

Local Government Community Satisfaction Survey

2010

South Gippsland Shire Council

Research Results
May 2010

A project sponsored by the
Department of Planning and
Community Development
and local governments

Prepared by
Wallis
CONSULTING GROUP



Department of Planning
and Community Development

MINISTER'S FOREWORD

I am pleased to present the 2010 *Community Satisfaction Survey* results, which provide a valuable overview of how the Victorian local government sector is performing according to its communities.

The sector can proudly claim a 10 per cent improvement in overall performance since the survey began in 1998. In 2010, 79 per cent of respondents rated their councils' overall performance as *excellent, good or adequate*, compared with 69 per cent in 1998. At 83 per cent, metropolitan councils continue to report higher satisfaction for overall performance than country councils at 77 per cent.

The vast majority of councils continue to participate in the survey each year, which allows us to monitor trends and supports the survey's value as a powerful benchmarking tool for councils.

The survey also allows us to consider the community drivers of satisfaction, which have moved beyond the traditional Rs of 'rates, roads and rubbish'. The three key drivers of residents' satisfaction state-wide are town planning policy and approvals; economic development; and local roads and footpaths. These priorities further highlight the strategic role of today's councils in meeting the needs of Victorian communities as our state's population grows and changes.

The survey questions refer to the broad areas of governance and service delivery. Governance is covered by overall council performance, advocacy, council contact and community. Service delivery is captured by nine key service areas ranging from town planning and economic development to local laws and waste management.

The *Community Satisfaction Survey*, together with the financial and asset management measures reported in the *Local Government in Victoria Report*, provide a complete overview of the sector's performance each year.

Councils receive individual *Community Satisfaction Survey* results which are communicated in part in their annual reports or may be utilised by councils for other purposes. The survey allows councils to assess performance and monitor areas for both celebration and improvement.

It is important that councils continue to review and strengthen their individual performance measurement systems to complement the *Community Satisfaction Survey*. The work being undertaken by the Essential Services Commission in developing a performance monitoring framework for local government will support this process.

I would like to thank all councils that participated in this year's survey as well as the independent research company, Wallis Consulting Group, for conducting the survey.

The aggregate state-wide report will be available on the department's website at www.localgovernment.vic.gov.au



RICHARD WYNNE MP
Minister for Local Government

CONTENTS

1. INTRODUCTION	1
2. HOW THE SURVEY IS DONE	1
3. KEY RESULTS IN SUMMARY	2
4. SUMMARY RESULTS BY MEASURE 2010	5
5. RELATIVE PERFORMANCE WITHIN LGA GROUP	6
6. CUSTOMER WINDOW: KEY AREAS FOR IMPROVEMENT 2010	8
7. RESULTS IN DETAIL: OVERALL PERFORMANCE	10
8. RESULTS IN DETAIL: ADVOCACY	11
9. RESULTS IN DETAIL: COMMUNITY ENGAGEMENT	12
10. RESULTS IN DETAIL: CUSTOMER CONTACT	13
11. RESULTS IN DETAIL: RESPONSIBILITY AREAS	14
APPENDIX 1: QUESTIONNAIRE	
APPENDIX 2: LIST OF COUNCILS	
APPENDIX 3: RESPONSES TO OPEN ENDED QUESTIONS	

1. INTRODUCTION

This is the thirteenth year in which the Local Government Community Satisfaction Survey has been conducted. It is also the thirteenth year in which South Gippsland Shire Council has participated in the survey.

Hence, using this report, South Gippsland Shire Council is able to track residents' views on its performance over time. The survey focussed on nine service areas and four governance measures. Each of these is reported to show progress and improvements in performance.

The report also identifies some key areas for improvement and for increasing resident satisfaction in the coming year.

In this report, South Gippsland Shire can monitor its performance on key measures with other councils in its like council group, that is 'large rural shires'.

In the section showing results in detail, beginning on page 10, results are provided for the last seven years. Councils requiring historical results from earlier years, should consult their previous reports, or contact Wallis Consulting Group.

2. HOW THE SURVEY IS DONE

The 2010 survey was undertaken by an independent market research consultancy, Wallis Consulting Group. The questionnaire used was identical to that of 2009 (and very similar to previous years) to allow for comparisons over time.

The survey was conducted by telephone. In order to complete the survey, a random sample of telephone numbers was selected from postcodes known to be in the South Gippsland Shire area. These numbers were called and a 'head of household' was selected for interview at that dwelling. Average interview length was 10 minutes.

Seventy-eight of the total seventy-nine Victorian local councils took part in the 2010 survey. Using a sample size of 350 interviews per council area, over 27,000 interviews were conducted across the State. The Statewide Research Results Summary Report is available on the Department's website at www.localgovernment.vic.gov.au

If you have further queries about the conduct of the survey, please contact either Pam Millwood at Wallis Consulting Group (pamm@wallisgroup.com.au / 03 8620 5614) or Eveline Kane at the Department of Planning and Community Development (eveline.kane@dpcd.vic.gov.au).

3. KEY RESULTS IN SUMMARY

EXPLANATION: INDEXED MEAN SCORES

Many of the survey questions ask respondents to rate their Council's performance on a five-point scale from "Excellent" to "Needs a lot of Improvement".

To facilitate comparisons over time, and between different measures, or between Councils, the scales are scored as shown below:

<u>SCALE RESULTS</u>	<u>SCORE</u>	<u>INDEXED SCORE</u>
Excellent - outstanding performance	5	100
Good - a high standard	4	80
Adequate - an acceptable standard	3	60
Needs some improvement	2	40
Needs a lot of improvement	1	20

The "Indexed Mean" is calculated by taking the mean value for all respondents on the five point scale and multiplying by twenty to convert this mean to an index of up to 100. In the Figures and Tables on the following pages, the scale for the "Indexed Mean" is used, which ranges from a minimum of 20 to a maximum of 100.

It should be noted that the indexed mean, as described above, is a quite separate measure from the 'Excellent/Good/Adequate' totals which are shown alongside the performance over time data on pages 10 to 22. The 'Excellent/Good/Adequate' results relate to the proportions of respondents giving these ratings, and are not mean scores.

3. KEY RESULTS: SUMMARY OF RESULTS FOR 2010

	Indexed Mean
1 * Community satisfaction rating for overall performance generally of the council	60
2 * Community satisfaction rating for council's advocacy and community representation on key local issues (Advocacy)	57
3 * Community satisfaction rating for council's engagement in decision making on key local issues (Community Engagement)	57
4 Community satisfaction rating for council's interaction and responsiveness in dealing with the public (Customer Contact)	72
5 Community satisfaction rating for overall performance in key service areas and responsibilities (individual service group ratings shown below)	60
5a Local Roads and Footpaths	50
5b Health and Human Services	70
5c Recreational Facilities	70
5d Appearance of Public Areas	71
5e Traffic Management and Parking Facilities	58
5f Waste Management	62
5g Enforcement of Local Laws	63
5h Economic Development	52
5i Town Planning Policy and Approvals	48

* These results form part of the Victorian Local Government Indicators which councils include in their annual reports.

3. KEY RESULTS: SUMMARY AT A GLANCE

1. How the Shire of South Gippsland performed in 2009/2010

	2009		2010		Change in performance in the Last Year	Comparison of results to:	
	Mean	Indexed Mean	Mean	Indexed Mean		All Councils in Group 2010	All Councils 2010
a. Local Government Indicators					*	**	**
Overall Performance	3.0	60	3.0	60	Unchanged	Similar	Lower
Advocacy	2.9	57	2.9	57	Unchanged	Similar	Lower
Community Engagement	2.9	57	2.8	57	Unchanged	Similar	Lower
Customer Contact	3.6	71	3.6	72	Unchanged	Similar	Similar
b. Specific Performance Areas							
Local Roads and Footpaths	2.4	48	2.5	50	Unchanged	Similar	Lower
Health and Human Services	3.6	72	3.5	70	Unchanged	Lower	Lower
Recreational Facilities	3.5	69	3.5	70	Unchanged	Higher	Similar
Appearance of Public Areas	3.6	72	3.6	71	Unchanged	Higher	Higher
Traffic Management and Parking	3.0	60	2.9	58	Unchanged	Similar	Similar
Waste Management	3.1	61	3.1	62	Unchanged	Lower	Lower
Enforcement of Local Laws	3.2	64	3.2	63	Unchanged	Similar	Similar
Economic Development	2.5	51	2.6	52	Unchanged	Lower	Lower
Town Planning Policy and Approvals	2.3	46	2.4	48	Unchanged	Lower	Lower

* Improved/declined indicates a significantly different result from 2009.

** Higher/lower indicates a significantly different result from the 2010 mean score for others in the group/total.

Has any particular issue strongly influenced residents' overall rating?

	%
Yes - positive	12
Yes - negative	37
No	49
Don't Know	2

Q6a In giving your overall rating, has any particular issue strongly influenced your view, either in a positive or negative way?

If yes, Was it a positive or negative influence?

Residents' view of change in this Council's performance since 2009.

	%
Improved	16
Stayed the same	65
Deteriorated	12
Don't Know	7

Q7 Over the last 12 months, what is your view of the direction of Council's overall performance?

Has it improved, stayed the same or deteriorated?

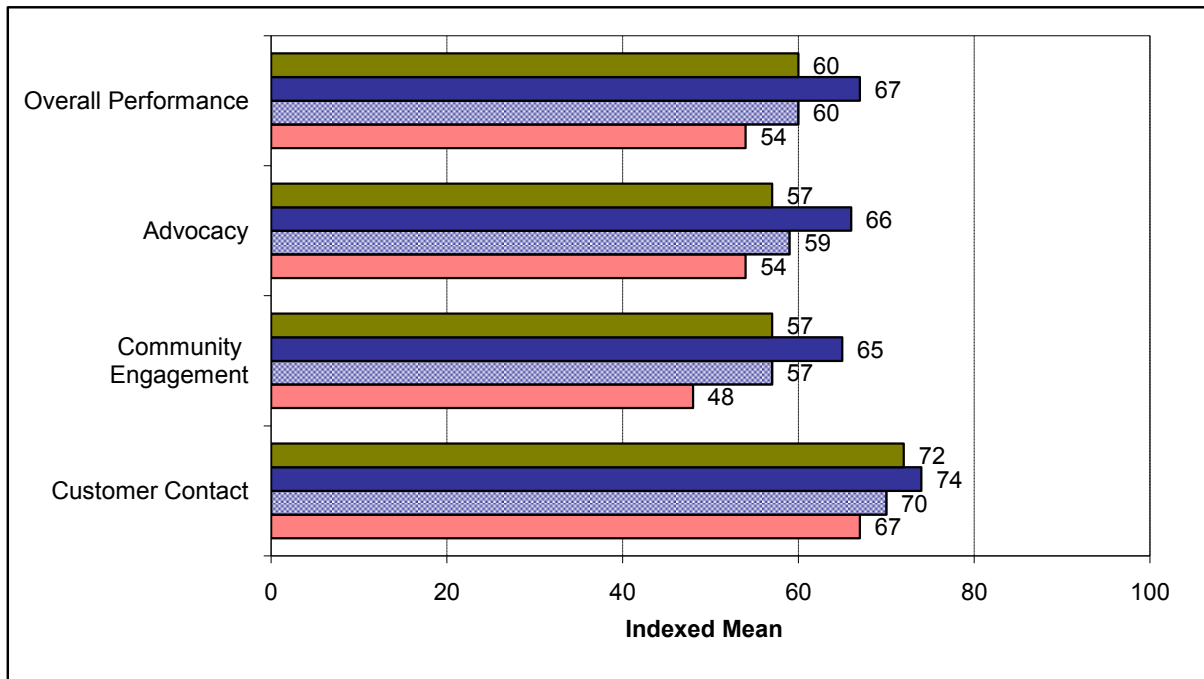
4. SUMMARY RESULTS BY MEASURE: 2010

Results for South Gippsland Shire Council

MEASURE	Percentage of respondents saying performance was.....					RELEVANCY	MEAN	INDEXED MEAN
	Excellent	Good	Adequate	Needs some improvement	Needs a lot of improvement			
	%	%	%	%	%			
Overall Performance	3	32	39	15	11	97%	3.0	60
Advocacy and community representation	4	24	38	21	13	70%	2.9	57
Community Engagement	3	29	33	19	16	87%	2.8	57
Customer Contact (interaction & responsiveness)	27	35	18	11	8	53%	3.6	72
Specific responsibility areas:								
1. Local Roads and Footpaths	2	21	26	23	27	98%	2.5	50
2. Health and Human Services	14	43	27	9	6	67%	3.5	70
3. Recreational Facilities	10	48	25	10	6	93%	3.5	70
4. Appearance of Public Areas	15	51	15	12	7	98%	3.6	71
5. Traffic Management and Parking	3	31	35	18	14	96%	2.9	58
6. Waste Management	12	37	17	19	15	92%	3.1	62
7. Enforcement of Local Laws	6	37	33	13	11	86%	3.2	63
8. Economic Development	1	26	26	24	22	81%	2.6	52
9. Town Planning Policy and Approvals	1	18	29	24	28	75%	2.4	48

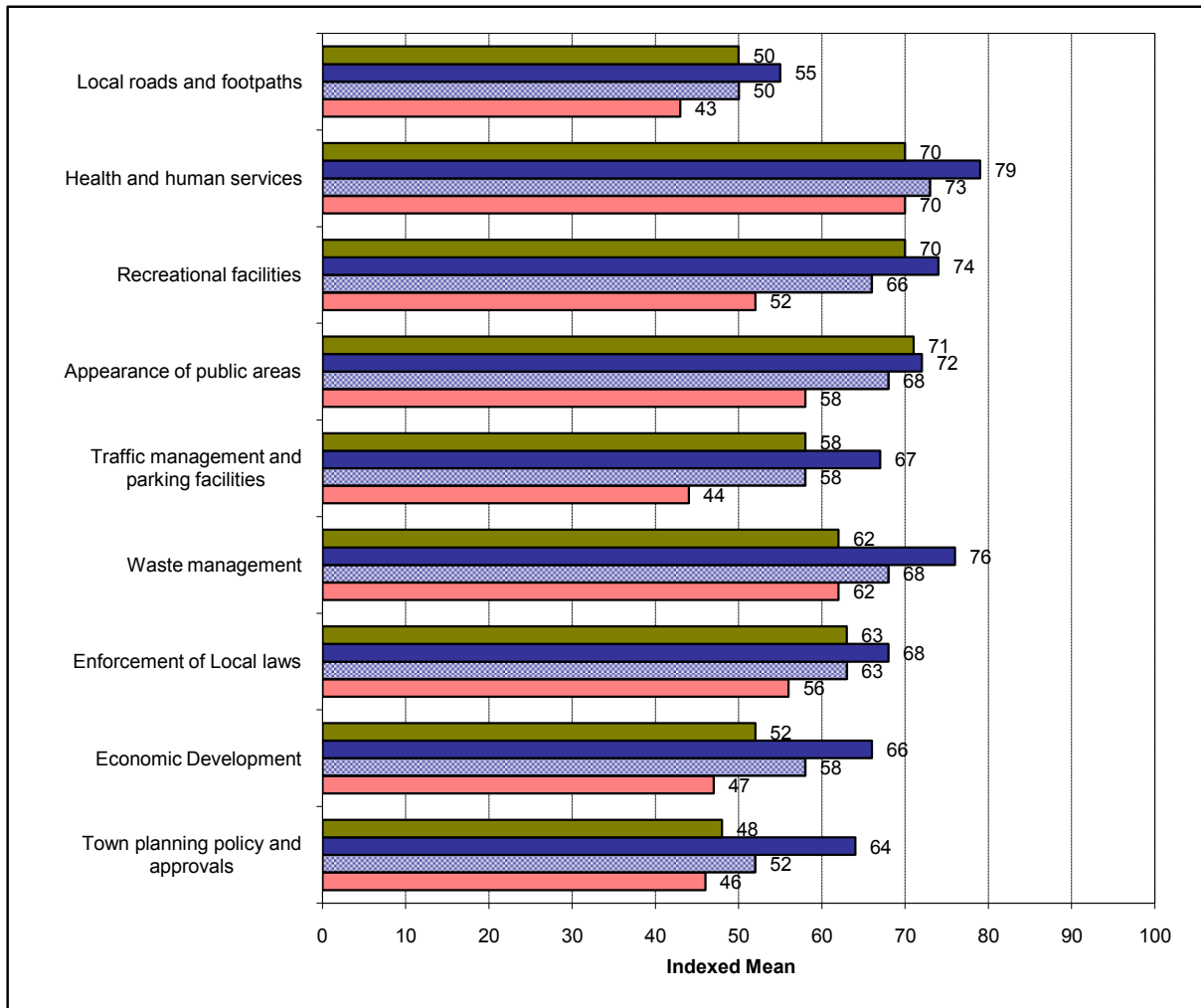
Explanation: Relevancy is the % of residents who could rate the Council on this measure, i.e. did not give a "Don't know" rating.

