

Lockhart Shire Council 2016 Community Satisfaction Survey - Analysis



As part of our ongoing monitoring of Council performance and community priorities, Lockhart Shire Council conducted its annual Community Satisfaction Survey in the 2nd quarter of 2016. 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.

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

Our thanks to those who participated.

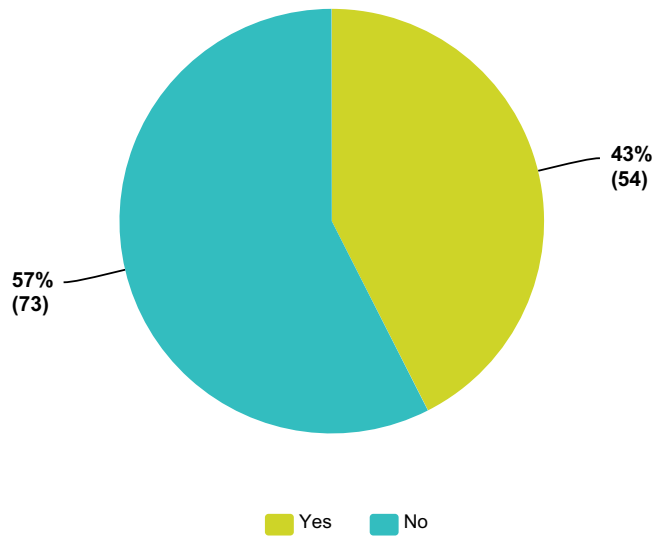
Rod Shaw

General Manager

Lockhart Shire Council

Q1 I am completing this survey as an individual:

