Glen Innes Severn Council

Community Satisfaction & CSP Research

Prepared by: Micromex Research

Date: July 2020

Table of Contents

Background & Methodology

Why?

- Understand and identify community priorities for the Glen Innes Severn Council LGA

- Identify the community's overall level of satisfaction with Council performance

- Explore resident perceived quality of life living in the area

- Identify the community's level of agreement with statements regarding the Glen Inness Severn area

How?

- Telephone survey (landline and mobile) to N = 404 households

- We use a 5 point scale (e.g. 1 = not at all satisfied, 5 = very satisfied)

- Greatest margin of error +/- 4.9%

When?

- Implementation 4th – 17th July 2020

Background & Methodology

Sample selection and error

A total of 404 resident interviews were completed. Respondents were selected by means of a computer based random selection process using the electronic White Pages and SamplePages.

A sample size of 404 residents provides a maximum sampling error of plus or minus 4.9% at 95% confidence. This means that if the survey was replicated with a new universe of N=404 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.9%.

For the survey under discussion the greatest margin of error is 4.9%. This means, for example, that an answer such as 'yes' (50%) to a question could vary from 45% to 55%.

The sample was weighted by age and gender to reflect the 2016 ABS Census data for Glen Innes Severn Council.

Interviewing

Interviewing was conducted in accordance with the AMSRS (Australian Market and Social Research Society) Code of Professional Behaviour.

Prequalification

Participants in this survey were pre-qualified as being over the age of 18, and not working for, nor having an immediate family member working for, Glen Innes Severn Council.

Data analysis

The data within this report was analysed using Q Professional.

Within the report, ▲▼ and blue and red font colours are used to identify statistically significant differences between groups, i.e., gender, age, ratepayer status, residential location and length of time lived in the LGA.

Significance difference testing is a statistical test performed to evaluate the difference between two measurements. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

Background & Methodology

Ratings questions

The Unipolar Scale of 1 to 5 was used in all rating questions, where 1 was the lowest importance or satisfaction and 5 the highest importance or satisfaction.

This scale allowed us to identify different levels of importance and satisfaction across respondents.

Top 2 (T2) Box: refers to the aggregate percentage (%) score of the top two scores for importance. (i.e. important & very important)

Note: Only respondents who rated services/facilities a 4 or 5 in importance were asked to rate their satisfaction with that service/facility.

Top 3 (T3) Box: refers to the aggregate percentage (%) score of the top three scores for satisfaction or support. (i.e. somewhat satisfied, satisfied & very satisfied)

We refer to T3 Box Satisfaction in order to express moderate to high levels of satisfaction in a non-discretionary category. We only report T2 Box Importance in order to provide differentiation and allow us to demonstrate the hierarchy of community priorities.

Percentages

All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

Micromex LGA Benchmark

Micromex has developed Community Satisfaction Benchmarks using normative data from over 60 unique councils, more than 120 surveys and over 68,000 interviews since 2012.

Word Frequency Tagging

Verbatim responses for this question were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned.

Sample Profile

The sample was weighted by age and gender to reflect the 2016 ABS community profile of Glen Innes Severn Council.

Gender

Female 50%   Male 50%

Age

18-34	35-49	50-64	65+
19%	21%	27%	33%
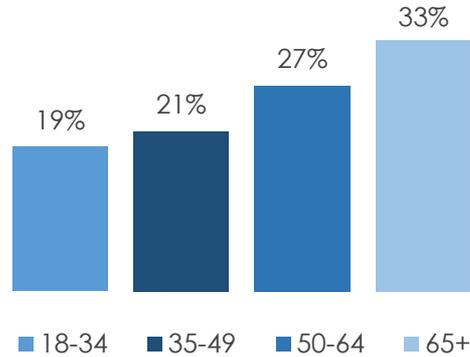
Suburb/Village

	N = 404
Glen Innes	71%
Glencoe	5%
Deepwater	4%
Emmaville	4%
Red Range	3%
Dundee	2%
Shannon Vale	2%
Glen Elgin	1%
Lambs Valley	1%
Matheson	1%
Stonehenge	1%
Wellingrove	1%
Wellington Vale	1%
Annaville	<1%
Ben Lomond	<1%
Diehard	<1%
Furracabad	<1%
Kingsgate	<1%
Mount Mitchell	<1%
Newton Boyd	<1%
Yarraford	<1%

Time lived in the area

Less than 2 years	2-5 years	6-10 years	11-20 years	More than 20 years
<1%	8%	10%	22%	60%
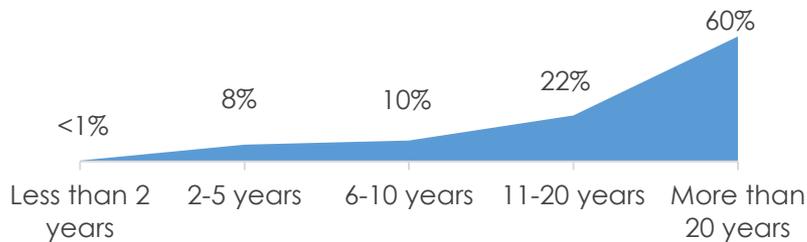
Ratepayer status

Ratepayer 87%   Non-ratepayer 13%

Key Findings

Key Findings

Overall 76% of residents were at least 'somewhat satisfied' with the performance of Council over the last 12 months and 91% rated their quality of life living in the Glen Innes Severn Region as 'good' to 'excellent'.

Residents value the community feel, atmosphere, climate and lifestyle of the area and believe the priority focus for the next 10 should centre on investment in the local area and maintaining roads.

Overall satisfaction

76%
At least 'somewhat satisfied'

Quality of life

91%
Rated 'good' to 'excellent'
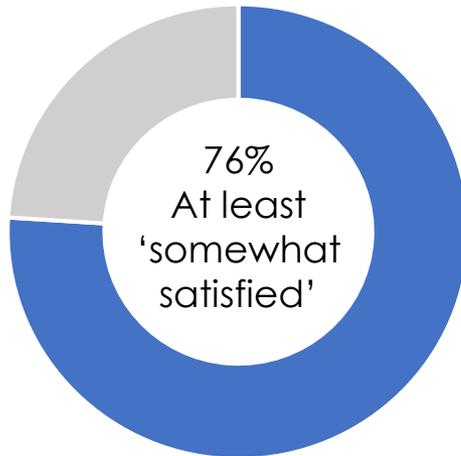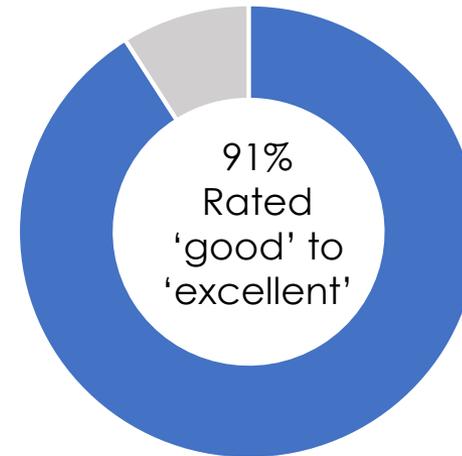
Over the next few slides we will explore results categorised by Glen Innes Severn Council's 5 key Strategic Priorities…

Strategic Priority Summary

Strategic Priorities

Community services — Create a growing community with optimal access to community services and facilities

Economic development — Facilitate a growing local economy by continuing to support an attractive business climate

Infrastructure management — As a priority, provide adequate infrastructure and facilities for the existing and future population

Environment and heritage — Manage the natural values of our local area and conserve our heritage to ensure that it is enjoyed by the community, visitors and future generations

Council sustainability, transparency and communication — Continue to be a sustainable and independent council, and foster transparency through clear communication with both internal and external customers

Community Services Summary

Create a growing community with optimal access to community services and facilities

Community services

Economic development

Council sustainability, transparency and communication

Strategic Priorities

Infrastructure management

Environment and heritage
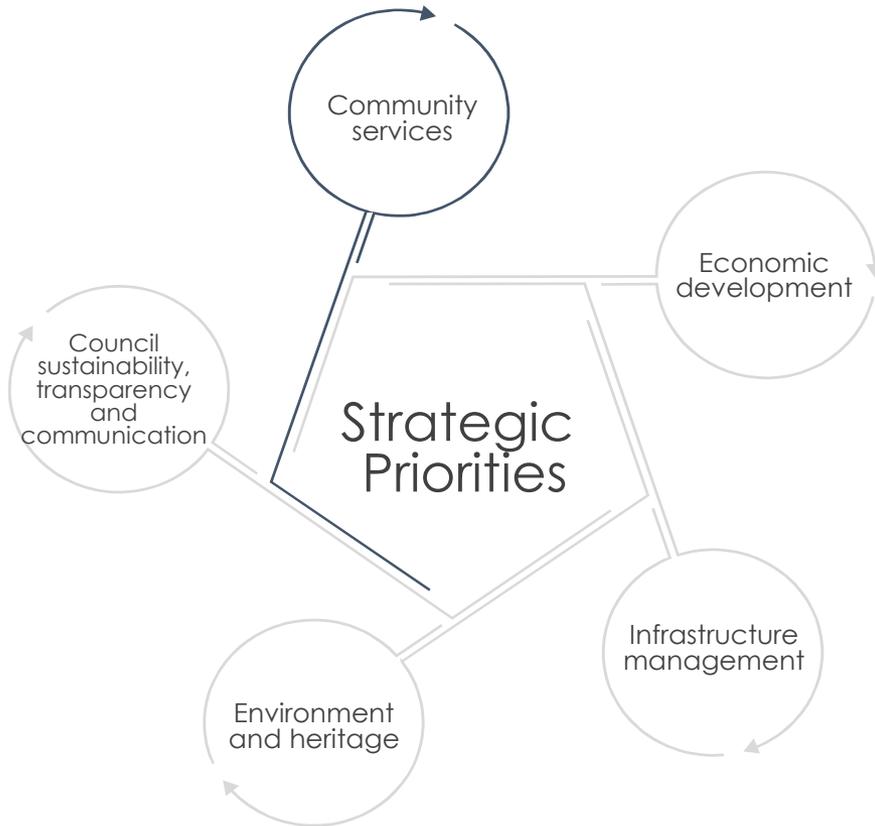
The 'Community Services' area is a high performing area

- Satisfaction ratings were highest for services/ facilities such as libraries, parks and events

- Although not a local government service, residents are looking for better medical services

Economic Development Summary

Facilitate a growing local economy by continuing to support an attractive business climate

Community services

Economic development

Council sustainability, transparency and communication

Strategic Priorities

Infrastructure management

Environment and heritage
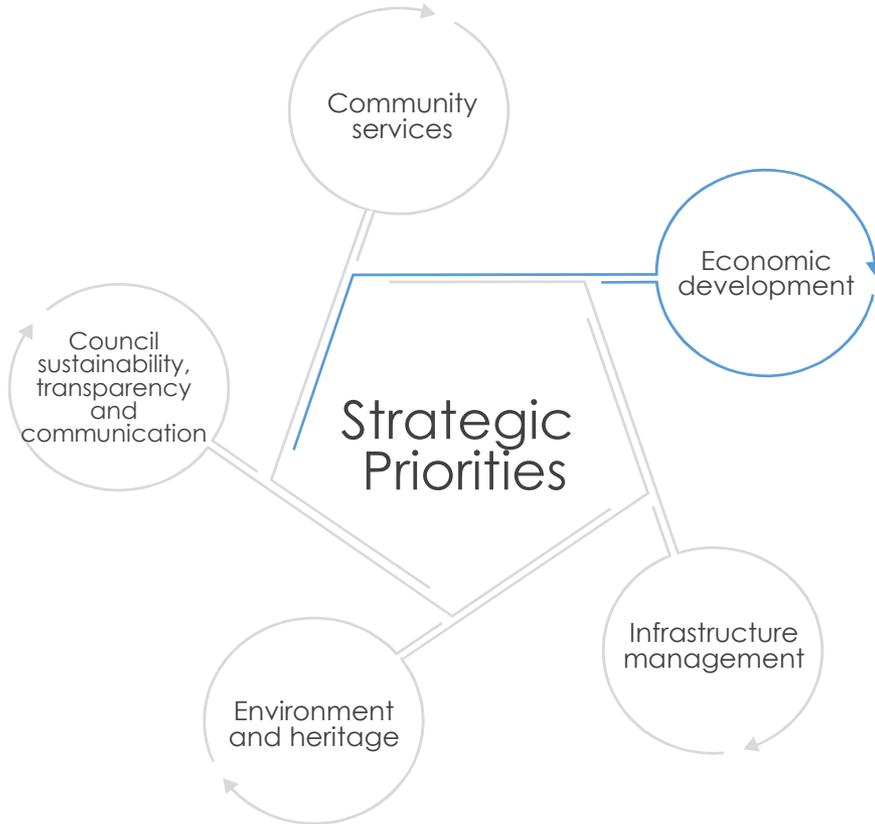
Economic development is a key area to focus on, particularly:

- Employment
- Business growth
- Attraction of business/Industry
- Long-term economic planning

(supported by unprompted responses, performance gap analysis and comparison to norms)

Infrastructure Management Summary

As a priority, provide adequate infrastructure and facilities for the existing and future population

Community services

Economic development

Council sustainability, transparency and communication

Strategic Priorities

Infrastructure management

Environment and heritage
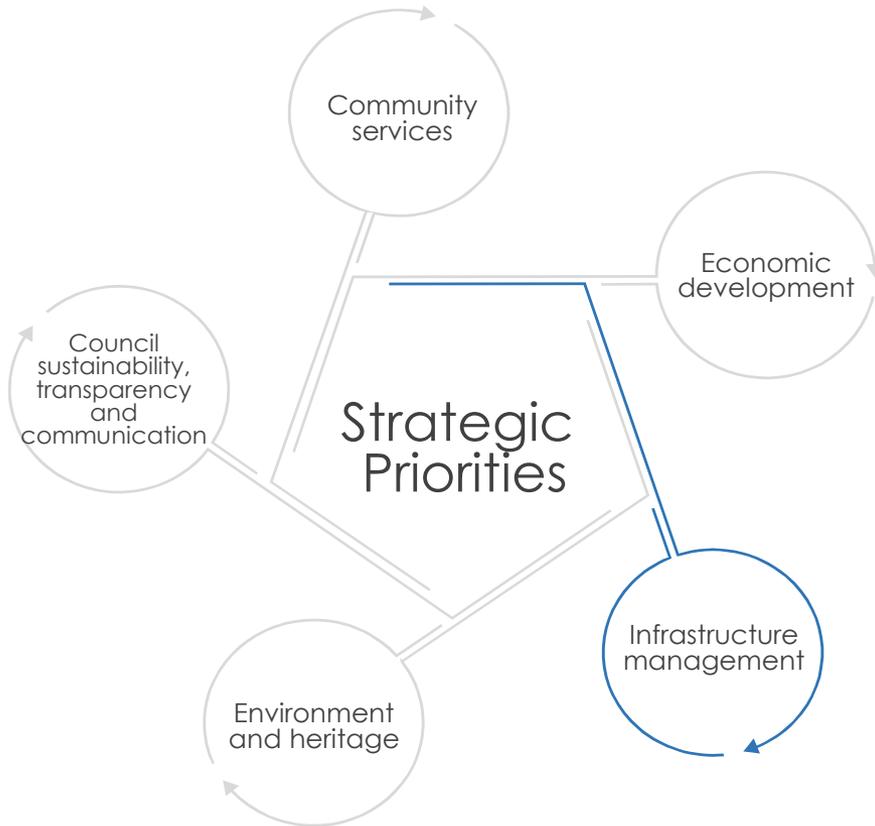
Community pride in local infrastructure is to be uplifted with greater investment and maintenance, particularly, local roads

- Roads are always problematic, particularly in Regional NSW, so there is no surprise it has come up so strongly in these results too

- Catering for the future i.e. public transport and water supply were identified as priority areas for the next 10 years

- With the drought water supply is seen as an issue

Environment and Heritage Summary

Manage the natural values of our local area and conserve our heritage to ensure that it is enjoyed by the community, visitors and future generations

Community services

Economic development

Council sustainability, transparency and communication

Strategic Priorities

Infrastructure management

Environment and heritage
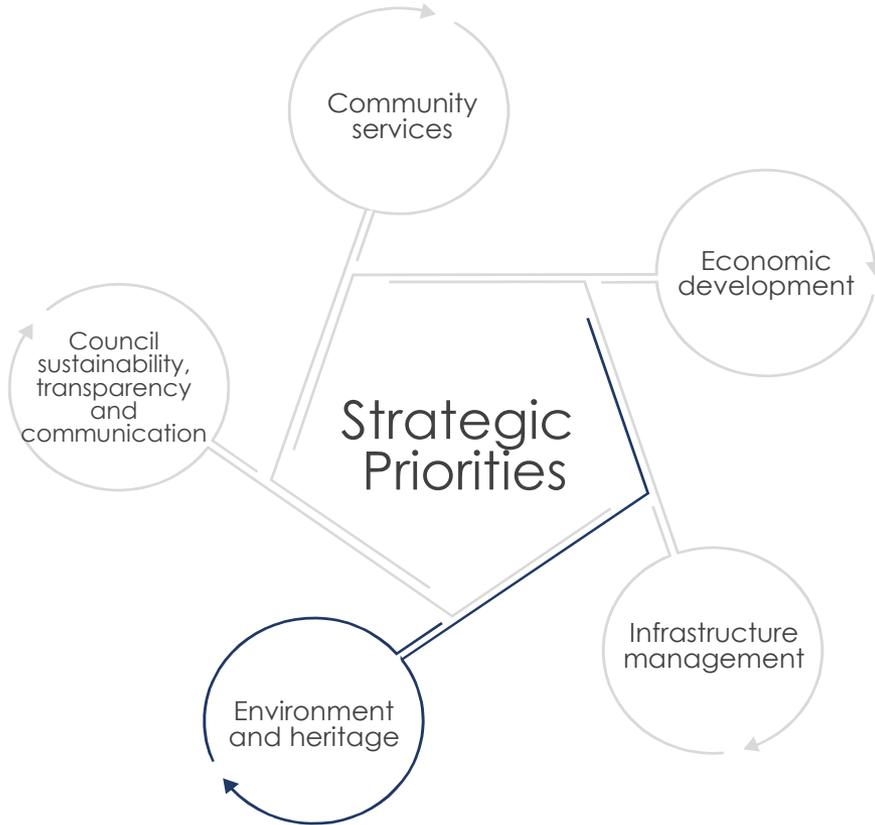
- Conservation of the natural environment and sustainability for future years to come is an area to continue focus and investment

- Council is performing well with regard to heritage protection

Council Sustainability, Transparency and Communication Summary

Continue to be a sustainable and independent council, and foster transparency through clear communication with both internal and external customers

Community services

Economic development

Council sustainability, transparency and communication

Strategic Priorities

Infrastructure management

Environment and heritage

A key opportunity is to improve communication and relations with the community, e.g.:

- Improve communication for all levels (both formal and informal) from inform to consult/engage

- Improve the customer focus

- More transparency of messaging, particularly with regard financial management

Recommendations

As mention previously, 76% of residents were at least somewhat satisfied with the performance of Council, in order to strengthen this result we suggest Council:

- Audit community expectation around the delivery of information around decision making, planning and financial management

- Advocate on behalf of the community for improved health services

- Continue to focus on investment and economic growth within the area to maintain vitality and prosperity of the region (business/industry attraction, employment growth, keeping youth in the area and the promotion of tourism)

- Seek to explore and understand community expectations with regard to environmental protection and sustainability

Communication and engagement are important levers that will enable council to improve community satisfaction. Possibly Council could audit current methods to assess and/or establish the best ways to consult and engage with the community across a range of topics both formally and informally.
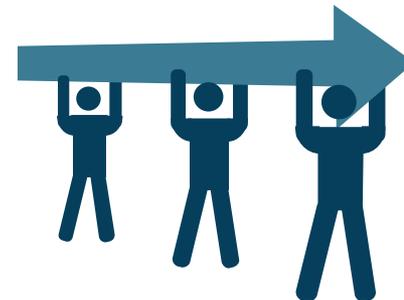
Detailed Results

Performance of Council

Key Findings

Detailed Results

GLEN INNES SEVERN COUNCIL

micromex research

Overall Satisfaction

Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

	Overall 2020	Overall 2018	Overall 2016	Male	Female	18-34	35-49	50-64	65+
Mean rating	3.18	3.09	2.81	3.19	3.18	3.33	2.89 ▼	3.16	3.30
Base	404	400	405	200	204	78	83	111	132

	Ratepayer status		Time lived in the area			Suburb/Village	
	Ratepayer	Non-ratepayer	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
Mean rating	3.12	3.70▲	3.26	3.06	3.21	3.26	3.00
Base	349	53	75	88	241	287	117
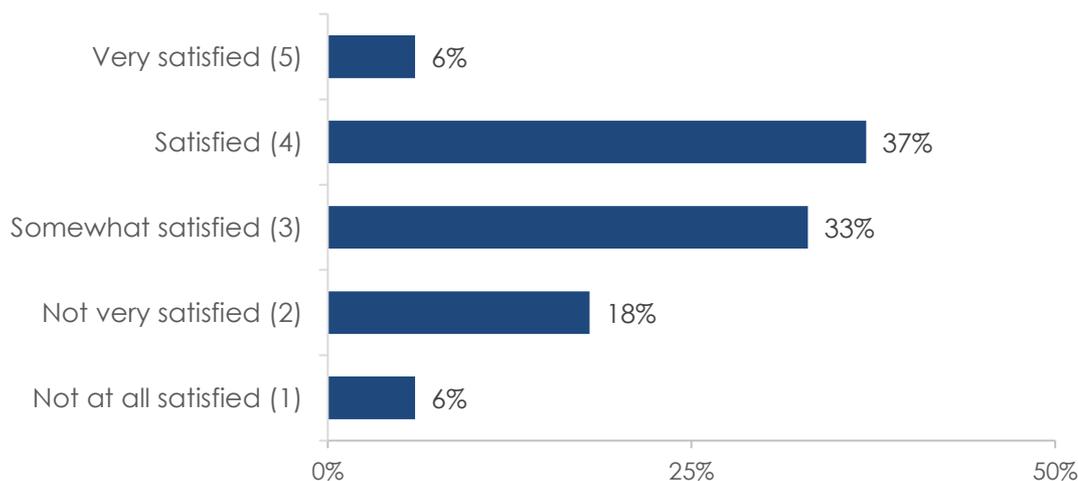
	Glen Innes Severn Council	Micromex LGA Benchmark - Regional
Mean rating	3.18↓	3.34
T3 Box	76%↓	83%
Base	404	31,907

↑↓ = A significantly higher/lower level of satisfaction (compared to the Benchmark)
Note: 2018/2016 scale differs and should be viewed from an interest point only
(Scale: 1 = very dissatisfied, 5 = very satisfied)

Base: N = 404
Scale: 1 = not at all satisfied, 5 = very satisfied
▲▼ = A significantly higher/lower level of satisfaction (by group)

Overall 76% of residents are at least 'somewhat satisfied' with the performance of Council over the last 12 months, with overall mean scores continuing to improve from 2016.