5. RELATIVE PERFORMANCE WITHIN LGA GROUP FOR 2010



- South Gippsland Shire
- Highest Result in Group
- Median Result of Group
- Lowest Result in Group

5. RELATIVE PERFORMANCE WITHIN LGA GROUP FOR 2010



- South Gippsland Shire
- Highest Result in Group
- Median Result of Group
- Lowest Result in Group

6. CUSTOMER WINDOW: AN EXPLANATION

In allocating resources to improve services, Councils need to consider two factors:

1. The **relative importance** of each service area to the community, and
2. The current level of **performance** in service provision.

The improvement window (page 9) graphically identifies the 4 possible combinations of these two factors. The highest priority for improvement is indicated where current performance is low in a service area that the community views as of high importance.

The **importance** dimension uses a correlation coefficient. The correlation coefficient shows the relationship between each responsibility area rating and the overall performance rating – the extent to which a change in one influences a change in the other. Correlation coefficients range from 0 to 1. 0 indicates that there is no relationship while 1 shows a positive association (that an improvement in one rating will lead to an improvement in the other). A good level of correlation for survey measures of this kind is 0.5.

Another figure used to derive relative importance is the percentage of people who were able to rate Council's performance on the service area concerned. This is used because people generally do not rate services when they have not experienced them, or have no opinion about them. **Relative importance** for each area surveyed is achieved by multiplying the square of the correlation coefficient by the percentage of people who gave a satisfaction rating.

The **performance** measure is based on the percentage of people who gave a rating of excellent, good or adequate.

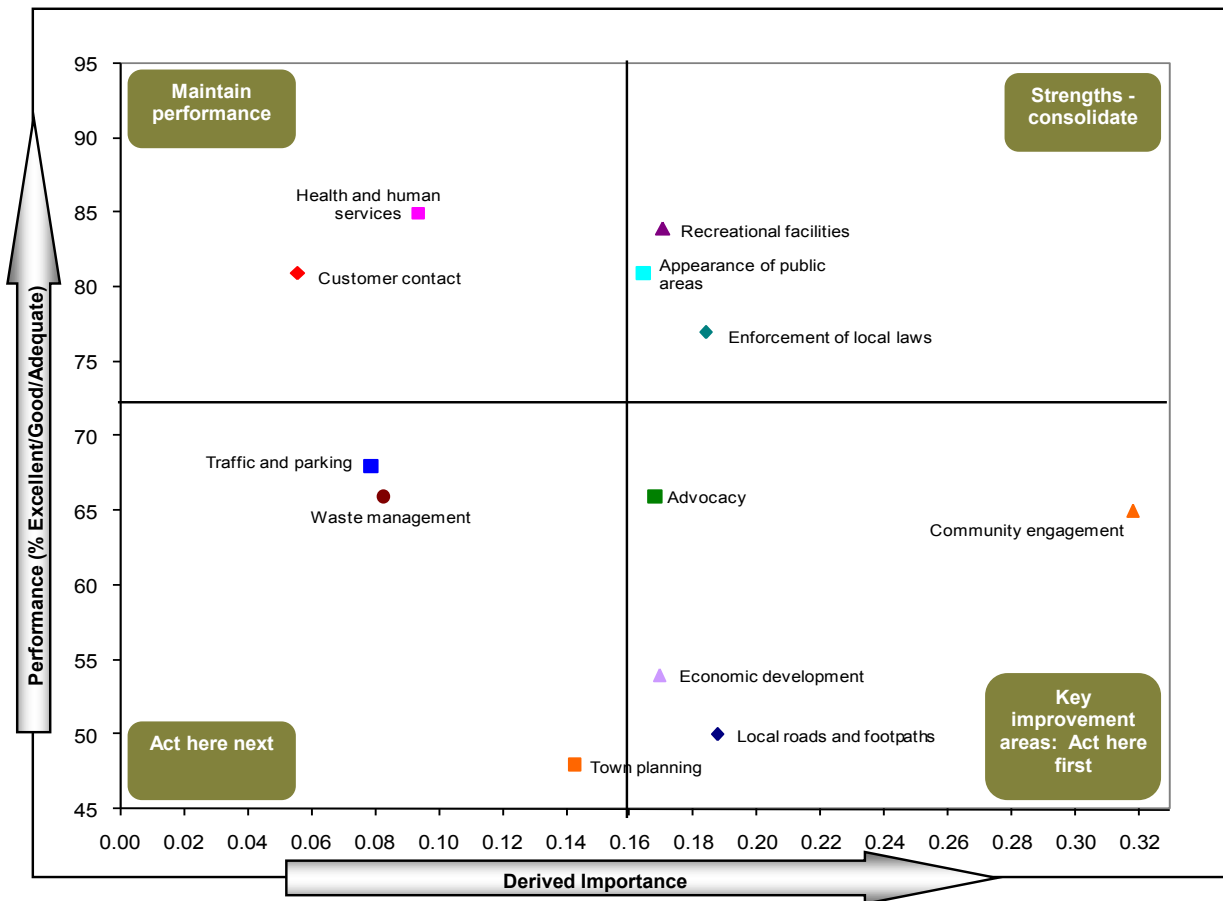
The four quadrants of the improvement window inform service improvement decisions as follows:

- 1) **Bottom right quadrant: Key areas for improvement.** Identifies those services that are relatively important to the community in which the Council underperformed. These are the first areas for improvement.
- 2) **Bottom left quadrant: Secondary areas for improvement.** Identifies service areas in which the Council has performed poorly which are of relatively lower importance to the community.
- 3) **Top right quadrant: Strengthen and consolidate.** Indicates those service areas that are relatively important to the community and for which they expressed a high level of satisfaction.
- 4) **Top left quadrant: Maintain existing performance.** Identifies services in which the Council has performed well, but which are of little relative importance to the Community. Although these areas don't contribute greatly to overall satisfaction, it may be that if Council allows standards to drop then the community may attribute them with a higher level of importance in the future.

The visual display on the next page shows the improvement window for South Gippsland Shire Council.

6. CUSTOMER WINDOW: KEY AREAS FOR IMPROVEMENT 2010

Customer Window for South Gippsland Shire Council



South Gippsland Shire Council's key areas for improvement are:

1. Local Roads and Footpaths

- This area is of high relative importance to residents, yet half (50%) seek improvement.

2. Economic Development

- Of moderate relative importance and 46% of residents seek improvement.
- Ratings of councils performance in this area are lower on average than other councils in the same group.

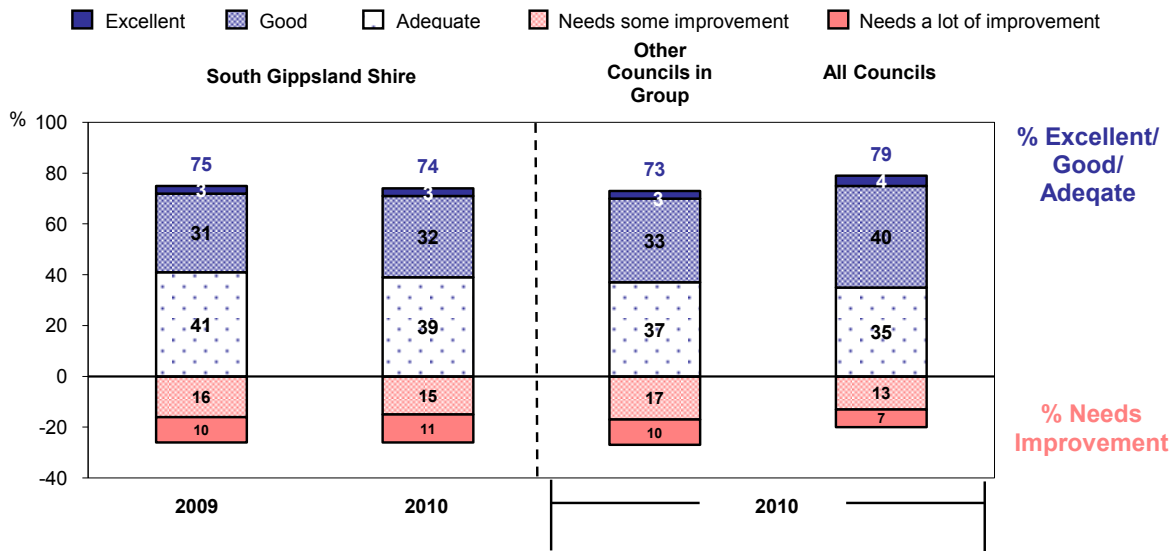
3. Advocacy, Community Engagement and Town Planning Policy and Approvals

- Community Engagement is the most important issue for residents, yet 35% seek improvement.
- Advocacy is of moderate importance to residents yet 34% seek improvement.
- Of all key service areas the highest proportion seek improvement for Town Planning, more than half (52%) feel improvement is needed.

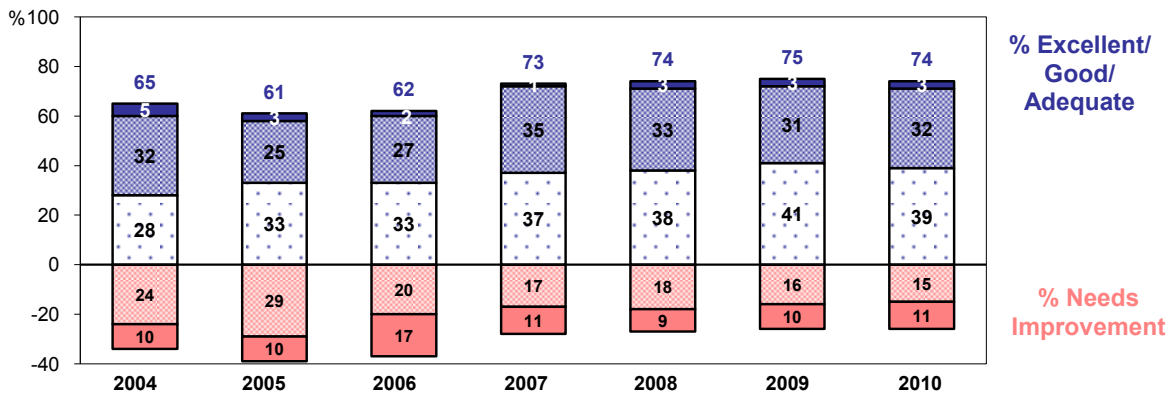
What South Gippsland does well

South Gippsland continues to perform significantly better than the average of other councils in its group on recreational facilities and the appearance of public areas. These are areas of moderate importance to residents and are particular strengths for the council. South Gippsland also receives high ratings for its performance in the area of Customer Contact.

7. RESULTS IN DETAIL: OVERALL PERFORMANCE



South Gippsland Shire - Performance Over Time



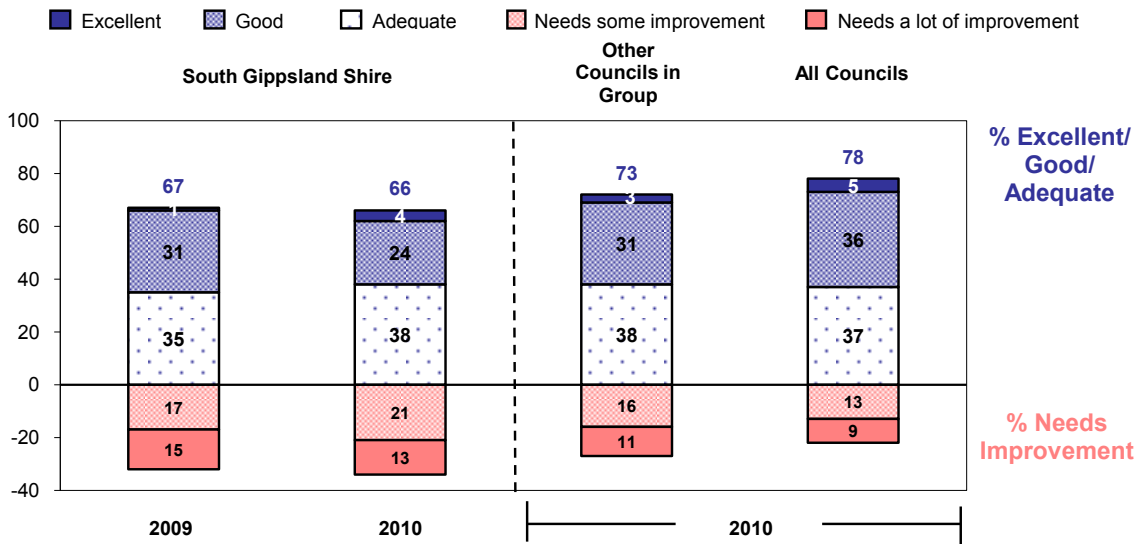
Reasons Needs Improvement (2010)

Number of Respondents: 90
%

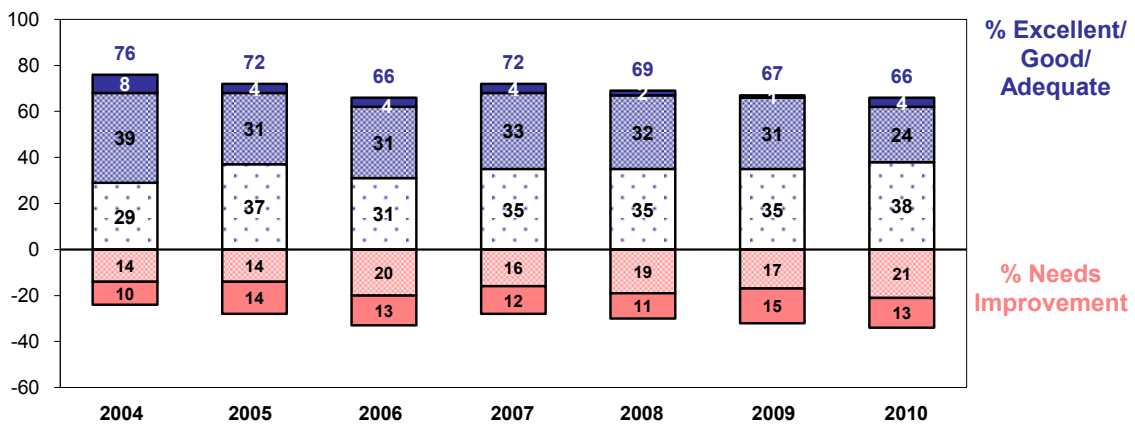
◆ Make decisions despite community consultation/ don't listen to community	31
◆ Local roads and footpaths	26
◆ Favour certain areas in Shire/ local government area over others	20
◆ Town planning policy and approvals	18
◆ Communicating/leading discussion with community	18
◆ Council too focused on internal politics/ don't achieve outcomes	16
◆ Decline in standard of service generally provided by council	13
◆ Rates are not giving value for money	10
◆ Waste/spend too much money/poor financial management/in debt	6
◆ Appearance of public areas including foreshore	6

Note: Only the most frequently mentioned reasons shown. Some respondents may have given more than one reason for needing improvement.