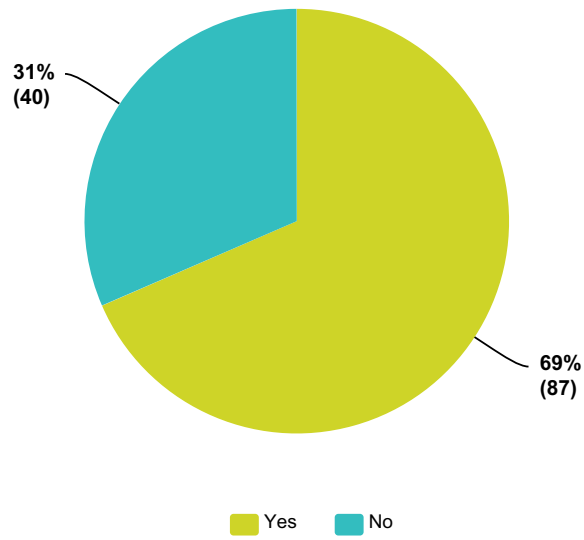
Answered: 127 Skipped: 0



Answer Choices	Responses	
Yes	43%	54
No	57%	73
Total		127

Q2 I am completing this survey on behalf of a household

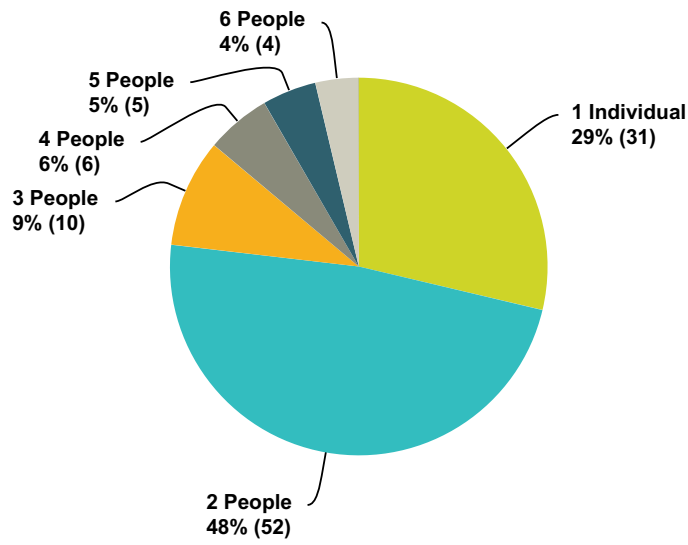
Answered: 127 Skipped: 0



Answer Choices	Responses	
Yes	69%	87
No	31%	40
Total		127

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

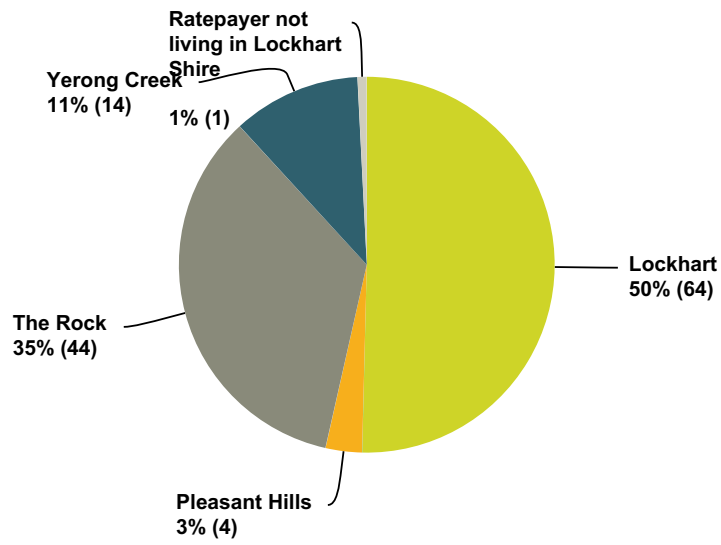
Answered: 108 Skipped: 19



Answer Choices	Responses	
1 Individual	29%	31
2 People	48%	52
3 People	9%	10
4 People	6%	6
5 People	5%	5
6 People	4%	4
7	0%	0
8	0%	0
Total		108

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

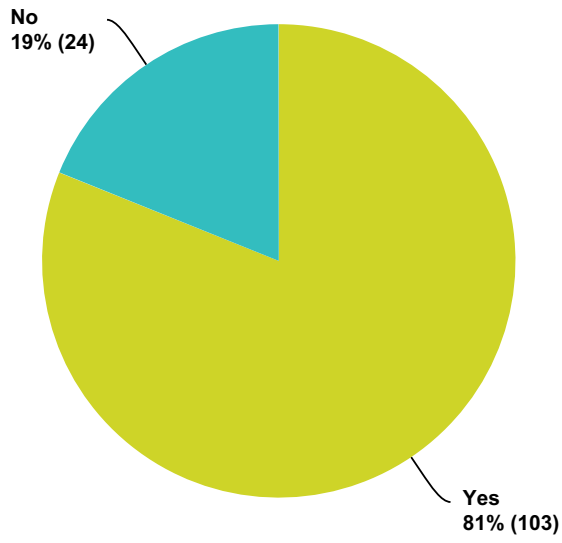
Answered: 127 Skipped: 0



Answer Choices	Responses	
Lockhart	50%	64
Milbrulong	0%	0
Pleasant Hills	3%	4
The Rock	35%	44
Yerong Creek	11%	14
Ratepayer not living in Lockhart Shire	1%	1
Total		127