Summary of Council Services & Facilities

Importance & Satisfaction – Highest/Lowest Rated Services/Facilities

Importance

Satisfaction

The following services/facilities received the highest importance mean ratings:

The following services/facilities received the highest satisfaction mean ratings:

Top 5 for importance	Mean	T2 Box
Long term economic planning for the future	4.65	92%
Water supply	4.64	90%
Supporting local business and jobs	4.63	91%
Condition/maintenance of sealed roads	4.62	92%
Attracting new businesses to the area	4.61	92%

Top 5 for satisfaction	Mean	T3 Box
Libraries/library services	4.10	95%
Parks and playgrounds	3.94	92%
Sewerage services	3.92	94%
Protecting heritage values and buildings	3.90	91%
Events and festivals	3.87	90%

The following services/facilities received the lowest importance mean ratings:

The following services/facilities received the lowest satisfaction mean ratings:

Bottom 5 for importance	Mean	T2 Box
Bike paths/cycleways	3.25	41%
Support for the Aboriginal community	3.88	65%
Environmental protection and enforcement	3.91	68%
Enhancing town/village centres	4.08	77%
Council provision of information	4.09	75%

Bottom 5 for satisfaction	Mean	T3 Box
Condition/maintenance of unsealed roads	2.20	38%
Attracting new businesses to the area	2.29	41%
Condition/maintenance of sealed roads	2.33	42%
Supporting growth of jobs/businesses	2.68	56%
Supporting local business and jobs	2.78	60%

Scale: 1 = not at all important, 5 = very important

Scale: 1 = not at all satisfied, 5 = very satisfied

A core element of this community survey was the rating of 38 facilities/services in terms of importance and satisfaction. The above analysis identifies the highest and lowest rated services/facilities in terms of importance and satisfaction.

'Supporting local business and jobs', 'condition/maintenance of sealed roads' and 'attracting new businesses to the area' appeared in both top 5 highest rated in importance and bottom 5 lowest rated in terms of satisfaction.

Specialised Analysis: Performance Gap & Quadrant Analysis

Key Findings

Detailed Results

Identifying Priorities via Specialised Analysis

The specified research outcomes required us to measure both community importance and community satisfaction with a range of specific service delivery areas. In order to identify core priorities, we undertook a 2-step analysis process on the stated importance and rated satisfaction data, after which we conducted a third level of analysis. This level of analysis was a Shapley Regression on the data in order to identify which facilities and services are the actual drivers of overall satisfaction with Council.

By examining these approaches to analysis, we have been able to:

- Identify and understand the hierarchy of community priorities

- Inform the deployment of Council resources in line with community aspirations

Performance Gap Analysis

Quadrant Analysis

Shapley Regression Analysis

Determine the services/facilities that <u>drive</u> overall satisfaction with Council
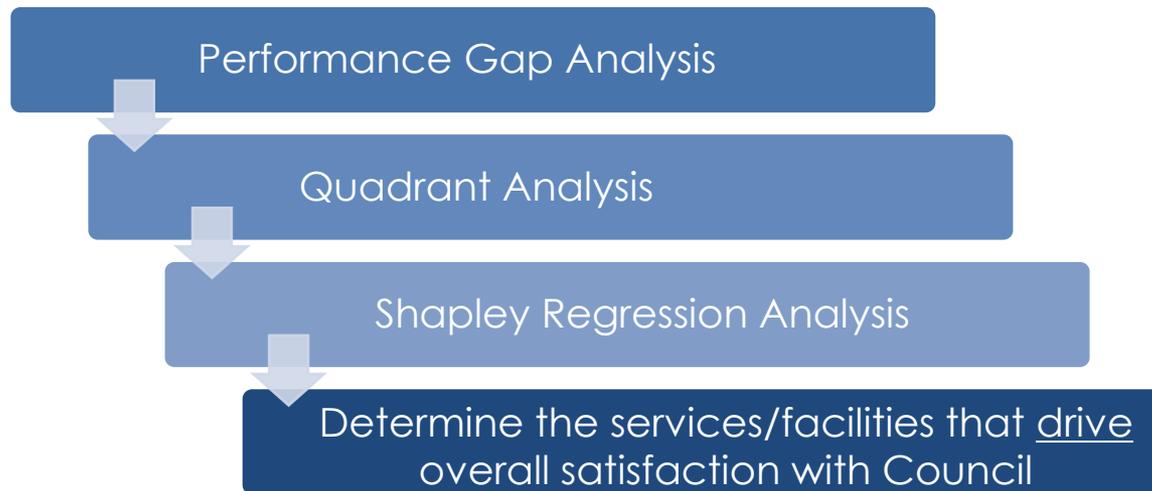
Step 1.   Performance Gap Analysis (PGA)

PGA establishes the gap between importance and satisfaction. This is calculated by subtracting the top 3 satisfaction score from the top 2 importance score. In order to measure performance gaps, respondents are asked to rate the importance of, and their satisfaction with, each of a range of different services or facilities on a scale of 1 to 5, where 1 = low importance or satisfaction and 5 = high importance or satisfaction. These scores are aggregated at a total community level.

The higher the differential between importance and satisfaction, the greater the difference is between the provision of that service by Glen Innes Severn Council and the expectation of the community for that service/facility.

In the table on the following page, we can see the services and facilities with the largest performance gaps.

When analysing the performance gaps, it is expected that there will be some gaps in terms of resident satisfaction. Those services/facilities that have achieved a performance gap of greater than 20% may be indicative of areas requiring future optimisation.

Performance Gap Analysis

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as high in importance, whilst resident satisfaction for all of these areas is between 38% and 73%.

As you can see below (in the category column), the services/facilities with the largest performance gaps centre around planning and transport, particularly, a need for economic stimulation in the area.

Category	Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Planning and Development	Attracting new businesses to the area	92%	41%	51%
Transport and Connectivity	Condition/maintenance of sealed roads	92%	42%	50%
Transport and Connectivity	Condition/maintenance of unsealed roads	87%	38%	49%
Planning and Development	Supporting local business and jobs	91%	60%	31%
Community Support	Supporting growth of jobs/businesses	85%	56%	29%
Planning and Development	Long term economic planning for the future	92%	66%	26%
Governance, Leadership & Communication	Financial management	87%	62%	25%
Governance, Leadership & Communication	Consultation with the community	79%	60%	19%
Service Delivery and Asset Management	Water supply	90%	72%	18%
Transport and Connectivity	Condition/maintenance of bridges	88%	73%	15%
Service Delivery and Asset Management	Weed/vegetation control	83%	69%	14%

Note: Performance gap is the first step in the process, we now need to identify comparative ratings across all services and facilities to get an understanding of relative importance and satisfaction at an LGA level. This is when we undertake step 2 of the analysis.

Please see Appendix A for full Performance Gap Ranking

Quadrant Analysis

Step 2.   Quadrant Analysis

Quadrant analysis is often helpful in planning future directions based on stated outcomes. It combines the stated importance of the community and assesses satisfaction with delivery in relation to these needs.

This analysis is completed by plotting the variables on x and y axes, defined by stated importance and rated satisfaction. We aggregate the top 2 box importance scores and top 3 satisfaction scores for stated importance and rated satisfaction to identify where the facility or service should be plotted.

On average, Glen Innes Severn Council residents rated services/facilities on par with our Regional Benchmark in terms of importance, and their satisfaction was, on average, marginally lower.

	Glen Inness Severn Council	Micromex Regional Benchmark
Average Importance	80%	79%
Average Satisfaction	76%	80%

Explaining the 4 quadrants (overleaf)

Attributes in the top right quadrant, **MAINTAIN,** such as 'waste management and recycling', are Council's core strengths, and should be treated as such. Maintain, or even attempt to improve your position in these areas, as they are influential and address clear community needs.

Attributes in the top left quadrant, **IMPROVE,** such as 'condition/maintenance of sealed roads' are key concerns in the eyes of your residents. In the vast majority of cases you should aim to improve your performance in these areas to better meet the community's expectations.

Attributes in the bottom left quadrant, **NICHE**, such as 'bike paths/cycleways', are of a relatively lower priority (and the word 'relatively' should be stressed – they are still important). These areas tend to be important to a particular segment of the community.

Finally, attributes in the bottom right quadrant, **COMMUNITY**, such as 'support for the Aboriginal community', are core strengths, but in relative terms they are considered less overtly important than other directly obvious areas. However, the occupants of this quadrant tend to be the sort of services and facilities that deliver to community liveability, i.e. make it a good place to live.

Recommendations based only on stated importance and satisfaction have major limitations, as the actual questionnaire process essentially 'silos' facilities and services as if they are independent variables, when they are in fact all part of the broader community perception of council performance.

Improve
Higher importance, lower satisfaction

Maintain
Higher importance, higher satisfaction

Condition/maintenance of sealed roads

Long term economic planning for the future

Waste management and recycling

Attracting new businesses to the area

Supporting local business and jobs

Water supply

Aged care services/facilities

←(38%, 87%)
Condition/maintenance of unsealed roads

Financial management

Condition/maintenance of bridges

Tourism   Public toilets

Supporting community groups and volunteers

Supporting growth of jobs/businesses

Disability services   Sporting facilities and grounds

Weed/vegetation control

Parks and playgrounds

Protecting the natural environment   Swimming   Sewerage services
pools/Aquatic centres

Facilities and services for youth

Consultation with the community

Protecting heritage values and buildings   Libraries/library services

Enhancing town/village centres

Events and festivals

Children's services   Street cleaning

Council provision of information

Community buildings/halls

Footpaths

Environmental and sustainability initiatives

Domestic animal control   Glen Innes Aggregates quarry

Environmental protection and enforcement

Support for the Aboriginal community

— Glen Innes Severn Council Average
---- LGA Regional Benchmark Average

↓(67%, 41%) Bike paths/cycleways

Importance

Satisfaction

Niche
Lower importance, lower satisfaction

Community
Lower importance, higher satisfaction

25

Specialised Analysis: Shapley Regression Analysis

The Shapley Value Regression

Step 3. The Shapley Value Regression

The outcomes identified in stated importance/satisfaction analysis often tend to be obvious and challenging. No matter how much focus a council dedicates to 'condition/maintenance of sealed roads', it will often be found in the **IMPROVE** quadrant. This is because, perceptually, the condition of local roads can always be better.

Furthermore, the outputs of stated importance and satisfaction analysis address the current dynamics of the community, they do not predict which focus areas are the most likely agents to change the community's perception of Council's overall performance.

Therefore, in order to identify how Glen Innes Severn Council <u>can actively drive overall community satisfaction,</u> we conducted further analysis

Explanation of Analysis

Regression analysis is a statistical tool for investigating relationships between dependent variables and explanatory variables. Using a Shapley regression, a category model was developed. The outcomes demonstrated that increasing resident satisfaction by actioning the priorities they stated as being important would not necessarily positively impact on overall satisfaction.

What Does This Mean?

The learning is that if we only rely on the stated community priorities, we will not be allocating the appropriate resources to the actual service attributes that will improve overall community satisfaction. Using regression analysis, we can identify the attributes that essentially build overall satisfaction. We call the outcomes 'derived importance'.

Identify top services/facilities that will drive overall satisfaction with Council

Map stated satisfaction and derived importance to identify community priority areas
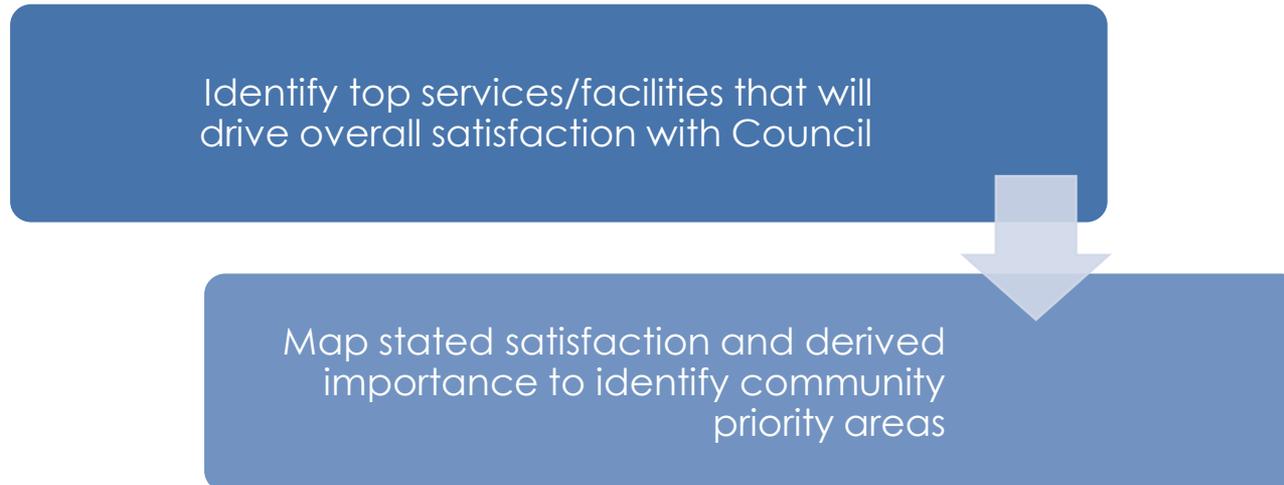
Key Drivers of Overall Satisfaction with Council

Dependent variable: Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

Service/Facility	Percentage
Financial management	11.5%
Council provision of information	7.2%
Long term economic planning for the future	7.1%
Waste management and recycling	5.6%
Consultation with the community	5.2%
Glen Innes Aggregates quarry	4.5%
Condition/maintenance of sealed roads	3.8%
Street cleaning	3.8%
Swimming pools/Aquatic centres	3.5%
Water supply	3.2%
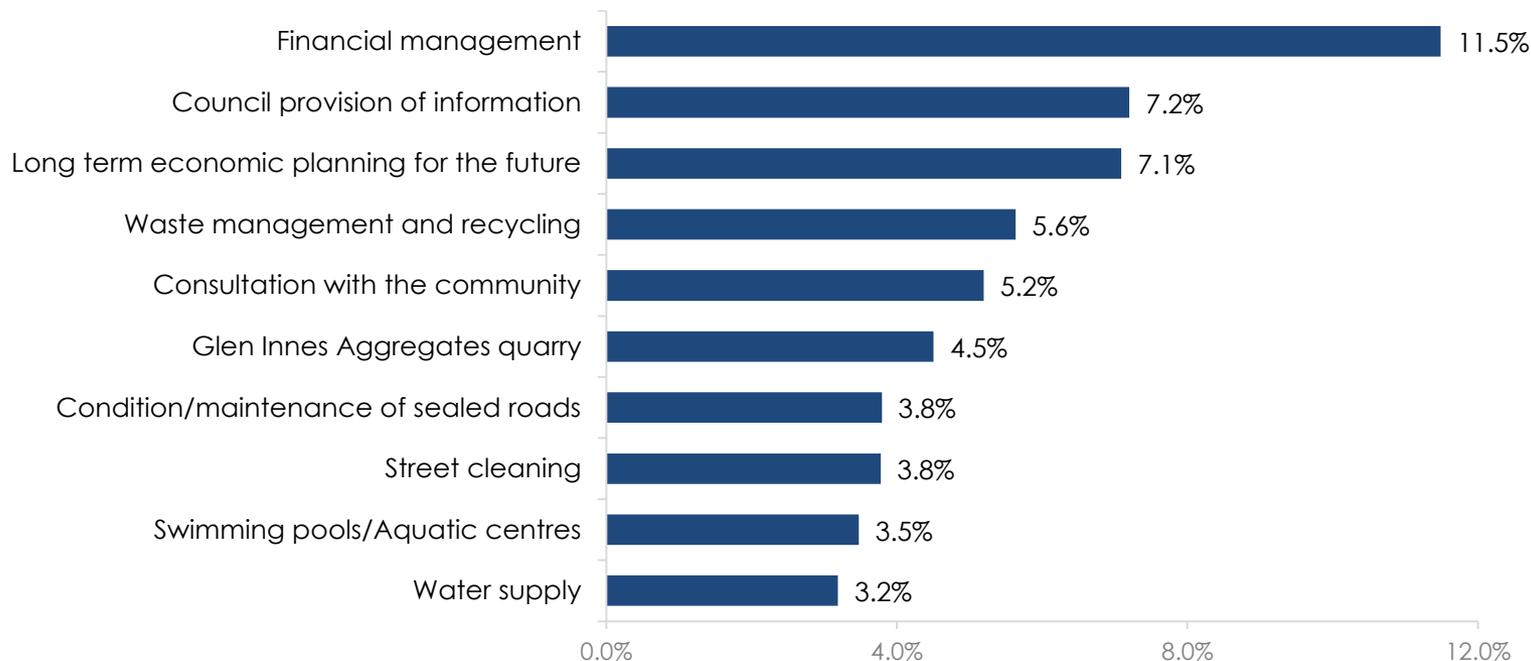
The results in the chart above identify which services/facilities contribute most to overall satisfaction. If Council can improve satisfaction scores across these services/facilities, they are likely to improve their overall satisfaction score.

These top 10 services/facilities (so 26% of the 38 services/facilities) account for over 55% of the variation in overall satisfaction. Therefore, whilst all 38 services/facilities are important, only a number of them are potentially significant drivers of satisfaction (at this stage, the other 28 services/facilities have less impact on satisfaction – although if resident satisfaction with them was to suddenly change they may have more immediate impact on satisfaction).

Note: Please see Appendix A for complete list

R^2 value = 49.09

These 10 services/facilities are the key community priorities and by addressing these, Glen Innes Severn Council will improve overall community satisfaction. The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council.

