



Community Satisfaction Survey 2020

Research Report





Contents

Research Conducted	3
Summary of Survey Tool	4
Summary of Key Findings	5
About This report	7
Overall Key Metrics	10
Performance of Core Areas of Responsibility	15
Performance of Individual Areas of Responsibility	22
Improvements & Priorities	57
Demographics	61
APPENDIX: Survey Tool	64



Research Conducted



RESEARCH BACKGROUND

- Central Highlands Regional Council is the Local Government Authority west of Rockhampton in central Queensland. With a population size of around 30,000, the region is rich in minerals and agriculture.
- council has undertaken resident research in the past on a biennial basis.
- This research represents the seventh wave of Community Satisfaction research conducted
- The 2020 questionnaire was completely redeveloped following a Design Workshop held in February 2021.

OBJECTIVES:

- The primary objective of the research was to provide robust insight into the current performance of council in the areas of responsibility and determine what drives satisfaction with council.
- The specific objectives were to:
 - Determine community satisfaction across all key areas of council responsibility;
 - Identify drivers of satisfaction with council overall; and
 - Identify areas for improvement based on priority, in order to provide strategic direction to council on where improvements will yield greater outcomes on overall performance.

FIELDWORK

- This report is based on quantitative telephone research involving **n=402 randomly contacted residents** across the Central Highlands Local Government Area (LGA) over 18 years of age.
- The survey was conducted from Enhance Research's Brisbane-based call centre from 10 to 24 March 2021.
- The average interview length was 25 minutes.
- The overall response rate achieved was 49%.
- An online version of the survey was also available in two ways;
 - Residents who were contacted by phone but refused an interview were offered to be sent the online survey instead.
 - The online survey was hosted on the Central Highland's Regional council Your Say website for members of the public to complete.
- Only n=11 completed the online survey.
 - n=10 of these surveys came through the Your Say website, and n=1 from a telephone interview refuser who was sent the online link instead.



Summary of Survey Tool



INTRODUCTION

- The core principals underpinning the design of the new questionnaire:
 1. Inclusion of all key areas of responsibility that influence satisfaction with council
 2. Designed for advanced analysis (driver analysis) to show what is actually driving performance and therefore where to prioritise efforts
 3. Ability to benchmark performance and track results over time
 4. Longevity of the tool as core areas of council responsibility don't fundamentally shift over time
 5. Reduced length of survey in line with market and social research industry standards

- The full list of questions included are outlined in the Appendix.

BASIC OVERVIEW OF AREAS INCLUDED

- The questionnaire includes ratings for key metrics of performance with council
 - Overall performance (initial and final)
 - Advocacy
 - Value for money

- The core areas of responsibility included in the questionnaire:
 1. Major infrastructure
 2. Communication & information sharing
 3. Rubbish & recycling
 4. Water & wastewater
 5. Outdoor spaces & community buildings
 6. Customer service
 7. Councillors
 8. Community support & culture
 9. Compliance
 10. Economic growth & regional planning
 11. Disaster prevention & management
 12. Environmental management



Summary of Key Findings (1)



OVERALL PERFORMANCE OUTCOMES FOR COUNCIL

- The overall performance rating achieved by council is 6.4 out of 10. Six in ten (59%) respondents rate their performance as 7 or more out of 10, however only 10% rate council's performance as *excellent* (9 or 10).
- Likelihood to speak well of council is moderate at 6.3 out of 10. Overall, just over half (53%) of residents surveyed would be likely to some extent to speak well of council to others. One in five (21%) residents indicate they would be unlikely to speak favourably of council to others.
- Around 1 in 3 ratepayers (29%) are positive when it comes to value for money; that being what they pay for what they receive from council. However, under half (47%) of ratepayers rate value for money as *poor*.
- The main issues for those ratepayers with lower perceptions of value for money include:
 - The poor quality of the roads
 - The cost of water being too high
 - Poor rubbish collection
 - The lack of visibility of what their money is actually going towards

PERFORMANCE OF INDIVIDUAL AREAS

- Overall performance is highest in relation to *outdoor spaces and community buildings*, and *community support and culture* (both 7.1 out of 10).
- There is also relatively high satisfaction in relation to *customer service*, and *rubbish and recycling* (both 6.8 out of 10).
- The areas of lowest performance overall are in relation to *councillors* and *communication and information sharing* (both 5.7 out of 10).
- There is a high level of uncertainty around the area of *compliance* among residents, which may reflect the lack of personal relevance and knowledge in this space.

WHAT DRIVES OVERALL SATISFACTION

- The two areas that drive satisfaction with council the most are both areas that represent a two-way interaction and contact between council and residents:
 - *Customer Service*
 - *Communication and Information Sharing*
- Other moderate drivers of satisfaction include *councillors* and *outdoor spaces and community buildings*.
- Lower drivers of satisfaction include *rubbish and recycling*, and also areas relating to growth and development (*economic growth and regional planning*, and *major infrastructure*).



Summary of Key Findings (2)



WHAT DRIVES OVERALL SATISFACTION (cont'd)

- Several areas of responsibility were not significant drivers of satisfaction with council at all, including:
 - Water and wastewater*
 - Community support and culture*
 - Compliance*
 - Disaster prevention and management*
 - Environmental management*

PRIORITISING AREAS FOR IMPROVEMENT

- Among the overall areas that drive satisfaction with council, the two largest drivers of satisfaction are also areas for continued focus due to their relatively lower performance compared to other areas of council responsibility. This is particularly the case in relation to *communication and information sharing* due to its lower performance of the two areas.
 - Changes in performance of these areas, either positive or negative, will have the greatest impact on council's overall performance rating accordingly.
- Councillors* are also a key priority area due to the category's proximity to the Concentrate quadrant of the map. Although currently sitting within the Review quadrant, councillors are still of higher relative importance in driving satisfaction, and performance is relatively lower.
- Secondary priorities to improve overall performance include:
 - Rubbish and recycling*
 - Economic growth and regional planning*
 - Major infrastructure*

DO RESULTS DIFFER AMONG RESIDENTS?

- All results have been analysed by different sub-groups of residents (e.g. gender, age, locality, connected to water (as a proxy for rural properties), whether they have contacted council in last 12 months, ratepayer status). The purpose is to understand if any of these factors influence results or if there are patterns in findings for certain types of residents.
- Overall, there are minimal differences in performance results by these groups. This shows that the views of council performance are quite consistent regardless of sub-group.
- Where results are different, the locality of residence is the most common point of difference (and often correlated with connected to water). This was previously observed in past waves of research also, with core differences noted among residents in Emerald and Blackwater compared to Springsure and Capella residents.
 - The primary differences noted shows lower satisfaction among Springsure and Capella residents particularly in relation to key areas of *rubbish & recycling, major infrastructure, and environmental management*.
 - Positively, Springsure residents are more satisfied in relation to *councillors* than other regions.





About This Report

Report Interpretation

RESEARCH BACKGROUND

- ✦ This report represents the seventh wave of the Central Highland Regional council's Community Satisfaction Survey. It is the second wave undertaken by Enhance Research, with prior waves conducted by Central Queensland University (CQU).

REPORT INTERPRETATION

- ✦ The base note included below each table and chart throughout the report represents the sample size, which indicates the number of participants who answered the relevant question.
- ✦ Where questions do not sum to 100%, this is due either to rounding or a multiple response question.

DATA INCLUDED FOR ANALYSIS

- ✦ Although a dual approach of telephone and online was available, the primary methodology was telephone as it represents a random invitation to complete the survey, versus the online which was completed by those who self-selected to complete.
- ✦ In order to report results accurately, only the n=402 surveys from the telephone surveys have been used. The other data captured in the online survey have been made available to the project team in Central Highlands Regional Council.

SIGNIFICANT DIFFERENCES BY SEGMENTS OF INTEREST

- ✦ All results have been tested by various segments to identify any significant differences:
 - Only where significant differences are evident across segments of interest have they been shown in the report
 - A statistically significant difference simply indicates that the difference is a 'real' difference and not due to sampling error
 - While some significant differences may seem inconsistent between segments, this is due to varying sample sizes between segments from which the differences are calculated.
- ✦ Examples of how significant differences have been highlighted is as follows:
 - In this example, residents in Emerald are significantly more satisfied with Health Services than Blackwater residents.

	Locality	
	Emerald	Blackwater
Satisfaction with Health Services	6.4	5.7



About This Report

Weighted Data



INTRODUCTION

- The results presented are based on data that has been post-weighted.

WHAT IS POST-WEIGHTING?

- Post-weighting is a common practice in research, particularly in large-scale quantitative population surveys. The majority of population surveys conducted by Enhance Research for other councils and the Queensland Government are post-weighted.
- Post-weighting simply means that the data is adjusted during analysis to accurately reflect the population of interest. In this case, the demographic profile (age and gender) of the Central Highlands Local Government Area (LGA).
- Post-weighting ensures that the results are representative, and that various segments within the population are not over or under-represented.
 - It is common in research, even in random telephone surveying for there to be skews in who responds.
 - For example, young males are traditionally under-represented as they are less likely to participate, whereas older females (and females in general) tend to be over-represented.
- Enhance Research used the most accurate population information from the Australian Bureau of Statistics Census Data for the Central Highlands Local Government Area (LGA) as the basis for the post-weighting (age groups by gender).

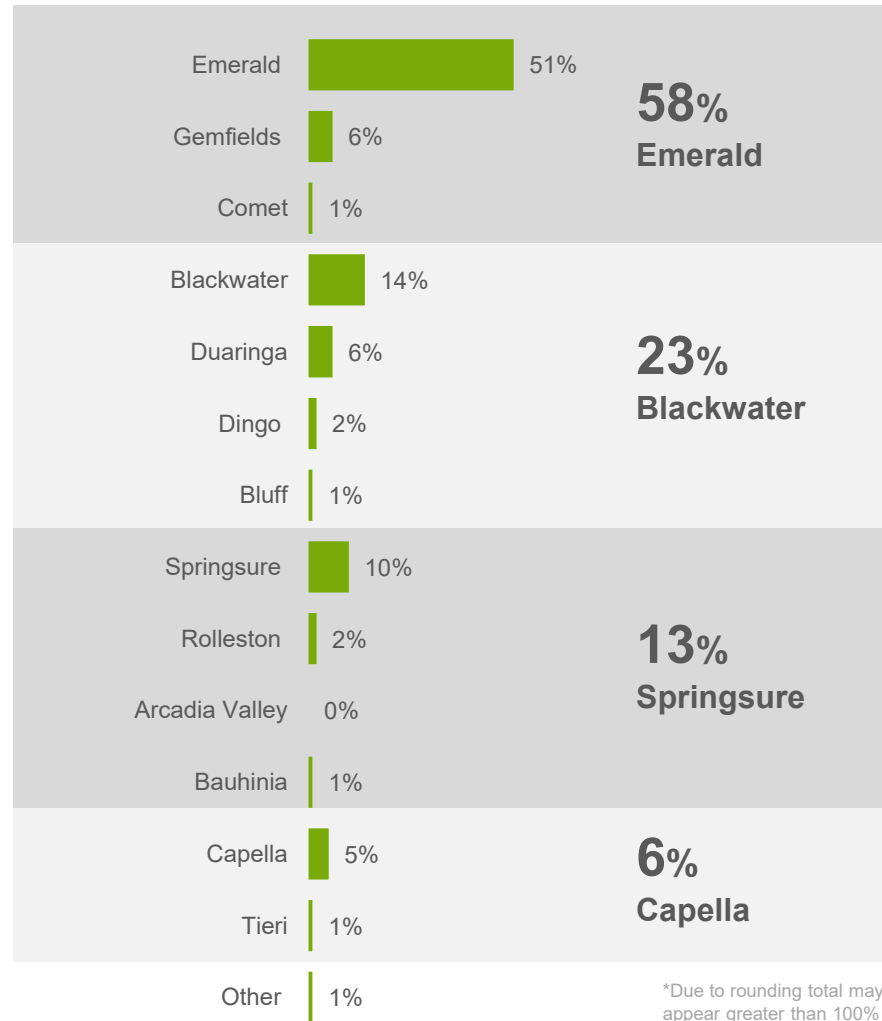


About This Report

Locality Grouping

For this report, localities in the Central Highlands Regional Council region have been grouped into four broad localities, which have been categorised as:

- Emerald
- Blackwater
- Springsure
- Capella



*Due to rounding total may appear greater than 100%

Base: All respondents (n=402)
S4. What is the name of the town or nearest community centre?

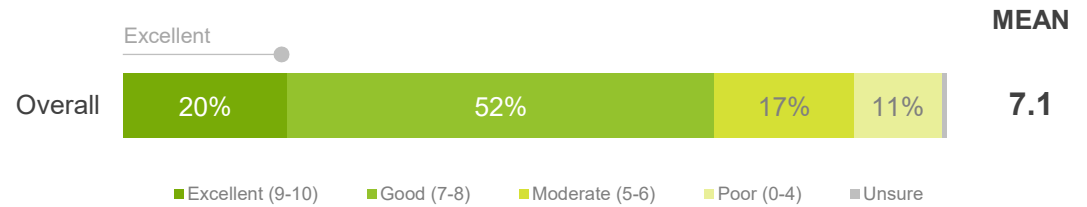


OVERALL KEY METRICS

Experience of living in Central Highlands



Overall, the average rating given by residents about their experience of living in the Central Highlands is 7.1 out of 10. Most residents are positive about their experience, with 3 in 4 (72%) rating their experience as *good to excellent*.



Base: All respondents (n=402)
A1. How would you rate your overall experience living in the Central Highlands region?

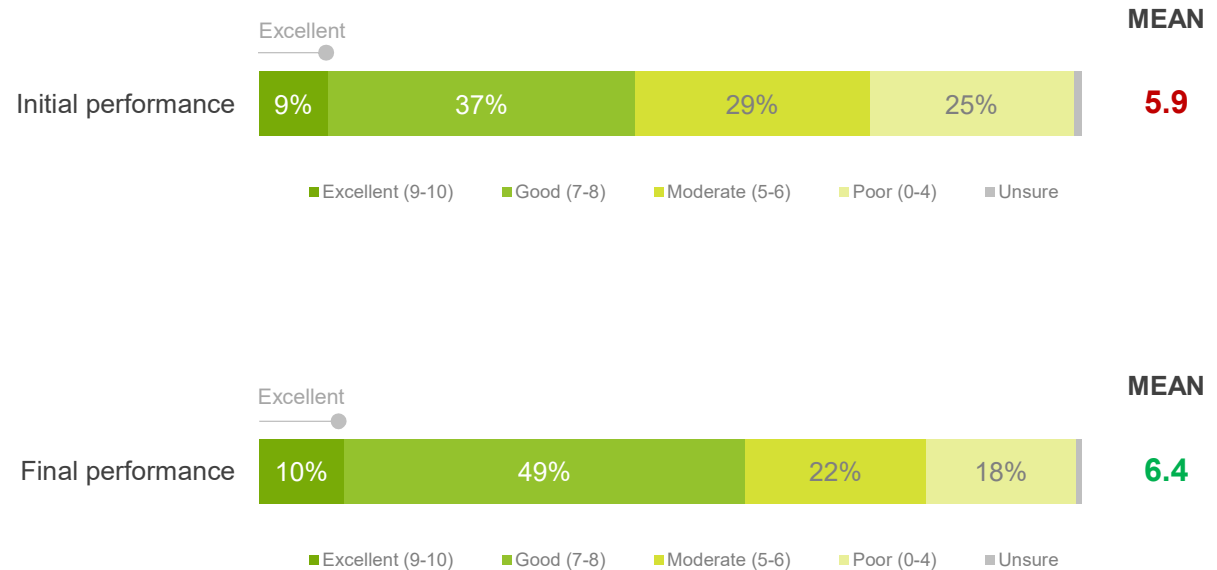
Overall Performance



Residents rated the performance of council twice during the survey; an initial rating to gauge an unbiased response, and a final rating following all questions asked about specific areas of council responsibility.

The initial result is an average performance rating of 5.9 out of 10.

The final performance rating was significantly higher at 6.4 out of 10. In looking between the two ratings, the greatest shift was in those rating council as only *moderate* or *poor*, to subsequently rating council as *good*. There was not a change the proportion of residents who rated council as *excellent*.