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

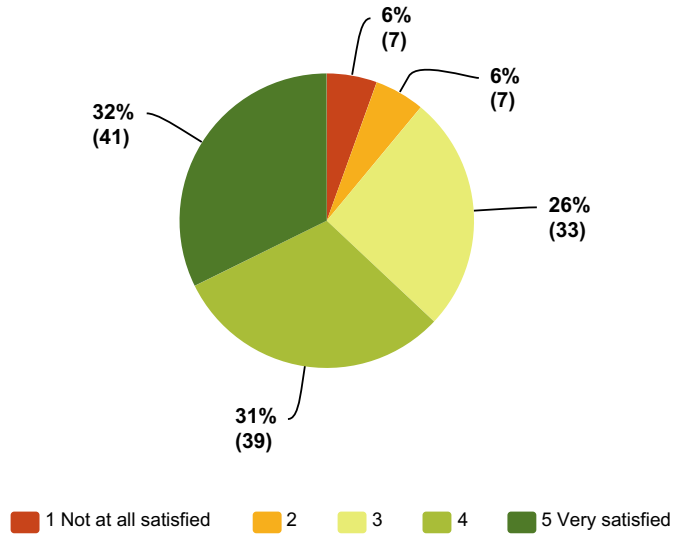
Answered: 127 Skipped: 0



Answer Choices	Responses	
Yes	81%	103
No	19%	24
Total		127

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

Answered: 127 Skipped: 0

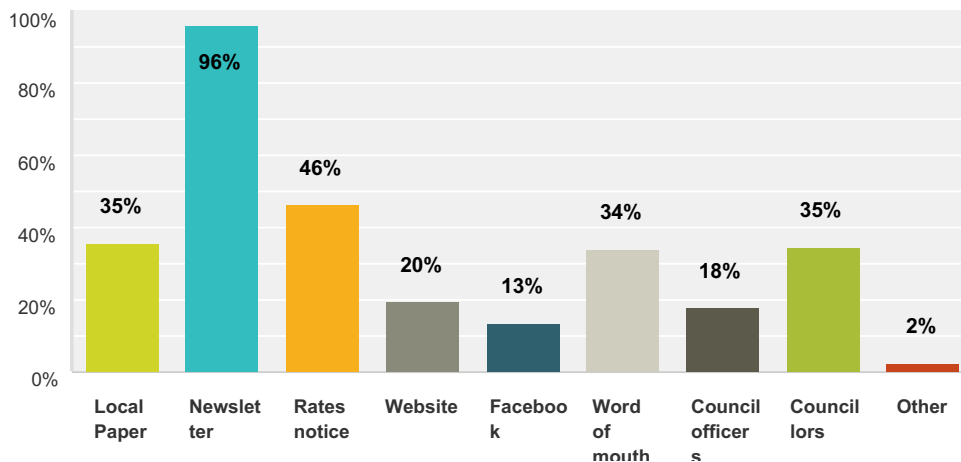


Satisfaction Level

	%	%	%
	2014	2016	Increase
Q. 6	80	89	9

Q7 How do you receive information about Council?

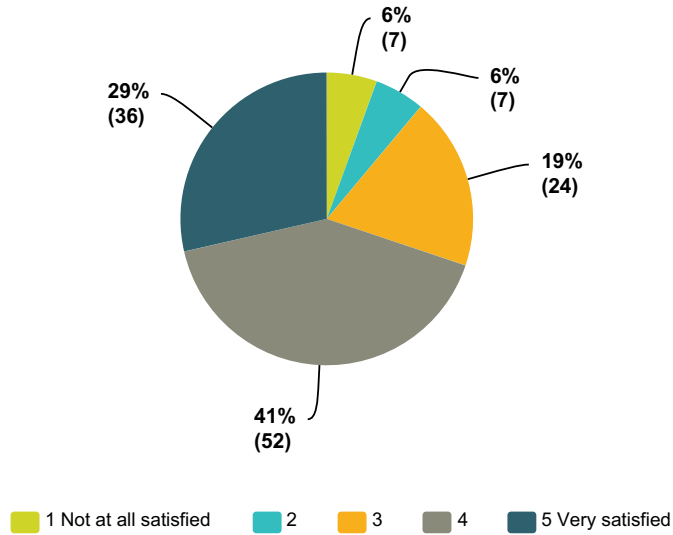
Answered: 127 Skipped: 0



Answer Choices	Responses	Count
Local Paper	35%	45
Newsletter	96%	122
Rates notice	46%	59
Website	20%	25
Facebook	13%	17
Word of mouth	34%	43
Council officers	18%	23
Councillors	35%	44
Other	2%	3
Total Respondents: 127		