In the above chart, 'water supply' contributes 3.2% towards overall satisfaction, while 'financial management' (11.5%) is a far stronger driver, contributing more than three times as much to overall satisfaction with Council.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas
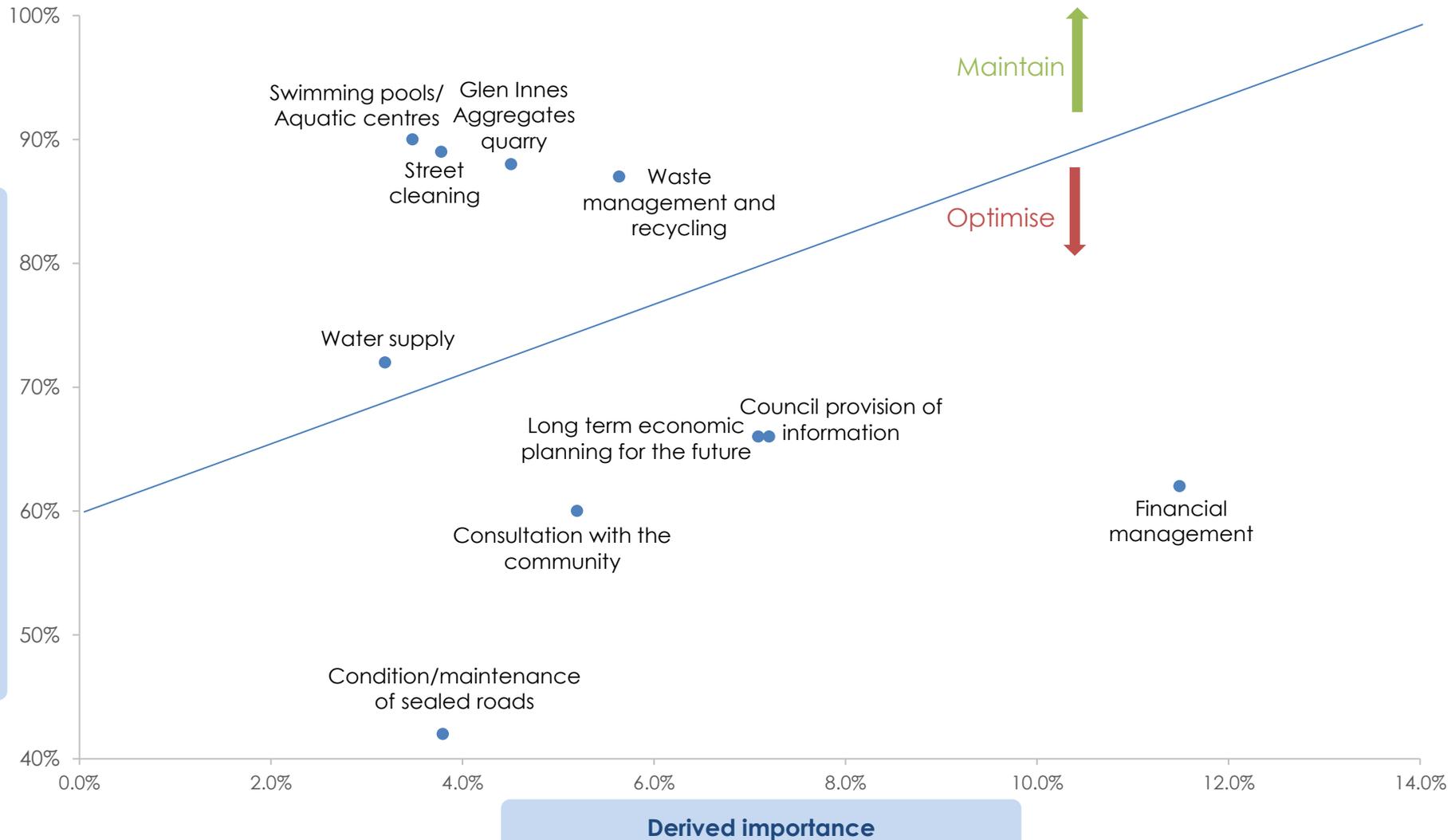
The above chart looks at the relationship between stated satisfaction (top 3 box) and derived importance (Shapley result) to identify the level of contribution of each measure. Any services/facilities below the blue line (shown above) could potentially be benchmarked to target in future research to elevate satisfaction levels in these areas.

Comparison to Micromex Benchmarks

Importance Compared to the Micromex LGA Benchmark

The table below shows a summary of the variance between Glen Innes Severn Council's top 2 box importance scores and the Micromex Regional LGA Benchmark. For 22 of the comparable 35 service/facilities (full list in Appendix A), residents' top 2 box scores are higher than, or equal to the Benchmark score, with 3 experiencing a positive variance of 10% or higher. For those that are lower than Benchmark norms, 1 service area, 'bike paths/cycleways', experienced a negative variance of ≥10%.

Service/Facility	Glen Innes T2 box importance score	Micromex LGA Benchmark – Regional T2 box importance score	Variance
Swimming pools/Aquatic centres	82%▲	70%	12%
Condition/maintenance of unsealed roads	87%▲	77%	10%
Tourism	86%▲	76%	10%
Libraries/library services	79%	70%	9%
Sporting facilities and grounds	84%	76%	8%
Aged care services/facilities	88%	81%	7%
Facilities and services for youth	80%	73%	7%
Protecting heritage values and buildings	79%	72%	7%
Community buildings/halls	74%	67%	7%
Council provision of information	75%	82%	-7%
Footpaths	73%	81%	-8%
Environmental and sustainability initiatives	74%	83%	-9%
Bike paths/cycleways	41%▼	64%	-23%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark. Please see Appendix A for full list of services/facilities

Satisfaction Compared to the Micromex LGA Benchmark

Again, the table below shows a summary of the variance between Glen Innes Severn Council's top 3 box <u>satisfaction</u> scores and the Micromex Regional LGA Benchmark. For 17 of the 35 comparable services/facilities, residents' top 3 box scores are higher than, or equal to the Benchmark score. For those that are lower than Benchmark norms, 6 services/facilities (highlighted darker red below) experienced a negative variance of ≥10%.

Service/Facility	Glen Innes T3 box satisfaction score	Micromex LGA Benchmark – Regional T3 box satisfaction score	Variance
Public toilets	89%▲	70%	19%
Parks and playgrounds	92%	86%	6%
Protecting heritage values and buildings	91%	85%	6%
Weed/vegetation control	69%	76%	-7%
Environmental and sustainability initiatives	76%	84%	-8%
Environmental protection and enforcement	70%	79%	-9%
Council provision of information	66%	75%	-9%
Financial management	62%	71%	-9%
Consultation with the community	60%	69%	-9%
Enhancing town/village centres	71%▼	82%	-11%
Water supply	72%▼	87%	-15%
Supporting local business and jobs	60%▼	75%	-15%
Condition/maintenance of sealed roads	42%▼	58%	-16%
Condition/maintenance of unsealed roads	38%▼	55%	-17%
Supporting growth of jobs/businesses	56%▼	75%	-19%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark. Please see Appendix A for full list of services/facilities

Priority Issues

Quality of Life

Q1c.   Overall, how would you rate the quality of life you have living in the Glen Innes Severn area?

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	4.73	4.77	4.69	4.84	4.36 ▼	4.73	4.89 ▲	4.71	4.86
Base	402	200	202	78	81	111	132	349	53

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
Mean rating	4.73	4.61	4.77	4.71	4.77
Base	75	86	241	287	115

Excellent (6) — 24%
Very good (5) — 34%
Good (4) — 33%
Fair (3) — 7%
Poor (2) — 1%
Very poor (1) — <1%
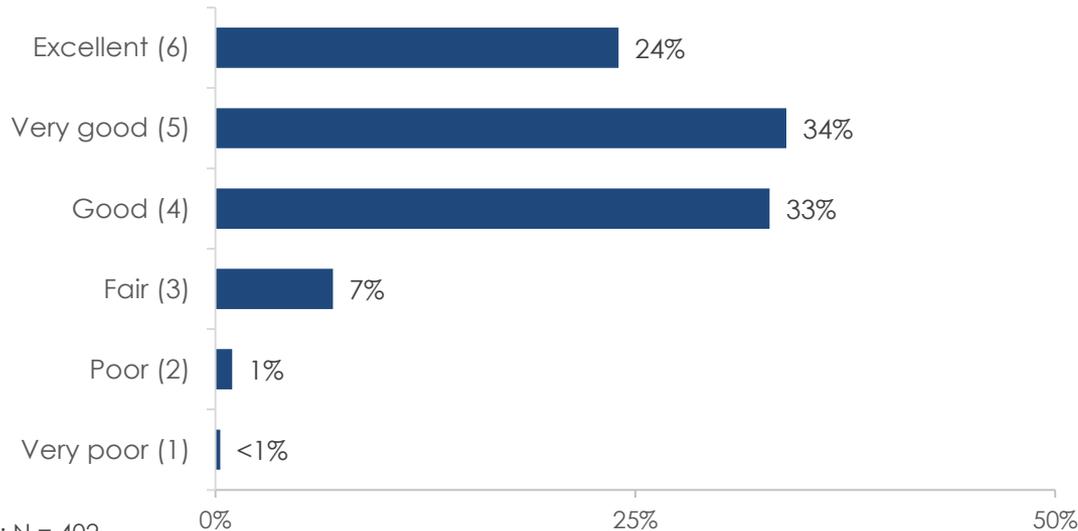
	Glen Innes Severn Council	Micromex LGA Benchmark - Regional
Mean rating	4.73↓	4.96
T3 Box	91%	94%
Base	402	4,861

Base: N = 402
↑↓ = A significantly higher/lower rating (compared to the Benchmark)

Scale: 1 = very poor, 6 = excellent
▲▼ = A significantly higher/lower rating (by group)

91% of residents rated their quality of life living in the Glen Innes Severn area as 'good' to 'excellent', this is a very good result.

Most Valued Aspect Living in Glen Innes Severn Region

Q1a.   What do you value most about living in the Glen Innes Severn region?

Aspect	Percentage
Community feel e.g. friendly, family area, connected	32%
Atmosphere e.g. peaceful, quiet, relaxed	20%
Good climate/weather	18%
Lifestyle the area provides e.g. country lifestyle, remote area, rural living	18%
Low population/small town feel	6%
Natural environment	5%
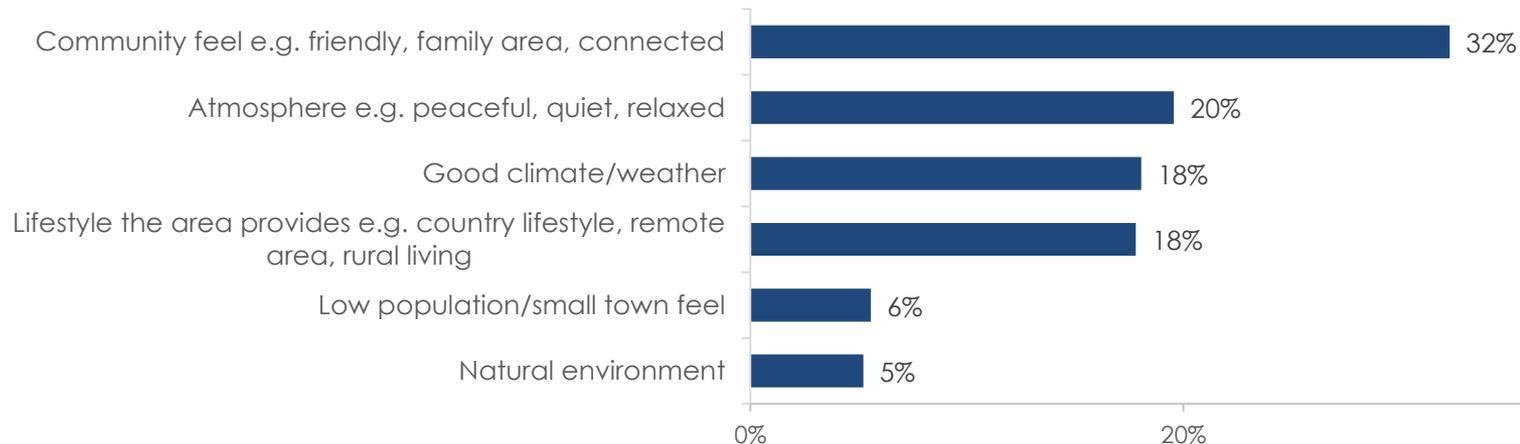
Base: N = 404

Please see Appendix A for full list of responses

The community feel, atmosphere, climate of the area and lifestyle were the most valued aspects living in the Glen Innes Severn region.

Top Priority Areas for Council to Focus On

Q1b.   Thinking of the next 10 years, what do you believe will be the highest priority issues within the Glen Innes Severn area?

youth industry lack
council water money tourism
facilities better jobs new shops growth medical
elderly employment population need bringing opportunities
health attracting maintaining
providing keeping access condition infrastructure
services quality community town business
people increasing
supply roads local fixing improving
street development

Priority Area	%
Lack of employment/business/industries/need more economic stimulation and support	41%
Condition/maintenance of roads and supporting infrastructure	26%
Infrastructure/services/facilities to cater for the future e.g. public transport, shopping, improved infrastructure	13%
Improved and increased water supply/security e.g. water quality, management during drought	11%
Concerns with Council e.g. overall/financial management/lack of communication/staffing	10%
Increased and improved health and medical services/facilities	9%

Base: N = 404

Please see Appendix A for full list of responses

Investment in the area through job creation and attracting more businesses and industries was the most commonly mentioned priority area for the next 10 years, followed by the condition and maintenance of roads.

Living in GISC

Agreement Statements – Category Ranking

Ranking sorted on average T2B (agree/strongly agree) rating

Category	T2B
Community Safety (3 statements)	73%
Culture & Lifestyle (4 statements)	58%
Transport, Housing & Development (5 statements)	58%
Community Pride (3 statements)	49%
Community Services & Support (3 statements)	41%
The Local Economy (2 statements)	41%
Council Planning & Engagement (5 statements)	26%
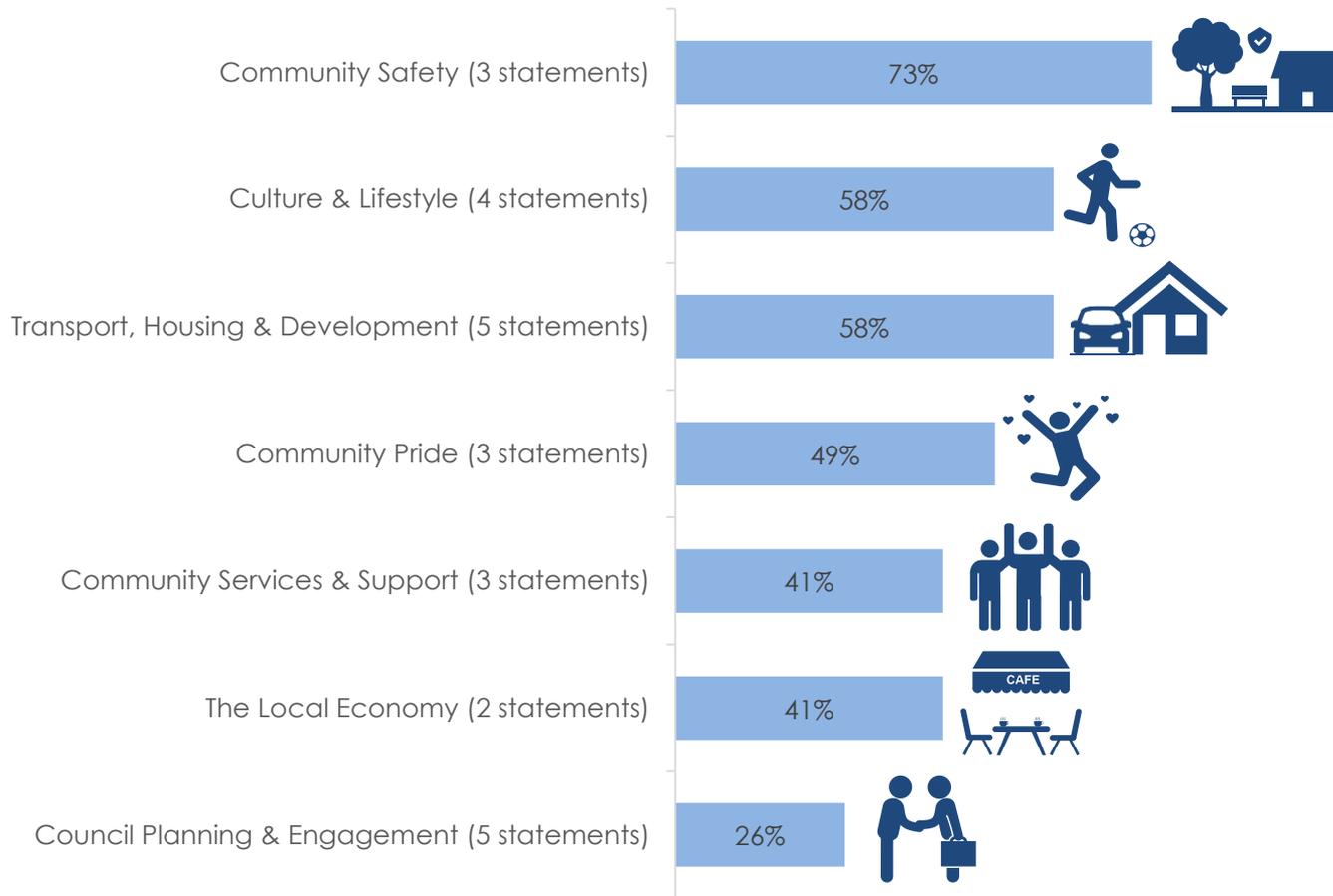
Looking at the average top 2 box scores (agree/strongly agree), on average residents were more likely to agree with 'Community Safety' statements, with the top 2 box across all 3 statements averaging 73%. Whilst on average, residents had lower agreement levels for the 'Council Planning and Engagement' category with an average of 26% for all 5 statements.

On the next page we will look at the highest/lowest ranked statements…

Agreement Statements – Highest/Lowest Rated

Highest rated statements	T2B
There are enough good quality open spaces	82%
You feel safe during the night	76%
You feel able to afford a reasonable standard of housing in the area	74%
The area is safe for pedestrians	72%
You feel safe using public facilities	71%

Lowest rated statements	T2B
There is a clear plan and direction for the future	22%
Council plans well to help secure the community's long term future	23%
Council adequately considers community concerns and views in making decisions	25%
Information about Council and its decisions is clear and accessible	26%
Shops and services in shopping areas meet residents' needs	27%

'There are enough good quality open spaces' was the statement with the highest level of agreement overall, with 82% stating they 'agree/strongly agree'. Statements regarding safety were also high on the list.

4 of the 5 statements from the 'Council Planning and Engagement' category were rated lowest in agreement – 'there is a clear plan and direction for the future' rated lowest overall.

Council Planning & Engagement

Q4.   *In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement?*

Council Planning & Engagement average T2B rating: 26%

	Glen Innes T2B	Regional Benchmark T2B	Glen Innes Mean
Environmental issues are handled well	32%↓	41%	0.03
Information about Council and its decisions is clear and accessible	26%	35%	-0.25
Council adequately considers community concerns and views in making decisions	25%	25%	-0.27
Council plans well to help secure the community's long term future	23%↓	35%	-0.21
There is a clear plan and direction for the future	22%	30%	-0.39

Chart values (Strongly disagree / Disagree / Agree / Strongly agree):
- Environmental issues are handled well: -6% -24% 25% 7%
- Information about Council and its decisions is clear and accessible: -18% -25% 17% 9%
- Council adequately considers community concerns and views in making decisions: -17% -25% 19% 6%
- Council plans well to help secure the community's long term future: -14% -24% 14% 9%
- There is a clear plan and direction for the future: -17% -32% 16% 6%

Legend: ■ Strongly disagree ■ Disagree ■ Agree ■ Strongly agree

Base: N = 387 - 403
Scale: -2 = strongly disagree, 2 = strongly agree
Please see Appendix A for results by demographics

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
↑/↓ = positive/negative difference equal to/greater than 10% from Benchmark

Under 'Council Planning and Engagement' agreement was highest for 'environmental issues are handled well' with 32% stating they 'agree/strongly agree', however, this result is below our Regional norms.

Community Pride

*In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement?*

	Glen Innes T2B	Regional Benchmark T2B	Glen Innes Mean
Community Pride average T2B rating: 49%			
I feel a part of my local community	55%↓	74%	0.47
The natural environment is respected and protected	50%	52%	0.45
The community in this LGA is harmonious, cohesive and inclusive	41%↓	54%	0.23

I feel a part of my local community: -9% | 12% | 30% | 25%

The natural environment is respected and protected: -4% | 11% | 36% | 14%

The community in this LGA is harmonious, cohesive and inclusive: -6% | 18% | 29% | 12%

-60% -40% -20% 0% 20% 40% 60% 80% 100%

Legend: ■ Strongly disagree ■ Disagree ■ Agree ■ Strongly agree

Base: N = 399 - 402
Scale: -2 = strongly disagree, 2 = strongly agree
Please see Appendix A for results by demographics

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
↑/↓ = positive/negative difference equal to/greater than 10% from Benchmark

All 3 'Community Pride' statements were rated lower than our norms, significantly so for 'I feel part of my local community' and 'the community in this LGA is harmonious, cohesive and inclusive'.

