



**Final report to:  
Kyogle Council**

**From:  
James Parker and Tara Griffin  
Jetty Research**

**Ratepayer/Resident Survey 2009**



**Final report dated: June 26<sup>th</sup> 2009**



# Table of Contents

<b>EXECUTIVE SUMMARY .....</b>	<b>4</b>
<b>INTRODUCTION .....</b>	<b>5</b>
BACKGROUND AND OBJECTIVES .....	5
METHODOLOGY .....	5
SURVEY SAMPLE.....	6
Table A: Population profile of Kyogle LGA by age and gender .....	6
Table B: Survey response profile by age and gender.....	6
Table C: Survey sample breakdown by age, council ward and gender .....	7
SAMPLING ERROR.....	7
<b>QUESTIONS 1- 8: RESPONDENT CHARACTERISTICS.....</b>	<b>8</b>
Graph 1.1: Gender.....	8
Graph 2.1: Age.....	8
Graph 3.1: Family Status.....	9
Graph 4.1: How long have you lived in Kyogle LGA? .....	9
Graph 5.1: Are you a ratepayer?.....	10
Graph 6.1: Do you own (or are you buying) the home you currently reside in, or do you rent?.....	10
Graph 7.1: Employment status.....	11
Graph 8.1: Which Council Ward do you reside in?.....	11
<b>QUESTIONS 9-12: KYOGLE LGA'S INFRASTRUCTURE.....</b>	<b>13</b>
Table 9.1: Kyogle LGA's infrastructure satisfaction percentages.....	13
Graph 10.1: Infrastructure 2007 and 2009 satisfaction mean comparisons .....	13
Table 10.2: Comparison of 2007 and 2009 infrastructure satisfaction means .....	14
Graph 11.1: Overall infrastructure satisfaction .....	14
Graph 12.1: Importance of Kyogle LGA's infrastructure.....	15
<b>QUESTIONS 13-16: LIVING IN KYOGLE LGA .....</b>	<b>17</b>
Table 13.1: Living in Kyogle LGA satisfaction percentages.....	17
Graph 14.1: Quality of life living in Kyogle LGA 2007 and 2009 mean comparisons .....	17
Table 14.2: Comparisons of living in Kyogle satisfaction means .....	18
Graph 15.1: Overall living in Kyogle quality of life satisfaction.....	18
Graph 16.1: Importance of living in Kyogle LGA's quality of life.....	19
<b>QUESTIONS 17-20: KYOGLE LGA'S ECONOMIC DEVELOPMENT .....</b>	<b>21</b>
Table 17.1: Kyogle LGA's economic development satisfaction percentages.....	21
Graph 18.1: Kyogle LGA's economic development 2007 and 2009 mean comparisons .....	21
Table 18.2: Comparisons of Kyogle LGA's economic development satisfaction means.....	21
Graph 19.1: Overall economic development satisfaction.....	22
Graph 20.1: Importance of Kyogle LGA's economic development.....	22
<b>QUESTIONS 21-24: KYOGLE LGA'S NATURAL ENVIRONMENT.....</b>	<b>24</b>
Table 21.1: Kyogle LGA's natural environment satisfaction percentages .....	24
Graph 22.1: Kyogle LGA's natural environment 2007 and 2009 mean comparisons .....	24
Table 22.2: Comparisons of Kyogle LGA's economic development satisfaction means.....	24
Graph 23.1: Overall natural environment satisfaction.....	25
Graph 24.1: Importance of Kyogle LGA's natural environment .....	25
<b>QUESTIONS 25-28: KYOGLE LGA'S MANAGEMENT.....</b>	<b>27</b>
Table 25.1: Kyogle LGA's management satisfaction percentages.....	27
Graph 26.1: Kyogle LGA's management 2007 and 2009 mean comparisons .....	27
Table 26.2: Comparisons of Kyogle LGA's management satisfaction means .....	27
Graph 27.1: Overall Council administration satisfaction .....	28
Graph 28.1: Importance of Kyogle LGA's management .....	28



<b>QUESTIONS 29-37: KYOGLE LGA'S OVERALL IMPROVEMENTS.....</b>	<b>30</b>
<i>Graph 29.1: Comparison of 2007 and 2009 overall satisfaction with Kyogle Council.....</i>	30
<i>Graph 31.1: Kyogle LGA's infrastructure improvement .....</i>	30
<i>Graph 32.1: Kyogle LGA's quality of living improvement .....</i>	31
<i>Graph 33.1: Kyogle LGA's economic development improvement.....</i>	31
<i>Graph 34.1: Kyogle LGA's natural environment improvement.....</i>	32
<i>Graph 35.1: Kyogle LGA's management improvement .....</i>	32
<i>Graph 36.1: Overall satisfaction with Council's contribution to making Kyogle LGA a better place .....</i>	33
<i>Graph 36.1: Overall view of the contribution of Council to making Kyogle LGA a better place, importance?.....</i>	33
INFRASTRUCTURE .....	34
QUALITY OF LIFE.....	34
ECONOMIC DEVELOPMENT .....	34
NATURAL ENVIRONMENT .....	34
KYOGLE COUNCIL'S PERFORMANCE .....	35
OVERALL SATISFACTION WITH COUNCIL MAKING KYOGLE A BETTER PLACE .....	35
<b>QUESTIONS 38-41: KYOGLE LGA'S CUSTOMER SERVICE .....</b>	<b>36</b>
<i>Graph 38.1: Experience in face-to-face contact with Council staff in the last year .....</i>	36
<i>Graph 39.1: Experience in telephone contact with Council staff in the last year.....</i>	36
<i>Graph 40.1: Experience in written contact with Council staff in the last year.....</i>	37
<i>Graph 41.1: Was your correspondence acknowledged promptly? .....</i>	37
<i>Table 40.1: Different modes of Council contact, comparison of 2007 and 2009 results .....</i>	38
<b>QUESTIONS 42-47: KYOGLE LGA'S WEBSITE AND INTERNET USAGE.....</b>	<b>39</b>
<i>Graph 42.1: Have you visited Council's website?.....</i>	39
<i>Graph 43.1: How often do you use Council's website? .....</i>	39
<i>Graph 44.1: How important is Council's website?.....</i>	40
<i>Graph 45.1: How satisfied are you with Council's website? .....</i>	40
<i>Graph 46.1: Do you have internet access at home? .....</i>	41
<i>Graph 47.1: Are you considering the internet? .....</i>	41
<b>QUESTIONS 48 AND 49: FUTURE PRIORITIES FOR KYOGLE LGA .....</b>	<b>43</b>
<i>Graph 48.1: Rank the following issues in priority of 1-12 (mean score rank).....</i>	43
<i>Graph 49.1: Are you willing to pay additional rates for increased services? .....</i>	44
<b>QUESTIONS 50-53: KYOGLE COUNCIL'S STRUCTURE .....</b>	<b>45</b>
<i>Graph 50.1: Are you in favour of Kyogle Council being amalgamated with one or more neighbouring LGA's?... </i>	45
<i>Graph 51.1: Do you support a reduction in the number of Councillors? .....</i>	45
<i>Graph 52.1: In your opinion how many councillors should the Kyogle LGA have? .....</i>	46
<i>Graph 53.1: Are you in favour of a popularly elected Major? .....</i>	46
<b>QUESTIONS 54 AND 55: QUALITATIVE FEEDBACK.....</b>	<b>48</b>
<i>Graph 54.1: What does your comment concern?.....</i>	48
<i>Graph 55.1: Nature of your comment? .....</i>	49
<b>APPENDIX 1: SURVEY FORM.....</b>	<b>50</b>

Cover photo: Smiths Lookout, by Kyogle shire resident Barry Hooper.

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## Executive Summary

In March 2009 The Kyogle Council conducted a mail-out/mail-back survey of all households to assist Councillors and staff better understand resident satisfaction with local government-run facilities and services. In order to enable benchmarking of results against a similar survey conducted in 2007, questions from that survey have remained largely unchanged in this latest community engagement exercise.

The 2009 survey was completed by 520 households, against 1014 in 2007. Responses are heavily skewed towards older residents, with those aged 50 and above up making up 73 per cent of respondents. As a result, the following conclusions should ideally be treated as a snapshot of community opinion, rather than a fully representative sample.

The good news from this latest survey is that most results are more favourable than those from 2007. However they remain relatively poor, with the majority of satisfaction mean scores less than three on a scale of one to five.

Among more specific survey findings:

1. Highest rating facilities and services included: swimming pools and library services (both with a mean score of 3.9), cemeteries (3.6), waste collection and water services (3.3), waste water, parks and gardens and customer service (3.2), and informing public of activities (3.0).
2. Lowest rating facilities and services included: unsealed roads (mean score of 2.1), control of weeds (2.2), recycling and job creation (2.3), sealed roads (2.4), handling of DA's, and attracting/supporting businesses (2.5) and community consultation (2.7).
3. A range of overall satisfaction scores were likewise higher than in 2007, though the overall mean satisfaction score of 2.52 remains below the "neutral" rating of 3.0.
4. Feedback on customer service levels was generally positive, with descriptions such as "professional", "courteous" and "helpful" dominating in both face-to-face and telephone contact experiences. Some 74 per cent of respondents said they had had face-to-face contact with Council staff over the previous 12 month, once again re-inforcing the crucial role played by local government in Shire life.
5. The online world is playing an increasing role in community engagement, with use of the Council website and overall Internet connections both up sharply on the 2007 survey.
6. When asked to rank their priorities with 12 Council services, improving local roads was a clear winner. This was followed by promoting local employment, improving/ upgrading water and sewage infrastructure, improving waste management, protecting natural bushland and improving stormwater and drainage infrastructure (7.0).
7. However the majority of respondents were not willing to pay additional rates for any of these 12 service areas. The only services to gain a degree of rate levy support were local roads (37 per cent), providing aged care (28 per cent) and promoting local employment (24 per cent).
8. The proportion favouring amalgamation with one or more neighbouring councils has risen from 21 per cent in 2007 to 26 per cent in this survey..
9. Just over two in five respondents (43 per cent) supported a reduction in the number of Councillors (graph 5.1), against 49 per cent in the 2007 survey.
10. Almost four in five respondents (78 per cent) were in favour of a popularly elected mayor.

## **Introduction**

### ***Background and Objectives***

Kyogle Council has commissioned Jetty Research to analyse the results of a community satisfaction survey mailed to all residential households in March 2009. The survey form (see Appendix 1) was originally designed by Kyogle Council and Russell Kelly Strategic Communications for a 2007 survey and amended slightly in this latest instance to provide ready comparison of results against that earlier poll.

From a base of approximately 3500 households<sup>1</sup>, a total of 520 questionnaires were returned. These respondents may or may not represent the views of the community at large – see “Sampling Error”, page 7.

The stated objective of the project was to “help Council understand the needs of (the) community and make sure we are doing our best to meet those needs”.<sup>2</sup> More specifically, it appears the survey was designed to:

1. Measure levels of community support and satisfaction on a range of Council services (see below);
2. Identify satisfaction with strategic policy areas;
3. Identify future priorities for Kyogle local government area;
4. Obtain qualitative feedback from residents.<sup>3</sup>

The 2009 survey asked questions across the following broad areas of Council activities, and throughout the whole Kyogle LGA. These comprised:

1. Infrastructure and core services
2. Quality of life in Kyogle LGA
3. Economic development in Kyogle LGA
4. Natural environment
5. Managing Council
6. Customer service
7. Communication preferences
8. An assessment of key activities, including overall ratings.
9. A qualitative section in which residents’ comment were recorded

### ***Methodology***

We understand the survey questions were constructed by Kyogle Council in collaboration with Russell Kelly Strategic Communications in 2007 (see Appendix 1), based on satisfying the above objectives. Jetty Research has not played a role in formulating the 2009 survey questions.

The survey population was adults living in the Kyogle LGA. Respondents were mailed a survey form which they could elect to complete and return to Council. We understand there was one survey mailed to each household in the LGA, with respondents having the option of returning the completed survey to Council chambers, or via a reply paid Council mailing address.

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<sup>1</sup> ABS Census 2006, Usual Resident Profile

<sup>2</sup> Excerpt from survey’s front cover letter, signed by Cr Ross Brown, Mayor.

<sup>3</sup> Kyogle LGA Resident Survey 2007 by Russell Kelly Strategic Communications, page 9

Note that data quality and consistency can not be entirely controlled in a paper-based survey such as this, and some respondents appear to have had difficulty in correctly completing the survey. Some have noted their reasons for this in the concluding comments. However it is unlikely that - except where specifically noted - such confusion has had a material impact on the results.

Surveying was conducted from mid-March to early May 2009. Potential respondents were screened in the questionnaire to ensure they were aged 20 years or over and had to confirm their residence was within LGA boundaries.

Assuming copies were mailed to approximately 3,500 households, response rate to the 2009 survey was approximately 14.8 per cent. This compares with 22.5 per cent response rate (of 4,500 surveys mailed) in the 2007 survey.

Results were analysed using SPSS. Where differences are classed as “significant”, this means they are deemed statistically different by way of analysis using the appropriate one-way ANOVA test. (In simplest terms, a difference is classed as statistically significant if it is unlikely to have been caused by chance.)

### Survey Sample

The target population for this survey was adults living in the Kyogle LGA. According to the 2006 ABS Census (Usual Residents’ profile), the total population of this area was as follows:

**Table A: Population profile of Kyogle LGA by age and gender**

Kyogle LGA resident profile (2006 Census)	Male	Female	Total	% of adult pop.
20-29	339	303	642	10%
30-39	432	498	930	14%
40-49	756	755	1,511	23%
50-59	833	757	1,590	24%
60+	949	964	1,913	29%
<b>Adult pop.</b>	<b>3,309</b>	<b>3,277</b>	<b>6,586</b>	<b>100%</b>

**Table B: Survey response profile by age and gender**

**Age \* Gender Crosstabulation**

			Gender		Total
			Male	Female	
Age	20-29	Count	1	4	5
		% within Gender	.4%	1.5%	1.0%
	30-39	Count	14	32	46
		% within Gender	6.1%	11.7%	9.2%
	40-49	Count	36	50	86
		% within Gender	15.8%	18.2%	17.1%
	50-59	Count	67	73	140
		% within Gender	29.4%	26.6%	27.9%
	60 Plus	Count	110	115	225
		% within Gender	48.2%	42.0%	44.8%
Total		Count	228	274	502
		% within Gender	100.0%	100.0%	100.0%

**Table C: Survey sample breakdown by age, council ward and gender**

**Which Council Ward do you reside in \* Age \* Gender Crosstabulation**

Gender				Age					Total
				20-29	30-39	40-49	50-59	60 Plus	
Male	Which Council Ward do you reside in	Ward A	Count	0	2	9	16	22	49
			% within Age	.0%	14.3%	25.0%	23.9%	20.0%	21.5%
		Ward B	Count	0	4	8	21	41	74
			% within Age	.0%	28.6%	22.2%	31.3%	37.3%	32.5%
		Ward C	Count	1	1	7	11	25	45
			% within Age	100.0%	7.1%	19.4%	16.4%	22.7%	19.7%
		Not Sure	Count	0	7	12	19	22	60
			% within Age	.0%	50.0%	33.3%	28.4%	20.0%	26.3%
		Total	Count	1	14	36	67	110	228
			% within Age	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Female	Which Council Ward do you reside in	Ward A	Count	1	5	11	16	34	67
			% within Age	25.0%	15.6%	22.4%	21.9%	29.6%	24.5%
		Ward B	Count	2	9	8	18	38	75
			% within Age	50.0%	28.1%	16.3%	24.7%	33.0%	27.5%
		Ward C	Count	0	6	11	13	24	54
			% within Age	.0%	18.8%	22.4%	17.8%	20.9%	19.8%
		Not Sure	Count	1	12	19	26	19	77
			% within Age	25.0%	37.5%	38.8%	35.6%	16.5%	28.2%
		Total	Count	4	32	49	73	115	273
			% within Age	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

(For more detail on the survey sample, see questions 1-8.)

### **Sampling error**

A random survey of 520 residents within a random sample of 6,586 (as per Table A) provides a sampling error of 4.3 per cent at the 95 per cent confidence level. In effect, this means that if a similar survey were conducted 20 times, results should be representative of all those in the survey population to within +/- 4.3 per cent in 19 to 20 of those surveys.

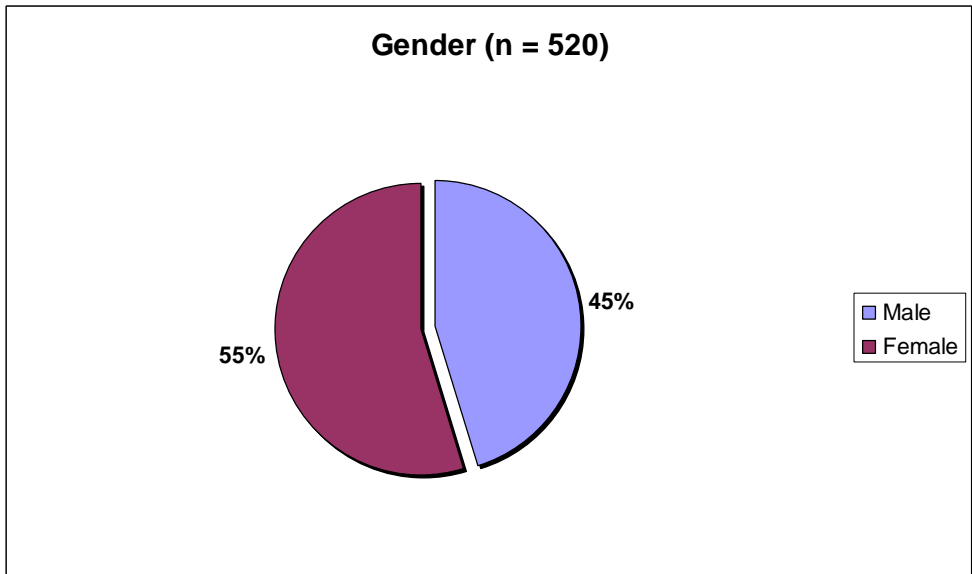
However there are a number of reasons to suggest that this does not represent a random and representative survey of Kyogle adult residents. These include:

- The survey methodology, which favoured those inclined – and with the time – to complete a written survey;
- Likewise, the possibility that the questionnaire was more likely to be completed by those with a particular attitude towards local government facilities and services, rather than a representative sample of all residents or ratepayers; and
- A strong skew in the survey towards older residents. For example those aged 50-plus made up just over half the adult population in the 2006 ABS census, but represent almost three-quarters of respondents to this survey.

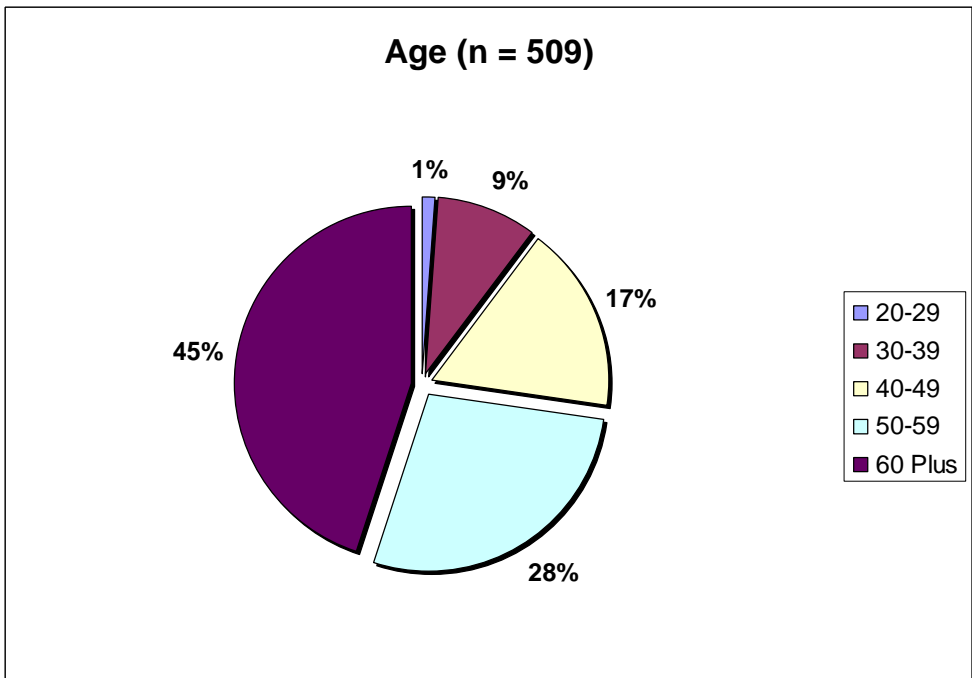
On that basis, we would suggest that the result of the 2009 Ratepayer/Resident survey represent more a snapshot of community opinion rather than being strictly representative of all Kyogle's adult residents.