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

Answered: 126 Skipped: 1



Satisfaction Level

	%	%	%
	2014	2016	Increase
Q. 8	86	89	3

Q.9. How do you think Council can improve their communications with the

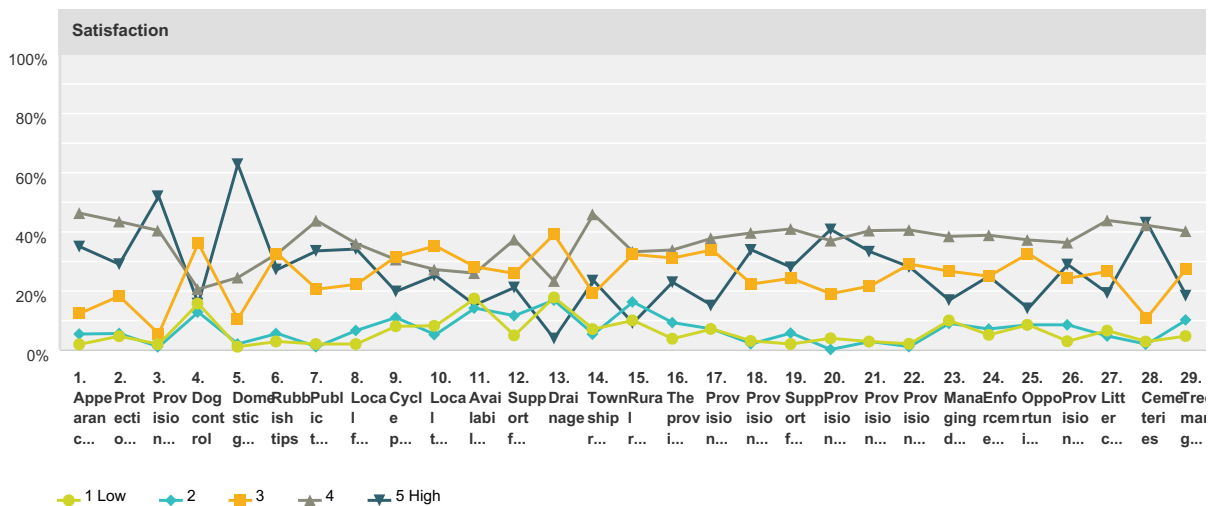
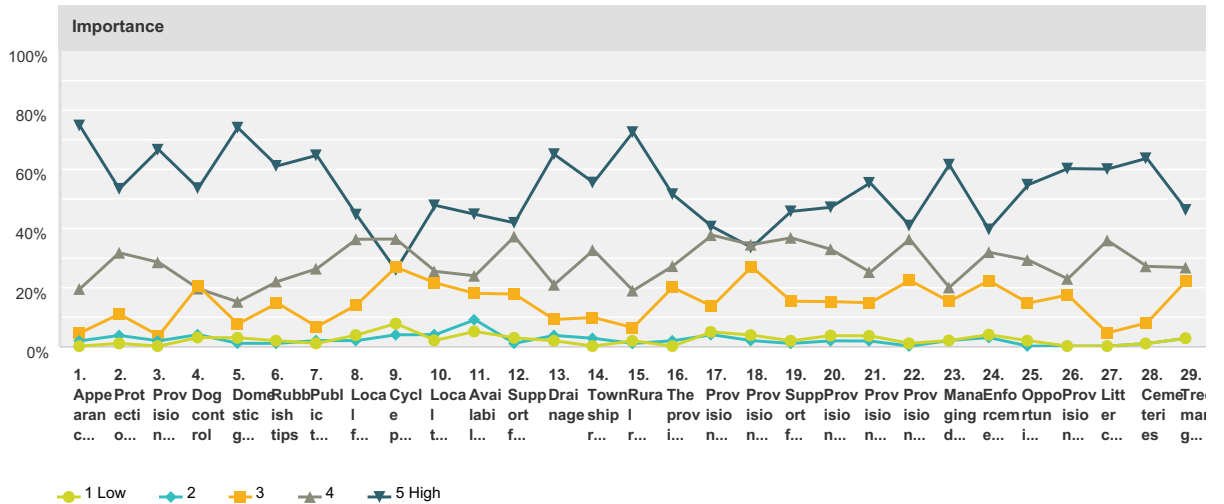
Number of Responses: **47**

Responses have been categorised as follows, and may fit under more than one category:

Satisfactory / Good	22%	13
Community Consultation	19%	11
Newsletter is Good	9%	5
Social Media Facebook	9%	5
Use TV, Radio, Newspaper	9%	5
Social Media Facebook	9%	5
Use TV, Radio, Newspaper	9%	5
Do not Know	7%	4
More NON Social Media	7%	4
Access to Councillors	5%	3
Budget, Drainge, Comm Pro	5%	3
Public Meetings - more	5%	3
Website, Community Email	5%	3
Public Meetings - more	5%	3
Website, Community Email	5%	3
Improve Newsletter	3%	2
Improve Responses	3%	2
Meetings Accessible	3%	2
More Visible Honest	3%	2
Prompt Replies	2%	1
Uncategorized	2%	1

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: 119 Skipped: 8



Importance	1 Low	2	3	4	5 High	Total
1. Appearance and presentation of town and village centres	0% 0	2% 2	4% 5	19% 22	75% 85	114
2. Protection of local heritage buildings	1% 1	4% 4	11% 12	32% 35	53% 59	111
3. Provision and maintenance of local parks and gardens	0% 0	2% 2	4% 4	28% 32	66% 75	113
4. Dog control	3% 3	4% 4	20% 21	19% 20	53% 55	103
5. Domestic garbage collection	3% 3	1% 1	7% 8	15% 16	74% 79	107
6. Rubbish tips	2% 2	1% 1	15% 16	22% 24	61% 67	110
7. Public toilets	1% 1	2% 2	7% 7	26% 28	64% 69	107
8. Local festivals and events	4% 4	2% 2	14% 15	36% 39	44% 48	108
9. Cycle paths and walking tracks	8% 8	4% 4	27% 28	36% 38	26% 27	105