8. RESULTS IN DETAIL: ADVOCACY



South Gippsland Shire - Performance Over Time



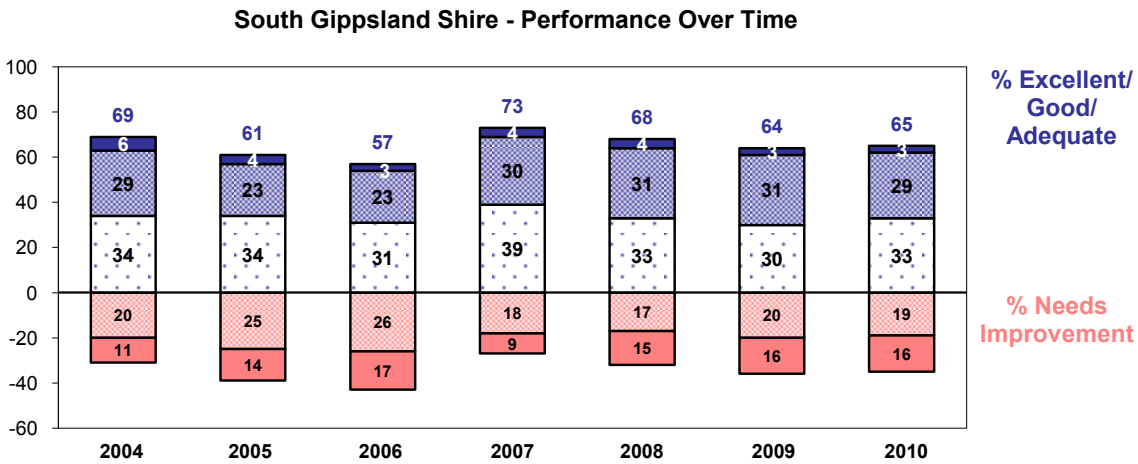
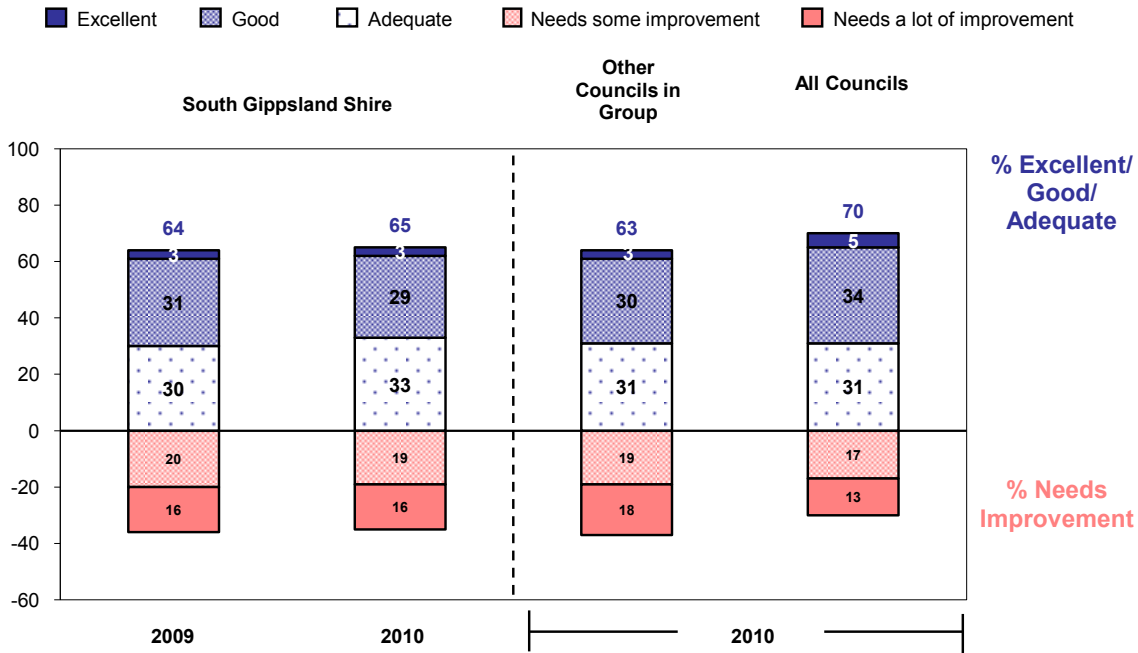
Reasons Needs Improvement (2010)

Number of Respondents: 83
%

- ◆ Council does not make sufficient effort 28
- ◆ Don't represent the interests of the community 27
- ◆ Not doing enough/ need to lobby harder on key local issues 23
- ◆ Not sure what the council does/ need to promote/ communicate effectively 16
- ◆ Council represents some areas/services/interests but neglect others 14
- ◆ Don't consult to gauge community views 12
- ◆ Town planning issues/ inappropriate development 10
- ◆ Lobbying skills need improvement/ more professional/ effective lobbying 7
- ◆ Council more interested in politics/themselves than community interests 5
- ◆ Need to assist/protect/encourage local business/industry 2

Note: Only the most frequently mentioned reasons shown. Some respondents may have given more than one reason for needing improvement.

9. RESULTS IN DETAIL: COMMUNITY ENGAGEMENT



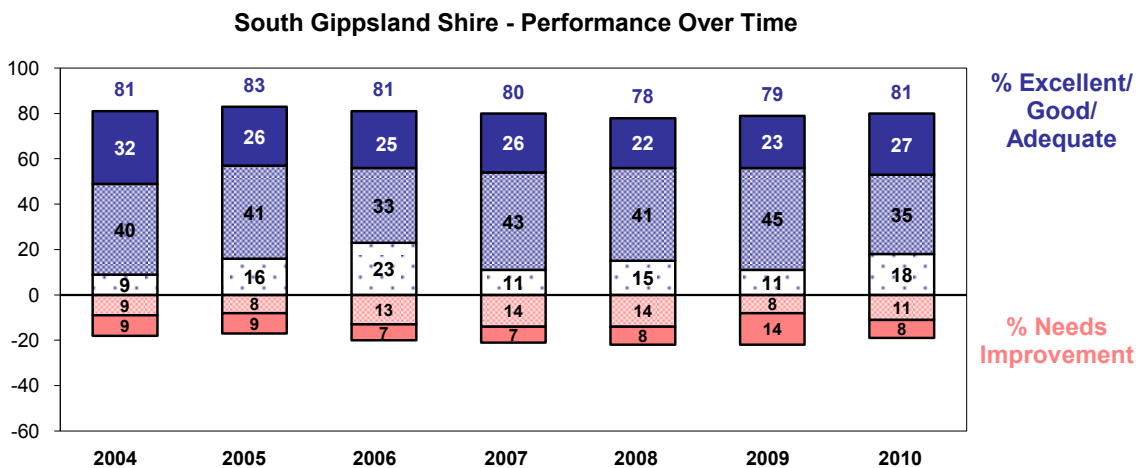
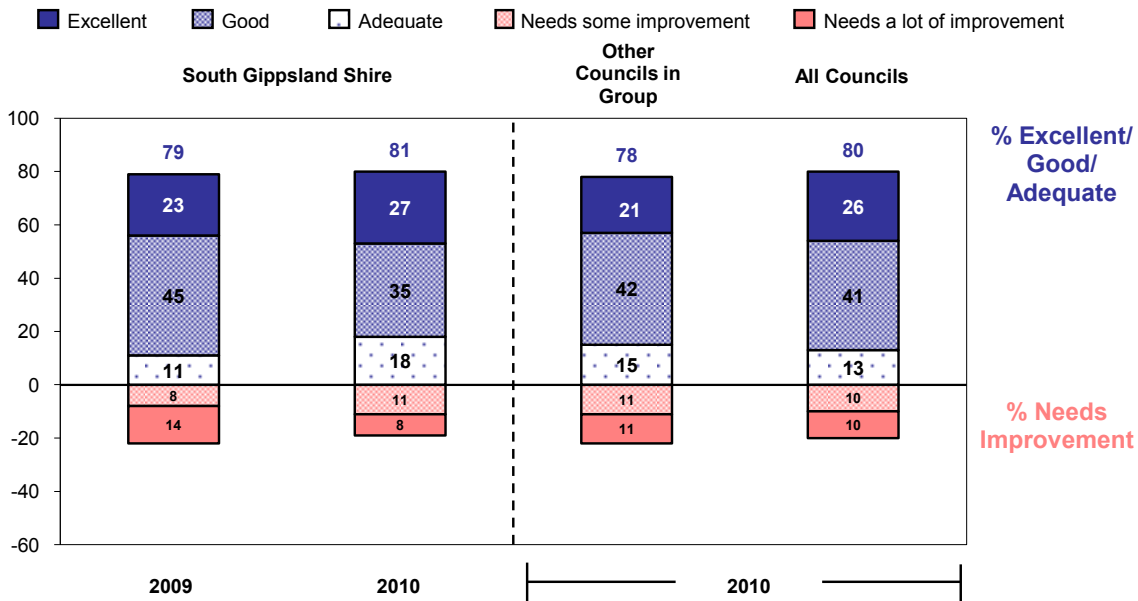
Reasons Needs Improvement (2010)

Number of Respondents: 107
%

◆ Don't consult sufficiently/effectively/with entire community	49
◆ Need to keep community better informed/communicate more	38
◆ Don't listen/ need to take more notice of community's wishes	25
◆ More community consultation/ use consultants less/more public meetings	23
◆ Need to publicise/promote consultation sessions and inform us of results	9
◆ Only pay lip service to issues/need to follow through	7
◆ Takes too long to get things done/ not enough action	7
◆ Communicate more regularly via newsletter/ local paper etc	7
◆ Don't take a role in leading discussion/aren't proactive	7
◆ Need to consult with all areas in the council/ district	6

Note: Only the most frequently mentioned reasons shown. Some respondents may have given more than one reason for needing improvement.

10. RESULTS IN DETAIL: CUSTOMER CONTACT



Reasons Needs Improvement (2010)

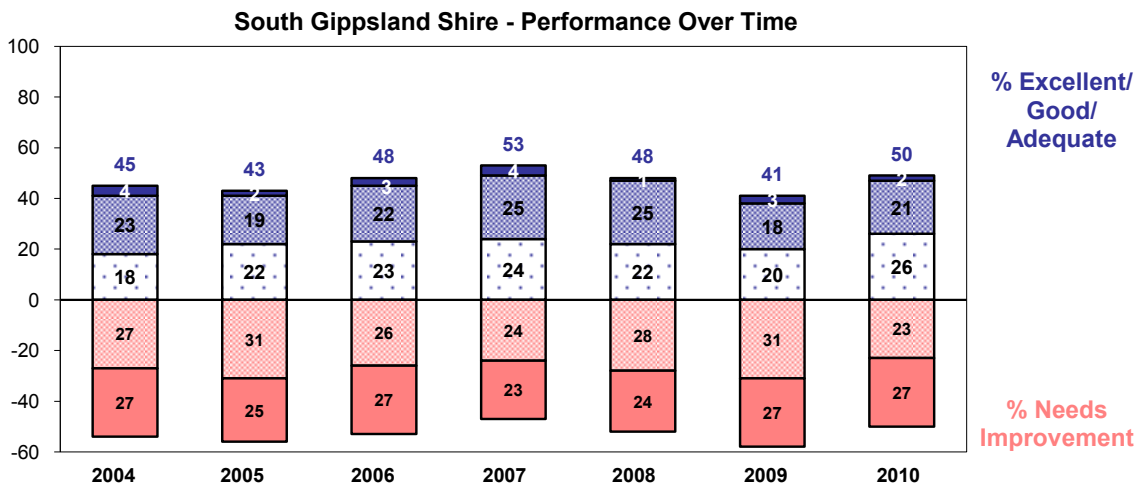
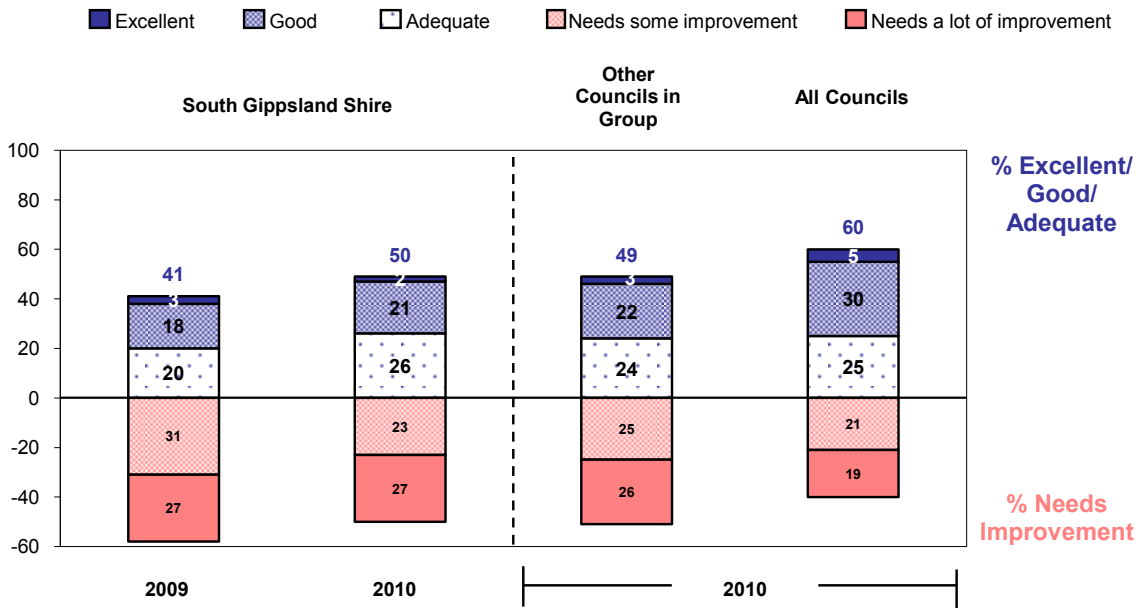
Number of Respondents: 36
%

◆ Lack of follow up	47
◆ Not interested in helping/didn't take an interest/responsibility	28
◆ Took too long to respond	22
◆ Issue not resolved in a satisfactory manner	11
◆ Passed around departments/not clear who to speak to	11
◆ Poor customer service/ need better communication skills/personal service	8
◆ Not knowledgeable	8
◆ Impolite/rude manner/tone	6
◆ Not enough information/keep community informed	6
◆ Too hard to get through to anyone/kept getting machine	3

Note: Only the most frequently mentioned reasons shown. Some respondents may have given more than one reason for needing improvement.

11. RESULTS IN DETAIL: RESPONSIBILITY AREAS

A) Local Roads and Footpaths

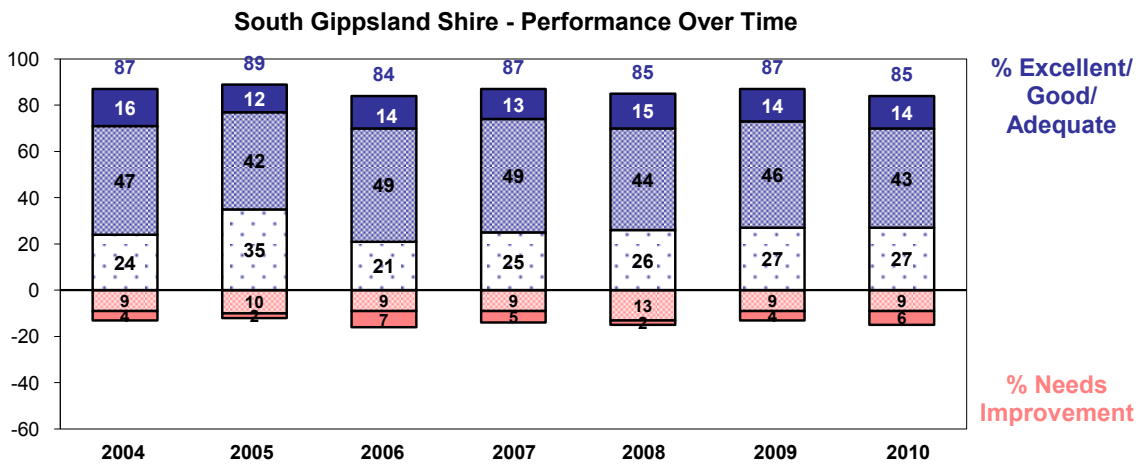
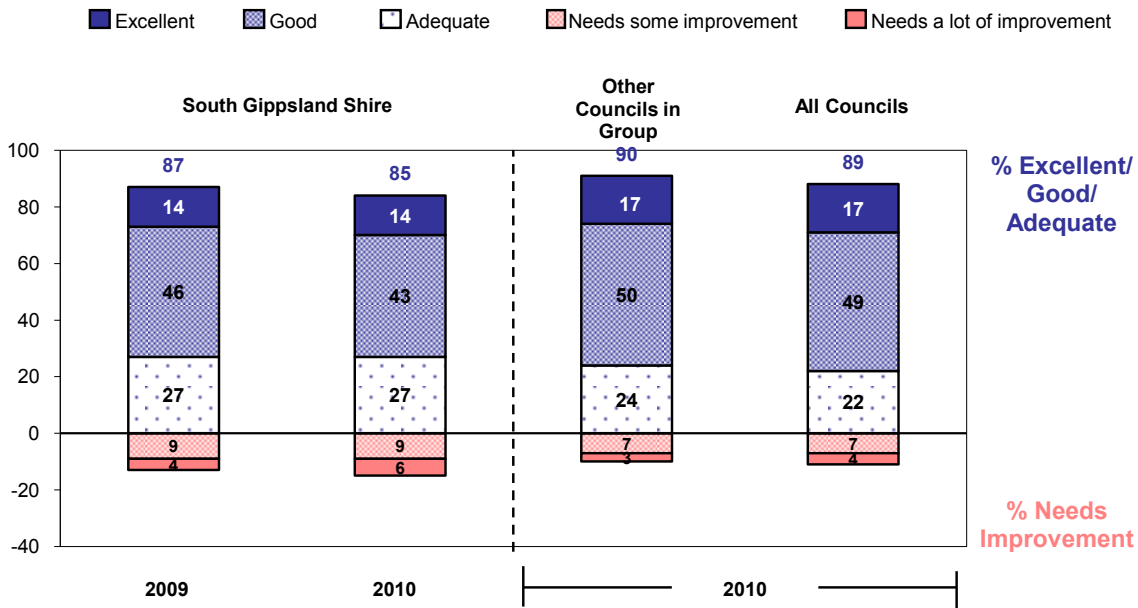


Reasons Needs Improvement (2010)		Number of Respondents: 172
		%
◆ More frequent/ better re-surfacing of roads		31
◆ More frequent/ better slashing of roadside verges		27
◆ Improve/ Fix/ Repair uneven surface of footpaths		26
◆ Improve standard of unsealed roads (loose gravel, dust, corrugations)		20
◆ Improve the quality of maintenance on roads and footpaths		17
◆ Improve/More frequent grading etc of unsealed roads		13
◆ Increase number of footpaths/ widen footpaths		10
◆ Prune/trim trees/shrubs overhanging footpaths/roads		10
◆ More frequent maintenance/ cleaning of roadside drains and culverts		9
◆ More/ better roadside drains and culverts		8

Note: Only the most frequently mentioned reasons shown. Some respondents may have given more than one reason for needing improvement.