## Questions 1- 8: Respondent characteristics

Graph 1.1: Gender

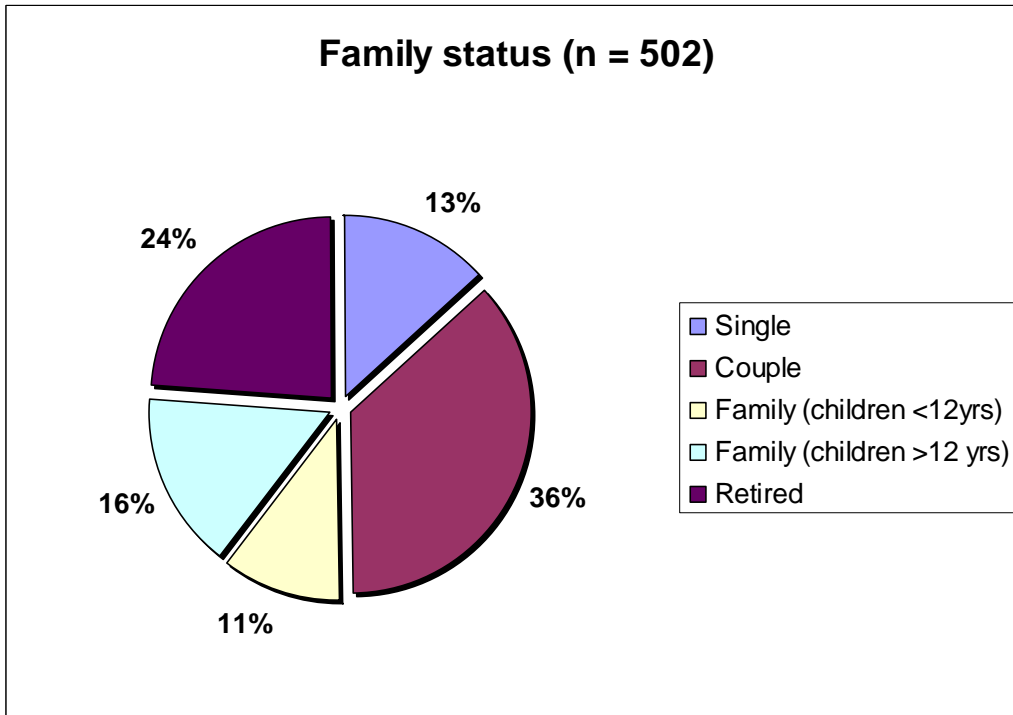


Graph 2.1: Age

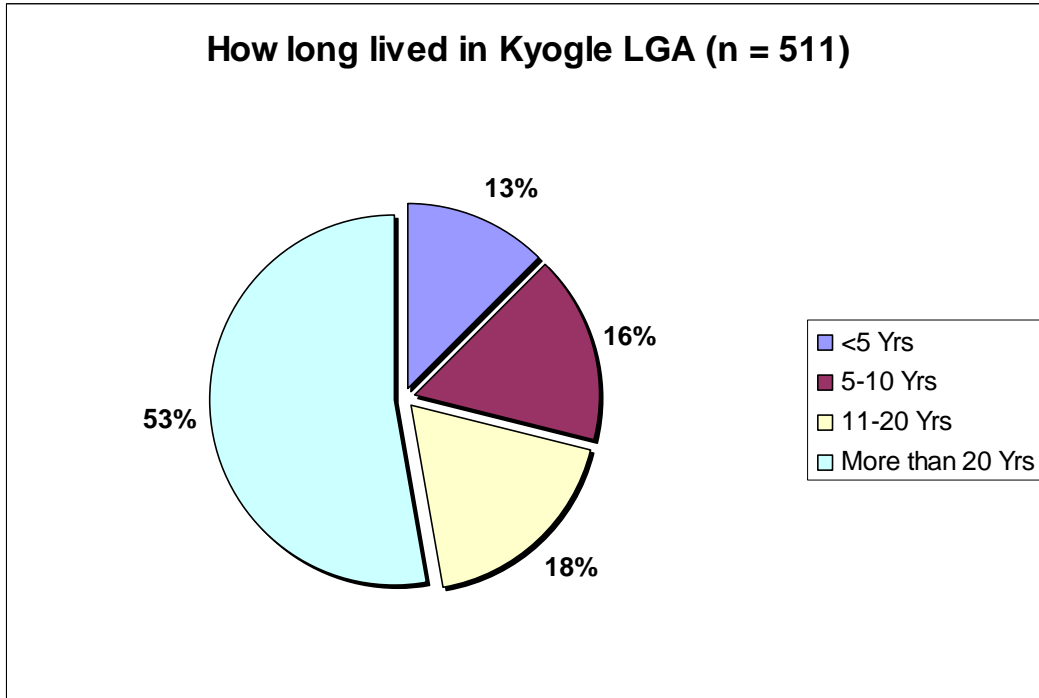




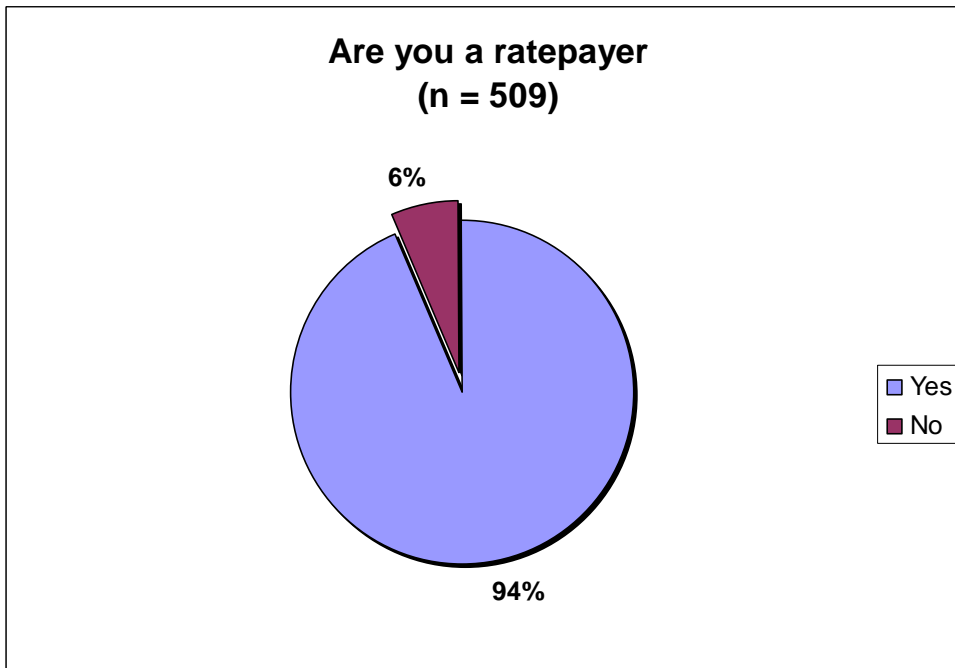
**Graph 3.1: Family Status**



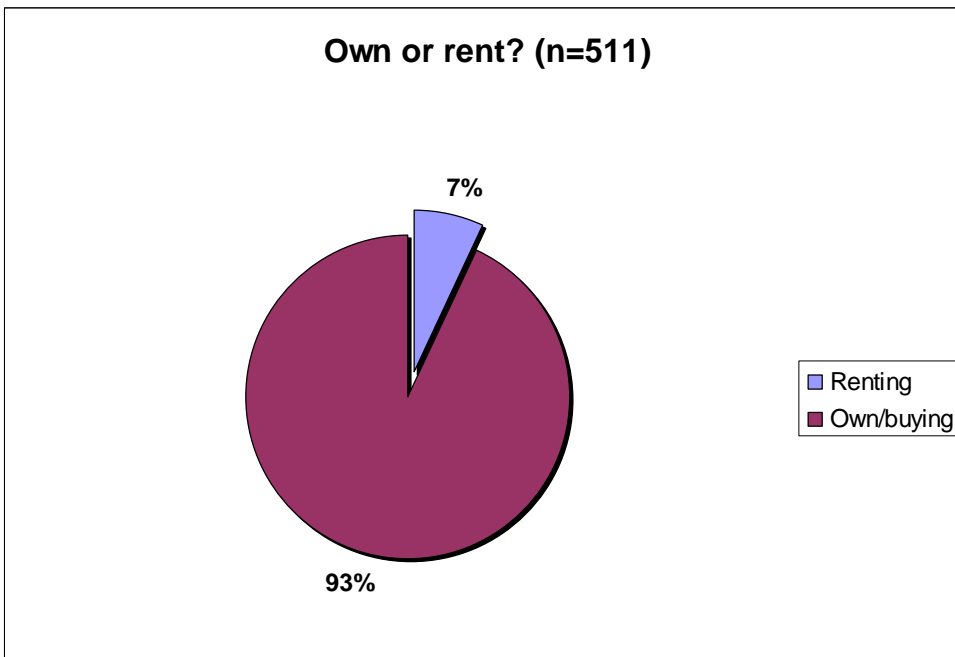
**Graph 4.1: How long have you lived in Kyogle LGA?**



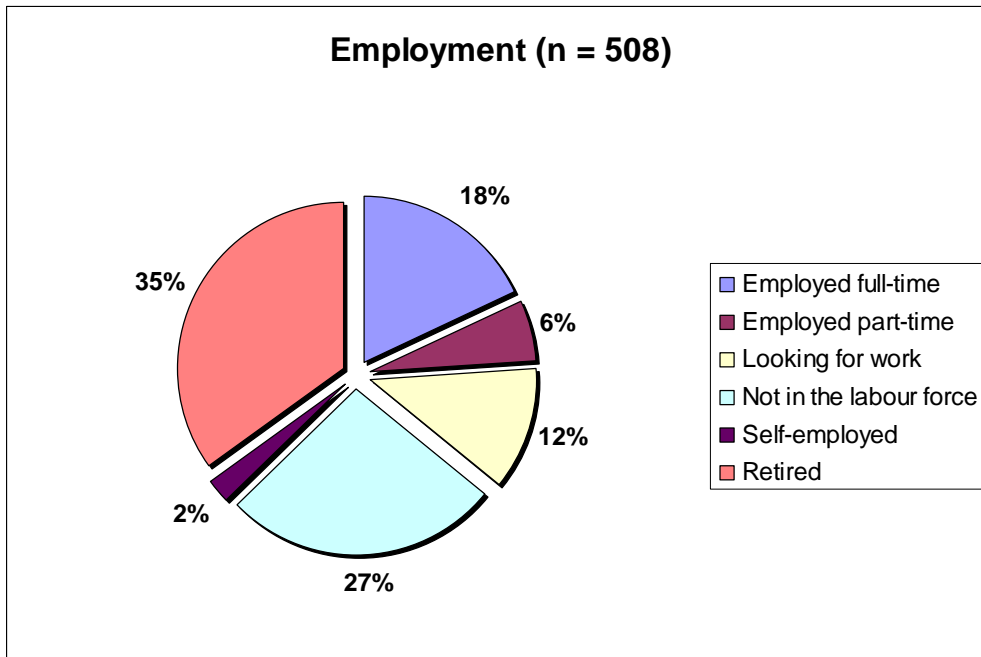
**Graph 5.1: Are you a ratepayer?**



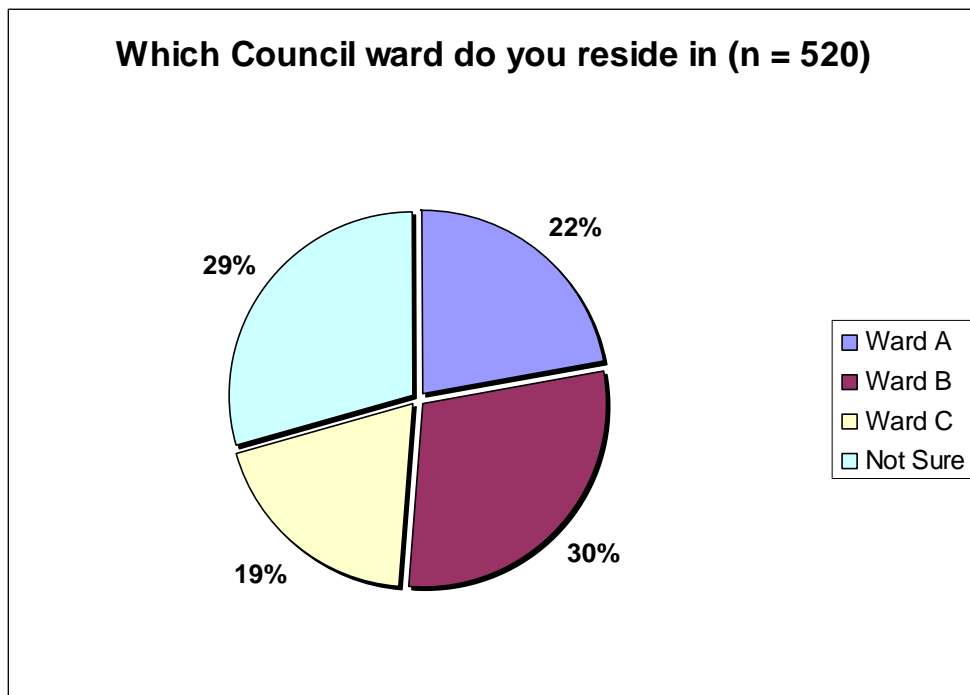
**Graph 6.1: Do you own (or are you buying) the home you currently reside in, or do you rent?**



**Graph 7.1: Employment status**



**Graph 8.1: Which Council Ward do you reside in?**



## Comment:

Gender split for the survey was 45 per cent male and 55 per cent female (graph 1.1). Although the sample has slightly under-represented males (who made up 50 per cent of the population according to the 2006 ABS Census), this should make no difference to the results given the consistency of views between the sexes.

The survey is heavily skewed towards older residents, with those aged 60 plus providing 45 per cent of responses, and those aged 50-59 a further 28 per cent. The remaining 27 per cent were aged 40-49 (17 per cent), 30-39 (9 per cent) and 20-29 (just 1 per cent). (graph 2.1)

The sample hence under-represents the views of younger residents, which made up 23 per cent (40-49 years old), 14 per cent (30-39 years old) and 10 per cent (20-29 years old) of the population of the Kyogle LGA<sup>4</sup>. However given the general lack of variance in views between the different age groups, this discrepancy may not affect the survey outcomes.<sup>5</sup>

Nearly a quarter of respondents were retired, 36 per cent were a couple and 13 per cent single. A total of 27 per cent were a family either with children above 12 years (16 per cent) or below 12 years old (11 per cent, graph 3.1) Although one quarter of the sample said they were retirees, graph 7.1 on employment status suggests other retirees may have chosen the “single” or “couple” option instead.

The majority of respondents (53 per cent) had lived in the area for more than 20 years. A further one in five respondents had lived in Kyogle for 11-20 years, 16 per cent for 5-10 years, and the remainder for less than 5 years (graph 4.1).

Some 94 per cent of respondents claimed to be ratepayers within the Kyogle LGA (graph 5.1). This was supported by the 93 per cent that own or are buying their residence and only 7 per cent report to be renting. This high representation of ratepayers (compared to 75 per cent of the population of the Kyogle LGA<sup>6</sup> according to the 2006 ABS Census) is almost certainly due to: the over-representation of older residents (see question two).

The greatest proportion of respondents were retired (35 per cent). Just 26 per cent of respondents were currently employed, including those employed full-time (18 per cent), part-time (6 per cent) and self-employed (2 per cent). A further 12 per cent were looking for work, and just over one in four respondents were not in the labour force – but presumably not retired either (Graph 7.1).

Twenty-two per cent of respondents resided in Council Ward A, three in ten respondents from Ward B and nearly one in five respondents were in Ward C (19 per cent). The remainder (29 per cent) were unsure of their Council ward (graph 8.1).

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<sup>4</sup> As per ABS Census data 2006, Usual Residents profile

<sup>5</sup> However no conclusions can be made of the 20-29 age group due to the extremely small sample size.

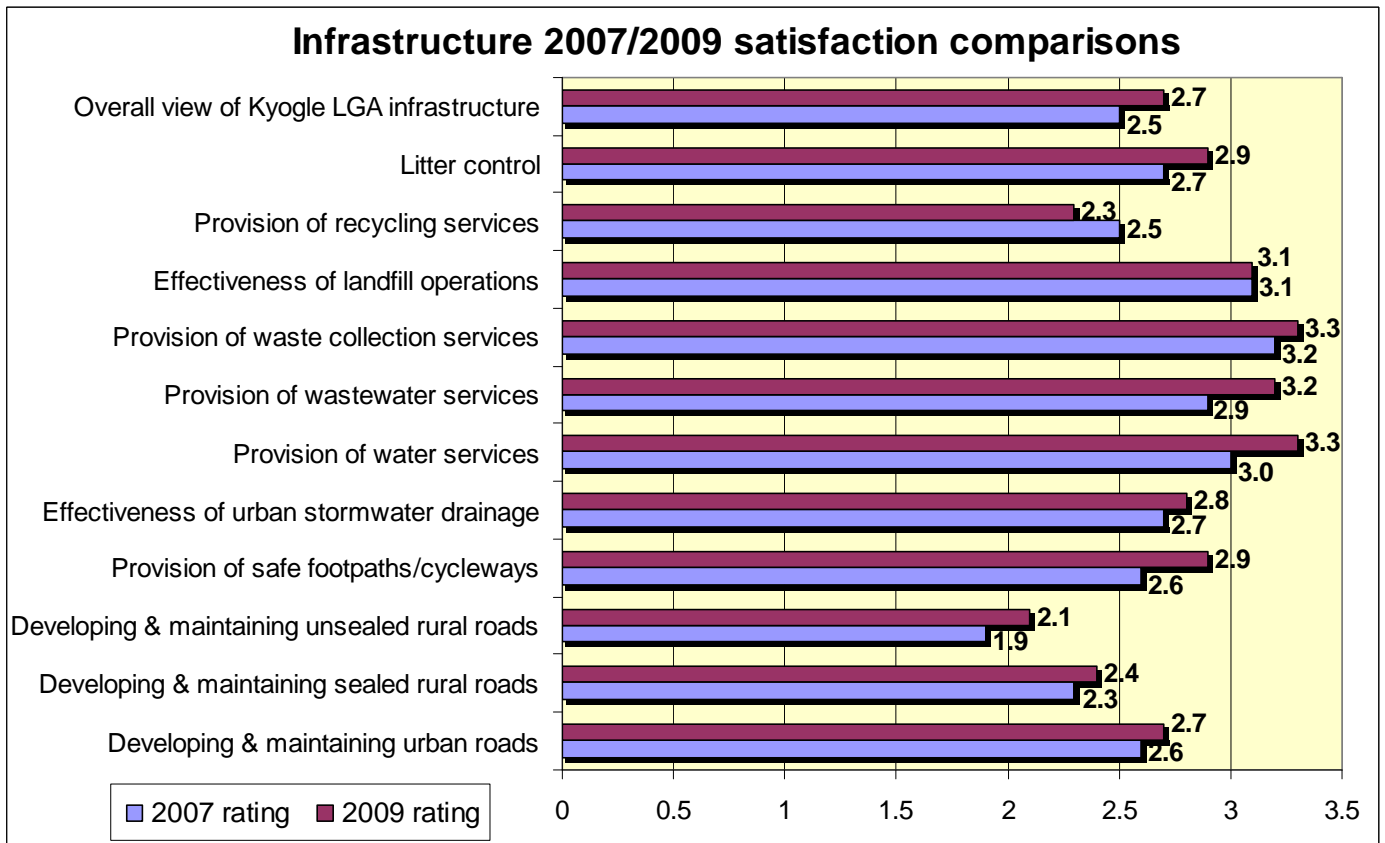
<sup>6</sup> As per ABS Census data 2006, Usual Residents profile

## Questions 9-12: Kyogle LGA's infrastructure

**Table 9.1: Kyogle LGA's infrastructure satisfaction percentages**

Infrastructure satisfaction summary	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NPR
Developing and maintaining urban roads	19%	18%	41%	17%	5%	-15%
Developing and maintaining sealed rural roads	25%	25%	37%	12%	1%	-37%
Developing and maintaining unsealed rural roads	36%	26%	29%	7%	1%	-54%
Provision of safe footpaths/cycleways	16%	15%	41%	21%	8%	-2%
Effectiveness of urban stormwater drainage	15%	15%	45%	20%	4%	-6%
Provision of water services	10%	9%	36%	32%	12%	25%
Provision of wastewater services	11%	11%	42%	27%	11%	16%
Provision of waste collection services	16%	9%	28%	27%	20%	22%
Effectiveness of landfill operations	12%	11%	42%	26%	9%	12%
Provision of recycling services	36%	18%	27%	12%	7%	-35%
Litter control	16%	14%	43%	19%	7%	-4%
<b>Overall view of Kyogle LGA infrastructure</b>	<b>15%</b>	<b>23%</b>	<b>46%</b>	<b>15%</b>	<b>2%</b>	<b>-21%</b>

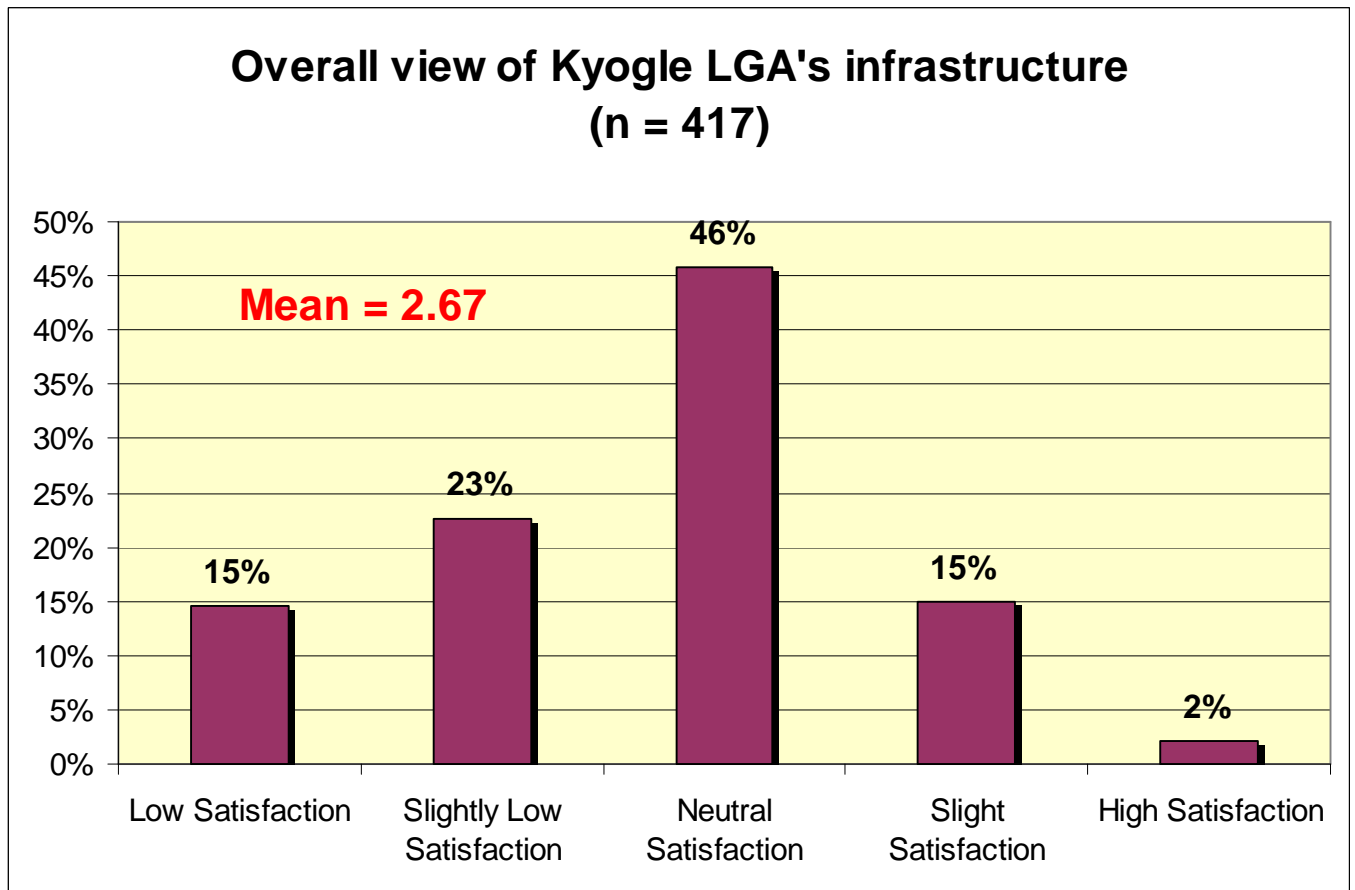
**Graph 10.1: Infrastructure 2007 and 2009 satisfaction mean comparisons**