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10. Local traffic management	2% 2	4% 4	21% 22	25% 26	48% 49	103
11. Availability of and access to public transport	5% 5	9% 9	18% 18	24% 24	45% 45	101
12. Support for tourism	3% 3	1% 1	18% 19	37% 40	42% 45	108
13. Drainage	2% 2	4% 4	9% 10	21% 23	65% 72	111
14. Township roads	0% 0	3% 3	10% 11	32% 37	55% 63	114
15. Rural roads	2% 2	1% 1	6% 7	19% 21	72% 81	112
16. The provision and quality of footpaths	0% 0	2% 2	20% 22	27% 30	51% 57	111
17. Provision and maintenance of swimming pools	5% 5	4% 4	13% 14	38% 39	40% 42	104
18. Provision of library services	4% 4	2% 2	27% 29	34% 37	33% 36	108
19. Support for community groups and clubs	2% 2	1% 1	15% 17	37% 41	46% 51	112
20. Provision and maintenance of playgrounds	4% 4	2% 2	15% 17	33% 37	47% 53	113
21. Provision and maintenance of sporting and recreation facilities	3% 4	2% 2	15% 17	25% 29	55% 64	116
22. Provision and maintenance of community hall and facilities	1% 1	0% 0	22% 24	36% 39	41% 44	108
23. Managing development and growth	2% 2	2% 2	15% 16	20% 21	61% 65	106
24. Enforcement of development and building regulations	4% 4	3% 3	22% 23	32% 33	39% 41	104
25. Opportunities for the community to participate in Council decision making	2% 2	0% 0	15% 16	29% 32	55% 60	110
26. Provision of Council information to residents	0% 0	0% 0	17% 19	23% 25	60% 66	110
27. Litter control and rubbish dumping	0% 0	0% 0	4% 5	36% 40	60% 67	112
28. Cemeteries	1% 1	1% 1	8% 9	27% 31	63% 73	115
29. Tree management	3% 3	3% 3	22% 25	27% 30	46% 52	113

Satisfaction						
	1 Low	2	3	4	5 High	Total
1. Appearance and presentation of town and village centres	2% 2	5% 6	12% 14	46% 53	35% 40	115
2. Protection of local heritage buildings	5% 5	5% 6	18% 20	43% 48	29% 32	111
3. Provision and maintenance of local parks and gardens	2% 2	1% 1	5% 6	40% 45	52% 58	112
4. Dog control	16% 16	13% 13	36% 37	20% 21	16% 16	103
5. Domestic garbage collection	1% 1	2% 2	10% 11	24% 26	63% 67	107
6. Rubbish tips	3% 3	5% 6	32% 36	32% 36	27% 30	111
7. Public toilets	2% 2	1% 1	20% 22	44% 47	33% 36	108
8. Local festivals and events	2% 2	6% 7	22% 24	36% 39	34% 37	109
9. Cycle paths and walking tracks	8% 8	11% 11	31% 32	30% 31	20% 20	102
10. Local traffic management	8% 8	5% 5	35% 35	27% 27	25% 25	100
11. Availability of and access to public transport	17% 16	14% 13	28% 26	26% 24	15% 14	93

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12. Support for tourism	5% 5	11% 12	26% 27	37% 39	21% 22	105
13. Drainage	18% 19	17% 18	39% 42	23% 25	4% 4	108
14. Township roads	7% 8	5% 6	19% 22	46% 53	23% 27	116
15. Rural roads	10% 11	16% 18	32% 36	33% 37	9% 10	112
16. The provision and quality of footpaths	4% 4	9% 10	31% 34	34% 37	23% 25	110
17. Provision and maintenance of swimming pools	7% 7	7% 7	34% 34	38% 38	15% 15	101
18. Provision of library services	3% 3	2% 2	22% 23	39% 41	34% 35	104
19. Support for community groups and clubs	2% 2	6% 6	24% 26	41% 44	28% 30	108
20. Provision and maintenance of playgrounds	4% 4	0% 0	19% 20	37% 39	41% 43	106
21. Provision and maintenance of sporting and recreation facilities	3% 3	3% 3	21% 24	40% 45	33% 37	112
22. Provision and maintenance of community hall and facilities	2% 2	1% 1	29% 30	40% 42	28% 29	104
23. Managing development and growth	10% 10	9% 9	26% 27	38% 39	17% 17	102
24. Enforcement of development and building regulations	5% 5	7% 7	25% 25	39% 39	25% 25	101
25. Opportunities for the community to participate in Council decision making	8% 9	8% 9	32% 35	37% 40	14% 15	108
26. Provision of Council information to residents	3% 3	8% 9	24% 26	36% 39	29% 31	108
27. Litter control and rubbish dumping	6% 7	5% 5	26% 29	44% 48	19% 21	110
28. Cemeteries	3% 3	2% 2	11% 12	42% 47	43% 48	112
29. Tree management	5% 5	10% 11	27% 30	40% 44	18% 20	110