Figures in **GREEN** are significantly greater than figures in **RED**

Base: All respondents (n=402)

B0. Firstly, how would you rate council's performance overall when it comes to delivering what you feel it is responsible for to the community?

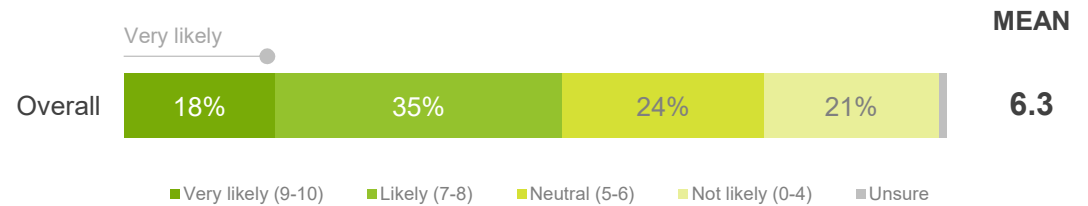


Advocacy



Likelihood to speak well of council is moderate at 6.3 out of 10. Overall, half (53%) of residents are likely to speak favourably of Central Highlands Regional Council

Ratepayers are less likely to speak favourably of council.



Ratepayer	
Yes	No
6.1	6.9

Advocacy

Figures in **GREEN** are significantly greater than figures in **RED**

Base: All respondents (n=402, Ratepayer n=310, Non-ratepayer n=92)
 C2. How likely would you be to speak favourably of Central Highlands Regional Council to others?



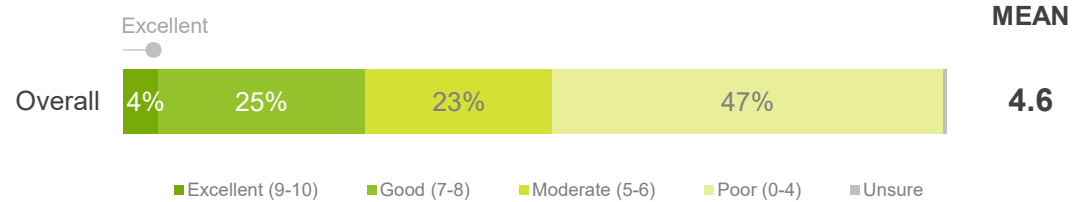
Value for Money

Ratepayers



Half (47%) of ratepayers rate value for money as poor. Only a third (29%) are positive when it comes to value for money; that being what they pay for what they receive from council.

Older ratepayers over the age of 55 years rate value for money significantly higher than younger ratepayers.



The main issues for those ratepayers with lower perceptions of value for money include:

- The poor quality of the roads
- The cost of water being too high
- The lack of visibility of what their money is actually going towards

Value for money	Age		
	Under 35*	35 to 54	55+
	4.2	4.2	5.1

Figures in **GREEN** are significantly greater than figures in **RED**

Base: Rate payers (n=310, Under 35 n=24*, 35 to 54 n=112, 55+ n=174) *Caution small sample size
 C3. As a ratepayer, how would you rate council in terms of providing value for money based on what you pay for what you receive?





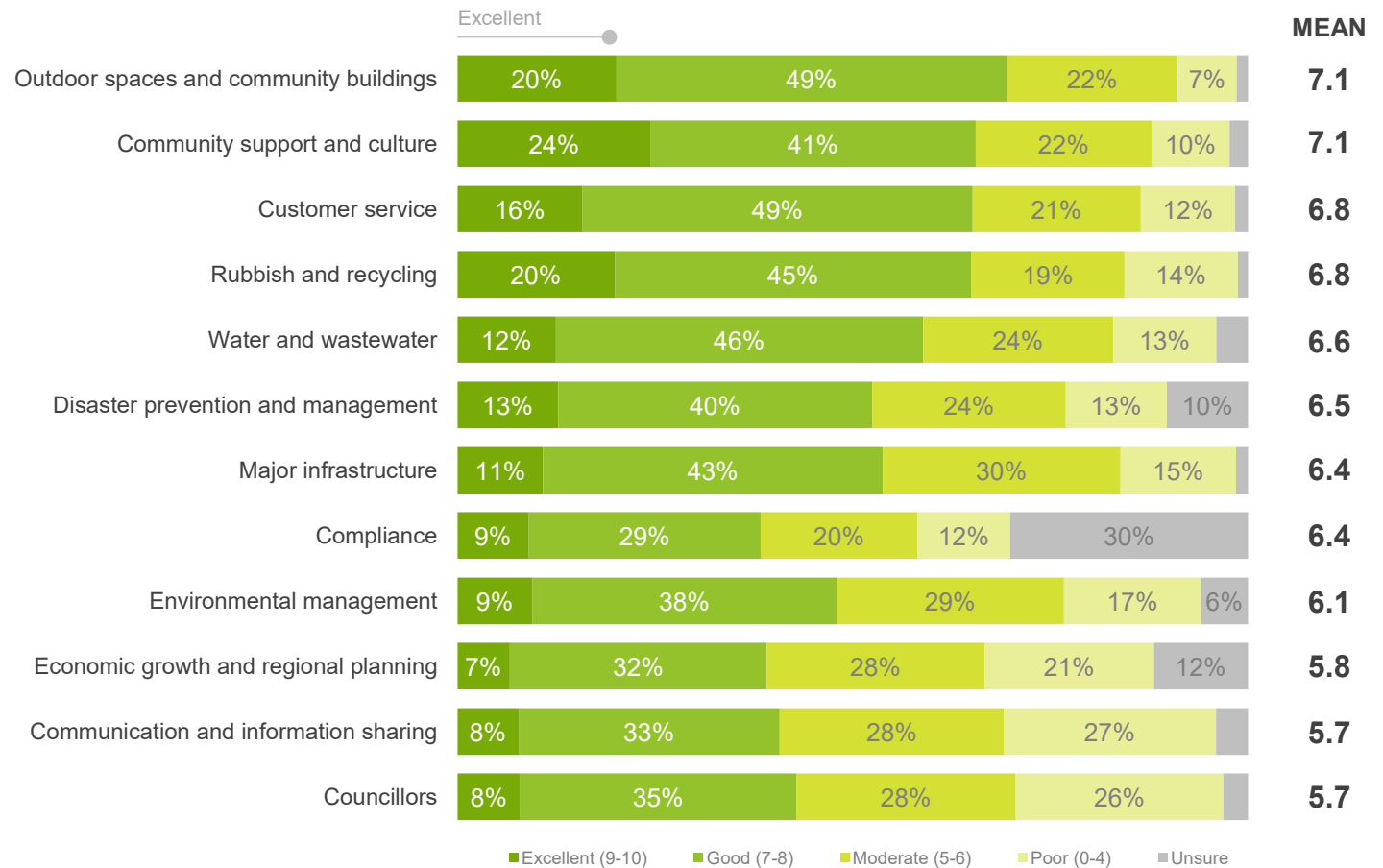
PERFORMANCE OF CORE AREAS OF RESPONSIBILITY



Summary of Overall Satisfaction with Core Areas of Responsibility



Overall performance is highest for *outdoor spaces and community buildings*, and *community support and culture* (both 7.1 out of 10). The areas performing the lowest include *councillors* and *communication and information sharing* (both 5.7 out of 10). There is a high level of uncertainty around the area of compliance among residents, which may reflect the lack of personal relevance and knowledge in this space.



Base: All respondents (n=402)



Summary of Overall Satisfaction with Core Areas of Responsibility

Key differences between resident types was primarily confined to four key areas outlined below.

Residents in Springsure and Capella rated the areas of rubbish and recycling and major infrastructure significantly lower. Residents connected to council's piped water supply rated water and wastewater significantly higher than those who are not connected.

	Locality				Age			Connected to water	
	Emerald	Blackwater	Springsure	Capella*	Under 35	35 to 54	55+	Yes	No
Rubbish and recycling	7.0	7.2	5.6	4.1	No differences noted			7.1	5.6
Water and wastewater	No differences noted				6.8	6.2	6.9	6.9	5.8
Major infrastructure	6.7	6.2	6.0	5.7	6.8	6.1	6.4	No differences noted	
Environmental management	6.4	6.1	5.7	4.7	6.7	5.9	5.8	6.3	5.6

Figures in GREEN are significantly greater than figures in RED

Base: All respondents (n=402, Emerald n=234, Blackwater n=83, Springsure n=63, Capella n=22*, Under 35 n=51, 35 to 54 n=148, 55+ n=202, Connected n=295, Not connected n=107). *Caution small sample size



What is driver analysis?



Driver analysis (also known as regression analysis) is a statistical method used for the estimation of relationships between a dependent variable (overall satisfaction with Central Highlands Regional Council) and one or more independent variables (overall satisfaction with each individual area e.g. water & wastewater, rubbish & recycling). It is used to assess the strength of the relationship between variables to understand how much impact each area has on the dependent variable, overall satisfaction in this case.

This technique is used in market and social research rather than simply asking respondents how important things are to them which tends to result in everything being important, which isn't a true reflection of reality.

Driver analysis looks at how much variation there is in ratings for an independent variable and how much the dependent variable shifts as a result of this variation.

For this project, driver analysis has been undertaken at two levels:

1. Overall Satisfaction with Central Highlands Regional Council, and how the overall performance rating of each of the 12 areas drive this
2. Overall Satisfaction with each area (e.g. waste & recycling) and how the sub-attributes rated within this area drive the overall rating

FOR EXAMPLE

If water & wastewater were to **vary greatly**



+

but Overall Satisfaction **did not**



=

This would highlight that water & wastewater was having a **lesser impact** on Overall Satisfaction

If water & wastewater were to **vary greatly**



+

and Overall Satisfaction **does**



=

This would highlight that water & wastewater was having a **greater impact** on Overall Satisfaction



Drivers of Satisfaction with council



The two areas of high importance which thus drive satisfaction with council the most are both areas that represent a two-way interaction and contact between council and residents:

- Customer Service
- Communication and Information Sharing

Other moderate drivers of satisfaction include councillors and outdoor spaces and community buildings.

Lower drivers of satisfaction include rubbish and recycling, and also areas relating to growth and development (economic growth and regional planning, and major infrastructure).

Several areas of responsibility were not significant drivers of satisfaction with council at all, including:

- Water and wastewater
- Community support and culture
- Compliance
- Disaster prevention and management
- Environmental management

Detailed results in the next section of the report (Satisfaction with Individual Areas) follow the importance order shown opposite.

	PERFORMANCE	IMPORTANCE	
Customer service	6.8	22%	High Importance
Communication and information sharing	5.7	20%	
Councillors	5.7	17%	
Outdoor spaces and community buildings	7.1	16%	
Rubbish and recycling	6.8	10%	
Economic growth and regional planning	5.8	8%	
Major infrastructure	6.4	7%	
Water and wastewater	6.6	NS	
Community support and culture	7.1	NS	
Compliance	6.4	NS	
Disaster prevention and management	6.5	NS	
Environmental management	6.1	NS	

Model Fit 80%



Prioritising Improvement

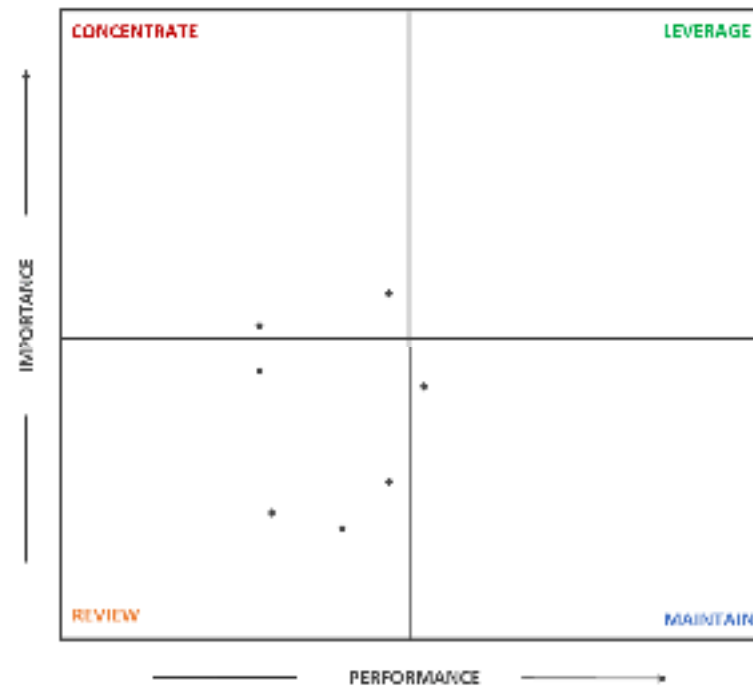


PIP MAP EXPLANATION

The importance-performance matrix (PIP map) is an approach to prioritise which aspects of performance should be the focus for improvement. It is based on the idea that there are two major influences in determining improvement priorities:

- The requirements of the area to customers (importance)
- The performance of the area against expectations (performance)

Both importance and performance have to be brought together before any judgement can be made as to the relative priorities for improvement. This is done using an importance-performance matrix.



The graph plots each attribute on their performance (horizontal axis) and importance (vertical axis) relative to the other aspects in order to determine which require the most consideration.

*Key focus should be on the **concentrate** quadrant where there is high to moderate impact on overall satisfaction, but performance is at a lower level relative to other areas.*

CONCENTRATE

High importance, low performance
Primary priority for improvement

REVIEW

Low importance, low performance
Secondary priority for improvement

LEVERAGE

High importance, high performance
Promote strong performance

MAINTAIN

Low importance, high performance
Maintain good performance



Drivers of Satisfaction with council

Performance vs Importance Mapping

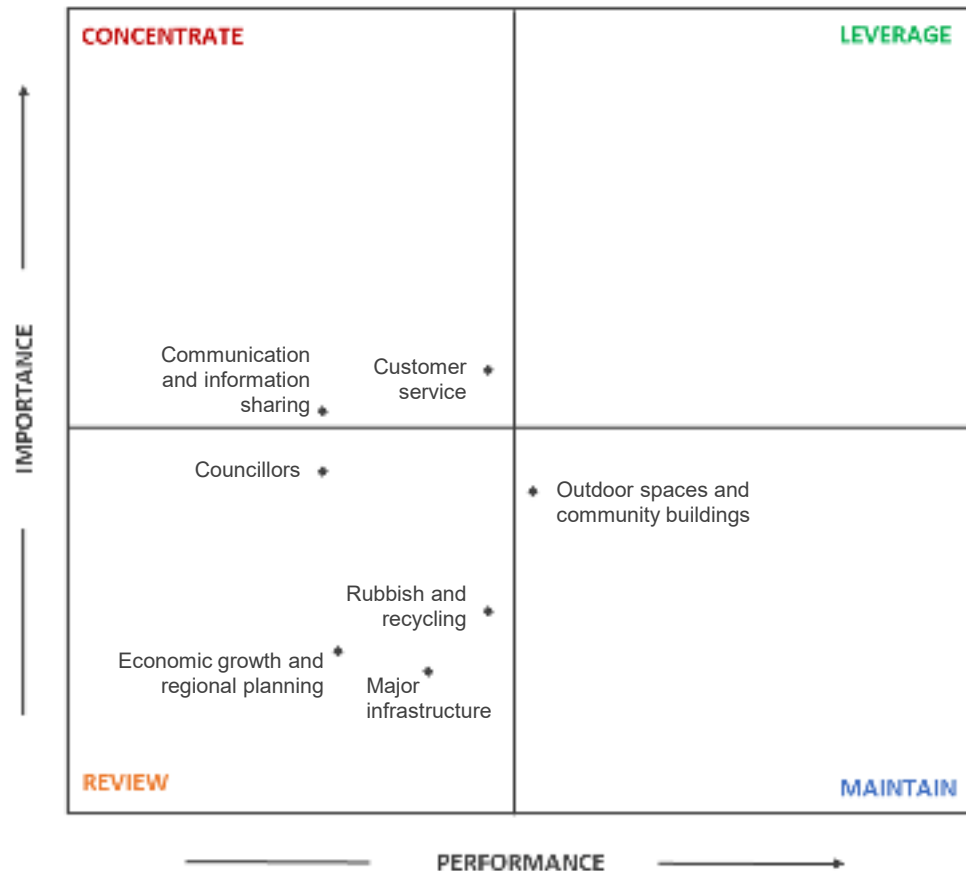
Among the overall areas that drive satisfaction with council, the map shows that the two largest drivers of satisfaction – Customer Service and Communication and Information sharing – fall into the Concentrate quadrant, due to their lower relative performance to other areas. This is particularly the case in relation to communication and information sharing. Changes in performance of these areas, either positive or negative, will have the greatest impact on council's overall performance rating accordingly.

