RESEARCH REPORT

Community Satisfaction Survey
Snowy Monaro Regional Council

November 2023

Final

SNOWY MONARO
REGIONAL COUNCIL

Taverner
RESEARCH GROUP

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Prepared by: ███████████████████████

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1. EXECUTIVE SUMMARY

This research study was commissioned by Snowy Monaro Regional Council to better understand key issues, community needs and priorities regarding the services and facilities provided by the Council.

Among the key findings:

Overall Satisfaction

The proportions of residents satisfied and dissatisfied in 2023 were almost identical to 2022. The 2023 overall satisfaction mean score of 2.38 barely shifted from the 2.37 of 2022.

Facilities and Services

The top-rated facilities and services for satisfaction were:

- Libraries (mean 4.26 out of 5)
- Sewage collection and treatment (3.63)
- Water supply (3.53)
- Parks, reserves and playgrounds (3.46)
- Community halls (3.46)

The lowest-rated facilities and services for satisfaction were:

- Development applications (1.91)
- Unsealed roads (2.05)
- Economic development and attracting new investment (2.07)
- Finding the right balance between development and community values (2.16)
- Councillor leadership (2.20)

Residents aged 60+, and those in Cooma, had the highest satisfaction ratings for facilities and services. Residents in rural settings/not near Cooma or Jindabyne had the lowest satisfaction ratings for facilities and services.

Roads on the Mend

While only 36% of 2023 respondents said they had noticed improvement in local roads over the past 12 months when asked directly, satisfaction mean scores for sealed and unsealed roads were <u>significantly higher in 2023</u> than 2022, and a desire for improved roads was significantly lower in 2023 than 2022 within the residents' 'wish list'.

Customer Service

The proportion of customers who only had to contact Council once to have their issue resolved increased from 21% in 2022 to 26% in 2023. The proportion of customers whose issue was unresolved due to Council non-response fell from 29% in 2022 to 16% in 2023.

Council Communications

Local radio made strides as the preferred method to be informed about changes at Council (23% in 2021, 28% in 2022 and 33% in 2023).

In 2023, the preferred mode of contact for Making a Payment was online (66%, 63% in 2022). The preferred mode of contact for Requesting Council to do something was phone (36%, 37% in 2022). The preferred mode of contact for Learning about upcoming events was social media (29%, 31% in 2022).

The preferred mode of contact for Completing or lodging applications or forms was in person (39%, 44% in 2022). The preferred mode of contact for Providing feedback on important or topical issues was online (29%, 20% in 2022). The preferred mode of contact for Getting updates during fires, floods, etc. was SMS (34%, an option not offered in 2022).

2. INTRODUCTION

2.1. BACKGROUND & OBJECTIVES

Snowy Monaro Regional Council (SMRC, or Council) engaged Taverner Research Group (TRG) to conduct community satisfaction research for residents living in the Snowy Monaro local government area (LGA). This research aimed to assess satisfaction with, and priorities towards different Council-managed facilities and services, satisfaction with its customer service, and other issues to assist Council maintain a high quality of services to its residents.

See Appendix 1 for a full copy of the questionnaire used for this study.

As per the agreed project brief, the survey addressed the following objectives:

1. Measure satisfaction with specific Council facilities and services
2. Measure satisfaction with overall performance, and reasons why
3. Measure satisfaction with customer service levels
4. Understand communication preferences
5. Measure change in performance with previous years, and benchmark against other regional NSW councils

2.2. METHODOLOGY

The survey was conducted mainly using a random fixed-line (35%) and mobile (65%) telephone poll of 400 SMRC LGA residents aged 18+. Respondents were selected at random from a verified random sample residential telephone database of 5,200+ residential and mobile telephone numbers within the LGA. A survey form was constructed collaboratively between Council management and Taverner representatives based on satisfying the above objectives.

Fieldwork was conducted between October 17th and October 30th, 2023, inclusive. A team of researchers called residents on weekday evenings (excluding Friday) from 3.30 to 8 pm and weekends 10 am-4 pm. Where phones went unanswered, were engaged, or diverted to answering machines, researchers phoned on up to five occasions at different times of the afternoon or evening.

The poll was conducted on a purely random basis, though ensuring an adequate mix of respondents by age and gender and across different sub-regions. Respondents were screened to ensure they were aged 18 or over and were not councillors or permanent Council employees.

Interview time was average 17 minutes and 10 seconds in duration.

Statistical testing was conducted across results by gender, age, whether have children 14 or under living with them, length of time lived in the LGA, urban/rural/village setting, and Cooma versus Jindabyne versus other areas of the LGA. Significantly higher/lower differences, at the 95% confidence level, are identified in commentary.

In 2023, in order to better target younger respondents, an online panel was engaged. It was hoped to procure 20-40 respondents this way, but in the end only 7 respondents were gained via this method.

2. INTRODUCTION

2.3. SAMPLE PROFILE

Respondents to the random survey showed the following characteristics:

		2021	2022	2023
Gender	Male	44%	41%	42%
	Female	56%	59%	58%
Age	18-39	11%	13%	15%
	40-59	33%	31%	29%
	60+	56%	56%	56%
Children under 14 in the home	Yes	21%	22%	20%
Time lived in Snowy Monaro Council area	1-5 years	3%	3%	3%
	6-10 years	10%	9%	5%
	11-20 years	21%	19%	19%
	More than 20 years	66%	69%	73%
Setting	Urban	39%	38%	42%
	Rural	39%	40%	40%
	Village	22%	22%	18%
Nearest town	Adaminaby	5%	5%	4%
	Berridale	9%	9%	7%
	Bombala	7%	10%	8%
	Cooma	49%	38%	46%
	Delegate	1%	3%	2%
	Jindabyne	17%	21%	20%
	Nimmitabel	2%	4%	3%
	Michelago	4%	4%	3%
	Bredbo	3%	3%	1%
	Numeralla	0.5%	2%	3%
	Dalgety	1%	2%	2%
	Bibbenluke	0%	0.5%	0.3%
	Cathcart	0%	0.5%	0%
	Kalkite	-	-	1%

3. COUNCIL PERFORMANCE

3.1. COMMUNITY SATISFACTION WITH COUNCIL PERFORMANCE

Survey respondents were asked to rate their overall satisfaction with Council's overall performance using a five-point scale, where 1 = very dissatisfied and 5 = very satisfied. As shown in **Figure 1** below, 53% dissatisfied in 2022 dropped to 52% dissatisfied in 2023. The proportion satisfied fell from 15% to 14%, leaving net satisfaction unchanged at -38%.

Figure 1 Overall Satisfaction with Council's Performance

Q10. Please rate your satisfaction with Council's overall performance on a scale of 1-5, where 1 is very dissatisfied and 5 is very satisfied?
Base: All respondents 2021-2023
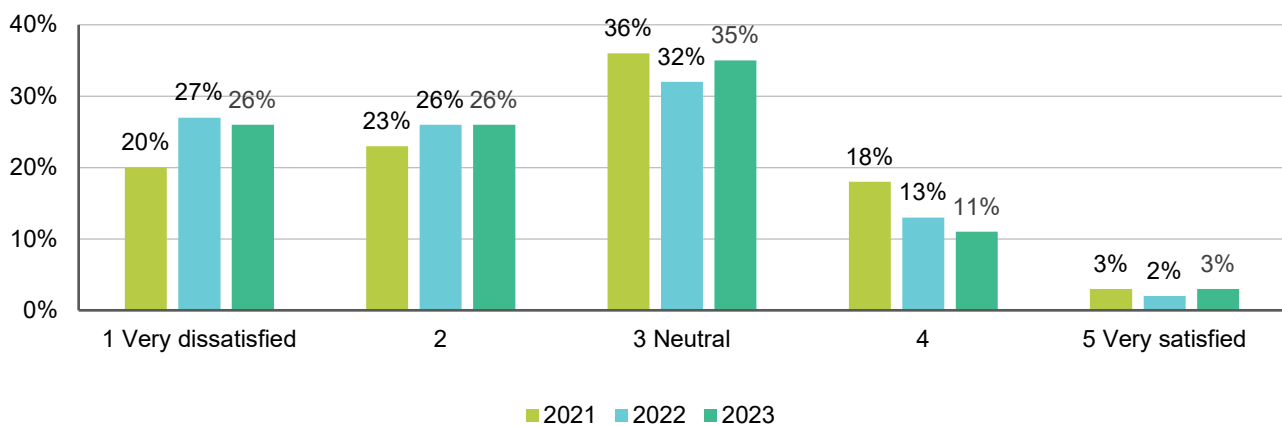
The 2023 mean for overall satisfaction (2.39) was in line with the result for 2022 (2.38), leaving SMRC slightly higher than the lowest regional NSW result observed in recent years (see **Figure 2** below). Significantly higher means were recorded for residents in an urban setting (2.64) and Cooma (2.60), and significantly lower for residents aged 40-59 (2.15) and those living outside Cooma or Jindabyne (2.16).

Figure 2 Overall Satisfaction - Benchmarks

Q10. Please rate your satisfaction with Council's overall performance on a scale of 1-5, where 1 is very dissatisfied and 5 is very satisfied?
Base: All respondents 2021-2023
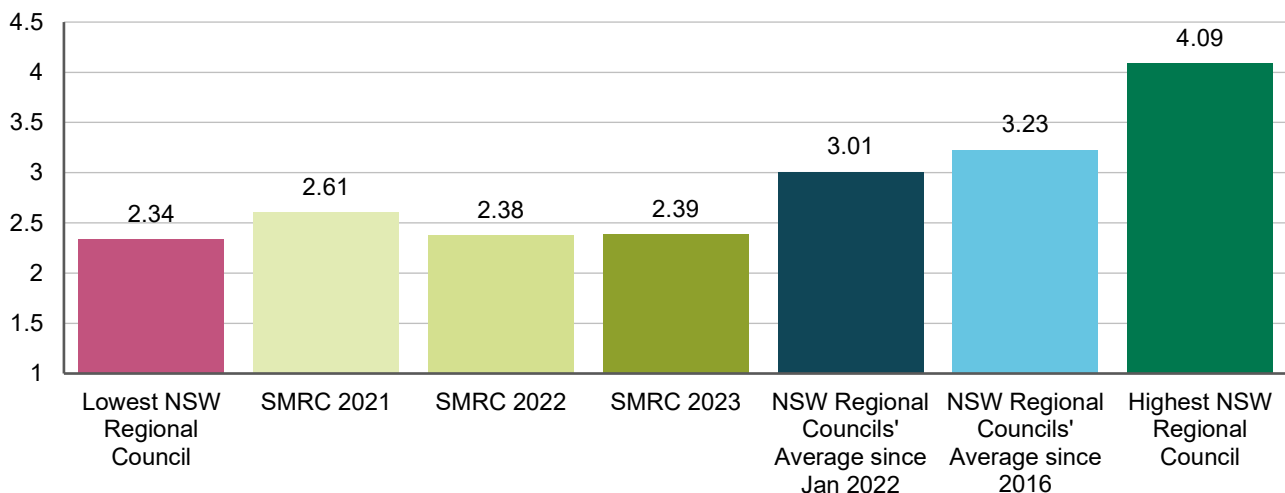
3. COUNCIL PERFORMANCE

Respondents were asked, unprompted, the reasons for their satisfaction score, as shown in **Figure 3** below. Nearly a quarter of responses in 2023 were around perceived poor communication. Significantly more 2023 respondents aged under 40 years said Need more/better sports/recreation facilities (18%), and significantly more residents living outside Cooma or Jindabyne said Council is too city-centric (15%).

Figure 3 Reasons for Satisfaction Score

Q11. Can you briefly explain why you gave that rating?
Base: All respondents 2023 n=400

Reason	%
Poor communication	22%
Need better roads	17%
Rates too high	16%
Council is wasteful	15%
Council do a good job	12%
Too much red tape/delay	11%
Better waste management services needed	9%
Better community services	9%
Council do a bad job	7%
Unhappy with amalgamation	7%
Council too city-centric	7%
Don't trust Council/lack of transparency	6%
Need more/better sports/recreational facilities	6%
Better footpaths/cycleways	6%
Room for improvement	5%
Need better infrastructure	5%
Lack of leadership	4%
Encourage economic growth	3%
Water supply problems	3%
Weed control	3%
Council does what they should/nothing to do w council	3%
Good communication	2%
Cost of living too high	1%
Environmental concerns	1%
Transport concerns	1%
Council facilities are bad	1%
Other	2%

3. COUNCIL PERFORMANCE

As shown in **Figure 4** below, mentions of Poor communication, Rates too high, Better waste management services needed, and Better community services increased significantly from 2022 to 2023. Mentions of Council do a bad job and Room for improvement decreased significantly from 2022 to 2023.

