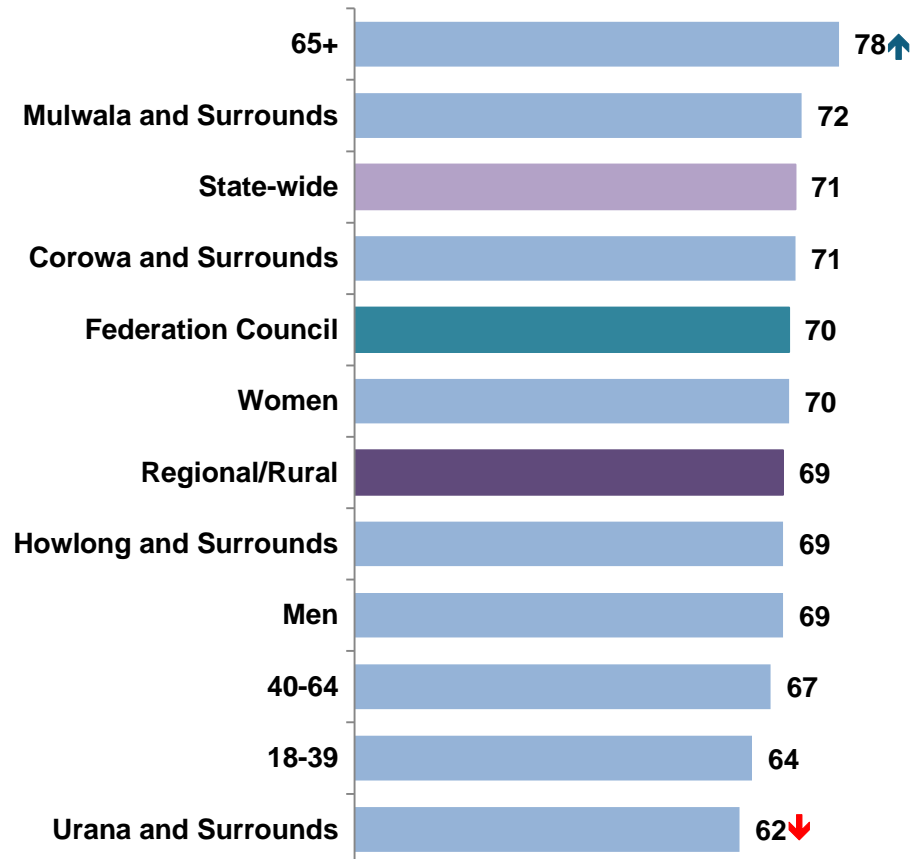
Q3. How has Council performed recently on 'waste management'?
Base: All respondents. Councils asked State-wide: 12

PLANNING AND BUILDING PERMITS IMPORTANCE INDEX SCORES

Planning and Building Permits Importance

Women	72
State-wide	70
Regional/Rural	70
Corowa and Surrounds	70
65+	70
Federation Council	68
Howlong and Surrounds	68
18-39	68
Mulwala and Surrounds	67
40-64	67
Men	65
Urana and Surrounds	61
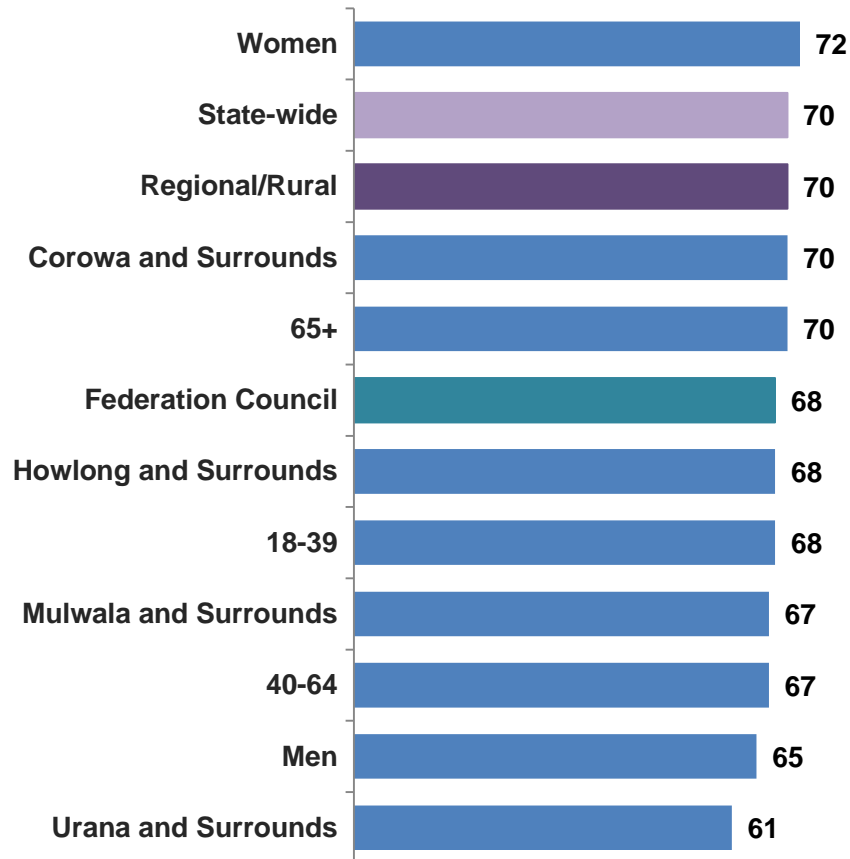
Q2. Firstly, how important should 'planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 7

