



Lockhart Shire Council 2019 Community Satisfaction Survey - Analysis



As part of our ongoing monitoring of Council performance and community priorities, Lockhart Shire Council conducted a Community Satisfaction Survey in the 2nd quarter of 2019. The survey responses will help Council to assess what is important to our shire residents, and how Council can best respond to the needs of our community.

111 responses were received, the following pages are a summary of all responses received.

Our thanks to those who participated.

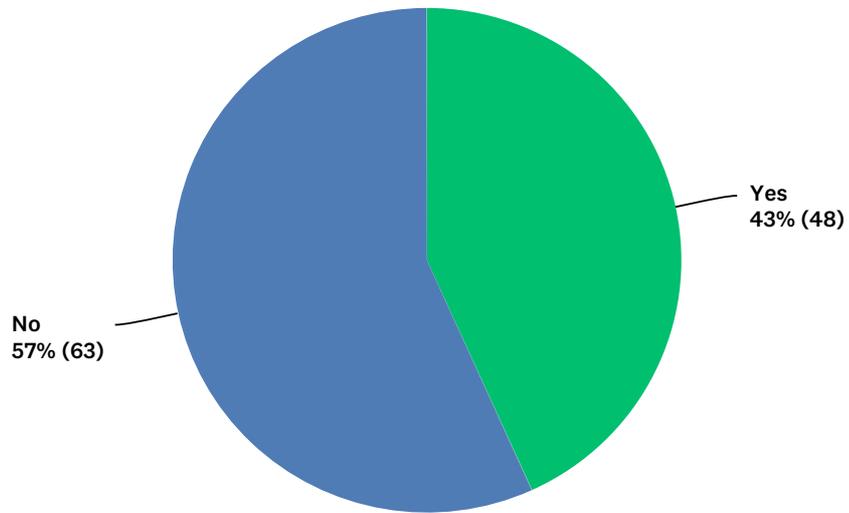
Peter Veneris

General Manager

Lockhart Shire Council

Q1 I am completing this survey as an individual:

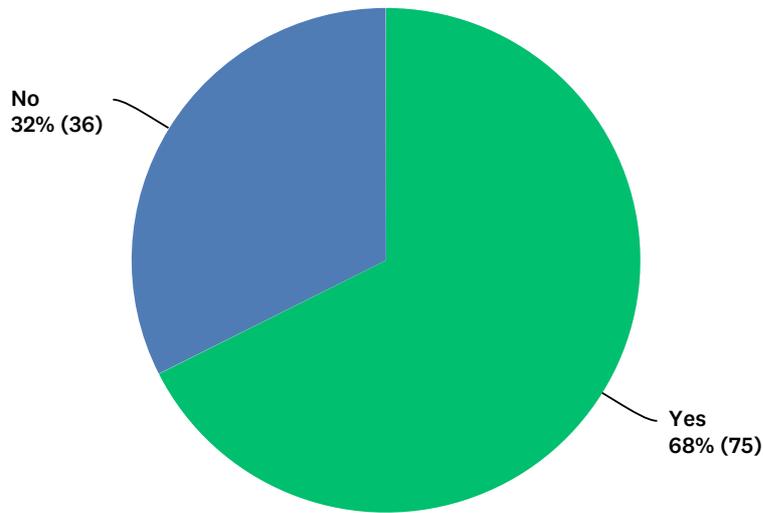
Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	43%	48
No	57%	63
TOTAL		111

Q2 I am completing this survey on behalf of a household

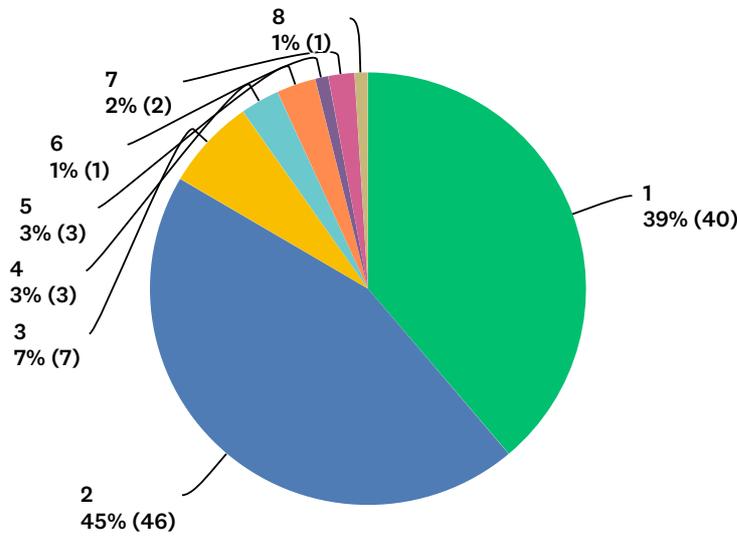
Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	68%	75
No	32%	36
TOTAL		111

Q3 If on behalf of household, please advise how many people?