Councillors are also a key priority area due to their proximity to the Concentrate quadrant. Although currently sitting within the Review quadrant, councillors are still of higher relative importance in driving satisfaction, and performance is relatively lower.

Secondary priorities to improve overall performance include:

- Rubbish and recycling
- Economic growth and regional planning
- Major infrastructure

It should be noted that 'roads', although part of major infrastructure should be flagged as a key area of priority due to the high importance of this specific area and open-ended feedback by residents around the condition of roads.





PERFORMANCE OF INDIVIDUAL AREAS
OF RESPONSIBILITY



Customer Service

Performance

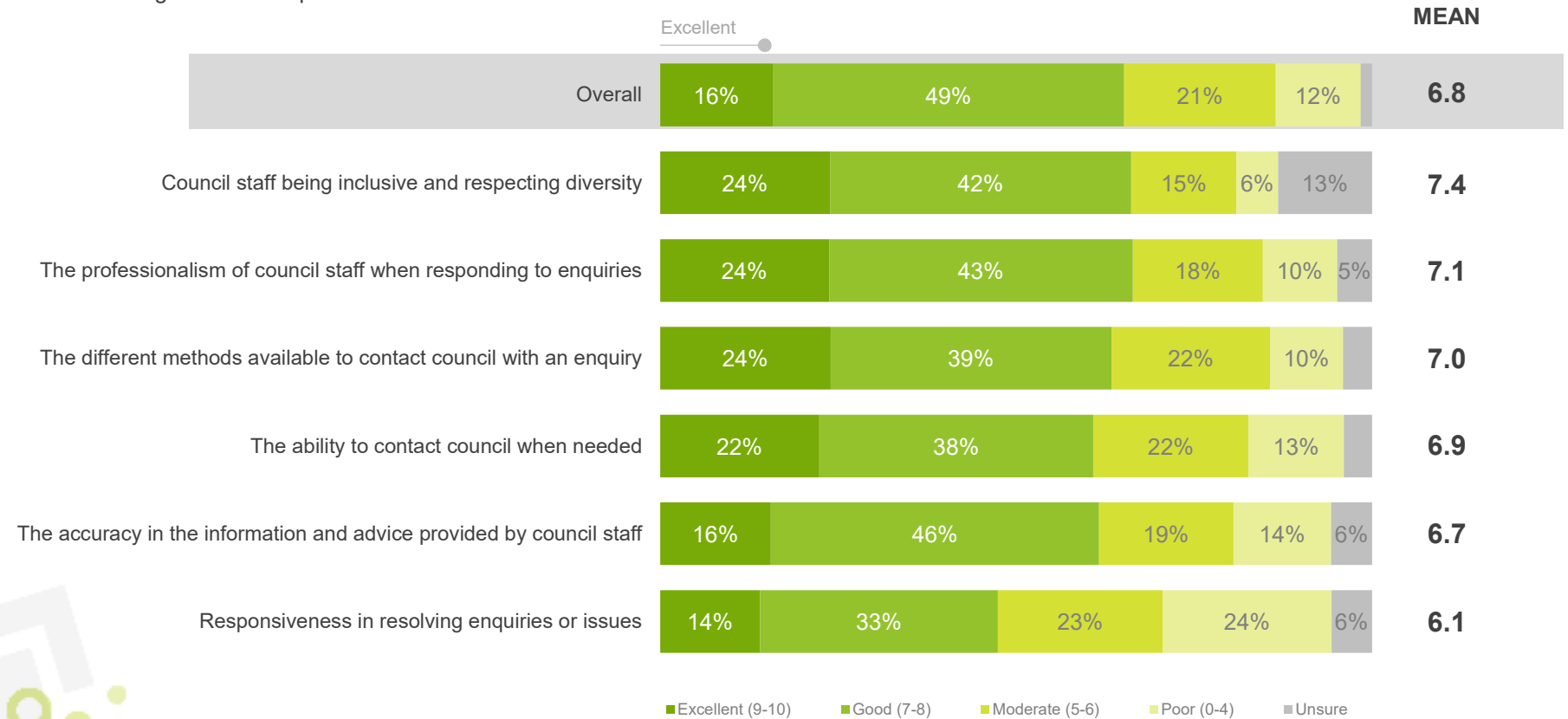


Key driver (22% impact)

Customer Service is the largest driver of satisfaction with council. Overall performance is moderate at 6.8 out of 10.

Within Customer Service, performance is highest in relation to *council staff being inclusive and respecting diversity* (7.4), *professionalism of staff* (7.1) and the *different methods available to contact council* (7.0).

Satisfaction is relatively lower in relation to the *responsiveness of council in resolving enquiries or issues* (6.1) with one quarter (24%) of residents rating this area as poor.



Base: All respondents (n=402)
 B6. How do you think council is performing in relation to the following aspects of customer service?
 B6X. How would you rate council's performance when it comes to customer service overall?

Customer Service

Performance by Sub-Group



Key driver (22% impact)

Satisfaction with key elements of Customer Service is different when looking at localities within Central Highlands.

Of note, satisfaction around the *ease of dealing*, *consistency in experience*, and *accuracy of information provided by council* is significantly lower among Emerald residents compared to those in Blackwater.

	Locality			
	Emerald	Blackwater	Springsure	Capella*
The ease of dealing with council staff	6.5	7.7	7.1	7.0
Consistency in the experience when dealing with council staff	6.5	7.5	7.0	7.5
Accuracy in the information and advice provided by council staff	6.5	7.2	7.0	6.5



Base: All respondents (Emerald n=234, Blackwater n=83, Springsure n=63, Capella n=22*) *Caution small sample size
 B6. How do you think council is performing in relation to the following aspects of customer service?
 B6X. How would you rate council's performance when it comes to customer service overall?

Figures in GREEN are significantly greater than figures in RED

Customer Service

Performance vs Importance



Key driver (22% impact)

Within Customer Service, the *professionalism of staff* (32% impact), and *responsiveness in resolving issues* (31%) are the two key drivers of overall satisfaction with Customer Service.

The *ability to contact council when needed* (21%), and the *accuracy in information and advice* (17%) are also both moderate drivers. The *different methods available to contact council* and *staff being inclusive and respecting diversity* are not specific drivers of satisfaction.

	PERFORMANCE	IMPORTANCE	
The professionalism of council staff when responding to enquiries	7.1	32%	High Importance
Responsiveness in resolving enquiries or issues	6.1	31%	
The ability to contact council when needed	6.9	21%	
The accuracy in the information and advice provided by council staff	6.7	17%	
The different methods available to contact council with an enquiry	7.0	NS	
council staff being inclusive and respecting diversity	7.4	NS	

Model Fit 81%



Base: All respondents (n=402)
 B6. How do you think council is performing in relation to the following aspects of customer service?

Customer Service

Performance vs Importance

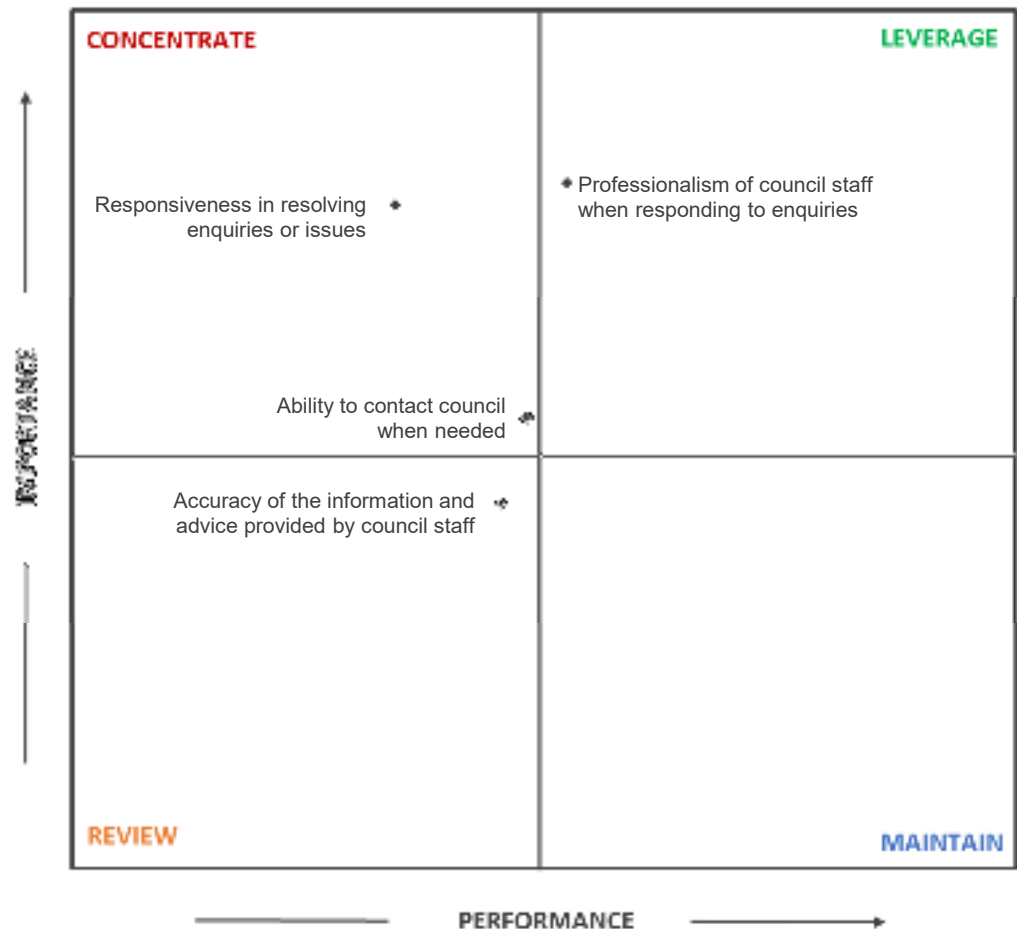
Key driver (22% impact)

Among the overall areas that drive satisfaction with Customer Service, the *professionalism by which council responds* is an area of Leverage. This is an aspect of service that can be positively promoted but it is also important to maintain performance as a decline will have a significant impact on satisfaction with the area.

A key area to Concentrate efforts is the *responsiveness in resolving enquiries*. This is important to residents and has low relative performance.

The other key area is the *ability to contact council when needed*. While it is borderline in actually being an area to Leverage, it is currently just sitting within the Concentrate quadrant due to its lower performance rating. Improvements in this area will positively influence a satisfaction with this area.

Similarly, the *accuracy of the information and advice provided by Council staff* is currently a secondary priority area to Review, however it is also sitting just below the Concentrate quadrant so is still a key area to focus on due to its importance and lower relative performance.



Base: All respondents (n=402)
 B6. How do you think council is performing in relation to the following aspects of customer service?

Communication & Information Sharing

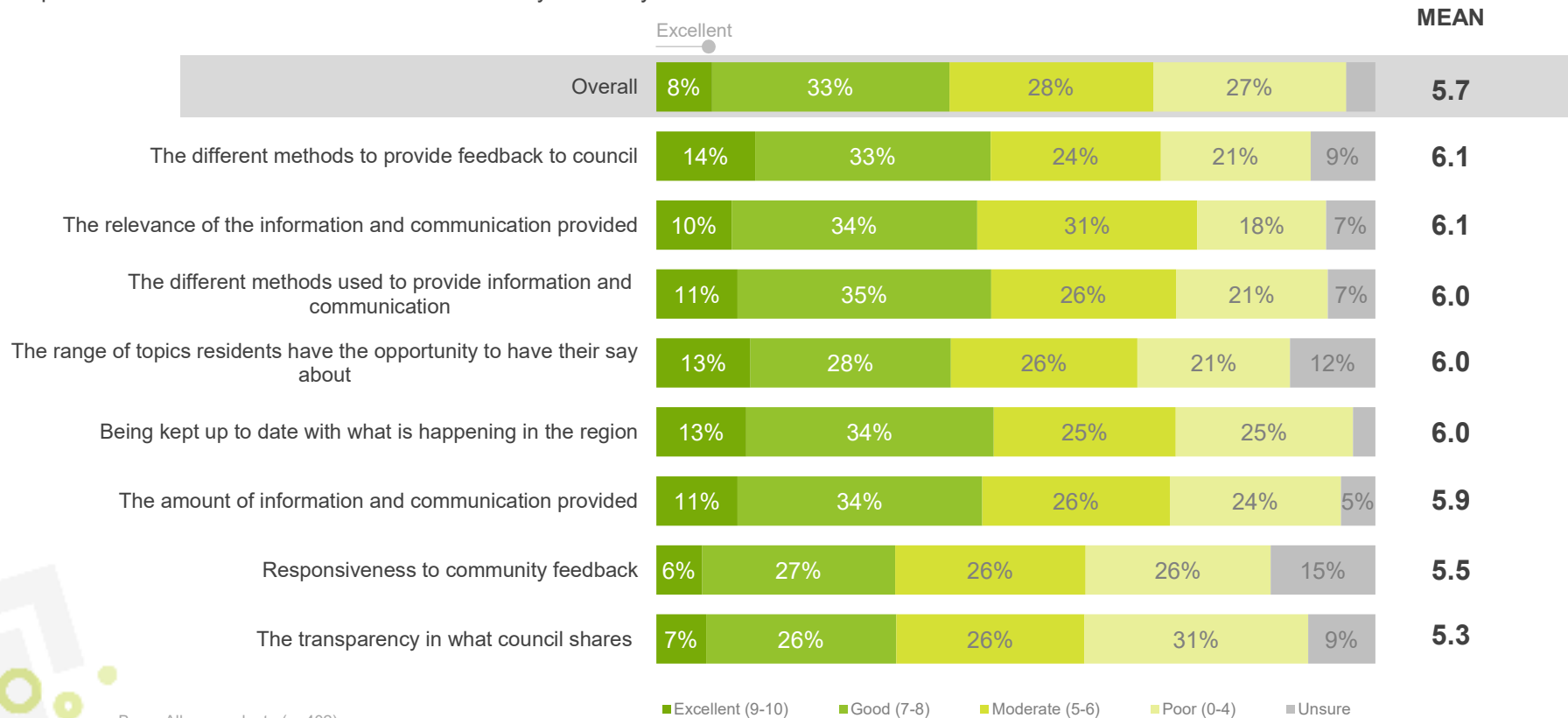


Key driver (20% impact)

Performance

Communication & Information Sharing is also one of the largest drivers of satisfaction with council. Overall performance is low at 5.7 out of 10. Within this area, performance is highest in relation to *different methods available to provide feedback to council* (6.1), and *relevance of information and communication provided* (6.1).

Satisfaction is relatively lower in relation to the *transparency in what council shares* (5.3), and the *responsiveness to community feedback* (5.5). Responsiveness is also an area where residents may not always know the outcomes.



Base: All respondents (n=402)

B2. How do you think council is performing in relation to sharing information, listening to feedback, and responding to the community?

B2X. How would you rate council's performance when it comes to sharing information, listening to feedback, and responding to the community overall?

Communication & Information Sharing

Performance vs Importance



Key driver (20% impact)

Within Communication & Information Sharing, there are three primary drivers of satisfaction; *transparency in what council shares*, *responsiveness to community feedback*, and *different methods to provide feedback to council* (17% impact each).

Other aspects of this area are all moderate drivers. The only area that is not a significant driver is around *being kept up to date with what is happening in the region*.

	PERFORMANCE	IMPORTANCE	
The transparency in what council shares	5.3	17%	High Importance
Responsiveness to community feedback	5.5	17%	
The different methods to provide feedback to council	6.1	17%	
The different methods used to provide information and communication	6.0	15%	
The relevance of the information and communication provided	6.1	11%	
The amount of information and communication provided	5.9	11%	
The range of topics residents have the opportunity to have their say about	6.0	11%	
Being kept up to date with what is happening in the region	6.0	NS	

Model Fit 88%

Base: All respondents (n=402)
 B2. How do you think council is performing in relation to sharing information, listening to feedback, and responding to the community?