JWS RESEARCH

PLANNING AND BUILDING PERMITS PERFORMANCE INDEX SCORES

Planning and Building Permits Performance

Mulwala and Surrounds	72 ↑
65+	66 ↑
Urana and Surrounds	63
Women	63
Federation Council	61
State-wide	59
Regional/Rural	59
Corowa and Surrounds	59
Men	59
18-39	59
40-64	58
Howlong and Surrounds	57
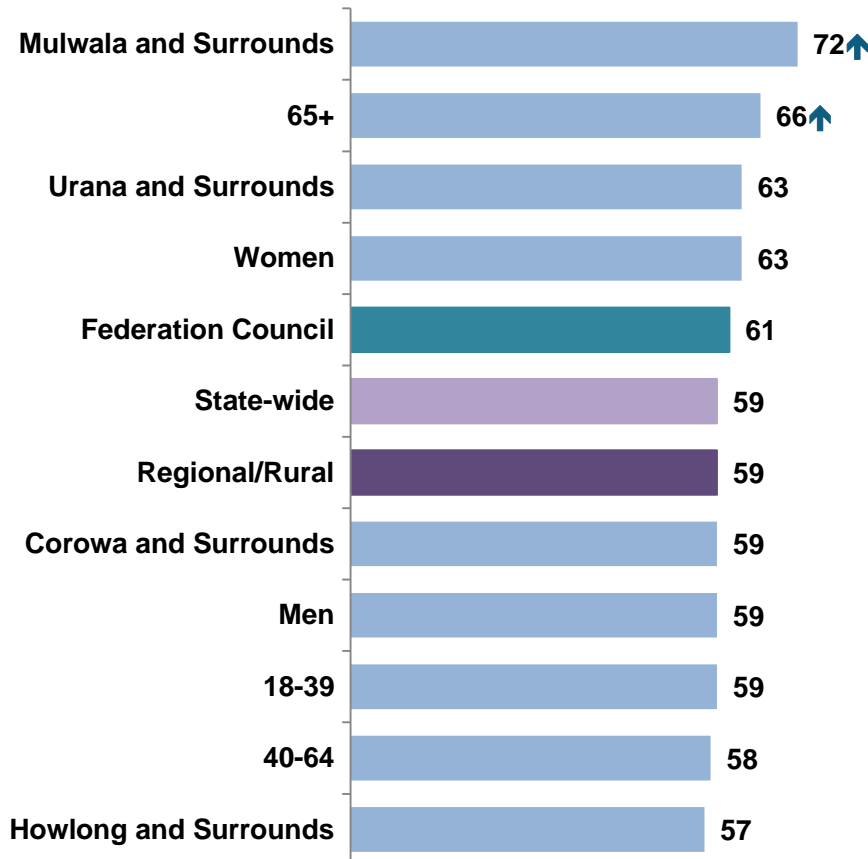
Q3. How has Council performed recently on 'planning and building permits'?
Base: All respondents. Councils asked State-wide: 6