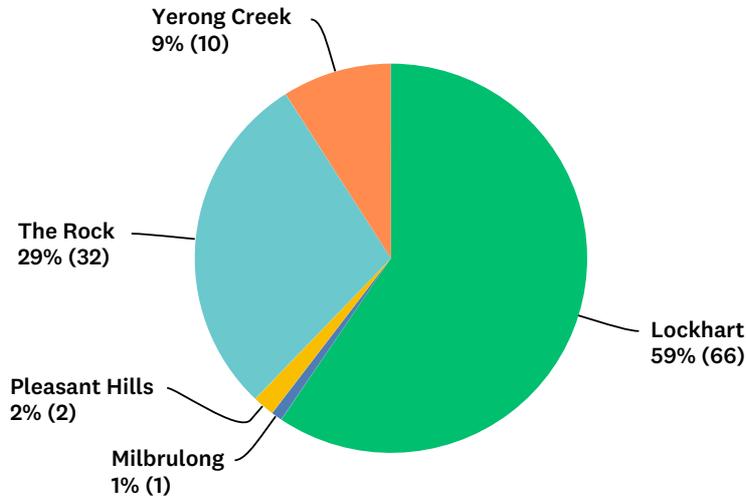
Answered: 103 Skipped: 8



ANSWER CHOICES	RESPONSES	
1	39%	40
2	45%	46
3	7%	7
4	3%	3
5	3%	3
6	1%	1
7	2%	2
8	1%	1
TOTAL		103

Q4 Which town or village do you live in or near?

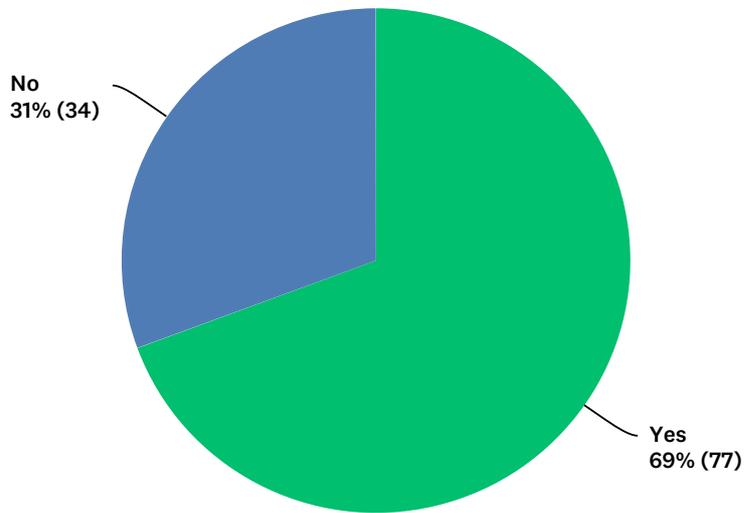
Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Lockhart	59%	66
Milbrulong	1%	1
Pleasant Hills	2%	2
The Rock	29%	32
Yerong Creek	9%	10
Ratepayer not living in Lockhart Shire	0%	0
TOTAL		111

Q5 Have you had contact with Lockhart Shire Council in the last 12 months?

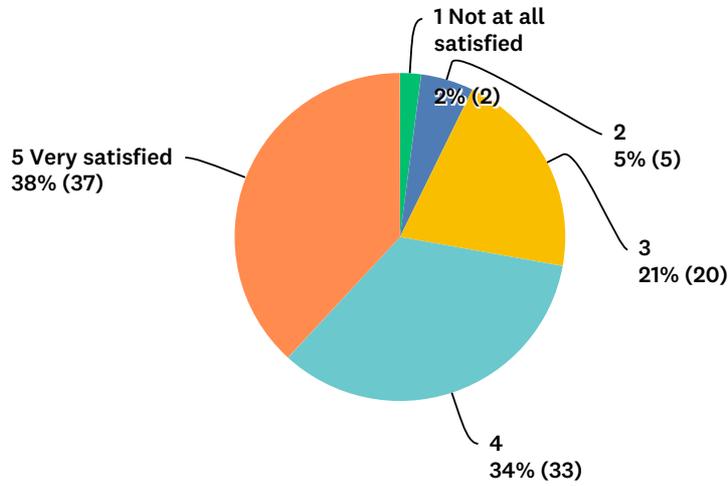
Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	69%	77
No	31%	34
TOTAL		111

Q6 How satisfied are you with the interactions you have had with Council; 1 – 5 ranking