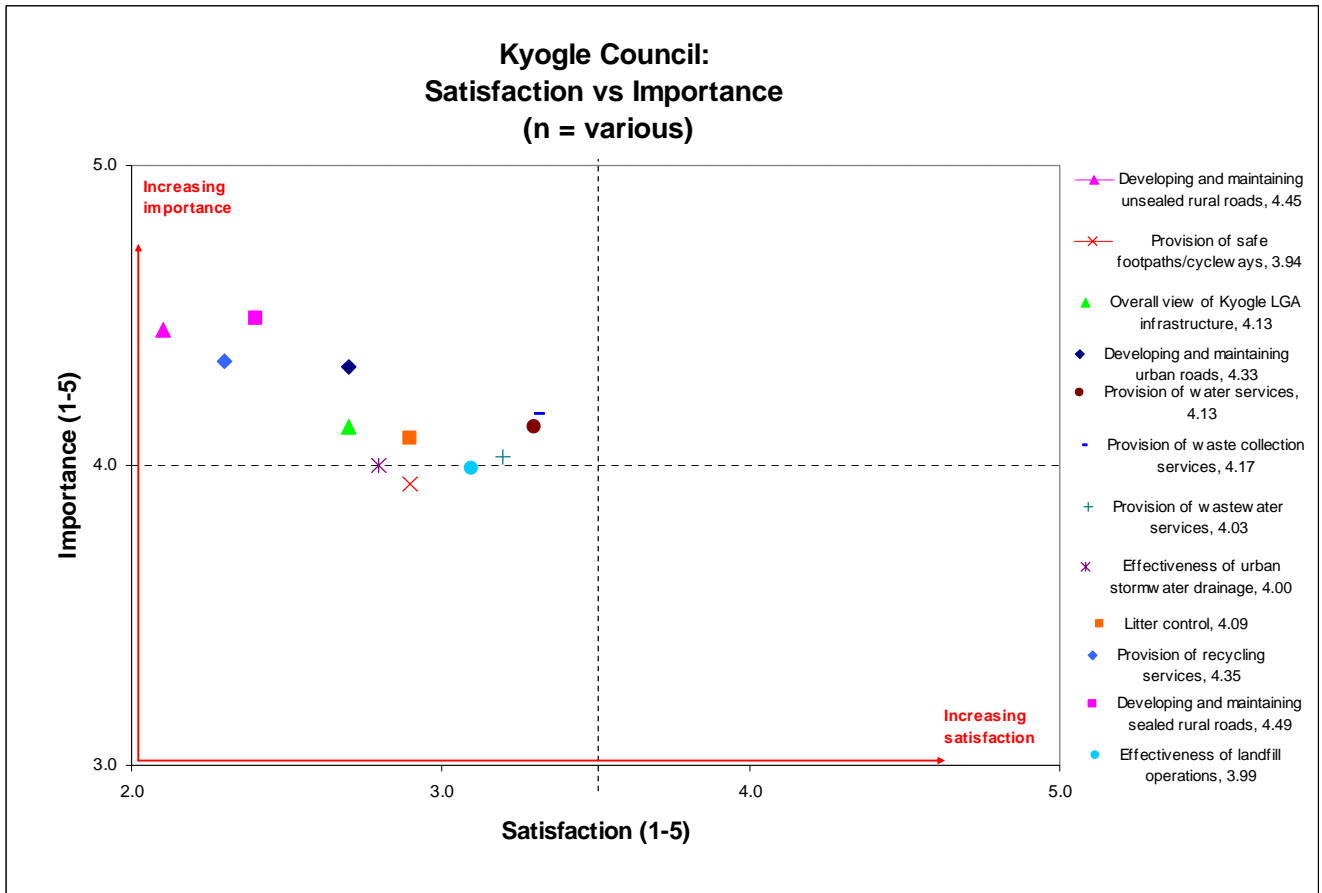
**Table 10.2: Comparison of 2007 and 2009 infrastructure satisfaction means**

Infrastructure area	2007 mean	2007 n	2009 mean	2009 n	Mean difference
Developing & maintaining urban roads	2.6	864	2.7	461	0.1
Developing & maintaining sealed rural roads	2.3	877	2.4	463	0.1
Developing & maintaining unsealed rural roads	1.9	869	2.1	459	0.2
Provision of safe footpaths/cycleways	2.6	811	2.9	440	0.3
Effectiveness of urban stormwater drainage	2.7	752	2.8	418	0.1
Provision of water services	3.0	778	3.3	407	0.3
Provision of wastewater services	2.9	743	3.2	400	0.3
Provision of waste collection services	3.2	794	3.3	418	0.1
Effectiveness of landfill operations	3.1	759	3.1	417	0
Provision of recycling services	2.5	849	2.3	444	0.2
Litter control	2.7	822	2.9	441	0.2
Overall view of Kyogle LGA infrastructure	2.5	782	2.7	417	0.2

**Graph 11.1: Overall infrastructure satisfaction**



**Graph 12.1: Importance of Kyogle LGA’s infrastructure**



**Comment:**

Respondents rated their satisfaction on area’s of infrastructure in Kyogle LGA on a scale of 1-5 (1 being very dissatisfied and 5 being very satisfied). The three infrastructures with the highest satisfaction scores<sup>7</sup> were provision of water services (Net Positive Rating = 25 per cent), provision of waste collection services (NPR = 22 per cent) and provision of wastewater services (NPR = 16 per cent). (table 9.1)

The three lowest infrastructure satisfaction ratings reported were developing and maintaining unsealed rural roads (NPR = -54 per cent), developing and maintaining sealed rural roads (NPR = -37 per cent), and provision of recycling services (NPR = -35 per cent).

While satisfaction ratings were generally low, all infrastructures (excepting provision of recycling services) scored a higher mean in this survey than they did in the 2007 survey (graph 10.1). The greatest satisfaction gain (mean increase of 0.3) was for provision of wastewater services, water services and safe footpaths and cycleways (table 10.2). Overall, respondents view of Kyogle LGA’s infrastructure was negative (mean=2.67), thus having a Net Positive Rating of -21 per cent (graph 11.1).

<sup>7</sup> Using a Net Positive Rating, or NPR. NPR is the percentage of respondents scoring that service or facility as a 4 or 5 – i.e. those declaring themselves satisfied – less those scoring 1 or 2 (i.e. dissatisfied).



Respondents from Council Ward C (2.46) had a statistically significant lower satisfaction mean compared to Council Ward A (at 2.86).

Of highest importance was development and maintaining unsealed roads (4.45), followed by developing and maintaining sealed roads (4.49), provision of recycling services (4.35), development and maintaining urban roads (4.33), provision of waste collection services (4.17) provision of water services (4.13) and overall view of Kyogle LGA infrastructure (4.13, graph 12.1).

Respondents aged 60 plus had a statistically significant lower importance (mean = 3.94) for the overall view of Kyogle LGA infrastructure compared to those aged 40-49 (4.35).

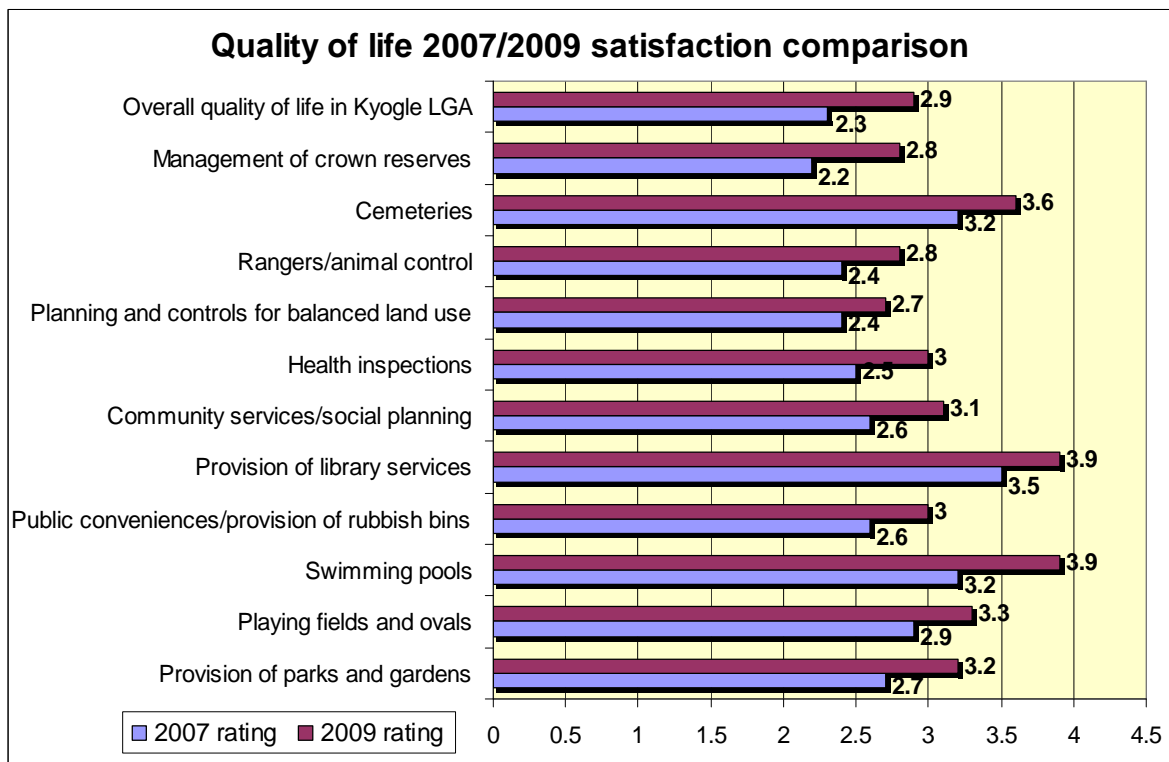


## Questions 13-16: Living in Kyogle LGA

**Table 13.1: Living in Kyogle LGA satisfaction percentages**

Quality of life satisfaction	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NPR
Provision of parks and gardens	8%	12%	39%	30%	9%	19%
Playing fields and ovals	7%	9%	41%	32%	10%	26%
Swimming pools	4%	3%	30%	36%	26%	55%
Public conveniences/provision of rubbish bins	14%	19%	35%	22%	10%	-1%
Provision of library services	4%	3%	24%	33%	36%	62%
Community services/social planning	7%	12%	50%	23%	7%	11%
Health inspections	10%	10%	53%	21%	6%	7%
Planning and controls for balanced land use	17%	20%	46%	13%	4%	-20%
Rangers/animal control	20%	12%	42%	21%	5%	-6%
Cemeteries	7%	4%	38%	28%	24%	41%
Management of crown reserves	18%	15%	45%	16%	6%	-11%
Maintenance of heritage buildings/assests	25%	12%	43%	14%	6%	-17%
<b>Overall view of Council's role in improving residents' quality of life in Kyogle LGA</b>	12%	15%	51%	17%	5%	-5%

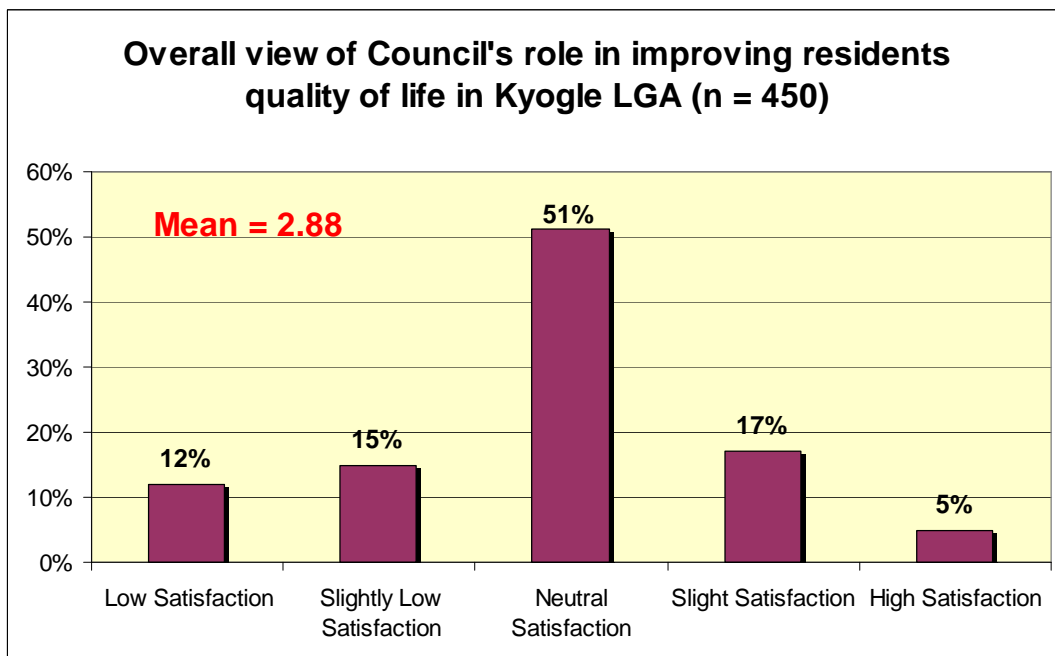
**Graph 14.1: Quality of life living in Kyogle LGA 2007 and 2009 mean comparisons**



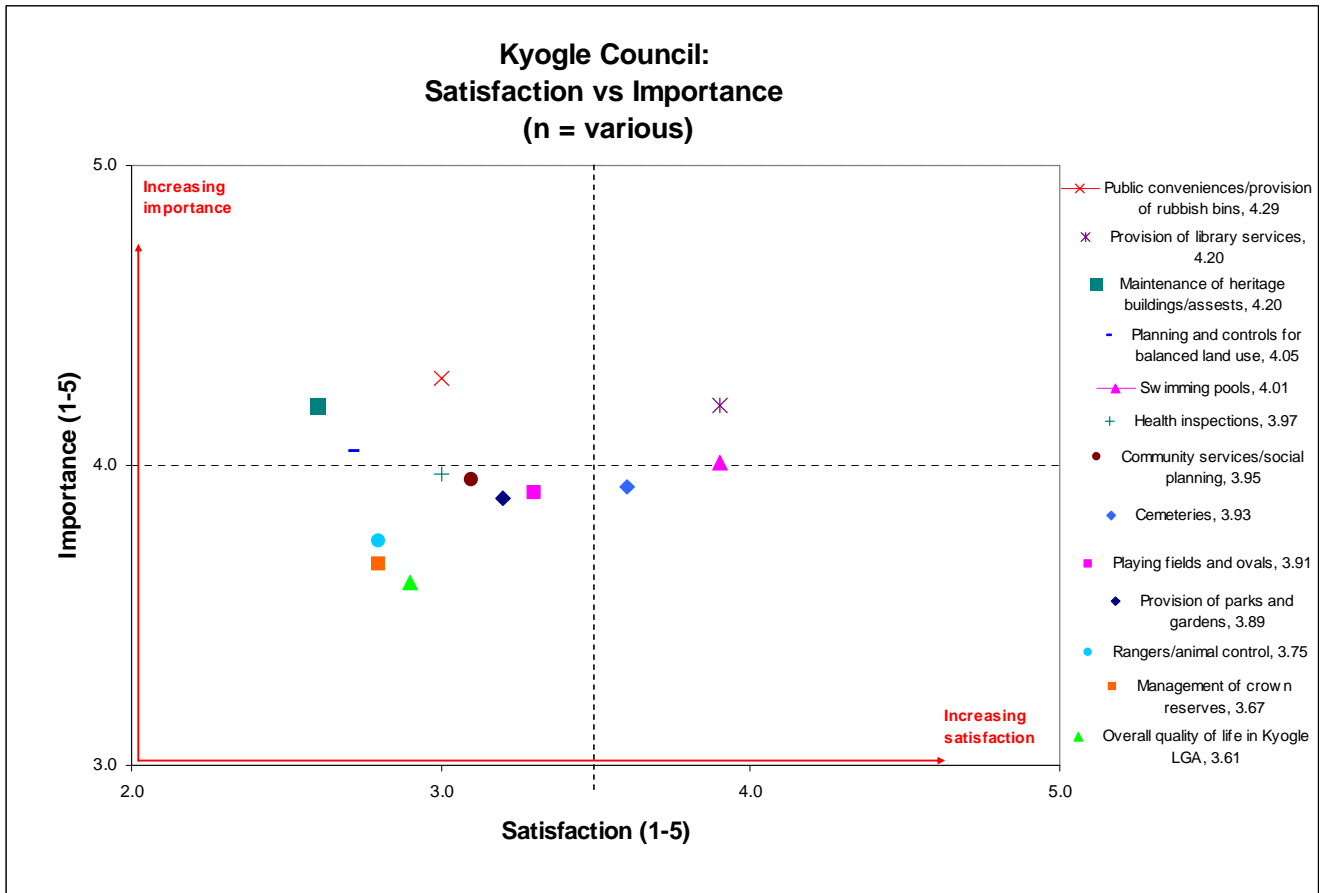
**Table 14.2: Comparisons of living in Kyogle satisfaction means**

Quality of life satisfaction	2007 mean	2007 n	2009 mean	2009 n	Mean difference
Provision of parks and gardens	2.7	864	3.2	460	0.5
Playing fields and ovals	2.9	877	3.3	445	0.4
Swimming pools	3.2	869	3.9	450	0.7
Public conveniences/provision of rubbish bins	2.6	811	3	455	0.4
Provision of library services	3.5	752	3.9	453	0.4
Community services/social planning	2.6	778	3.1	429	0.5
Health inspections	2.5	743	3	403	0.5
Planning and controls for balanced land use	2.4	794	2.7	425	0.3
Rangers/animal control	2.4	759	2.8	437	0.4
Cemeteries	3.2	849	3.6	442	0.4
Management of crown reserves	2.2	822	2.8	415	0.6
Overall quality of life in Kyogle LGA	2.3	782	2.9	450	0.6
Maintenance of heritage buildings/assests	N/A	N/A	2.6	436	N/A

**Graph 15.1: Overall living in Kyogle quality of life satisfaction**



**Graph 16.1: Importance of living in Kyogle LGA's quality of life**



**Comment:**

Table 13.1 displays respondent's quality of life satisfaction percentages, rated on a scale of 1-5 (1 being very dissatisfied and 5 being very satisfied). The three highest satisfaction per cents reported were provision of library services (NPR of 62 per cent), swimming pools (NPR of 55 per cent) and cemeteries (NPR of 41 per cent).

A negative NPR was found for six components. The most unsatisfied ratings were planning and controls for balanced land use (NPR of -20 per cent), maintenance of heritage buildings/assets (NPR of -17 per cent) and management of crown reserves (NPR of -11 per cent). (table 13.1)

In comparison to the 2007 survey, all components of quality of life in Kyogle LGA were greater (graph 14.1). The greatest improvements for satisfaction in the last two years were swimming pools (0.7) and management of crown reserves (0.6, table 14.2). Although respondents reported an increase in their overall satisfaction compared to two years ago (0.7, table 14.2), the mean (2.88) was unsatisfactory, with a Net Positive Rating of -5 (table 14.2, graph 15.1). Council Ward A (3.13) had a significantly higher satisfaction of being neutral when compared to Council Ward C (2.67) which was unsatisfied.

Importance for the components of respondents quality of life in Kyogle LGA displayed of highest importance was public conveniences/provision of rubbish bins (4.29), Following this of high importance was provision of library services (4.20), maintenance of heritage buildings/assets (4.20), planning and controls for balanced land use (4.05) and swimming pools (4.01, graph 16.1).

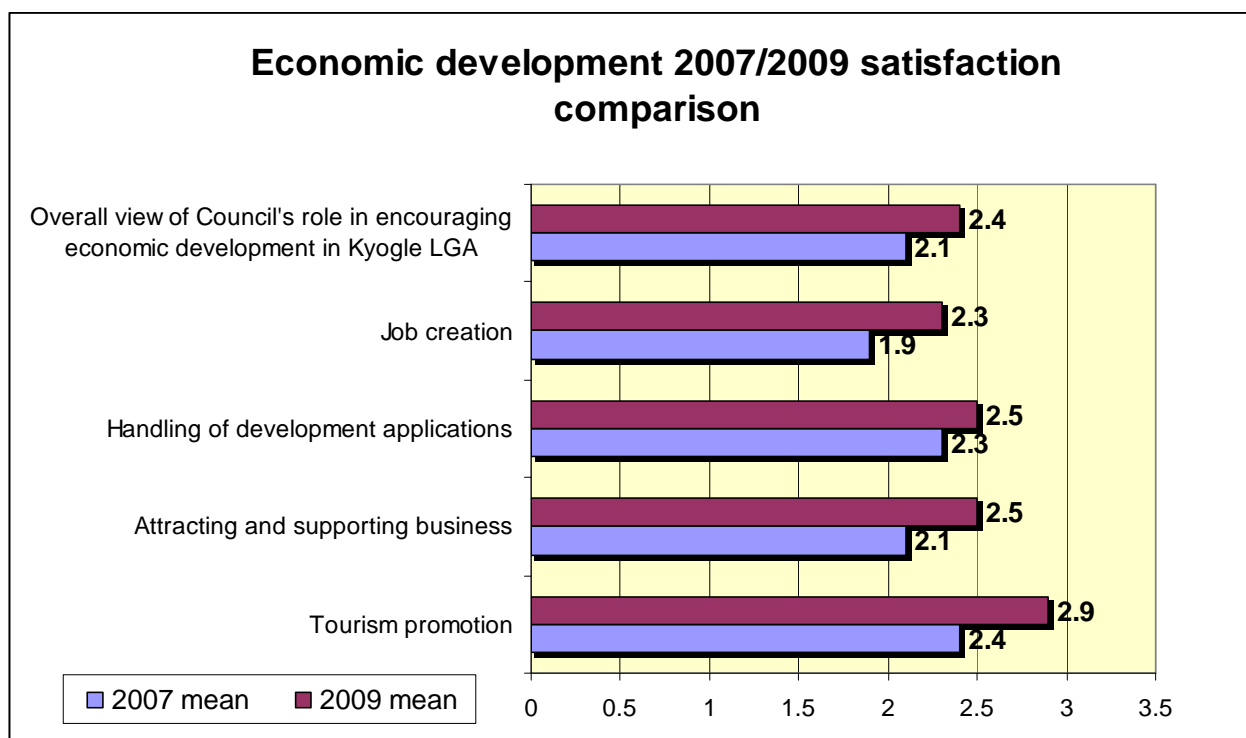
Again there were statistically significant differences between Council Ward A and C. Council Ward A (4.39) had a higher importance mean when compared to Council Ward C (3.91), which reported a more neutral response.