Figure 4 Reasons for Satisfaction Score over Time

Q11. Can you briefly explain why you gave that rating?
Base: All respondents 2021-2023

Need better roads
- 22%
- 21%
- 17%

Poor communication
- 17%
- 16%
- 22%

Council is wasteful
- 10%
- 16%
- 15%

Council do a bad job
- 10%
- 14%
- 7%

Room for improvement
- 11%
- 12%
- 5%

Unhappy with amalgamation
- 10%
- 7%

Council do a good job
- 12%
- 10%
- 12%

Rates too high
- 12%
- 10%
- 16%

Too much red tape/delay
- 8%
- 10%
- 11%

Better waste management services needed
- 6%
- 4%
- 9%

Better community services
- 4%
- 4%
- 9%

Council too city-centric
- 7%
- 10%
- 7%

■ 2021 ■ 2022 ■ 2023
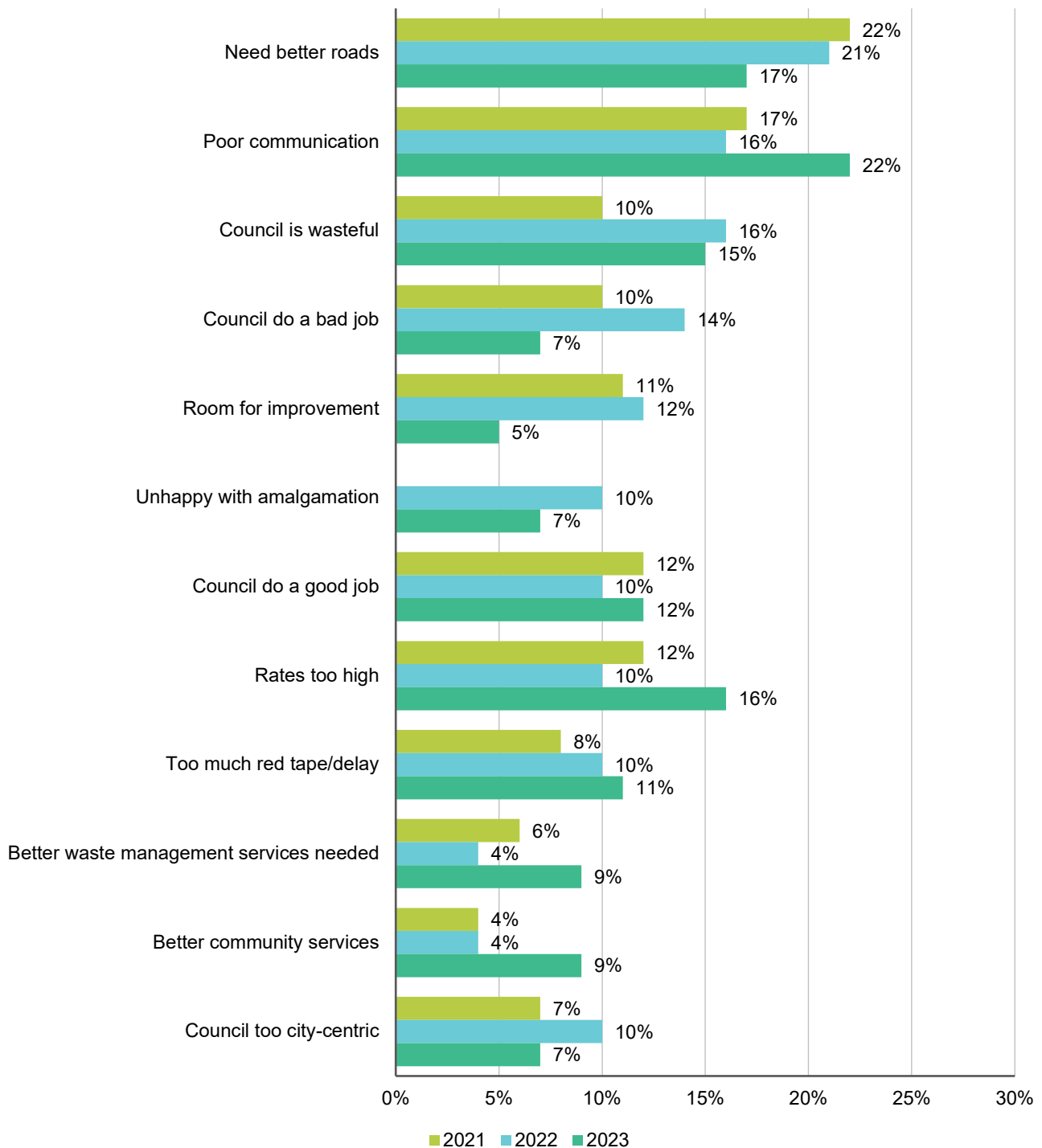
3. COUNCIL PERFORMANCE

Table 1 below shows the reasons for overall satisfaction rating grouped into those who were satisfied or dissatisfied. In 2023, new tags were added "Weed control", "Lack of leadership" and "Don't trust Council/lack of transparency".

Table 1 Reasons for Satisfaction Score by Overall Satisfaction Rating

	2021		2022		2023	
	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied
Council does a good job	0%	52%	0%	53%	0%	55%
Room for improvement	1%	12%	2%	16%	2%	9%
Council does what they should	1%	10%	0%	3%	0%	13%
Need better roads	28%	7%	25%	10%	19%	4%
Rates too high	18%	7%	15%	2%	21%	0%
Unhappy with amalgamation	-	-	13%	5%	9%	2%
Too much red tape/delay	9%	6%	12%	3%	14%	0%
Good communication	0%	6%	1%	15%	0%	13%
Need more/better sports/recreational facilities	5%	5%	4%	0%	6%	4%
Weed control	-	-	-	-	3%	2%
Better footpaths/cycleways	2%	4%	2%	0%	5%	4%
Poor communication	25%	2%	21%	5%	29%	0%
Encourage economic growth	10%	2%	4%	0%	3%	0%
Better community services (Youth, aged care, etc)	3%	2%	6%	0%	11%	0%
Council does a bad job	14%	1%	23%	2%	9%	0%
Council too city-centric	10%	1%	10%	0%	8%	2%
Better waste management services needed	9%	1%	4%	0%	11%	2%
Need better infrastructure	2%	1%	7%	0%	7%	2%
Council is wasteful	18%	0%	25%	2%	21%	7%
Water supply problems	7%	0%	4%	0%	5%	0%
Lack of leadership	-	-	-	-	5%	0%
Don't trust Council/Lack of transparency	-	-	-	-	9%	2%
Cost of living is too high	1%	0%	2%	2%	1%	2%
Council facilities are bad	1%	0%	5%	3%	2%	0%
Better animal control	1%	0%	0%	0%	0%	0%
Other	0%	0%	2%	8%	2%	2%

3. COUNCIL PERFORMANCE

Table 2 (below) and **Table 3** (next page) show some quotes by topic for each of the satisfied and dissatisfied respondents in 2023.

Table 2 Verbatims from Satisfied Respondents on Reason for their Satisfaction Rating

Code applied	Respondent's comment
Council does a good job	If you ring them up and you have a problem, they're all pretty good. I know money-wise they are struggling but they're doing their best.
	Reasonably good services, rubbish is collected on time. If something needs repairing, e.g., drain, they do it promptly.
	I think that they have performed well in the last 18 months given the serious financial issues that they inherited as far as traditional services that ratepayers are expecting councils to provide such as roads, water, and refuse.
	I think they are genuinely trying to do a good job. I know there is a small group in the community that is trying to highlight everything they do wrong. They want to put a bike track in, and certain community members do not want it to happen and want to be negative. They give mountain bike riders access to land and are very proactive.
	Roads and footpaths are the biggest problem, but I understand they don't have billions to spend, and we have an unhelpful natural environment. Everything else, garbage etc, is pretty good.
	I think it's a large area and they are doing their best and I think the area is too big to manage.
Room for improvement	They do a pretty good job. I am really happy with the parks; they are good for smaller kids and I use the well-maintained library. The walking track around the river could be improved it is quite cracked and hard to push a pram.
	I think Council does the best job they can, they are limited by employment and money. Because I deal with Council and work in public industry, they employ people who aren't skilled at the specific job they are learning on the job, not enough professional tradesmen on the ground.
Good communication	They have always been good to me; DA's get approved quickly and they are always quick to answer questions.
	Any time I have had any dealings with Council I have found them to be quite satisfactory, the staff I had dealt with have been very efficient and friendly.
	My husband passed away last year, so I have had to do the things that he used to do, and the Council were very helpful.
	They have been transparent and informative with the information about rate increases.

3. COUNCIL PERFORMANCE

Table 3 Verbatims from Dissatisfied Respondents on Reasons for their Satisfaction Rating

Code applied	Respondent's comment
Need better roads	Our roads seem to be needing work frequently even when they have just had work done on them...the quality of the repairs is not good/long-lasting.
	Just management of the dirt roads and everything, there's meant to be a bridge on Michelago road into village and they started it a long time ago its meant to be finished and delivered over a year ago, but they abandoned it, they haven't been out to do anything in a long time.
	They dug up a road outside my place 6 months ago and haven't done anything about it.
	They appear to have no money to improve the dirt roads, nothing going on, no road projects for years.
	I maintain the dirt road that I live on because Council doesn't do anything about it.
Rates too high	The Council focusses very much on tourist areas like Jindabyne, we out here near Michelago, get no services but still pay the rates as though we were in Jindabyne.
	Council is only good for one thing - increasing rates to make up their shortfall as they overspend on everything. They are just useless and shouldn't be allowed to handle money, but they are good at giving themselves pay rises.
	I have seen no extra investment in my area, but our rates went up 80% 78% 60-something percent in successive years, and we get nothing in return. We get billed for "garbage collection" but none is done. On top of that, I pay $250 a year to go 16km down the road to a bank of bins which sometimes are too full for me to use.
	Financial mismanagement - because the water system was damaged and not properly insured by the Council the claim wasn`t covered. As a result, our rates have been upped to cover it. Also, my parents live in an area where there is no waste collection service and are still charged for it.
Council is wasteful	The need for a $40m council building...don't agree with that. Giving away two aged care facilities...don't agree with that either.
	They don't focus on needs like roads...instead they focus on things like flower beds in town and what kind of stone they should use on the weir.
	The wasting of money for the indoor employees and lacking the outdoor employees to do the job e.g., filling potholes and general maintenance. There are 4 offices for one shire, they amalgamated the shire but nothing changes - if I ring Cooma office they will put you to Berridale, it's like your still in the old shire, they still have 3 shires, but it's supposed to be one.
Poor communications	They granted DA to neighbour without informing us.
	If they think that they are not going to be popular with a decision they are reluctant to hold a community meeting... they say you can come to a particular place and have a meeting with an expert one on one. This sort of meeting could lead to bullying, and this kind of meeting is not as good as a community meeting because you don't have other people involved in questioning helping you with ideas.
	They advised a rule this week for every pool that all children under 15 must be supervised but does not apply to Cooma and they haven't explained why.
	They have six town planners and they do not return a phone call.
	They transfer to online portal which doesn't help because you need to get feedback which you can't get through a computer.

In 2023, an additional ad hoc question was asked "Have you seen an improvement in the condition of roads over the past 12 months", for which 36% of all respondents said yes, 60% said no and 4% unsure. Significantly more respondents in Cooma said no (68%), and significantly more respondents outside of Cooma/Jindabyne said yes (46%).

3. COUNCIL PERFORMANCE

3.2. SATISFACTION WITH COUNCIL FACILITIES & SERVICES

Residents were asked to rate their satisfaction with selected Council facilities and services using a five-point satisfaction scale where 1 = Very poor and 5 = Excellent. Responses in **Figure 5** below are ranked from highest to lowest satisfaction.

Figure 5 Satisfaction with Council Facilities and Services

Q8. Can you please rate your satisfaction with the following Snowy Monaro Council facilities or services. We'll use a scale of 1-5, where 1 means you think it's very poor and 5 is excellent. If you haven't used this service within the past 12 months, just say so and I'll move to the next one. So, on a scale of 1-5, how satisfied are you with…

Base: All respondents 2023 n=400

Facility/Service	Rated positively (5-4)	Neutral (3)	Rated poor (2-1)	N/A
Libraries	62%	7%	3%	28%
Cleanliness of streets	54%	22%	22%	3%
Parks, reserves and playgrounds	54%	21%	18%	7%
Waste and recycling	46%	23%	29%	3%
Water supply	46%	12%	17%	25%
Sporting facilities	43%	19%	16%	23%
Community halls	37%	19%	12%	32%
Sewage collection and treatment	35%	12%	9%	44%
Public toilets	34%	22%	26%	19%
Bridges, culverts and causeways	33%	27%	32%	8%
Animal control	31%	18%	19%	33%
Council pools	30%	15%	20%	35%
Stormwater drainage	28%	26%	29%	18%
Community Care	28%	14%	18%	41%
Footpaths and cycleways	25%	25%	39%	12%
Tourism marketing	24%	34%	29%	13%
Online services	22%	18%	20%	41%
Environ monitoring & protection	17%	28%	29%	27%
Weed control	15%	21%	55%	9%
Sealed roads	15%	31%	54%	
Councillor leadership	14%	22%	54%	10%
Youth facilities and activities	11%	14%	23%	53%
Unsealed roads	10%	16%	56%	18%
Balance b/w development & values	8%	25%	55%	12%
Econ development & investment	8%	22%	55%	15%
Development applications	8%	10%	49%	34%

Legend: ■ Rated positively (5-4) ■ Neutral (3) ■ Rated poor (2-1) ■ N/A

3. COUNCIL PERFORMANCE

As shown in **Figure 5** (previous page), three facilities or services were rated positively (4 or 5, out of 5) by more than 50% of respondents in 2023 - Libraries, Cleanliness of streets, and Parks, reserves and playgrounds (the same categories as in 2022). The three that gained only 8% positive ratings all seemed related to development- Finding the right balance between development and community values, Economic development and attracting new investment to the region, and Development applications (although for this last one, 34% of 2023 residents surveyed responded "NA", indicating a lack of knowledge on this subject).

Figure 6 through to **Figure 11** (pages 18 and 19) show the mean scores of the past three years. Broadly, the drops from 2021 to 2022 did not continue. Not shown, because they did not appear in 2021-2022, were Councillor leadership (mean 2.20) and Finding the right balance between development and community values (2.16).

There were big improvements in scores for roads between 2022 and 2023. Unsealed roads had a mean of 1.76 in 2022, increasing significantly to 2.05 in 2023; Sealed roads had a mean of 2.02 in 2022, going up significantly to 2.34 in 2023. There were also smaller upticks over this period for Footpaths and cycleways, and Bridges, culverts and causeways.

Economic development and attracting new investment to the region dropped (from 2.21 in 2022, to 2.07 in 2023), but there was something of a rebound for tourism marketing (from 2.75 in 2022, to 2.87 in 2023). Weed control dropped (see **Figure 11** two pages down) from 2.41 in 2022 to 2.26 in 2023.

There were no significant differences between genders for mean scores of any facilities or services in 2023. Respondents that had children under 14 years of age had significantly lower mean scores for Sporting facilities (2.99) and Sealed roads (2.08), and a significantly higher mean score for Environmental monitoring and protection (3.00). Respondents in 2023 who had lived in the LGA longer than 20 years had significantly higher mean scores for Libraries (4.35) and Sealed roads (2.42).

Respondents in 2023 aged under 40 years had significantly higher mean scores for Cleanliness of streets (3.75) and Environmental monitoring and protection (3.04) than other age groups.

Table 4 Respondents Aged 60+ had Significantly Higher Mean Scores For

Facility/Service	Mean		Facility/Service	Mean
Libraries	4.38		Sporting facilities	3.66
Waste and recycling	3.34		Community Care	3.47
Community halls	3.67		Sealed roads	2.53
Parks, reserves and playgrounds	3.64		Finding the right balance between development and community values	2.29

Respondents in 2023 who lived in an urban setting had a significantly higher mean for Environmental monitoring and protection (2.86) than those in a rural or village setting.

3. COUNCIL PERFORMANCE

Table 5 Respondents in a Rural Setting had Significantly Lower Mean Scores For

Facility/Service	Mean		Facility/Service	Mean
Libraries	4.07		Unsealed roads	1.83
Waste and recycling	2.64		Community care	2.92
Animal control	2.79		Sealed roads	2.07
Sewage collection and treatment	2.86		Councillor leadership	1.93
Bridges, culverts and causeways	2.64		Finding the right balance between development and community values	1.97
Stormwater drainage	2.62			

Respondents in 2023 who lived nearest to Jindabyne had significantly lower mean scores for Community halls (3.11), Parks, reserves and playgrounds (3.05), Footpaths and cycleways (2.32) and Community care (2.45) than those who did not live nearest Jindabyne.