Answered: 97 Skipped: 14

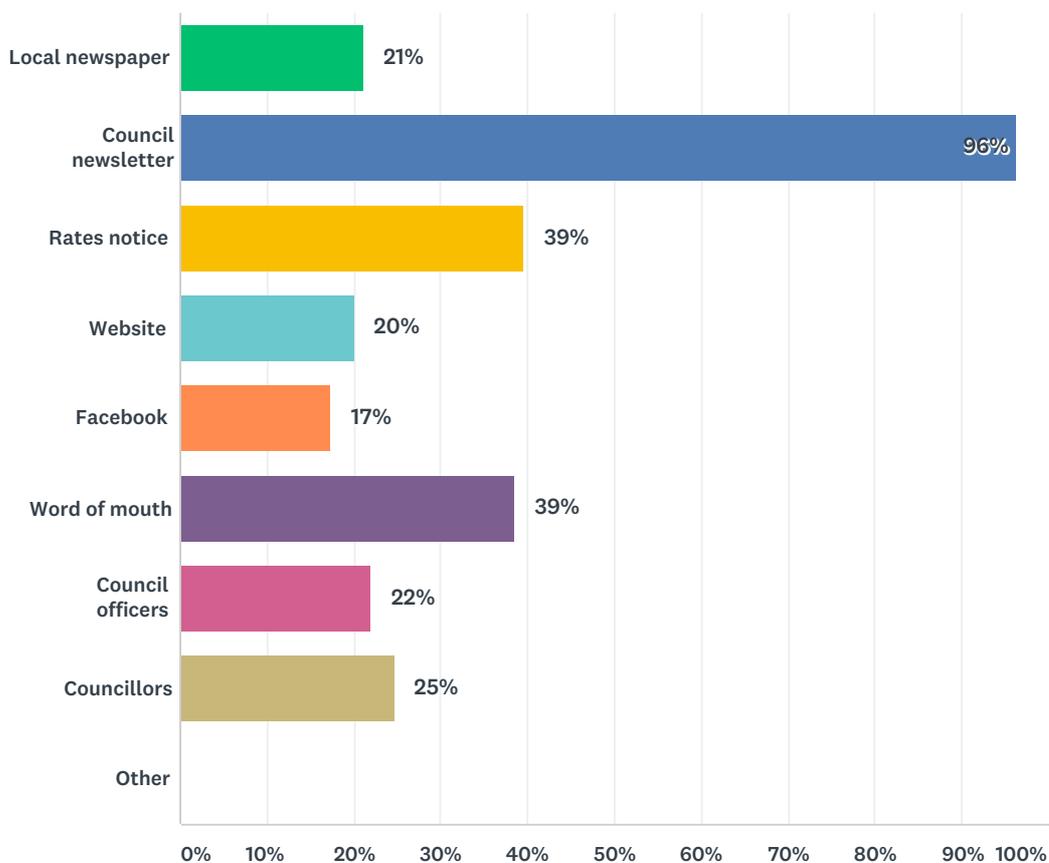


	1 NOT AT ALL SATISFIED (1)	2 (2)	3 (3)	4 (4)	5 VERY SATISFIED (5)	TOTAL	WEIGHTED AVERAGE
(no label)	2%	5%	21%	34%	38%	97	1.99
	2	5	20	33	37		

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	4.00	4.01	0.99

Q7 How do you receive information about Council?

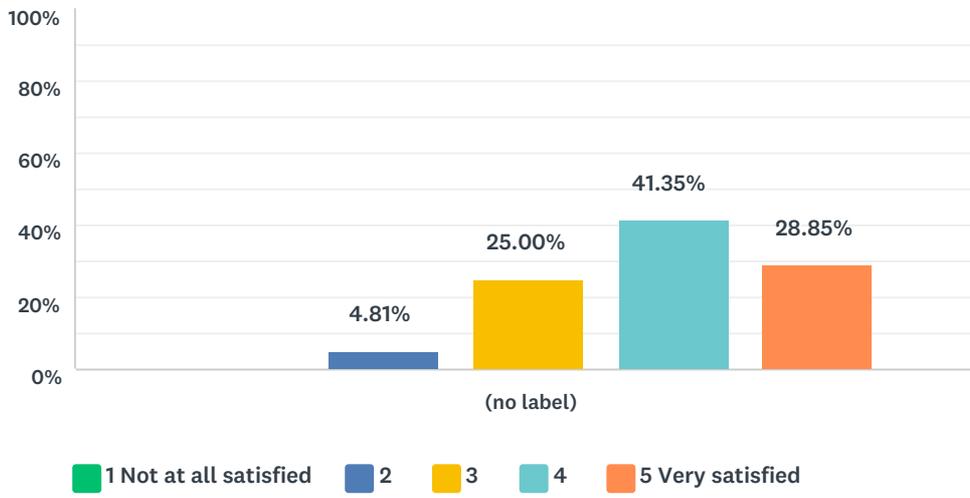
Answered: 109 Skipped: 2



ANSWER CHOICES	RESPONSES	
Local newspaper	21%	23
Council newsletter	96%	105
Rates notice	39%	43
Website	20%	22
Facebook	17%	19
Word of mouth	39%	42
Council officers	22%	24
Councillors	25%	27
Other	0%	0
Total Respondents: 109		