## Questions 17-20: Kyogle LGA's economic development

**Table 17.1: Kyogle LGA's economic development satisfaction percentages**

Economic development satisfaction	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NPR
Tourism promotion	15%	18%	40%	20%	7%	-6%
Attracting and supporting business	24%	25%	35%	14%	2%	-33%
Handling of development applications	28%	20%	34%	12%	5%	-31%
Job creation	28%	28%	32%	9%	2%	-45%
Overall view Council improving economic development in Kyogle LGA's	26%	25%	35%	11%	3%	-37%

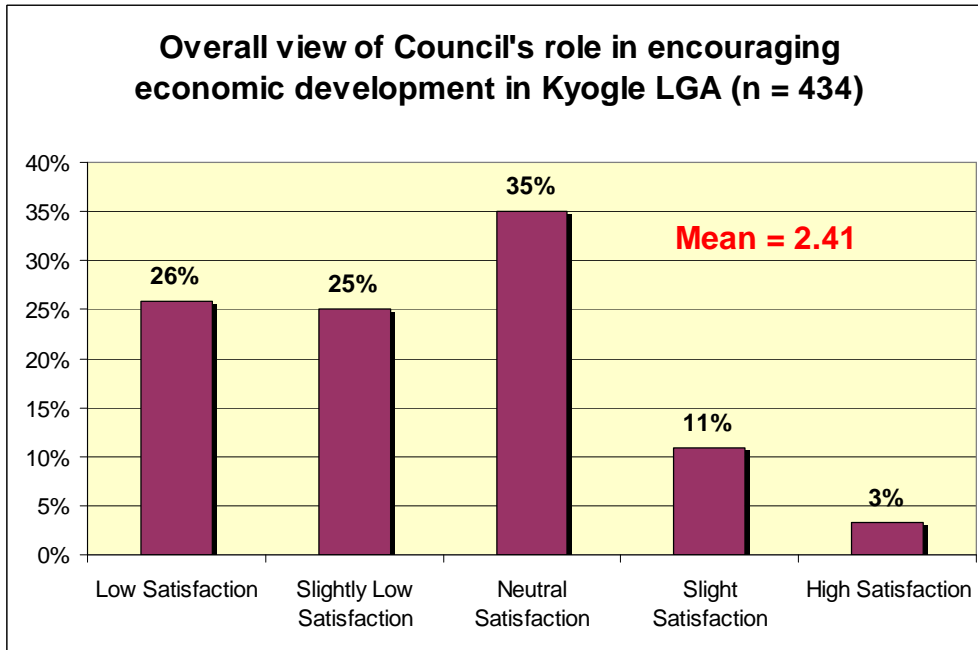
**Graph 18.1: Kyogle LGA's economic development 2007 and 2009 mean comparisons**



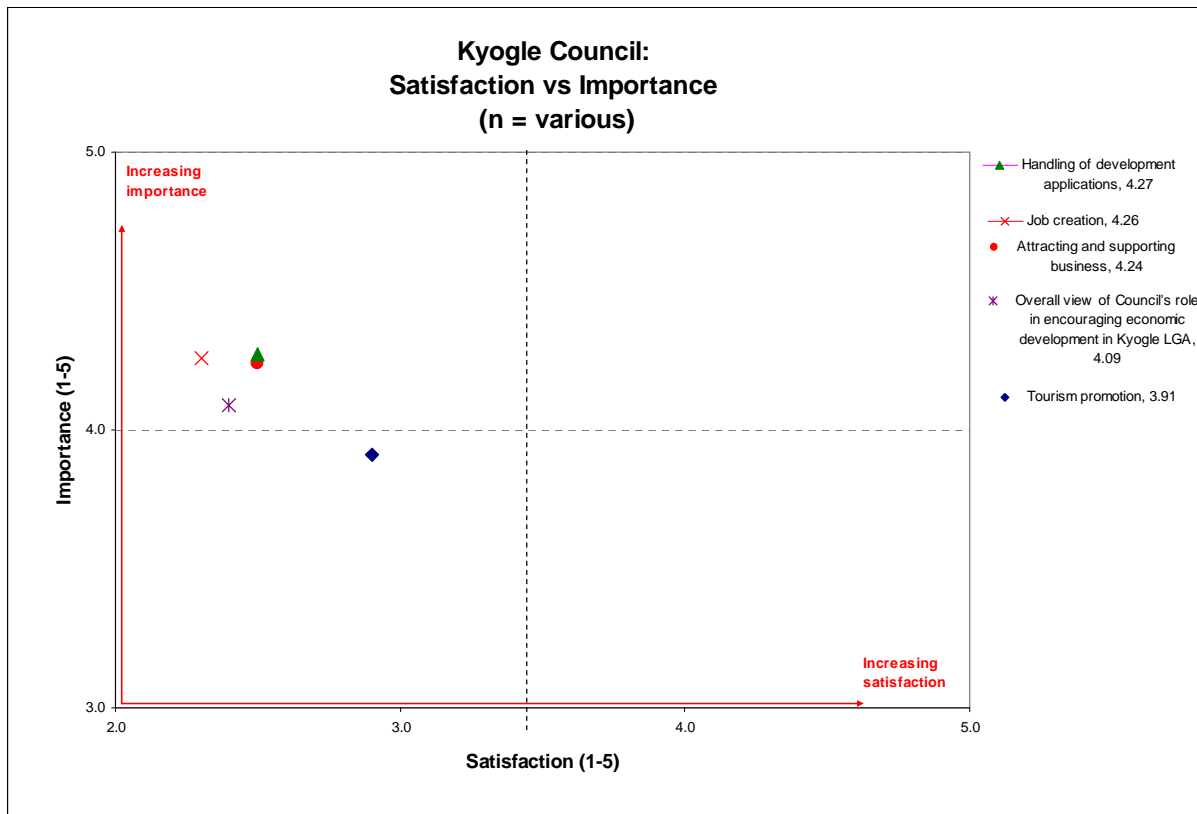
**Table 18.2: Comparisons of Kyogle LGA's economic development satisfaction means**

Economic development satisfaction	2007 mean	2007 n	2009 mean	2009 n	Mean difference
Tourism promotion	2.4	864	2.9	453	0.5
Attracting and supporting business	2.1	877	2.5	443	0.4
Handling of development applications	2.3	869	2.5	430	0.2
Job creation	1.9	811	2.3	431	0.4
Overall view of Council's role in encouraging economic development in Kyogle LGA	2.1	752	2.4	434	0.3

**Graph 19.1: Overall economic development satisfaction**



**Graph 20.1: Importance of Kyogle LGA's economic development**



**Comment:**

Respondents reported an unsatisfactory rating for all components of economic satisfaction (table 17.1). Of most concern was job creation (NPR of -45 per cent), attracting and supporting business (NPR of -33 per cent), handling of development applications (NPR of -31 per cent) and tourism promotion (NPR of -6 per cent).

However, all mean satisfaction scores were greater than the 2007 means (graph 18.1). The largest increase in mean was for tourism promotion (0.5), followed closely by attracting and supporting business and job creation (0.4, table 18.2).

The overall economic development mean reported respondents dissatisfaction (2.41), with only 14 per cent satisfied against 51 per cent unsatisfied (graph 19.1). This resulted in an unsatisfied NPR of -37 per cent (table 17.1).

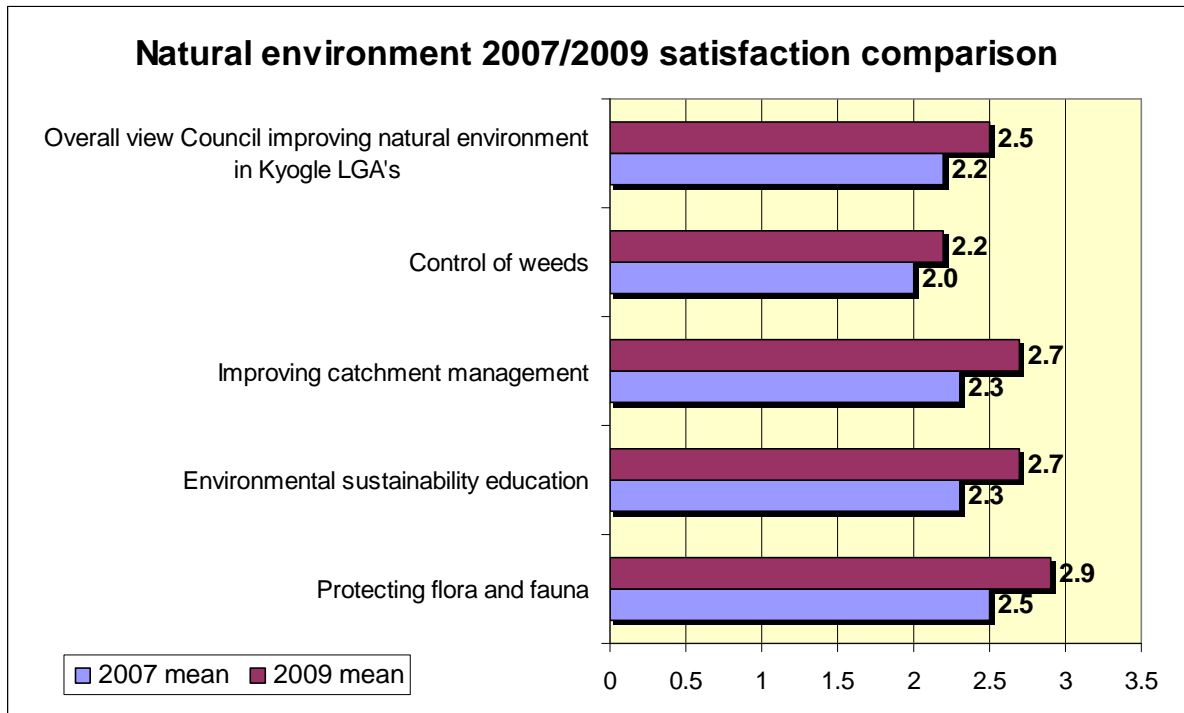
Respondents rating the importance of economic development believed the most important aspect was handling of development applications (4.27), followed by job creation (4.26), attracting and supporting business (4.24), overall view of Councils role in encouraging economic development in Kyogle LGA (4.09) and tourism promotion (3.91). Graph 20.1 displays these importance means against the respondent's satisfaction means.

## Questions 21-24: Kyogle LGA's natural environment

**Table 21.1: Kyogle LGA's natural environment satisfaction percentages**

Natural environment satisfaction	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NPR
Protecting flora and fauna	14%	17%	43%	20%	7%	-4%
Environmental sustainability education	16%	23%	44%	14%	4%	-21%
Improving catchment management	17%	21%	45%	14%	4%	-20%
Control of weeds	36%	25%	29%	7%	3%	-51%
<b>Overall view Council improving natural environment in Kyogle LGA's</b>	21%	24%	41%	11%	3%	-31%

**Graph 22.1: Kyogle LGA's natural environment 2007 and 2009 mean comparisons**

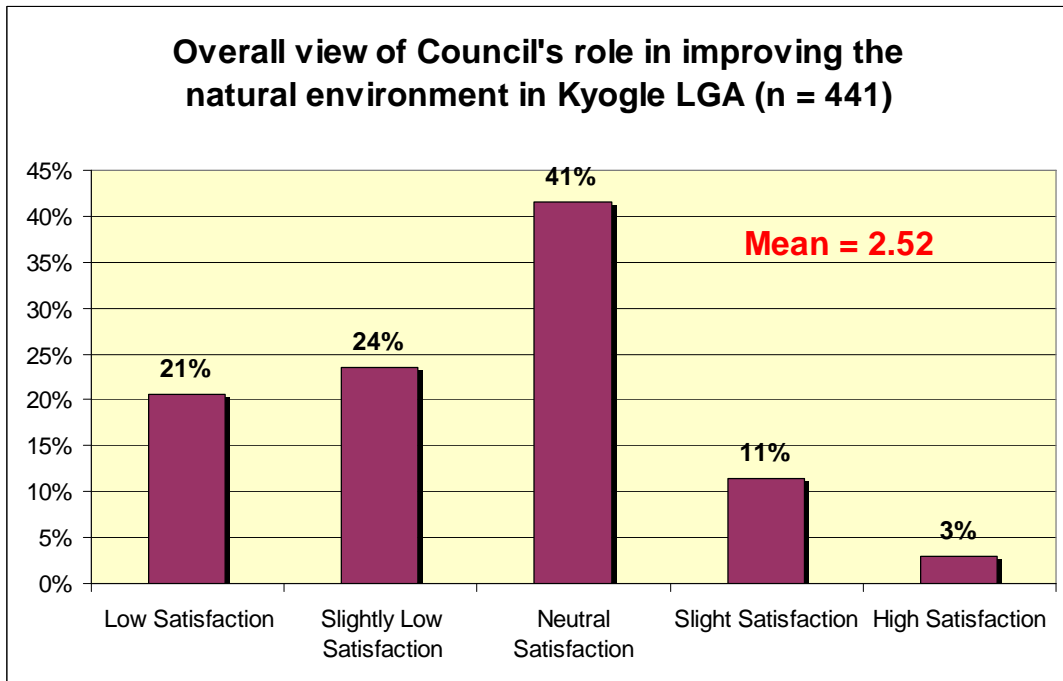


**Table 22.2: Comparisons of Kyogle LGA's economic development satisfaction means**

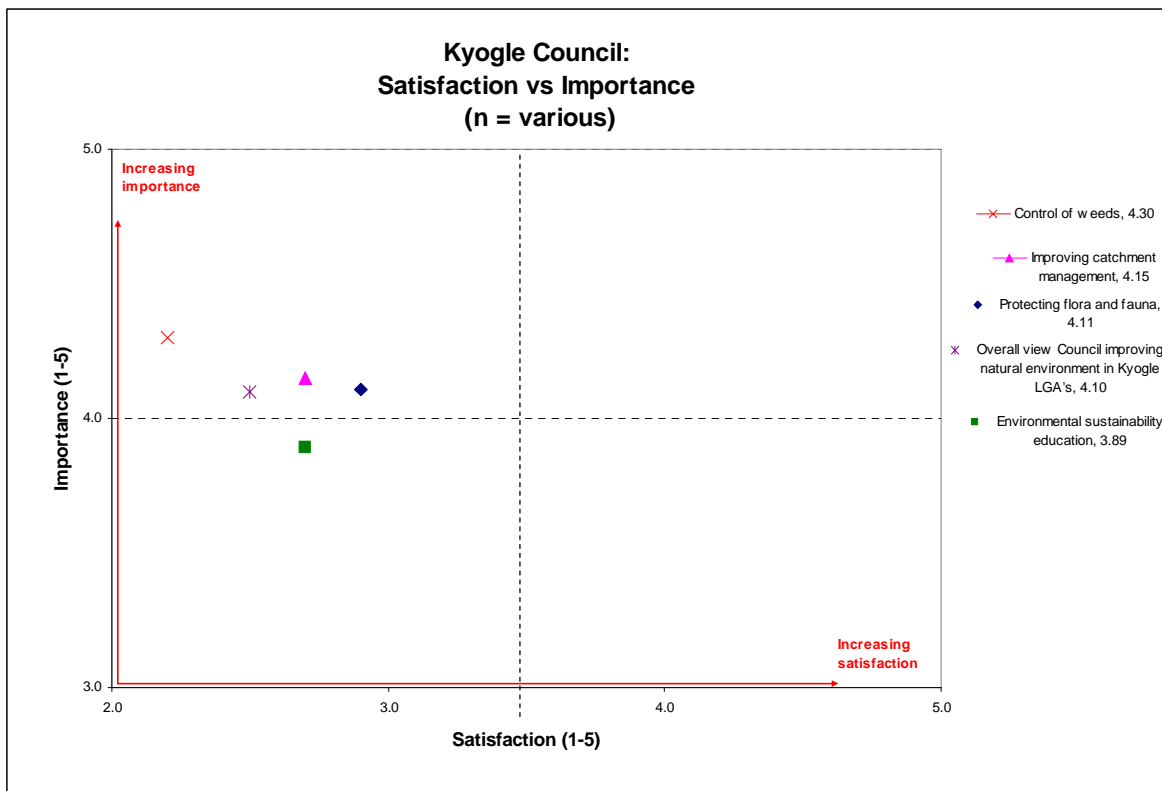
Natural environment satisfaction	2007 mean	2007 n	2009 mean	2009 n	Mean difference
Protecting flora and fauna	2.5	864	2.9	448	0.4
Environmental sustainability education	2.3	877	2.7	429	0.4
Improving catchment management	2.3	869	2.7	435	0.4
Control of weeds	2.0	811	2.2	457	0.2
<b>Overall view Council improving natural environment in Kyogle LGA's</b>	2.2	752	2.5	441	0.3



**Graph 23.1: Overall natural environment satisfaction**



**Graph 24.1: Importance of Kyogle LGA's natural environment**



## **Comment:**

Respondents reported an unsatisfied Net Positive Rating for all components of Kyogle LGA's natural environment (table 21.1). Three in five respondents were dissatisfied with the control of weeds, resulting in an NPR of -51 per cent. This was followed by environmental sustainability education (NPR of -21 per cent), improving catchment management (NPR of -20 per cent) and protecting flora and fauna (NPR of -4 per cent).

Again, however, all means were higher than the 2007 mean results (graph 22.1). The three components which had increased in mean scores the most included protecting flora and fauna, environmental sustainability education and improving catchment management (all up by 0.4). Control of weeds, which had the highest unsatisfied rating had only increased by 0.2 (table 22.2).

The overall satisfaction with the natural environment mean for 441 respondents was 2.52 (graph 23.1). Although just over two in five respondents had a neutral response, the Net Positive Rating was -31 per cent (graph 23.1, table 21.1). Statistically significant differences were found for respondents who were retired (2.71) and respondent's in a couple relationship (2.34). Couples were therefore significantly lower in satisfaction than those retired. It's hard to assume why this difference has occurred, although it may be a result of retirees staying closer to home.

Importance ratings displayed that control of weeds had the greatest importance (4.30). Following this was improvement to catchment management (4.15), protecting flora and fauna (4.11), overall view of Council improving the natural environment in Kyogle (4.10) and environmental sustainability education (3.89, graph 24.1).

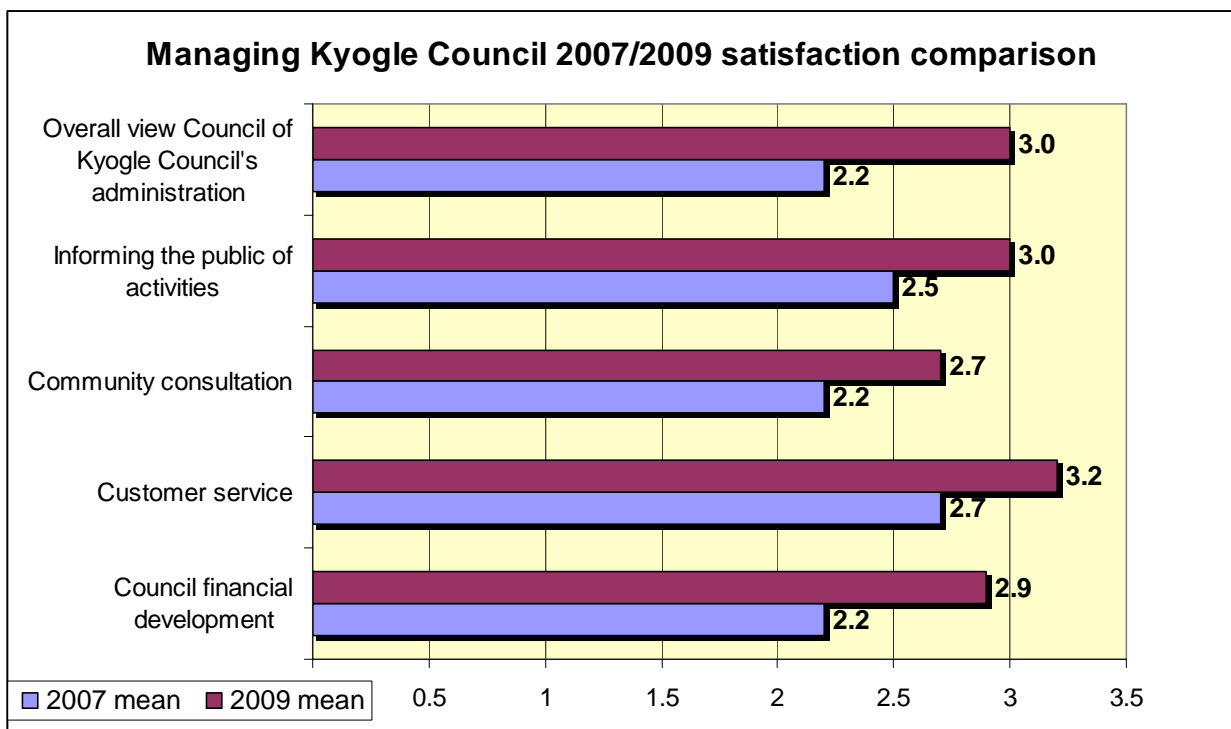
Once more, respondents from Council Ward A (mean =4.35) saw a significantly higher importance than those from Council Ward C (mean = 3.87).