BUSINESS DEVELOPMENT IMPORTANCE INDEX SCORES

Business Development Importance

Category	Score
Women	79
Corowa and Surrounds	78
18-39	77
40-64	77
Federation Council	76
Urana and Surrounds	76
Mulwala and Surrounds	74
Regional/Rural	73
Men	73
65+	73
State-wide	71 ⬇
Howlong and Surrounds	70 ⬇
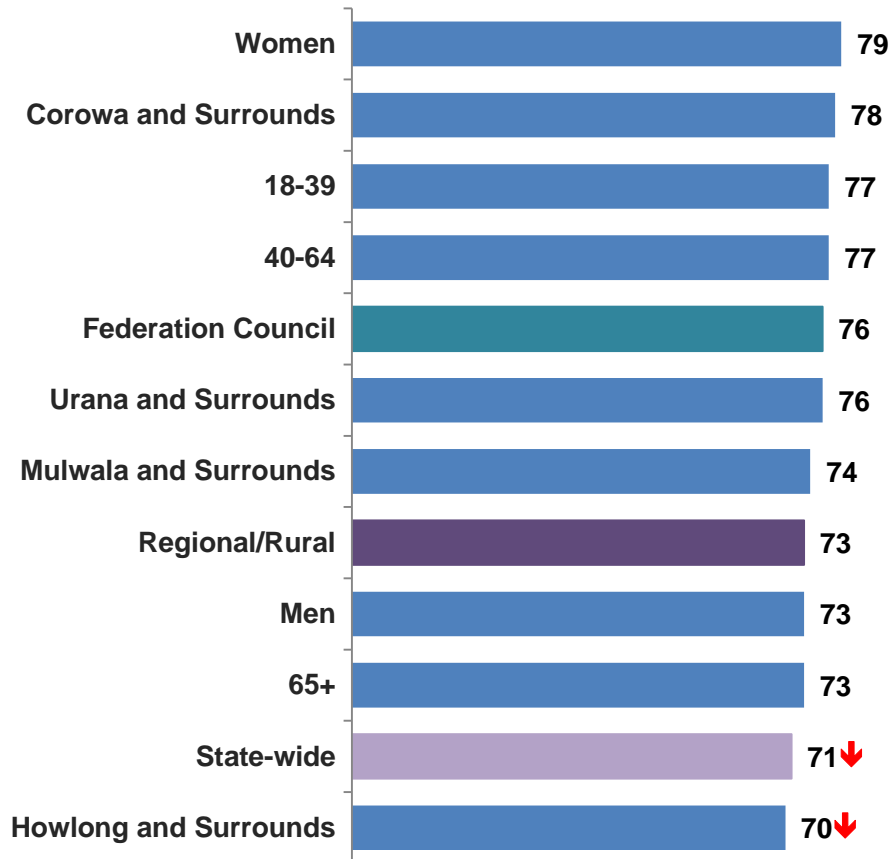
Q2. Firstly, how important should 'business development' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9
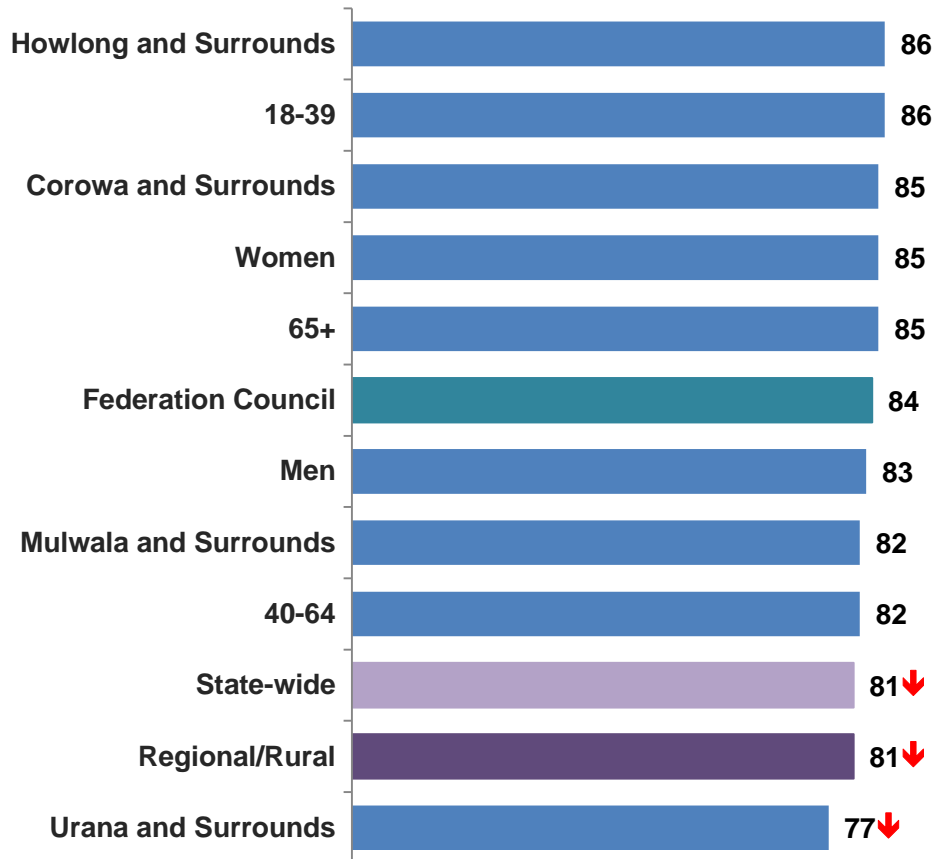
JWS RESEARCH