Community Services & Support

Community Services & Support average T2B rating: 41%

	Glen Innes T2B	Regional Benchmark T2B	Glen Innes Mean
People volunteer and get involved in their community	59%	55%	0.69
Education and training opportunities are good	37%	37%	0.07
Hospitals, medical and mental health services in the area are accessible and adequate	28%	36%	-0.28

People volunteer and get involved in their community: -2% -10% 35% 24%

Education and training opportunities are good: -10% -20% 27% 10%

Hospitals, medical and mental health services in the area are accessible and adequate: -20% -24% 20% 8%

Scale: -60% -40% -20% 0% 20% 40% 60% 80% 100%

■ Strongly disagree ■ Disagree ■ Agree ■ Strongly agree
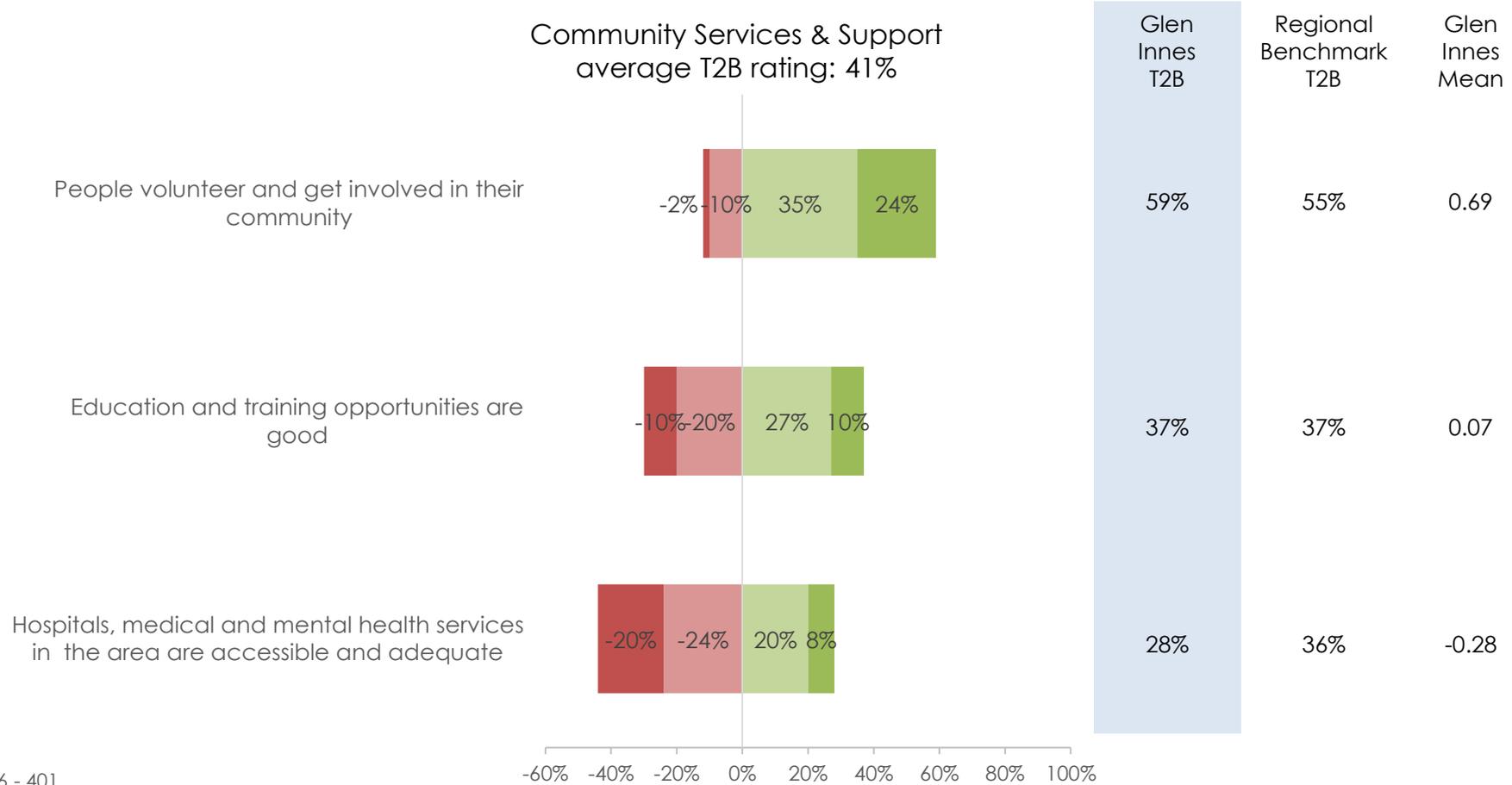
Base: N = 396 - 401
Scale: -2 = strongly disagree, 2 = strongly agree
Please see Appendix A for results by demographics

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
↑/↓ = positive/negative difference equal to/greater than 10% from Benchmark

59% 'agree/strongly agree' with the statement 'people volunteer and get involved in their community', whilst agreement was much lower for the accessibility & adequacy of health services.

Culture & Lifestyle

Q4.   In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement?

Culture & Lifestyle average T2B rating: 58%

Statement	Strongly disagree	Disagree	Agree	Strongly agree	Glen Innes T2B	Regional Benchmark T2B	Glen Innes Mean
The cost of living in this LGA is affordable to you	-2%	-7%	32%	36%	68%↑	51%	0.92
Sporting facilities in the area meet your needs	-5%	-9%	32%	26%	58%	64%	0.65
Healthy lifestyle opportunities are available in LGA	-3%	-15%	34%	20%	54%	59%	0.54
Opportunities to participate in arts, entertainment and cultural activities are available	-4%	-12%	33%	17%	50%	47%	0.47

-60% -40% -20% 0% 20% 40% 60% 80% 100%
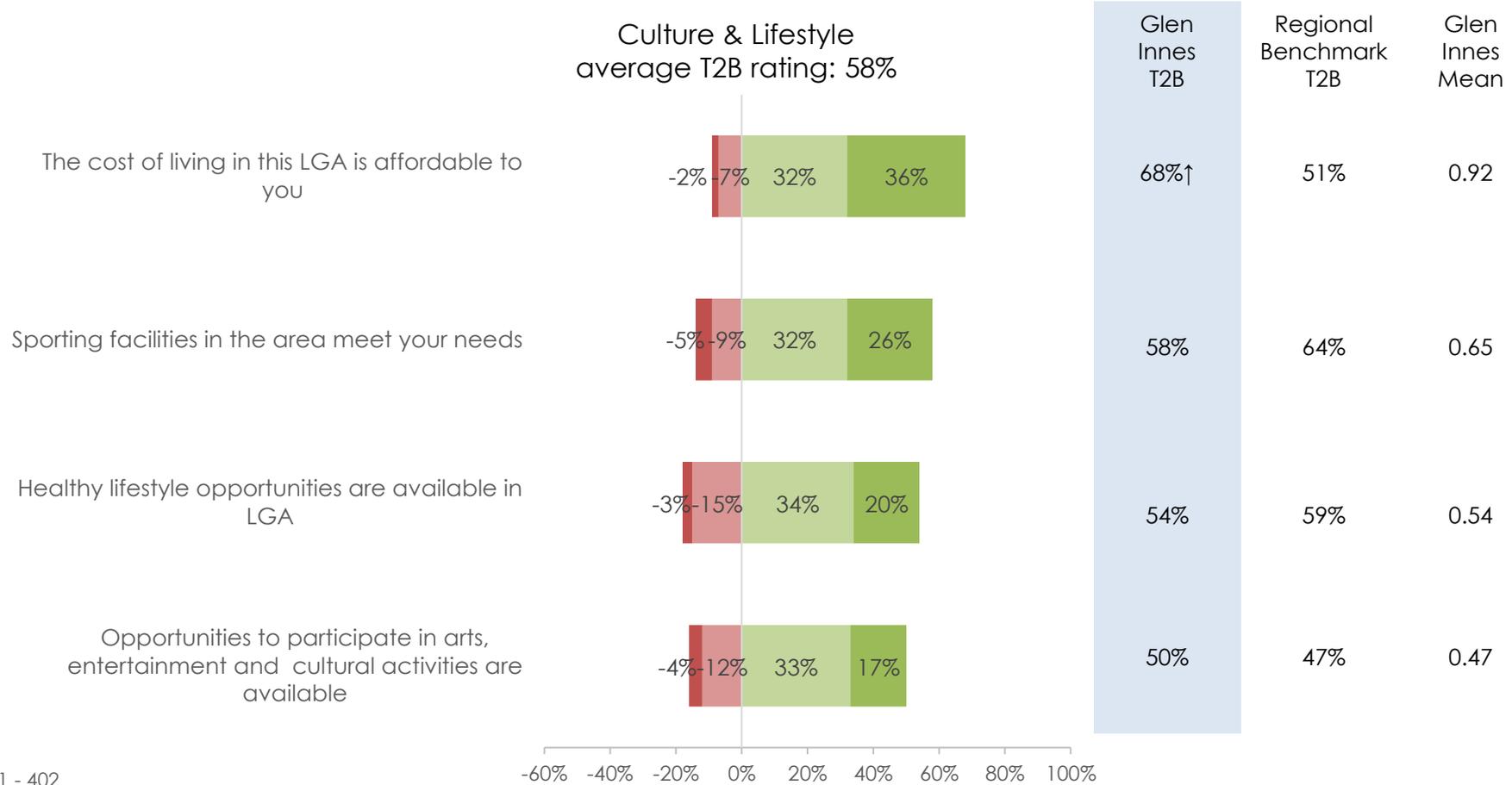
Base: N = 381 - 402
Scale: -2 = strongly disagree, 2 = strongly agree
Please see Appendix A for results by demographics

■ Strongly disagree   ■ Disagree   ■ Agree   ■ Strongly agree

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
↑/↓ = positive/negative difference equal to/greater than 10% from Benchmark

At least 50% 'agreed/strongly agreed' with all statements under 'Culture and Lifestyle', with agreement highest for 'the cost of living in this LGA is affordable to you' – significantly higher than our Regional norm.

43

The Local Economy

The Local Economy
average T2B rating: 41%

	Glen Innes T2B	Regional Benchmark T2B	Glen Innes Mean
There is urban vitality and a good lifestyle quality in this LGA	55%	64%	0.56
Shops and services in shopping areas meet residents' needs	27%↓	52%	-0.29

Chart values:
- There is urban vitality and a good lifestyle quality in this LGA: -3% -12% 35% 20%
- Shops and services in shopping areas meet residents' needs: -20% -27% 17% 10%

Legend: ■ Strongly disagree ■ Disagree ■ Agree ■ Strongly agree
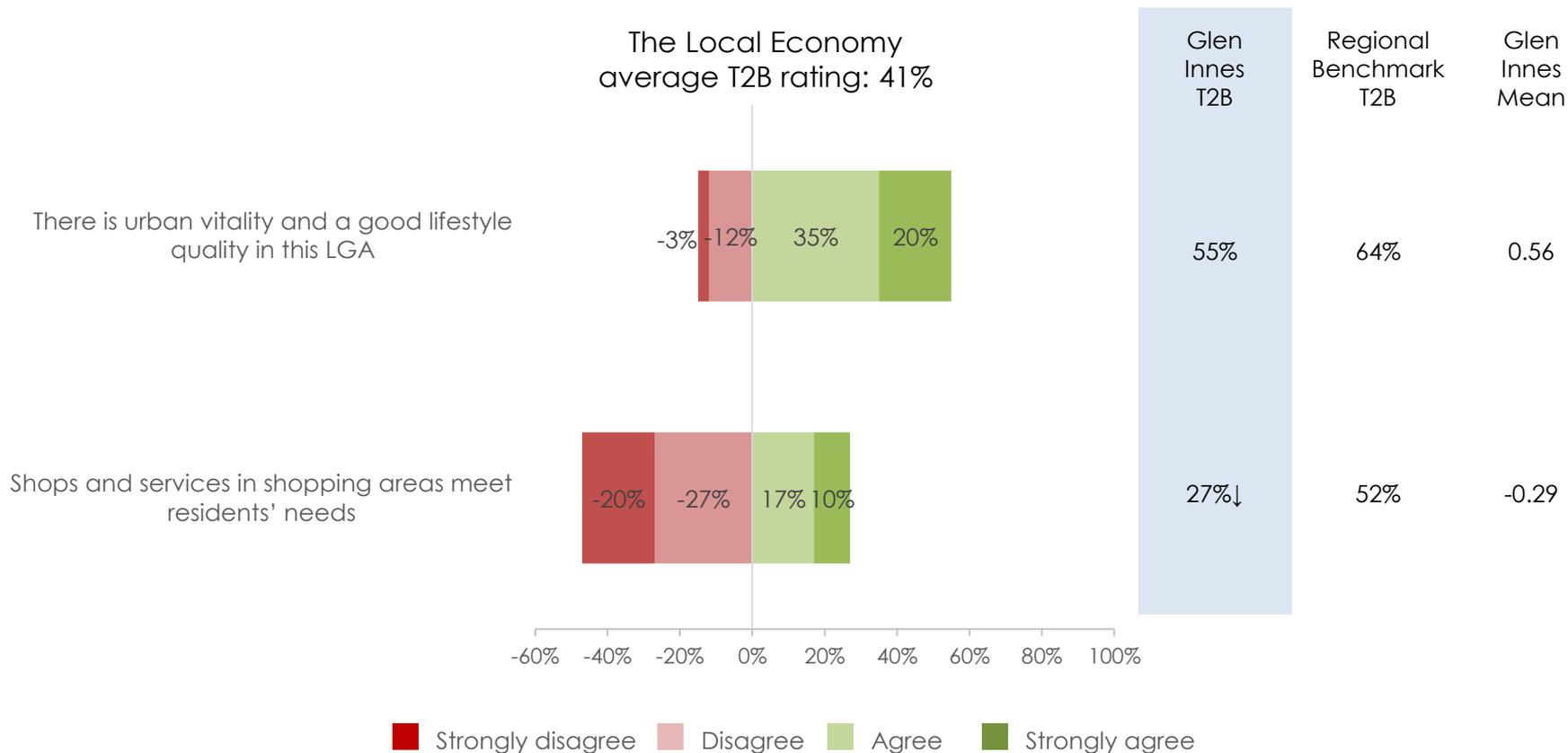
Base: N = 399 - 403
Scale: -2 = strongly disagree, 2 = strongly agree
Please see Appendix A for results by demographics
Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
↑/↓ = positive/negative difference equal to/greater than 10% from Benchmark

Just under half (47%) of residents stated they 'disagree/strongly disagree' with the statement 'shops and services in shopping areas meets residents' needs' with the T2B (27%) significantly lower than our Regional norm.

Community Safety

Community Safety
average T2B rating: 73%

	Glen Innes T2B	Regional Benchmark T2B	Glen Innes Mean
You feel safe during the night	76%↑	63%	1.12
The area is safe for pedestrians	72%↑	47%	0.90
You feel safe using public facilities	71%	66%	0.96

Chart data:
- You feel safe during the night: -3%, -7%, 29%, 47%
- The area is safe for pedestrians: -4%, -6%, 41%, 31%
- You feel safe using public facilities: -2%, -5%, 36%, 35%

Legend: Strongly disagree, Disagree, Agree, Strongly agree
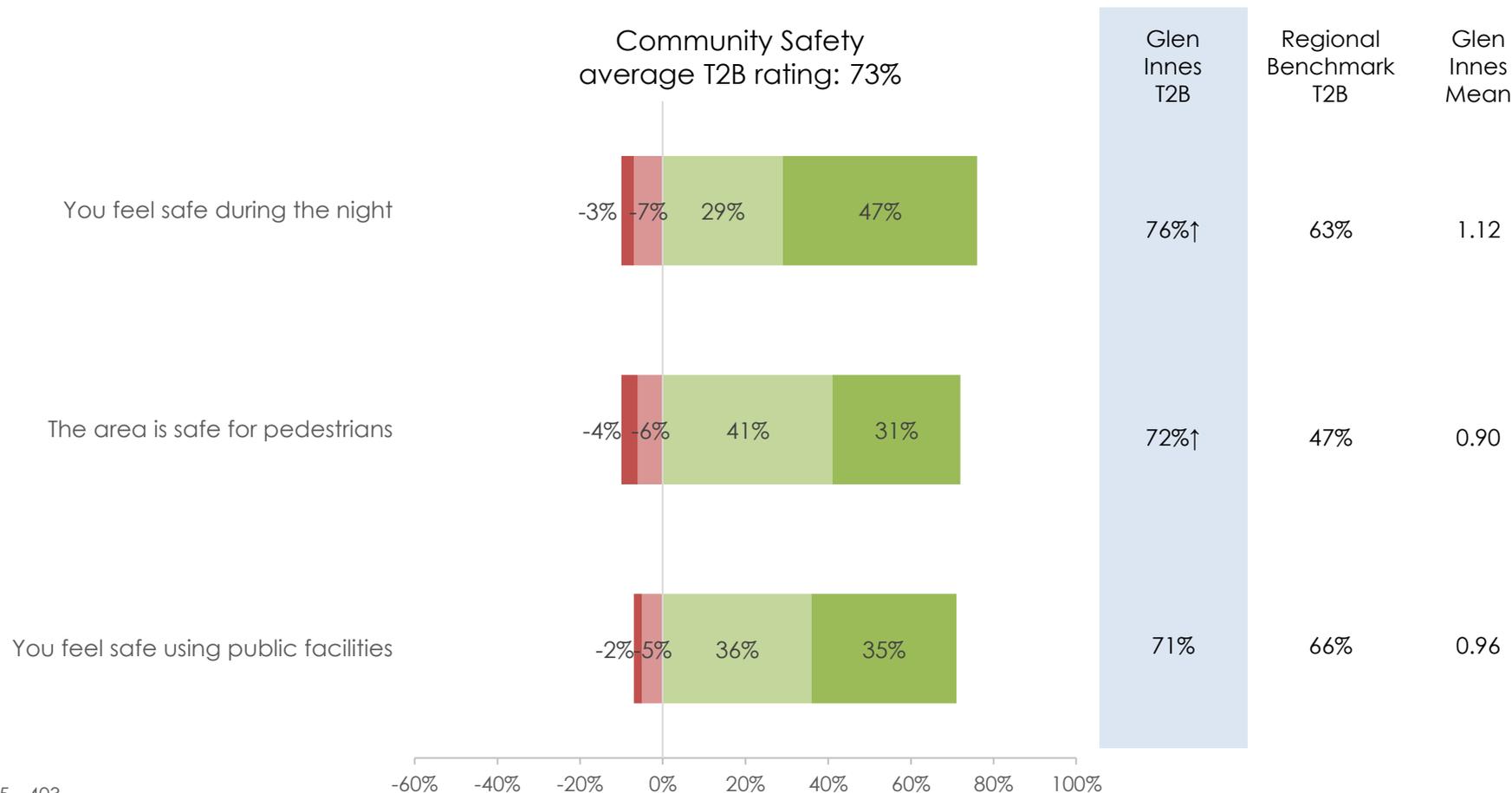
Base: N = 395 - 403
Scale: -2 = strongly disagree, 2 = strongly agree
Please see Appendix A for results by demographics

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
↑/↓ = positive/negative difference equal to/greater than 10% from Benchmark

Agreement with all 3 statements under 'Community Safety' were higher than our norms, with 76% stating they 'agree/strongly agree' with the statement 'you feel safe during the night'.

45

Transport, Housing & Development

Q4. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement?

Transport, Housing & Development average T2B rating: 58%

Statement		Glen Innes T2B	Regional Benchmark T2B	Glen Innes Mean
There are enough good quality open spaces	-1% 3% 38% 44%	82%↑	58%	1.21
You feel able to afford a reasonable standard of housing in the area	-1% 5% 34% 40%	74%↑	53%	1.07
The area's heritage is well conserved	-2% 7% 41% 23%	64%	56%	0.76
The local road network is effective and efficient	-11% -17% 30% 10%	40%	31%	0.12
Development overall is well planned and well managed	-12% -20% 23% 7%	30%↓	40%	-0.08

-60% -40% -20% 0% 20% 40% 60% 80% 100%
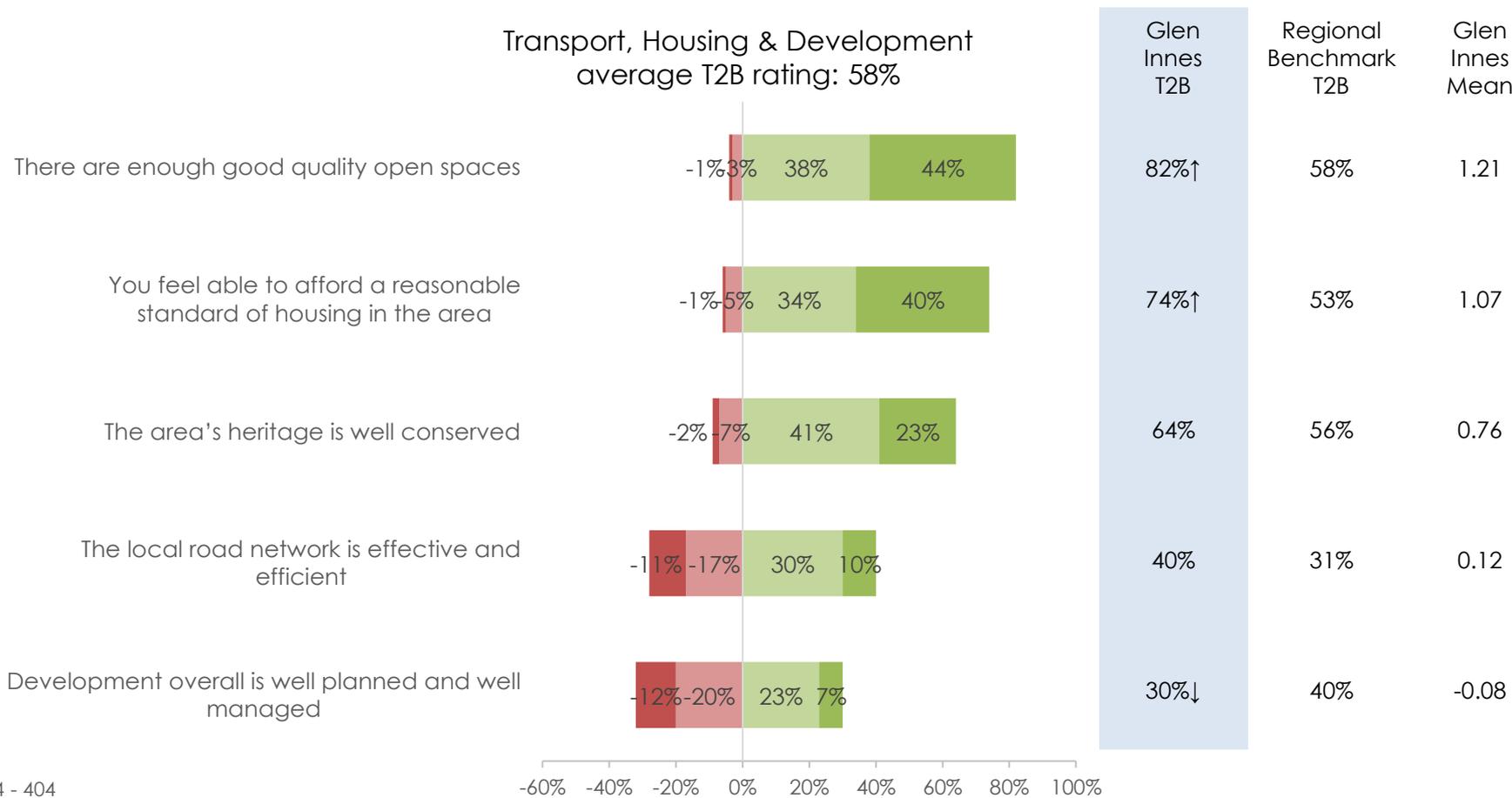
Base: N = 394 - 404

Scale: -2 = strongly disagree, 2 = strongly agree
Please see Appendix A for results by demographics

■ Strongly disagree   ■ Disagree   ■ Agree   ■ Strongly agree

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
↑/↓ = positive/negative difference equal to/greater than 10% from Benchmark

Agreement with quality open spaces and affordable housing was significantly higher than our Regional norm, however, agreement with the statement 'development overall is well planned and well managed' was significantly lower.