## Questions 25-28: Kyogle LGA's management

**Table 25.1: Kyogle LGA's management satisfaction percentages**

Managing Kyogle Council satisfaction	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NPR
Council financial development	15%	17%	37%	24%	7%	-1%
Customer service	11%	13%	33%	27%	16%	19%
Community consultation	24%	17%	30%	20%	9%	-12%
Informing the public of activities	17%	15%	31%	24%	13%	5%
Overall view Council of Kyogle Council's administration	15%	16%	36%	23%	10%	2%

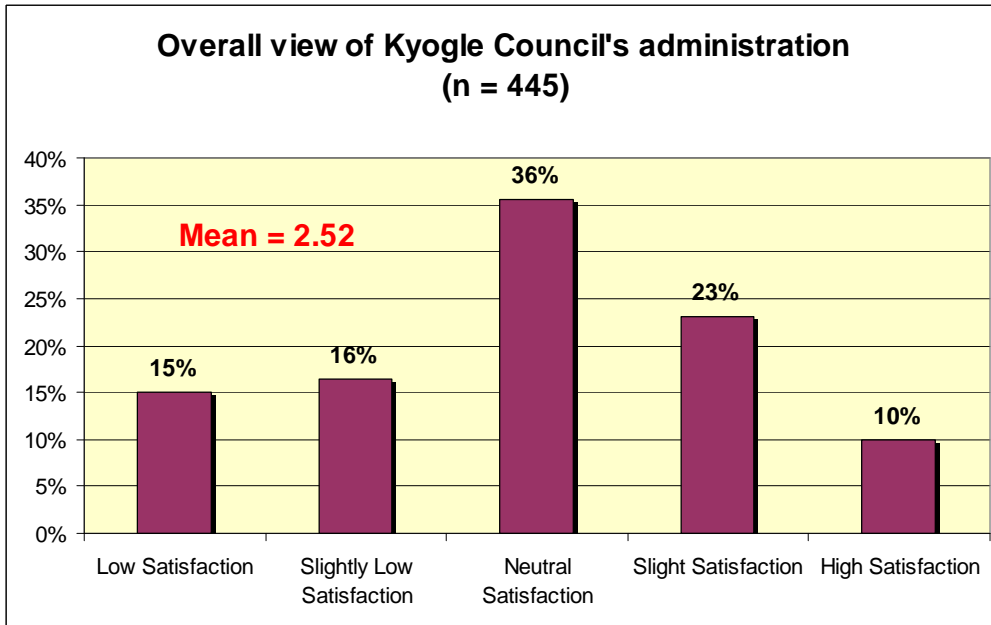
**Graph 26.1: Kyogle LGA's management 2007 and 2009 mean comparisons**



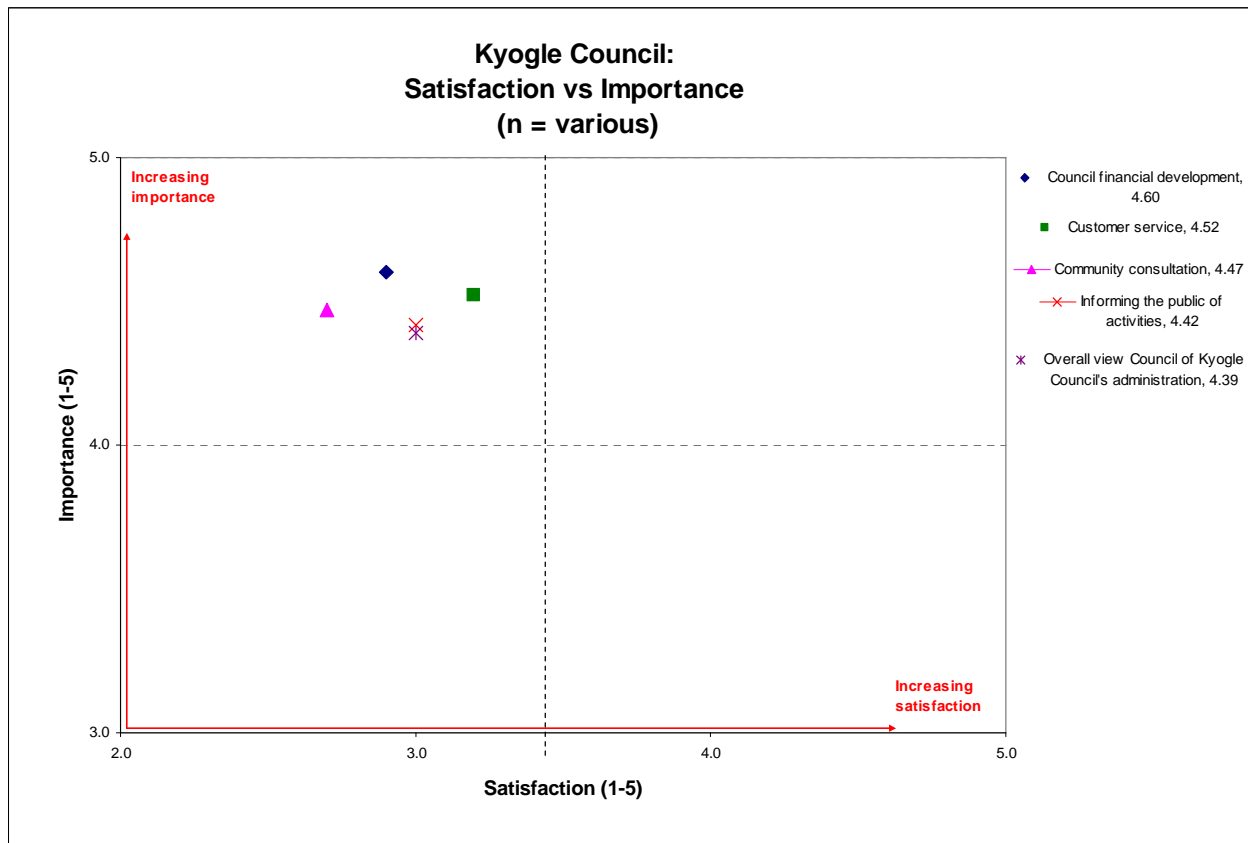
**Table 26.2: Comparisons of Kyogle LGA's management satisfaction means**

Managing Kyogle Council satisfaction	2007 mean	2007 n	2009 mean	2009 n	Mean difference
Council financial development	2.2	Not supplied	2.9	443	0.7
Customer service	2.7	Not supplied	3.2	457	0.5
Community consultation	2.2	Not supplied	2.7	453	0.5
Informing the public of activities	2.5	Not supplied	3.0	464	0.5
Overall view Council of Kyogle Council's administration	2.2	Not supplied	3.0	445	0.8

**Graph 27.1: Overall Council administration satisfaction**



**Graph 28.1: Importance of Kyogle LGA's management**



## **Comment:**

Respondents' satisfaction with Kyogle Council's management reported a Net Positive Rating of 19 per cent for customer service and 5 per cent for informing the public of activities (table 25.1). The two areas of unsatisfied concern were community consultation (NPR = -12 per cent) and Council financial development (NPR of -1 per cent).

Again, respondents mean scores in 2007 were lower than the current survey means (graph 26.1). The greatest improvement reported was council financial development (0.7) followed by customer service, community consultation and informing the public of activities (up by 0.5, table 26.2).

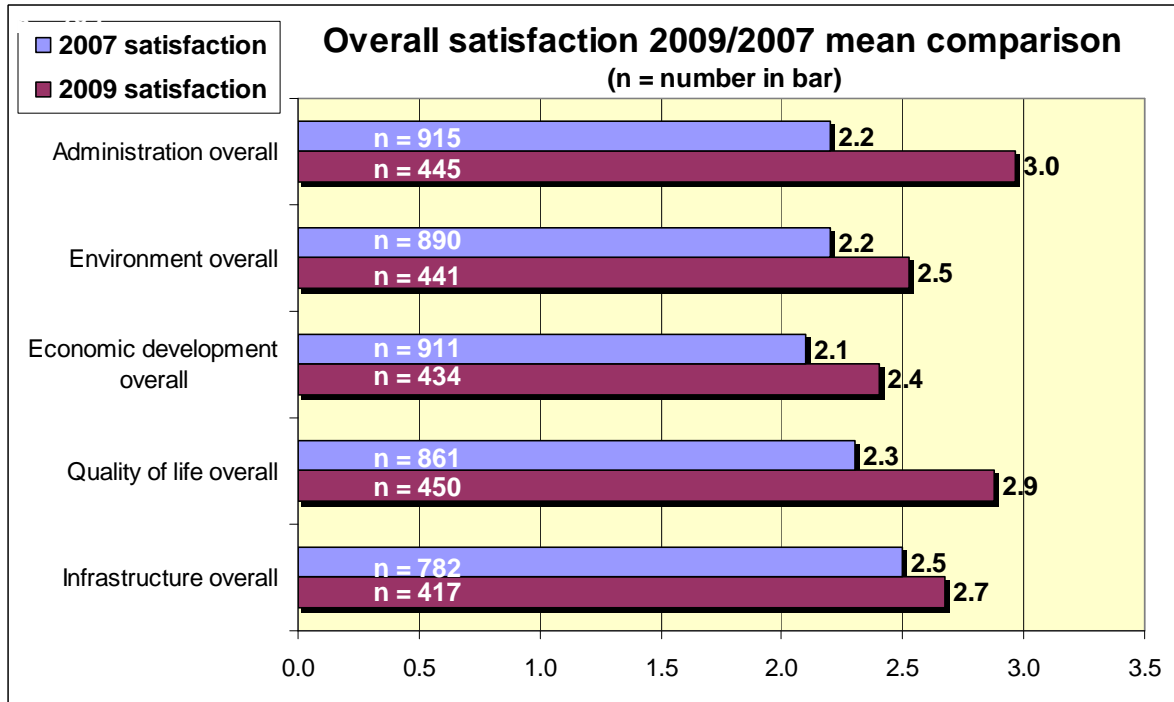
The mean of respondents' overall view of Kyogle Council's administration was 2.52 (graph 27.1). Although the mean was on the unsatisfied side of the scale, overall it had an NPR of 2 per cent (table 25.1).

Importance was highest for Council financial development (4.60), which (as discussed above) had the second lowest satisfaction rating. Following this was customer service (4.52), community consultation (4.47), informing the public of activities (4.42) and overall view of Kyogle Council's administration (4.39, graph 28.1).

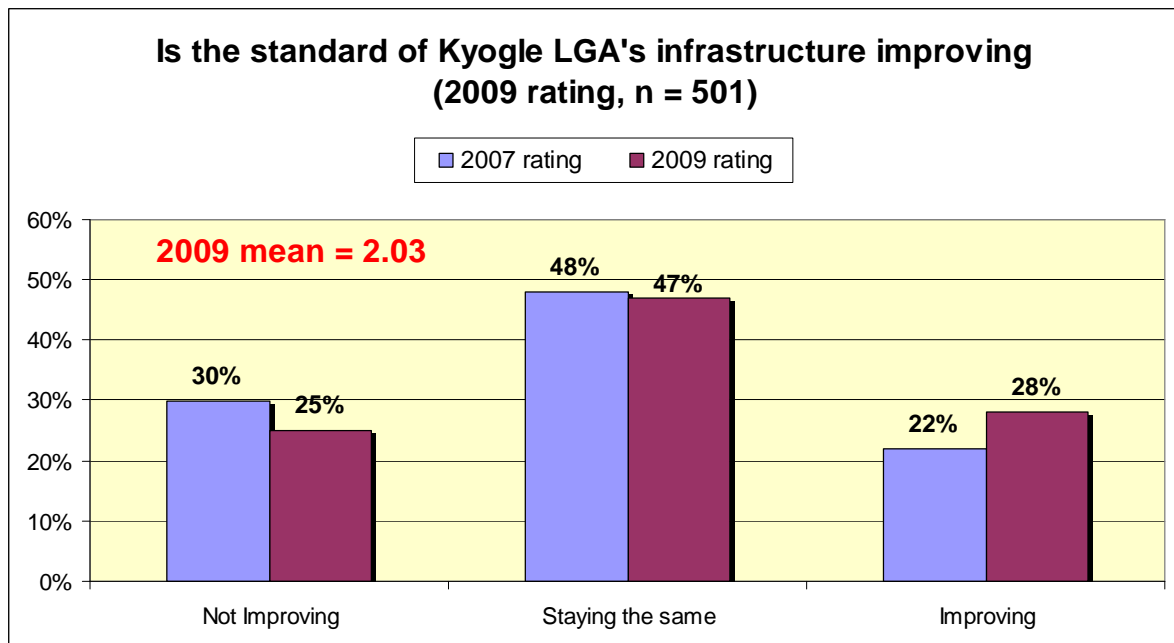
Significant differences were found between respondents who were employed fulltime (4.19) and those not in the labour force (4.58). That is, respondents who were not in the labour force had a significantly high mean than those who work fulltime. This may be the result of full time workers having less time to contact council.

## Questions 29-37: Kyogle LGA's overall improvements

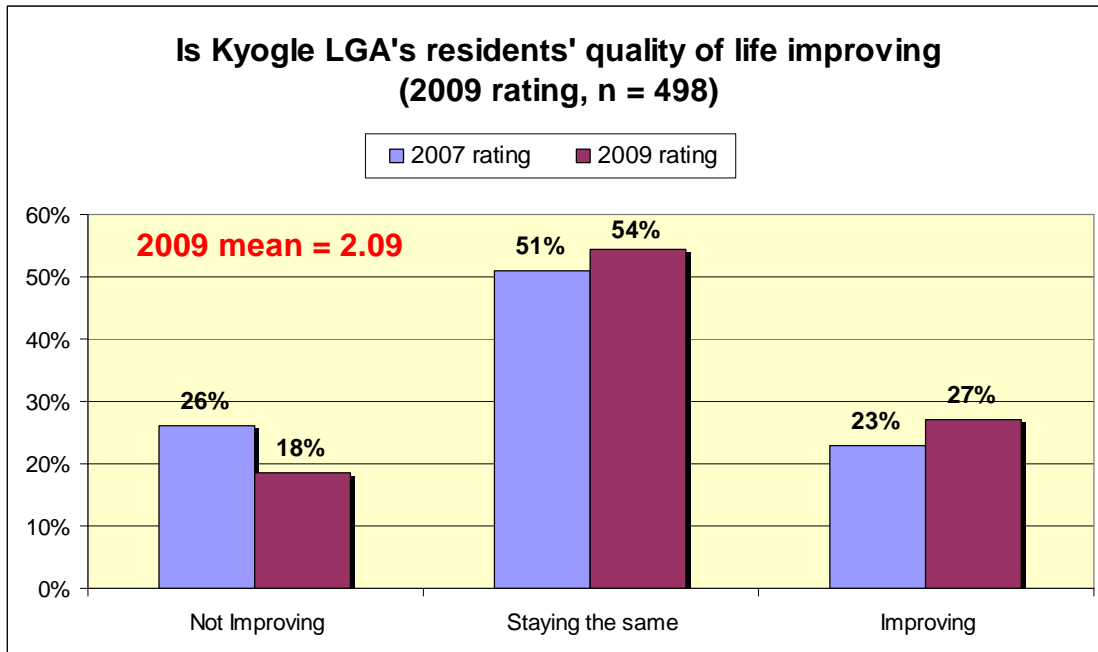
Graph 29.1: Comparison of 2007 and 2009 overall satisfaction with Kyogle Council



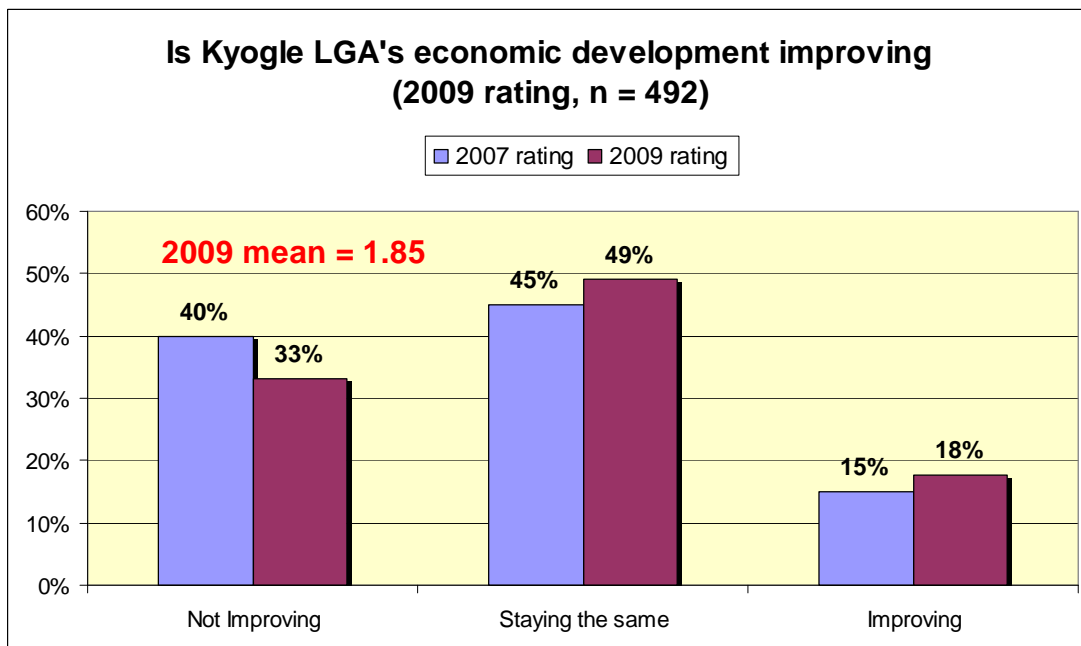
Graph 31.1: Kyogle LGA's infrastructure improvement



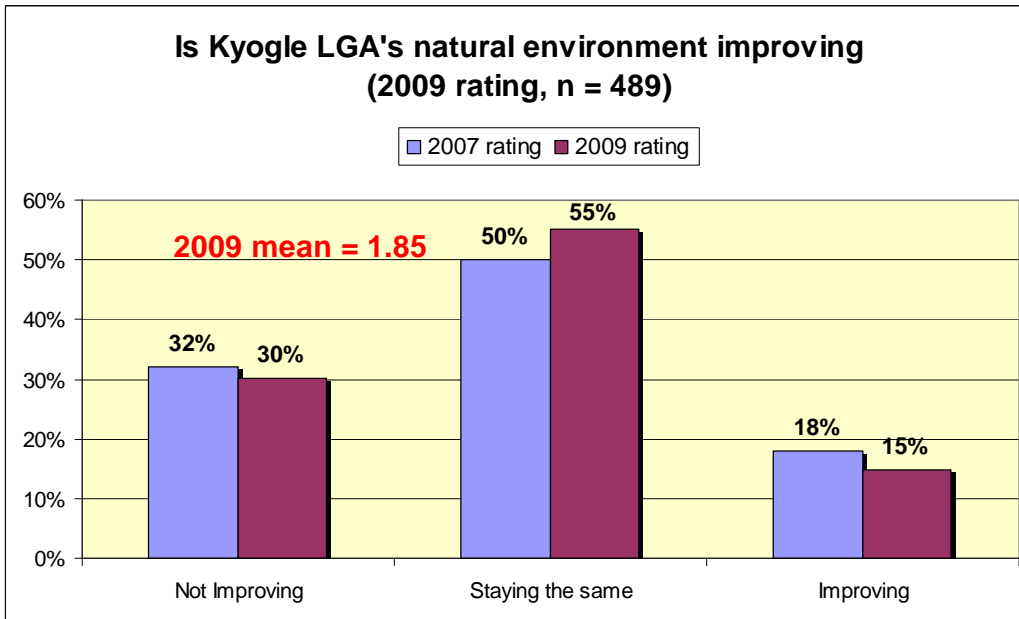
**Graph 32.1: Kyogle LGA's quality of living improvement**



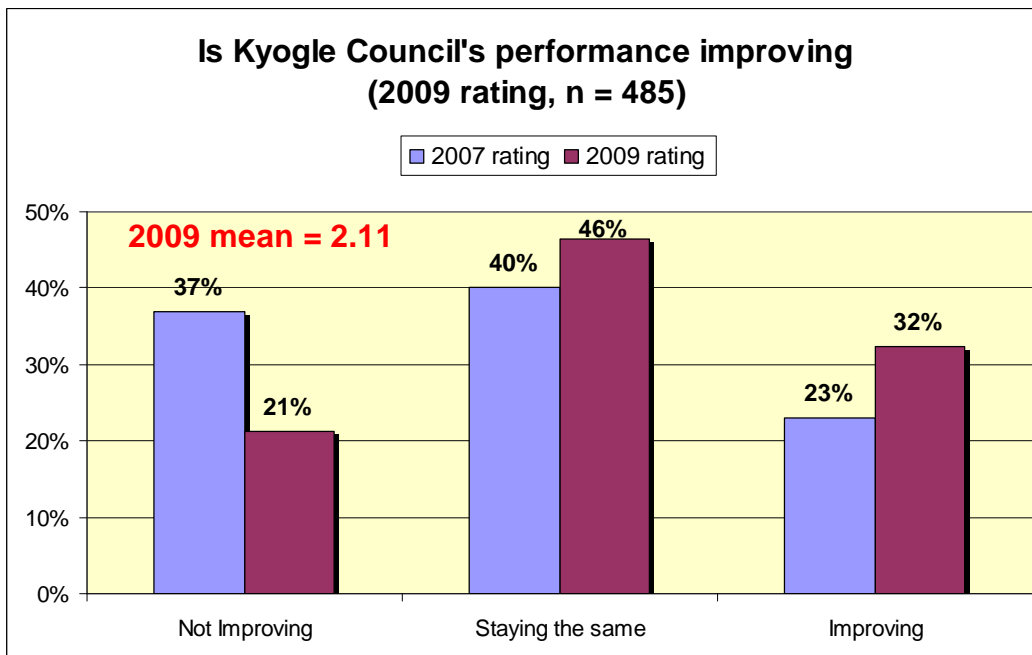
**Graph 33.1: Kyogle LGA's economic development improvement**



**Graph 34.1: Kyogle LGA's natural environment improvement**

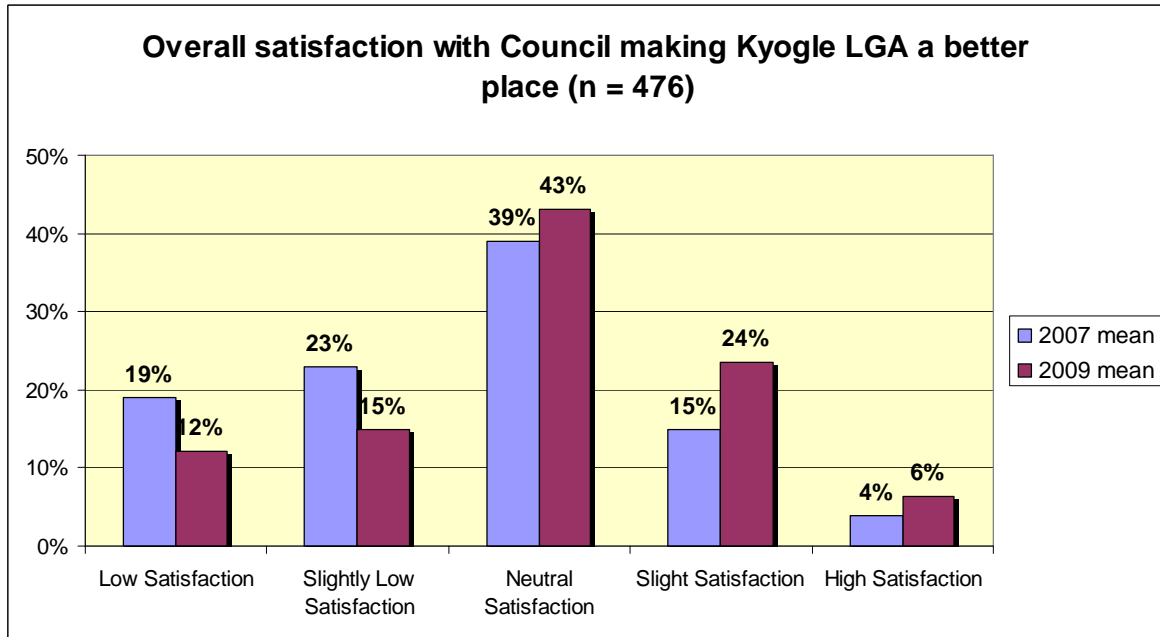


**Graph 35.1: Kyogle LGA's management improvement**

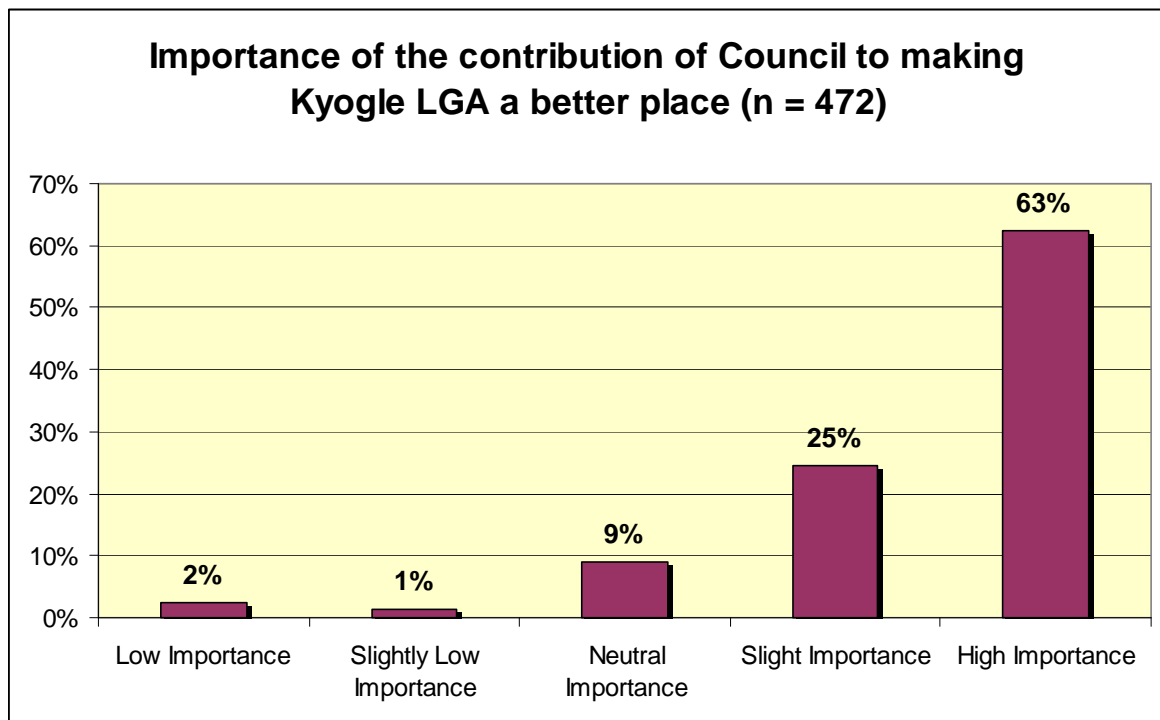




**Graph 36.1: Overall satisfaction with Council’s contribution to making Kyogle LGA a better place**



**Graph 36.1: Overall view of the contribution of Council to making Kyogle LGA a better place, importance?**



## **Comment:**

In this series of questions (replicating exactly the 2007 survey), respondents were asked if particular areas of local life were improving. However some respondents did not answer these questions due to the wording of “not improving” and “staying the same”. Of those who did, “not improving” was implied as “becoming worse”.)