BUSINESS DEVELOPMENT PERFORMANCE INDEX SCORES

Business Development Performance

Category	Score
Mulwala and Surrounds	63 ↑
Howlong and Surrounds	58
65+	56
Women	55
Federation Council	53
State-wide	53
Regional/Rural	52
Men	52
18-39	52
40-64	52
Corowa and Surrounds	50
Urana and Surrounds	48
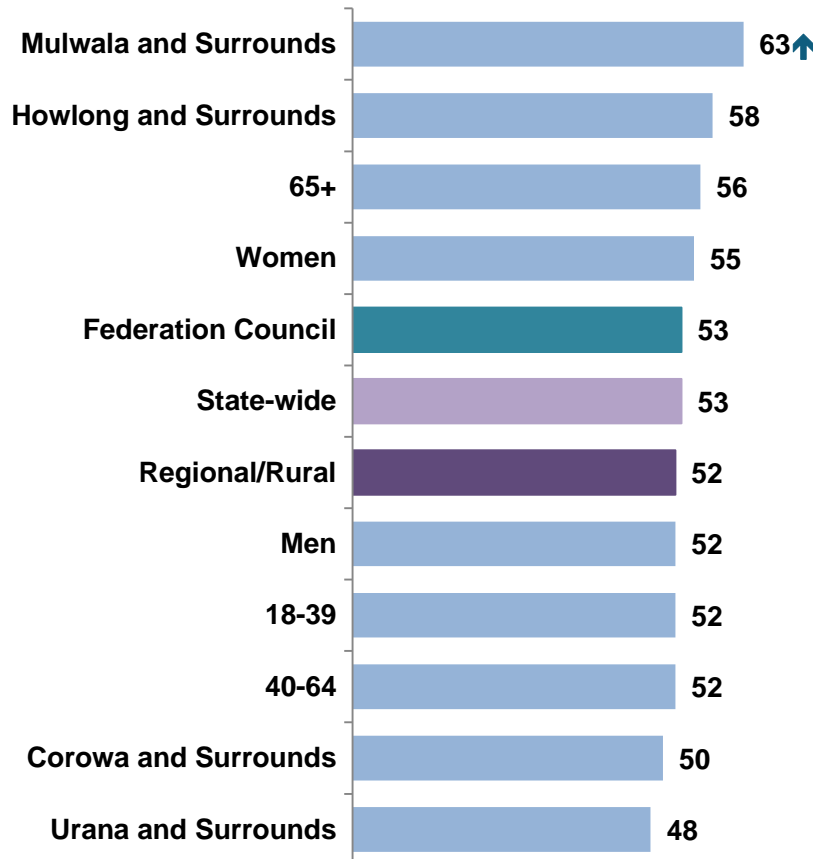
Q3. How has Council performed recently on 'business development'?
Base: All respondents. Councils asked State-wide: 8