Q8 How satisfied are you with the level of communication Council has with the community? 1 – 5 ranking

Answered: 104 Skipped: 7



	1 NOT AT ALL SATISFIED (1)	2 (2)	3 (3)	4 (4)	5 VERY SATISFIED (5)	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	4.81%	25.00%	41.35%	28.85%	104	3.94
	0	5	26	43	30		

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
2.00	5.00	4.00	3.94	0.85

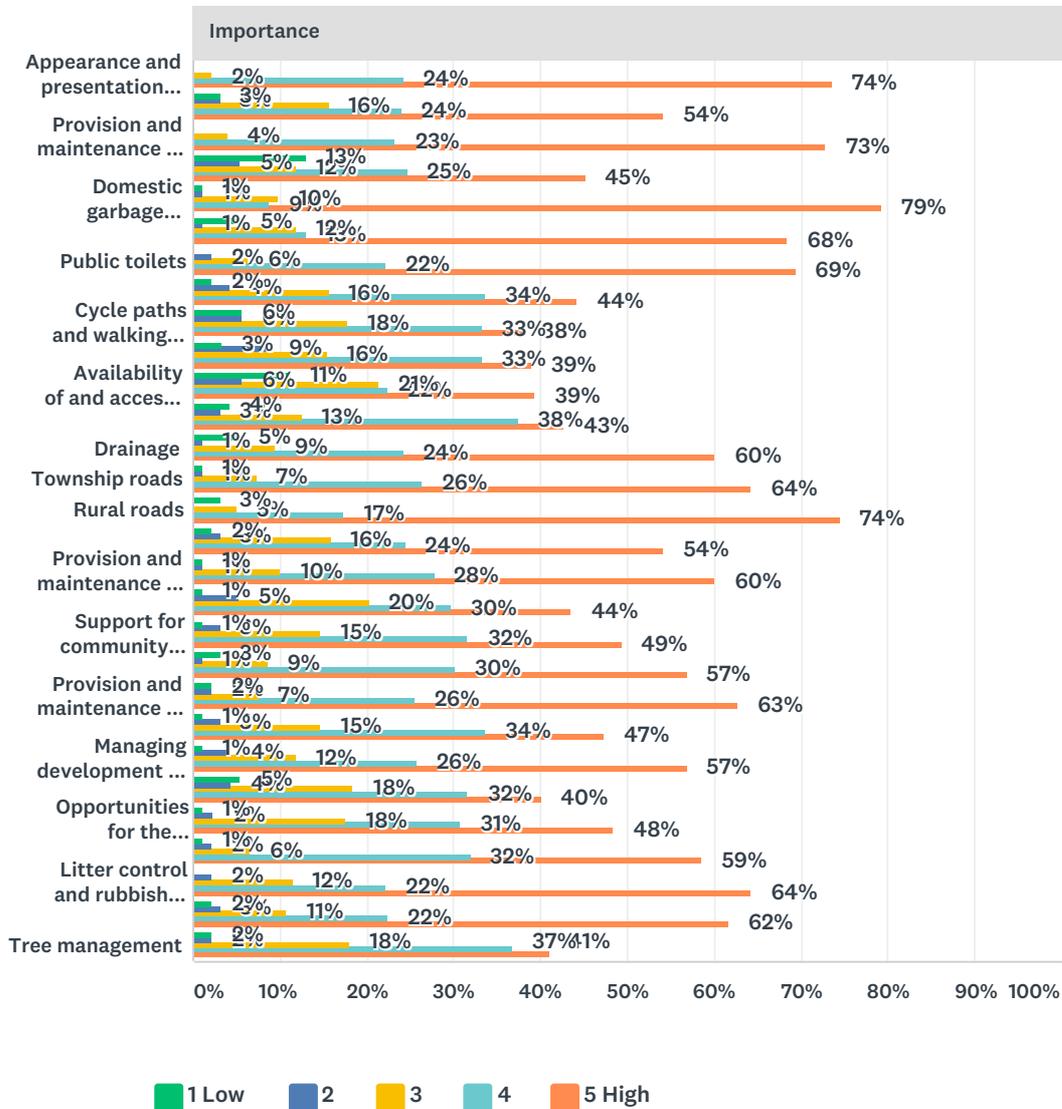
Q9: How do you think Council can improve their communications with the community?