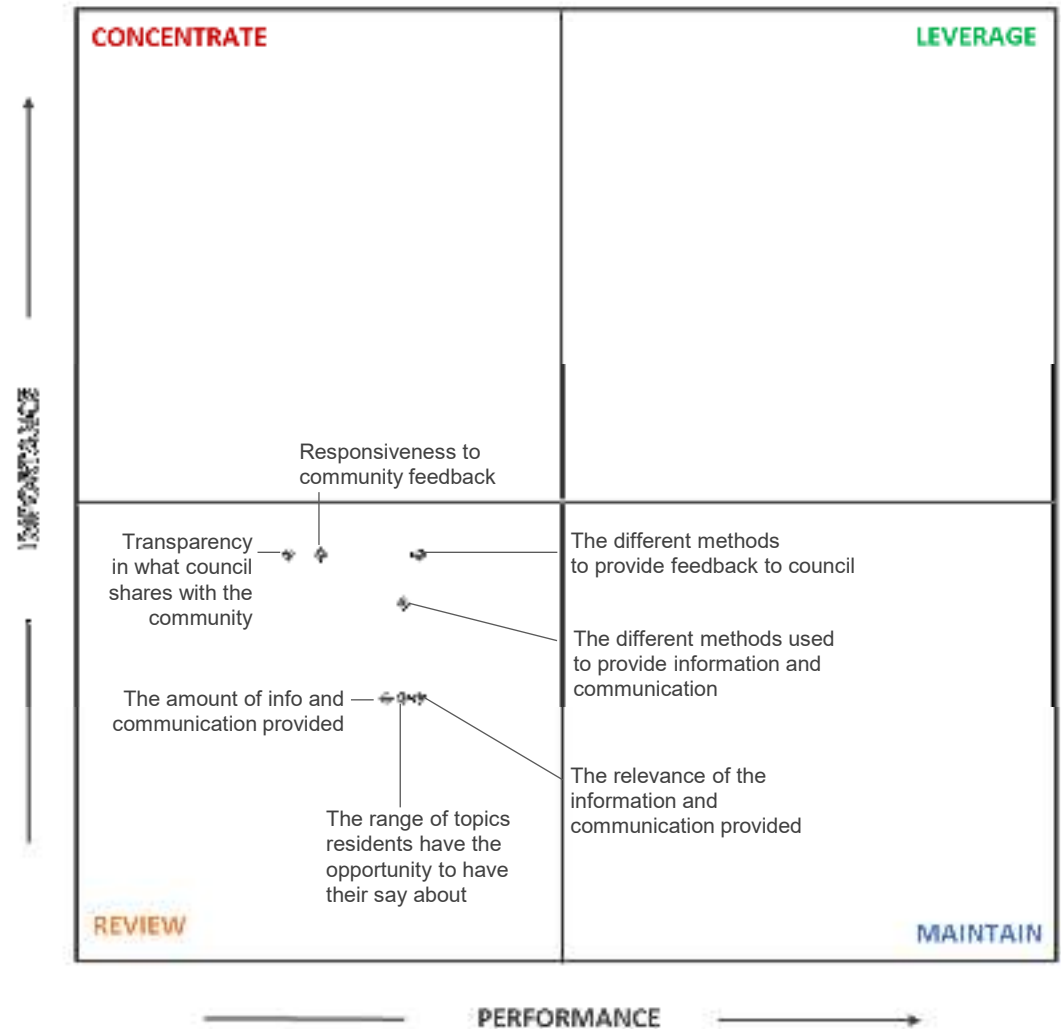
Communication & Information Sharing

Performance vs Importance Mapping

All significant drivers of Community & Information Sharing are all located in the Review quadrant. This is due to the relatively similar level of impact of multiple areas and similar performance ratings.

Within the Review quadrant, the areas of priority are those closest to the Concentrate quadrant as these have higher relative importance than others. The key areas of priority are therefore:

- *Transparency in what council shares*
- *Responsiveness to community feedback*
- *Different methods to provide feedback*



Base: All respondents (n=402)

B2. How do you think council is performing in relation to sharing information, listening to feedback, and responding to the community?

Councillors

Performance

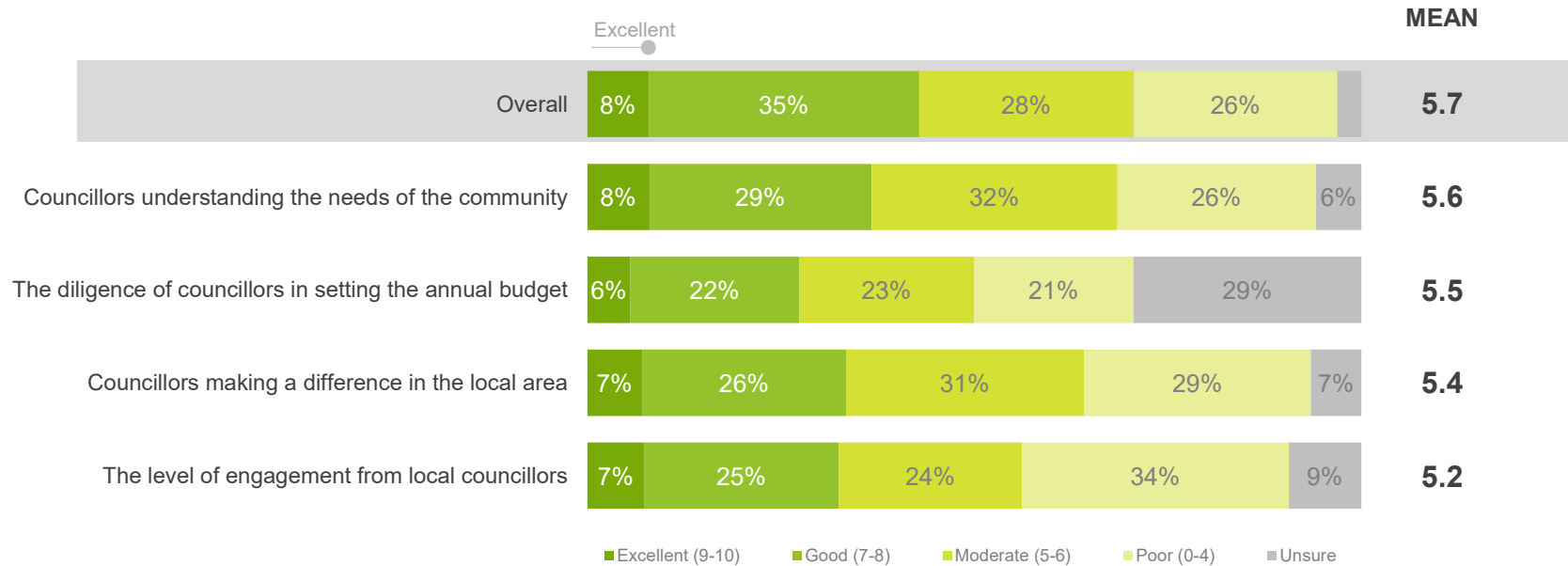


Moderate driver (17% impact)

The performance of councillors is the third highest, and a moderate driver of satisfaction with council. Overall performance is relatively low at 5.7 out of 10.

Within this area, performance is highest in relation to *councillors understanding the needs of the community* (5.6), and *diligence in councillors setting the annual budget* (5.5), however almost 1 in 3 (29%) are *unsure* of this area.

Satisfaction is relatively lower in relation to the *level of engagement from local councillors* (5.2) with one third (34%) rating this area as *poor*.



Base: All respondents (n=402)
 B7. How do you think the councillors are performing in the following areas?
 B7X. How would you rate the councillor's performance overall?

Councillors

Performance by Sub-Group



Satisfaction with key elements of councillors is different when looking at localities within Central Highlands.

Of note, satisfaction is significantly higher across all areas among Springsure residents than residents in Emerald and Capella. Blackwater residents are also generally more satisfied, particularly compared to Capella residents, particularly in relation to *councillors making a difference in a local area* and *the diligence of councillors in setting the annual budget*.

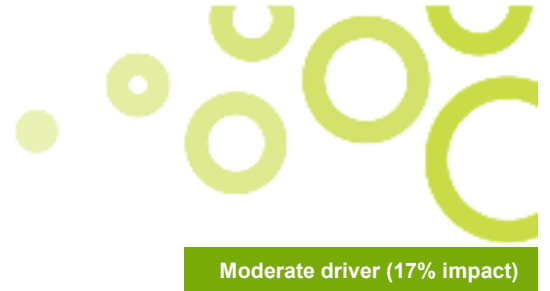
	Locality			
	Emerald	Blackwater	Springsure	Capella*
Overall	5.5	6.0	6.2	5.2
The level of engagement from local councillors	4.9	5.5	5.9	4.7
Councillors understanding the needs of the community	5.5	5.8	6.2	5.1
Councillors making a difference in the local area	5.2	5.7	5.9	4.5
The diligence of councillors in setting the annual budget	5.5	5.7	5.9	4.0

Base: All respondents (Emerald n=234, Blackwater n=83, Springsure n=63, Capella n=22*) *Caution small sample size
 B7. How do you think the councillors are performing in the following areas?
 B7X. How would you rate the councillor's performance overall?

Figures in GREEN are significantly greater than figures in RED

Councillors

Performance vs Importance



For councillors, there are two primary drivers of satisfaction; *level of engagement from local councillors (39% impact)* and *councillors understanding the needs of the community (37% impact)*.

Councillors making a difference in the local area is also a driver of satisfaction although less so than the two primary drivers (24% impact). The *diligence of councillors in setting the annual budget* is not a significant driver, which may also be due to residents' lack of knowledge in this area.

	PERFORMANCE	IMPORTANCE	
The level of engagement from local councillors	5.2	39%	High Importance
Councillors understanding the needs of the community	5.6	37%	
Councillors making a difference in the local area	5.4	24%	
The diligence of councillors in setting the annual budget	5.5	NS	

Model Fit 83%



Base: All respondents (n=402)
 B7. How do you think the councillors are performing in the following areas?

Councillors

Performance vs Importance

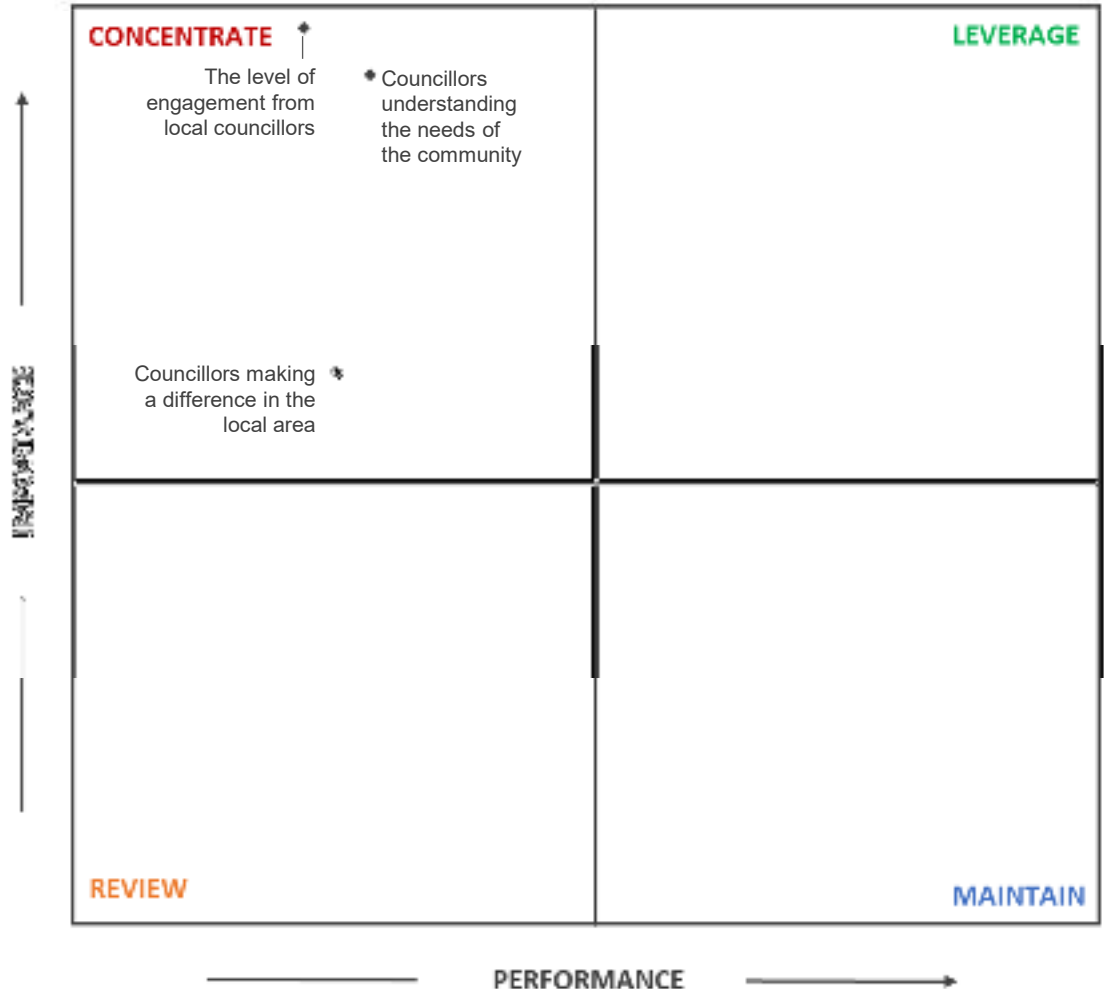
Moderate driver (17% impact)

All significant drivers of councillors are located in the Concentrate quadrant. This is due to the relatively high level of impact of multiple areas and low performance ratings.

Among the key drivers, the main priority for focus would be around *the level of engagement from local councillors* as this has the highest importance but also the lowest level of performance.

The importance of engagement from councillors is also noted in the open-ended responses on the next page.

Councillors understanding the needs of the community and making a difference in the local area are also areas to attention, particularly *understanding community needs* as this is still of high importance in driving satisfaction.



Base: All respondents (n=402)
 B7. How do you think the councillors are performing in the following areas?

Councillors

Areas of Focus



Residents feel that councillors' main areas of focus over the next few years should be:

- Listening to the needs of those within the community
- Paying attention to the smaller communities, not just Emerald
- Making themselves known and improving their communication with the community
- Improving roads
- Providing facilities/activities for young people

"To listen to the community, discuss with the community and communicate."

"Make themselves present and talk to the surrounding communities. They should introduce themselves as I do not know who the councillors are."

"I reckon they should hold more community meetings so they can get actual feedback from the community."

"I think the councillor should focus on fixing the roads and footpaths."

"I think roads need fixing. The roads are terrible where I live and must be addressed."

"Focusing on the community and providing things in the community, especially for teenagers."