12. RESULTS IN DETAIL: RESPONSIBILITY AREAS

B) Health & Human Services



Reasons Needs Improvement (2010)

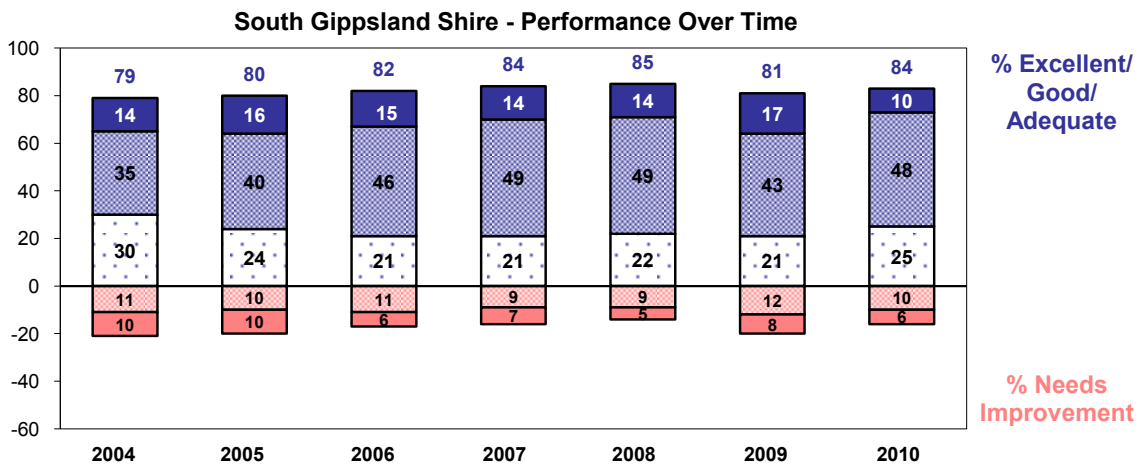
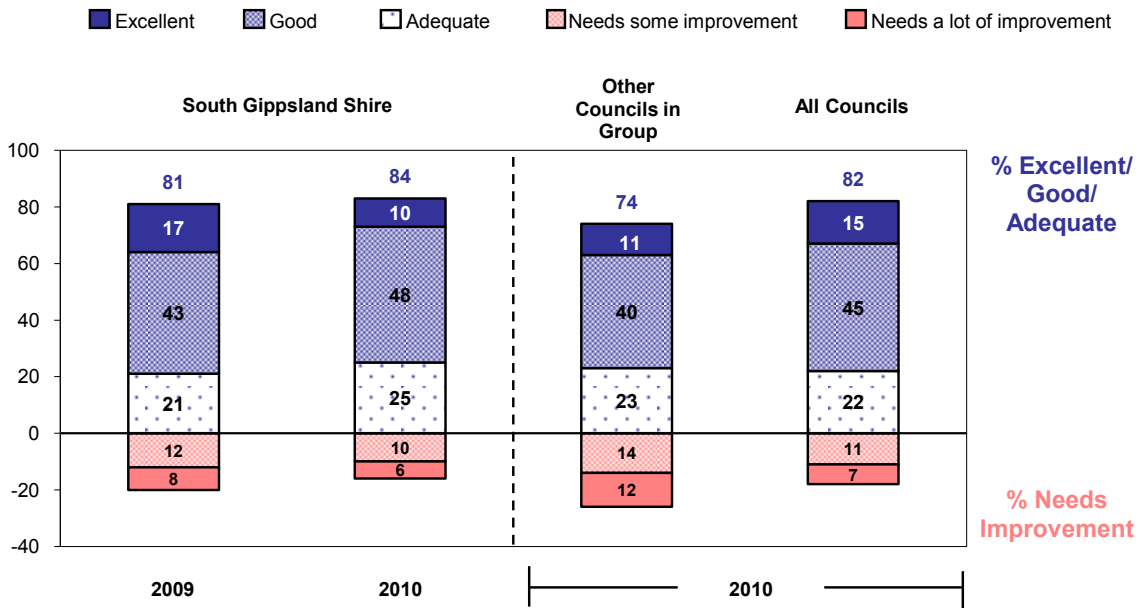
Number of Respondents: 36
%

◆ Increase resources for/availability of home help /meals on wheels	22
◆ Improve quality of home help	17
◆ Improve quality/variety of food in meals on wheels program	14
◆ More resources/longer hours for Maternal & Child Health Facilities	11
◆ More facilities/resources for Aged Care/better nursing homes	11
◆ Services need to be improved in all areas/council needs to do more	11
◆ More funds/resources to reduce waiting lists for services	11
◆ More/better centres/facilities generally in more remote towns/areas	8
◆ More/better publicity/information about available services	8
◆ More/better support/services for minority/disadvantaged groups	6

Note: Only the most frequently mentioned reasons shown. Some respondents may have given more than one reason for needing improvement.

12. RESULTS IN DETAIL: RESPONSIBILITY AREAS

C) Recreational Facilities



Reasons Needs Improvement (2010)

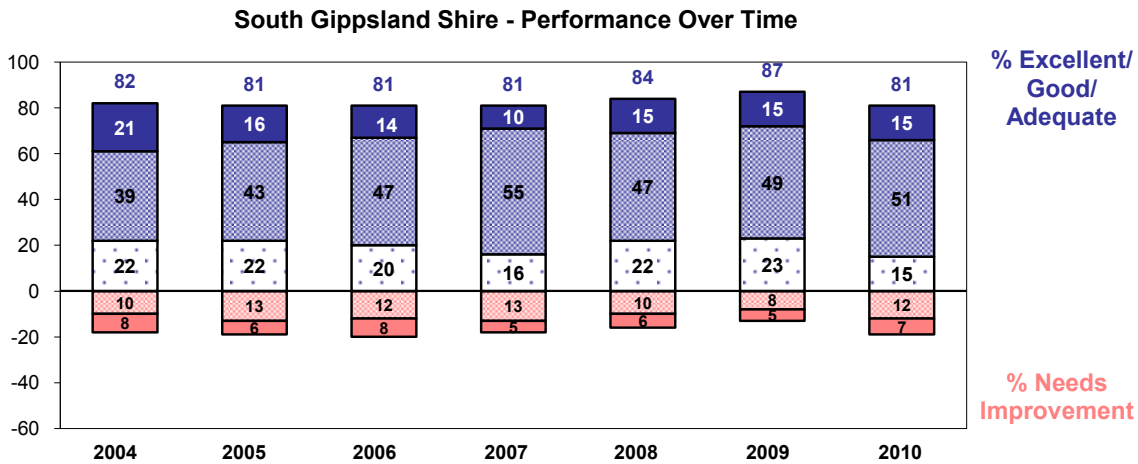
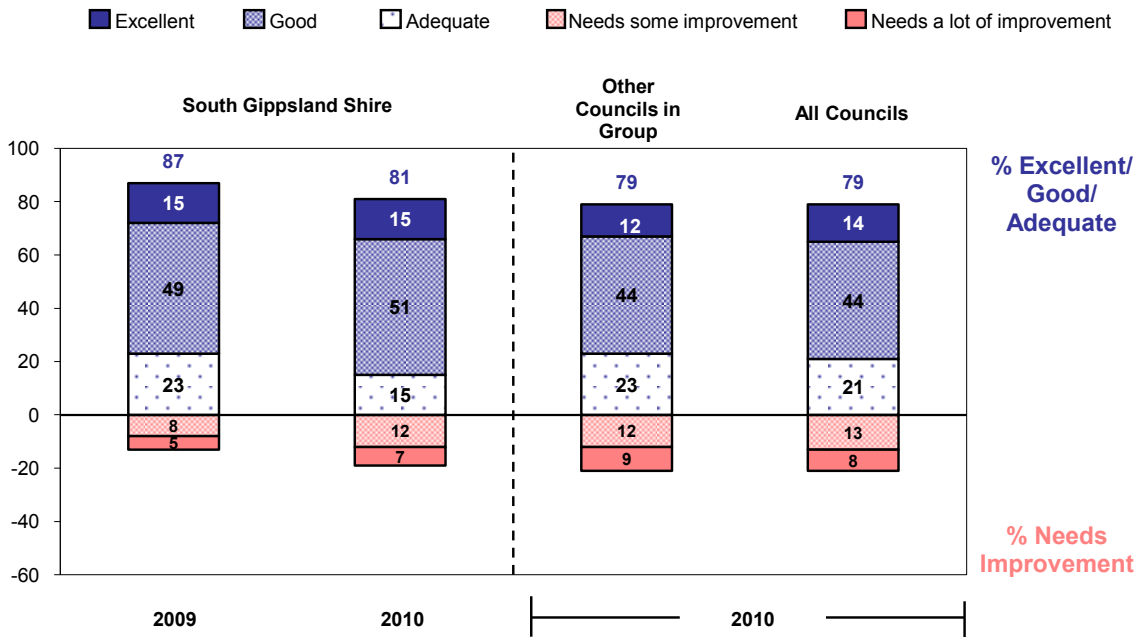
Number of Respondents: **51**
%

◆ More/better Sporting Complexes (excluding pools)	27
◆ Better maintenance of Sporting facilities (excluding pools)	27
◆ More/better sporting complexes and/or facilities in smaller towns	18
◆ More support/funding needed for recreational/sporting facilities	16
◆ More facilities/activities for young people/teenagers	12
◆ More/better arts/cultural facilities/events in smaller towns	8
◆ More/better library buildings/no library service/closing /moving library	6
◆ Council favours certain areas over others in regard to recreational facilities	6
◆ More community consultation about recreational facilities etc	4
◆ More/better/safer Playgrounds and/or equipment/with sun shade	4

Note: Only the most frequently mentioned reasons shown. Some respondents may have given more than one reason for needing improvement.

12. RESULTS IN DETAIL: RESPONSIBILITY AREAS

D) Appearance of Public Areas

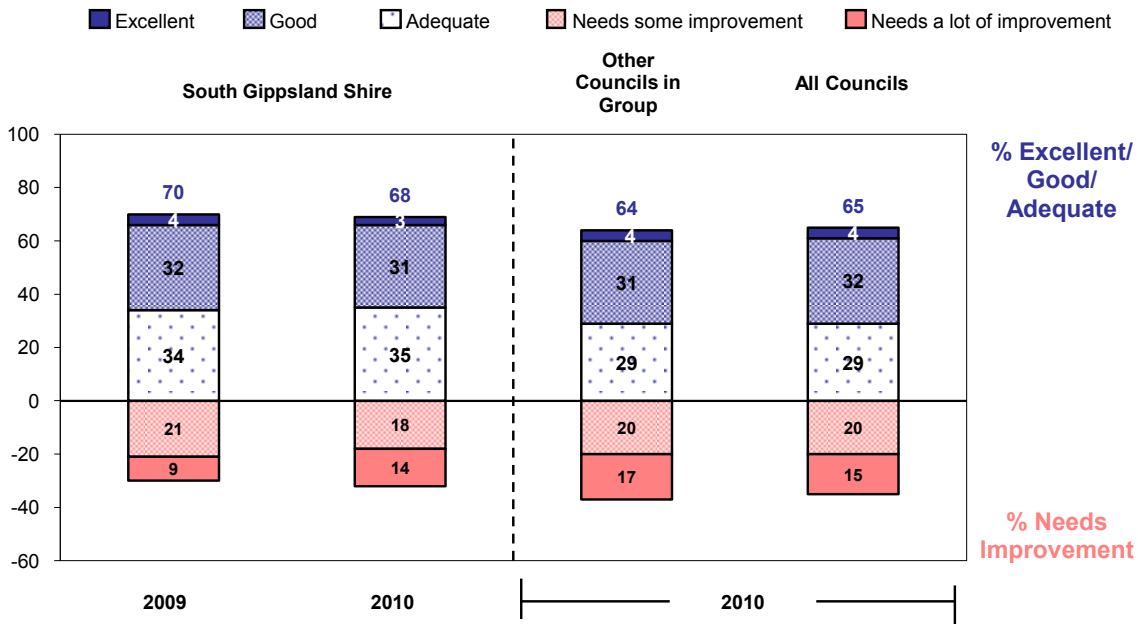


Reasons Needs Improvement (2010)		Number of Respondents:	66
		%	
◆ More frequent/better street cleaning			35
◆ More frequent/better pruning of street trees/plants			32
◆ Better maintenance of parks and gardens			27
◆ Better care of street trees - watering, staking, removal etc			23
◆ More frequent/better removal of litter in parks and gardens			18
◆ More frequent slashing/mowing of public areas/fire hazard			15
◆ Some areas favoured over others/some areas are neglected			11
◆ Better landscaping/design (eg. more colour, more shady trees)			6
◆ More emphasis on smaller towns			6
◆ Better maintenance of amenities in parks (BBQs, tables, toilets etc)			5

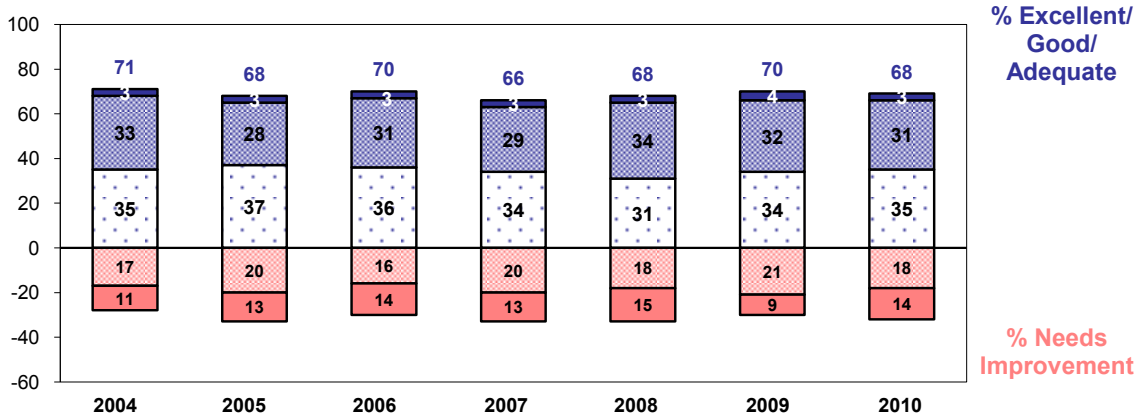
Note: Only the most frequently mentioned reasons shown. Some respondents may have given more than one reason for needing improvement.