Answered: 55 Skipped: 56

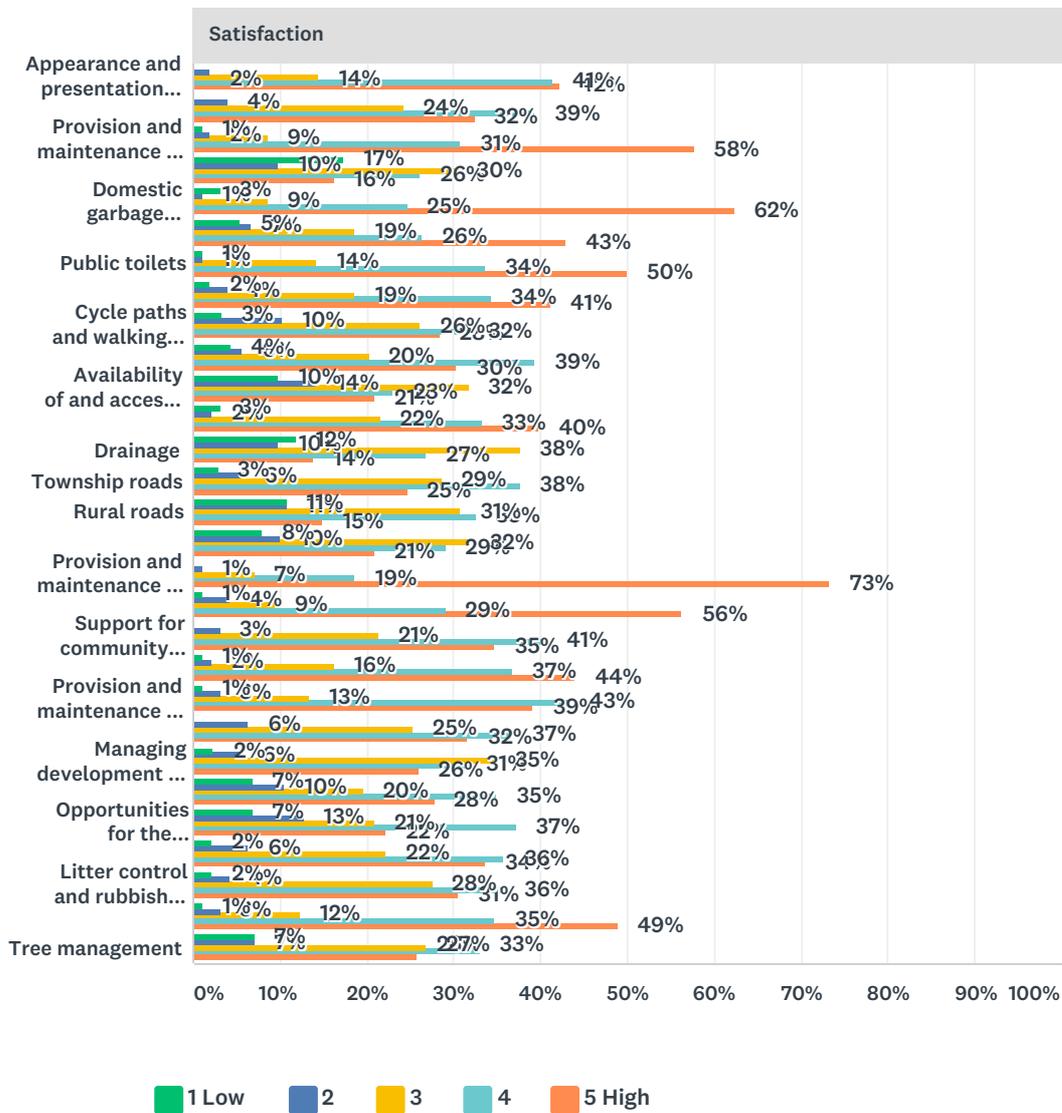
Analysis	Percentage	Number
Community Consultation	12.73%	7
Decentralise Meetings etc	3.64%	2
Do Not Know	7.27%	4
Good	21.82%	12
Improve Newsletter	12.73%	7
Improve Responses	5.45%	3
Improve Visibility	20%	11
Increase print media	3.64%	2
Listen to community	5.45%	3
More required	10.91%	6
Personal contact	5.45%	3
Satisfactory	5.45%	3
Social Media/Website	12.73%	7
Uncategorised	3.64%	2

Q10 For each of the services or facilities listed below, please indicate your opinion on both their importance to you, and the level of satisfaction you have with the performance for that service. Insert score of 1 to 5 - 1 being LOW, 5 being HIGH

Answered: 106 Skipped: 5



LOCKHART SHIRE COUNCIL Community Satisfaction Survey 2019



Importance	1 LOW	2	3	4	5 HIGH	TOTAL
Appearance and presentation of town and village centres	0%	0%	2%	24%	74%	99
Protection of local heritage buildings	3%	3%	16%	24%	54%	96
Provision and maintenance of local parks and gardens	0%	0%	4%	23%	73%	99
Dog control	13%	5%	12%	25%	45%	93
Domestic garbage collection	1%	1%	10%	9%	79%	92
Rubbish tips	5%	1%	12%	13%	68%	92
Public toilets	0%	2%	6%	22%	69%	95
Local festivals and events	2%	4%	16%	34%	44%	95
Cycle paths and walking tracks	6%	6%	18%	33%	38%	90
Local traffic management	3%	9%	16%	33%	39%	90