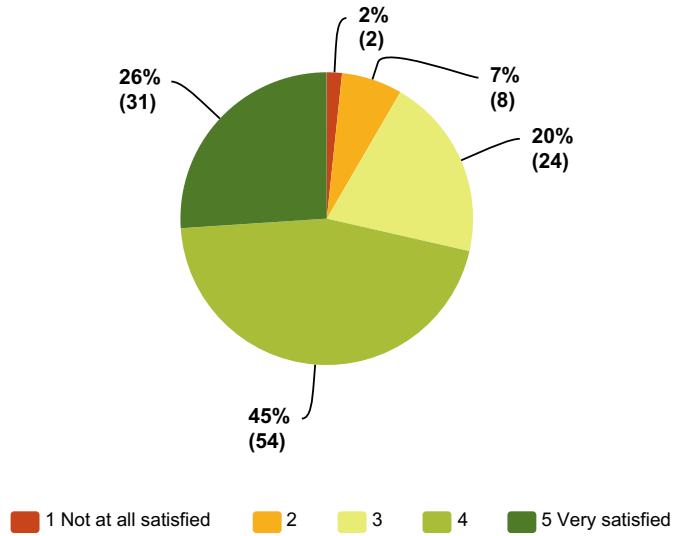
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Q10 For each of the services or facilities listed below, please indicate your opinion on both their importance to you, and the level of satisfaction you have with the performance for that service. Insert score of 1 to 5 – 1 being LOW, 5 being HIGH.

Satisfaction	Satisfaction Level %	
	2014	2016
1. Appearance and presentation of town and village centres	90	93
2. Protection of local heritage buildings	83	90
3. Provision and maintenance of local parks and gardens	93	97
4. Dog control	66	72
5. Domestic garbage collection	93	97
6. Rubbish tips	78	92
7. Public toilets	88	97
8. Local festivals and events	88	92
9. Cycle paths and walking tracks	75	81
10. Local traffic management	82	87
11. Availability of and access to public transport	57	69
12. Support for tourism	80	84
13. Drainage	59	66
14. Township roads	86	88
15. Rural roads	70	74
16. The provision and quality of footpaths	76	87
17. Provision and maintenance of swimming pools	92	86
18. Provision of library services	92	95
19. Support for community groups and clubs	88	93
20. Provision and maintenance of playgrounds	94	96
21. Provision and maintenance of sporting facilities	88	95
22. Provision and maintenance of community hall and facilities	88	97
23. Managing development and growth	88	81
24. Enforcement of development and building regulations	79	88
25. Opportunities for the community to participate in Council decision making	70	83
26. Provision of Council information to residents	82	89
27. Litter control and rubbish dumping	80	89
28. Cemeteries	94	96
29. Tree management	86	87

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: 119 Skipped: 8

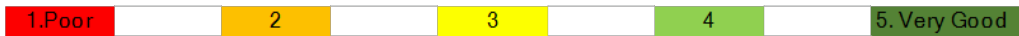
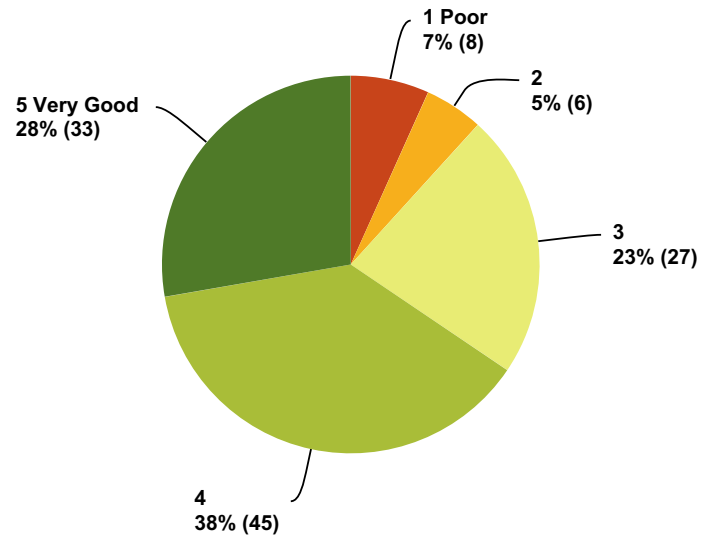


Satisfaction Level

	%	%	%
	2014	2016	Increase
Q. 11	85	92	7

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

Answered: 119 Skipped: 8



Satisfaction Level

	%	%	%
	2014	2016	Increase
Q. 12	77	88	11

Q.13. Thinking generally about living in the Lockhart Shire, what do you think is the best thing about living here?

Number of Responses: **102**

Responses have been categorised as follows, and may fit under more than one category:

Clean	7%	7
Community	33%	34
Cost Effective	6%	6
Facilities & Services	25%	26
Fair to all areas	1%	1
Festivals, Tourism	11%	11
Friendly Residents	18%	18
Good	3%	3
Independent Shire	6%	6
Lifestyle	25%	26
More Services/Police	2%	2
Not good	1%	1
Parks & Gardens	1%	1
People, Residents	1%	1
Position Proximity	11%	11
Pro / Interactive Council	9%	9
Quiet, Relaxed	23%	23
Safe / Secure	11%	11
Well Managed	5%	5

Q 14. Thinking about the next four years, what do you think should be the top priority of Council to focus on?