Table 6 Respondents Nearest Cooma had Significantly Higher Mean Scores For

Facility/Service	Mean		Facility/Service	Mean
Libraries	4.42		Stormwater drainage	3.05
Waste and recycling	3.49		Community care	3.60
Animal control	3.40		Sealed roads	2.51
Sporting facilities	3.56		Councillor leadership	2.42
Water supply	3.88			

Table 7 Respondents Not Near Cooma or Jindabyne had Significantly Lower Mean Scores For

Facility/Service	Mean		Facility/Service	Mean
Bridges, culverts and causeways	2.67		Stormwater drainage	2.50
Waste and recycling	2.81		Unsealed roads	1.84
Animal control	2.84		Councillor leadership	1.97
Water supply	2.94			

3. COUNCIL PERFORMANCE

Figure 6 Mean Satisfaction for Council Facilities and Services over Time 1
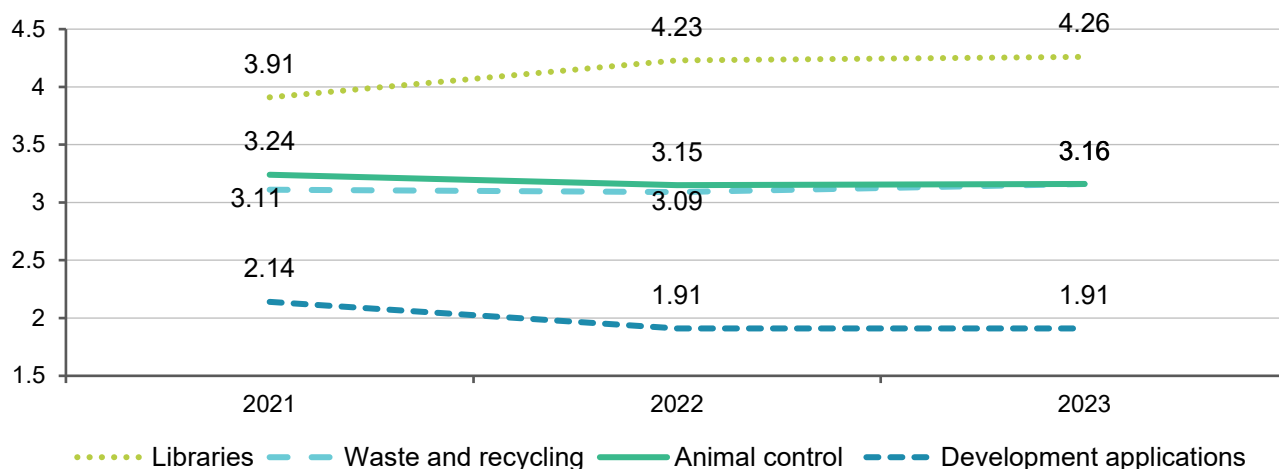

Figure 7 Mean Satisfaction for Council Facilities and Services over Time 2
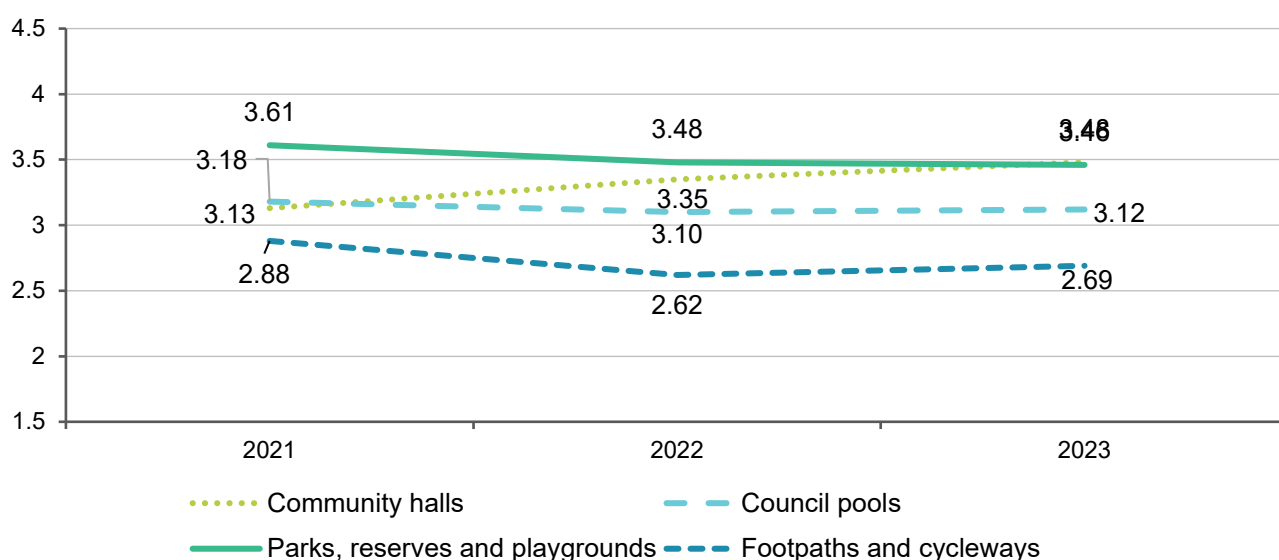
Figure 8 Mean Satisfaction for Council Facilities and Services over Time 3
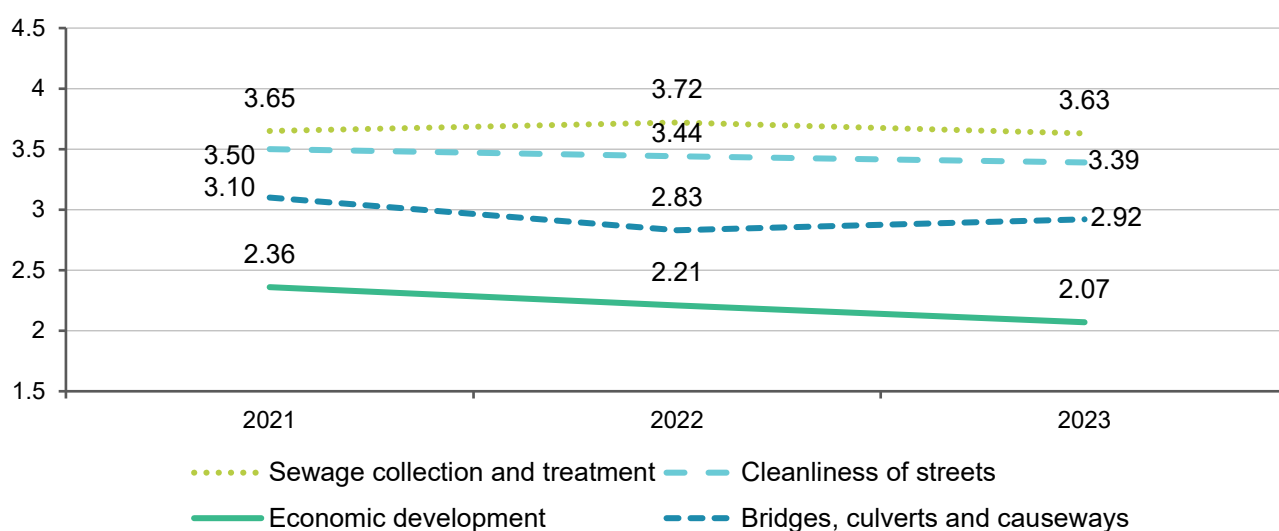
3. COUNCIL PERFORMANCE

Figure 9 Mean Satisfaction for Council Facilities and Services over Time 4

Legend: Sporting facilities · Online services · Youth facilities and activities · Tourism marketing
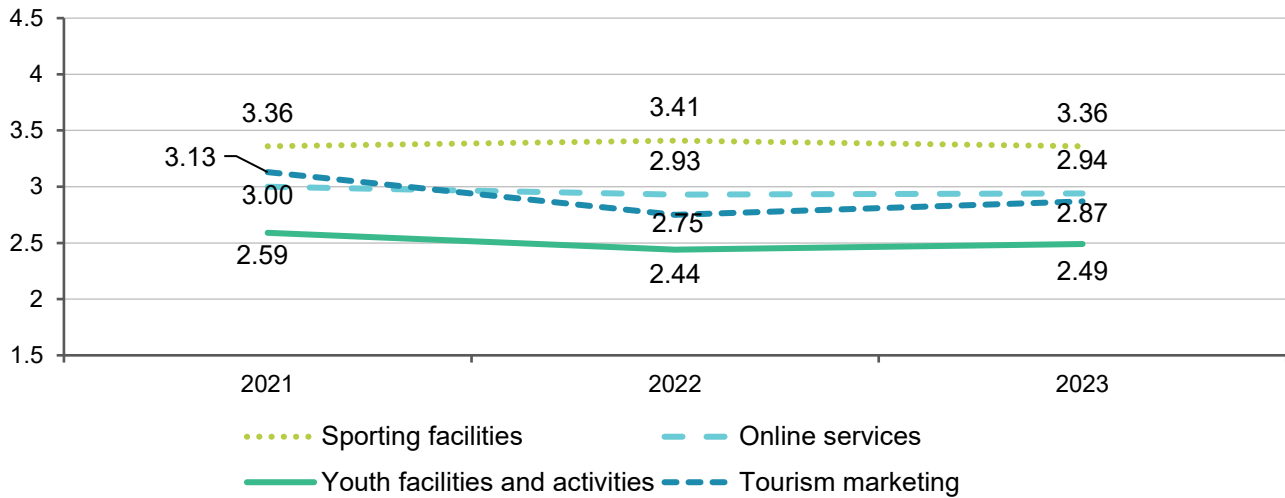
Figure 10 Mean Satisfaction for Council Facilities and Services over Time 5

Legend: Water supply · Stormwater drainage · Environmental monitoring and protection · Unsealed roads
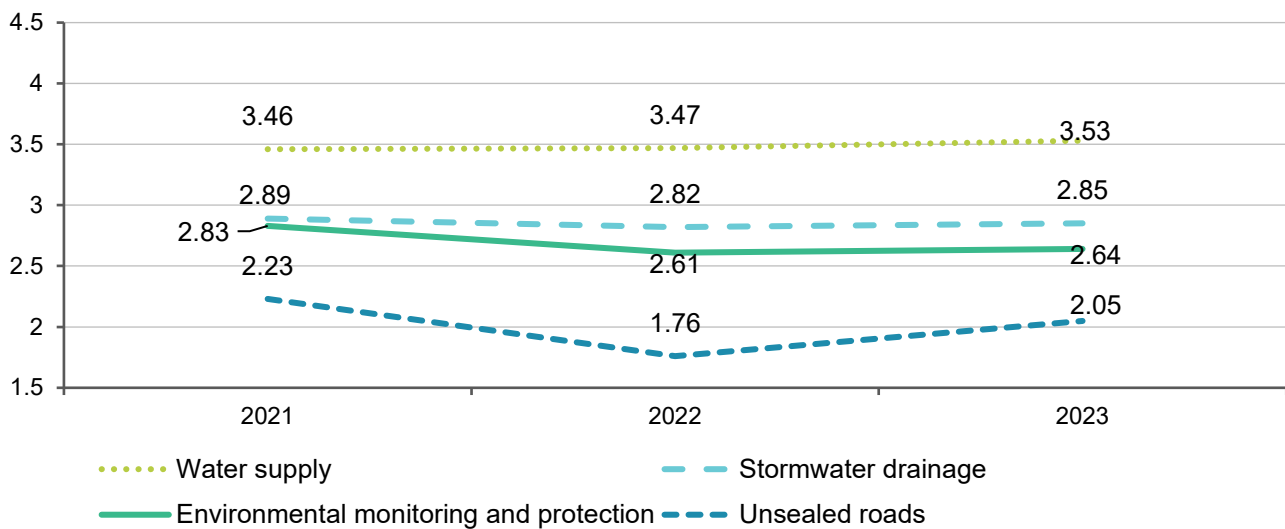
Figure 11 Mean Satisfaction for Council Facilities and Services over Time 6

Legend: Weed control · Community care · Public toilets · Sealed roads
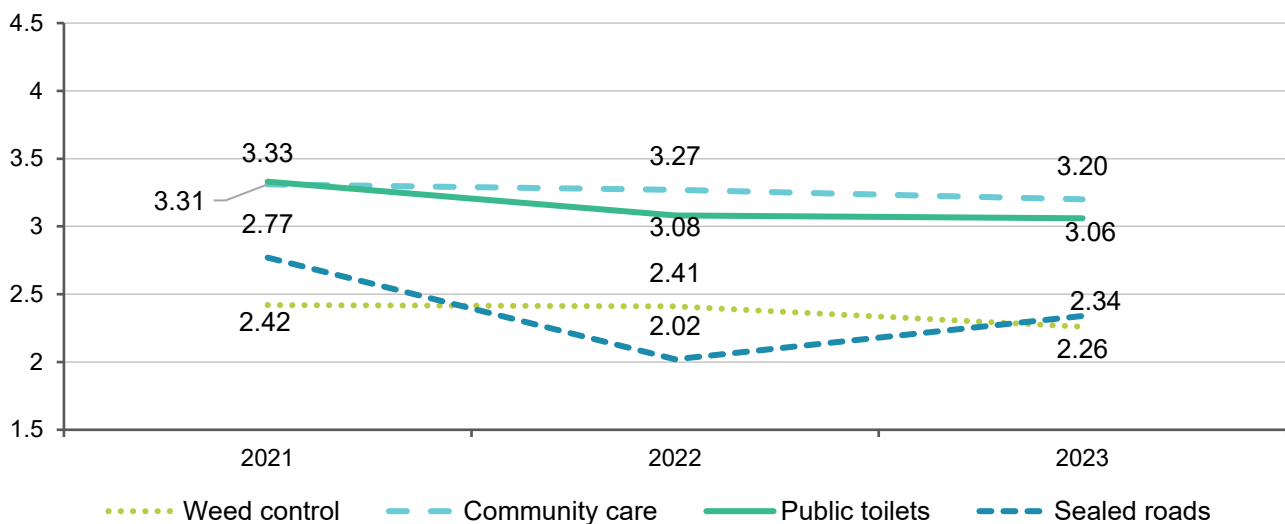
4. PRIORITISING FACILITIES & SERVICES

4.1. QUADRANT ANALYSIS

This section of the report aims to identify the key drivers of resident satisfaction via a deeper analysis of the relationship between overall satisfaction with Snowy Monaro Regional Council and satisfaction with facilities and services (as reported in the previous section).