TOURISM DEVELOPMENT IMPORTANCE INDEX SCORES

Tourism Development Importance

Corowa and Surrounds	79 ↑
Mulwala and Surrounds	78
Women	76
18-39	74
40-64	74
Federation Council	73
65+	73
Men	71
State-wide	68 ↓
Regional/Rural	68 ↓
Howlong and Surrounds	64 ↓
Urana and Surrounds	56 ↓
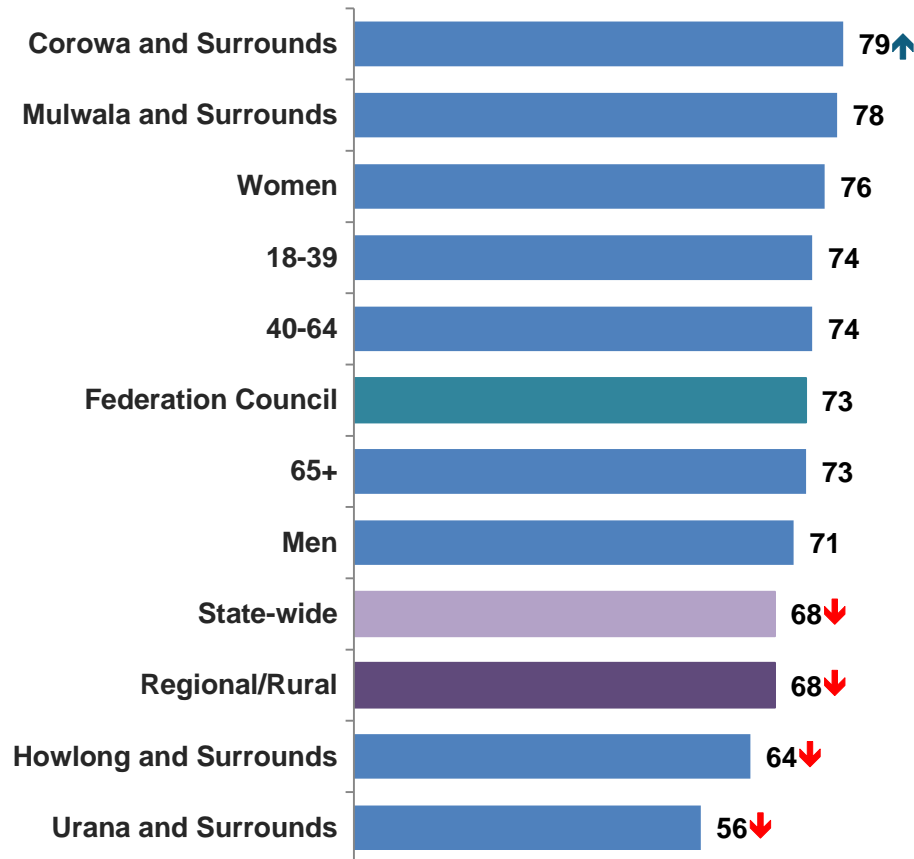
Q2. Firstly, how important should 'tourism development' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 6