12. RESULTS IN DETAIL: RESPONSIBILITY AREAS

E) Traffic Management & Parking Facilities



South Gippsland Shire - Performance Over Time



Reasons Needs Improvement (2010)

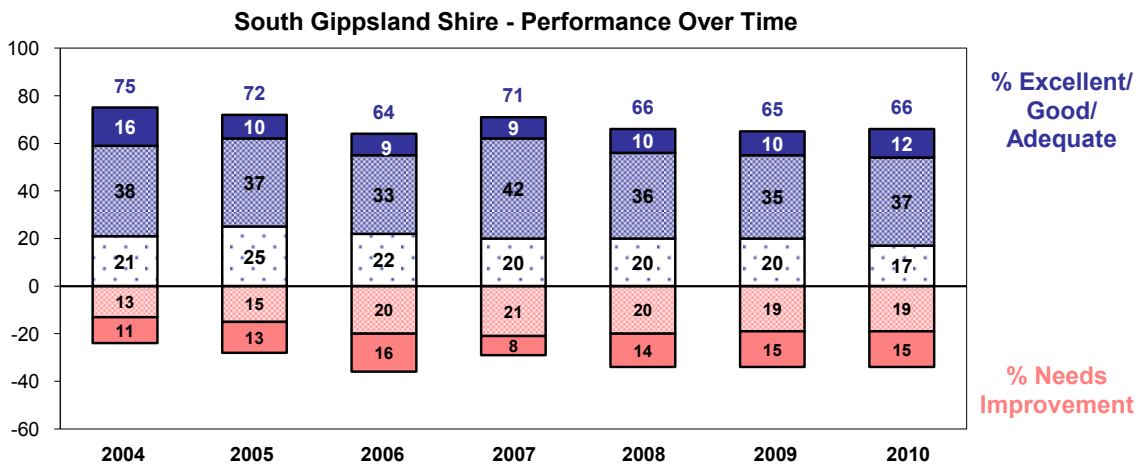
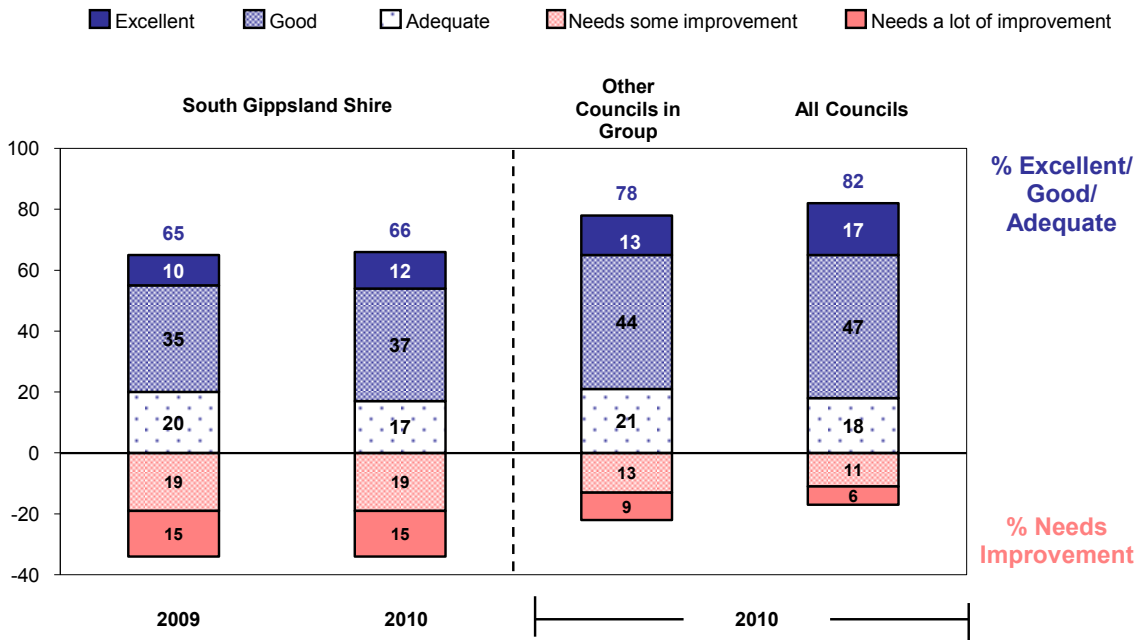
Number of Respondents: 107

Reason	%
◆ More parking facilities/capacity	48
◆ More parking facilities adjacent to shopping and business centres	43
◆ Improve traffic flow/congestion	21
◆ Poor traffic/parking management	10
◆ Improve traffic management at intersections	6
◆ Improved parking management /more parking around schools	6
◆ Improve road signage - general (parking/speed/road works)	4
◆ More speed inhibitors (humps, barriers, traffic islands etc)	3
◆ More disabled parking needed	3
◆ Make roads safer	3

Note: Only the most frequently mentioned reasons shown. Some respondents may have given more than one reason for needing improvement.

12. RESULTS IN DETAIL: RESPONSIBILITY AREAS

F) Waste Management

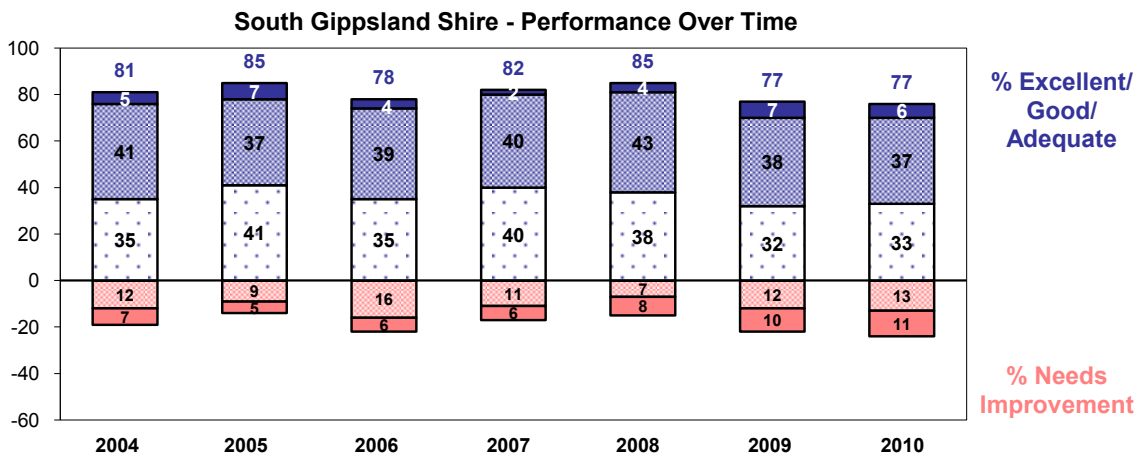
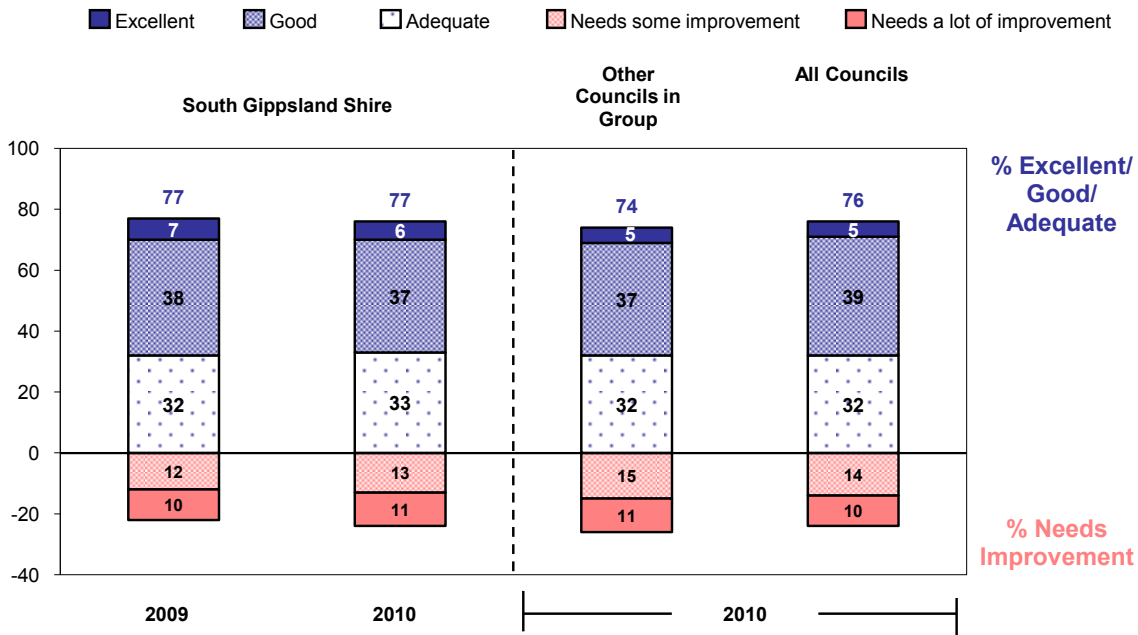


Reasons Needs Improvement (2010)		Number of Respondents: 110
		%
◆ Any/more frequent hard waste collection		40
◆ No garbage collection		33
◆ More consistent/ lower fees for tips etc (reintroduce vouchers)		24
◆ Any/More frequent collection of green waste/vegetation		14
◆ More comprehensive recycling program/no recycling program		9
◆ More reliable Collections		6
◆ More consistent/convenient/Longer opening times/days for Tips etc.		6
◆ Bigger bins		4
◆ No collection of recyclable materials		4
◆ Extend areas covered by garbage collection in areas outside townships		4

Note: Only the most frequently mentioned reasons shown. Some respondents may have given more than one reason for needing improvement.

12. RESULTS IN DETAIL: RESPONSIBILITY AREAS

G) Enforcement of Local Laws

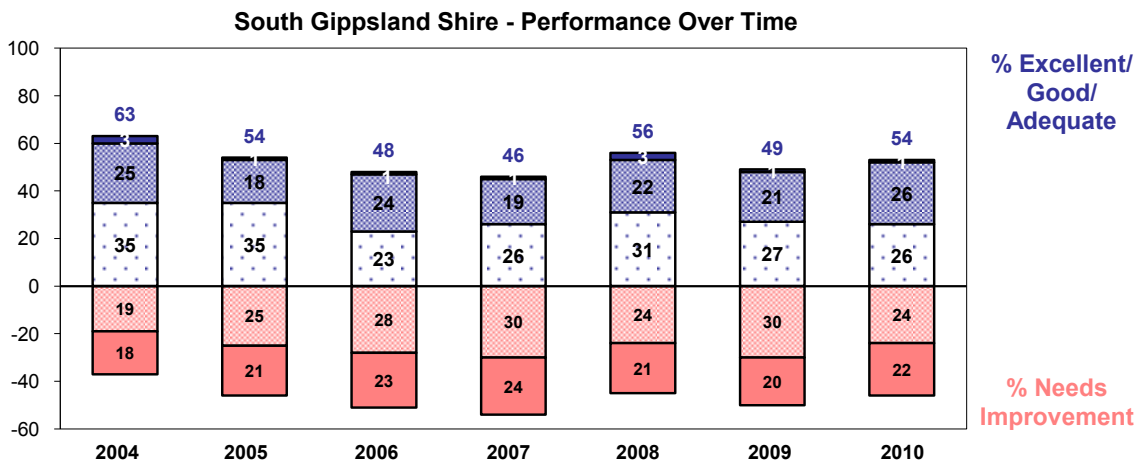
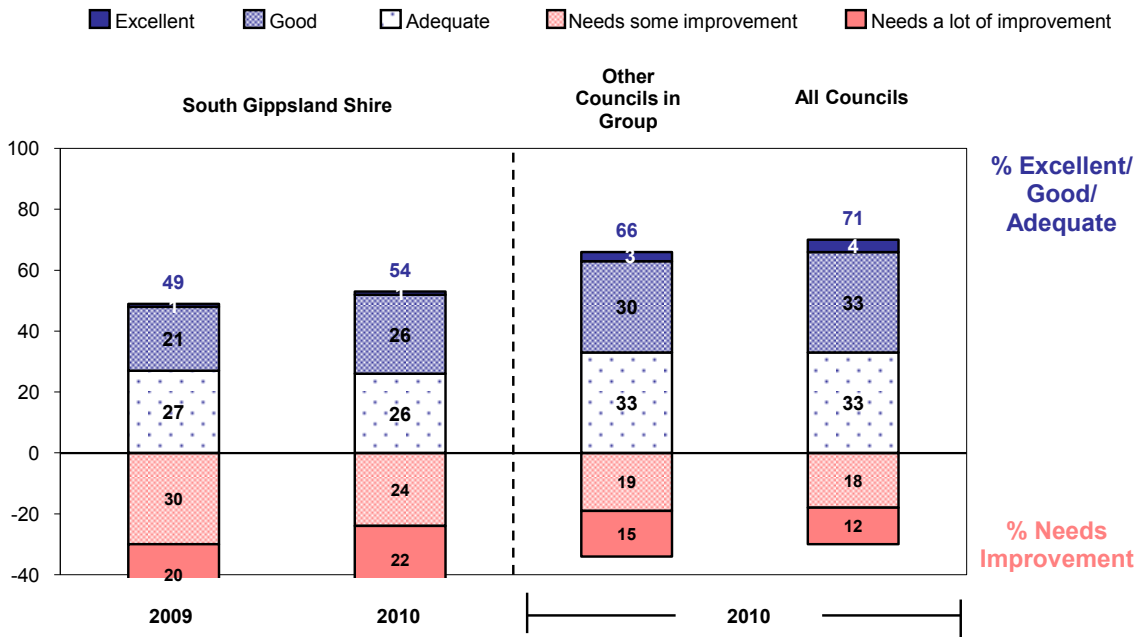


Reasons Needs Improvement (2010)		Number of Respondents: 70
		%
◆ Greater enforcement of fire prevention local laws		31
◆ Greater enforcement of animal local laws		29
◆ Greater enforcement of fire prevention local laws to clean up properties		17
◆ Greater enforcement of noise local laws (domestic, industrial, traffic)		14
◆ Greater enforcement of local laws generally/more Local laws officers		14
◆ Greater enforcement of parking restrictions/more officers/rangers		7
◆ local laws are too stringent		7
◆ Greater enforcement of health/food handling local laws		6
◆ Less enforcement of parking restrictions		6
◆ Better attitude for local laws enforcement officers/rangers		6

Note: Only the most frequently mentioned reasons shown. Some respondents may have given more than one reason for needing improvement.

12. RESULTS IN DETAIL: RESPONSIBILITY AREAS

H) Economic Development



Reasons Needs Improvement (2010)

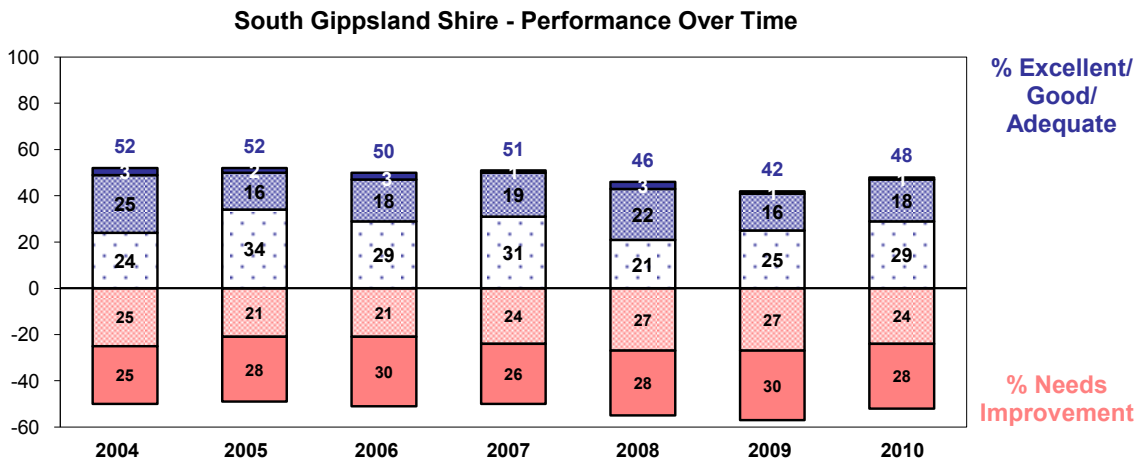
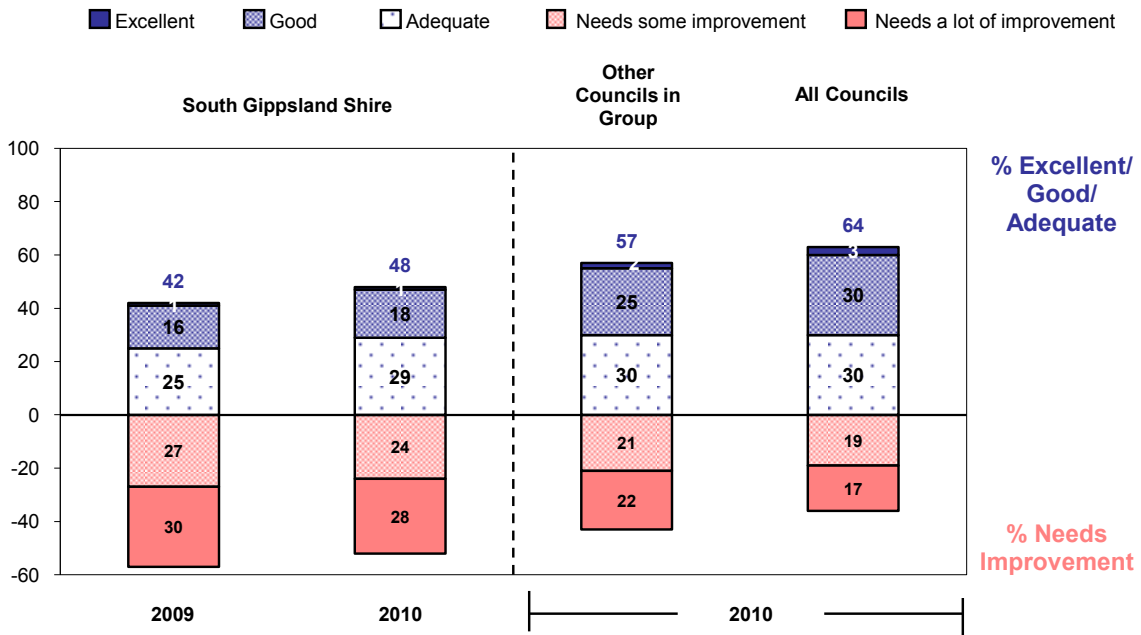
Number of Respondents: 132
%

◆ More/better job creation programs/employment opportunities	35
◆ Too little support for local businesses/ new business/many closing down	30
◆ Greater emphasis on Economic Development in general	27
◆ Encourage more tourism	14
◆ Encourage more companies/industries to re-locate to the area	8
◆ Too much focus on major towns/need more focus on rural & regional areas	8
◆ Not enough promotion of local businesses	8
◆ Encourage more desirable industries to locate to the area	5
◆ More community consultation/consultation with business	5
◆ Unaware of any economic development/improvement needed	4

Note: Only the most frequently mentioned reasons shown. Some respondents may have given more than one reason for needing improvement.