Quadrant analysis simultaneously analyses the importance of a service in terms of driving overall satisfaction and the performance of services in terms of resident satisfaction. To do this, mean satisfaction scores are plotted against derived importance scores for each Council service. Importance scores are derived from regression analysis and are basically a factor of the relationship between satisfaction score for individual services, and overall satisfaction with Council.

To form quadrants, the average derived importance score and average satisfaction score across all facilities and services were calculated. Facilities and services with a mean satisfaction score less than the overall average were classified as 'lower' performing while those with a mean score above the average were classified as 'higher' performing. Similarly, facilities and services have 'higher' or 'lower' derived importance depending on their position above or below the overall average.

These scores do not suggest the facility or service is not important in the personal lives of residents. It strictly relates to *relative* importance in creating overall satisfaction with Council.

Figure 12, (over-page) is Council's performance/importance quadrant.

1. The upper right quadrant (high importance and high satisfaction) represents current service strengths or '**Strengths to maintain**'.

2. The upper left quadrant (high importance but low satisfaction) denotes services where satisfaction should be improved or '**Priorities for Council**'.

3. The lower left quadrant (relatively lower importance and relatively lower satisfaction) represents lower priority service dimensions or '**Second order issues**'.

4. The lower right quadrant (relatively lower importance and high satisfaction) represents Council's '**Opportunities**'. These are higher performing services that are not yet having a strong impact on creating overall satisfaction with Council.

The numbers shown in **Figure 12** match the facilities and services shown in **Table 8** on the following page.

4. PRIORITISING FACILITIES & SERVICES

Figure 12 Quadrant Matrix
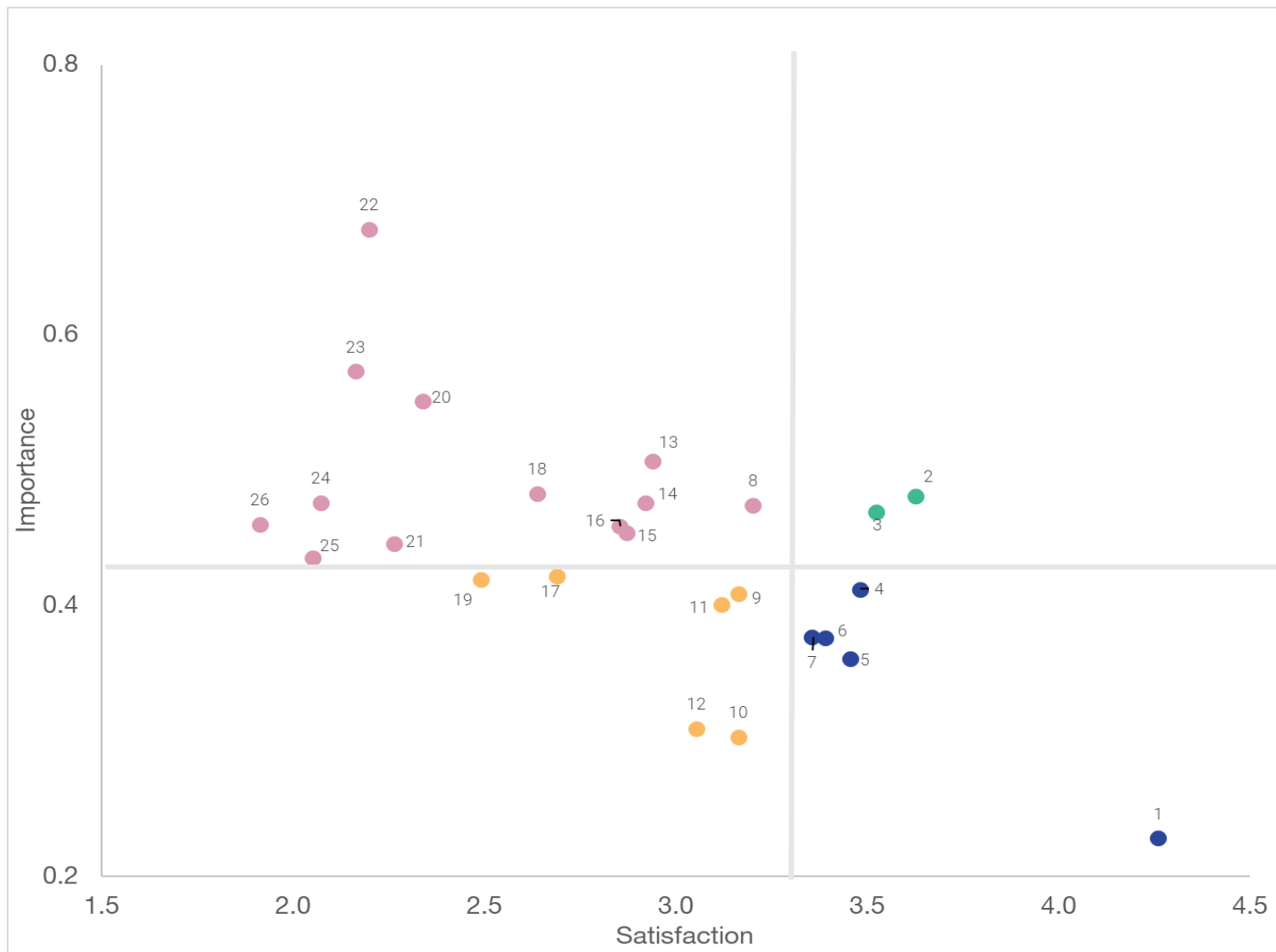
4. PRIORITISING FACILITIES & SERVICES

As shown in **Figure 12** (previous page), in 2023 an arc of Councillor leadership, Finding the right balance between development and community values, and Development applications formed across the top left (the interaction of the highest importance and lowest satisfaction).

Libraries had both the highest satisfaction and the lowest importance (a statement also made in the 2022 report).

Sewage collection and treatment was at high importance and high satisfaction (a statement also made in the 2022 report).

Table 8 Summary of Quadrant Analysis

PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
8 Community Care (community transport, meals on wheels and home care)	2 Sewage collection and treatment
13 Online services (Council website, social media etc.)	3 Water supply
14 Bridges, culverts and causeways	
15 Tourism marketing	
16 Stormwater drainage	
18 Environmental monitoring and protection	
20 Sealed roads	
21 Weed control	
22 Councillor leadership	
23 Finding the right balance between development and community values	
24 Economic development and attracting new investment to the region	
25 Unsealed roads	
26 Development applications (DAs)	
SECOND ORDER ISSUES	**OPPORTUNITIES**
9 Waste and recycling	1 Libraries
10 Animal control (e.g., dogs, roosters)	4 Community halls
11 Council pools	5 Parks, reserves and playgrounds
12 Public toilets	6 Cleanliness of streets
17 Footpaths and cycleways	7 Sporting facilities
19 Youth facilities and activities	

4. PRIORITISING FACILITIES & SERVICES

When correlating[1] the satisfaction with each facility and service against satisfaction with Overall Performance, **Table 9** below shows the highest coefficients achieved (it expresses as a decimal between 0 and 1, with a score of 0.7 considered an indication of correlation).

The top two strongest relationships with overall satisfaction were the two new statements added in 2023. The third highest in 2023, Sealed roads, had a slightly higher correlation in 2023 than 2022. The fourth and fifth highest correlations in 2023 showed substantial decreases since 2022.

Table 9 Five Strongest Relationships to Overall Satisfaction

	2022	2023
Councillor leadership	-	0.678
Finding the right balance between development and community values	-	0.573
Sealed roads	0.547	0.551
Online services (Council website, social media etc.)	0.590	0.507
Environmental monitoring and protection	0.612	0.483
Economic development and attracting new investment to the region	0.601	
Development applications (DAs)	0.577	
Sewage collection and treatment	0.534	

4.2. SATISFACTION WITH SERVICES BY OVERALL SATISFACTION

Table 10 (next page) compares average satisfaction with Council facilities and services across groups of respondents who provided low, neutral, or high overall satisfaction ratings. This is to showcase which services are highest and lowest performing among respondents by their satisfaction level. A high gap is an indicator of a stronger linkage between this facility/service and overall satisfaction.

The greatest variation in mean scores between residents surveyed in 2023 who were overall dissatisfied compared to overall satisfied was for Councillor leadership (1.54 versus 3.59, a gap of 2.05). The smallest variation was for Libraries (4.06 versus 4.59, a gap of 0.53).

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[1] Pearson's correlation https://wiki.q-researchsoftware.com/wiki/Pearson%27s_Product_Moment_Correlation

4. PRIORITISING FACILITIES & SERVICES

Table 10 Satisfaction with Council Services by Overall Satisfaction Rating (2023)

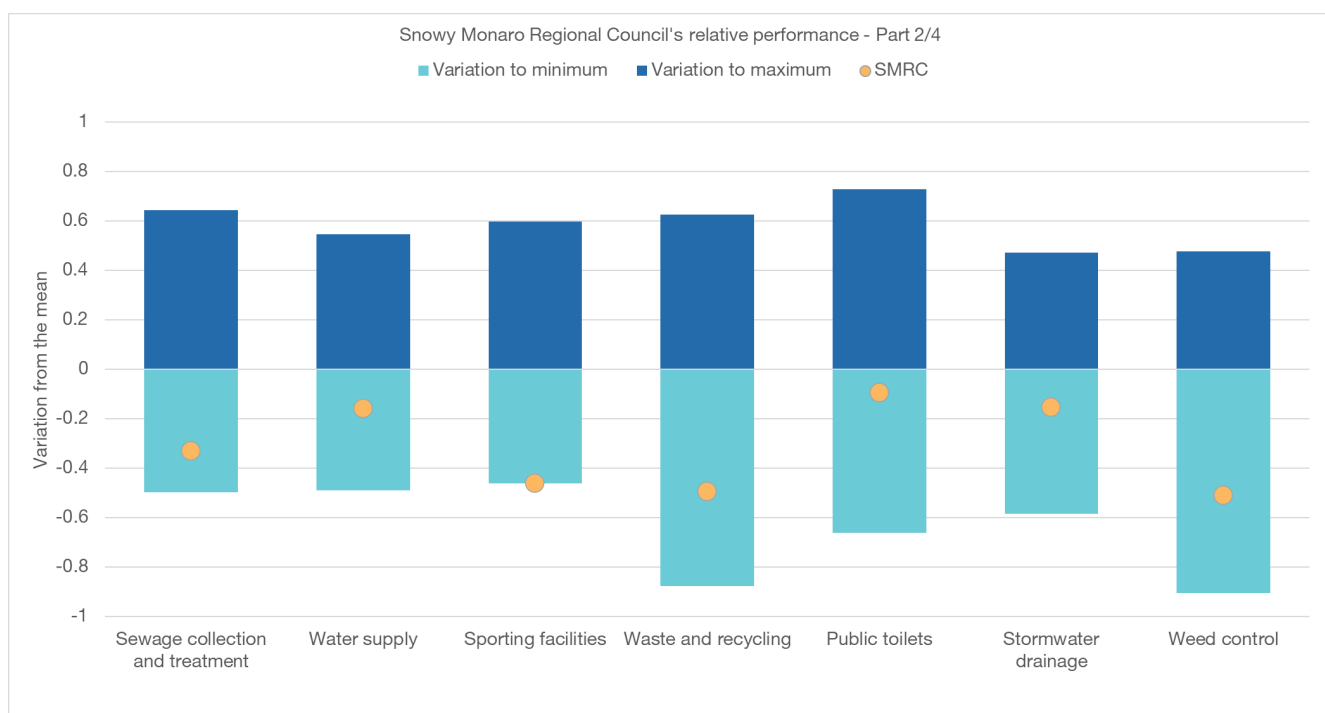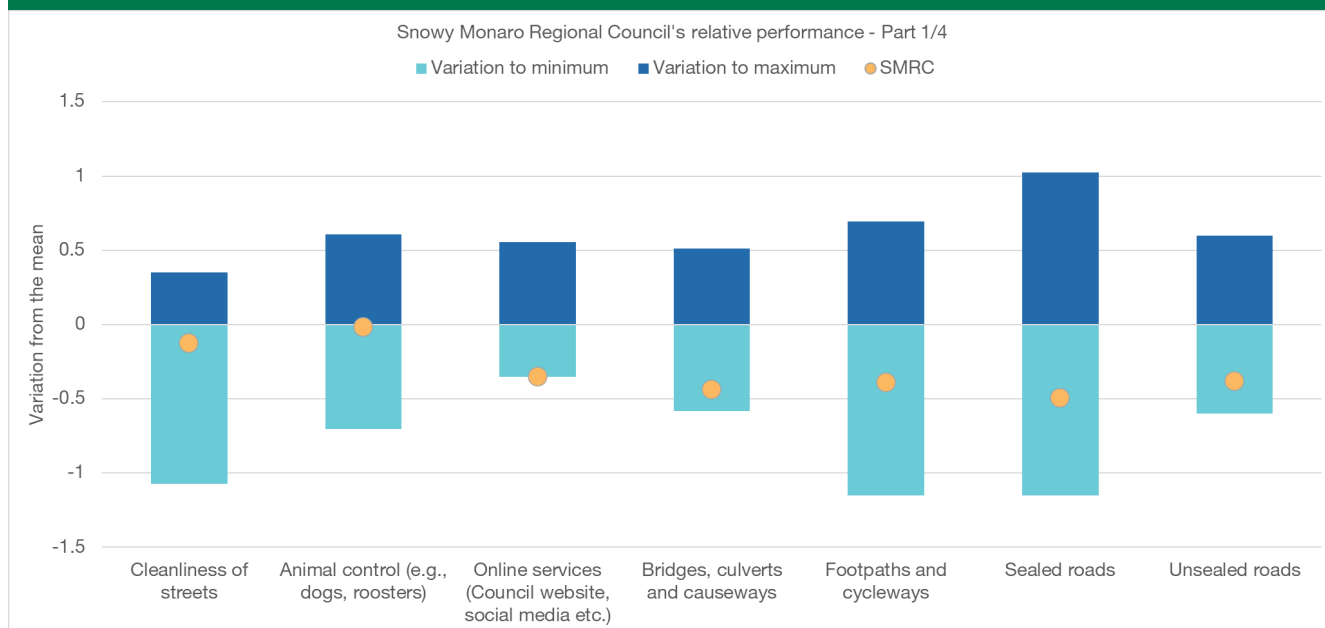| Facility/Service	Dissatisfied (overall)	Neutral (overall)	Satisfied (overall)	Gap
Sewage collection and treatment	3.14	3.93	4.58	1.44
Libraries	4.06	4.41	4.59	0.53
Water supply	2.97	3.81	4.54	1.57
Parks, reserves and playgrounds	3.13	3.64	4.18	1.05
Community Care	2.59	3.76	4.17	1.58
Sporting facilities	2.96	3.69	4.05	1.09
Waste and recycling	2.74	3.39	4.23	1.49
Cleanliness of streets	2.99	3.69	4.11	1.12
Online services	2.51	3.42	4.13	1.62
Council pools	2.63	3.45	4.19	1.56
Community halls	3.12	3.76	4.30	1.18
Animal control	2.81	3.47	3.67	0.86
Tourism marketing	2.45	3.10	3.80	1.35
Environmental monitoring and protection	2.18	3.02	3.64	1.46
Stormwater drainage	2.36	3.20	3.80	1.44
Public toilets	2.71	3.39	3.50	0.79
Bridges, culverts and causeways	2.46	3.31	3.77	1.31
Economic development and attracting new investment	1.67	2.41	3.05	1.38
Footpaths and cycleways	2.26	2.89	3.65	1.39
Development applications	1.56	2.19	3.12	1.56
Youth facilities and activities	2.11	2.82	3.50	1.39
Weed control	1.88	2.46	3.41	1.53
Sealed roads	1.82	2.70	3.38	1.56
Councillor leadership	1.54	2.78	3.59	2.05
Finding the right balance between development and community values	1.72	2.52	3.16	1.44
Unsealed roads	1.65	2.51	2.73	1.08

5. REGIONAL BENCHMARKING

Taverner Research Group maintains a database of satisfaction scores for 35 regional NSW councils. Below shows how SMRC's performance compares to its regional peers. In each case, the length of the bar shows the amount of variance from best to worst Council score, while the orange dot shows where SMRC fits within that range of mean satisfaction scores.