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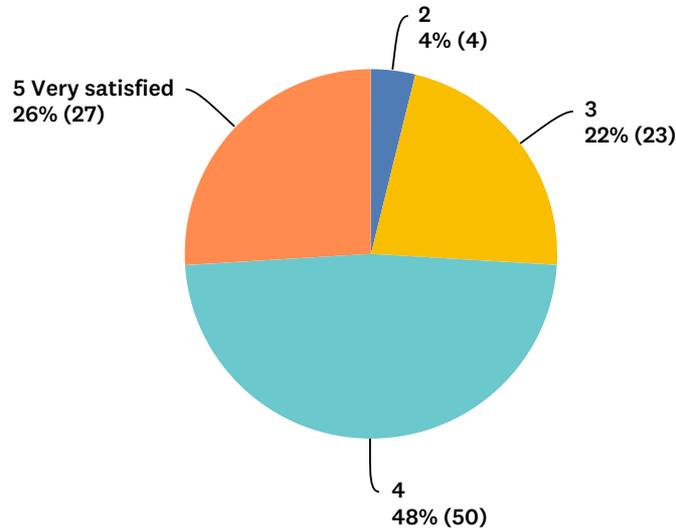
Availability of and access to public transport	11% 10	6% 5	21% 19	22% 20	39% 35	89
Support for tourism	4% 4	3% 3	13% 12	38% 36	43% 41	96
Drainage	5% 5	1% 1	9% 9	24% 23	60% 57	95
Township roads	1% 1	1% 1	7% 7	26% 25	64% 61	95
Rural roads	3% 3	0% 0	5% 5	17% 17	74% 73	98
The provision and quality of footpaths	2% 2	3% 3	16% 15	24% 23	54% 51	94
Provision and maintenance of swimming pools	1% 1	1% 1	10% 9	28% 25	60% 54	90
Provision of library services	1% 1	5% 5	20% 19	30% 28	44% 41	94
Support for community groups and clubs	1% 1	3% 3	15% 14	32% 30	49% 47	95
Provision and maintenance of playgrounds	3% 3	1% 1	9% 8	30% 28	57% 53	93
Provision and maintenance of sporting and recreation facilities	2% 2	2% 2	7% 7	26% 24	63% 59	94
Provision and maintenance of community hall and facilities	1% 1	3% 3	15% 14	34% 32	47% 45	95
Managing development and growth	1% 1	4% 4	12% 11	26% 24	57% 53	93
Enforcement of development and building regulations	5% 5	4% 4	18% 17	32% 29	40% 37	92
Opportunities for the community to participate in Council decision making	1% 1	2% 2	18% 16	31% 28	48% 44	91
Provision of Council information to residents	1% 1	2% 2	6% 6	32% 30	59% 55	94
Litter control and rubbish dumping	0% 0	2% 2	12% 11	22% 21	64% 61	95
Cemeteries	2% 2	3% 3	11% 10	22% 21	62% 58	94
Tree management	2% 2	2% 2	18% 17	37% 35	41% 39	95
Satisfaction						
	1 LOW	2	3	4	5 HIGH	TOTAL
Appearance and presentation of town and village centres	0% 0	2% 2	14% 15	41% 43	42% 44	104
Protection of local heritage buildings	0% 0	4% 4	24% 24	39% 39	32% 32	99
Provision and maintenance of local parks and gardens	1% 1	2% 2	9% 9	31% 32	58% 60	104
Dog control	17% 16	10% 9	30% 28	26% 24	16% 15	92
Domestic garbage collection	3% 3	1% 1	9% 8	25% 23	62% 58	93
Rubbish tips	5% 5	7% 6	19% 17	26% 24	43% 39	91
Public toilets	1% 1	1% 1	14% 14	34% 33	50% 49	98