12. RESULTS IN DETAIL: RESPONSIBILITY AREAS

I) Town Planning Policy & Approvals



Reasons Needs Improvement (2010)		Number of Respondents: 136
		%
◆ Better planning policies		43
◆ More efficient/faster approval processes		32
◆ More consultation with community		16
◆ More consistent decisions		13
◆ Take better account of environmental issues		7
◆ Ugly/inappropriate design/development/out of character with area		7
◆ Council should be stronger in representing community opinion		4
◆ Too little regulation in heritage areas/knocking down old houses		3
◆ Greater enforcement of/adherence to planning policies		2
◆ Take better account of impact on neighbouring properties		2

Note: Only the most frequently mentioned reasons shown. Some respondents may have given more than one reason for needing improvement.

APPENDIX 1

Survey Questionnaire

WALLIS CONSULTING GROUP
Department for Planning & Community Development
Community Satisfaction Survey 2010

WG3699
January 2010

INTRODUCTION

IF IN COUNCIL AREA:

Good morning/afternoon/evening. My name isfrom Wallis Consulting Group. We are conducting research on behalf of Victorian Local Government. The survey aims to find out how residents feel about the PERFORMANCE of local Government in your area. Can you confirm that you live in **(NAME OF COUNCIL)**?

IF NON-RESIDENT RATE-PAYER:

Good morning/afternoon/evening. My name isfrom Wallis Consulting Group. We are conducting research on behalf of Victorian Local Government. The survey aims to find out how residents feel about the PERFORMANCE of local Government in the **(NAME OF COUNCIL)**. Council records indicate that you are a rate-payer in that area.

- | | | |
|---|------------------------------------|----------------------|
| 1 | Yes | GO TO S1 |
| 2 | In different Council area | GO TO PRE S1 |
| 3 | Not available/callback (make appt) | RETURN TO SMS |
| 4 | Household refusal | RETURN TO SMS |
| 5 | Selected resident refusal | RETURN TO SMS |
| 6 | Language Difficulties | RETURN TO SMS |

PRE S1

LIST ALL COUNCILS IN SAME GROUP

What Local Government Area do you live in?

- | | | |
|---|------------------------------------|----------------------|
| 1 | Correct Council can be selected | CONTINUE |
| 2 | Council not listed – cannot select | RETURN TO SMS |
| 3 | Don't know | RETURN TO SMS |

SCREENING

S1: Firstly, have you or anyone in your household worked in a market research organisation or local government anywhere in the last three years?

- | | | |
|---|------------------------|----------------------|
| 1 | No (continue) | CONTINUE |
| 2 | Yes - Market Research | RETURN TO SMS |
| 3 | Yes - Local Government | RETURN TO SMS |

S2: Also, we just wish to speak to residents, not businesses, of **(NAME OF COUNCIL)**. Are you a residential household (**IF GROUPS 3-5:** or a farming household)?

- | | | |
|---|-----------------------------|----------------------|
| 1 | Yes - Residential Household | |
| 2 | Yes - Farming Household | |
| 3 | No | RETURN TO SMS |

S3: Can I please speak to a head of your household (either male or female) that is 18 years or older?

- | | | |
|---|------------------------------------|----------------------|
| 1 | Yes – available | Continue |
| 2 | Not available/callback (make appt) | RETURN TO SMS |
| 3 | Household refusal | RETURN TO SMS |
| 4 | Selected resident refusal | RETURN TO SMS |
| 5 | Not in Council area | RETURN TO SMS |
| 6 | Language Difficulties | RETURN TO SMS |

ONCE HAVE CORRECT PERSON: Thank-you for your participation. The survey will only take about 8 or 9 minutes AND THE INFORMATION YOU PROVIDE WILL BE USED TO HELP COUNCILS IMPROVE THEIR SERVICES. No information that you provide will be linked to your name.

IF A FARMING HOUSEHOLD: Please note, we would like you to participate in the survey thinking of your needs as a resident, rather than specific farm management issues.

S5: My supervisor may be monitoring the interview for quality control purposes. If you do not wish this to occur, please let me know.

- | | |
|---|------------------------|
| 1 | Monitoring allowed |
| 2 | Monitoring NOT allowed |

MAIN SURVEY

Q1 I'm going to read out a list of nine areas which are the responsibility of local Government. For each area of responsibility, I would like to establish your ASSESSMENT OF THE PERFORMANCE of **(NAME OF COUNCIL)** over the last twelve months. Please keep in mind that the focus is on local government only.

NOW ASK (a) AND (b) WHERE NECESSARY FOR EACH RESPONSIBILITY AREA, BEFORE PROCEEDING TO NEXT SERVICE AREA. RANDOMISE.

Q1ax) In the last twelve months, how has **(NAME OF COUNCIL)** performed on **(RESPONSIBILITY AREA)**? Was it ... ?

READ OUT 1-5 INCLUDING DEFINITIONS THE FIRST TIME AND THEREAFTER ONLY THE KEY WORDS.

- 5 Excellent - outstanding performance
- 4 Good - a high standard
- 3 Adequate - an acceptable standard
- 2 Needs some improvement
- 1 Needs a lot of improvement
- 0 Don't Know / Can't Say

ASK Q1b IF CODES 1 OR 2 IN Q1a. OTHERWISE CONTINUE WITH THE NEXT RESPONSIBILITY AREA.

Q1bx) Why do you say that? PROBE FULLY. DO NOT READ OUT.

USE ATTACHED PRE-CODES FOR EACH RESPONSIBILITY AREA.

ASK Q1c FOR THE SECOND RESPONSIBILITY AREA ONLY.

Q1c) Have you or any member of your household used any of the HEALTH AND HUMAN SERVICES provided by the **(NAME OF COUNCIL)** in the last 12 months?

- 1 Yes
- 2 No

RESPONSIBILITY AREAS:

1. LOCAL ROADS AND FOOTPATHS, excluding highways and main roads **(IF GROUPS 2-5: but INCLUDING roadside slashing / maintenance)**
2. HEALTH AND HUMAN SERVICES; this includes Meals on Wheels, home help, maternal and child health, immunisation, child care, and support for disadvantaged and minority groups, but EXCLUDES hospitals.
3. RECREATIONAL FACILITIES; this includes sporting facilities, swimming pools, sports fields and playgrounds, arts centres and festivals, and library services.
4. APPEARANCE OF PUBLIC AREAS; this includes local parks and gardens, street cleaning and litter collection, and street trees.
5. TRAFFIC MANAGEMENT AND PARKING FACILITIES; this includes council provision of street and off street parking, and local road safety.
6. WASTE MANAGEMENT; this includes garbage and recyclable collection, and operation of tips / transfer stations.

-
7. ENFORCEMENT OF LOCAL LAWS; this includes food and health, noise, animal control, parking, and fire prevention.
8. ECONOMIC DEVELOPMENT; this includes business and tourism, and jobs creation.
9. TOWN PLANNING POLICY AND APPROVALS, including heritage and environmental issues.
-

Q2a In the last twelve months, have you had any contact with **(NAME OF COUNCIL)**? This may have been in person, by telephone, in writing, email or by fax.

- 1 Yes
2 No

SKIP TO Q3

Q2b Thinking of the most recent contact, how well did **(NAME OF COUNCIL)** perform in the WAY you were treated - things like the ease of contact, helpfulness and ability of staff, speed of response, and their attitude towards you. We do NOT mean the ACTUAL OUTCOME. Was it ... READ OUT 1-5 ... ?

- 5 Excellent - outstanding performance
4 Good - a high standard
3 Adequate - an acceptable standard
2 Needs some improvement
1 Needs a lot of improvement
0 Don't Know / Can't Say

ASK Q2c IF OPTION 2 AND CODES 4 OR 5 IN Q2b. OTHERWISE SKIP TO Q3a

Q2c Why do you say that? PROBE FULLY. DO NOT READ OUT.

(USE ATTACHED PRE-CODES)

ASK ALL

Q3a Over the last 12 months, how would you rate the performance of **(NAME OF COUNCIL)** on consulting with the community and leading discussion on key social, economic and environmental issues which could impact on the local area, and may require decisions by Council? Would you say it was... READ OUT PERFORMANCE SCALE 1-5... ?

- 5 Excellent - outstanding performance
4 Good - a high standard
3 Adequate - an acceptable standard
2 Needs some improvement
1 Needs a lot of improvement
0 Don't Know / Can't Say

ASK Q3b IF OPTION 2 AND CODES 4 OR 5 IN Q3a. OTHERWISE SKIP TO Q4a

Q3b Why do you say that? PROBE FULLY. DO NOT READ OUT.

(USE ATTACHED PRE-CODES)

Q4a In the last twelve months, how well has **(NAME OF COUNCIL)** represented and lobbied on behalf of the community with other levels of government and private organisations, on key local issues? Was it ... READ OUT 1-5 ... ?

- 5 Excellent - outstanding performance
- 4 Good - a high standard
- 3 Adequate - an acceptable standard
- 2 Needs some improvement
- 1 Needs a lot of improvement
- 0 Don't Know / Can't Say

ASK Q4b IF OPTION 2 AND CODES 4 OR 5 IN Q4a. OTHERWISE SKIP TO Q5

Q4b Why do you say that? PROBE FULLY. DO NOT READ OUT.

(USE ATTACHED PRE-CODES)

Q5 ON BALANCE, for the last twelve months, how do you feel about the performance of **(NAME OF COUNCIL)**, not just on one or two issues, BUT OVERALL across all responsibility areas. Was it ... READ OUT PERFORMANCE SCALE 1-5 ... ?

- 5 Excellent - outstanding performance
- 4 Good - a high standard
- 3 Adequate - an acceptable standard
- 2 Needs some improvement
- 1 Needs a lot of improvement
- 0 Don't Know / Can't Say

SKIP TO Q7

Q6a In giving your answer to the previous question, has any particular issue STRONGLY influenced your view, either in a positive or negative way? IF YES: Was it a positive or negative influence? MULTICODE IF NECESSARY

- 1 Yes - Positive
- 2 Yes - Negative
- 3 No
- 4 Don't Know / No Response

ASK Q6b IF OPTION 2 AND CODES 4 OR 5 IN Q5. OTHERWISE SKIP TO Q7

Q6b Why do you say that on balance the council's overall performance is in need of improvement? PROBE FULLY. DO NOT READ OUT.

(USE ATTACHED PRE-CODES)

Q7 Over the last 12 months, what is your view of the direction of **(NAME OF COUNCIL)**'s overall performance? Has it IMPROVED, STAYED THE SAME or DETERIORATED?

- 1 Improved
- 2 Stayed the Same
- 3 Deteriorated
- 4 Don't Know / Can't Say

DEMOGRAPHICS

Q8a Now I have just three final questions ...To which one of the following age groups do you belong? (READ OUT 1-5)

- 1 18 - 24
- 2 25 - 34
- 3 35 - 49
- 4 50 - 64
- 5 65 +
- 6 Refused
- 7 Under 18

GO TO Q8b

NOW GO TO Q9

Q8b I originally asked to speak to someone who is 18 years or older. Can you please confirm that you are under 18 years old?

- 1 Yes, confirm
- 2 No

GO BACK TO Q8a

Q9 Thinking of the property you live in, do you OWN it or are you RENTING?

- 1 Own (includes purchasing)
- 2 Renting

IF CALLING PROPERTY IN COUNCIL AREA ASK Q10a, IF CALLING PROPERTY OUTSIDE COUNCIL AREA ASK Q10b

Q10a Is the property WE HAVE CALLED YOU AT your main permanent residence or a secondary residence such as a holiday home?

Q10b Is the property in the **(NAME OF COUNCIL)** area your main permanent residence or a secondary residence such as a holiday home?

- 1 Permanent residence
- 2 Secondary residence

Q11 Record gender:

- 1 Male
- 2 Female

Q12 Record language interview conducted in:

- 1 English
- 2 Other SPECIFY (including home translator)

CLOSE: Thank you for taking part in this research. Your views count and we're very glad you made them known to us. This research is being carried out in accordance with the Privacy Act and the information you provided will be used for research purposes only. Once the survey is complete, any information that could identify you will be removed from the computer records.

Just in case you missed it, my name is and I'm from the Wallis Group. If you would like more information about this survey please visit our website at www.wallisgroup.com.au . If would like to check the bona fides of the Wallis Group you may contact the Australian Market and Social Research Society on 1300 364 830.

RESPONSIBILITY AREA PRE-CODES**RA 1 – Local Roads and Footpaths Pre-codes****ON SCREEN:**

1. Improve/ Fix/ Repair uneven surface of footpaths
2. More frequent/ better re-surfacing of roads
3. More frequent / better slashing of roadside verges
4. Improve standard of unsealed roads (loose gravel, dust, corrugations)
5. Improve/More frequent grading etc of unsealed roads
6. Quicker response for repairs to roads, footpaths or gutters
7. Increase number of footpaths/ widen footpaths
8. Fix/ improve unsafe sections of roads
9. Improve the quality of maintenance on roads and footpaths
10. More frequent maintenance/ cleaning of roadside drains and culverts
11. Fix/ improve edges and shoulders of roads
12. More/ better roadside drains and culverts
13. Prune/trim trees/shrubs overhanging footpaths/roads
14. Other (SPECIFY)

CODING:

15. Widen roads/roads too narrow
16. More/better street/road signs (including position/visibility)
17. More/better street lighting
18. Need improved/more frequent weed control
19. Increase number of sealed roads - outside town limits
20. Increase number of sealed roads - inside town limits
21. Tree roots causing damage to footpaths/roads/drains
22. Council favours/focuses on certain areas over others
23. Traffic management issues

RA 2 – Health and Human Services Pre-codes**ON SCREEN:**

1. More funds/resources to reduce waiting lists for services
2. More facilities/resources for Aged Care/better nursing homes
3. More/better support/services for minority/disadvantaged groups
4. Increase resources for/availability of home help /meals on wheels
5. More resources/longer hours for Maternal & Child Health Facilities
6. Improved/More childcare facilities/after school/holiday care
7. Improve quality of home help
8. More/better centres/facilities generally in more remote towns/areas
9. Services need to be improved in all areas/council needs to do more
10. Improve quality/variety of food in meals on wheels program
11. More/better publicity/information about available services
12. More/better premises for health or community facilities
13. Better transport to/from health or community centres/facilities
14. Other (SPECIFY)

CODING:

15. More/better activities/programs for young people
16. More information/resources to immunisation programs
17. Improve services for children with special needs/ disability services
18. More facilities/services for mental health
19. Improve/increased dental program/services
20. Better management of services/organisations

RA 3 – Recreational Facilities Pre-codes**ON SCREEN:**

1. More/better Sporting Complexes (including pools)
2. Better maintenance of Sporting facilities (including pools)
3. More facilities/activities for young people/teenagers
4. More/better/safer Playgrounds and/or equipment/with sun shade
5. More/better sporting complexes and/or facilities in smaller towns
6. More/better recreational activities/programs
7. More/better library buildings/no library service/closing /moving library
8. More/better facilities and resources at libraries (incl funding)
9. More community consultation about recreational facilities etc
10. More/better arts/cultural facilities/events in smaller towns
11. More/better bike paths/ walking tracks/ skate board facilities
12. Longer opening hours for Sporting Complexes (including pools)
13. More support/funding needed for recreational/sporting facilities
14. Other (SPECIFY)

CODING:

15. More/better amenities in recreation areas (eg. seats, picnic tables, barbeques etc)
16. Less expensive recreational facilities and activities/more consistent fees
17. Better/More maintenance of Parks/Playgrounds-syringes/ lighting/ trees/ equipment etc
18. More support for local sporting clubs in smaller towns
19. Council favours certain areas over others in regard to recreational facilities
20. More publicity/information on facilities and activities/programs
21. More/better performing arts facilities
22. More/better events and festivals
23. Not enough money spent on cultural events and festivals
24. Not enough support for local community groups/clubs
25. Larger range/greater availability of books
26. Pool/baths closing/moving/closed/should be open more months a year
27. Need more parks/open space
28. Everything takes too long/upgrading of facilities/decision making i.e. facilities
29. Improved management of facilities/sports/recreation/library etc (incl food management)