Key Drivers of Quality of Life

In Section 2 we explored the Shapley Regression analysis looking at the 38 services/facilities influence on overall satisfaction. We will now repeat the process using the 25 agreement statements and their influence on resident quality of life living in the Glen Innes Severn Council area.

Dependent variable: Overall, how would you rate the quality of life you have living in the Glen Innes Severn area?

Statement	Value
There is urban vitality and a good lifestyle quality in this LGA	15.6%
Sporting facilities in the area meet your needs	13.2%
The cost of living in this LGA is affordable to you	9.4%
The area is safe for pedestrians	9.3%
Healthy lifestyle opportunities are available in LGA	7.3%
I feel a part of my local community	6.9%
Shops and services in shopping areas meet residents' needs	4.1%
The community in this LGA is harmonious, cohesive and inclusive	4.1%
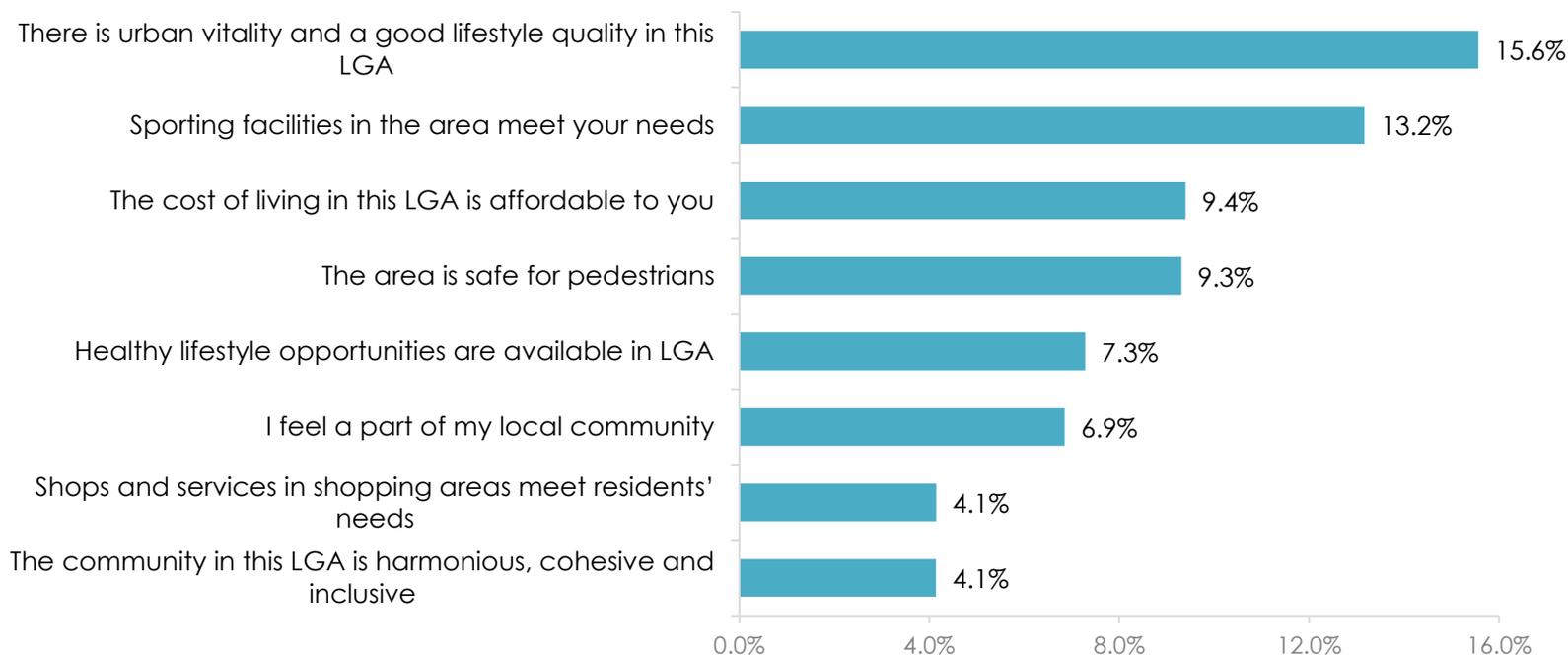
The results in the chart above identify which statements contribute most to quality of life. If Council can lift agreement ratings across these areas, they are likely to improve resident perceived quality of life. These top 8 statements (so 32% of the 25 statements) account for 70% of the variation in perceived quality of life.

Note: Please see Appendix A for complete list

R^2 value = 40.35

The top 2 statements 'there is urban vitality and a good lifestyle quality in this LGA' and 'sporting facilities in the area meet your needs' contribute to almost 30% of perceived quality of life. Other key contributors include cost of living, pedestrian safety, healthy lifestyle opportunities and feeling part of the community.

Importance of, and Satisfaction with, Council Services & Facilities

Service Areas

A core element of this community survey was the rating of 38 facilities/services in terms of Importance and Satisfaction. Each of the 38 facilities/services were grouped into service areas as detailed below:

Governance, Leadership & Communication	Transport and Connectivity	Service Delivery and Asset Management
Consultation with the community	Bike paths/cycleways	Libraries/library services
Council provision of information	Condition/maintenance of sealed roads	Glen Innes Aggregates quarry (water supply and aggregate)
Environmental and sustainability initiatives	Condition/maintenance of unsealed roads	Sporting facilities and grounds
Environmental protection and enforcement (building site inspections, rubbish dumping etc.)	Condition/maintenance of bridges	Events and festivals
Financial management	Footpaths	Swimming pools/Aquatic centres
Community Support	**Planning and Development**	Parks and playgrounds
Aged care services/facilities	Attracting new businesses to the area	Community buildings/halls
Children's services	Supporting local business and jobs	Domestic animal control
Disability services	Tourism	Street cleaning
Facilities and services for youth	Long term economic planning for the future	Public toilets
Supporting community groups and volunteers	Enhancing town/village centres	Protecting heritage values and buildings
Support for the Aboriginal community		Weed/vegetation control
Supporting growth of jobs/businesses		Water supply
		Sewerage services
		Waste management and recycling
		Protecting the natural environment

An Explanation

The following pages detail the Shapley findings for each service area, rank services/facilities within each service area and identify the stated importance and satisfaction ratings by key demographics.

Importance: For the stated importance ratings, residents were asked to rate how important each of the criteria was to them, on a scale of 1 to 5.

Satisfaction: Any resident who had rated the importance of a particular criterion a 4 or 5 was then asked how satisfied they were with the performance of Council for that service or facility. There was an option for residents to answer 'don't know' to satisfaction, as they may not have personally used a particular service or facility.

Contribution to Overall Satisfaction with Council's Performance

By combining the outcomes of the regression data, we can identify the derived importance of the different Nett Priority Areas. 'Service Delivery and Asset Management' (34.6%) is the key contributor toward overall satisfaction with Council's performance, however, each of the services/facilities grouped under this area averages 2.2%, whereas the services/facilities in the area of 'Governance, Leadership & Communication' average 6.0%.

	Nett Contribution	Average service/facility
Nett: Service Delivery and Asset Management	34.6%	2.2%
Nett: Governance, Leadership & Communication	30.1%	6.0%
Nett: Planning and Development	16.3%	3.3%
Nett: Transport and Connectivity	10.0%	2.0%
Nett: Community Support	9.0%	1.3%
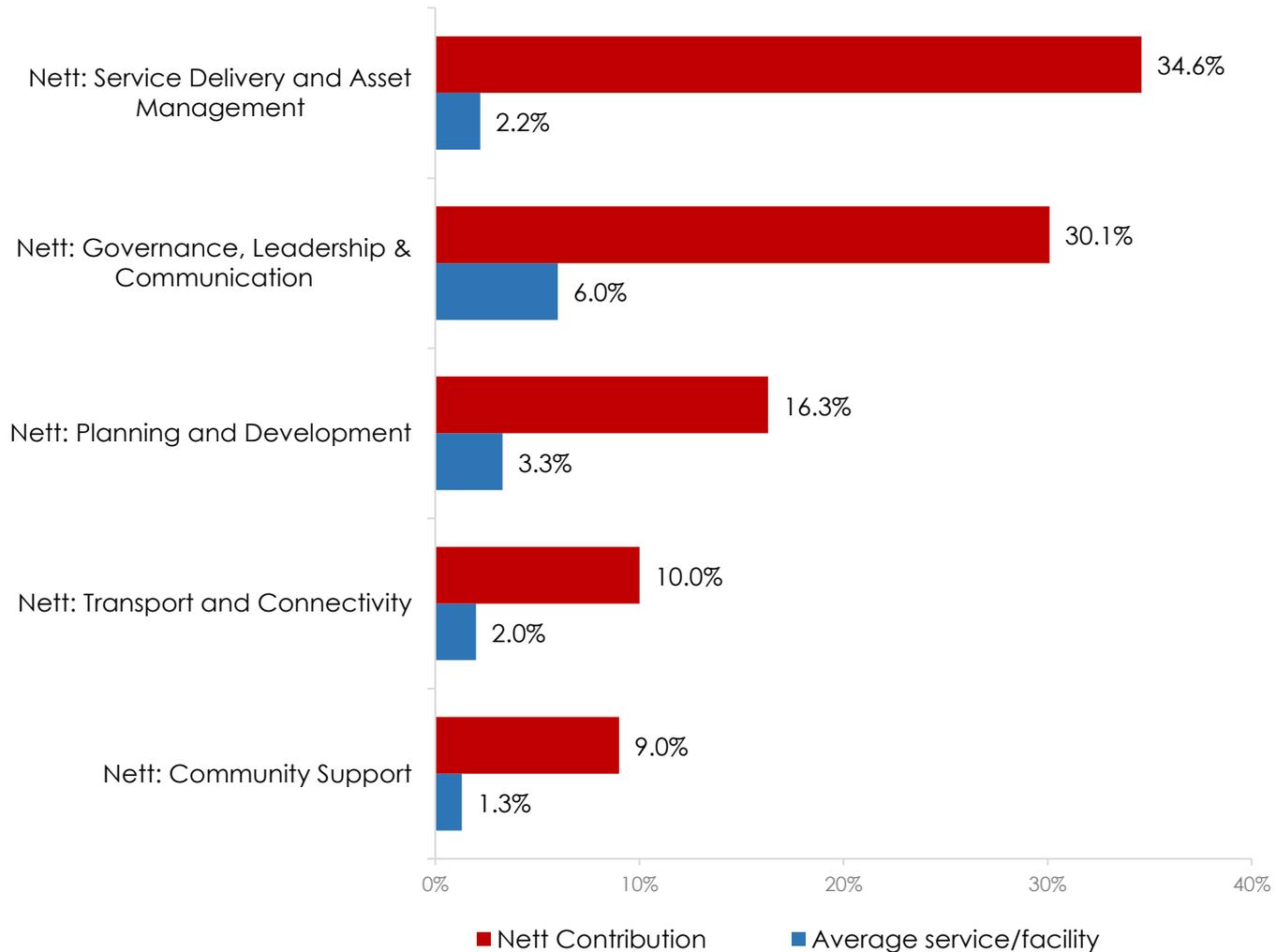
Service Area 1: Governance, Leadership & Communication

Shapley Regression

Contributes to 30% of Overall Satisfaction with Council

Nett: Governance, Leadership & Communication — 30.1%
Financial management — 11.5%
Council provision of information — 7.2%
Consultation with the community — 5.2%
Environmental protection and enforcement — 3.1%
Environmental and sustainability initiatives — 3.1%
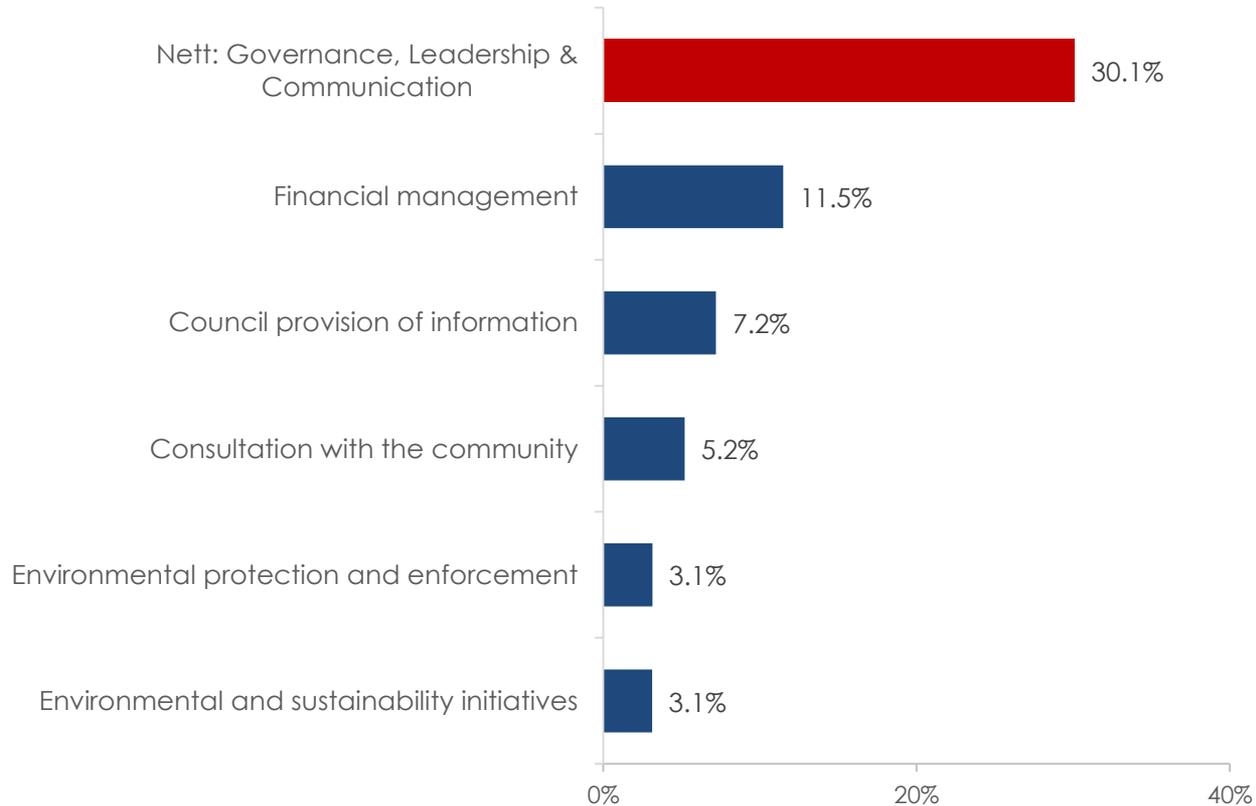
Service Area 1: Governance, Leadership & Communication

Hierarchy of Services/Facilities

Service/Facility (Ranked high – low on importance)	Importance T2B	Satisfaction T3B
Financial management	87%	62%
Consultation with the community	79%	60%
Council provision of information	75%	66%
Environmental and sustainability initiatives	74%	76%
Environmental protection and enforcement	68%	70%

Within the 'Governance, Leadership & Communication' service area, in terms of importance, 'financial management' is considered to be the most important, whilst the 'environmental protection and enforcement' is the area of least relative importance. Residents were least satisfied with 'consultation with the community'.

Service Area 1: Governance, Leadership & Communication

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
Consultation with the community	4.25	4.14	4.36	4.17	4.39	4.37	4.12	4.30	3.94
Council provision of information	4.09	3.94	4.23	4.06	4.08	4.03	4.16	4.08	4.09
Environmental and sustainability initiatives	4.09	3.87	4.30	4.27	4.14	4.02	4.01	4.04	4.48
Environmental protection and enforcement	3.91	3.71	4.11	3.83	3.91	3.97	3.91	3.89	4.13
Financial management	4.44	4.25	4.62	4.54	4.56	4.47	4.28	4.43	4.48

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
Consultation with the community	4.38	4.22	4.22	4.22	4.33
Council provision of information	4.07	4.05	4.10	4.05	4.17
Environmental and sustainability initiatives	4.30	4.26	3.96	4.13	4.00
Environmental protection and enforcement	4.29	3.97	3.77	3.94	3.85
Financial management	4.63	4.42	4.38	4.38	4.58

Scale: 1 = not at all important, 5 = very important
Significantly higher/lower level of importance (by group)

Service Area 1: Governance, Leadership & Communication

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Consultation with the community	2%	2%	16%	27%	52%	404
Council provision of information	3%	6%	17%	29%	46%	404
Environmental and sustainability initiatives	4%	4%	18%	28%	46%	404
Environmental protection and enforcement	6%	8%	19%	26%	42%	404
Financial management	5%	1%	7%	19%	68%	404

Service Area 1: Governance, Leadership & Communication

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
Consultation with the community	2.87	2.94	2.81	3.17	2.36	2.81	3.12	2.88	2.94
Council provision of information	3.05	3.19	2.93	3.44	2.67	2.96	3.11	3.01	3.44
Environmental and sustainability initiatives	3.24	3.41	3.10	3.48	2.91	3.13	3.37	3.15	3.69
Environmental protection and enforcement	3.09	3.05	3.13	2.91	2.80	3.17	3.32	3.02	3.54
Financial management	2.91	3.08	2.76	3.34	2.42	2.78	3.11	2.84	3.43

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
Consultation with the community	2.82	2.90	2.88	2.94	2.71
Council provision of information	3.11	3.02	3.04	3.12	2.89
Environmental and sustainability initiatives	3.28	3.25	3.22	3.33	3.00
Environmental protection and enforcement	2.75	3.29	3.15	3.11	3.05
Financial management	2.91	2.72	2.97	3.03	2.63

Scale: 1 = not at all satisfied, 5 = very satisfied
Significantly higher/lower level of satisfaction (by group)

Service Area 1: Governance, Leadership & Communication

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Consultation with the community	15%	25%	30%	18%	12%	320
Council provision of information	10%	24%	26%	31%	9%	298
Environmental and sustainability initiatives	5%	19%	34%	30%	12%	293
Environmental protection and enforcement	10%	21%	30%	29%	11%	271
Financial management	16%	22%	28%	24%	10%	342

Service Area 2: Community Support

Shapley Regression

Contributes to 9% of Overall Satisfaction with Council
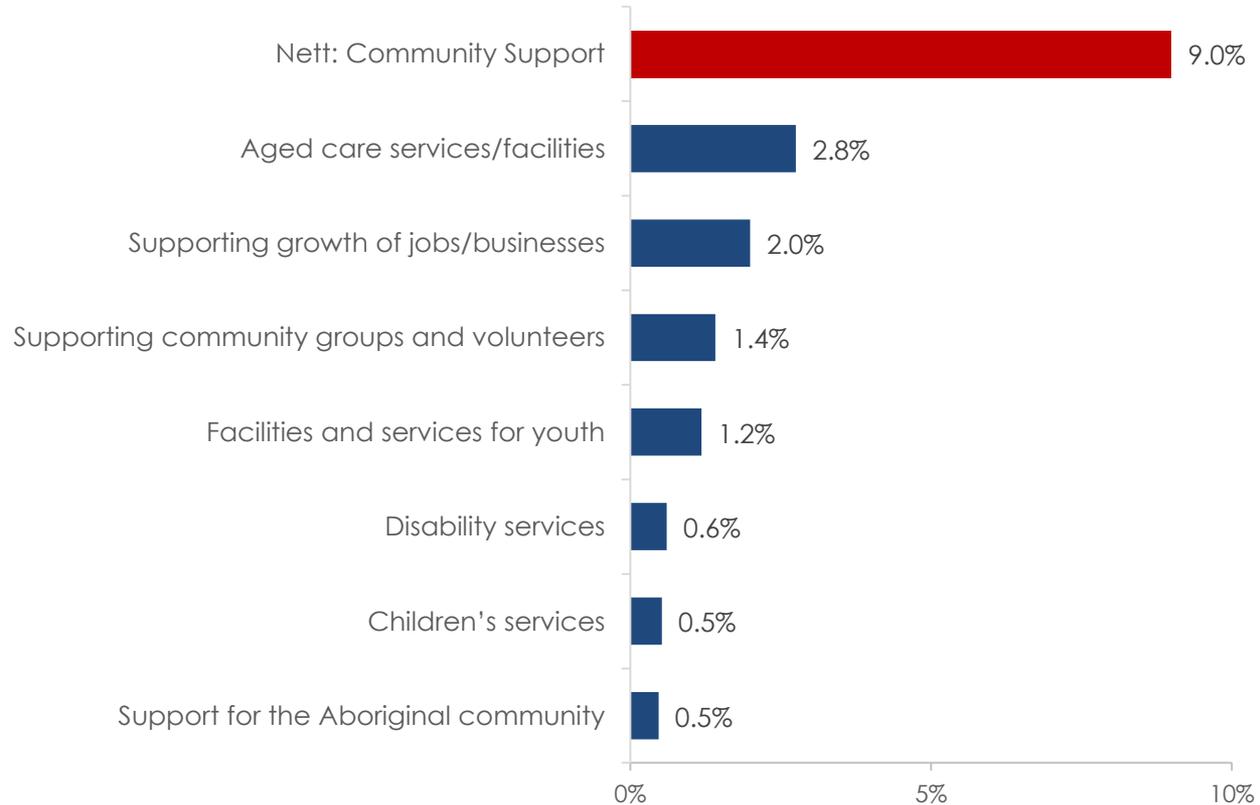
Service Area 2: Community Support

Hierarchy of Services/Facilities

Service/Facility (Ranked high – low on importance)	Importance T2B	Satisfaction T3B
Aged care services/facilities	88%	87%
Supporting growth of jobs/businesses	85%	56%
Supporting community groups and volunteers	84%	86%
Disability services	83%	83%
Facilities and services for youth	80%	73%
Children's services	75%	82%
Support for the Aboriginal community	65%	77%

Within the 'Community Support' service area, in terms of importance, 'aged care services/facilities' is considered to be the most important, whilst the 'support for the Aboriginal community' is the area of least relative importance. Residents were most satisfied with 'aged care services/facilities' and least satisfied with 'supporting growth of jobs/businesses'.