TOURISM DEVELOPMENT PERFORMANCE INDEX SCORES

Tourism Development Performance

Category	Score
Mulwala and Surrounds	65 ↑
65+	59
State-wide	58
Regional/Rural	58
Urana and Surrounds	57
Men	56
Federation Council	55
Corowa and Surrounds	54
Women	54
18-39	54
40-64	53
Howlong and Surrounds	50
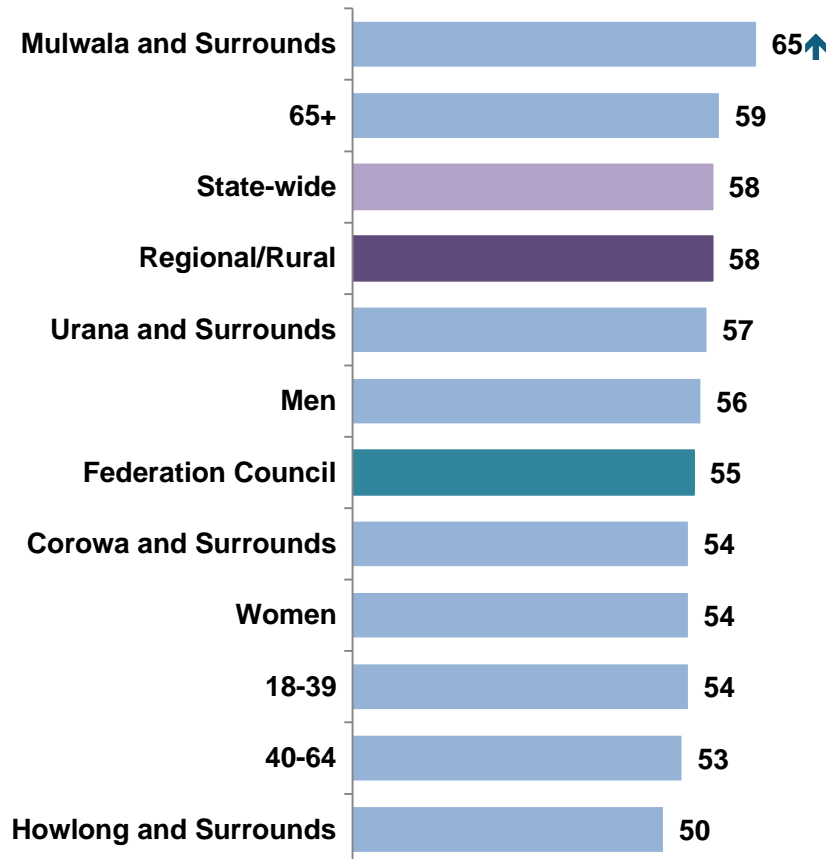
Q3. How has Council performed recently on 'tourism development'?
Base: All respondents. Councils asked State-wide: 5

WATER AND SEWERAGE SERVICES IMPORTANCE INDEX SCORES

Water and Sewerage Services Importance

	Score
Howlong and Surrounds	86
18-39	86
Corowa and Surrounds	85
Women	85
65+	85
Federation Council	84
Men	83
Mulwala and Surrounds	82
40-64	82
State-wide	81 ⬇
Regional/Rural	81 ⬇
Urana and Surrounds	77 ⬇

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

Howlong and Surrounds	78
65+	78 ⬆
Corowa and Surrounds	75
Men	75
Federation Council	74
Women	73
40-64	72
State-wide	71 ⬇
Regional/Rural	71 ⬇
18-39	71
Mulwala and Surrounds	70
Urana and Surrounds	68
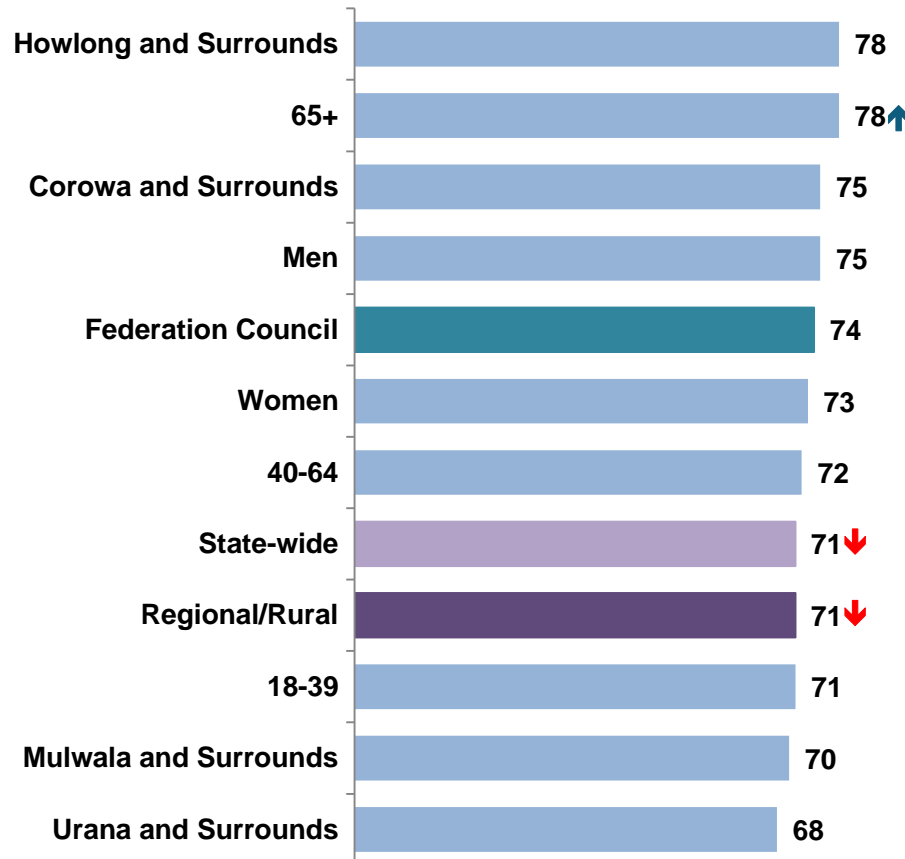
Q3. How has Council performed recently on 'water and sewerage services'?
Base: All respondents. Councils asked State-wide: 8