Figure 13 Facilities and Services – Comparison to Regional NSW Benchmarks 1

Q8. Can you please rate your satisfaction with the following Snowy Monaro Council facilities or services. We'll use a scale of 1-5, where 1 means you think it's very poor and 5 is excellent. If you haven't used this service within the past 12 months, just say so and I'll move to the next one. So, on a scale of 1-5, how satisfied are you with…

Base: All respondents 2023 n=400

Snowy Monaro Regional Council's relative performance - Part 1/4

Snowy Monaro Regional Council's relative performance - Part 2/4

5. REGIONAL BENCHMARKING

As shown in **Figure 13** (previous page) and **Figure 14** (below), Snowy Monaro Regional Council in 2023 was above the regional NSW average for Libraries, and at the average for Animal control. SMRC had the lowest scores recorded for eight of the 26 facilities and services compared.

Figure 14 Facilities and Services – Comparison to Regional NSW Benchmarks 2

Q8. Can you please rate your satisfaction with the following Snowy Monaro Council facilities or services. We'll use a scale of 1-5, where 1 means you think it's very poor and 5 is excellent. If you haven't used this service within the past 12 months, just say so and I'll move to the next one. So, on a scale of 1-5, how satisfied are you with…
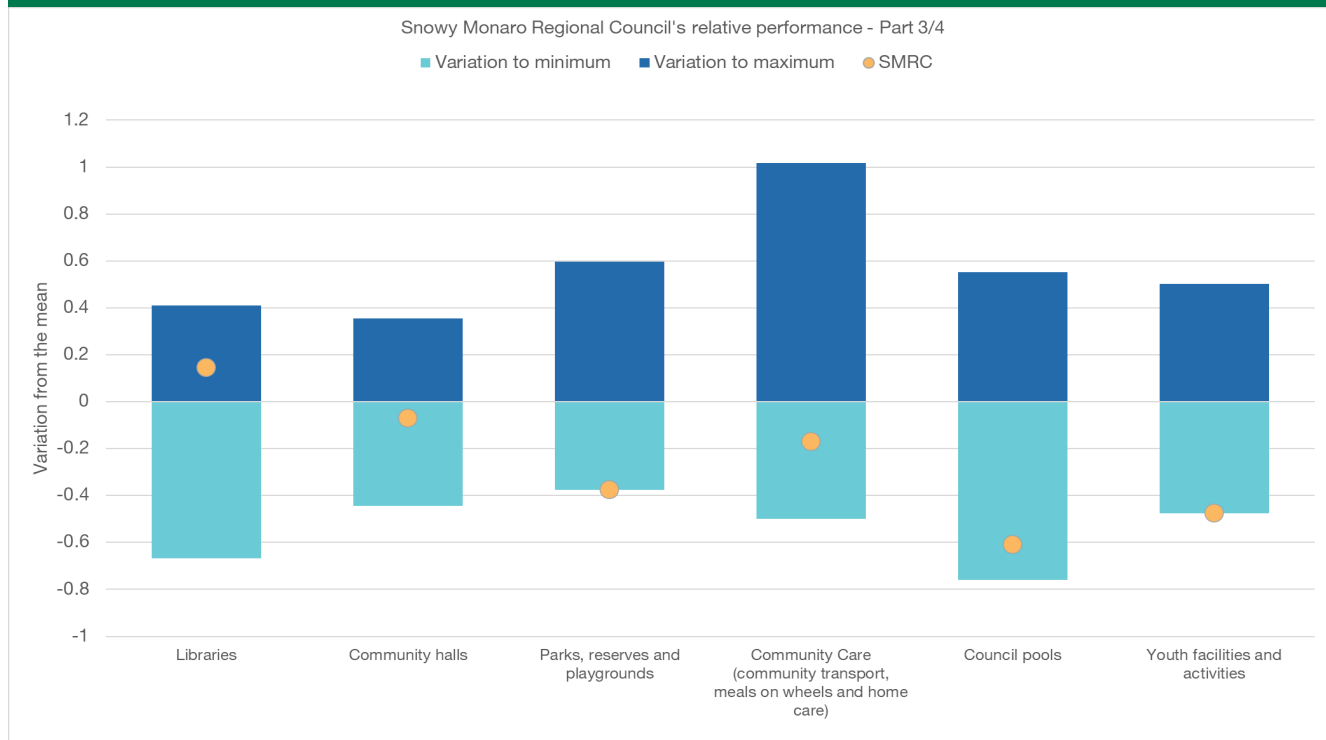
Base: All respondents 2023 n=400

6. COUNCIL CUSTOMER SERVICE

6.1. RECENT CONTACT WITH COUNCIL

This section of the report covers respondent satisfaction with Council communications about enquiries and complaints handling.
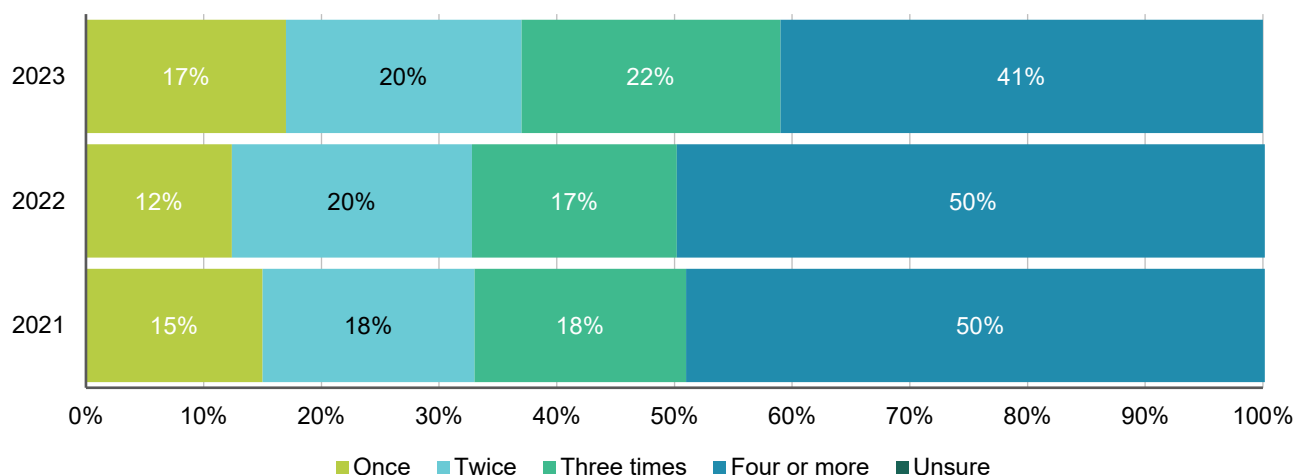
Forty-nine percent of residents surveyed in 2023 had contacted Council in the past 12 months, down from 51% in 2022 and 50% in 2021. Significantly more females (55%) than males, and respondents aged 40-59 (61%) compared to other ages contacted Council in 2023.

There was a drop of 9pts for the proportion of customers who contacted 4 or more times between 2022 (50%) and 2023 (41%) (see **Figure 15** below).

Figure 15 Number of Contacts with Council in the Past 12 Months

Q13. Could you tell please tell me approximately how many times you have contacted Council during this time?
Base: Q12 Contacted Council in 12 months 2021 n=200, 2022 n=204, 2023 n=196

Year	Once	Twice	Three times	Four or more
2023	17%	20%	22%	41%
2022	12%	20%	17%	50%
2021	15%	18%	18%	50%

■ Once ■ Twice ■ Three times ■ Four or more ■ Unsure

As shown in **Figure 16**, next page, there were significantly less mentions of Drainage in 2023 compared to 2022. There were no significant differences between demographic subgroups for any of the responses in 2023.
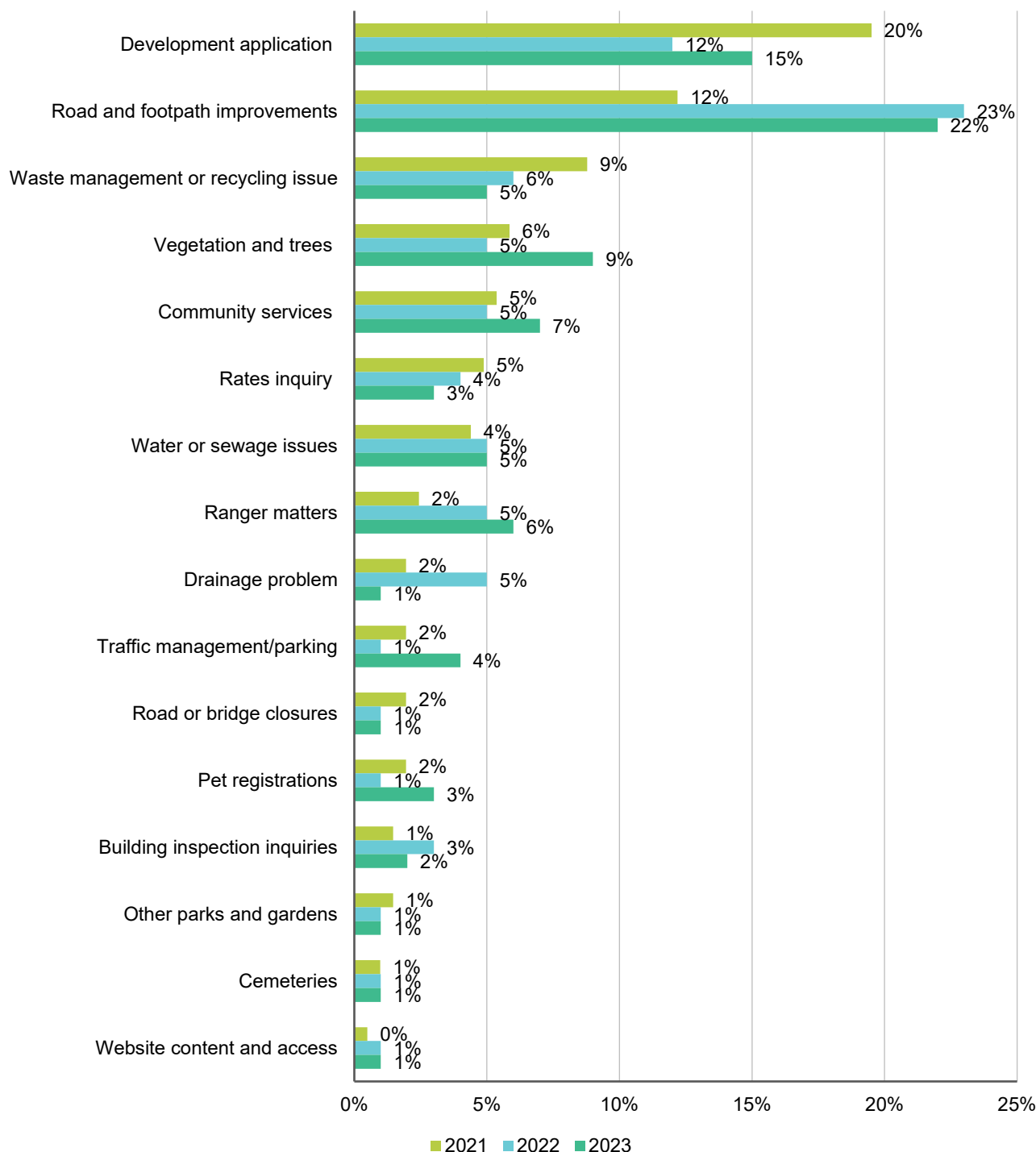
6. COUNCIL CUSTOMER SERVICE

Figure 16 Reasons for Most Recent Contact with Council

Q14. Thinking about your most recent enquiry, what was that contact regarding?
Base: Q12 Contacted Council in 12 months 2021 n=200, 2022 n=204, 2023 n=196

As shown in **Figure 17** below, in 2023 there was an increase in number of issues resolved in a single contact, compared to 2022.

6. COUNCIL CUSTOMER SERVICE

Figure 17 Number of Contacts with Council Before Issue Resolved

Q15. And regarding that matter, how many times did you need to contact Council to have your issue resolved?
Base: Q12 Contacted Council in 12 months 2021 n=200, 2022 n=204, 2023 n=196

Once ■ Twice ■ Three ■ Four or more ■ Not yet resolved ■ Unsure
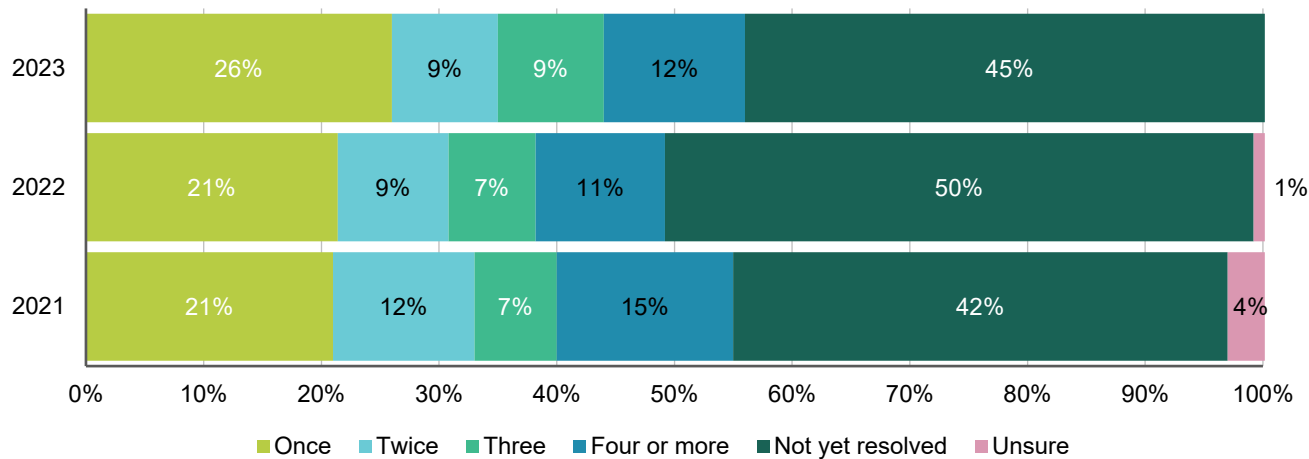
As shown in **Figure 18** below, there was (significantly) close to a halving of Council failing to respond between 2022 and 2023. There was a significant increase of Issue not resolved in respondent's favour.