In summary, it’s pleasing to note that respondents’ overall mean scores for administration, environment, economic development, quality of life and infrastructure had improved since the 2007 survey (graph 29.1).

## ***Infrastructure***

When asked if they thought the infrastructure had either “not improved, stayed the same or improved”, there was a six per cent increase compared to 2007 respondents who thought it had improved (22 per cent vs. 28 per cent) and a corresponding decline in the proportion of respondents who thought it had “stayed the same” or “not improved” (graph 31.1). A statistically significant difference was found between Council Ward C and both Council Ward A and B. Council Ward C (1.80) believed it had not improved, whilst Council Ward A (2.19) and B (2.05) reported infrastructure had stayed the same.

## ***Quality of life***

A similar result was found when exploring respondents’ quality of life living in Kyogle’s LGA (graph 32.1). Only 18 per cent said this was not improving (against 26 per cent in 2007), while 27 per cent said it was improving (against 23 per cent). Again there was a statistically significant difference found between Council Ward C and both Council Ward A and B. Council Ward C (1.86) believed it had not improved, whilst Council Ward A (2.20) and B (2.12) reported quality of life had stayed the same in Kyogle LGA.

## ***Economic development***

Results were very similar to the 2007 survey, with 18 per cent feeling this was improving against 15 per cent last time around. Likewise “only” one-third felt things were not improving, against 40 per cent in 2007.

## ***Natural environment***

Although there was a 2 per cent decrease in responses for no improvements compared to 2007, there unfortunately was a three per cent decrease of those who thought it had improved, with a five per cent increase of respondents who believed it had stayed the same (graph 34.1).

Significant differences were found for respondents aged 60 plus (1.94) and 40-49 (1.69) years of age, and also between Council Ward A (1.99) and Council Ward C (1.74). Respondents aged 60-plus and also those respondent from Council Ward A thought Kyogle LGA’s natural environment had stayed the same compared to respondents in their 40’s or Council Ward C who believed it had worsened.

### ***Kyogle Council's performance***

The greatest improvement found was for Kyogle Council's performance, with a mean of 2.11 (graph 35.1). Respondents reported a 16 per cent decrease in the belief that Council was not improving, with a 6 per cent increase among those who believed it had stayed the same and 9 per cent more feeling it had improved.

Council Ward A respondents (2.27) were more likely to believe performance had possibly stayed the same, compared to Council Ward C (1.99) implying it has possibly deteriorated over the years.

### ***Overall satisfaction with Council making Kyogle a better place***

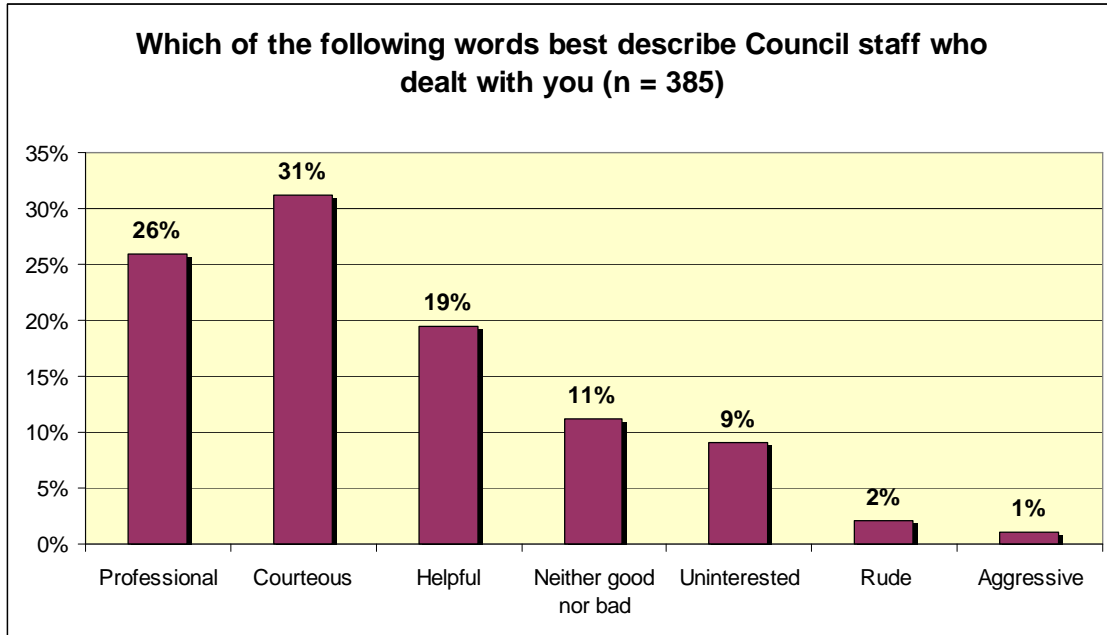
On balance respondents appeared much happier with Council's performance in this survey: residents' overall satisfaction in 2009 showed an NPR of 3 per cent, against -23 per cent in 2007. Just over two in five respondents had a neutral response (graph 36.1).

Significant differences were found between means of respondents aged 60 plus (3.20) and those in their 40's (2.71) or 50's (2.83), as well as respondents who were retired (3.19) and those with a family with children under the age of 12 (2.68). Therefore, those aged 60-plus or respondents retired reported a neutral response compared to those respondents in their 40's or 50's and those with a family with children under 12 years old who were more likely to be dissatisfied.

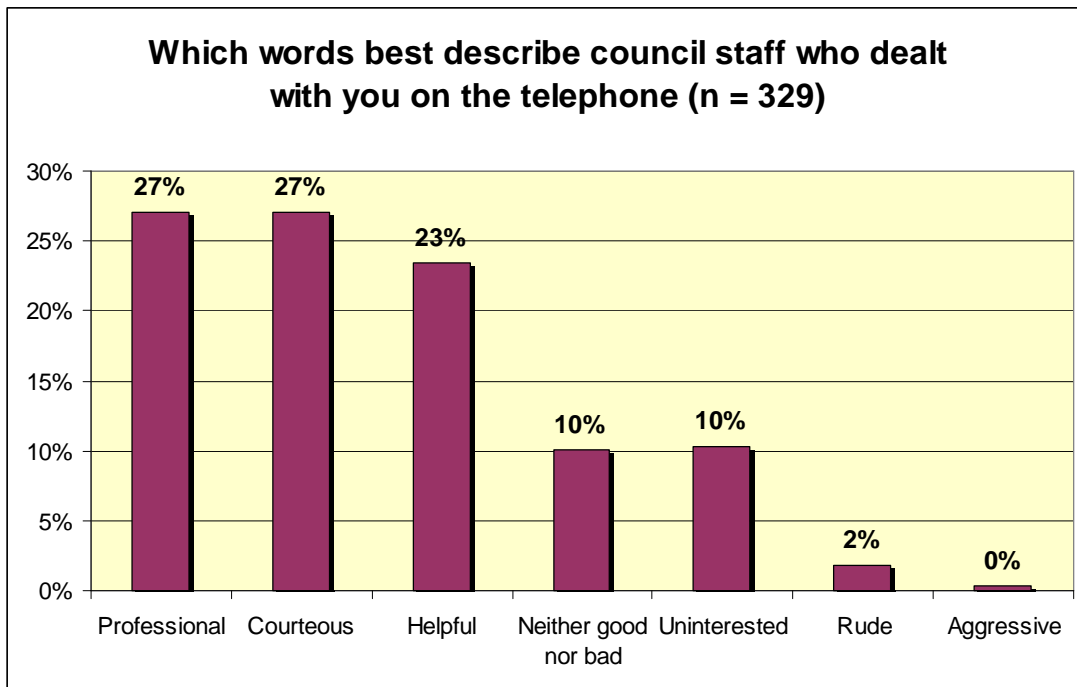
When questioned about the importance of Council making Kyogle LGA a better place, 63 per cent of respondents thought this was of high importance and a further 25 per cent believed it was of slight importance. Only a total of 3 per cent of respondents gave it a low importance rating (graph 37.1).

## Questions 38-41: Kyogle LGA's customer service

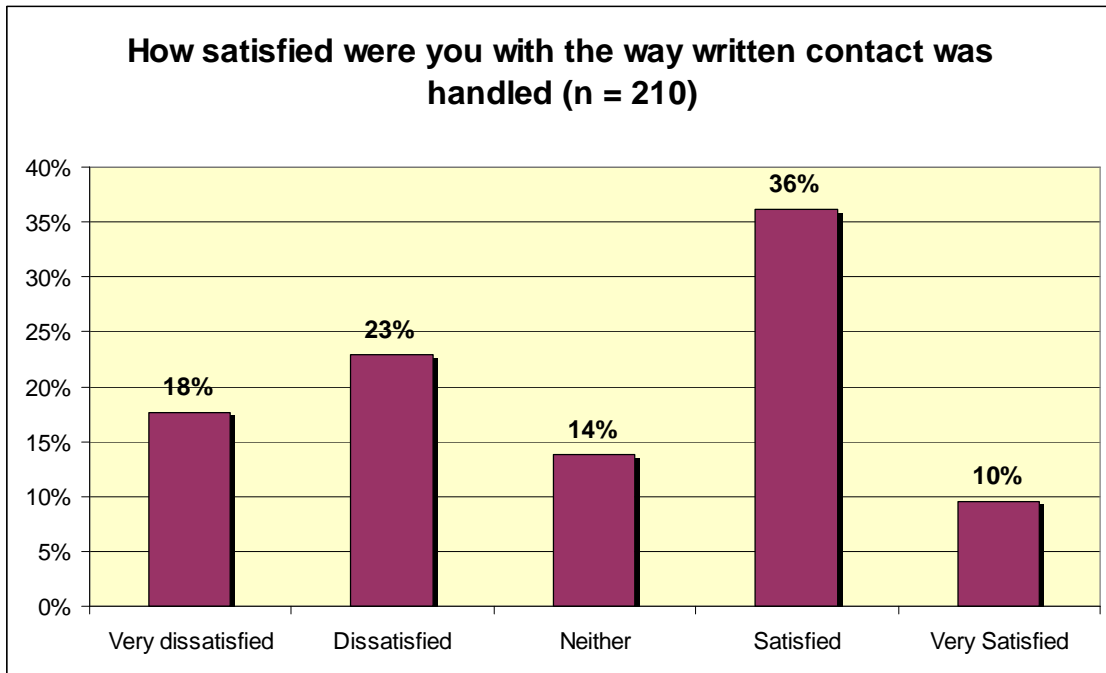
**Graph 38.1: Experience in face-to-face contact with Council staff in the last year**



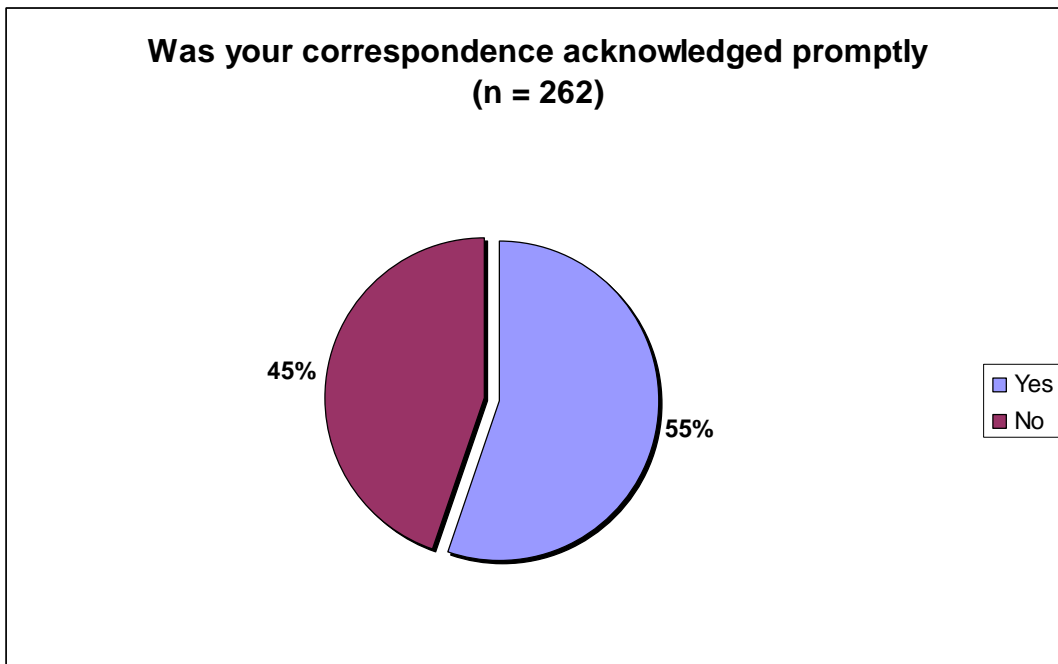
**Graph 39.1: Experience in telephone contact with Council staff in the last year**



**Graph 40.1: Experience in written contact with Council staff in the last year**



**Graph 41.1: Was your correspondence acknowledged promptly?**



**Table 40.1: Different modes of Council contact, comparison of 2007 and 2009 results**

Face-to-face contact	2007	2009
Positive	75%	76%
Neutral	10%	11%
Negative	15%	13%

Telephone contact	2007	2009
Positive	75%	77%
Neutral	9%	10%
Negative	16%	13%

Written contact	2007	2009
Positive	45%	46%
Neutral	15%	14%
Negative	39%	41%

**Comment:**

Respondents were given the opportunity to rate their experience of Kyogle LGA’s customer service over the past 12 months. Of 520 respondents, 385 respondents (or 74 per cent) had had face-to-face contact with Council staff. Of these , 31 per cent described Council staff as courteous, with 26 per cent opting for professional and 19 per cent helpful . One in ten respondents had a neutral response while 12 per cent of respondents used a negative word (uninterested, rude or aggressive) to describe their experience (graph 38.1).

A similar result was reported with 329 respondents (63 per cent of total) who had contacted staff by phone (graph 39.1). The majority (77 per cent) had a positive experience with staff being professional (27 per cent), courteous (27 per cent) and helpful (23 per cent). One in ten respondents had neither a good nor bad experience, while a similar proportion felt the staff member was uninterested. Only two per cent of respondents reported the staff member being rude (graph 39.1).

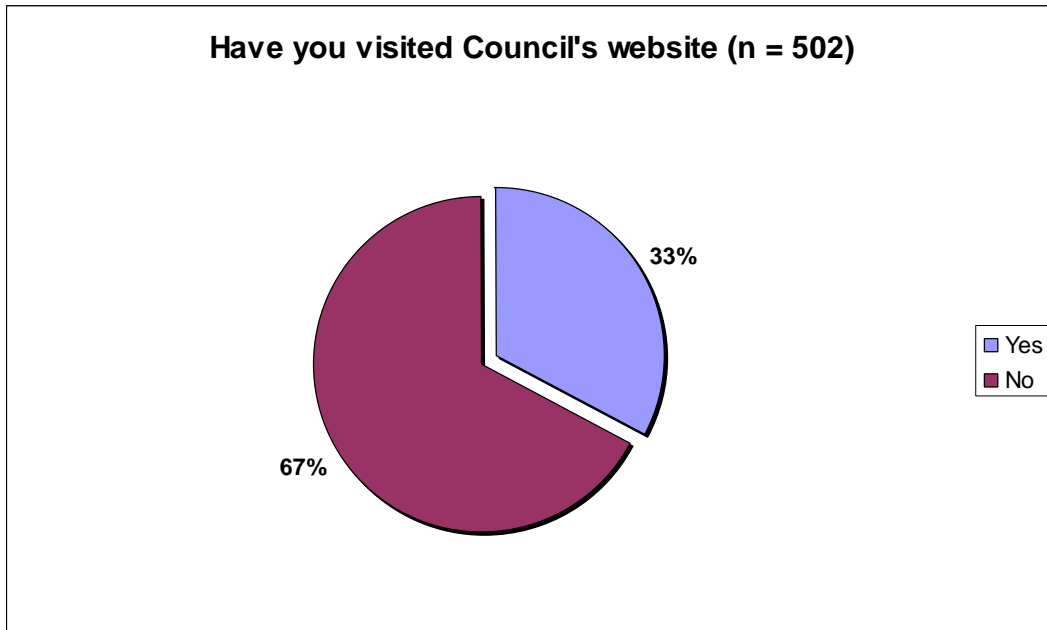
Satisfaction with the way 210 respondents (40 per cent of total) classed their written contact with Council was similarly positive. A total of 41 per cent were dissatisfied, compared to a total of 46 per cent who were satisfied and the remainder neutral (14 per cent).

As shown in Table 40.1, all these figures are nearly identical to those recorded in the 2007 survey.

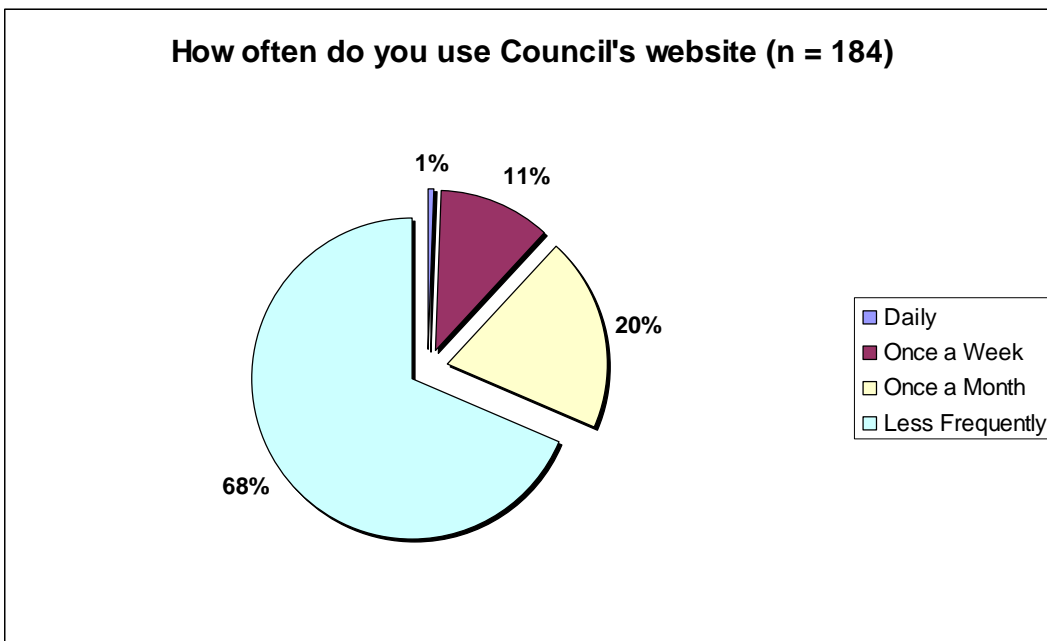
Just over one in two respondents (55 per cent) reported their correspondence to have been acknowledged promptly (graph 41.1). Again, this is the same proportion as in the 2007 survey.

## Questions 42-47: Kyogle LGA's website and internet usage

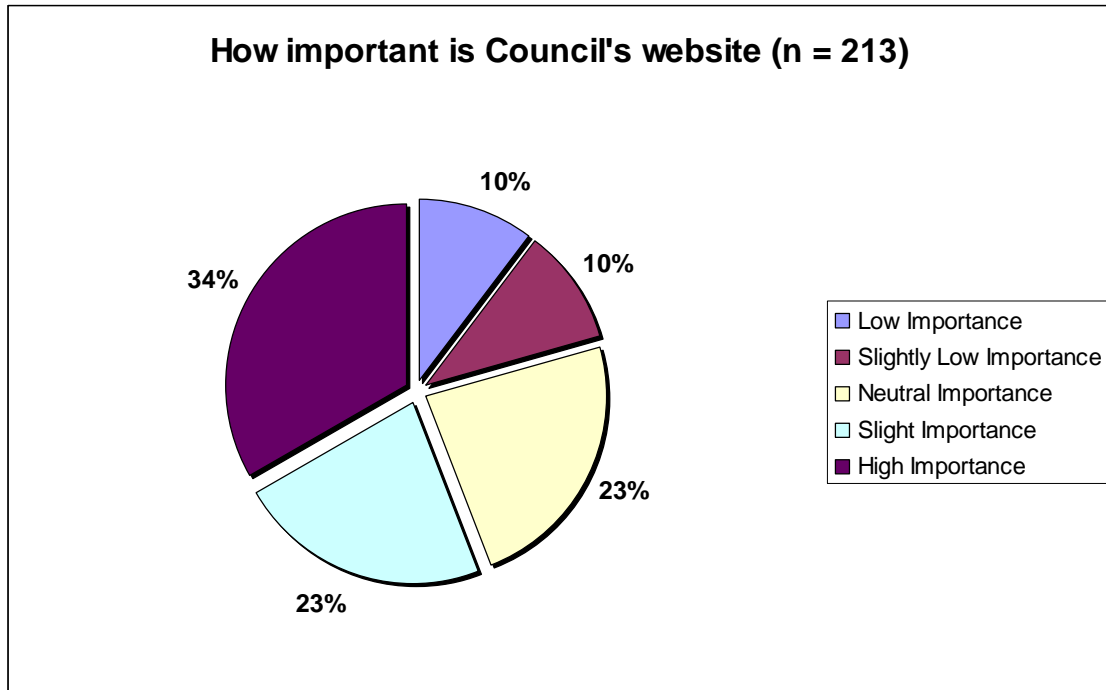
Graph 42.1: Have you visited Council's website?