Outdoor Spaces & Community Buildings



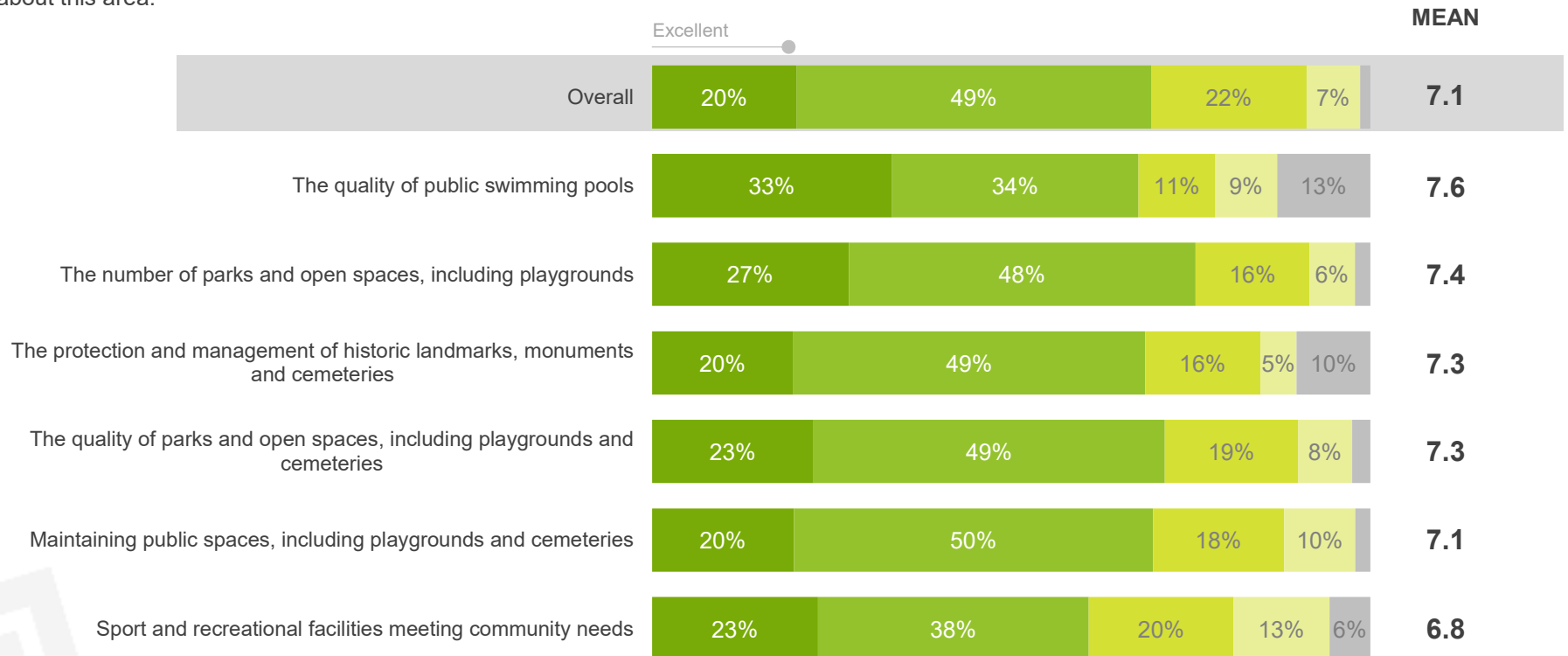
Moderate driver (16% impact)

Performance

Outdoor Spaces & Community Buildings is a moderate driver of satisfaction with council. Overall performance is relatively high at 7.1 out of 10.

Within this area, performance is highest in relation to *quality of swimming pools* (7.6) and *number of parks and open spaces, including playgrounds* (7.4).

Satisfaction is relatively lower in relation to the *sport and recreational facilities meetings community needs* (6.8) however 61% are still positive about this area.



Base: All respondents (n=402)

B5. How do you think council is performing in relation to the following aspects of outdoor spaces and community buildings?

B5X. How would you rate council's performance when it comes to outdoor spaces and community building overall?

■ Excellent (9-10) ■ Good (7-8) ■ Moderate (5-6) ■ Poor (0-4) ■ Unsure

Outdoor Spaces & Community Buildings

Performance by Sub-Group



Satisfaction with key elements of Outdoor Spaces & Community Buildings varies when looking at different localities within Central Highlands.

Overall, those living in Emerald are generally significantly more satisfied than residents on other areas across all areas. Springsure residents tend to have the lowest satisfaction in many areas. Capella residents, whilst satisfied with the number of public spaces, are significantly less satisfied with their upkeep.

	Locality			
	Emerald	Blackwater	Springsure	Capella*
The quality of public swimming pools	7.6	7.9	6.3	8.7
Maintaining public spaces, including playgrounds and cemeteries	7.4	6.7	6.8	6.0
The number of parks and open spaces, including playgrounds	7.6	6.9	7.0	8.0
The quality of parks and open spaces, including playgrounds and cemeteries	7.5	6.9	7.1	6.9
The protection and management of historic landmarks, monuments and cemeteries	7.5	7.2	6.8	7.5

Base: All respondents (Emerald n=234, Blackwater n=83, Springsure n=63, Capella n=22*) *Caution small sample size
 B5. How do you think council is performing in relation to the following aspects of outdoor spaces and community buildings?
 B5X. How would you rate council's performance when it comes to outdoor spaces and community building overall?

Figures in GREEN are significantly greater than figures in RED

Outdoor Spaces & Community Buildings

Performance vs Importance



Within Outdoor Spaces & Community Buildings, there are two primary drivers of satisfaction; *sport and recreational facilities meeting community needs* (31% impact) and *quality of parks and open spaces, including playgrounds and cemeteries* (29% impact).

Maintaining public spaces is also a moderate driver of satisfaction (17% impact).

All other areas including elements around *protection and management of historic landmarks, quality of swimming pools, and the number of parks and open spaces* are low drivers of satisfaction.

	PERFORMANCE	IMPORTANCE	
Sport and recreational facilities meeting community needs	6.8	31%	High Importance
The quality of parks and open spaces, including playgrounds and cemeteries	7.3	29%	
Maintaining public spaces, including playgrounds and cemeteries	7.1	17%	
The protection and management of historic landmarks, monuments and cemeteries	7.3	8%	
The quality of public swimming pools	7.6	7%	
The number of parks and open spaces, including playgrounds	7.4	7%	

Model Fit 79%



Outdoor Spaces & Community Buildings

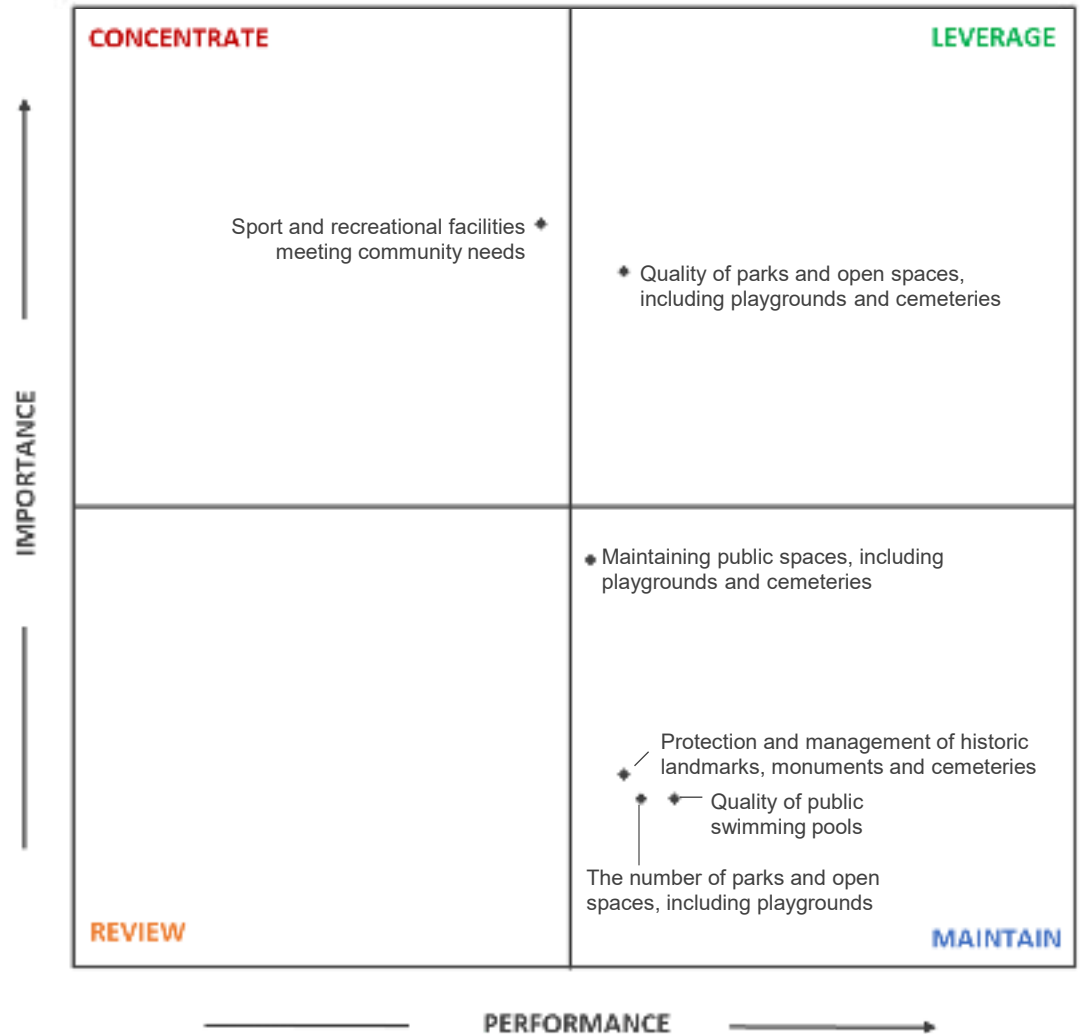
Moderate driver (16% impact)

Performance vs Importance Mapping

The primary driver of satisfaction, *sport and recreation facilities meeting community needs*, falls within the Concentrate quadrant due to its high importance and lower relative performance. Improvements in this area will contribute most to increasing overall satisfaction with Outdoor Spaces & Community Buildings.

The *quality of parks and open spaces* is an area to Leverage. It is still of high relative importance, but is performing relatively well. Declines in satisfaction with this area may cause it to shift into the Concentrate category, so priority to maintain this is important.

All other drivers of satisfaction with this area are within the Maintain quadrant. They are performing relatively well and are of lower relative importance.



Base: All respondents (n=402)
 B5. How do you think council is performing in relation to the following aspects of outdoor spaces and community buildings?

Rubbish & Recycling

Performance

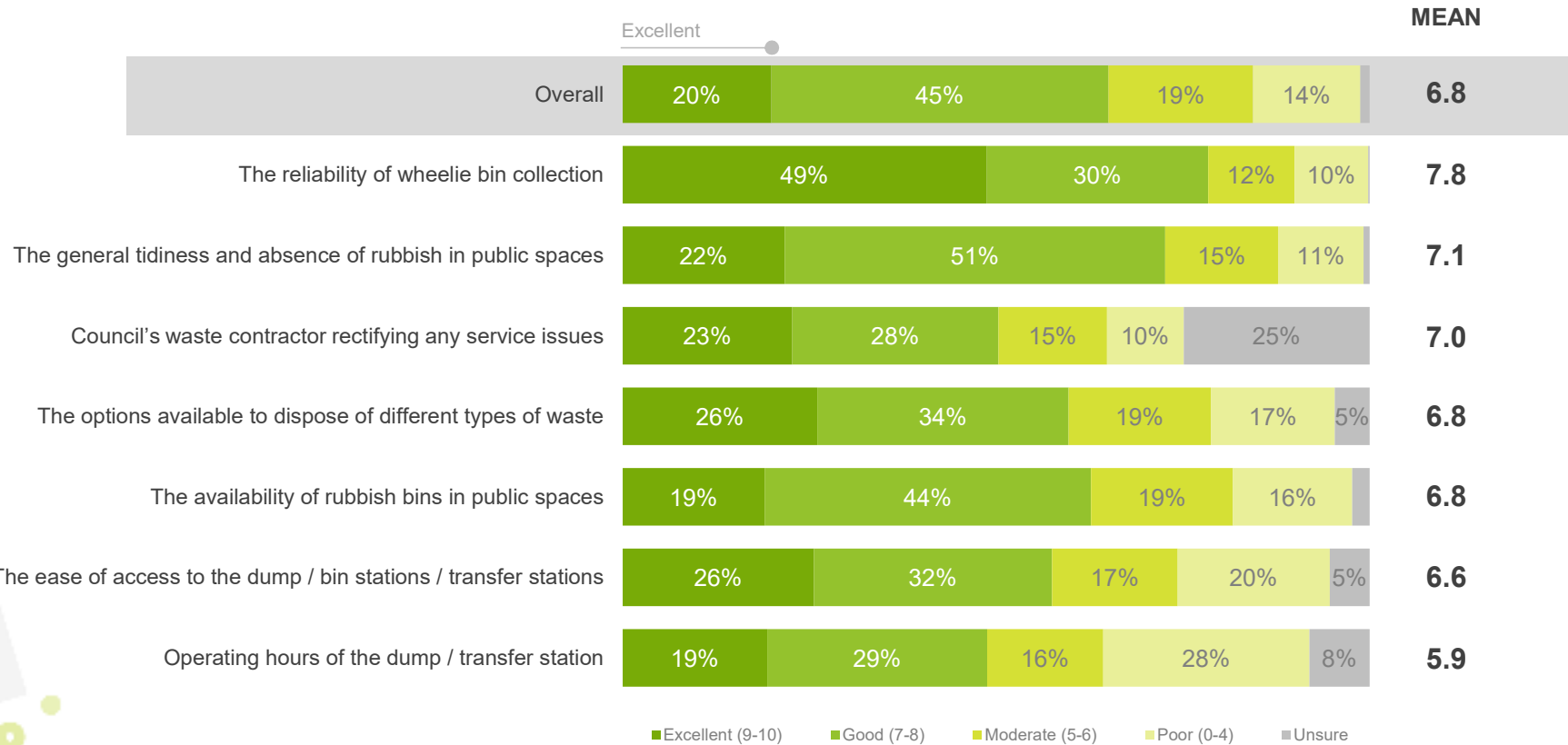


Lower driver (10% impact)

Rubbish & Recycling is a lower driver of satisfaction with council. Overall performance is relatively high at 6.8 out of 10.

Within this area, performance is very high in relation to the *reliability of wheelie bin collection* (7.8) with half (49%) of residents rating this as *excellent*. Satisfaction is also positive in relation to the *general tidiness and absence of rubbish in public places* (7.1) and *council's waste contractor rectifying any service issues* (7.0).

Satisfaction is lowest for the *operating hours of the dump/transfer station* (5.9).



Base: All respondents (n=402)

B3. How do you think council is performing in relation to the following aspects of rubbish and recycling services?

B3X. How would you rate council's performance when it comes to rubbish and recycling services overall?

Rubbish & Recycling

Performance by Sub-Group



Lower driver (10% impact)

Satisfaction with key elements of Rubbish and Recycling is different when looking at localities within Central Highlands.

In general terms, with the exception of the *reliability of wheelie bin collection*, satisfaction is significantly lower across all areas for Springsure and Capella compared to in Emerald and Blackwater.

Emerald residents are less satisfied than those in other localities with the *reliability of the wheelie bin service*. Significantly fewer Springsure residents receive kerbside collection of their wheelie bins.

		Locality			
		Emerald	Blackwater	Springsure	Capella*
Overall		7.0	7.2	5.6	4.1
	The reliability of wheelie bin collection	7.6	8.3	8.2	8.0
	The options available to dispose of different types of waste	7.1	7.1	5.3	4.6
	The ease of access to the dump / bin stations / transfer stations	7.1	6.9	4.3	3.2
	Operating hours of the dump / transfer station	6.5	6.4	3.4	2.8

Figures in **GREEN** are significantly greater than figures in **RED**

Base: All respondents (Emerald n=234, Blackwater n=83, Springsure n=63, Capella n=22*) *Caution small sample size
 B3. How do you think council is performing in relation to the following aspects of rubbish and recycling services?
 B3X. How would you rate council's performance when it comes to rubbish and recycling services overall?



Rubbish & Recycling

Performance vs Importance



Within Rubbish and Recycling many areas are of importance and equal drivers of satisfaction.

The *reliability of the wheelie bin service* is one area that is not a driver of satisfaction whilst the *general tidiness of rubbish in public areas* is only a minor driver.

	PERFORMANCE	IMPORTANCE	
The options available to dispose of different types of waste	6.8	21%	High Importance
council's waste contractor rectifying any service issues	7.0	20%	
The ease of access to the dump / bin stations / transfer stations	6.6	19%	
The availability of rubbish bins in public spaces	6.8	18%	
Operating hours of the dump / transfer station	5.9	15%	
The general tidiness and absence of rubbish in public spaces	7.1	7%	
The reliability of wheelie bin collection	7.8	NS	

Model Fit 77%



Base: All respondents (n=402)
 B3. How do you think council is performing in relation to the following aspects of rubbish and recycling services?