Service Area 2: Community Support

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
Aged care services/facilities	4.44	4.35	4.53	4.44	4.22	4.56	4.48	4.45	4.35
Children's services	4.17	4.05	4.29	4.10	4.46	4.12	4.07	4.15	4.27
Disability services	4.34	4.21	4.47	4.44	4.31	4.34	4.30	4.29	4.64
Facilities and services for youth	4.22	4.01	4.43	4.33	4.40	4.21	4.05	4.18	4.48
Supporting community groups and volunteers	4.27	4.17	4.38	4.11	4.31	4.34	4.29	4.25	4.40
Support for the Aboriginal community	3.88	3.73	4.02	3.73	3.95	4.01	3.82	3.80	4.37
Supporting growth of jobs/businesses	4.52	4.37	4.68	4.65	4.60	4.56	4.37	4.50	4.69

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
Aged care services/facilities	4.44	4.31	4.49	4.50	4.30
Children's services	4.33	4.29	4.08	4.21	4.08
Disability services	4.40	4.27	4.35	4.42	4.14
Facilities and services for youth	4.55	4.22	4.12	4.27	4.10
Supporting community groups and volunteers	4.46	4.38	4.18	4.27	4.28
Support for the Aboriginal community	4.19	4.07	3.72	3.95	3.71
Supporting growth of jobs/businesses	4.63	4.60	4.47	4.52	4.53

Scale: 1 = not at all important, 5 = very important
Significantly higher/lower level of importance (by group)

Service Area 2: Community Support

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Aged care services/facilities	3%	3%	6%	21%	67%	404
Children's services	5%	4%	17%	21%	54%	404
Disability services	3%	3%	10%	23%	60%	404
Facilities and services for youth	4%	2%	15%	27%	53%	404
Supporting community groups and volunteers	1%	4%	11%	34%	50%	404
Support for the Aboriginal community	5%	5%	25%	27%	38%	404
Supporting growth of jobs/businesses	3%	2%	9%	10%	75%	404

Service Area 2: Community Support

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
Aged care services/facilities	3.64	3.71	3.58	3.64	3.16	3.59	3.95	3.63	3.75
Children's services	3.43	3.48	3.37	3.52	2.98	3.41	3.76	3.37	3.82
Disability services	3.48	3.59	3.38	3.59	3.13	3.28	3.83	3.47	3.52
Facilities and services for youth	3.09	3.16	3.03	3.28	2.66	3.00	3.38	3.03	3.44
Supporting community groups and volunteers	3.61	3.57	3.64	3.95	2.92	3.57	3.92	3.64	3.55
Support for the Aboriginal community	3.34	3.27	3.38	3.30	3.15	3.30	3.52	3.33	3.34
Supporting growth of jobs/businesses	2.68	2.61	2.75	2.63	2.27	2.51	3.18	2.64	2.98

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
Aged care services/facilities	3.74	3.31	3.73	3.74	3.38
Children's services	3.46	3.39	3.43	3.44	3.39
Disability services	3.76	3.18	3.50	3.56	3.26
Facilities and services for youth	3.18	2.81	3.15	3.10	3.05
Supporting community groups and volunteers	3.77	3.56	3.57	3.70	3.39
Support for the Aboriginal community	3.33	3.28	3.36	3.36	3.27
Supporting growth of jobs/businesses	2.63	2.50	2.76	2.72	2.59

Scale: 1 = not at all satisfied, 5 = very satisfied
Significantly higher/lower level of satisfaction (by group)

Service Area 2: Community Support

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Aged care services/facilities	4%	9%	29%	35%	23%	342
Children's services	5%	12%	34%	31%	17%	274
Disability services	5%	12%	32%	32%	19%	307
Facilities and services for youth	9%	19%	37%	26%	10%	309
Supporting community groups and volunteers	3%	11%	28%	37%	21%	334
Support for the Aboriginal community	5%	18%	28%	37%	12%	247
Supporting growth of jobs/businesses	18%	27%	32%	17%	7%	339

Service Area 3: Transport and Connectivity

Shapley Regression

Contributes to 10% of Overall Satisfaction with Council

Nett: Transport and Connectivity	10.0%
Condition/maintenance of sealed roads	3.8%
Condition/maintenance of bridges	2.7%
Condition/maintenance of unsealed roads	1.4%
Footpaths	1.3%
Bike paths/cycleways	0.8%
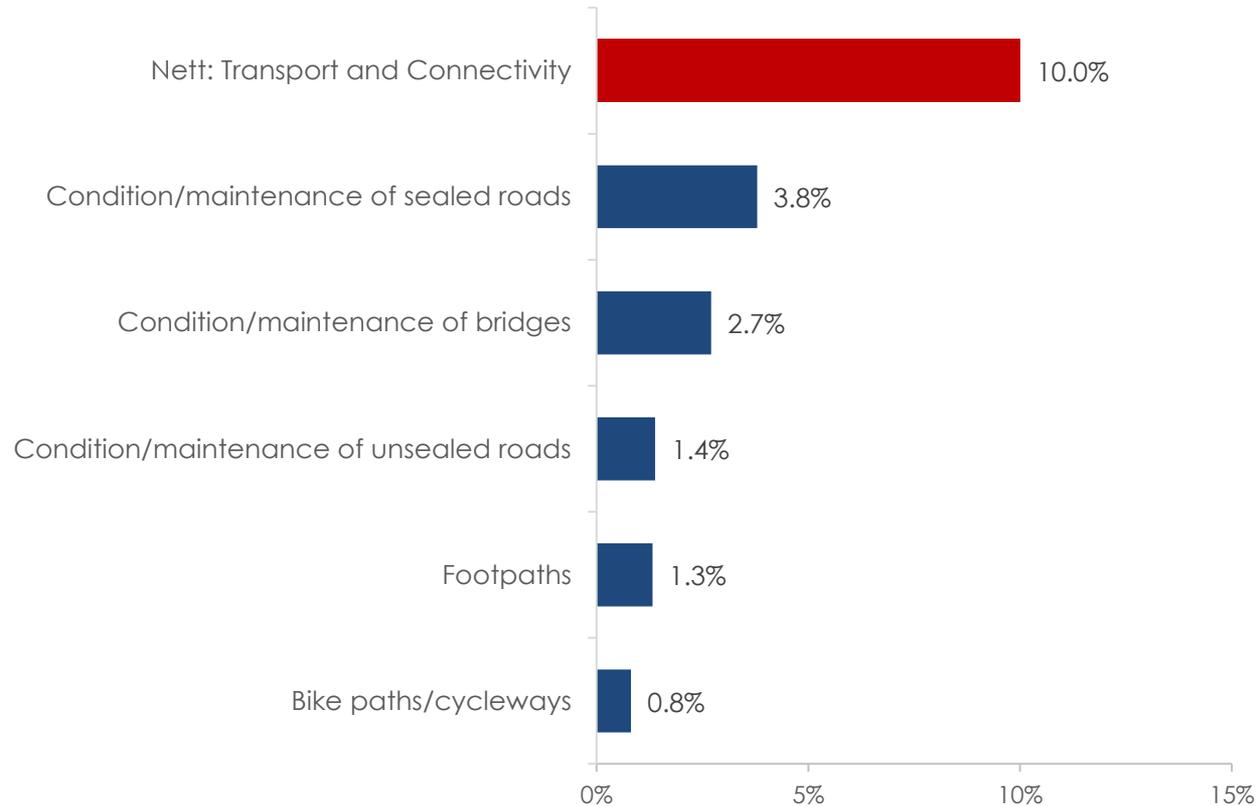
Service Area 3: Transport and Connectivity

Hierarchy of Services/Facilities

Service/Facility (Ranked high – low on importance)	Importance T2B	Satisfaction T3B
Condition/maintenance of sealed roads	92%	42%
Condition/maintenance of bridges	88%	73%
Condition/maintenance of unsealed roads	87%	38%
Footpaths	73%	71%
Bike paths/cycleways	41%	67%

Within the 'Transport and Connectivity' service area, in terms of importance, 'condition/maintenance of sealed roads' is considered to be the most important, whilst 'bike paths/cycleways' is the area of least relative importance. Satisfaction was lowest for roads (sealed and unsealed).

Service Area 3: Transport and Connectivity

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
Bike paths/cycleways	3.25	3.01	3.49	2.76	3.23	3.33	3.49	3.25	3.20
Condition/maintenance of sealed roads	4.62	4.42	4.82	4.59	4.58	4.76	4.54	4.60	4.72
Condition/maintenance of unsealed roads	4.49	4.32	4.65	4.43	4.50	4.64	4.39	4.48	4.55
Condition/maintenance of bridges	4.44	4.32	4.56	4.21	4.41	4.60	4.46	4.42	4.54
Footpaths	4.09	3.93	4.26	3.59	3.91	4.33	4.30	4.07	4.21

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
Bike paths/cycleways	3.40	3.19	3.22	3.27	3.21
Condition/maintenance of sealed roads	4.75	4.59	4.59	4.59	4.69
Condition/maintenance of unsealed roads	4.61	4.49	4.45	4.39	4.72
Condition/maintenance of bridges	4.63	4.38	4.41	4.37	4.61
Footpaths	3.97	4.03	4.16	4.15	3.96

Scale: 1 = not at all important, 5 = very important
Significantly higher/lower level of importance (by group)

Service Area 3: Transport and Connectivity

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Bike paths/cycleways	12%	19%	27%	15%	26%	404
Condition/maintenance of sealed roads	2%	1%	5%	15%	77%	404
Condition/maintenance of unsealed roads	2%	3%	8%	17%	70%	404
Condition/maintenance of bridges	2%	3%	7%	24%	64%	404
Footpaths	5%	3%	19%	25%	48%	404

Service Area 3: Transport and Connectivity

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
Bike paths/cycleways	3.05	3.22	2.94	2.53	2.79	3.01	3.35	3.06	3.14
Condition/maintenance of sealed roads	2.33	2.44	2.23	2.14	1.97	2.22	2.78	2.31	2.53
Condition/maintenance of unsealed roads	2.20	2.37	2.06	2.15	1.80	2.17	2.54	2.20	2.26
Condition/maintenance of bridges	3.11	3.15	3.08	3.27	2.71	2.99	3.38	3.12	3.11
Footpaths	3.13	3.25	3.03	3.32	2.88	3.08	3.25	3.09	3.47

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
Bike paths/cycleways	3.05	2.79	3.14	3.05	3.05
Condition/maintenance of sealed roads	2.46	1.92	2.43	2.36	2.26
Condition/maintenance of unsealed roads	2.23	1.95	2.29	2.34	1.90
Condition/maintenance of bridges	3.29	3.05	3.07	3.19	2.92
Footpaths	3.18	2.91	3.19	3.12	3.17

Scale: 1 = not at all satisfied, 5 = very satisfied
Significantly higher/lower level of satisfaction (by group)

Service Area 3: Transport and Connectivity

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Bike paths/cycleways	14%	19%	27%	28%	12%	166
Condition/maintenance of sealed roads	30%	28%	27%	10%	5%	368
Condition/maintenance of unsealed roads	35%	27%	25%	8%	5%	346
Condition/maintenance of bridges	9%	19%	34%	30%	9%	350
Footpaths	13%	16%	29%	29%	13%	295

Service Area 4: Planning and Development

Shapley Regression

Contributes to Over 16% of Overall Satisfaction with Council

Category	Value
Nett: Planning and Development	16.3%
Long term economic planning for the future	7.1%
Attracting new businesses to the area	3.0%
Enhancing town/village centres	2.4%
Tourism	2.0%
Supporting local business and jobs	1.7%
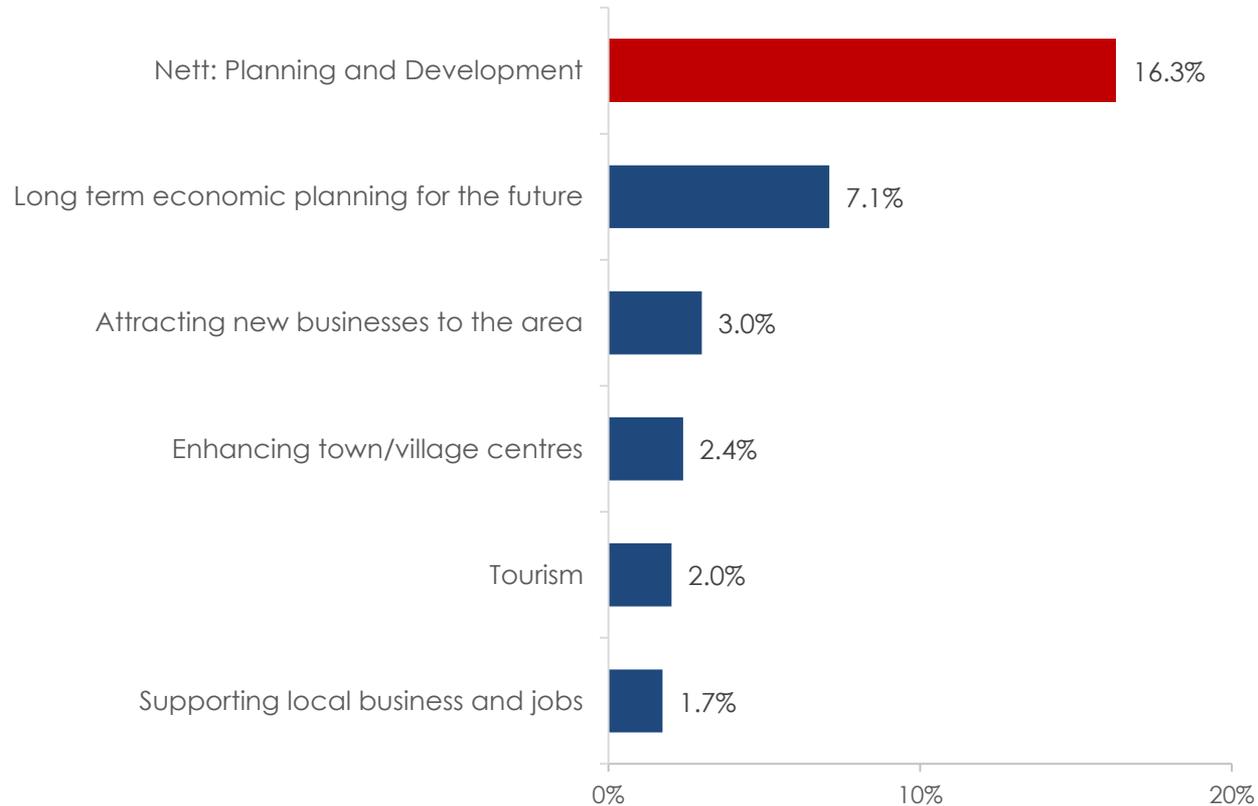
Service Area 4: Planning and Development

Hierarchy of Services/Facilities

Service/Facility (Ranked high – low on importance)	Importance T2B	Satisfaction T3B
Attracting new businesses to the area	92%	41%
Long term economic planning for the future	92%	66%
Supporting local business and jobs	91%	60%
Tourism	86%	88%
Enhancing town/village centres	77%	71%

Within the 'Planning and Development' service area, in terms of importance, 'attracting new businesses to the area' and 'long term economic planning for the future' are rated higher in importance, whilst the 'enhancing town/village centres' is the area of least relative importance. 'Attracting new businesses to the area' was rated lowest in satisfaction.

Service Area 4: Planning and Development

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
Attracting new businesses to the area	4.61	4.45	4.77	4.59	4.66	4.68	4.53	4.60	4.69
Supporting local business and jobs	4.63	4.45	4.81	4.65	4.66	4.70	4.55	4.61	4.75
Tourism	4.44	4.39	4.50	4.44	4.32	4.55	4.44	4.44	4.44
Long term economic planning for the future	4.65	4.55	4.75	4.72	4.67	4.73	4.54	4.64	4.73
Enhancing town/village centres	4.08	3.87	4.28	3.93	3.97	4.17	4.15	4.09	4.11

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
Attracting new businesses to the area	4.59	4.67	4.59	4.60	4.62
Supporting local business and jobs	4.77	4.64	4.59	4.63	4.65
Tourism	4.77	4.45	4.34	4.51	4.27
Long term economic planning for the future	4.79	4.56	4.65	4.62	4.72
Enhancing town/village centres	4.36	4.01	4.01	4.11	3.98

Scale: 1 = not at all important, 5 = very important
Significantly higher/lower level of importance (by group)

Service Area 4: Planning and Development

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Attracting new businesses to the area	3%	2%	4%	14%	78%	404
Supporting local business and jobs	2%	2%	5%	12%	79%	404
Tourism	2%	2%	10%	23%	63%	404
Long term economic planning for the future	1%	2%	4%	14%	78%	404
Enhancing town/village centres	3%	5%	15%	35%	42%	404

Service Area 4: Planning and Development

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
Attracting new businesses to the area	2.29	2.28	2.30	2.27	1.88	2.22	2.64	2.21	2.81
Supporting local business and jobs	2.78	2.78	2.77	2.89	2.30	2.71	3.10	2.73	3.16
Tourism	3.64	3.61	3.66	4.14	3.38	3.36	3.74	3.61	3.86
Long term economic planning for the future	2.90	2.90	2.90	2.95	2.64	2.84	3.11	2.83	3.45
Enhancing town/village centres	3.00	3.05	2.96	3.00	2.74	2.95	3.21	2.96	3.30

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
Attracting new businesses to the area	2.46	2.21	2.26	2.27	2.33
Supporting local business and jobs	3.06	2.61	2.75	2.79	2.76
Tourism	3.75	3.66	3.58	3.65	3.59
Long term economic planning for the future	2.81	2.88	2.94	2.96	2.77
Enhancing town/village centres	3.11	2.87	3.01	3.04	2.92

Scale: 1 = not at all satisfied, 5 = very satisfied
Significantly higher/lower level of satisfaction (by group)

Service Area 4: Planning and Development

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Attracting new businesses to the area	31%	28%	27%	9%	5%	368
Supporting local business and jobs	18%	23%	32%	20%	8%	362
Tourism	3%	9%	30%	39%	19%	341
Long term economic planning for the future	12%	22%	39%	18%	9%	351
Enhancing town/village centres	10%	19%	39%	26%	6%	308

Service Area 5: Service Delivery and Asset Management

Shapley Regression

Contributes to Almost 35% of Overall Satisfaction with Council

Category	%
Nett: Service Delivery and Asset Management	34.6%
Waste management and recycling	5.6%
Glen Innes Aggregates quarry	4.5%
Street cleaning	3.8%
Swimming pools/Aquatic centres	3.5%
Water supply	3.2%
Weed/vegetation control	3.1%
Protecting the natural environment	2.1%
Parks and playgrounds	2.0%
Events and festivals	1.7%
Community buildings/halls	1.1%
Sewerage services	1.0%
Libraries/library services	0.8%
Sporting facilities and grounds	0.7%
Public toilets	0.6%
Protecting heritage values and buildings	0.5%
Domestic animal control	0.4%

Service Area 5: Service Delivery and Asset Management

Hierarchy of Services/Facilities

Service/Facility (Ranked high – low on importance)	Importance T2B	Satisfaction T3B
Water supply	90%	72%
Waste management and recycling	89%	87%
Public toilets	86%	89%
Sporting facilities and grounds	84%	90%
Weed/vegetation control	83%	69%
Sewerage services	82%	94%
Swimming pools/Aquatic centres	82%	90%
Protecting the natural environment	82%	87%
Parks and playgrounds	82%	92%
Libraries/library services	79%	95%
Protecting heritage values and buildings	79%	91%
Events and festivals	76%	90%
Street cleaning	75%	89%
Community buildings/halls	74%	90%
Glen Innes Aggregates quarry	74%	88%
Domestic animal control	74%	82%

Within the 'Service Delivery and Asset Management' service area, in terms of importance, 'water supply' is considered to be the most important, yet received the second lowest satisfaction levels (within this service area).