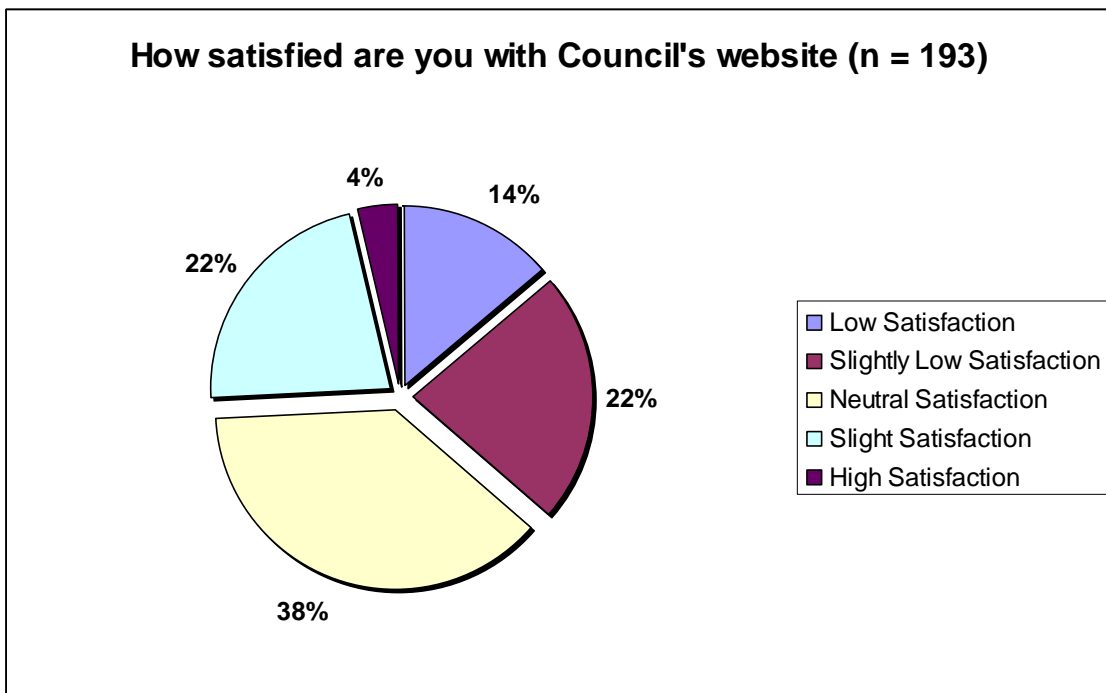
Graph 43.1: How often do you use Council's website?



**Graph 44.1: How important is Council's website?**

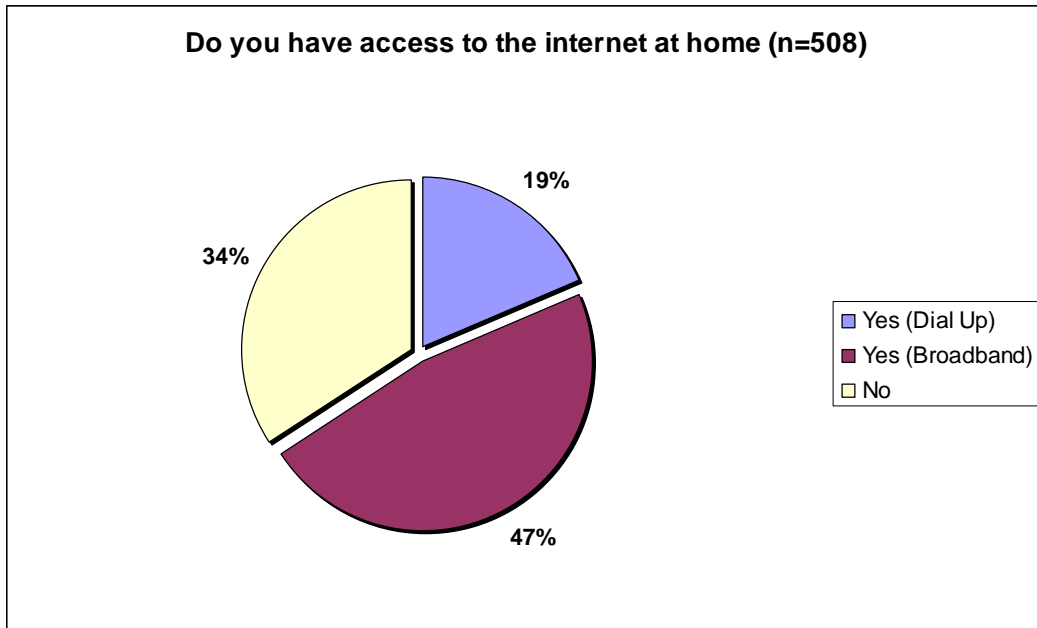


**Graph 45.1: How satisfied are you with Council's website?**

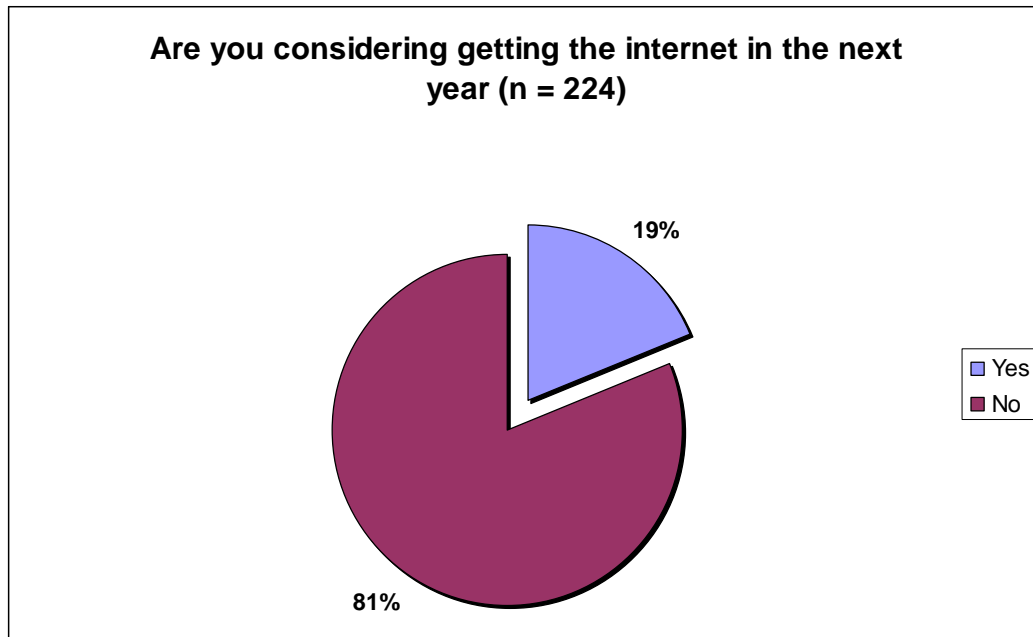




**Graph 46.1: Do you have internet access at home?**



**Graph 47.1: Are you considering the internet?**



## **Comment:**

Of the 502 respondents who answered whether they had visited Council's website, the majority had not (67 per cent, graph 42.1). However the 33 per cent who had done so compares favourably with the 22 per cent recorded in the 2007 survey.

Most of the respondents who use the Council website viewed it less frequently than once a month (68 per cent), one in five respondents visited once a month, followed by once a week (11 per cent) and daily (1 per cent, graph 43.1).

Although visitation to the Council website was not particularly high, 34 per cent of respondents believed it was of high importance, with a further 23 per cent seeing it of some importance. (This 57 per cent total compares with 61 per cent in 2007.) One in ten respondents reported a slightly low or low importance (each 10 per cent, graph 44.1).

Not surprisingly there was a significant difference between respondents aged in their 30's (with a mean score of 4.47 on the 5-point importance scale) compared to those in their 50's (3.35) and above 60 (3.53).

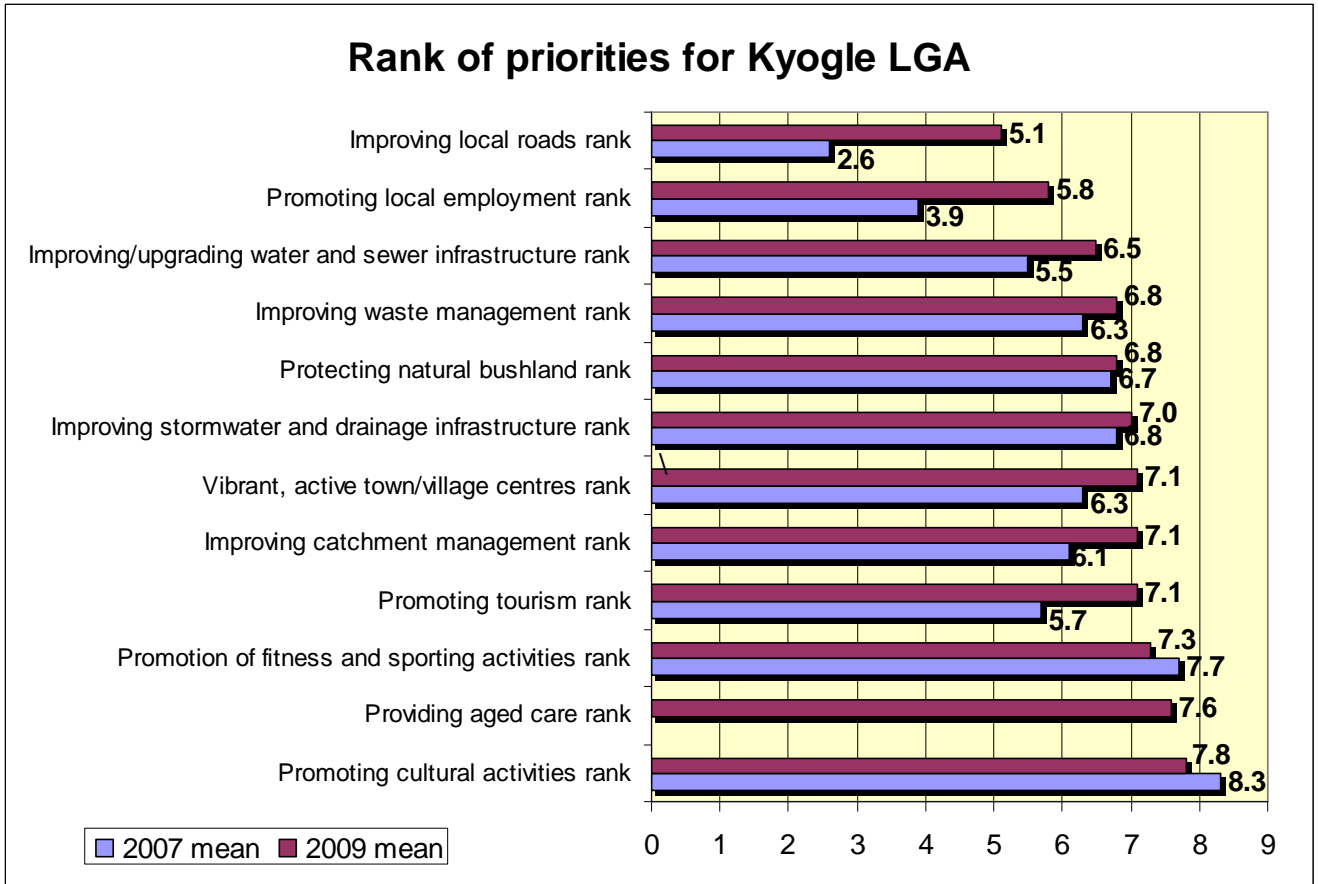
The low visitation and importance of the website may reflect respondents satisfaction with Council's website as a total of 36 per cent unsatisfied with the site, compared to a total of only 26 per cent satisfied and the balance neutral (graph 45.1). (In 2007, 23 per cent reported they were satisfied.)

Importantly, access to the Internet has risen sharply since 2007, with 65 per cent now online as opposed to just 47 per cent then. Likewise, the proportion with broadband access has jumped from 14 to 47 per cent.

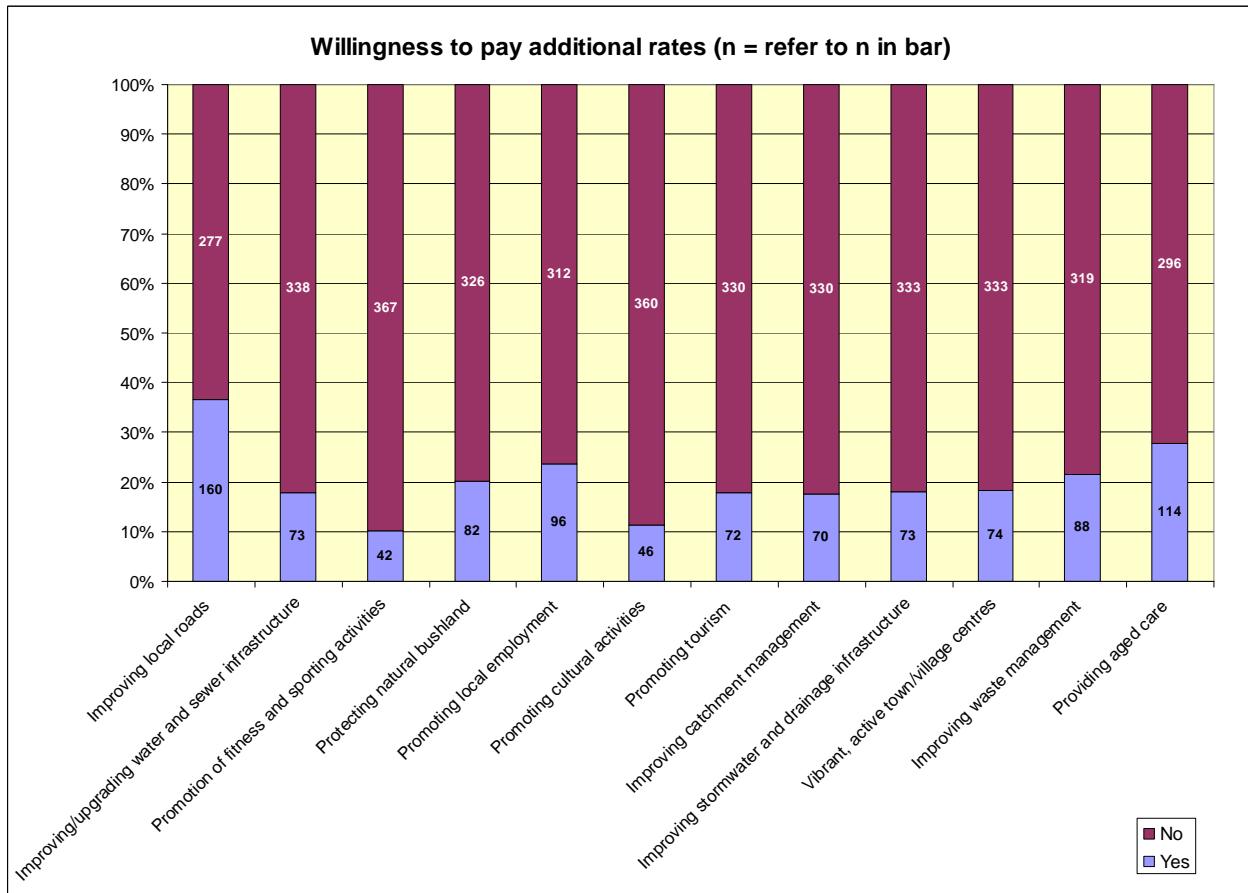
Of those without Internet access, roughly one in five are considering joining the online world.

## Questions 48 and 49: Future priorities for Kyogle LGA

Graph 48.1: Rank the following issues in priority of 1-12 (mean score rank)



**Graph 49.1: Are you willing to pay additional rates for increased services?**



**Comment:**

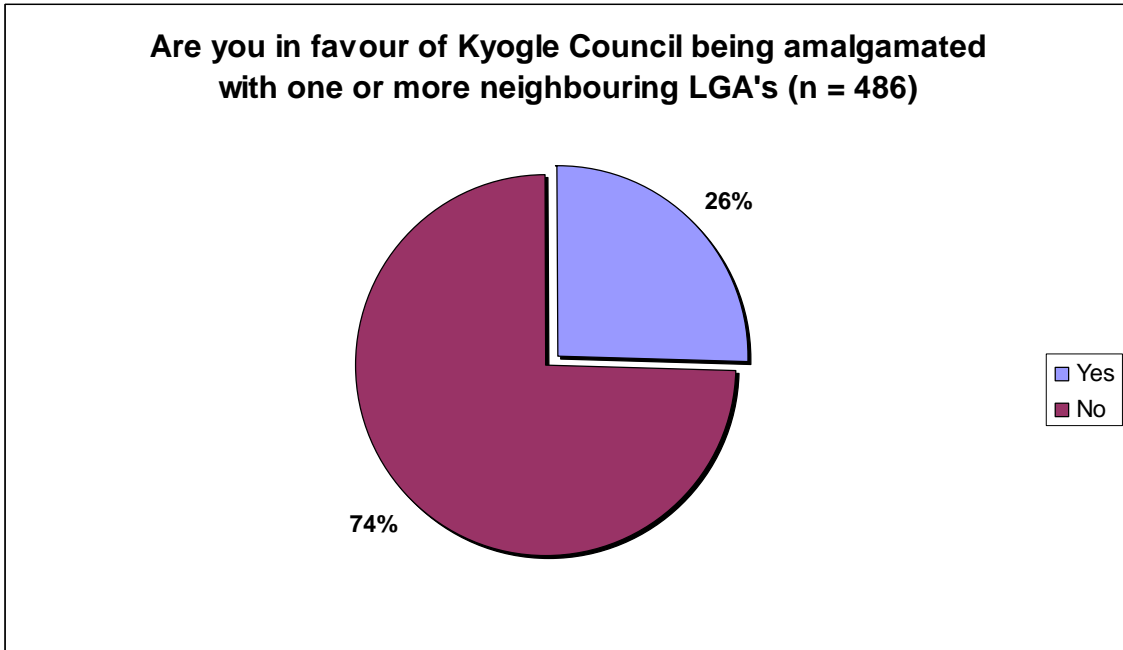
Respondents were asked to rank (from 1-12) their priorities with Council services. It is assumed that respondents put their highest priority as number 1 and their lowest as number 12, although this was not dictated on the survey form. If respondents indicated they had put their highest priority as number 12, the numbers were reversed. It is also important to note that some respondents used numbers more than once, which may have resulted in higher means. Keep in mind the lower the mean, the greater the importance to respondents.

The six highest priorities were improving local roads (5.1), promoting local employment (5.8), improving/upgrading water and sewage infrastructure (6.5), improving waste management (6.8), protecting natural bushland (6.8) and improving stormwater and drainage infrastructure (7.0). See graph 48.1 for the complete rankings (from highest to lowest importance) and corresponding means for the 2007 survey.

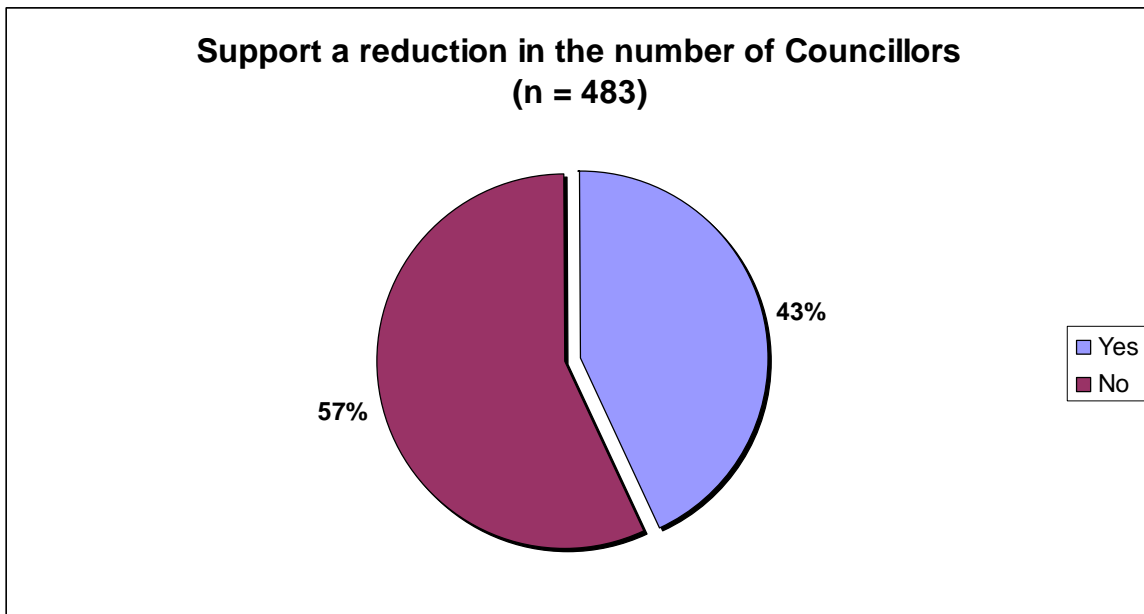
Respondents were asked whether they would be willing to pay additional rates if it meant delivery of additional services in specific areas (graph 49.1). The majority of respondents were not willing to pay additional rates for each of the specific areas. In fact, the highest percentages found for respondents willing to pay additional rates were for improving local roads (37 per cent), providing aged care (28 per cent) and promoting local employment (24 per cent).