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Local festivals and events	2% 2	4% 4	19% 19	34% 35	41% 42	102
Cycle paths and walking tracks	3% 3	10% 9	26% 23	32% 28	28% 25	88
Local traffic management	4% 4	6% 5	20% 18	39% 35	30% 27	89
Availability of and access to public transport	10% 9	14% 13	32% 29	23% 21	21% 19	91
Support for tourism	3% 3	2% 2	22% 20	33% 31	40% 37	93
Drainage	12% 12	10% 10	38% 38	27% 27	14% 14	101
Township roads	3% 3	6% 6	29% 29	38% 38	25% 25	101
Rural roads	11% 11	11% 11	31% 31	33% 33	15% 15	101
The provision and quality of footpaths	8% 8	10% 10	32% 32	29% 29	21% 21	100
Provision and maintenance of swimming pools	0% 0	1% 1	7% 7	19% 18	73% 71	97
Provision of library services	1% 1	4% 4	9% 9	29% 28	56% 54	96
Support for community groups and clubs	0% 0	3% 3	21% 21	41% 40	35% 34	98
Provision and maintenance of playgrounds	1% 1	2% 2	16% 16	37% 36	44% 43	98
Provision and maintenance of sporting and recreation facilities	1% 1	3% 3	13% 13	43% 42	39% 38	97
Provision and maintenance of community hall and facilities	0% 0	6% 6	25% 24	37% 35	32% 30	95
Managing development and growth	2% 2	6% 5	35% 31	31% 28	26% 23	89
Enforcement of development and building regulations	7% 6	10% 9	20% 17	35% 30	28% 24	86
Opportunities for the community to participate in Council decision making	7% 6	13% 11	21% 18	37% 32	22% 19	86
Provision of Council information to residents	2% 2	6% 6	22% 21	36% 34	34% 32	95
Litter control and rubbish dumping	2% 2	4% 4	28% 27	36% 35	31% 30	98
Cemeteries	1% 1	3% 3	12% 12	35% 34	49% 48	98
Tree management	7% 7	7% 7	27% 26	33% 32	26% 25	97

Q11 Overall, for the last 12 months, how satisfied are you with the performance of Council, not just for one or two issues, but across all areas?

Answered: 104 Skipped: 7

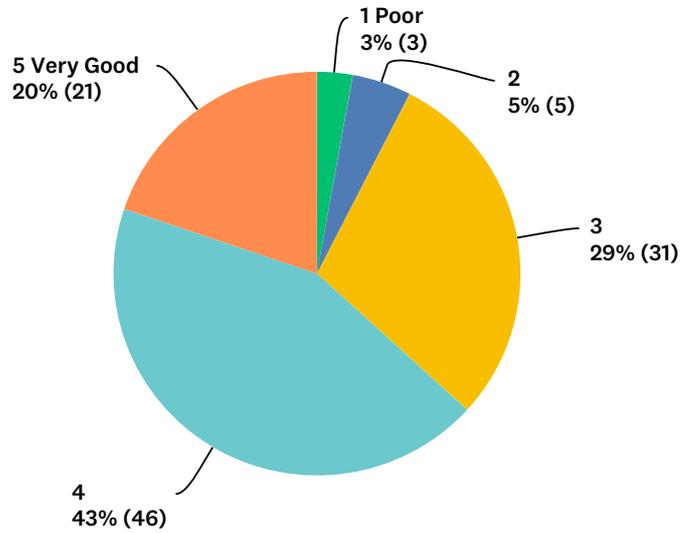


	1 NOT AT ALL SATISFIED (1)	2 (2)	3 (3)	4 (4)	5 VERY SATISFIED (5)	TOTAL	WEIGHTED AVERAGE
(no label)	0%	4%	22%	48%	26%	104	3.96
	0	4	23	50	27		

BASIC STATISTICS					
Minimum	Maximum	Median	Mean	Standard Deviation	
2.00	5.00	4.00	3.96	0.80	

Q12 Overall, how would you rate Council's image within the community?

Answered: 106 Skipped: 5



	1 POOR	2	3	4	5 VERY GOOD	TOTAL	WEIGHTED AVERAGE
(no label)	3%	5%	29%	43%	20%	106	3.73
	3	5	31	46	21		

Q13: Thinking generally about living in the Lockhart Shire, what do you think is the best thing about living here?

Answered: 98 Skipped: 13

Analysis	Percentage	Number
Affordable Living	2.04%	2
Clean	7.14%	7
Community	26.53%	26
Efficient Council	6.12%	6
Facilities & Services	34.69%	34
Friendly	25.51%	25
Good People/Residents	7.14%	7
Not Good	1.02%	1
Position /Proximity	11.22%	11
Quiet	21.43%	21
Rural / Country	16.33%	16
Safe / Secure	17.35%	17
Stand Alone	4.08%	4
Uncategorised	2.04%	2