Figure 18 Reason Issue Considered Unresolved

Q16. Can you briefly explain why you don't believe the issue has been resolved?
Base: Q15 Not yet resolved 2021 n=86, 2022 n=102, 2023 n=88

- Issue still ongoing
- Council didn't respond
- Issue not resolved in respondent's favour
- Other
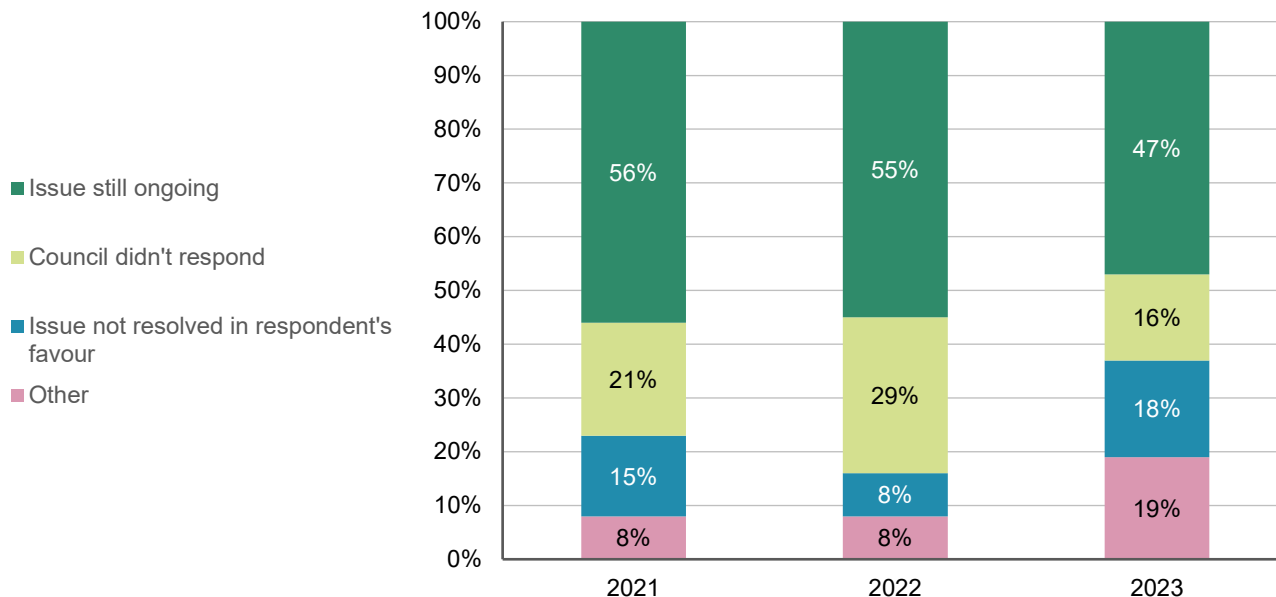
6. COUNCIL CUSTOMER SERVICE

6.2. SATISFACTION WITH COUNCIL CUSTOMER SERVICE

The mean score for satisfaction with Council customer service was 2.73 in 2023, up slightly from 2.63 in 2022 but still lower than the mean score of 2.97 in 2021.

Figure 19 Satisfaction with Council Handling of the Enquiry

Q18. And how would you rate your satisfaction with the way Council handled that latest enquiry, on a scale of 1-5, where 1 means you think it was handled very poorly and 5 means you think it was handled very well?

Base: Q12 Contacted Council in 12 months 2021 n=200, 2022 n=204, 2023 n=196

Legend: ■ 1 Very poorly ■ 2 ■ 3 ■ 4 ■ 5 Very well
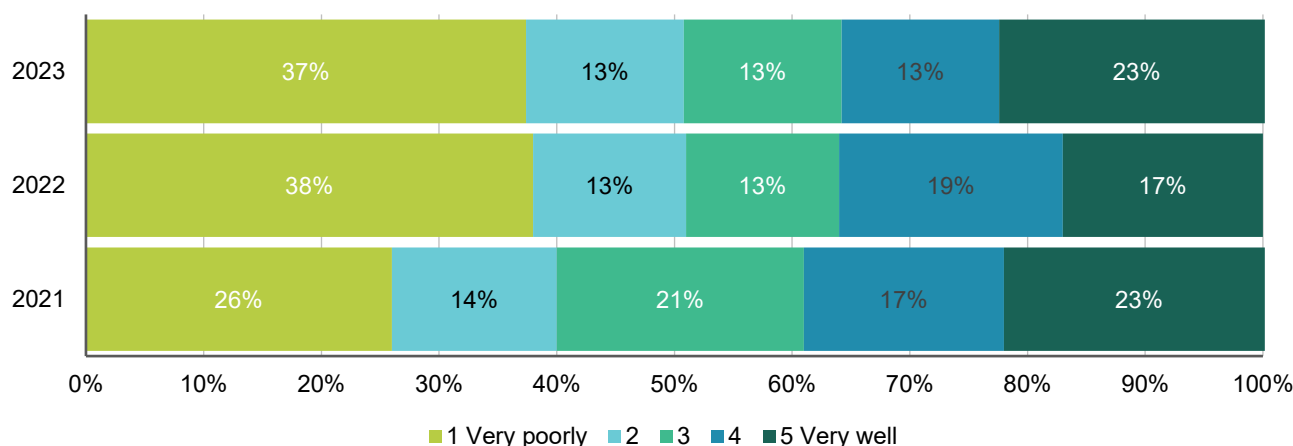
6.3. COUNCIL COMMUNICATIONS

As shown in **Figure 20** below, more than twice the proportion of customers contacted Council via the Snap Send Solve app in 2023 compared to 2022.

Figure 20 How Contact with Council was Made

Q17. Thinking again about that experience, how did you make contact with Council?

Base: Q12 contacted Council in 12 months 2021 n=200, 2022 n=204, 2023 n=196

Legend: ■ 2021 ■ 2022 ■ 2023
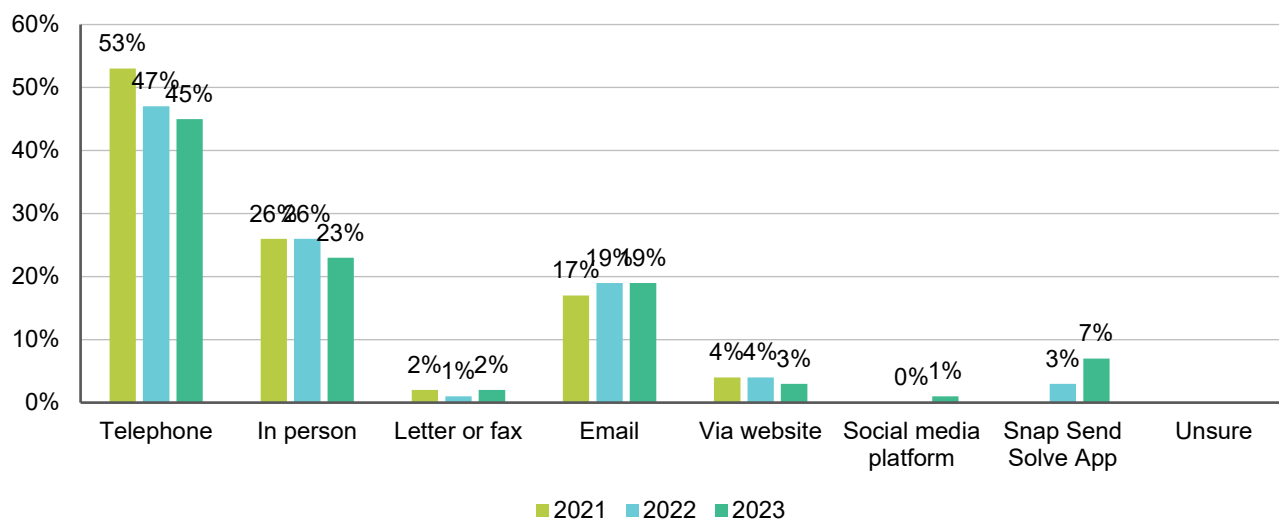
6. COUNCIL CUSTOMER SERVICE

In 2023, respondents significantly more likely to prefer Local newspaper were:

- Aged 60+ (52%)

- Do not have children 14 years or under in household (45%)

- Lived in LGA 20+ years (46%)

- In Cooma (49%)

In 2023, respondents significantly more likely to prefer Council Facebook page were:

- Aged under 40 years (56%)

- Aged 40-59 years (46%)

- Have children 14 years or under in household (58%)

- Lived in LGA less than 20 years (43%)

Figure 21 Preferred Mode of Contact for Receiving Council Information

Q19. On a slightly different topic, how would you prefer to be informed about any changes to Council services, policies or activities? I'll give you five options, and you can pick up to two.

Base: All respondents 2021-2023
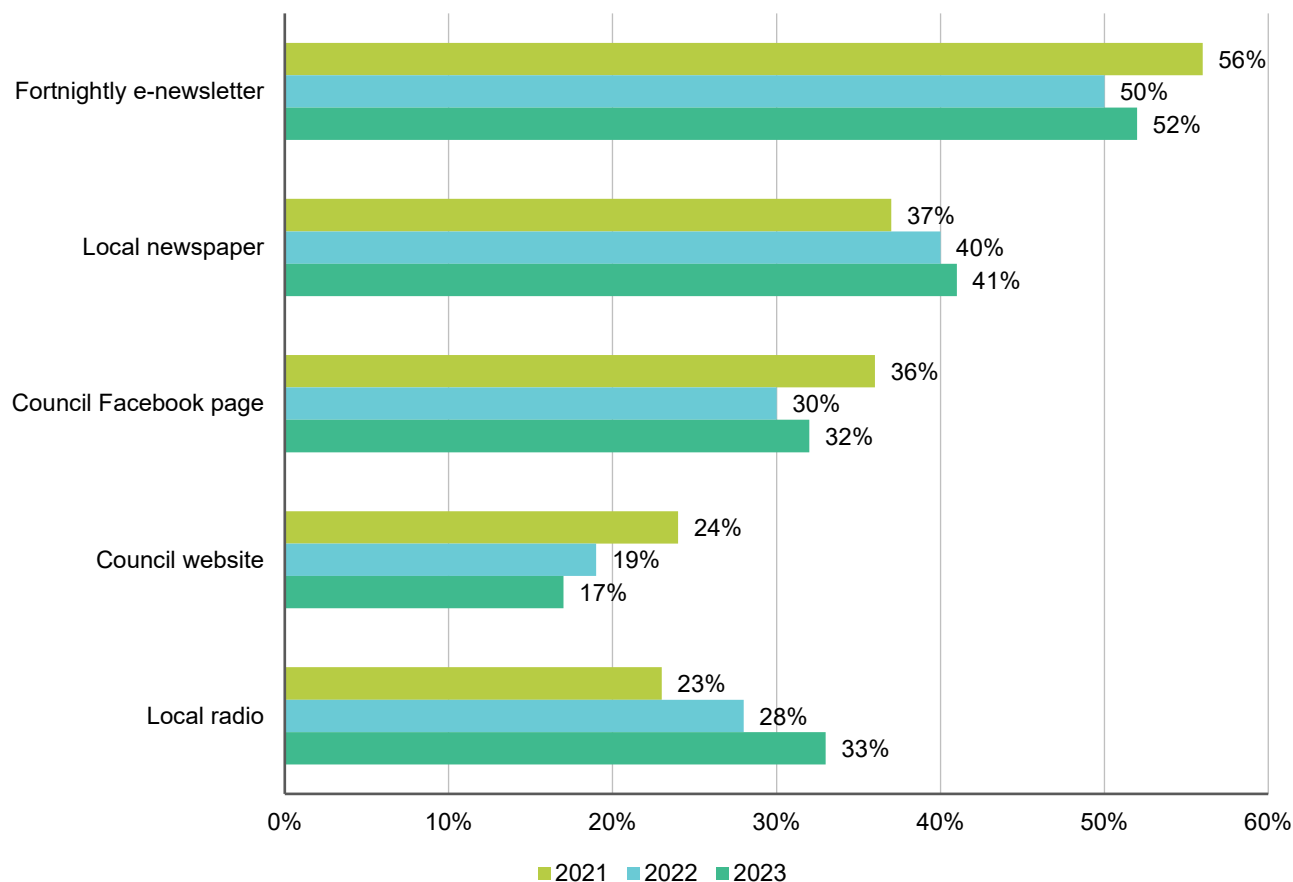
6. COUNCIL CUSTOMER SERVICE

In 2023, respondents who were significantly more likely to prefer to **make a payment** in person:

- Were aged 60+ (37%)

- Do not have children 14 years or under in household (30%)

And those significantly more likely to prefer online or through Council website:

- Were aged 40-59 years (80%)

- Have children 14 years or under in household (80%)

- Lived in Jindabyne (79%)

Table 11 How Prefer to Make a Payment – Internal Benchmark

	2021	**2022**	**2023**
Face to face	24%	24%	27%
Phone	17%	11%	3%
Online	46%	63%	66%
Email	6%	0%	1%
Letter	1%	1%	1%
Unsure	4%	2%	3%

In 2023, respondents who were significantly more likely to prefer to **request Council to do something** in person:

- Were aged 60+ (33%)

- Do not have children 14 years or under in household (27%)

Those significantly more likely to prefer Snap, Send, Solve app were those with children 14 years or under in their household (15%).