Service Area 5: Service Delivery and Asset Management

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
Libraries/library services	4.30	4.20	4.39	4.24	4.24	4.32	4.35	4.24	4.64
Glen Innes Aggregates quarry	4.11	4.09	4.13	4.34	3.85	4.07	4.17	4.08	4.27
Sporting facilities and grounds	4.30	4.22	4.37	4.27	4.31	4.34	4.27	4.28	4.41
Events and festivals	4.18	4.12	4.24	4.04	3.99	4.33	4.25	4.16	4.30
Swimming pools/Aquatic centres	4.28	4.18	4.39	4.50	4.12	4.30	4.25	4.28	4.29
Parks and playgrounds	4.33	4.16	4.50	4.03	4.33	4.48	4.40	4.33	4.37
Community buildings/halls	4.13	4.12	4.14	3.90	3.96	4.28	4.24	4.11	4.20
Domestic animal control	4.12	4.03	4.21	4.00	3.87	4.17	4.30	4.10	4.20
Street cleaning	4.20	4.17	4.23	3.89	4.10	4.32	4.34	4.20	4.17
Public toilets	4.40	4.30	4.50	4.16	4.31	4.51	4.51	4.37	4.58
Protecting heritage values and buildings	4.27	4.18	4.37	4.12	4.25	4.26	4.39	4.27	4.34
Weed/vegetation control	4.37	4.32	4.41	4.44	4.20	4.43	4.38	4.37	4.32
Water supply	4.64	4.57	4.71	4.66	4.63	4.65	4.61	4.61	4.78
Sewerage services	4.38	4.33	4.43	4.44	4.25	4.42	4.40	4.37	4.46
Waste management and recycling	4.56	4.53	4.59	4.50	4.50	4.63	4.58	4.54	4.72
Protecting the natural environment	4.39	4.16	4.61	4.21	4.38	4.50	4.40	4.35	4.62

Scale: 1 = not at all important, 5 = very important
Significantly higher/lower level of importance (by group)

Service Area 5: Service Delivery and Asset Management

Importance Mean Scores by Key Demographics

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
Libraries/library services	4.54	4.47	4.16	4.32	4.25
Glen Innes Aggregates quarry	4.24	4.01	4.10	4.21	3.87
Sporting facilities and grounds	4.24	4.28	4.32	4.33	4.21
Events and festivals	4.41	4.23	4.09	4.24	4.02
Swimming pools/Aquatic centres	4.47	4.28	4.23	4.30	4.26
Parks and playgrounds	4.37	4.51	4.26	4.34	4.33
Community buildings/halls	4.25	4.30	4.03	4.13	4.11
Domestic animal control	4.25	4.22	4.04	4.15	4.04
Street cleaning	4.34	4.01	4.22	4.23	4.13
Public toilets	4.42	4.42	4.39	4.37	4.47
Protecting heritage values and buildings	4.45	4.38	4.18	4.30	4.22
Weed/vegetation control	4.48	4.32	4.35	4.29	4.55
Water supply	4.78	4.58	4.61	4.75	4.36
Sewerage services	4.52	4.34	4.35	4.55	3.97
Waste management and recycling	4.71	4.58	4.51	4.62	4.42
Protecting the natural environment	4.43	4.65	4.28	4.40	4.36

Scale: 1 = not at all important, 5 = very important
Significantly higher/lower level of importance (by group)

Service Area 5: Service Delivery and Asset Management

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Libraries/library services	2%	5%	14%	20%	59%	404
Glen Innes Aggregates quarry	4%	5%	18%	24%	50%	404
Sporting facilities and grounds	2%	4%	10%	29%	55%	404
Events and festivals	3%	4%	17%	24%	52%	404
Swimming pools/Aquatic centres	3%	2%	14%	27%	55%	404
Parks and playgrounds	2%	2%	14%	25%	57%	404
Community buildings/halls	2%	4%	20%	27%	47%	404
Domestic animal control	3%	3%	20%	27%	47%	404
Street cleaning	1%	2%	21%	25%	50%	404
Public toilets	1%	3%	10%	25%	61%	404
Protecting heritage values and buildings	2%	2%	17%	25%	54%	404
Weed/vegetation control	3%	1%	13%	24%	59%	404
Water supply	3%	2%	5%	9%	81%	404
Sewerage services	4%	3%	11%	15%	67%	404
Waste management and recycling	2%	1%	7%	18%	71%	404
Protecting the natural environment	1%	5%	12%	19%	63%	404

Service Area 5: Service Delivery and Asset Management

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
Libraries/library services	4.10	4.04	4.15	4.23	3.91	3.99	4.23	4.08	4.28
Glen Innes Aggregates quarry	3.78	3.93	3.64	3.87	3.38	3.78	3.94	3.76	3.97
Sporting facilities and grounds	3.73	3.78	3.68	3.83	3.14	3.77	4.01	3.67	4.15
Events and festivals	3.87	3.87	3.87	4.35	3.35	3.75	4.02	3.85	4.08
Swimming pools/Aquatic centres	3.80	3.83	3.78	4.00	3.36	3.74	3.98	3.76	4.15
Parks and playgrounds	3.94	4.07	3.82	3.72	3.59	4.03	4.17	3.87	4.44
Community buildings/halls	3.63	3.76	3.50	3.51	3.39	3.56	3.87	3.57	3.98
Domestic animal control	3.44	3.50	3.38	3.59	3.33	3.35	3.48	3.41	3.62
Street cleaning	3.84	3.90	3.78	3.91	3.69	3.74	3.99	3.86	3.86
Public toilets	3.64	3.81	3.49	3.52	3.34	3.58	3.96	3.67	3.58
Protecting heritage values and buildings	3.90	3.87	3.94	4.39	3.61	3.69	3.98	3.83	4.37
Weed/vegetation control	3.10	3.05	3.14	3.06	2.80	3.09	3.31	3.05	3.55
Water supply	3.21	3.37	3.05	3.45	2.73	3.04	3.51	3.19	3.34
Sewerage services	3.92	3.99	3.84	4.00	3.53	3.82	4.18	3.85	4.32
Waste management and recycling	3.84	3.79	3.89	3.99	3.45	3.77	4.04	3.78	4.29
Protecting the natural environment	3.51	3.47	3.54	3.63	3.16	3.47	3.67	3.45	3.82

Scale: 1 = not at all satisfied, 5 = very satisfied
Significantly higher/lower level of satisfaction (by group)

Service Area 5: Service Delivery and Asset Management

Satisfaction Mean Scores by Key Demographics

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
Libraries/library services	3.99	4.06	4.16	4.13	4.01
Glen Innes Aggregates quarry	3.78	3.66	3.83	3.83	3.65
Sporting facilities and grounds	3.82	3.48	3.79	3.75	3.67
Events and festivals	4.00	3.69	3.89	3.90	3.78
Swimming pools/Aquatic centres	3.81	3.85	3.79	3.83	3.72
Parks and playgrounds	4.21	3.79	3.90	4.01	3.76
Community buildings/halls	3.80	3.55	3.60	3.65	3.58
Domestic animal control	3.70	3.03	3.51	3.50	3.28
Street cleaning	4.06	3.56	3.86	3.85	3.82
Public toilets	3.72	3.47	3.68	3.68	3.56
Protecting heritage values and buildings	4.13	3.78	3.87	3.95	3.78
Weed/vegetation control	3.27	2.90	3.13	3.25	2.77
Water supply	3.43	2.99	3.22	3.19	3.24
Sewerage services	3.94	3.91	3.91	3.97	3.74
Waste management and recycling	3.77	3.75	3.90	4.01	3.42
Protecting the natural environment	3.58	3.39	3.53	3.60	3.27

Scale: 1 = not at all satisfied, 5 = very satisfied
Significantly higher/lower level of satisfaction (by group)

Service Area 5: Service Delivery and Asset Management

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Libraries/library services	1%	4%	18%	37%	40%	316
Glen Innes Aggregates quarry	6%	6%	25%	31%	32%	292
Sporting facilities and grounds	4%	7%	27%	39%	24%	334
Events and festivals	3%	7%	23%	35%	32%	304
Swimming pools/Aquatic centres	2%	8%	26%	35%	29%	326
Parks and playgrounds	4%	4%	19%	41%	32%	329
Community buildings/halls	2%	8%	33%	38%	19%	298
Domestic animal control	6%	13%	32%	32%	18%	295
Street cleaning	2%	9%	19%	43%	27%	300
Public toilets	2%	9%	29%	41%	19%	333
Protecting heritage values and buildings	3%	6%	17%	47%	27%	315
Weed/vegetation control	12%	19%	27%	31%	11%	330
Water supply	11%	18%	30%	24%	18%	360
Sewerage services	2%	5%	22%	42%	30%	316
Waste management and recycling	5%	7%	19%	36%	32%	361
Protecting the natural environment	5%	8%	33%	39%	15%	325

Comparison to Previous Years

Key Findings

Detailed Results

Satisfaction with Services/Facilities – Year on Year

Below is summary of comparable satisfaction results to previous years, as the scales are different we suggest viewing results from an interest point only. Due to the change in scale we have not conducted any statistical analysis, however, we have used colours to show positive and negative trends in the data (i.e. light red shaded cell is likely to be a significant decline, light green shaded cell is likely to be a significant increase). Darker green cells show services/facilities that have continued to increase from 2016. As you can see below, the majority are showing positive trends – this is a good result for Council.

	2020 Mean	2018 Mean	2016 Mean
Libraries/library services	4.10	4.28	4.21
Parks and playgrounds	3.94	3.93	3.89
Sewerage services	3.92	3.89	3.83
Waste management and recycling	3.84	3.79	3.65
Swimming pools/Aquatic centres	3.80	3.87	3.63
Glen Innes Aggregates quarry	3.78	3.49	3.05
Sporting facilities and grounds	3.73	3.59	3.49
Public toilets	3.64	3.38	3.36
Tourism	3.64	3.57	3.60
Community buildings/halls	3.63	3.57	3.45
Domestic animal control	3.44	3.05	3.20
Children's services	3.43	3.39	3.30
Water supply	3.21	3.55	3.15
Footpaths	3.13	3.01	2.88
Condition/maintenance of bridges	3.11	3.30	3.20
Weed/vegetation control	3.10	2.83	2.78
Facilities and services for youth	3.09	2.70	2.80
Environmental protection and enforcement	3.09	3.20	3.14
Condition/maintenance of sealed roads	2.33	2.33	2.22
Attracting new businesses to the area	2.29	2.31	2.15
Condition/maintenance of unsealed roads	2.20	2.05	1.98

2020 scale: 1 = not at all satisfied, 5 = very satisfied
2018/2016 scale: 1 = very poor, 5 = excellent

Appendix A:
Additional Analyses

Most Valued Aspect Living in Glen Innes Severn Region

Q1a.   What do you value most about living in the Glen Innes Severn region?

Response	N = 404
Community feel e.g. friendly, family area, connected	32%
Atmosphere e.g. peaceful, quiet, relaxed	20%
Good climate/weather	18%
Lifestyle the area provides e.g. country lifestyle, remote area, rural living	18%
Low population/small town feel	6%
Natural environment	5%
Availability of quality services/facilities/activities	4%
Central location/proximity to nature/services/facilities	4%
Good area to live in	4%
I have always lived here/it is home	4%
Employment opportunities	3%
Agricultural aspect of the area	2%
Cleanliness of the area e.g. town centre and air quality	2%
Size of the area/spacious	2%
Affordability within the LGA	1%
Distanced from areas with COVID-19	1%
Efficiency of Council's response to complaints	1%
Good privacy in the area	1%
Less traffic/not as congested	1%
Quality housing	1%
Safe area/low crime rate	1%
Small local businesses	1%
Culture of the area	<1%
Good area for retirement	<1%
Healthy living area	<1%
Looks like England	<1%
Tourism	<1%
Don't know/nothing	6%

Top Priority Areas for Council to Focus On

Q1b.   Thinking of the next 10 years, what do you believe will be the highest priority issues within the Glen Innes Severn area?

Response	N = 404
Lack of employment/business/industries/need more economic stimulation and support	41%
Condition/maintenance of roads and supporting infrastructure	26%
Infrastructure/services/facilities to cater for the future e.g. public transport, shopping, improved infrastructure	13%
Improved and increased water supply/security e.g. water quality, management during drought	11%
Concerns with Council e.g. overall/financial management/lack of communication/staffing	10%
Increased and improved health and medical services/facilities	9%
Attracting new residents to the area/encouraging growth/development	5%
Increased and improved aged care services/facilities	5%
Community safety/policing e.g. road safety, building compliance	3%
Environmental concerns e.g. climate change, sustainability, preparedness for disaster	3%
Increased services/facilities for youth	3%
Town maintenance/cleaning/upgrades	3%
Improved communication networks e.g. mobile phone reception, internet and NBN	2%
Promoting tourism of the area	2%
Disaster recovery e.g. getting back to normal after drought, fires, COVID-19	1%
Improving drainage/kerbs/guttering	1%
Keeping local character of the area/community feel	1%
Keeping the cost of living down e.g. affordable housing, lower rates	1%
Limiting over development/population	1%
More and improved educational opportunities	1%
More/improved walkways/footpaths	1%
Waste management	1%
Feed lot near the river	<1%
Impacts from cities	<1%
Improved quality of life	<1%
New power station being installed	<1%
Parking availability	<1%
Don't know/nothing	4%

Importance & Satisfaction

The following table shows the hierarchy of the 38 services/facilities ranked by the top 2 box importance ratings, as well as residents' corresponding top 3 box satisfaction ratings. The services/facilities ranked most important by residents are 'attracting new businesses to the area', 'condition/maintenance of sealed roads' and 'long term economic planning for the future', each with a top 2 box importance score of 92%. For the most part, the majority of services/facilities provided by Glen Innes Severn Council are considered highly important, with only 1 measure falling below a 65% T2B rating.

Service/Facility (Ranked by importance)	Importance T2B	Satisfaction T3B
Long term economic planning for the future	92%	66%
Condition/maintenance of sealed roads	92%	42%
Attracting new businesses to the area	92%	41%
Supporting local business and jobs	91%	60%
Water supply	90%	72%
Waste management and recycling	89%	87%
Aged care services/facilities	88%	87%
Condition/maintenance of bridges	88%	73%
Financial management	87%	62%
Condition/maintenance of unsealed roads	87%	38%
Public toilets	86%	89%
Tourism	86%	88%
Supporting growth of jobs/businesses	85%	56%
Sporting facilities and grounds	84%	90%
Supporting community groups and volunteers	84%	86%
Disability services	83%	83%
Weed/vegetation control	83%	69%
Sewerage services	82%	94%
Parks and playgrounds	82%	92%

Importance & Satisfaction

Continued…

Service/Facility (Ranked by importance)	Importance T2B	Satisfaction T3B
Swimming pools/Aquatic centres	82%	90%
Protecting the natural environment	82%	87%
Facilities and services for youth	80%	73%
Libraries/library services	79%	95%
Protecting heritage values and buildings	79%	91%
Consultation with the community	79%	60%
Enhancing town/village centres	77%	71%
Events and festivals	76%	90%
Street cleaning	75%	89%
Children's services	75%	82%
Council provision of information	75%	66%
Community buildings/halls	74%	90%
Glen Innes Aggregates quarry	74%	88%
Domestic animal control	74%	82%
Environmental and sustainability initiatives	74%	76%
Footpaths	73%	71%
Environmental protection and enforcement	68%	70%
Support for the Aboriginal community	65%	77%
Bike paths/cycleways	41%	67%

Performance Gap Analysis

When analysing performance gap data, it is important to consider both stated satisfaction and the absolute size of the performance gap.

Performance Gap Ranking

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Attracting new businesses to the area	92%	41%	51%
Condition/maintenance of sealed roads	92%	42%	50%
Condition/maintenance of unsealed roads	87%	38%	49%
Supporting local business and jobs	91%	60%	31%
Supporting growth of jobs/businesses	85%	56%	29%
Long term economic planning for the future	92%	66%	26%
Financial management	87%	62%	25%
Consultation with the community	79%	60%	19%
Water supply	90%	72%	18%
Condition/maintenance of bridges	88%	73%	15%
Weed/vegetation control	83%	69%	14%
Council provision of information	75%	66%	9%
Facilities and services for youth	80%	73%	7%
Enhancing town/village centres	77%	71%	6%
Waste management and recycling	89%	87%	2%
Footpaths	73%	71%	2%
Aged care services/facilities	88%	87%	1%
Disability services	83%	83%	0%

Performance Gap Analysis

Performance Gap Ranking Continued…

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Tourism	86%	88%	-2%
Supporting community groups and volunteers	84%	86%	-2%
Environmental and sustainability initiatives	74%	76%	-2%
Environmental protection and enforcement	68%	70%	-2%
Public toilets	86%	89%	-3%
Protecting the natural environment	82%	87%	-5%
Sporting facilities and grounds	84%	90%	-6%
Children's services	75%	82%	-7%
Swimming pools/Aquatic centres	82%	90%	-8%
Domestic animal control	74%	82%	-8%
Parks and playgrounds	82%	92%	-10%
Sewerage services	82%	94%	-12%
Protecting heritage values and buildings	79%	91%	-12%
Support for the Aboriginal community	65%	77%	-12%
Events and festivals	76%	90%	-14%
Street cleaning	75%	89%	-14%
Glen Innes Aggregates quarry	74%	88%	-14%
Libraries/library services	79%	95%	-16%
Community buildings/halls	74%	90%	-16%
Bike paths/cycleways	41%	67%	-26%

Influence on Overall Satisfaction

The chart below summarises the influence of the 38 facilities/services on overall satisfaction with Council's performance, based on the Shapley Regression:

Facility/Service	Influence
Financial management	11.5%
Council provision of information	7.2%
Long term economic planning for the future	7.1%
Waste management and recycling	5.6%
Consultation with the community	5.2%
Glen Innes Aggregates quarry	4.5%
Condition/maintenance of sealed roads	3.8%
Street cleaning	3.8%
Swimming pools/Aquatic centres	3.5%
Water supply	3.2%
Environmental protection and enforcement	3.1%
Environmental and sustainability initiatives	3.1%
Weed/vegetation control	3.1%
Attracting new businesses to the area	3.0%
Aged care services/facilities	2.8%
Condition/maintenance of bridges	2.7%
Enhancing town/village centres	2.4%
Protecting the natural environment	2.1%
Parks and playgrounds	2.0%
Tourism	2.0%
Supporting growth of jobs/businesses	2.0%
Supporting local business and jobs	1.7%
Events and festivals	1.7%
Supporting community groups and volunteers	1.4%
Condition/maintenance of unsealed roads	1.4%
Footpaths	1.3%
Facilities and services for youth	1.2%
Community buildings/halls	1.1%
Sewerage services	1.0%
Bike paths/cycleways	0.8%
Libraries/library services	0.8%
Sporting facilities and grounds	0.7%
Disability services	0.6%
Public toilets	0.6%
Children's services	0.5%
Protecting heritage values and buildings	0.5%
Support for the Aboriginal community	0.5%
Domestic animal control	0.4%

Dependent variable: Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

Influence on Quality of Life

The chart below summarises the influence of the 25 agreement statements on residents perceived quality of life, based on the Shapley Regression:

Statement	Value
There is urban vitality and a good lifestyle quality in this LGA	15.6%
Sporting facilities in the area meet your needs	13.2%
The cost of living in this LGA is affordable to you	9.4%
The area is safe for pedestrians	9.3%
Healthy lifestyle opportunities are available in LGA	7.3%
I feel a part of my local community	6.9%
Shops and services in shopping areas meet residents' needs	4.1%
The community in this LGA is harmonious, cohesive and inclusive	4.1%
You feel able to afford a reasonable standard of housing in the area	3.2%
Environmental issues are handled well	3.0%
Hospitals, medical and mental health services*	2.7%
Development overall is well planned and well managed	2.7%
People volunteer and get involved in their community	2.5%
The natural environment is respected and protected	2.2%
There are enough good quality open spaces	1.9%
Opportunities to participate in arts, entertainment*	1.8%
Council plans well to help secure the community's long term future	1.8%
Education and training opportunities are good	1.4%
You feel safe using public facilities	1.2%
There is a clear plan and direction for the future	1.1%
You feel safe during the night	1.1%
The area's heritage is well conserved	1.1%
Council adequately considers community concerns*	1.0%
The local road network is effective and efficient	0.7%
Information about Council and its decisions is clear and accessible	0.6%

Dependent variable: Overall, how would you rate the quality of life you have living in the Glen Innes Severn area?