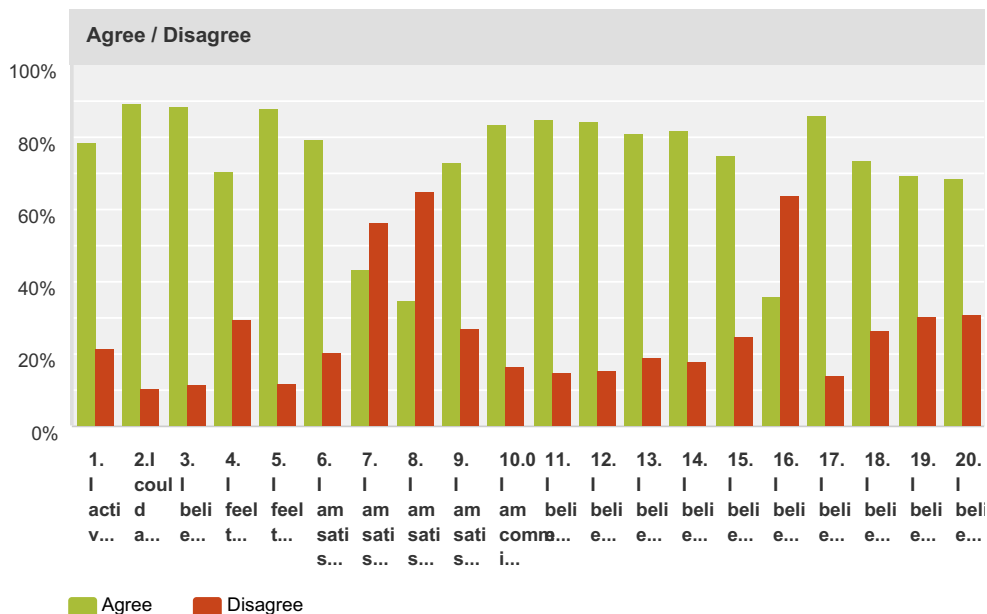
Number of Responses: **102**

Responses have been categorised as follows, and may fit under more than one category:

<input type="checkbox"/>	Aged Care	0.98%	1
	Business Dev. Industry	17.65%	18
	Continue whats being done	7.84%	8
	Continued Improvement	4.90%	5
	Disinterested	0.98%	1
	Dog Control	2.94%	3
	Facilities / Venues	2.94%	3
	Flood /Drainage	17.65%	18
	Growth	15.69%	16
	Heritage & History	4.90%	5
	ImpWasteSrvce/Access	1.96%	2
	Increase Educ. Prog.	0.98%	1
	Increase Police Presence	2.94%	3
	Infrastrctre Paths Road	32.35%	33
	Maintain Villages Roads	2.94%	3
	More Community Consult	2.94%	3
	Noxious Weed Control	1.96%	2
	Promote local talent	0.98%	1
	Public Amenities	1.96%	2
	Reduce Council Staff	0.98%	1
	Remain Independent	14.71%	15
	Remain Viable	5.88%	6
	Servcs Health Social	6.86%	7
	Swimming Pool	6.86%	7
	Tourism & Events	10.78%	11
	Youth Engagement	1.96%	2
	Uncategorized	0.98%	1

Q15 Do you agree or disagree with the following statements?

Answered: 119 Skipped: 8



Agree / Disagree			
	Agree	Disagree	Total
1. I actively participate in local community groups and clubs	79% 92	21% 25	117
2.I could access support from within my community if I needed it	90% 103	10% 12	115
3. I believe there are benefits to living in a community with people of diverse ages, backgrounds and cultures	89% 102	11% 13	115
4. I feel there are adequate arts and cultural activities within my community	70% 78	30% 33	111
5. I feel there are adequate sport and recreational activities within my community	88% 102	12% 14	116
6. I am satisfied with the number and quality of events that happen within the shire	79% 93	21% 24	117
7. I am satisfied with the quality of telecommunication service throughout the shire	44% 51	56% 66	117
8. I am satisfied with the level of employment opportunities that are available locally	35% 39	65% 72	111
9. I am satisfied with the availability of education opportunities within the shire	73% 82	27% 30	112
10.0 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.)	84% 97	16% 19	116
11. I believe that the nature reserves within the shire are of high quality	85% 98	15% 17	115
12. I believe that Council is a strong advocate for local issues of importance	84% 98	16% 18	116
13. I believe that there are adequate and high quality health and community services available locally	81% 93	19% 22	115
14. I believe that there are adequate emergency services available locally	82% 96	18% 21	117