And those significantly more likely to prefer online or through Council website:

- Were aged under 40 years (26%)

- Have children 14 years or under in household (25%)

- Have lived in the LGA less than 20 years (23%)

6. COUNCIL CUSTOMER SERVICE

Table 12 How Prefer to Request Council do something – Internal Benchmark

	2021	2022	2023
Face to face	27%	26%	24%
Phone	34%	37%	36%
Online	11%	9%	12%
Email	21%	17%	13%
Letter	4%	1%	2%
Social media	3%	1%	0%
Snap Send Solve app	-	4%	6%
Unsure	1%	%	7%

In 2023, respondents who were significantly more likely to prefer to **learn about upcoming events** via social media were those aged under 40 years (53%).

Table 13 How Prefer to Learn about Upcoming Events – Internal Benchmark

	2021	2022	2023
Face to face	3%	3%	2%
Phone	1%	1%	1%
Online	13%	11%	13%
Email	14%	13%	16%
Letter	19%	10%	9%
Social media	36%	31%	29%
Radio/TV	8%	17%	16%
SMS	-	-	1%
Unsure	5%	13%	14%

6. COUNCIL CUSTOMER SERVICE

In 2023, respondents who were significantly more likely to prefer to **complete or lodge applications and forms** in person:

- Were aged 60+ (50%)

- Do not have children 14 years or under in household (42%)

And those significantly more likely to prefer online or through Council website:

- Were aged under 40 years (61%)

- Were aged 40-59 years (56%)

- Have children 14 years or under in household (56%)

- Lived in the LGA less than 20 years (54%)

- Lived In a rural setting (46%)

Table 14 How Prefer to Complete or Lodge Applications and Forms – Internal Benchmark

	2021	2022	2023
Face to face	44%	44%	39%
Phone	2%	1%	2%
Online	25%	32%	37%
Email	18%	9%	9%
Letter	5%	3%	4%
Unsure	4%	11%	9%

In 2023, respondents who were significantly more likely to prefer to **provide feedback on important or topical issues** in person were aged 60+ (27%).

Respondents who were significantly more likely to prefer via a letter were aged 60+ (10%).

And those significantly more likely to prefer online or through Council website:

- Were aged under 40 years (47%)

- Have children 14 years or under in household (43%)

- Lived in LGA less than 20 years (41%)

6. COUNCIL CUSTOMER SERVICE

Table 15 How Prefer to Provide Feedback on Important or Topical Issues – Internal Benchmark

	2021	**2022**	**2023**
Face to face	20%	21%	21%
Phone	14%	9%	9%
Online	14%	20%	29%
Email	28%	23%	18%
Letter	11%	6%	6%
Social media	8%	6%	6%
Radio/TV	0%	2%	1%
Unsure	4%	13%	10%

In 2023, respondents who were significantly more likely to prefer to **get updates during fires, floods, etc** via social media:

- Were aged under 40 (33%)

- Have children 14 years or under in household (24%)

Respondents who were significantly more likely to prefer via radio/TV were aged 60+ (34%).

And those significantly more likely to prefer SMS were aged under 40-59 years (46%).

Table 16 How Prefer to Get Updates during Fires, Floods, etc – Internal Benchmark

	2021	**2022**	**2023**
Face to face	6%	2%	1%
Phone	22%	26%	7%
Online	5%	6%	7%
Email	5%	3%	3%
Letter	1%	1%	0%
Social media	17%	18%	13%
Radio/TV	40%	37%	27%
Snap Send Solve app	-	0%	3%
SMS	-	-	34%
Unsure	3%	7%	6%

7. RESIDENT FEEDBACK AND FUTURE PRIORITIES

This section of the report covers respondent feedback on SMRC and their visions for the future of the region.

7.1. KEY ATTRIBUTES

As shown in **Figure 22** below, a sense of community was well ahead of every other aspect cited by residents surveyed in 2023 (unprompted). Respondents in 2023 aged 60+ years were significantly more likely to say Climate (21%). Respondents who did not live nearest to Cooma or Jindabyne were significantly more likely to say Quiet and peacefulness of the area (23%). Respondents nearest Jindabyne were significantly more likely to say Environment (31%) and Recreation activities (21%). Respondents nearest to Cooma were significantly more likely to say Proximity to city (16%) and Proximity to coast (15%).

Figure 22 Best Aspects of Living in Snowy Monaro Regional Council

Q21. Can you tell me what is it you value most about living in the Snowy Monaro Regional Council area?
Base: All respondents 2023 n=400
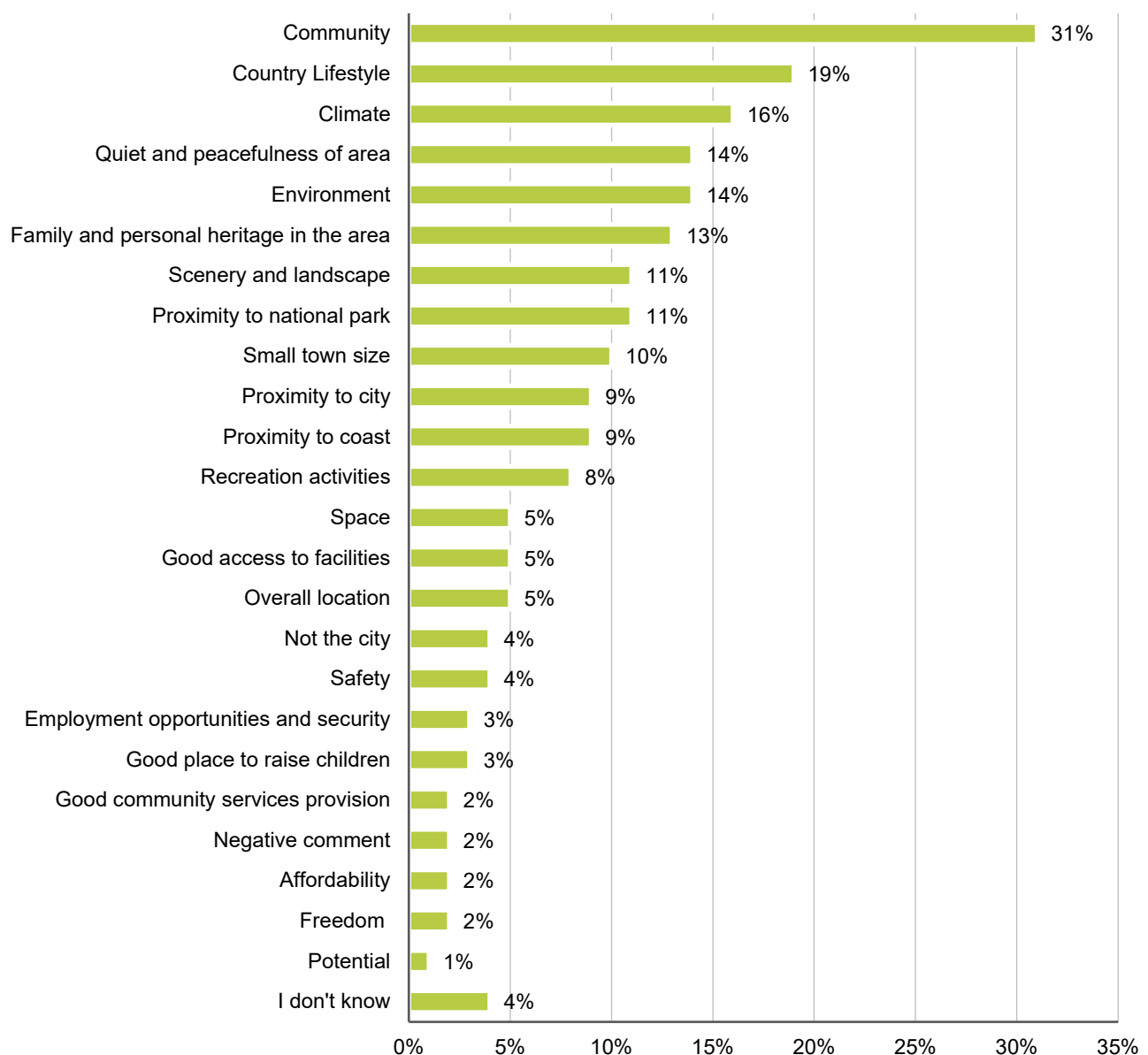
7. RESIDENT FEEDBACK AND FUTURE PRIORITIES

As shown in **Figure 23** below, Proximity to national park, Country lifestyle and Small town size had significantly higher mentions in 2023 than in 2022. Overall location had significantly fewer mentions in 2023 than 2022.

Figure 23 Best Aspects of Living in Snowy Monaro Regional Council over Time

Q21. Can you tell me what is it you value most about living in the Snowy Monaro Regional Council area?
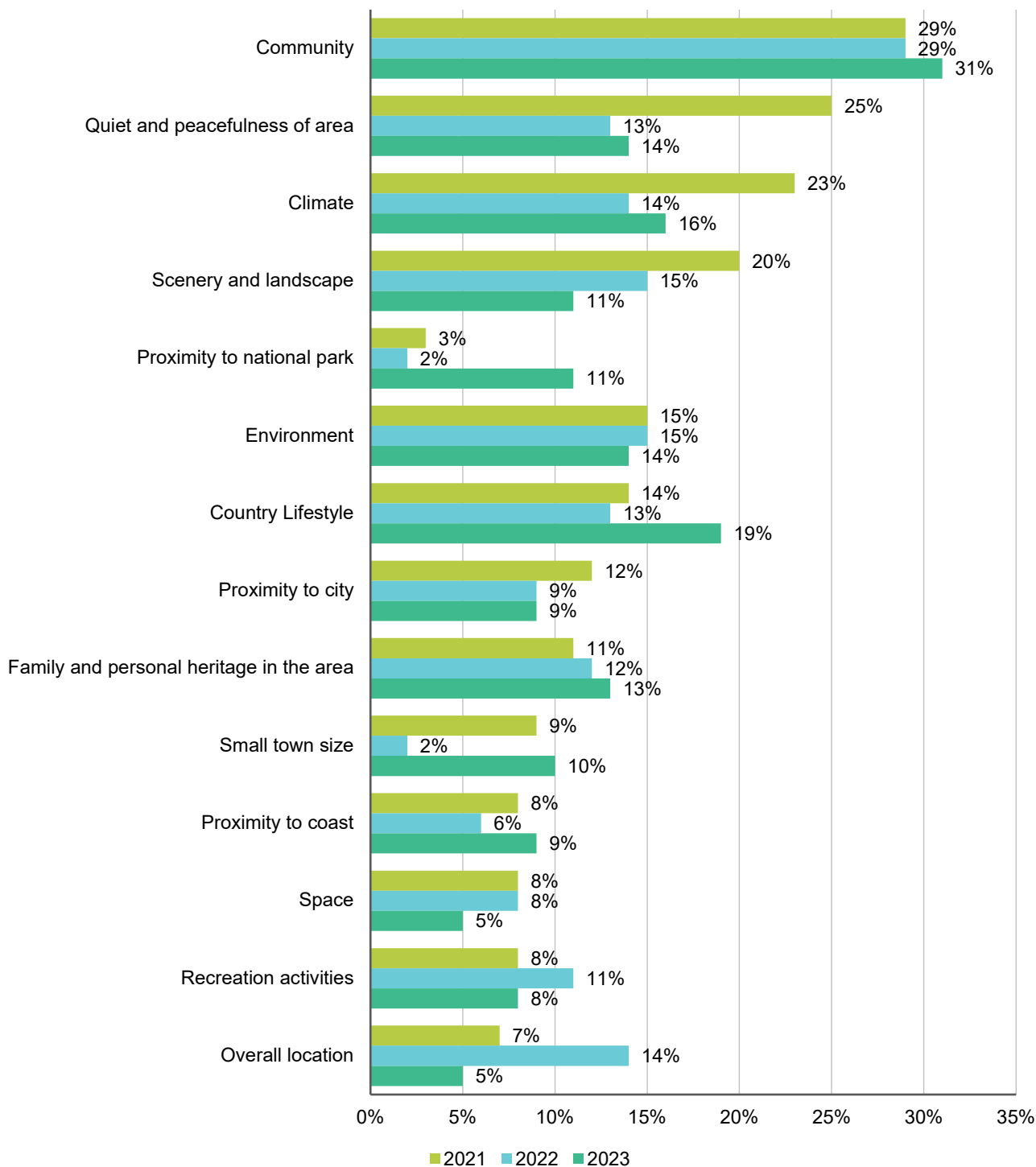Base: All respondents 2021-2023

7. RESIDENT FEEDBACK AND FUTURE PRIORITIES

Table 17, below, shows some of the typical comments made for the top five responses in 2023 for what respondents most value about living in SMRC area.