*Hospitals, medical and mental health services in the area are accessible and adequate
Opportunities to participate in arts, entertainment and cultural activities are available
Council adequately considers community concerns and views in making decisions

<u>Importance</u> Compared to the Micromex LGA Benchmark

Service/Facility	Glen Innes T2 box importance score	Micromex LGA Benchmark – Regional T2 box importance score	Variance
Swimming pools/Aquatic centres	82%▲	70%	12%
Condition/maintenance of unsealed roads	87%▲	77%	10%
Tourism	86%▲	76%	10%
Libraries/library services	79%	70%	9%
Sporting facilities and grounds	84%	76%	8%
Aged care services/facilities	88%	81%	7%
Facilities and services for youth	80%	73%	7%
Protecting heritage values and buildings	79%	72%	7%
Community buildings/halls	74%	67%	7%
Events and festivals	76%	70%	6%
Supporting community groups and volunteers	84%	79%	5%
Weed/vegetation control	83%	78%	5%
Public toilets	86%	82%	4%
Domestic animal control	74%	70%	4%
Long term economic planning for the future	92%	89%	3%
Supporting local business and jobs	91%	88%	3%
Water supply	90%	87%	3%
Disability services	83%	80%	3%
Protecting the natural environment	82%	80%	2%
Sewerage services	82%	80%	2%
Financial management	87%	86%	1%
Street cleaning	75%	74%	1%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Importance Compared to the Micromex LGA Benchmark

Service/Facility	Glen Innes T2 box importance score	Micromex LGA Benchmark – Regional T2 box importance score	Variance
Condition/maintenance of sealed roads	92%	93%	-1%
Parks and playgrounds	82%	83%	-1%
Waste management and recycling	89%	92%	-3%
Supporting growth of jobs/businesses	85%	88%	-3%
Enhancing town/village centres	77%	80%	-3%
Consultation with the community	79%	83%	-4%
Support for the Aboriginal community	65%	69%	-4%
Children's services	75%	80%	-5%
Environmental protection and enforcement	68%	74%	-6%
Council provision of information	75%	82%	-7%
Footpaths	73%	81%	-8%
Environmental and sustainability initiatives	74%	83%	-9%
Bike paths/cycleways	41%▼	64%	-23%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Satisfaction Compared to the Micromex LGA Benchmark

Service/Facility	Glen Innes T3 box satisfaction score	Micromex LGA Benchmark – Regional T3 box satisfaction score	Variance
Public toilets	89%▲	70%	19%
Parks and playgrounds	92%	86%	6%
Protecting heritage values and buildings	91%	85%	6%
Swimming pools/Aquatic centres	90%	85%	5%
Street cleaning	89%	85%	4%
Tourism	88%	84%	4%
Footpaths	71%	67%	4%
Sewerage services	94%	91%	3%
Disability services	83%	80%	3%
Community buildings/halls	90%	88%	2%
Events and festivals	90%	88%	2%
Aged care services/facilities	87%	85%	2%
Protecting the natural environment	87%	86%	1%
Domestic animal control	82%	81%	1%
Libraries/library services	95%	95%	0%
Sporting facilities and grounds	90%	90%	0%
Supporting community groups and volunteers	86%	86%	0%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Satisfaction Compared to the Micromex LGA Benchmark

Service/Facility	Glen Innes T3 box satisfaction score	Micromex LGA Benchmark – Regional T3 box satisfaction score	Variance
Waste management and recycling	87%	88%	-1%
Facilities and services for youth	73%	74%	-1%
Children's services	82%	85%	-3%
Support for the Aboriginal community	77%	81%	-4%
Bike paths/cycleways	67%	71%	-4%
Long term economic planning for the future	66%	71%	-5%
Weed/vegetation control	69%	76%	-7%
Environmental and sustainability initiatives	76%	84%	-8%
Environmental protection and enforcement	70%	79%	-9%
Council provision of information	66%	75%	-9%
Financial management	62%	71%	-9%
Consultation with the community	60%	69%	-9%
Enhancing town/village centres	71%▼	82%	-11%
Water supply	72%▼	87%	-15%
Supporting local business and jobs	60%▼	75%	-15%
Condition/maintenance of sealed roads	42%▼	58%	-16%
Condition/maintenance of unsealed roads	38%▼	55%	-17%
Supporting growth of jobs/businesses	56%▼	75%	-19%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
▲/▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Council Planning & Engagement

Q4.   *In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement?*

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
Environmental issues are handled well	0.03	0.04	0.01	0.26	-0.20	-0.04	0.11	0.00	0.28
Council plans well to help secure the community's long term future	-0.21	-0.17	-0.25	-0.10	-0.89▼	-0.10	0.07▲	-0.29	0.34▲
Information about Council and its decisions is clear and accessible	-0.25	-0.24	-0.26	-0.23	-0.61▼	-0.26	-0.03▲	-0.35	0.47▲
Council adequately considers community concerns and views in making decisions	-0.27	-0.19	-0.34	0.12▲	-0.76▼	-0.38	-0.10▲	-0.31	0.09▲
There is a clear plan and direction for the future	-0.39	-0.40	-0.38	-0.22	-0.82▼	-0.46	-0.14▲	-0.49	0.22▲

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
Environmental issues are handled well	-0.01	0.07	0.03	0.05	-0.03
Council plans well to help secure the community's long term future	-0.16	-0.12	-0.26	-0.22	-0.17
Information about Council and its decisions is clear and accessible	-0.16	-0.01	-0.37	-0.22	-0.33
Council adequately considers community concerns and views in making decisions	-0.04	-0.28	-0.34	-0.21	-0.40
There is a clear plan and direction for the future	-0.38	-0.37	-0.40	-0.37	-0.43

Scale: -2 = strongly disagree, 2 = strongly agree

▲▼ = A significantly higher/lower rating (by group)

Community Pride

Q4. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement?

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
I feel a part of my local community	0.47	0.47	0.47	0.49	0.20	0.35	0.74▲	0.46	0.53
The natural environment is respected and protected	0.45	0.42	0.48	0.55	0.20▼	0.38	0.60▲	0.41	0.72
The community in this LGA is harmonious, cohesive and inclusive	0.23	0.25	0.22	0.60▲	-0.10▼	0.04▼	0.39▲	0.16	0.70▲

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
I feel a part of my local community	0.23	0.27	0.62▲	0.52	0.35
The natural environment is respected and protected	0.42	0.45	0.45	0.50	0.33
The community in this LGA is harmonious, cohesive and inclusive	0.19	0.15	0.28	0.30	0.08

Scale: -2 = strongly disagree, 2 = strongly agree   ▲▼ = A significantly higher/lower rating (by group)

Community Services & Support

Q4.   In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement?

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
People volunteer and get involved in their community	0.69	0.60	0.78	0.55	0.23▼	0.71	1.06▲	0.71	0.61
Education and training opportunities are good	0.07	0.06	0.08	0.12	-0.43▼	-0.07	0.49▲	0.06	0.17
Hospitals, medical and mental health services in the area are accessible and adequate	-0.28	-0.16	-0.40	-0.32	-1.08▼	-0.26	0.24▲	-0.29	-0.18

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
People volunteer and get involved in their community	0.71	0.57	0.72	0.73	0.59
Education and training opportunities are good	-0.04	0.04	0.12	0.11	-0.04
Hospitals, medical and mental health services in the area are accessible and adequate	-0.41	-0.58▼	-0.13▲	-0.31	-0.20

Scale: -2 = strongly disagree, 2 = strongly agree   ▲▼ = A significantly higher/lower rating (by group)

Culture & Lifestyle

Q4. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement?

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
The cost of living in this LGA is affordable to you	0.92	0.93	0.90	0.96	0.79	0.91	0.99	0.90	1.03
Sporting facilities in the area meet your needs	0.65	0.70	0.59	0.84	0.02▼	0.74	0.88▲	0.61	0.97
Healthy lifestyle opportunities are available in LGA	0.54	0.61	0.46	0.45	0.29	0.53	0.75▲	0.50	0.83
Opportunities to participate in arts, entertainment and cultural activities are available	0.47	0.39	0.55	0.12	0.24	0.50	0.78▲	0.44	0.60

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
The cost of living in this LGA is affordable to you	1.02	0.68	0.97	0.91	0.94
Sporting facilities in the area meet your needs	0.72	0.39	0.71	0.66	0.62
Healthy lifestyle opportunities are available in LGA	0.36	0.40	0.64	0.55	0.51
Opportunities to participate in arts, entertainment and cultural activities are available	0.61	0.39	0.45	0.45	0.52

Scale: -2 = strongly disagree, 2 = strongly agree   ▲▼ = A significantly higher/lower rating (by group)

The Local Economy

Q4.   In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement?

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
There is urban vitality and a good lifestyle quality in this LGA	0.56	0.67	0.45	0.54	0.17▼	0.62	0.76▲	0.53	0.80
Shops and services in shopping areas meet residents' needs	-0.29	-0.05▲	-0.52	-0.70	-0.85▼	-0.16	0.20▲	-0.32	-0.01

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
There is urban vitality and a good lifestyle quality in this LGA	0.52	0.30	0.67▲	0.58	0.52
Shops and services in shopping areas meet residents' needs	-0.18	-0.44	-0.27	-0.38	-0.06▲

Scale: -2 = strongly disagree, 2 = strongly agree   ▲▼ = A significantly higher/lower rating (by group)

Community Safety

Q4.	*In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement?*

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
You feel safe during the night	1.12	1.15	1.08	1.17	0.91	1.03	1.29▲	1.10	1.25
You feel safe using public facilities	0.96	0.99	0.93	0.89	0.96	0.83	1.11▲	0.95	1.01
The area is safe for pedestrians	0.90	0.98	0.82	0.96	0.64	0.95	0.99	0.91	0.92

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
You feel safe during the night	1.05	0.88	1.22	1.04	1.31▲
You feel safe using public facilities	1.07	0.66▼	1.03	0.90	1.09
The area is safe for pedestrians	0.87	0.74	0.97	0.86	1.00

Scale: -2 = strongly disagree, 2 = strongly agree

▲▼ = A significantly higher/lower rating (by group)

Transport, Housing & Development

Q4. *In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement?*

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-Ratepayer
There are enough good quality open spaces	1.21	1.14	1.28	1.49 ▲	0.99	1.13	1.25	1.20	1.26
You feel able to afford a reasonable standard of housing in the area	1.07	0.99	1.14	1.11	0.73 ▼	1.09	1.23 ▲	1.07	1.03
The area's heritage is well conserved	0.76	0.74	0.79	1.23 ▲	0.39 ▼	0.70	0.77	0.72	1.07
The local road network is effective and efficient	0.12	0.17	0.08	0.07	-0.15	0.09	0.36 ▲	0.07	0.54 ▲
Development overall is well planned and well managed	-0.08	-0.15	-0.01	-0.23	-0.40 ▼	-0.10	0.24 ▲	-0.14	0.36 ▲

	Time lived in the area			Suburb/Village	
	≤10 years	11-20 years	More than 20 years	Glen Innes	Other
There are enough good quality open spaces	1.18	1.20	1.23	1.25	1.13
You feel able to afford a reasonable standard of housing in the area	1.07	0.86	1.14	1.06	1.09
The area's heritage is well conserved	0.97	0.61	0.75	0.80	0.66
The local road network is effective and efficient	0.33	-0.12	0.15	0.19	-0.02
Development overall is well planned and well managed	-0.08	-0.22	-0.02	-0.08	-0.06

Scale: -2 = strongly disagree, 2 = strongly agree

▲ ▼ = A significantly higher/lower rating (by group)

Appendix B: Questionnaire

Good morning/afternoon/evening, my name is …………………and I'm calling on behalf of Glen Innes Severn Council from a company called Micromex. We are conducting a survey on a range of local issues – the survey will take about 15 minutes, would you be able to assist us please?

QA1. Before we start, can I please confirm that you do live in the Glen Innes Severn Council area?

- ○ Yes
- ○ No **(Terminate)**

QA2. And do you or an immediate family member work for Glen Innes Severn Council or are an elected Councillor?

- ○ Yes **(Terminate)**
- ○ No

QA3. Which suburb/village do you live in?

- ○ Deepwater
- ○ Dundee
- ○ Emmaville
- ○ Glen Elgin
- ○ Glen Innes
- ○ Glencoe
- ○ Red Range
- ○ Other (please specify)…………………………………………

Section A – Priority Issues

Q1a. What do you value most about living in the Glen Innes Severn region?

……

Q1b. Thinking of the next 10 years, what do you believe will be the highest priority issues within the Glen Innes Severn area?

……

Q1c. Overall, how would you rate the quality of life you have living in the Glen Innes Severn area? *Prompt*

- ○ Excellent
- ○ Very good
- ○ Good
- ○ Fair
- ○ Poor
- ○ Very poor

Section B – Importance of, and satisfaction with, Council services

Q2. In this section I will read out different Council services or facilities. For each one could you please rate your opinion of the importance of the service/facility to you, and your level of satisfaction with Council's performance/delivery of that service. The scale is from 1 to 5, where 1 = low importance and 5 = high importance and where 1 = low satisfaction and 5 = high satisfaction. *Prompt*

ASK SATISFACTION IF IMPORTANCE 4/5

Governance, Leadership & Communication

	Importance Low 1	2	3	4	High 5	Satisfaction Low 1	2	3	4	High 5	N/A
Consultation with the community	○	○	○	○	○	○	○	○	○	○	○
Council provision of information	○	○	○	○	○	○	○	○	○	○	○
Environmental and sustainability initiatives	○	○	○	○	○	○	○	○	○	○	○
Environmental protection and enforcement (building site inspections, rubbish dumping etc.)	○	○	○	○	○	○	○	○	○	○	○
Financial management	○	○	○	○	○	○	○	○	○	○	○

Community Support

	Importance Low 1	2	3	4	High 5	Satisfaction Low 1	2	3	4	High 5	N/A
Aged care services/facilities	○	○	○	○	○	○	○	○	○	○	○
Children's services	○	○	○	○	○	○	○	○	○	○	○
Disability services	○	○	○	○	○	○	○	○	○	○	○
Facilities and services for youth	○	○	○	○	○	○	○	○	○	○	○
Supporting community groups and volunteers	○	○	○	○	○	○	○	○	○	○	○
Support for the Aboriginal community	○	○	○	○	○	○	○	○	○	○	○
Supporting growth of jobs/businesses	○	○	○	○	○	○	○	○	○	○	○

Transport and Connectivity

	Importance Low 1	2	3	4	High 5	Satisfaction Low 1	2	3	4	High 5	N/A
Bike paths/cycleways	○	○	○	○	○	○	○	○	○	○	○
Condition/maintenance of sealed roads	○	○	○	○	○	○	○	○	○	○	○
Condition/maintenance of unsealed roads	○	○	○	○	○	○	○	○	○	○	○
Condition/maintenance of bridges	○	○	○	○	○	○	○	○	○	○	○
Footpaths	○	○	○	○	○	○	○	○	○	○	○

Planning and Development

	Importance Low 1	2	3	4	High 5	Satisfaction Low 1	2	3	4	High 5	N/A
Attracting new businesses to the area	○	○	○	○	○	○	○	○	○	○	○
Supporting local business and jobs	○	○	○	○	○	○	○	○	○	○	○
Tourism	○	○	○	○	○	○	○	○	○	○	○
Long term economic planning for the future	○	○	○	○	○	○	○	○	○	○	○
Enhancing town/village centres	○	○	○	○	○	○	○	○	○	○	○

Service Delivery and Asset Management

	Importance Low 1	2	3	4	High 5	Satisfaction Low 1	2	3	4	High 5	N/A
Libraries/library services	○	○	○	○	○	○	○	○	○	○	○
Glen Innes Aggregates quarry (water supply and aggregate)	○	○	○	○	○	○	○	○	○	○	○
Sporting facilities and grounds	○	○	○	○	○	○	○	○	○	○	○
Events and festivals	○	○	○	○	○	○	○	○	○	○	○
Swimming pools/Aquatic centres	○	○	○	○	○	○	○	○	○	○	○
Parks and playgrounds	○	○	○	○	○	○	○	○	○	○	○
Community buildings/halls	○	○	○	○	○	○	○	○	○	○	○
Domestic animal control	○	○	○	○	○	○	○	○	○	○	○
Street cleaning	○	○	○	○	○	○	○	○	○	○	○
Public toilets	○	○	○	○	○	○	○	○	○	○	○
Protecting heritage values and buildings	○	○	○	○	○	○	○	○	○	○	○
Weed/vegetation control	○	○	○	○	○	○	○	○	○	○	○
Water supply	○	○	○	○	○	○	○	○	○	○	○
Sewerage services	○	○	○	○	○	○	○	○	○	○	○
Waste management and recycling	○	○	○	○	○	○	○	○	○	○	○
Protecting the natural environment	○	○	○	○	○	○	○	○	○	○	○

Q3. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas? *Prompt*

- ○ Very satisfied
- ○ Satisfied
- ○ Somewhat satisfied
- ○ Not very satisfied
- ○ Not at all satisfied

Section C: Living in GISC

Q4. In this section I will read out a number of statements. For each of these could you please indicate your level of agreement with each statement? The scale is from 1 to 5, where 1 strongly disagree and 5 is strongly agree. *Prompt*

Council Planning and Engagement

	Strongly disagree 1	2	3	Strongly agree 4	5	DK
Council adequately considers community concerns and views in making decisions	○	○	○	○	○	○
Council plans well to help secure the community's long term future	○	○	○	○	○	○
Environmental issues are handled well	○	○	○	○	○	○
Information about Council and its decisions is clear and accessible	○	○	○	○	○	○
There is a clear plan and direction for the future	○	○	○	○	○	○

Community Pride

	Strongly disagree 1	2	3	Strongly agree 4	5	DK
I feel a part of my local community	○	○	○	○	○	○
The community in this LGA is harmonious, cohesive and inclusive	○	○	○	○	○	○
The natural environment is respected and protected	○	○	○	○	○	○

Community services and support

	Strongly disagree 1	2	3	Strongly agree 4	5	DK
Education and training opportunities are good	○	○	○	○	○	○
Hospitals, medical and mental health services in the area are accessible and adequate	○	○	○	○	○	○
People volunteer and get involved in their community	○	○	○	○	○	○

Culture & Lifestyle

	Strongly disagree 1	2	3	Strongly agree 4	5	DK
Healthy lifestyle opportunities are available in LGA	○	○	○	○	○	○
Opportunities to participate in arts, entertainment and cultural activities are available	○	○	○	○	○	○
The cost of living in this LGA is affordable to you	○	○	○	○	○	○
Sporting facilities in the area meet your needs	○	○	○	○	○	○

The Local Economy

	Strongly disagree 1	2	3	Strongly agree 4	5	DK
Shops and services in shopping areas meet residents' needs	○	○	○	○	○	○
There is urban vitality and a good lifestyle quality in this LGA	○	○	○	○	○	○

Community safety

	Strongly disagree 1	2	3	Strongly agree 4	5	DK
The area is safe for pedestrians	○	○	○	○	○	○
You feel safe during the night	○	○	○	○	○	○
You feel safe using public facilities	○	○	○	○	○	○

Transport, Housing & Development

	Strongly disagree 1	2	3	Strongly agree 4	5	DK
Development overall is well planned and well managed	○	○	○	○	○	○
The area's heritage is well conserved	○	○	○	○	○	○
The local road network is effective and efficient	○	○	○	○	○	○
There are enough good quality open spaces	○	○	○	○	○	○
You feel able to afford a reasonable standard of housing in the area	○	○	○	○	○	○

Q5a. Please stop me when I read out your age group:

- 18 – 34
- 35 – 49
- 50 – 64
- 65 years and over

Q5b. Which of the following best describes the dwelling where you are currently living? *Prompt*

- I/We own/are currently buying this property
- I/We currently rent this property

Q5c. How long have you lived in the Glen Innes Severn area? *Prompt*

- Less than 2 years
- 2 – 5 years
- 6 – 10 years
- 11 – 20 years
- More than 20 years

Q5d. Gender (determine by voice):

- Male
- Female

As a participant in this research, you may be invited to participate in further community consultation, such as focus groups, about specific issues.

At this stage we are developing a register of interest for future consultations.

Q6a. Would you be interested in registering your interest?

- Yes
- No   (If no, go to end)

Q6b. May I please confirm your contact details?

First name...
Surname...
Email..
Telephone..

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. Just to remind you, I am calling from Micromex Research on behalf of Glen Innes Severn Council (if respondent wants our number, it is - Council Contact is Anna Watt 6730 2300).

Telephone: (02) 4352 2388
Web: www.micromex.com.au
Email: stu@micromex.com.au