Rubbish & Recycling

Performance vs Importance Mapping



Lower driver (10% impact)

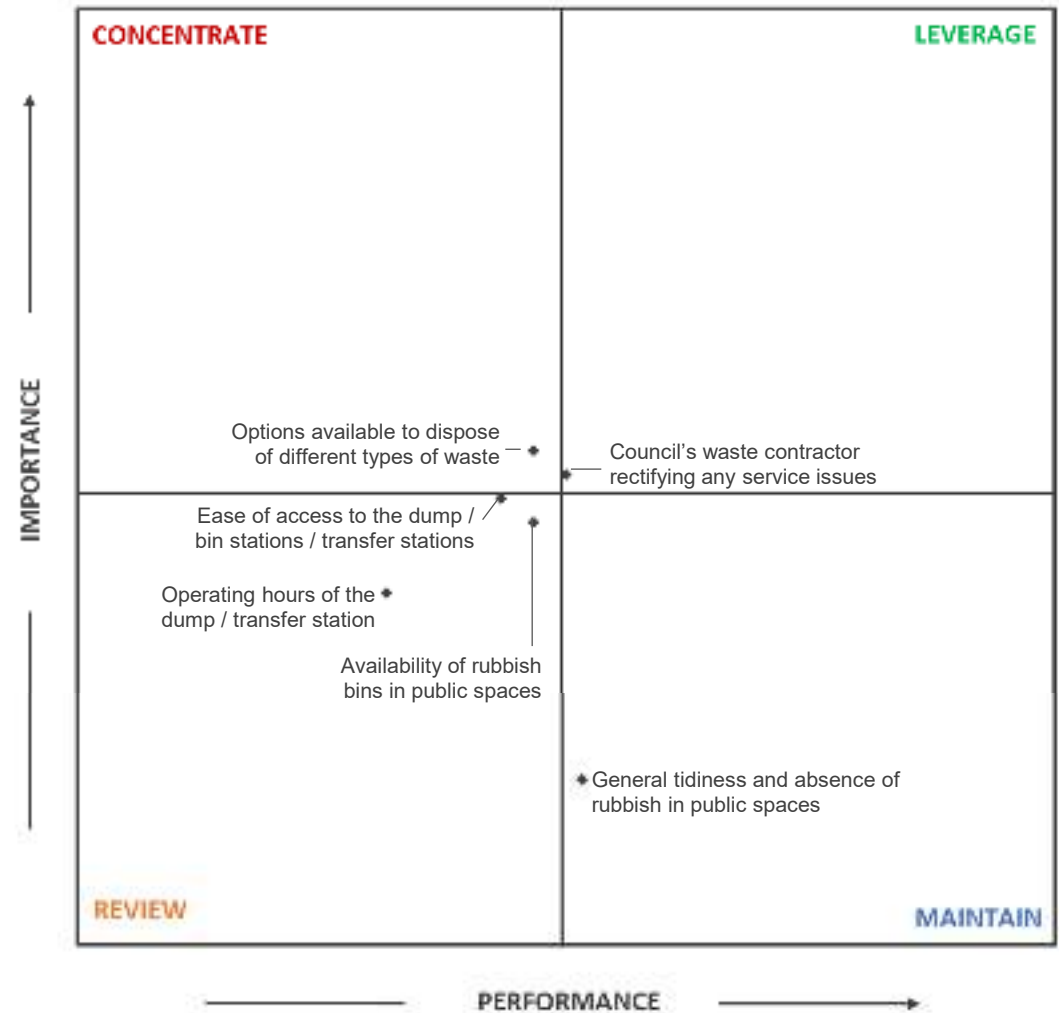
Given the equal importance of most drivers, most areas within Rubbish & Recycling are grouped closely on the map. Ultimately, all areas in the middle of the map are areas of focus and any improvements will have a positive impact on overall satisfaction with this area.

The order of priority for focus would be:

- Options available to dispose of different types of waste
- Council's waste contractor rectifying any issues
- Ease of access to the dump
- Availability of rubbish bins in public spaces

The *operating hours of the dump / transfer station* is one area for secondary Review, primarily due to lower relative performance of this area.

The *general tidiness and absence of rubbish in public spaces* is only an area to Maintain due to its lower relative importance and higher relative performance.



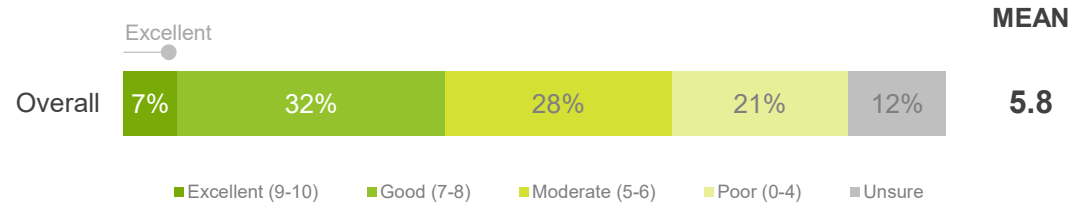
Economic Growth & Regional Planning

Performance



This area of Economic & Regional Planning is a lower driver of satisfaction, contributing 8% impact on overall satisfaction with council. At an overall level, it falls within the Review quadrant due to its lower relatively performance (5.8).

Around 1 in 10 (12%) residents are unsure how to rate council's performance in this area.



Major Infrastructure

Performance

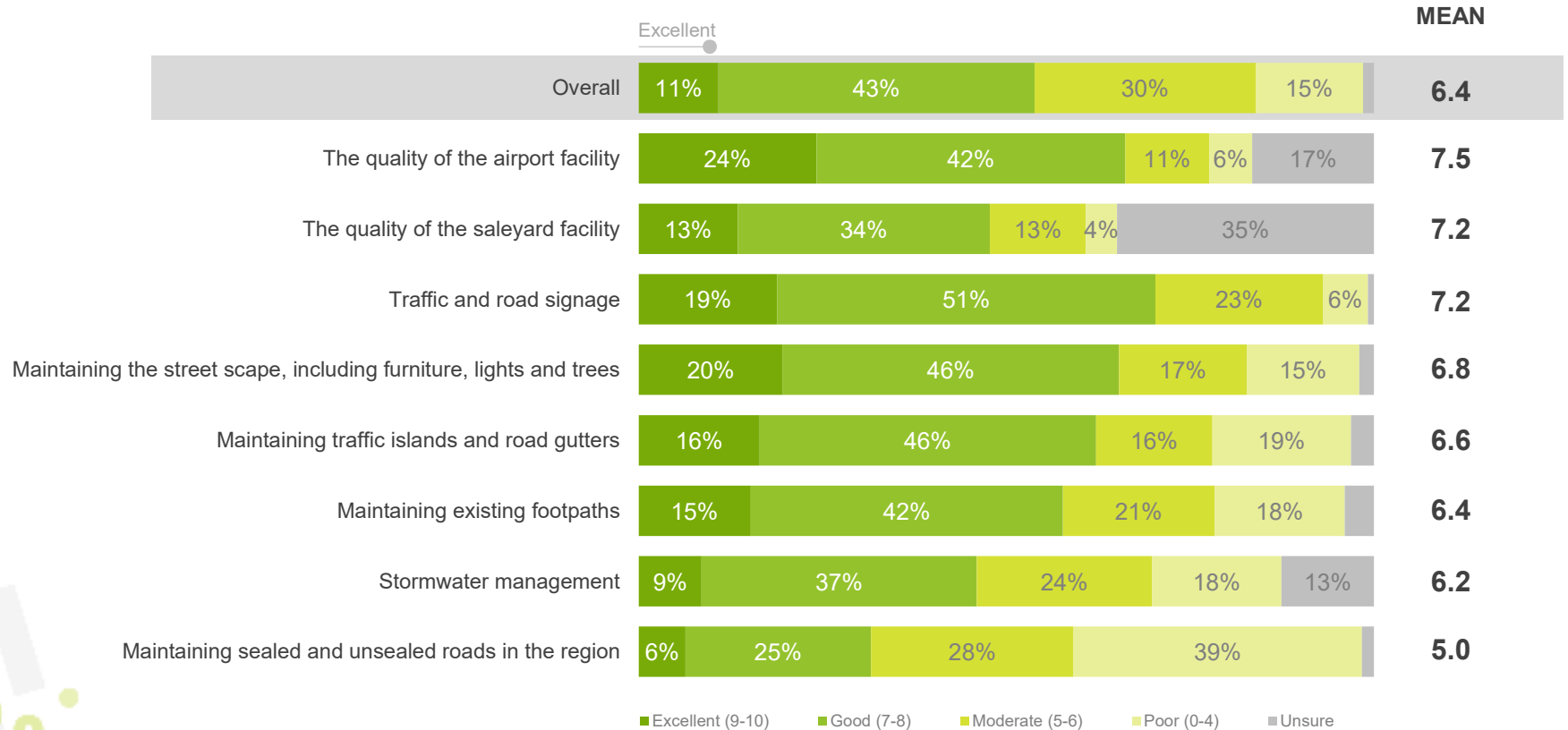


Lower driver (7% impact)

Major Infrastructure is a lower driver of satisfaction with council. Overall performance is moderate at 6.4 out of 10.

Within this area, performance is very high in relation to the *quality of the airport facility* (7.5), the *quality of the saleyard facility* (7.2) and *traffic and signage* (7.2). It should be noted that one-third (35%) of residents are unsure how to rate council's performance in relation to the saleyard.

Satisfaction is low in relation to *maintaining sealed and unsealed roads in the region* (5.0) with almost four in ten (39%) residents rating this area as *poor*.



Base: All respondents (n=402)

B1. How do you think council is performing in relation to the following aspects of major infrastructure managed by council?

B1X. How would you rate council's performance when it comes to major infrastructure overall?

Major Infrastructure

Performance by Sub-Group



Lower driver (7% impact)

Satisfaction with key elements of Major Infrastructure is different when looking at localities within Central Highlands.

In general terms, Blackwater residents are less satisfied in relation to the *quality of the airport*, the *saleyard*, and *maintaining the street scape*.

Springsure residents are less satisfied in relation to *maintaining sealed and unsealed roads*, while Capella residents are less satisfied in relation to *maintaining traffic islands and road gutters*.

		Locality			
		Emerald	Blackwater	Springsure	Capella*
	Overall	6.7	6.2	6.0	5.7
	Maintaining sealed and unsealed roads in the region	5.2	5.2	4.2	4.9
	Maintaining traffic islands and road gutters	6.8	6.4	6.4	4.7
	The quality of the airport facility	7.7	6.9	7.3	8.2
	The quality of the saleyard facility	7.4	6.2	7.1	7.7
	Maintaining the street scape, including furniture, lights and trees	7.1	6.1	6.5	6.6

Figures in **GREEN** are significantly greater than figures in **RED**

Base: All respondents (Emerald n=234, Blackwater n=83, Springsure n=63, Capella n=22*) *Caution small sample size
 B1. How do you think council is performing in relation to the following aspects of major infrastructure managed by council?
 B1X. How would you rate council's performance when it comes to major infrastructure overall?



Major Infrastructure

Performance vs Importance



Within Major Infrastructure, one area is a core driver; *maintaining sealed and unsealed roads* (30% impact). This single area is important to note, as although it is within an overall area that is only a low driver of satisfaction with council, its singular importance is significant, particularly when looking at other results including open-ended feedback.

Other areas that are of moderate impact include *maintaining the street scape, quality of the airport facilities, maintaining exiting footpaths, and the traffic and road signage*.

The *quality of the saleyards and maintaining traffic islands and road gutters* are not drivers of satisfaction within Major Infrastructure.

	PERFORMANCE	IMPORTANCE	
Maintaining sealed and unsealed roads in the region	5.0	30%	High Importance
Maintaining the street scape, including furniture, lights and trees	6.8	19%	
The quality of the airport facility	7.5	15%	
Maintaining existing footpaths	6.4	13%	
Traffic and road signage	7.2	13%	
Stormwater management	6.2	9%	
Maintaining traffic islands and road gutters	6.6	NS	
The quality of the saleyard facility	7.2	NS	

Base: All respondents (n=402)
 B1. How do you think council is performing in relation to the following aspects of major infrastructure managed by council?

Model Fit 67%



Major Infrastructure

Performance vs Importance Mapping

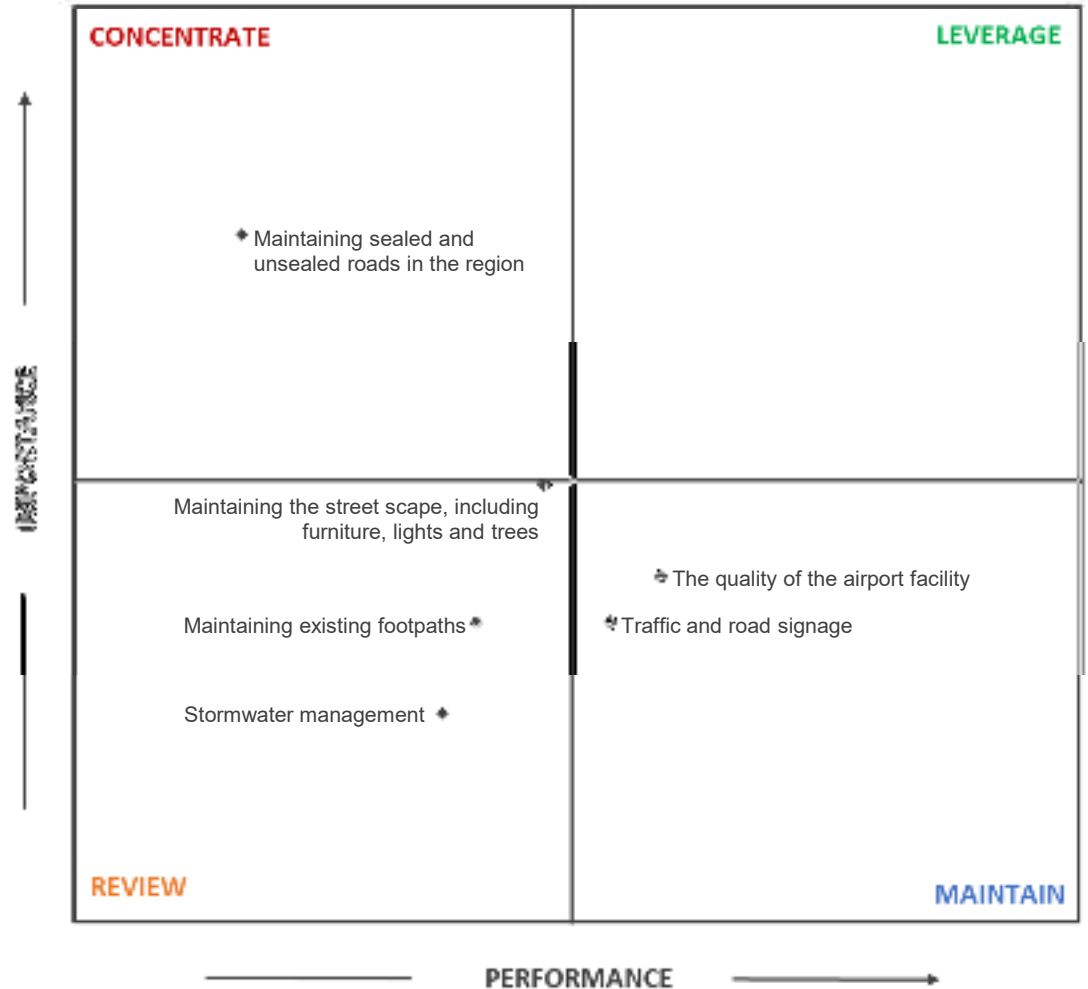
Lower driver (7% impact)

Due to its high importance and low performance, *maintaining sealed and unsealed roads in the region* is the single area to Concentrate efforts. Improvements in this area will have the single largest impact on satisfaction with Major Infrastructure.

Maintaining the street scape is an area for Review and is also close to being within the Concentrate quadrant due to its higher relative importance.

Other areas for Review include *maintaining existing footpaths* and *stormwater management*. Both of these areas of less importance but are lower in performance.

The *quality of airport facilities* and *traffic and road signage* are two areas to Maintain as performance is relatively higher than others.



Base: All respondents (n=402)

B1. How do you think council is performing in relation to the following aspects of major infrastructure managed by council?