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15. I believe our shire provides adequate services for local children (up to age 12)	75% 79	25% 26	105
16. I believe our shire provides adequate services for local youth and young adults (12 to 25 years of age)	36% 37	64% 66	103
17. I believe our shire provides adequate services for our senior population (people aged 65 and older)	86% 98	14% 16	114
18. I believe our towns' signage provides a good image and information	74% 86	26% 31	117
19. I believe that the entrances to our towns are visually appealing	70% 83	30% 36	119
20. I believe our community has a strong involvement in local decision making	69% 77	31% 35	112

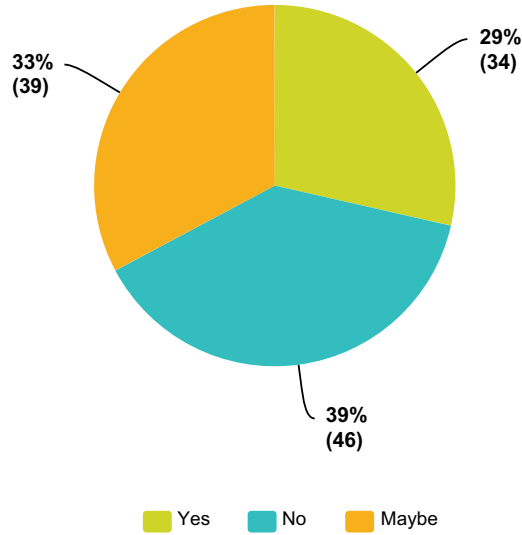
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Q15 Do you agree or disagree with the following statements?

Agree/Disagree	Satisfaction Level %	
	2014	2016
1. I actively participate in local community groups and clubs	81	79
2. I could access support from within my community if I needed it	87	90
3. I believe there are benefits to living in a community with people of diverse ages, backgrounds and cultures	90	89
4. I feel there are adequate arts and cultural activities within my community	58	70
5. I feel there are adequate sport and recreational activities within my community	84	88
6. I am satisfied with the number and quality of events that happen within the shire	82	79
7. I am satisfied with the quality of telecommunication service throughout the shire	47	44
8. I am satisfied with the level of employment opportunities that are available locally	24	35
9. I am satisfied with the availability of education opportunities within the shire	63	73
10. 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.)	81	84
11. I believe that the nature reserves within the shire are of high quality	68	85
12. I believe that Council is a strong advocate for local issues of importance	66	84
13. I believe that there are adequate and high quality health and community services available locally	88	81
14. I believe that there are adequate emergency services available locally	89	82
15. I believe our shire provides adequate services for local children (up to age 12)	71	75
16. I believe our shire provides adequate services for local youth and young adults (12 to 25 years of age)	29	36
17. I believe our shire provides adequate services for our senior population (people aged 65 and older)	83	86
18. I believe our towns' signage provides a good image and information	65	74
19. I believe that the entrances to our towns are visually appealing	53	70
20. I believe our community has a strong involvement in local decision making	50	69

Q16 As a resident, would you be supportive of Council providing a Green Waste / Organics service to the community? This service would come at a fee for households (Fortnightly - similar to Recycling Bin service).

Answered: 119 Skipped: 8



Answer Choices	Responses	
Yes	29%	34
No	39%	46
Maybe	33%	39
Total		119

Q. 17 Is there anything you would like to add?

Number of Responses: 80

Responses have been categorised as follows, and may fit under more than one category:

Aged Services	1.3%	1
Amalgamations	6.3%	5
Animals	3.8%	3
Childcare Services	2.5%	2
Community Consultation	5.0%	4
Complimentary Comments	16.3%	13
Council Worker Productivity	1.3%	1
Emplymnt Econ Dev Tourism	12.5%	10
Flood Mitigation Drainage	2.5%	2
Footpath Issues	6.3%	5
Health Services	1.3%	1
Public Amenities	5.0%	4
Roadside Rubbish	2.5%	2
Rural Roads	5.0%	4
Sculptures /Artworks	1.3%	1
Signage-streets, places	7.5%	6
Support Local Services	2.5%	2

Survey Length Content	1.3%	1
Telcom/Gas/Pol	3.8%	3
Town Entrances / Signage	5.0%	4
Town Streets	16.3%	13
Tree Management	7.5%	6
Untidy Yards	7.5%	6
Waste Management	15.0%	12
Weed Control	1.3%	1
Uncategorized	11.3%	9