RA 4 – Appearance of Public Areas Pre-codes**ON SCREEN:**

1. Better maintenance of parks and gardens
2. More frequent/better street cleaning
3. More frequent/better pruning of street trees/plants
4. More frequent slashing/mowing of public areas/fire hazard
5. More frequent/better removal of litter in parks and gardens
6. Better care of street trees - watering, staking, removal etc
7. Better landscaping/design (eg. more colour, more shady trees)
8. More street trees
9. Better maintenance of beaches, lakes, rivers and surrounding areas
10. Some areas favoured over others/some areas are neglected
11. Better maintenance of amenities in parks (BBQ's, tables, toilets etc)
12. More frequent sweeping of leaves
13. More emphasis on smaller towns
14. Other (SPECIFY)

CODING:

15. More frequent spraying of weeds in open spaces/better weed management
16. Retain/More parks and gardens/open spaces
17. Better amenities within parks/gardens (eg. BBQ's, Picnic tables, toilets, play equipment etc.)
18. Better/different types/mix of trees/vegetation/more appropriate trees
19. Cleaning of public areas/generally untidy
20. More frequent clearing of public litter bins
21. More/better cleaning up of condoms, syringes etc. in parks, beaches, alleys
22. Clear drains regularly/stormwater drains often blocked/gutters
23. Improve streetscapes with landscape or architectural features
24. More public litter bins
25. Quicker/more frequent removal of graffiti/attention to vandalism
26. Cutting down too many trees
27. More maintenance of nature strips/median strips
28. Improve/better maintenance of entrances to town
29. Not responsive to maintenance requests/takes too long

RA 5 – Traffic Management and Parking Facilities Pre-codes**ON SCREEN:**

1. More parking facilities adjacent to shopping and business centres
2. More parking facilities/capacity
3. Poor traffic/parking management
4. Improve traffic flow/congestion
5. Improve traffic management at intersections
6. More free parking/cheaper parking
7. Improve road signage – general (parking/speed/road works)
8. More parking specifically allocated for residents
9. Longer parking times/more long-term parking
10. More speed inhibitors (humps, barriers, traffic islands etc)
11. Improved parking management /more parking around schools
12. Less parking restrictions
13. Fewer parking meters
14. Other (SPECIFY)

CODING:

15. More parking enforcement/traffic officers
16. More disabled parking needed
17. Reduce speed limits in residential areas
18. More pedestrian crossings
19. Streets/roads too narrow/need widening/cars parked on sides
20. Improve blind spots, dangerous curves etc. on country roads (excluding highways)
21. More community consultation
22. Greater restriction of non-resident parking
23. More parking restrictions
24. More parking around specific areas, eg train stations, hospitals, etc
25. Fewer speed inhibitors (humps, barriers traffic islands etc)
26. Install more traffic lights at dangerous intersections
27. Less Roundabouts
28. Restrict/discourage traffic on residential roads
29. Restrict truck traffic in streets
30. Parking spaces too small/need to be widened
31. Greater enforcement of speed limits

RA 6 – Waste Management Pre-codes**ON SCREEN:**

1. More consistent/ lower fees for tips etc (reintroduce vouchers)
2. Any/more frequent hard waste collection
3. More comprehensive recycling program/no recycling program
4. More consistent/convenient/Longer opening times/days for Tips etc.
5. No garbage collection
6. More reliable Collections
7. Bigger bins
8. Any/More frequent collection of green waste/vegetation
9. Better location of tip/transfer station/rubbish dump/no tip/closed tip
10. No collection of recyclable materials
11. Any/Better containers for collection of recyclable /green materials
12. More frequent collection of recyclable materials
13. Tip/transfer stations in poor condition/badly managed
14. Other (SPECIFY)

CODING:

15. Spilling garbage on footpath/ road during garbage collection/rubbish blows out of truck
16. Bins should be returned upright to curbside/in same place/with lids closed
17. More frequent rubbish collection
18. Cost of garbage/waste collection too much (including bins)
19. Extend areas covered by garbage collection in areas outside townships
20. Provide more info/keep residents informed about waste management procedures
21. More community consultation
22. Less damage to garbage bins
23. More education/promotion for recycling
24. Recyclable material goes into garbage truck/Doubt recycling occurs
25. Inconvenient time of day for pick-ups (too early/late/too noisy)
26. Collection of rubbish left on streets/footpaths/gutters/public areas
27. Quicker response to requests i.e., for new bins/bin lids

RA 7 – Enforcement of Local Laws Pre-codes**ON SCREEN:**

1. Greater enforcement of animal Local Laws
2. Greater enforcement of noise Local Laws (domestic, industrial, traffic)
3. Greater enforcement of parking restrictions/more officers/rangers
4. Greater enforcement of Local Laws generally/more Local Laws officers
5. Greater enforcement of fire prevention Local Laws to clean up properties
6. Greater enforcement of fire prevention Local Laws
7. Greater enforcement of health/food handling Local Laws
8. Greater enforcement of littering Local Laws
9. Local Laws are too stringent
10. Less enforcement of parking restrictions
11. Quicker response to reports of Local Law infringements
12. Better attitude for Local Laws enforcement officers/rangers
13. Local Laws are too lenient
14. Other (SPECIFY)

CODING:

15. Greater enforcement of pollution Local Laws (domestic, industrial, traffic etc)
16. More publicity/information to residents
17. Local Laws purely revenue raising
18. Animal Local Laws are too stringent
19. Greater enforcement of traffic/road laws (including footpaths)
20. More consistent application of Local Laws/enforcement
21. Create access to/more free parking/unrestricted parking/dislike parking meters

RA 8 – Economic Development Pre-codes**ON SCREEN:**

1. More/better job creation programs/employment opportunities
2. Encourage more tourism
3. Too little support for local businesses/ new business/many closing down
4. Greater emphasis on Economic Development in general
5. Encourage more companies/industries to re-locate to the area
6. Unaware of any economic development/improvement needed
7. Better financial planning/manage't of Council budget/ money wasted
8. Too much focus on major towns/need more focus on rural & regional areas
9. Not enough promotion of local businesses
10. Encourage more desirable industries to locate to the area
11. Need to publicise/inform the community of Council activities
12. More community consultation/consultation with business
13. Too much emphasis on tourism
14. Other (SPECIFY)

CODING:

15. Some areas of local govt are neglected
16. Stop rate increases/rates too high for businesses
17. Attract/encourage better/more diverse shops/businesses i.e. Target/ Spotlight/ newsagents
18. Takes too long to get things done/complete projects
19. Infrastructure in the area needs to be improved/keep up with new developments

RA 9 – Town Planning Policy and Approvals Pre-codes**ON SCREEN:**

1. Better planning policies
2. More efficient/faster approval processes
3. More consultation with community
4. More consistent decisions
5. Too little regulation in heritage areas/knocking down old houses
6. Council should be stronger in representing community opinion
7. Take better account of environmental issues
8. Less high density dwellings
9. Too much residential sub-division
10. Ugly/inappropriate design/development/out of character with area
11. Greater enforcement of/adherence to planning policies
12. Take better account of impact on neighbouring properties
13. Too much regulation in heritage areas
14. Other (SPECIFY)

CODING:

15. Less development/too much overdevelopment
16. Greater clarity/information on guidelines and process for building application
17. Too much highrise development/high rise apartments
18. More helpful Town planning staff
19. Not enough infrastructure to support new developments i.e. lack of water/
parking/ roads
20. Process is too bureaucratic/needs to be flexible/too many regulations/in
exports
21. Council not very professional in this area/poor management
22. Could do better in this area/some areas favoured over others
23. Better planning for development of shopping areas
24. Decisions overridden by State Government/VCAT/the Tribunal

VALUE-ADD QUESTIONS PRE-CODES

Customer Contact: Q2c Why do you say that?

ON SCREEN (ALL):

1. Lack of follow up
2. Took too long to respond
3. Not interested in helping/didn't take an interest/responsibility
4. Poor customer service/ need better communication skills/personal service
5. Impolite/rude manner/tone
6. Issue not resolved in a satisfactory manner
7. Passed around departments/not clear who to speak to
8. Not knowledgeable
9. Did not achieve outcome I wanted
10. Too hard to get through to anyone/kept getting machine
11. Need longer opening hours/after hours contacts
12. Understaffed/spent too long waiting in queue/on phone
13. Not enough information/keep community informed
14. Other (SPECIFY)

Advocacy: Q3b Why do you say that?

ON SCREEN:

1. Don't represent the interests of the community
2. Not sure what the council does/ need to promote/ communicate effectively
3. Council does not make sufficient effort
4. Council represents some areas/services/interests but neglect others
5. Council more interested in politics/themselves than community interests
6. Don't consult to gauge community views
7. Not doing enough/ need to lobby harder on key local issues
8. Lobbying skills need improvement/ more professional/ effective lobbying
9. Didn't lobby effectively on freeway/toll issues etc
10. Division within council/infighting/need to be more cohesive
11. Need to assist/protect/encourage local business/industry
12. Town planning issues/ inappropriate development
13. Need more/improved public transport
14. Other (SPECIFY)

CODING:

15. Time taken for action to take place is too long
16. Could generally improve/do better
17. Rates are too high/unjustified increases
18. Councillors seem incompetent/naive/inexperienced
19. Waste money/spending money in the wrong areas

Overall Performance:

Q5b Why do you say that on balance the council's overall performance is in need of improvement?

ON SCREEN:

1. Favour certain areas in Shire/ local government area over others
2. Council too focused on internal politics/ don't achieve outcomes
3. Make decisions despite community consultation/ don't listen to community
4. Rates are not giving value for money
5. Local roads and footpaths
6. Town planning policy and approvals
7. Decline in standard of service generally provided by council
8. Waste/spend too much money/poor financial management/in debt
9. Communicating/leading discussion with community
10. Appearance of public areas including foreshore
11. Traffic management and parking facilities
12. Recreational facilities
13. Economic development
14. Other (SPECIFY)

CODING:

15. More resources/better handling of environmental issues
16. Service not as good as other councils
17. Health and human services
18. Waste management
19. Customer contact
20. Enforcement of Local laws
21. Too slow to act/respond/make decisions
22. Advocacy - representation to other levels of govt
23. Crime/drug related problems/violence
24. Wasted money on plastic cows/moving art/public sculpture

Community Engagement: Q7b Why do you say that?**ON SCREEN:**

1. Need to keep community better informed/communicate more
2. Don't consult sufficiently/effectively/with entire community
3. Don't listen/ need to take more notice of community's wishes
4. More community consultation/ use consultants less/more public meetings
5. Need to publicise/promote consultation sessions and inform us of results
6. Only pay lip service to issues/need to follow through
7. Don't take a role in leading discussion/aren't proactive
8. Communicate more regularly via newsletter/ local paper etc
9. Only talk to the same people
10. Need to consult with all areas of the LGD
11. Inconsistent/ pick and choose which issues it leads discussion on
12. Too much council in-fighting/get politics out of it
13. Takes too long to get things done/ not enough action
14. Other (SPECIFY)

CODING:

15. Should explain/justify/consult more on rates and fees
16. Rates are too high
17. More knowledgeable people/senior management on council
18. People don't get opportunity to speak at council meetings
19. Too concerned with lobby groups/minority groups
20. Could generally improve
21. Inappropriate developments/poor town planning decisions
22. Need to focus more on environmental issues

APPENDIX 2

List of participating councils

Annual Community Satisfaction Survey 2010

Participating Councils

1. Inner Melbourne Metropolitan Councils

Banyule City Council
Bayside City Council
Boroondara City Council
Darebin City Council
Glen Eira City Council
Hobsons Bay City Council
Kingston City Council
Maroondah City Council
Melbourne City Council
Monash City Council
Moonee Valley City Council
Moreland City Council
Port Phillip City Council
Stonnington City Council
Whitehorse City Council
Yarra City Council

2. Outer Melbourne Metropolitan Councils

Brimbank City Council
Cardinia Shire Council
Casey City Council
Frankston City Council
Greater Dandenong City Council
Hume City Council
Knox City Council
Manningham City Council
Melton Shire Council
Mornington Peninsula Shire Council
Nillumbik Shire Council
Whittlesea City Council
Wyndham City Council
Yarra Ranges Shire Council

3. Rural Cities and Regional Centres

Ballarat City Council
Greater Bendigo City Council
Greater Geelong City Council
Greater Shepparton City Council
Horsham Rural City Council
Latrobe City Council
Mildura Rural City Council
Swan Hill Rural City Council
Wangaratta Rural City Council
Warrnambool City Council
Wodonga City Council

4. Large Rural Shires

Bass Coast Shire Council
Baw Baw Shire Council
Campaspe Shire Council
Colac-Otway Shire Council
Corangamite Shire Council
East Gippsland Shire Council
Glenelg Shire Council
Macedon Ranges Shire Council
Mitchell Shire Council
Moirra Shire Council
Moorabool Shire Council
Moyne Shire Council
South Gippsland Shire Council
Southern Grampians Shire Council
Surf Coast Shire Council
Wellington Shire Council

5. Small Rural Shires

Alpine Shire Council
Ararat Rural City Council
Benalla Rural City Council
Buloke Shire Council
Central Goldfields Shire Council
Gannawarra Shire Council
Golden Plains Shire Council
Hepburn Shire Council
Hindmarsh Shire Council
Indigo Shire Council
Loddon Shire Council
Mansfield Shire Council
Mount Alexander Shire Council
Murrindindi Shire Council
Northern Grampians Shire Council
Pyrenees Shire Council
Borough of Queenscliffe
Strathbogie Shire Council
Towong Shire Council
West Wimmera Shire Council
Yarriambiack Shire Council

APPENDIX 3

Responses to Open-Ended Questions

Please note: The verbatims in this document are **unedited** comments recorded exactly as taken by the interviewer.

Overall Performance

Reasons why council needs to improve overall performance:

	Number of respondents:	90
		%
Response codes:		
Make decisions despite community consultation/ don't listen to community		31
Local roads and footpaths		26
Favour certain areas in Shire/ local government area over others		20
Town planning policy and approvals		18
Communicating/leading discussion with community		18
Council too focused on internal politics/ don't achieve outcomes		16
Decline in standard of service generally provided by council		13
Rates are not giving value for money		10
Waste/spend too much money/poor financial management/in debt		6
Appearance of public areas including foreshore		6
Health and human services		6
Economic development		4
Advocacy - representation to other levels of govt		4
Too slow to act/respond/make decisions		3
Traffic management and parking facilities		2
Customer contact		1
Recreational facilities		1
Waste management		1
Councillors/ staff seem incompetent		1
Service not as good as other councils		0
More resources/better handling of environmental issues		0
Crime/drug related problems/violence		0
Wasted money on plastic cows/moving art/public sculpture		0
Improve facilities/ amenities/ infrastructure		0
Enforcement of By laws		0
Too many councillors		0
Other		2
Don't know		0

'Other' includes the following verbatim comments:

I cannot drive, but cannot get taxi assistance. I was told I can walk and get on a bus or train but cannot get taxi assistance, although there is no public transport near me at all. The rules in Melbourne should not apply to the rural area. I feel it is not local councillors' fault, but the state governments.

They need to advise people about the services for the aged so that they can become volunteers. We should know what's going on with the desalination plant and let people in city know about septic installation.

Advocacy

Reasons why council needs to improve on representing the community's interests:

	Number of respondents:	45
		%
Response codes:		
Council does not make sufficient effort		28
Don't represent the interests of the community		27
Not doing enough/ need to lobby harder on key local issues		23
Not sure what the council does/ need to promote/ communicate effectively		16
Council represents some areas/services/interests but neglect others		14
Don't consult to gauge community views		12
Town planning issues/ inappropriate development		10
Lobbying skills need improvement/ more professional/ effective lobbying		7
Council more interested in politics/themselves than community interests		5
Need to assist/protect/encourage local business/industry		2
Division within council/infighting/need to be more cohesive		2
Could generally improve/do better		1
Councillors seem incompetent/naive/inexperienced		1
Time taken for action to take place is too long		0
Didn't lobby effectively on freeway/toll issues etc		0
Rates are too high/unjustified increases		0
Need more/improved public transport		0
Waste money/spending money in the wrong areas		0
Not doing enough/ need to lobby more on water/drought issues		0
Other		7
Don't know		0

'Other' includes the following verbatim comments:

Need to do more in relation to proposed wind farms

It seems to be dependent on which political party you're aligned with. We've had some issues with wind turbines, where they should be representing the community. We've got a couple of councillors who support the people but a few others who seem to be dependent on which political party they're aligned with. We've had some issues with wind turbines there are a few councillors who go: "oh we don't want to upset the State Government!" but there's a couple who do support the community.