Water & Wastewater

Performance

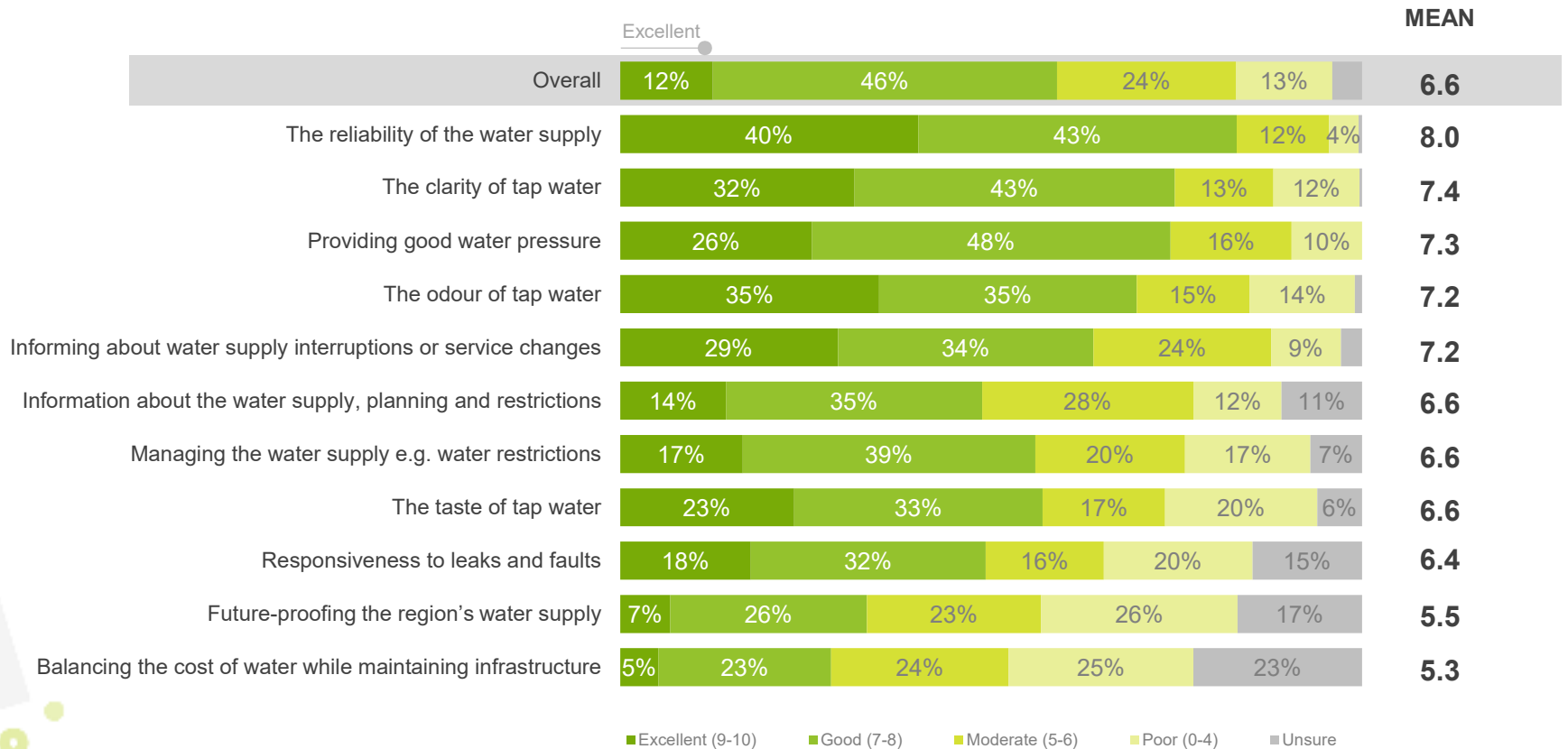


Non driver (0% impact)

Water & Wastewater is a non-significant driver of satisfaction with council. Overall performance is moderate at 6.6 out of 10.

Within this area, performance is very high in relation to the *reliability of the water supply* (8.0) with four in ten (40%) residents rating this as *excellent*. Satisfaction is also positive in relation to the *clarity of tap water* (7.4), *providing good water pressure* (7.3), *the odour of tap water* (7.2) and *informing about water supply interruptions or service changes* (7.2).

Satisfaction is lowest for *balancing the cost of water while maintaining infrastructure* (5.3), and *future-proofing the region's water supply* (5.5).



Base: All respondents (n=402)

B4. How do you think council is performing in relation to the following aspects of water and wastewater services?

B4X. How would you rate council's performance when it comes to water and wastewater services overall?

Water & Wastewater

Performance by Sub-Group



Satisfaction with key elements of Water & Wastewater is different when looking at localities within Central Highlands.

In general terms, Emerald and Springsure residents are more satisfied particularly around *the clarity of tap water, responsiveness to leaks and faults, and future proofing the region's water supply.*

Blackwater residents are less satisfied in relation to the *clarity of tap water and the responsiveness to leaks and faults.*

Capella residents are significantly less satisfied in relation to *future-proofing the region's water supply and balancing the cost of water while maintaining infrastructure.*

	Locality				Connected to water	
	Emerald	Blackwater	Springsure	Capella*	Yes	No
The clarity of tap water	7.6	6.5	8.4	7.7	No differences noted	
Responsiveness to leaks and faults	6.9	5.1	7.3	5.5	No differences noted	
Future-proofing the region's water supply	5.7	5.5	5.5	3.7	5.8	4.6
Balancing the cost of water while maintaining infrastructure	5.3	5.3	6.1	4.1	No differences noted	

Figures in **GREEN** are significantly greater than figures in **RED**

Base: All respondents (Emerald n=234, Blackwater n=83, Springsure n=63, Capella n=22*, Connected n=295, Not connected n=107) *Caution small sample size
 B4. How do you think council is performing in relation to the following aspects of water and wastewater services?
 B4X. How would you rate council's performance when it comes to water and wastewater services overall?

Water & Wastewater

Performance vs Importance

Non driver (0% impact)

Within Water & Wastewater, the two primary drivers of satisfaction are the *information about the water supply, planning and restrictions* (24% impact) and *the clarity of tap water* (19% impact).

Several other areas of moderate impact include *the reliability of water supply, balancing the cost of water while maintaining infrastructure, managing the water supply, and future-proofing the region's water supply*.

Numerous other elements particularly around water pressure and other quality measures (e.g. taste, odour) are non-significant drivers of Water & Wastewater.

	PERFORMANCE	IMPORTANCE	
Information about the water supply, planning and restrictions	6.6	24%	High Importance
The clarity of tap water	7.4	19%	
The reliability of the water supply	8.0	16%	
Balancing the cost of water while maintaining infrastructure	5.3	15%	
Managing the water supply	6.6	15%	
Future-proofing the region's water supply	5.5	12%	
Providing good water pressure	7.3	NS	
The odour of tap water	7.2	NS	
Informing about water supply interruptions or service changes	7.2	NS	
The taste of tap water	6.6	NS	
Responsiveness to leaks and faults	6.4	NS	

Base: All respondents (n=402)

B4. How do you think council is performing in relation to the following aspects of water and wastewater services?

Model Fit 74%

Water & Wastewater

Performance vs Importance Mapping

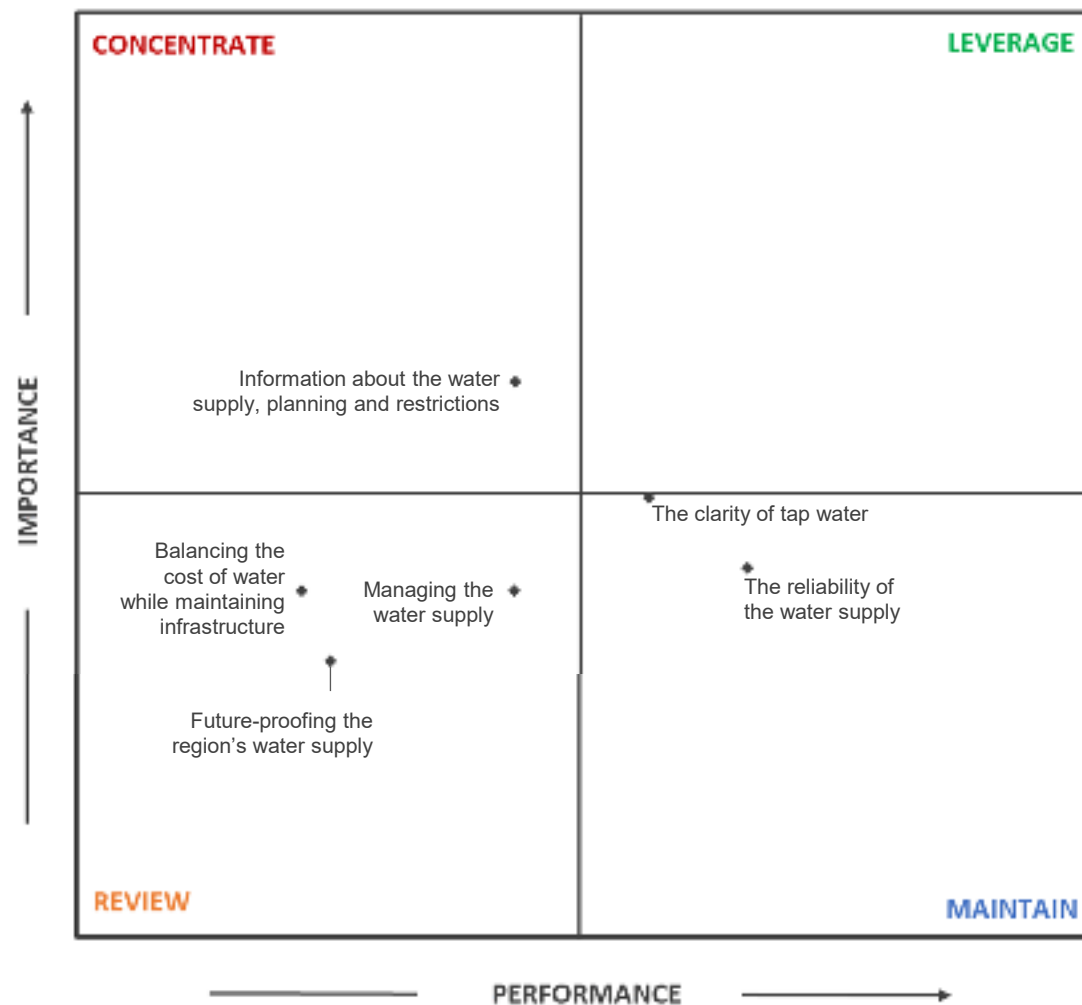


Non driver (0% impact)

Due to its higher relative importance and lower performance, *information about the water supply, planning and restrictions* is the single area on which to Concentrate efforts. Improvements in this area will have the largest impact on satisfaction with Water & Wastewater.

There are three key areas to Review due to lower performance and a moderate importance. Of note, all of these areas relate to the management, planning and cost elements around the region's water supply rather than the product itself. These areas are also those with high levels of uncertainty in assessing council's performance, suggesting information and/or education in these areas may be welcomed.

The *clarity of water* and *reliability of water supply* are areas to Maintain as they are performing well.



Base: All respondents (n=402)
B4. How do you think council is performing in relation to the following aspects of water and wastewater services?

Community Support & Culture

Performance

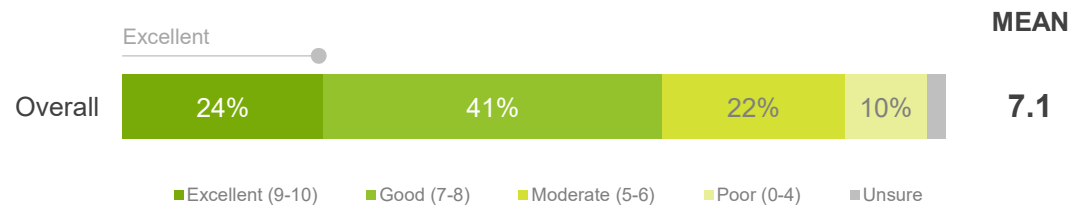


This area of Community Support & Culture is a non-significant driver of overall satisfaction with council. Performance of this area is high at 7.1 out of 10, which is the equal highest rating of all areas rated by residents.

One quarter (24%) of residents rate council's performance in this area as *excellent*.

It should be noted that this question was changed to an overall measure only rather than a detailed list of sub-attributes, as there was a high level of *unsure* responses with many of the original sub-attributes.

The main areas of focus noted by residents in this area is shown on the next page, and primarily relates to youth-related support and facilities, and sporting facilities.



Community Support & Culture

Areas of Focus

Residents feel that the main areas of focus for community and support and culture should be:

- More activities and facilities for youth and young children, including a skate park and playgroups
- More support towards youth and mental health
- More and better sporting facilities and sporting fields

"We do not have adequate facilities, infrastructure and activities for the number of young people in the area."

"I think they should increase recreational activities for children and make free community events in the libraries."

"More mental health programs as the suicide rate among youth is high."

"School based children's mental health and youth programs."

"A youth centre. A place to go to and play pool and a place for activities."

"More parks and recreational places for kids like the skate park currently being constructed. There was more when I was a child than there is now in Blackwater."

"More sporting facilities. They took away a few cricket pitches which were never replaced."

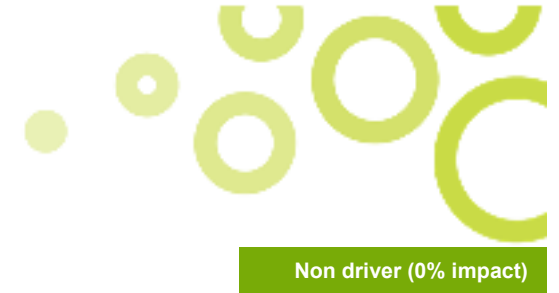
Non driver (0% impact)

Base: All respondents (n=402)

B8Z. If there was one area you feel should be council's main focus for community and support and culture, what would it be?

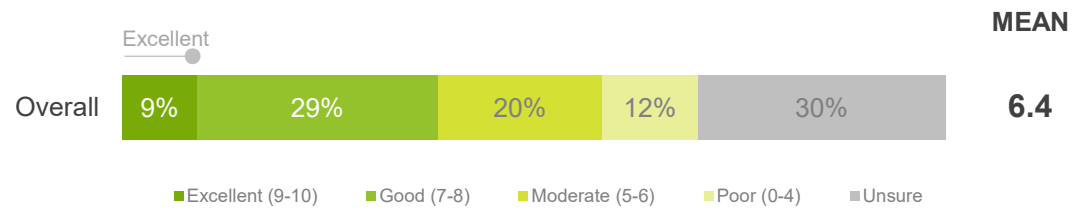
Compliance

Performance



Compliance is a non-significant driver of overall satisfaction with council. Performance of this area is moderate at 6.4 out of 10.

There is a high level of uncertainty around the area of *compliance* among residents, which may reflect the lack of personal relevance and knowledge in this space.



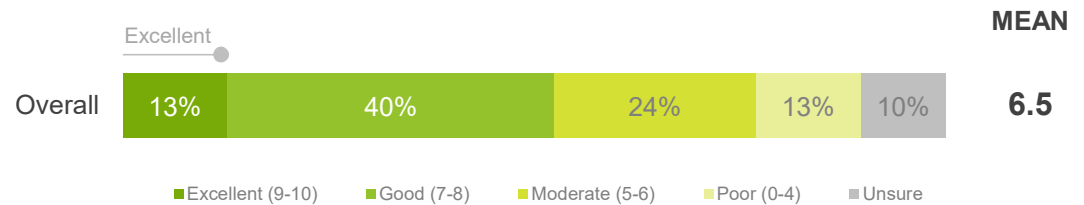
Base: All respondents (n=402)
B9. How do you think council is performing in relation to registration and compliance matters?

Disaster Prevention & Management

Performance



Disaster Prevention & Management is a non-significant driver of overall satisfaction with council. Performance of this area is moderate at 6.5 out of 10.



Base: All respondents (n=402)
B11. How do you think council is performing in relation to disaster preparation and management, including flood mitigation and other weather events?