## Questions 50-53: Kyogle Council's structure

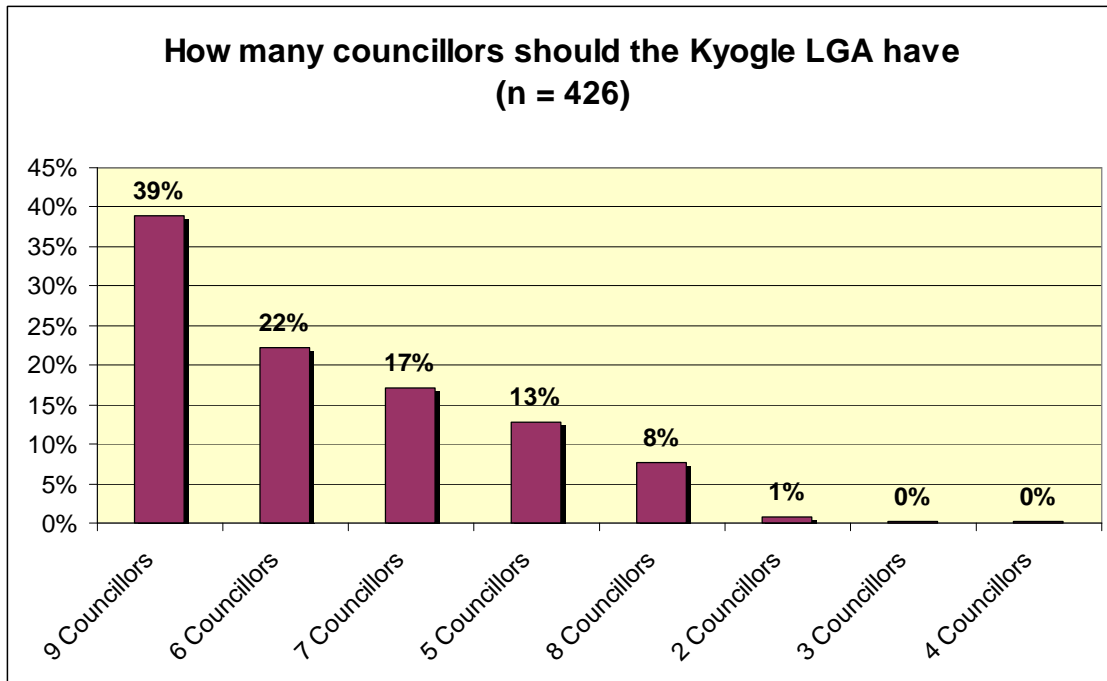
**Graph 50.1: Are you in favour of Kyogle Council being amalgamated with one or more neighbouring LGA's?**



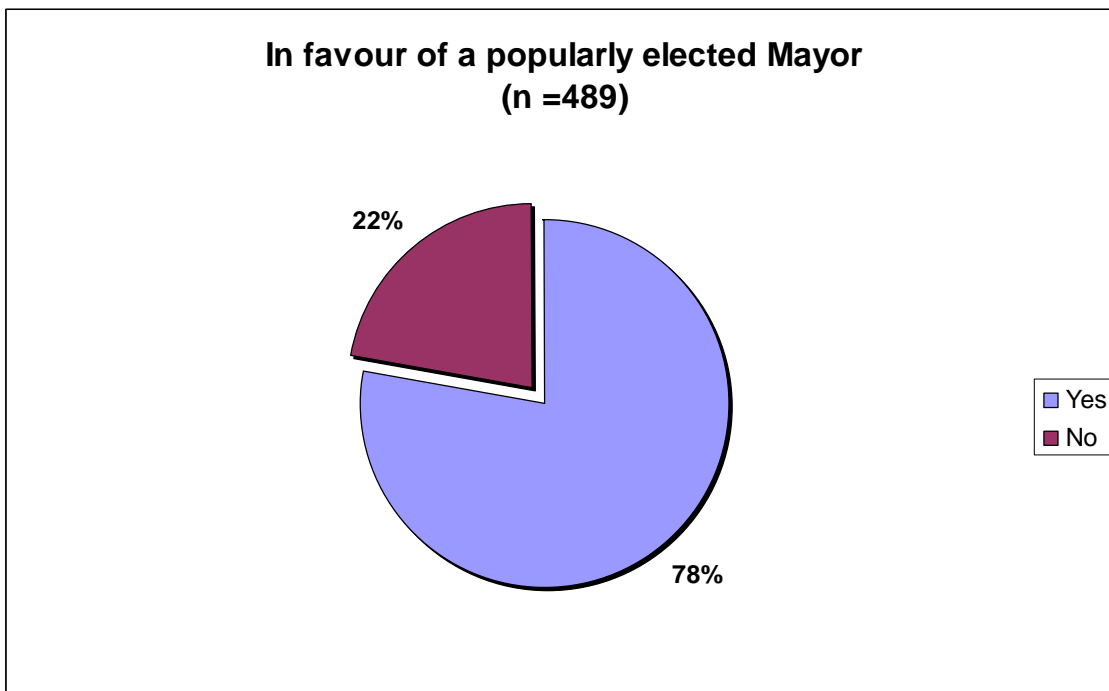
**Graph 51.1: Do you support a reduction in the number of Councillors?**



**Graph 52.1: In your opinion how many councillors should the Kyogle LGA have?**



**Graph 53.1: Are you in favour of a popularly elected Mayor?**



**Comment:**

Respondents were asked if they were in favour of Kyogle Council being amalgamated with one or more neighbouring LGA's. Of the 486 responses, just over a quarter (26 per cent) were in favour, whilst the majority (74 per cent) were not in favour of an amalgamation (graph 50.1). However the proportion favouring amalgamation has risen from 21 per cent in 2007.

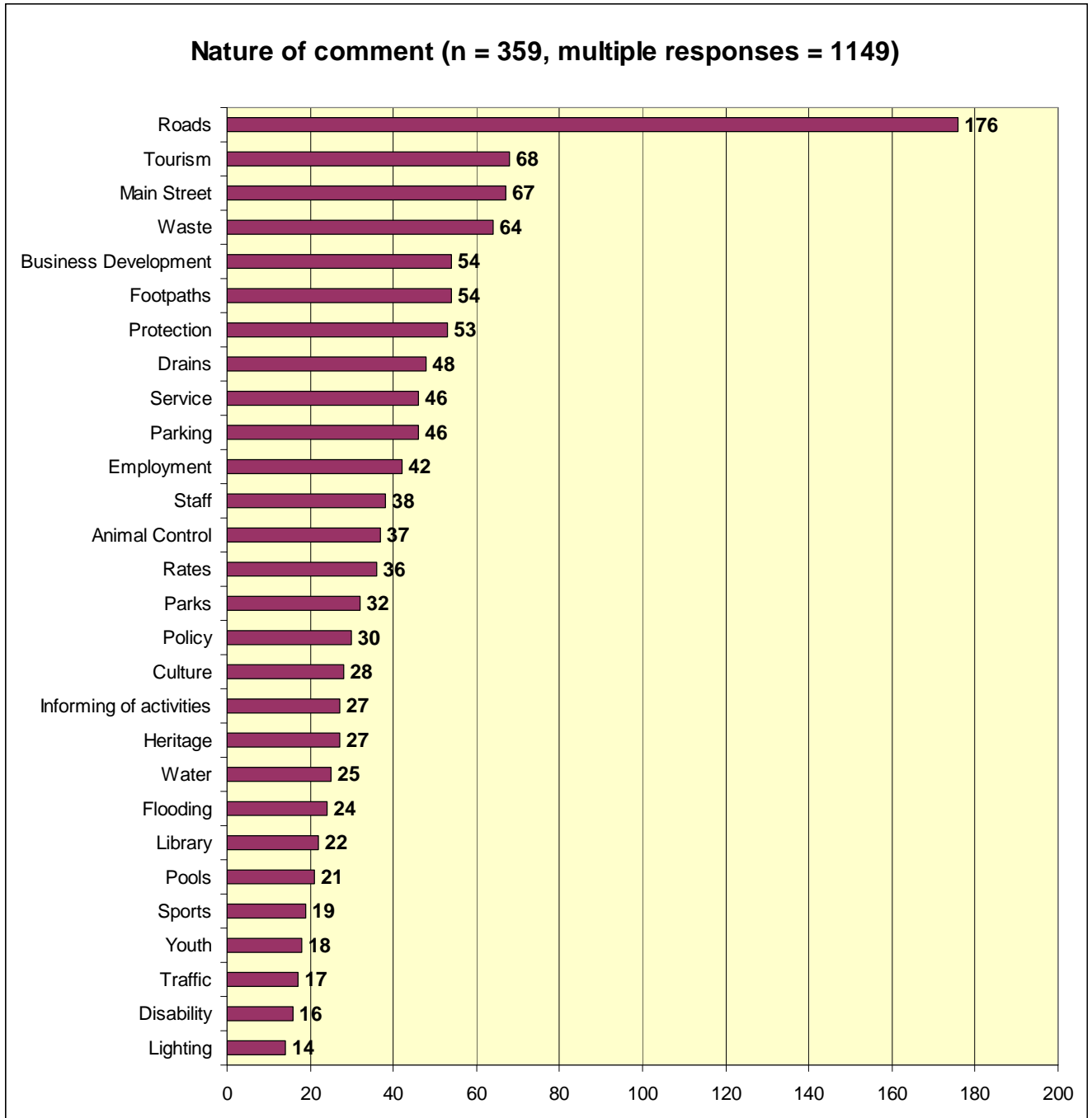
Just over two in five respondents (43 per cent) supported a reduction in the number of Councillors (graph 5.1), against 49 per cent in the 2007 survey.

When asked how many Councillors Kyogle should have (graph 52.1), the largest proportion (39 per cent) supported nine Councillors. (This was also the largest proportion in 2007, albeit then at 31 per cent.) Six councillors was the next most popular option at 22 per cent, followed by seven (17 per cent) and five councillors (13 per cent).

When asked if respondents were in favour of a popularly elected Major, almost four in five respondents (78 per cent) were in favour (graph 53.1).

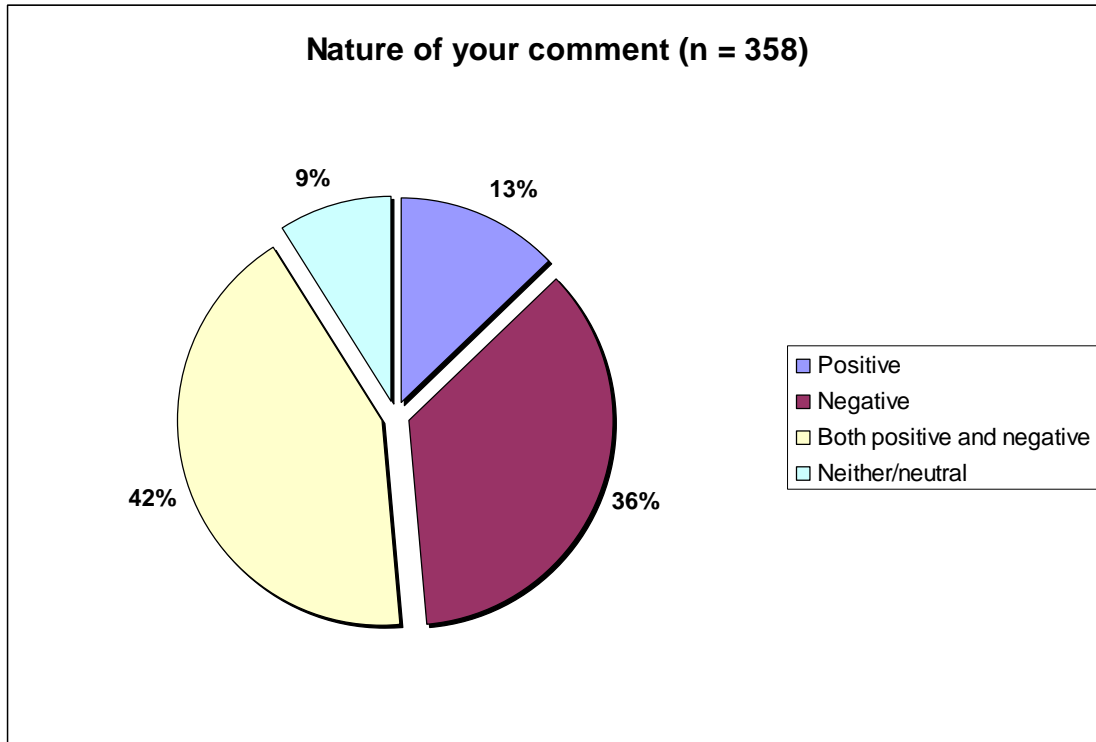
## Questions 54 and 55: Qualitative feedback

**Graph 54.1: What does your comment concern?**





**Graph 55.1: Nature of your comment?**



**Comment:**

As shown in graph 54.1, the majority (first quartile) of respondents’ open-ended comment at the conclusion of the survey related to roads (176), tourism (68), the main street (67), waste (64), business development (54), footpaths (54) and protection (53).

Respondents who made a comment (358, 69 per cent) noted the nature of their comment (graph 55.1). The majority reported it to be both positive and negative (42 per cent), followed by negative (36 per cent). Just 13 per cent reported the nature of their comment to be positive (graph 55.1). It is important to note that it is common for respondents to bring up issues of concern with a survey question of this type.

Residents from Council Ward A were slightly more negative than those from Council Ward B.



## **Appendix 1: Survey form**



# KYOGLÉ COUNCIL Ratepayer/Resident Survey 2009

Kyogle Council is seeking feedback from the community on Council's operations, your satisfaction with our community and priorities for the future.

The questions relate to the whole of the Kyogle Local Government Area (Kyogle LGA). The information will be used to plan future Council operations and services.

**WHO IS TO ANSWER?:** To ensure statistical accuracy, the survey is to be completed by a person living in this household, who is aged 18 years or over.

**HOW TO COMPLETE THE SURVEY:** For most of the survey, all you have to do is place a tick in the circle that corresponds to your answer.

The scale is from 1 to 5 where 1 = low importance and 5 = high importance and where 1 = low satisfaction and 5 = high satisfaction.

Part A – Council Programs & Services										
	Importance					Satisfaction				
	Low				High	Low				High
About Kyogle Local Government Area's Infrastructure:	1	2	3	4	5	1	2	3	4	5
1. Developing and maintaining urban roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Developing and maintaining sealed rural roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Developing and maintaining unsealed rural roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Provision of safe footpaths and cycleways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Effectiveness of urban stormwater drainage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Provision of water services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Provision of wastewater services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Provision of waste collection service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Effectiveness of landfill operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Provision of recycling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Litter control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. What is your overall view of Kyogle Local Government Area's Infrastructure?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not improving			Staying the same			Improving			
13. In your view, is the standard of Kyogle Local Government Area's Infrastructure improving?	<input type="radio"/>			<input type="radio"/>			<input type="radio"/>			

	Importance					Satisfaction				
	Low				High	Low				High
About living in Kyogle LGA:	1	2	3	4	5	1	2	3	4	5
14. Provision of parks and gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Playing fields and ovals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Swimming Pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Public conveniences/provision of rubbish bins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Provision of library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Community Services/Social Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Health inspections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Planning and controls for balanced land use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Rangers/ animal control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Cemeteries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Management of Crown Reserves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Maintenance of heritage buildings/assets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Your overall view of Council's role in improving residents' Quality of Life in Kyogle LGA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Do you think Council should financially assist owners of heritage buildings/assets with their maintenance/restoration costs? <input type="radio"/> Yes <input type="radio"/> No										
	<b>Not improving</b>			<b>Staying the same</b>			<b>Improving</b>			
28. In your view, is Kyogle LGA's residents' Quality of Life improving?	<input type="radio"/>			<input type="radio"/>			<input type="radio"/>			

	Importance					Satisfaction				
	Low				High	Low				High
About Kyogle LGA's economic development:	1	2	3	4	5	1	2	3	4	5
29. Tourism promotion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. Attracting and supporting businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Handling of development applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Job creation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. Your overall view of Council's role in encouraging economic development in Kyogle LGA?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<b>Not improving</b>			<b>Staying the same</b>			<b>Improving</b>			
34. In your view, is Kyogle LGA's economic development improving?	<input type="radio"/>			<input type="radio"/>			<input type="radio"/>			

	Importance					Satisfaction				
	Low				High	Low				High
About Kyogle LGA' s natural environment:	1	2	3	4	5	1	2	3	4	5
35. Protecting flora and fauna	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. Environmental sustainability education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. Improving catchment management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Control of weeds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Your overall view of Council's role in improving the natural environment in Kyogle LGA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<b>Not improving</b>		<b>Staying the same</b>			<b>Improving</b>				
40. In your view, is Kyogle LGA's natural environment improving?	<input type="radio"/>		<input type="radio"/>			<input type="radio"/>				

	Importance					Satisfaction				
	Low				High	Low				High
About managing Kyogle Council:	1	2	3	4	5	1	2	3	4	5
41. Council financial management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. Customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. Community consultation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. Informing the public of activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. Your overall view of Kyogle Council's administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<b>Not improving</b>		<b>Staying the same</b>			<b>Improving</b>				
46. In your view, is Kyogle Council's performance improving?	<input type="radio"/>		<input type="radio"/>			<input type="radio"/>				

About Customer Service at Kyogle Council:

47. Did you have any face to face contact with Council staff over the last year?  Yes  No (if No go to 49)

48. Which of the following words best describe Council staff who dealt with you during that contact?  
 1 = professional  
 2 = courteous  
 3 = helpful  
 4 = neither good nor bad  
 5 = uninterested  
 6 = rude  
 7 = aggressive

49. Did you have any contact by telephone with Council staff over the last year?  Yes  No (if No go to 51)

50. Which of the following words best describe Council staff who dealt with you during that telephone contact?  
 1 = professional  
 2 = courteous  
 3 = helpful  
 4 = neither good nor bad  
 5 = uninterested  
 6 = rude  
 7 = aggressive

51. Did you have any written contact with Council staff over the last year?  Yes  No (if No go to 53)

52. How satisfied were you with the way the contact was handled?  
 1 = very dissatisfied  
 2 = dissatisfied  
 3 = neither  
 4 = satisfied  
 5 = very satisfied

53. Was your correspondence acknowledged promptly?  Yes  No

54. Have you visited the Council's website (www.kyogle.nsw.gov.au)?  Yes  No (if No go to 57)

55. How often do you use it?  Daily  Once a week  Once a month  Less frequently

	Importance					Satisfaction				
	Low				High	Low				High
56. How important is the Council's website and how satisfied are you with it?	1	2	3	4	5	1	2	3	4	5
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

57. Do you have access to the internet at home?  Yes (dial-up)  Yes (broadband)  No

58. Are you considering getting the internet in the next year?  Yes  No

59. Where do you mainly hear about Kyogle Council's decisions and activities?

- Local Newspaper
- Northern Star Newspaper
- Kyogle Council newsletter
- Kyogle Council website
- NBN TV
- Prime TV
- ABC Radio
- 2LM
- ZZZ
- Word of mouth
- Other

60. Do you read the Council Newsletter?  Always  Sometimes  Rarely/never  Don't receive it

	Importance					Satisfaction				
	Low				High	Low				High
	1	2	3	4	5	1	2	3	4	5
61. Overall, taking into account all you know about Kyogle Council what is your view of the contribution of council to making Kyogle LGA a better place?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part B – Future priorities for Kyogle Local Government Area			
62. Please rank the following issues from 1 to 12	Rank (1 to 12)	Are you willing to pay <b>additional</b> rates for increased services?	
		Yes	No
Improving local roads	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Improving/upgrading water and sewer infrastructure	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Promotion of fitness and sporting activities	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Protecting natural bushland	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Promoting local employment	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Promoting cultural activities	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Promoting tourism	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Improving catchment management	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Improving stormwater and drainage infrastructure	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Vibrant, active town/village centres	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Improving waste management	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Providing aged care	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>

63. Are you in favour of Kyogle Council being amalgamated with one or more neighbouring local government areas?	<input type="radio"/> Yes	<input type="radio"/> No			
64. Do you support a reduction in the number of Councillors?	<input type="radio"/> Yes	<input type="radio"/> No			
65. Keeping in mind that a reduction in councillor numbers may mean having one less ward, or no wards at all - in your opinion how many councillors should the Kyogle Local Government Area have?	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9
66. Are you in favour of a popularly elected Mayor?	<input type="radio"/> Yes	<input type="radio"/> No			

### Part C – Demographic Information

Could you please assist with the following information about yourself.  
The information helps us understand the needs of different sections of the community.

67. Gender	<input type="radio"/> Male	<input type="radio"/> Female				
68. Age	<input type="radio"/> <20	<input type="radio"/> 20 - 29	<input type="radio"/> 30 - 39	<input type="radio"/> 40 - 49	<input type="radio"/> 50 - 59	<input type="radio"/> 60+
69. Family status	<input type="radio"/> Single	<input type="radio"/> Couple	<input type="radio"/> Family (children <12yrs)	<input type="radio"/> Family (children >12yrs)	<input type="radio"/> Retired	
70. How long have you lived in Kyogle LGA	<input type="radio"/> <5 years	<input type="radio"/> 5-10 years	<input type="radio"/> 11-20 years	<input type="radio"/> more than 20 years		
71. Are you a ratepayer?	<input type="radio"/> Yes	<input type="radio"/> No				
72. Do you own (or are you buying) the home you currently reside in, or do you rent?	<input type="radio"/> Renting	<input type="radio"/> Own/Buying				
73. Employment	<input type="radio"/> Employed full-time	<input type="radio"/> Employed part-time	<input type="radio"/> Looking for work	<input type="radio"/> Retired	<input type="radio"/> Not in the labour force	<input type="radio"/> Self-employed
74. Which Council Ward do you reside in?	<input type="radio"/> Ward A	<input type="radio"/> Ward B	<input type="radio"/> Ward C	<input type="radio"/> Not Sure		



75. Do you have any other comments concerning your satisfaction with Kyogle Council?	
	Please tick the box(es) that relate to the nature of your comment.
	Infrastructure
	<input type="radio"/> Main Street
	<input type="radio"/> Drains
	<input type="radio"/> Flooding
	<input type="radio"/> Footpaths
	<input type="radio"/> Lighting
	<input type="radio"/> Parking
	<input type="radio"/> Pools
	<input type="radio"/> Rates
	<input type="radio"/> Roads
	<input type="radio"/> Traffic
	<input type="radio"/> Waste
	<input type="radio"/> Water
	Living in Kyogle LGA
	<input type="radio"/> Animal control
	<input type="radio"/> Culture
	<input type="radio"/> Disability
	<input type="radio"/> Library
	<input type="radio"/> Parks
	<input type="radio"/> Sports
	<input type="radio"/> Youth
	<input type="radio"/> Heritage
	Economic Development
	<input type="radio"/> Business Development
	<input type="radio"/> Employment
	<input type="radio"/> Tourism
	Natural Environment
	<input type="radio"/> Policy
	<input type="radio"/> Protection
	Management
	<input type="radio"/> Service
	<input type="radio"/> Staff
	<input type="radio"/> Informing of activities
76. Is your comment above: <input type="radio"/> positive <input type="radio"/> negative <input type="radio"/> both positive and negative <input type="radio"/> neither/neutral	

Please return the completed survey to:

- Council's Administration Office, Stratheden Street, Kyogle
- or mail to Reply Paid 11 - Kyogle Council, PO Box 11, Kyogle NSW 2474

**Thank you for your participation.**