DETAILED DEMOGRAPHICS

GENDER AND AGE PROFILE

Gender

■ Men
■ Women

49% **51%**

Age

■ 18-39
■ 40-64
■ 65+

33% **26%**

41%
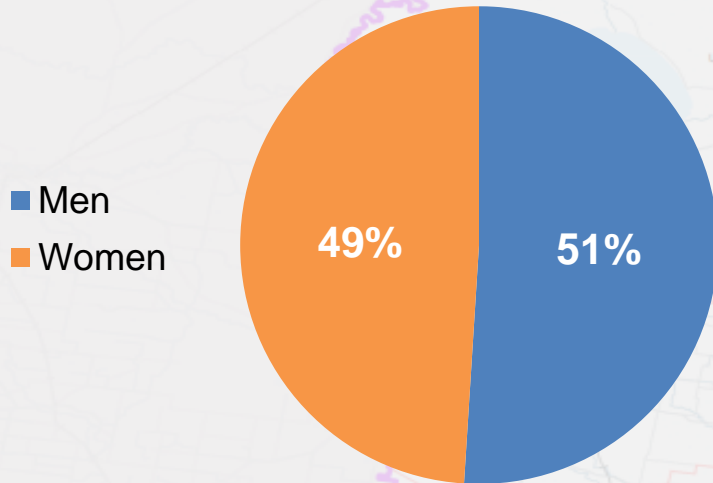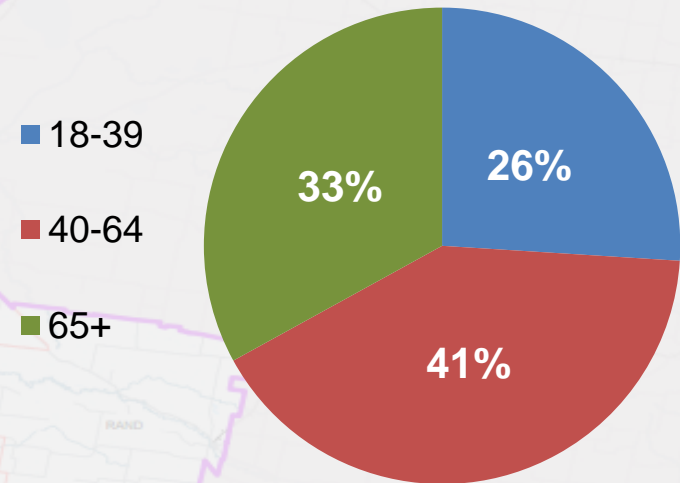
Percentages are weighted to latest available ABS census data.

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 20

90

APPENDIX A:
FURTHER PROJECT INFORMATION

APPENDIX A:
MARGINS OF ERROR

The sample size for the 2016 State-wide Local Government Community Satisfaction Survey for Federation 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 +/-4.8% 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 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 10,000 people aged 18 years or over for Federation Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Federation Council	400	400	+/-4.8
Men	164	202	+/-7.6
Women	236	198	+/-6.3
Urana and Surrounds	45	44	+/-14.7
Corowa and Surrounds	220	212	+/-6.5
Howlong and Surrounds	76	83	+/-11.3
Mulwala and Surrounds	59	62	+/-12.8
18-39 years	42	104	+/-15.3
40-64 years	180	165	+/-7.3
65+ years	178	132	+/-7.3

APPENDIX A:
ANALYSIS AND REPORTING

In 2016, 20 newly established Councils throughout NSW participated in this survey. Federation 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 Federation 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.

APPENDIX B:
DETAILED SURVEY TABULATIONS

AVAILABLE IN SUPPLIED EXCEL FILE

JWSRESEARCH