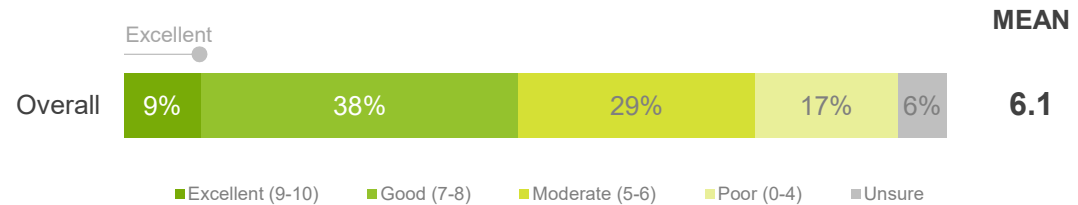
Environmental Management

Performance



Environmental Management is a non-significant driver of overall satisfaction with council. Performance of this area is low at 6.1 out of 10.

Satisfaction is significantly higher among Emerald residents compared to those in Springsure and Capella.



Locality	Locality			
	Emerald	Blackwater	Springsure	Capella*
Overall	6.4	6.1	5.7	4.7

Base: All respondents (n=402, Emerald n=234, Blackwater n=83, Springsure n=63, Capella n=22*) *Caution small sample size
 B12. How do you think council is performing in relation to environmental management?

Figures in GREEN are significantly greater than figures in RED



IMPROVEMENTS & PRIORITIES

Summary of prioritisation



CONCENTRATE

- 1. Communication & Information Sharing**
 - *Transparency in what council shares*
 - *Responsiveness to community feedback*
 - *Different methods to provide feedback*
- 2. Customer Service**
 - *Responsiveness in resolving enquiries or issues*
 - *The ability to contact council when needed*
- 3. Major Infrastructure**
 - *Maintaining sealed and unsealed roads in the region*

LEVERAGE

- 1. Customer Service**
 - *Professionalism of council staff when responding to enquiries*
- 2. Outdoor Spaces & Buildings**
 - *Quality of parks and open spaces, including playgrounds and cemeteries*

- 1. Councillors**
 - *The level of engagement from local councillors*
 - *Councillors understanding the needs of the community*
 - *Councillors making a difference in the local area*
- 2. Economic Growth & Regional Planning**
- 3. Rubbish & Recycling**
 - *Options available to dispose of different types of waste*
 - *Ease of access to the dump / bin stations / transfer stations*
 - *Operating hours of the dump / transfer station*

- 1. Outdoor Spaces & Buildings**
 - *Maintaining public spaces, incl playgrounds and cemeteries*
 - *Protection and management of historic landmarks, monuments and cemeteries*
 - *Quality of public swimming pools*

MAINTAIN

REVIEW



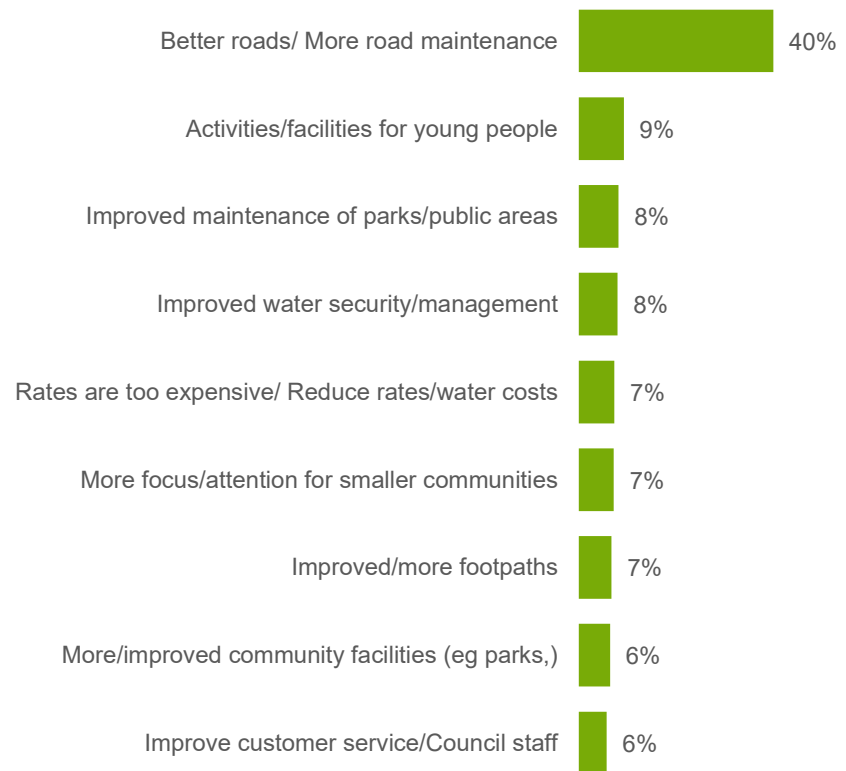
Suggestions for Improvement

Overall comments from respondents

Highlighting the importance of roads to residents, in open-ended comments around final improvements, 40% of all comments made were about improved roads or better maintenance. A summary of road-related comments is shown on the next page.

Beyond roads, other suggestions focused on a number of specific areas, including:

- Youth-focus for activities and facilities
- Maintenance of parks / open spaces
- Water security and management
- Costs of rates and water
- Less focus on Emerald and more attention given to smaller communities



Suggestions for Improvement

Better Roads / Road Maintenance



Residents' main issues with the roads include:

- Sealing the roads
- Fixing the gutters
- Drainage

"Seal our residential streets and putting in streetlights for people to walk safely at night. Drainage is poor, roads are too narrow, and the water cannot pass quickly enough on narrow roads and cars cannot pass one another"

"The rural roads need to be developed more, maintained better and more upgrading of things like potholes, flooding over roads."

"I think the council should focus on upgrading the road systems in general."

"Better roads in my specific area as they are not sealed. They spend all the money in Emerald and not my area."

"Better roads / sealing more dirt roads that are in poor conditions."

"The road network. It needs to be maintained across the whole regions, especially the gravel roads."



Base: All respondents (n=402)

C4. Are there any final improvements or other comments you would like to make to Central Highlands Regional Council?

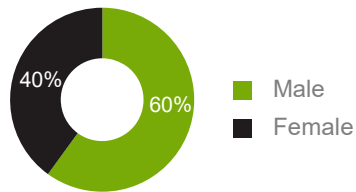


DEMOGRAPHICS

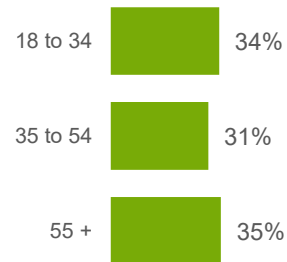
Demographics



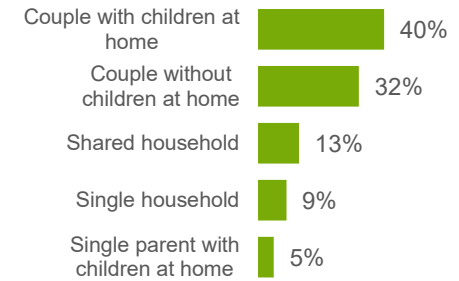
GENDER



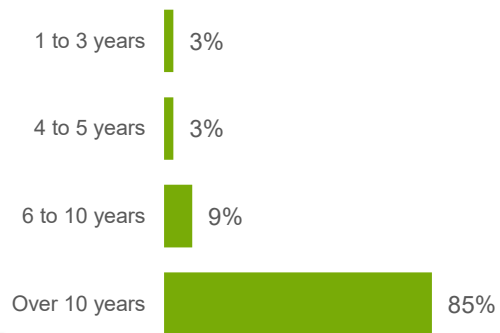
AGE



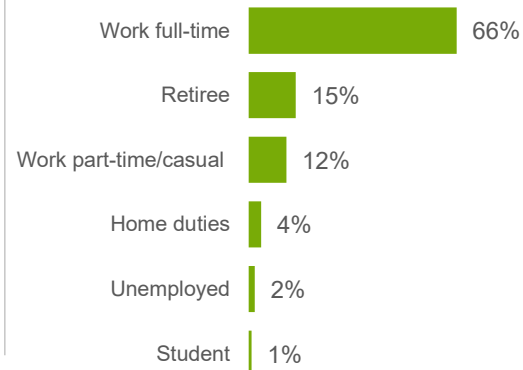
HOUSEHOLD STATUS



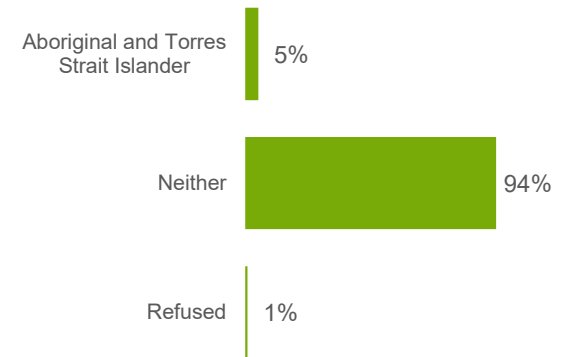
RESIDENCY LENGTH



EMPLOYMENT STATUS



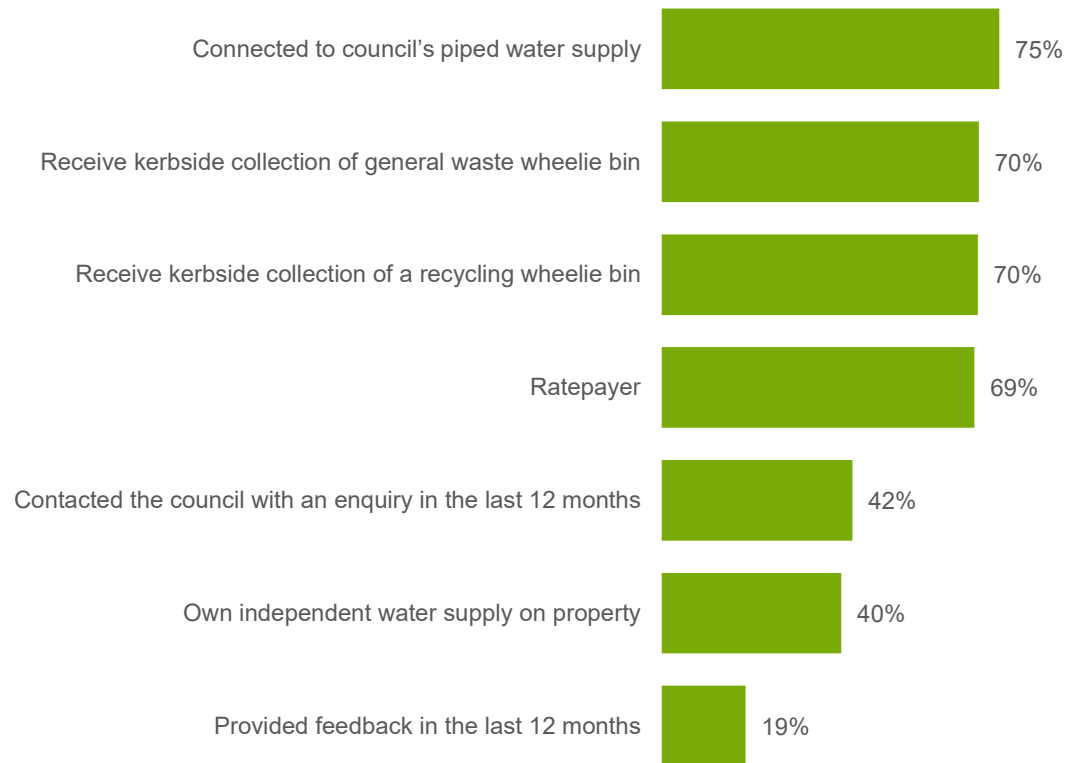
ABORIGINAL AND TORRES STRAIT ISLANDER



Base: All respondents (n=402)



Respondent Profile



Base: All respondents (n=402)
S5. To ensure we ask you questions that are relevant to you in this survey, can you confirm the following:



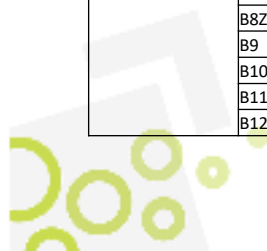
APPENDIX

APPENDIX

Survey Tool (1)



SECTION	QUESTION #	QUESTION WORDING
SCREENING	S1	What is your age?
	S2	What is your postcode?
	S3	Do you currently live in the Central Highlands Regional Council area?
	S4	What is the name of the town or nearest community centre?
	S5	To ensure we ask you questions that are relevant to you in this survey, can you confirm the following:
	S5_1	Are you a ratepayer in the Central Highland Regional council region?
	S5_2	Do you receive kerbside collection of your general waste wheelie bin?
	S5_3	Do you receive kerbside collection of a recycling wheelie bin?
	S5_4	Are you connected to council's piped water supply?
	S5_5	Do you have your own independent water supply on your property (e.g. tank, bore)?
S5_6	Have you contacted the council with an enquiry in the last 12 months?	
S5_7	Have you provided feedback or participated in any council community survey, consultation or engagement activities, such as Have Your Say, in the last 12 months?	
SECTION A: GENERAL SENTIMENT	A1	How would you rate your overall experience living in the Central Highlands region, on a scale of 0 to 10, where 0 is poor and 10 is excellent?
SECTION B: SATISFACTION WITH COUNCIL	B0	Firstly, how would you rate council's performance overall when it comes to delivering what you feel it is responsible for to the community?
	B1	How do you think council is performing in relation to the following aspects of major infrastructure managed by council?
	B1X	Taking all these things into account, how would you rate council's performance when it comes to major infrastructure overall?
	B2	How do you think council is performing in relation to sharing information, listening to feedback, and responding to the community?
	B2X	Taking all these things into account, how would you rate council's performance when it comes to sharing information, listening to feedback, and responding to the community overall?
	B3	How do you think council is performing in relation to the following aspects of rubbish and recycling services?
	B3X	Taking all these things into account, how would you rate council's performance when it comes to rubbish and recycling services overall?
	B4	How do you think council is performing in relation to the following aspects of water and wastewater services?
	B4X	Taking all these things into account, how would you rate council's performance when it comes to water and wastewater services overall?
	B5	How do you think council is performing in relation to the following aspects of outdoor spaces and community buildings?
	B5X	Taking all these things into account, how would you rate council's performance when it comes to outdoor spaces and community building overall?
	B6	How do you think council is performing in relation to the following aspects of customer service?
	B6X	Taking all these things into account, how would you rate council's performance when it comes to customer service overall?
	B7	How do you think the councillors are performing in the following areas?
B7X	Taking all these things into account, how would you rate the councillor's performance overall?	
B7Z	What do you believe should be councillor's <u>main</u> focus for improvement over the next few years?	
B8X	How do you think council is performing in relation to community support and culture?	
B8Z	If there was <u>one</u> area you feel should be council's <u>main</u> focus for community and support and culture, what would it be?	
B9	How do you think council is performing in relation to registration and compliance matters?	
B10	How do you think council is performing in relation to economic growth and regional planning?	
B11	How do you think council is performing in relation to disaster preparation and management, including flood mitigation and other weather events?	
B12	How do you think council is performing in relation to environmental management?	



APPENDIX

Survey Tool (2)



SECTION	QUESTION #	QUESTION WORDING
SECTION C: DEPENDANT VARIABLES	C1	Now considering all the different areas we just discussed that council is responsible for, how would you rate Central Highlands Regional Council's performance overall?
	C2	How likely would you be to speak favourably of Central Highlands Regional Council to others on a scale of 0 to 10, where 0 is not at all likely and 10 is very likely?
	C3	As a ratepayer, how would you rate council in terms of providing value for money based on what you pay for what you receive?
	C3B	And why do you give that rating? Are there specific examples or services where you feel you are getting poor value for money?
	C4	Are there any final improvements or other comments you would like to make to Central Highlands Regional Council?
SECTION D: DEMOGRAPHICS	D1	How long have you lived in the Central Highlands Region?
	D2	Do you identify as...? (GENDER)
	D3	Which of the following best describes your household?
	D4	You mentioned that you have children living at home. In which of the following age groups are they?
	D5	What best describes your current employment status...?
	D6	Do you identify as...? (Aboriginal and Torres Strait Islander)
SECTION E: CONSENT FOR FURTHER CONTACT	E1A	Would you be interested in taking part in any future community surveys or research conducted by the Central Highlands Regional Council?