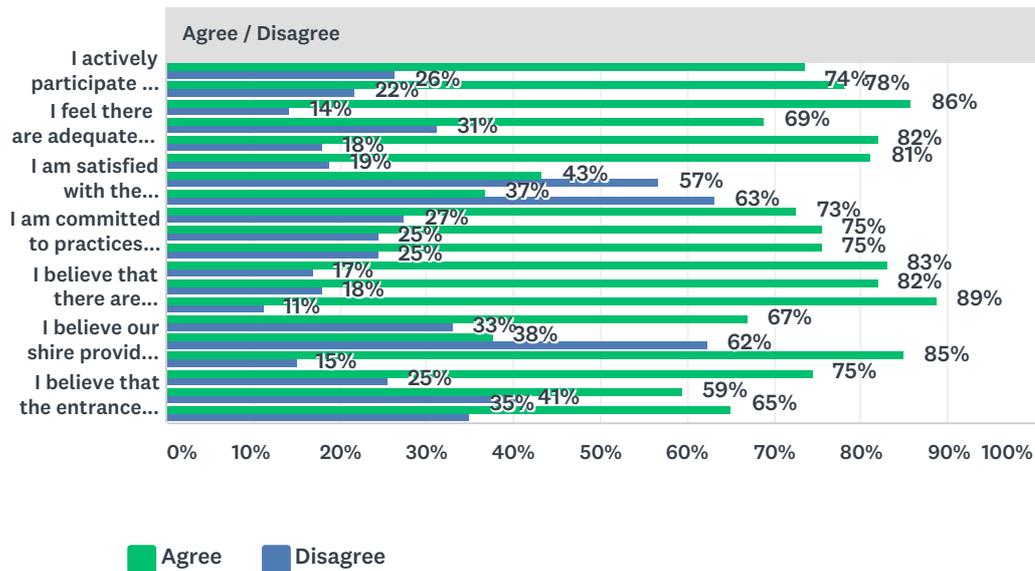
Q14: Thinking about the next four years, what do you think should be the top priority of Council to focus on?

Answered: 92 Skipped: 19

Analysis	Percentage	Number
Business / Industry	27.17%	25
Employment	11.96%	11
Equal / Fair	0%	0
Facilities/Services	19.57%	18
Heritage	3.26%	3
Maintenance Properties	8.70%	8
Manage Flood/ Drainage	15.22%	14
No Mining	0%	0
Population Growth	5.43%	5
Relax Regulations	2.17%	2
Roads / Rail	22.83%	21
Telecommunication	2.17%	2
Tidiness Shire/Towns	8.70%	8
Tourism / Visitors	8.70%	8
Uncategorised	9.78%	9
Viable / Independent	4.35%	4
Untagged	1.09%	1

Q15 Do you agree or disagree with the following statements?

Answered: 106 Skipped: 5



Agree / Disagree	AGREE	DISAGREE	TOTAL
I actively participate in local community groups and clubs	74% 78	26% 28	106
I could access support from within my community if I needed it	78% 83	22% 23	106
I believe there are benefits to living in a community with people of diverse ages, backgrounds and cultures	86% 91	14% 15	106
I feel there are adequate arts and cultural activities within my community	69% 73	31% 33	106
I feel there are adequate sport and recreational activities within my community	82% 87	18% 19	106
I am satisfied with the number and quality of events that happen within the shire	81% 86	19% 20	106
I am satisfied with the quality of telecommunication service throughout the shire	43% 46	57% 60	106
I am satisfied with the level of employment opportunities that are available locally	37% 39	63% 67	106
I am satisfied with the availability of education opportunities within the shire	73% 77	27% 29	106
I am committed to practices and behaviours that protect our environment and I participate in environmental programs and activities (such as Clean up Australia Day, etc.)	75% 80	25% 26	106
I believe that the nature reserves within the shire are of high quality	75% 80	25% 26	106
I believe that Council is a strong advocate for local issues of importance	83% 88	17% 18	106
I believe that there are adequate and high quality health and community services available locally	82% 87	18% 19	106
I believe that there are adequate emergency services available locally	89% 94	11% 12	106
I believe our shire provides adequate services for local children (up to age 12)	67% 71	33% 35	106

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I believe our shire provides adequate services for local youth and young adults (12 to 25 years of age)	38% 40	62% 66	106
I believe our shire provides adequate services for our senior population (people aged 65 and older)	85% 90	15% 16	106
I believe our towns' signage provides a good image and information	75% 79	25% 27	106
I believe that the entrances to our towns are visually appealing	59% 63	41% 43	106
I believe our community has a strong involvement in local decision making	65% 69	35% 37	106

Q16: Is there anything else that you would like to add?

Answered: 69

Skipped: 42

Analysis	Percentage	Number
Aged Services	5.80%	4
Amalgamations	2.90%	2
Animals	8.70%	6
Childcare Services	0%	0
Community Consultation	2.90%	2
Compliments	18.84%	13
Council Worker Productivity	5.80%	4
Emplyment / Econ Dev/ Tourism	11.59%	8
Flood Mitigation Drainage	0%	0
Footpaths	8.70%	6
Health Services	5.80%	4
Heritage	1.45%	1
Legislation Issues	5.80%	4
Mining	0%	0
Neighbourhood Complaints	0%	0
Parking	2.90%	2
Public Amenities	0%	0
Rail Infrastructure	0%	0
Roadside Rubbish	1.45%	1
Rural Roads	4.35%	3
Sculptures/Artworks	1.45%	1
Signage	1.45%	1
Survey Length / Content	2.90%	2
Telecoms/Internet	1.45%	1
Town Entrance Signs	10.14%	7
Town Streets	7.25%	5
Tree Management	13.04%	9
Uncategorised	11.59%	8
Untidy Yards	4.35%	3
Waste Management	10.14%	7
Weed Control	1.45%	1