Things don't move forward as fast as they could.

More forward thinking.

Need better support services.

I'm only speaking from what I hear.

Community Engagement

Reasons why council needs to improve on community consultation / being proactive:

Number of respondents: 107
%

Response codes:

Don't consult sufficiently/effectively/with entire community	49
Need to keep community better informed/communicate more	38
Don't listen/ need to take more notice of community's wishes	25
More community consultation/ use consultants less/more public meetings	23
Need to publicise/promote consultation sessions and inform us of results	9
Only pay lip service to issues/need to follow through	7
Takes too long to get things done/ not enough action	7
Communicate more regularly via newsletter/ local paper etc	7
Don't take a role in leading discussion/aren't proactive	7
Need to consult with all areas in the council/ district	6
Councillors/ incompetent/ uninterested/ dishonest/ self-serving	3
More attention on other particular local issues	2
Only talk to the same people	1
Rates are too high	1
Inappropriate developments/poor town planning decisions	1
Inconsistent/ pick and choose which issues it leads discussion on	1
Too much council in-fighting/get politics out of it	1
Too concerned with lobby groups/minority groups	0
Could generally improve	0
Should explain/justify/consult more on rates and fees	0
Need to focus more on environmental issues	0
More knowledgeable people/senior management on council	0
People don't get opportunity to speak at council meetings	0
Waste money	0
Need to communicate in different languages	0
Other	1
Don't know	0

'Other' includes the following verbatim comments:

I think that too often our local council is trodden on or overpowered by higher levels of government.

Customer Contact

Reasons why council needs to improve on customer contact:

	Number of respondents:	36
		%
Response codes:		
Lack of follow up		47
Not interested in helping/didn't take an interest/responsibility		28
Took too long to respond		22
Issue not resolved in a satisfactory manner		11
Passed around departments/not clear who to speak to		11
Poor customer service/ need better communication skills/personal service		8
Not knowledgeable		8
Impolite/rude manner/tone		6
Not enough information/keep community informed		6
Too hard to get through to anyone/kept getting machine		3
Understaffed/spent too long waiting in queue/on phone		3
Did not achieve outcome I wanted		3
Need longer opening hours/after hours contacts		0
Other		0
Don't know		3

Responsibility Areas

Reasons why council needs to improve on local roads and footpaths:

Number of respondents: 172
%

Response codes:

More frequent/ better re-surfacing of roads	31
More frequent/ better slashing of roadside verges	27
Improve/ Fix/ Repair uneven surface of footpaths	26
Improve standard of unsealed roads (loose gravel, dust, corrugations)	20
Improve the quality of maintenance on roads and footpaths	17
Improve/More frequent grading etc of unsealed roads	13
Increase number of footpaths/ widen footpaths	10
Prune/trim trees/shrubs overhanging footpaths/roads	10
More frequent maintenance/ cleaning of roadside drains and culverts	9
More/ better roadside drains and culverts	8
Quicker response for repairs to roads, footpaths or gutters	8
Fix/ improve unsafe sections of roads	7
Fix/ improve edges and shoulders of roads	4
More/better street/road signs (including position/visibility)	2
Need improved/more frequent weed control	1
Council favours/focuses on certain areas over others	1
Widen roads/roads too narrow	0
Increase number of sealed roads - outside town limits	0
Increase number of sealed roads - inside town limits	0
Tree roots causing damage to footpaths/roads/drains	0
More/better street lighting	0
Traffic management issues	0
Waste money on unnecessary maintenance	0
Better communication with community	0
Better access on footpaths for wheelchairs/ prams/ elderly	0
More/ improved bike paths	0
Seal unsealed roads	0
No levies for roads and footpaths	0
Other	2
Don't know	0

'Other' includes the following verbatim comments:

Keep roads clear of danger against fires.

Traffic uses the laneways.

They used to paint yellow lines where footpaths were cracked before and that's not good enough that they don't do that anymore.

Responsibility Areas

Reasons why council needs to improve on health and human services:

	Number of respondents:	36
		%
Response codes:		
Increase resources for/availability of home help /meals on wheels		22
Improve quality of home help		17
Improve quality/variety of food in meals on wheels program		14
More resources/longer hours for Maternal & Child Health Facilities		11
More facilities/resources for Aged Care/better nursing homes		11
Services need to be improved in all areas/council needs to do more		11
More funds/resources to reduce waiting lists for services		11
More/better centres/facilities generally in more remote towns/areas		8
More/better publicity/information about available services		8
More/better support/services for minority/disadvantaged groups		6
More/better premises for health or community facilities		6
Improved/More childcare facilities/after school/holiday care		3
More information/resources for immunisation programs		3
More/better activities/programs for young people		0
Better transport to/from health or community centres/facilities		0
Improve services for children with special needs/ disability services		0
More facilities/services for mental health		0
Improve/increased dental program/services		0
Better management of services/organisations		0
Other		0
Don't know		3

Responsibility Areas

Reasons why council needs to improve on recreational facilities:

	Number of respondents:	51
		%
Response codes:		
More/better Sporting Complexes (excluding pools)		27
Better maintenance of Sporting facilities (excluding pools)		27
More/better sporting complexes and/or facilities in smaller towns		18
More support/funding needed for recreational/sporting facilities		16
More facilities/activities for young people/teenagers		12
More/better arts/cultural facilities/events in smaller towns		8
More/better library buildings/no library service/closing /moving library		6
Council favours certain areas over others in regard to recreational facilities		6
More community consultation about recreational facilities etc		4
More/better/safer Playgrounds and/or equipment/with sun shade		4
Should allocate funds better in more important areas		4
More/ better/ maintenance of pools		4
More/better facilities and resources at libraries (incl funding)		2
Pool/baths closing/moving/closed/should be open more months a year		2
Improved management of facilities/sports/recreation/library etc (incl food management)		2
Longer opening hours for Sporting Complexes (including pools)		2
More/better recreational activities/programs		2
More/better bike paths/ walking tracks/ skate board facilities		0
More publicity/information on facilities and activities/programs		0
More/better performing arts facilities		0
More/better events and festivals		0
Not enough money spent on cultural events and festivals		0
Not enough support for local community groups/clubs		0
Larger range/greater availability of books		0
More/better amenities in recreation areas (eg.seats,picnic tables,BBQs)		0
Need more parks/open space		0
Everything takes too long/upgrading of facilities/decision making i.e. facilities		0
Less expensive recreational facilities and activities/more consistent fees		0
More facilities/ activities for older people/ pensioners		0
Better/More maintenance of Parks/Playgrounds-syringes/lighting/trees/equipment		0
More support for local sporting clubs in smaller towns		0
Other		0
Don't know		2

Responsibility Areas

Reasons why council needs to improve on appearance of public areas:

	Number of respondents:	66
		%
Response codes:		
More frequent/better street cleaning		35
More frequent/better pruning of street trees/plants		32
Better maintenance of parks and gardens		27
Better care of street trees - watering, staking, removal etc		23
More frequent/better removal of litter in parks and gardens		18
More frequent slashing/mowing of public areas/fire hazard		15
Some areas favoured over others/some areas are neglected		11
Better landscaping/design (eg. more colour, more shady trees)		6
More emphasis on smaller towns		6
Better maintenance of amenities in parks (BBQs, tables, toilets etc)		5
Better maintenance of beaches, lakes, rivers and surrounding areas		5
Improve/better maintenance of entrances to town		5
Cleaning of public areas/generally untidy		3
More frequent sweeping of leaves		3
More street trees		2
Relies on volunteer labour/ need more manpower		2
Better/different types/mix of trees/vegetation/more appropriate trees		0
More frequent spraying of weeds in open spaces/better weed management		0
More frequent clearing of public litter bins		0
More/better cleaning up of condoms, syringes etc. in parks, beaches, alleys		0
Clear drains regularly/stormwater drains often blocked/gutters		0
Improve streetscapes with landscape or architectural features		0
More public litter bins		0
Quicker/more frequent removal of graffiti/attention to vandalism		0
Cutting down too many trees		0
More maintenance of nature strips/median strips		0
Retain/More parks and gardens/open spaces		0
Not responsive to maintenance requests/takes too long		0
More consultation with community		0
More/ better street lighting		0
Improve roads/ footpaths/ bikepaths		0
Consideration of short water resources during drought		0
Better amenities within parks/gardens (eg. BBQs, Picnic tables, toilets, play equipment etc.)		0
Other		2
Don't know		0

'Other' includes the following verbatim comments:

They spend far too much money on annually flowering plants.

Responsibility Areas

Reasons why council needs to improve on traffic management and parking facilities:

	Number of respondents:	107
Response codes:		%
More parking facilities/capacity		48
More parking facilities adjacent to shopping and business centres		43
Improve traffic flow/congestion		21
Poor traffic/parking management		10
Improve traffic management at intersections		6
Improved parking management /more parking around schools		6
Improve road signage - general (parking/speed/road works)		4
More speed inhibitors (humps, barriers, traffic islands etc)		3
More disabled parking needed		3
Make roads safer		3
Longer parking times/more long-term parking		2
More pedestrian crossings		1
Less Roundabouts		1
Parking spaces too small/need to be widened		1
Better attitude from parking inspectors/ less focus on revenue raising		1
Less parking restrictions		1
More parking specifically allocated for residents		0
Streets/roads too narrow/need widening/cars parked on sides		0
Improve blind spots, dangerous curves etc. on country roads (excluding highways)		0
More community consultation		0
Greater restriction of non-resident parking		0
More parking restrictions		0
More parking around specific areas, eg train stations, hospitals, etc		0
Fewer speed inhibitors (humps, barriers traffic islands etc)		0
Install more traffic lights at dangerous intersections		0
Fewer parking meters		0
Restrict/discourage traffic on residential roads		0
Restrict truck traffic in streets		0
More parking enforcement/traffic officers		0
Greater enforcement of speed limits		0
More free parking/cheaper parking		0
Reduce speed limits in residential areas		0
Issues with lower/ 40km speed limit		0
Better/ safer areas around schools		0
Improve visibility/ cut back vegetation		0
Improve public transport facilities		0
Encourage cyclists/ improve bike lanes		0
Issues with bikes/ disagree with bike lanes		0
Beautifying the area has cut the number of parking spaces		0
Not enough parking in tourist areas/ holiday/ events		0
Layout of parking		0
Other		2
Don't know		0

'Other' includes the following verbatim comments:

More public toilets.

Nothing

Responsibility Areas

Reasons why council needs to improve on waste management:

	Number of respondents:	110
		%
Response codes:		
Any/more frequent hard waste collection		40
No garbage collection		33
More consistent/ lower fees for tips etc (reintroduce vouchers)		24
Any/More frequent collection of green waste/vegetation		14
More comprehensive recycling program/no recycling program		9
More reliable Collections		6
More consistent/convenient/Longer opening times/days for Tips etc.		6
Bigger bins		4
No collection of recyclable materials		4
Extend areas covered by garbage collection in areas outside townships		4
Cost of garbage/waste collection too much (including bins)		3
Tip/transfer stations in poor condition/badly managed		3
Better location of tip/transfer station/rubbish dump/no tip/closed tip		1
Bins should be returned upright to curbside/in same place/with lids closed		1
Provide more info/keep residents informed about waste management procedures		1
More education/promotion for recycling		1
Quicker response to requests i.e., for new bins/bin lids		1
Inflexible about what they will collect		1
Offer more bins/ different sized		1
More community consultation		0
Less damage to garbage bins		0
More frequent rubbish collection		0
Recyclable material goes into garbage truck/Doubt recycling occurs		0
Inconvenient time of day for pick-ups (too early/late/too noisy)		0
Collection of rubbish left on streets/footpaths/gutters/public areas		0
Any/Better containers for collection of recyclable /green materials		0
Drive less dangerously/ take more care during collection		0
Spilling garbage on footpath/ road during garbage collection/rubbish blows out of truck		0
Bins not fully emptied		0
Dissatisfied with where the bin has to be located to be collected		0
More frequent collection of recyclable materials		0
Other		2
Don't know		0

'Other' includes the following verbatim comments:

They have given that over to a private contractor and he does not seem to be doing the job.

They don't service the outer areas of the municipality at all. At least they could give out vouchers to these people for the tips etc. This would encourage more use of council facilities especially recycling.

Responsibility Areas

Reasons why council needs to improve on enforcement of Local Laws:

	Number of respondents:	70
		%
Response codes:		
Greater enforcement of fire prevention local laws		31
Greater enforcement of animal local laws		29
Greater enforcement of fire prevention local laws to clean up properties		17
Greater enforcement of noise local laws (domestic, industrial, traffic)		14
Greater enforcement of local laws generally/more Local laws officers		14
Greater enforcement of parking restrictions/more officers/rangers		7
local laws are too stringent		7
Greater enforcement of health/food handling local laws		6
Less enforcement of parking restrictions		6
Better attitude for local laws enforcement officers/rangers		6
local laws are too lenient		4
Greater enforcement of littering local laws		3
Quicker response to reports of Local law infringements		3
Greater enforcement of picking up after dog		3
More publicity/information to residents		1
More consistent application of local laws/enforcement		1
Create access to/more free parking/unrestricted parking/dislike parking meters		1
Greater enforcement of pollution local laws (domestic, industrial, traffic etc)		1
local laws purely revenue raising		0
Animal local laws are too stringent		0
Greater enforcement of anti-graffiti/ clean up graffiti		0
Greater enforcement of traffic/road laws (including footpaths)		0
Greater enforcement of state and federal laws		0
Other		0
Don't know		0

Responsibility Areas

Reasons why council needs to improve on economic development:

	Number of respondents:	132
		%
Response codes:		
More/better job creation programs/employment opportunities		35
Too little support for local businesses/ new business/many closing down		30
Greater emphasis on Economic Development in general		27
Encourage more tourism		14
Encourage more companies/industries to re-locate to the area		8
Too much focus on major towns/need more focus on rural & regional areas		8
Not enough promotion of local businesses		8
Encourage more desirable industries to locate to the area		5
More community consultation/consultation with business		5
Unaware of any economic development/improvement needed		4
Better financial planning/management of Council budget/money wasted		3
Infrastructure in the area needs to be improved/keep up with new developments		2
Some areas of local govt are neglected		2
Stop rate increases/rates too high for businesses		1
Clean up the area/ make more attractive		1
Attract/encourage better/more diverse shops/businesses i.e. Target/ Spotlight/ newsagents		0
Takes too long to get things done/complete projects		0
Need to publicise/inform the community of Council activities		0
Too much emphasis on tourism		0
Other		5
Don't know		0

'Other' includes the following verbatim comments:

Maybe they need more land. Where it needs to be developed, there is no land and maybe commercial district needs to be expanded. Maybe they should move the fire station from the highway and put in the commercial area next to a fuel depot.

The council doesn't have the ability to negotiate at a high standard on behalf of local businesses. The council did nothing when the railway stopped. There are a lot of issues.

I have a problem with a planning application and am having difficulty building houses on blocks.

I don't see that council has done anything in our town. It's all been done by local groups.

More strategies to stop small groups stopping development.

There is too much emphasis on economic development and too much farm land is going under.

They allowed the sell-off of the saleyards and now it is an eyesore. Now farmers need to take their stock a lot further.

Responsibility Areas

Reasons why council needs to improve on town planning policy and approvals:

	Number of respondents:	136
		%
Response codes:		
Better planning policies		43
More efficient/faster approval processes		32
More consultation with community		16
More consistent decisions		13
Take better account of environmental issues		7
Ugly/inappropriate design/development/out of character with area		7
Council should be stronger in representing community opinion		4
Too little regulation in heritage areas/knocking down old houses		3
Greater enforcement of/adherence to planning policies		2
Take better account of impact on neighbouring properties		2
Too much regulation in heritage areas		2
Not enough infrastructure to support new developments i.e. lack of water/ parking/ roads		2
Process is too bureaucratic/needs to be flexible/too many regulations/in exports		2
Could do better in this area/some areas favoured over others		2
Decisions overridden by State Government/VCAT/the Tribunal		2
Allow development and subdivision		2
Council not very professional in this area/poor management		1
More helpful Town planning staff		1
Better planning for development of shopping areas		1
Too much residential sub-division		1
Less development/too much overdevelopment		1
Too much highrise development/high rise apartments		0
Less high density dwellings		0
Greater clarity/information on guidelines and process for building application		0
Other		1
Don't know		1

'Other' includes the following verbatim comments:

I don't think you should have to purchase 40 or 100 acres to build a retirement cottage.

We live across from a reserve in the middle of town. They have not carried out the preparations for fire prevention as they have promised nor have they looked into the environmental impact of their suggestions