Table 17 Verbatims collected for What you Value Most About Living in the Area

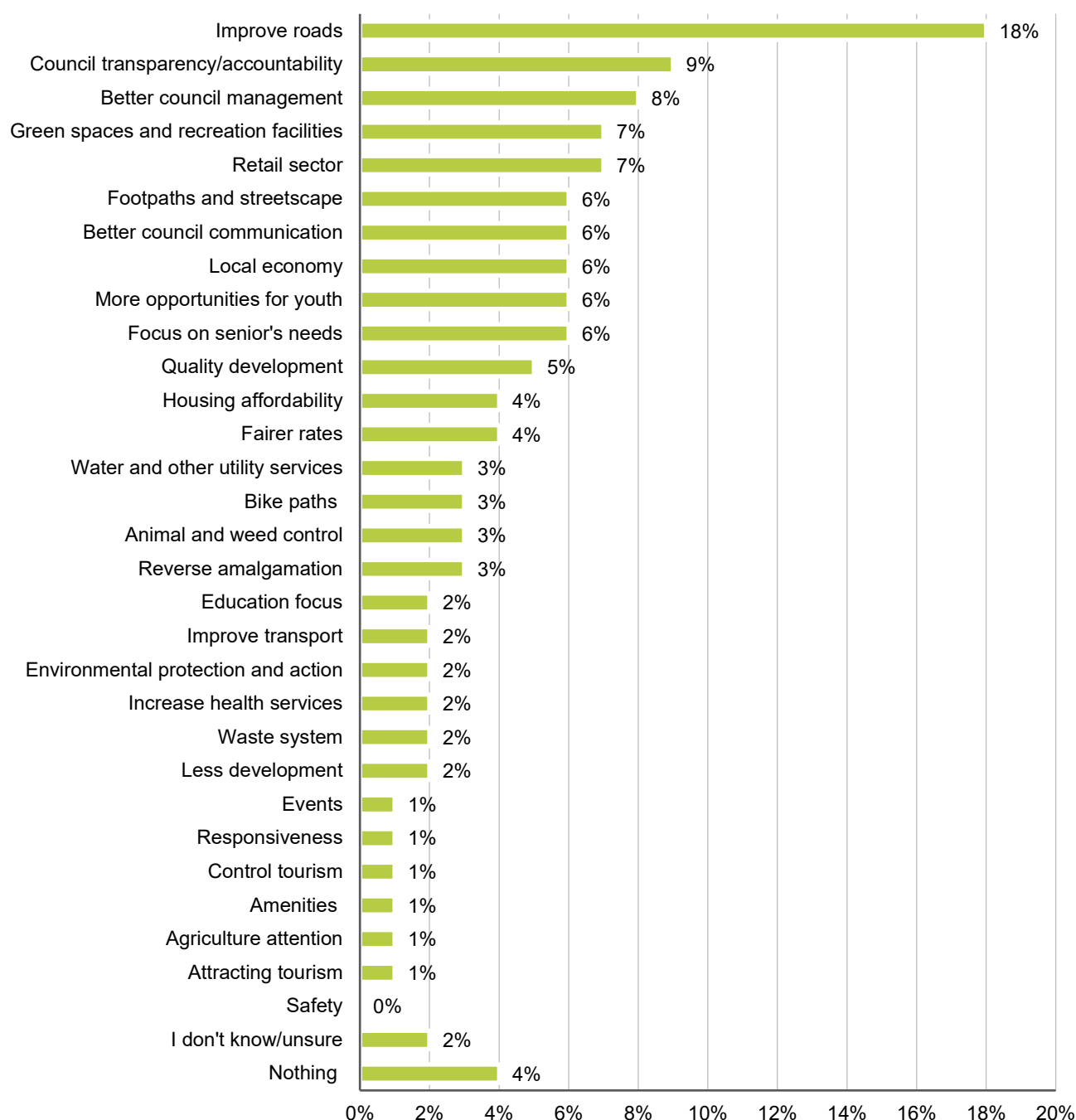| Code applied	Respondent's comment
Community	The community organises events, the public taking it upon themselves to arranged things. Examples are community markets, mothers' groups, bike tracks for kids, children's groups.
	They are the friendliest people, and we get to together and raise money and if you are lonely, we will reach out to people who need to help.
	It's a friendly town and there are people from all over the world here.
	The community, friendship, my support things like the church, activity groups. I suppose because it's a small town so it's different to a big town, companionship.
Country lifestyle	I like being in the country, grew up here, 6 generations. I don't like crowds; I like it because the air is clearer.
	It is not crowded, a nice country village, open rural living.
	It's a good lifestyle, living on the farm. I grew up here and want the same for my kids.
	We are 6kms out of town, on 6 acres, surround by beautiful scenery, and a great lifestyle.
Climate	The four seasons environment, it's very pleasant.
	I like the cooler climate in the region and not the heat.
	It's cool and dry in summer and no humidity.
	It's got everything – winter's busy and summer you got the lake, you got 2 different lifestyles.
Quiet and peace of area	I like being left alone, in the peace and quiet.
	Sitting in my lounge chair looking at the lake, it is a beautiful area. Very quiet, no crime up here.
	The peace and quiet, the tranquillity. Less people.
	Peace and quiet, not a lot of traffic.
Environment	I would think it is the natural environment, to have so much space in a natural environment and the activities that go with it skiing, bike riding and stuff.
	I guess the basic pristine environment. The property we live on is unspoilt.
	The large blocks, majestic open spaces, big sky, scenic vistas.
	I like the environment. I came here from Sydney in 1963. I like the fresh air and nice scenery.
	I grew up in the Snow Mountains and I really love the altitude and environment. The warm days and the cold nights, fishing, camping, the scenery, four wheel driving.

7. RESIDENT FEEDBACK AND FUTURE PRIORITIES

7.2. PERCEIVED AREAS OF IMPROVEMENT

As shown in **Figure 24** below, Improve roads was mentioned by twice as many 2023 respondents as the next highest response (Council transparency/accountability, a new category added in 2023). Significantly more respondents with children 14 years or under cited Green spaces and recreation facilities (16%) and Education focus (6%). Significantly more respondents near Cooma said Retail sector (11%) and significantly more respondents near Jindabyne said Less development (7%).

Figure 24 Areas for Improvement in Region

Q22. And conversely, what is one thing you would like to see improved or changed in your region?
Base: All respondents 2023 n=400

| Category	Value
Improve roads	18%
Council transparency/accountability	9%
Better council management	8%
Green spaces and recreation facilities	7%
Retail sector	7%
Footpaths and streetscape	6%
Better council communication	6%
Local economy	6%
More opportunities for youth	6%
Focus on senior's needs	6%
Quality development	5%
Housing affordability	4%
Fairer rates	4%
Water and other utility services	3%
Bike paths	3%
Animal and weed control	3%
Reverse amalgamation	3%
Education focus	2%
Improve transport	2%
Environmental protection and action	2%
Increase health services	2%
Waste system	2%
Less development	2%
Events	1%
Responsiveness	1%
Control tourism	1%
Amenities	1%
Agriculture attention	1%
Attracting tourism	1%
Safety	0%
I don't know/unsure	2%
Nothing	4%

7. RESIDENT FEEDBACK AND FUTURE PRIORITIES

Improve roads was significantly lower in 2023 than 2022. More opportunities for youth and Focus on senior's needs were significantly higher in 2023 than 2022 (see **Figure 25** below).

Figure 25 Areas for Improvement in Region over Time

Q22. And conversely, what is one thing you would like to see improved or changed in your region?
Base: All respondents 2021-2023
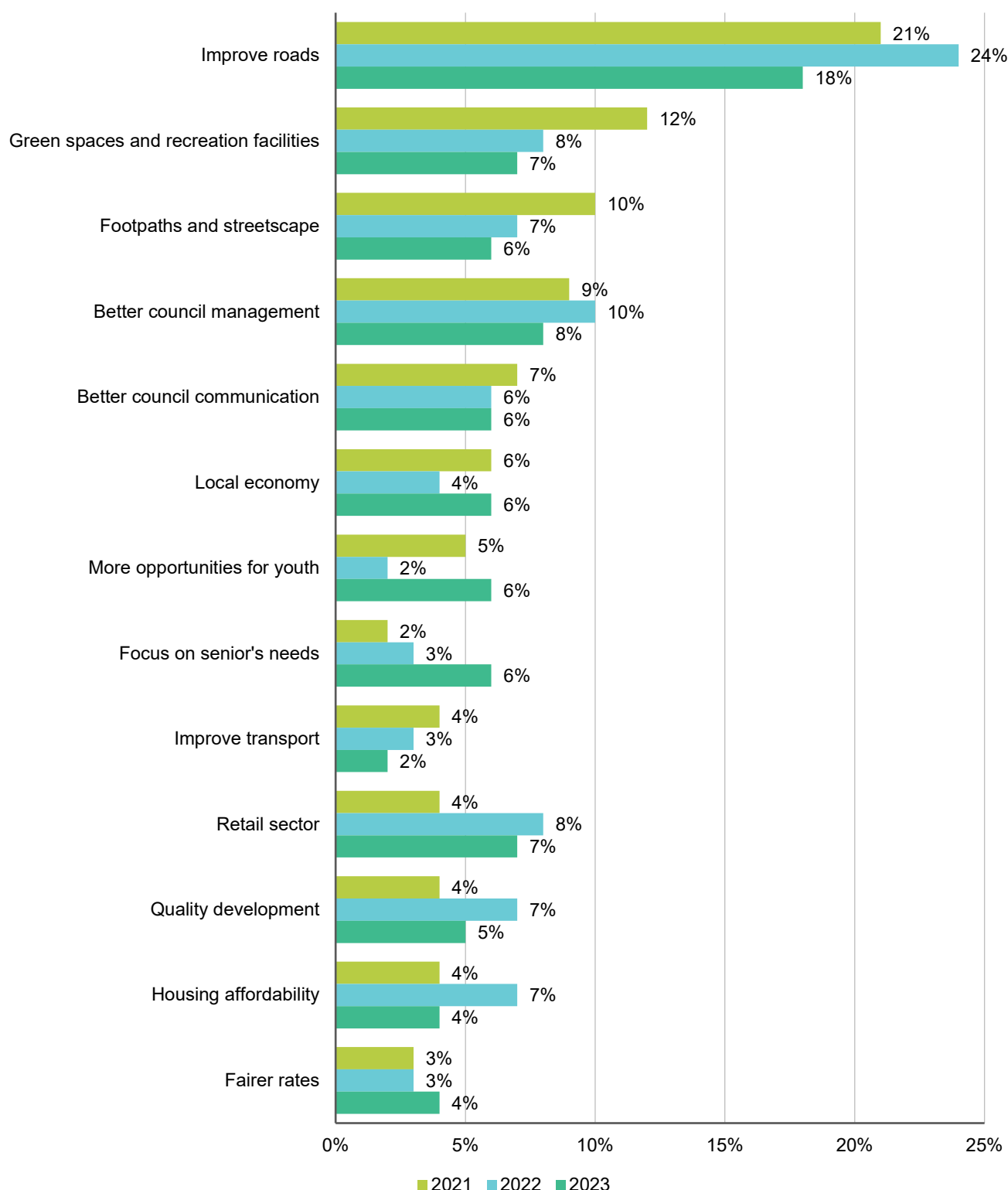
7. RESIDENT FEEDBACK AND FUTURE PRIORITIES

In **Table 18** below are some of the comments made for the top five responses for improvement in 2023.

Table 18 Verbatims collected for Areas of Improvement in the Region

Code applied	Respondent's comment
Improve roads	I would like to see the Council seal of the roads where Council has allowed development.
	Roads maintained better. They used to do it twice a year but now it's far less frequent and you need to make a fuss to get it done.
	Roads - as we say our cars need to be roadworthy why can't our roads be car worthy. Massive potholes and they have massive dips.
	All the roads are caved in, we have heavy transport coming through, there seems to be nothing getting done, there is nothing patched up, just potholes being filled.
Council transparency /accountability	The communication from Council needs to be greatly improved, things happening in the community that we do not get any explanation about. Council making decisions behind closed doors, we aren't told what they are.
	Better Council accountability on spending and what developers get away with compared to what the residents can do.
	Clearer transparency of where the money going in Council. Council is taking rates for all the empty houses- where's all the money going?
	The Council and administration and some of the staff could improve their attitude, need to be more open and honest...they are secretive about their finances, and they slip things through with rezoning. It gets knocked back and they slip it through another way. They need to be more approachable and lot less arrogant in their position.
Better Council management	I would like Council to show more leadership. To consult with the community and ask what they can do for us. We have had a lot of meetings re things they can do, and nothing ever happens.
	If they are going to amalgamate you can eliminate some jobs, you can afford to do things. The letterheads on the rates notice are different, they used to come from 2 different places. There's only 3 shires and 4 offices. If you're going amalgamate, amalgamate properly, or go back to how it used to be.
	See more people working in Council office, access to more staff.
Green spaces and recreation facilities	Having sporting facilities like a multipurpose field, for various sports and activities. Been proposed for decades, horse shows use the same field as rugby, soccer, and AFL. We have a field for every sports code, the money could be better spent with a multipurpose field. RU, RL and soccer could easily share a field. Small stadium of some description would be good, no real grandstand.
	Added more things for kids, swimming pool upgrades. Nothing is here for kids.
	Facilities for kids like sporting fields, better maintained grounds. There are too many to maintain. Perhaps fewer, better maintained grounds. An all year round swimming pool.
Retail sector	Only one supermarket, would like to see another grocer. Town going backwards, needs progression, losing the post office.
	I would like to see an eatery open in the town. There is nothing open to eat on a Sunday, people peddle down here for the bike track and there are people coming through all the time and there is no eatery. Something open every day and more hours open. Just last Saturday a whole lot of motorbikes came into the RSL club Bombala and the restaurant was closed, the next time they come through they will by-pass our town.
	Council could make it more conducive for businesses to come to Cooma. Avoid trips to Canberra, where if you go for one thing that isn't in Cooma, you will probably also buy things that are available in Cooma because it is the one shopping trip. This is bad for existing businesses in Cooma.

8. APPENDIX 1 - QUESTIONNAIRE

2023 SNOWY MONARO REGIONAL COUNCIL – CUSTOMER SATISFACTION SURVEY

NB ALL QUESTIONS ARE SINGLE RESPONSE UNLESS NOTED OTHERWISE

Q1. Hi my name is [INTERVIEWER NAME] and I'm calling from Taverner Research on behalf of Snowy Monaro Regional Council for a satisfaction survey of their residents aged 18 years and over. This survey takes around 12-15 minutes, we're not trying to sell anything, and all answers will remain confidential. Would you be willing to assist Council this afternoon/evening?
INTERVIEWER NOTE: Offer CALL BACK if inconvenient time.

Yes

No

ASK IF Q1=2, REST TO Q3a

Q2. Thank you for your time. Have a great afternoon/evening.

END SURVEY

Q3a. Thanks so much. Before we proceed, I have some qualifying questions as we try to ensure we have a broad range of respondents.
Firstly what is your age range?
Read out

18-25

26-39

40-59

60+

Rather not say   [DO NOT READ OUT]

8. APPENDIX 1 - QUESTIONNAIRE

Q4. Do you live in the Snowy Monaro Local Government area?

Yes

No   Thank and terminate

TERMINATE IF Q5=14 ('None of these')

Q5. Which of the following towns do you live in or nearest to?
INTERVIEWER NOTE: PROMPTED.

Adaminaby

Berridale

Bombala

Cooma

Delegate

Jindabyne

Nimmitabel

Michelago

Bredbo

Numeralla

Dalgety

Bibbenluke

Cathcart

Kalkite

None of these – thank and terminate

Q6. Are you or an immediate family member a councillor or permanent employee of Snowy Monaro Regional Council?
COUNCILLOR OR PERMANENT COUNCIL EMPLOYEE: We do apologise however councillors and permanent employees or their families are ineligible to complete this survey. Thank you for your time.

Yes   Thank and terminate

No

8. APPENDIX 1 - QUESTIONNAIRE

Q6a. And with which gender do you identify?

Read out

Male

Female

Non-binary/other

Rather not say   [DO NOT READ OUT]

OPENENDED

Q7. May I have your first name for the survey?

INTERVIEWER NOTE: Reassure respondent that it is only so that we can refer to them by name, if they are unsure.

8. APPENDIX 1 - QUESTIONNAIRE

SINGLE RESPONSE GRID

PIPE IN RESPONSE FROM Q7

Q8a. Thanks [Q7]. Please rate your satisfaction with the following Snowy Monaro Council facilities or services. We'll use a scale of 1-5, where 1 means you think it's very poor and 5 is excellent. If you haven't used this service within the past 12 months, just say so and I'll move to the next one. So, on a scale of 1-5, how satisfied are you with?

INTERVIEWER NOTE: PROMPTED QUESTION, you may need to remind respondent over the course of this question to only rate services they have used within the past 12 months.

ANSWER FRAME

1 – Very poor

2

3

4

5 – Excellent

N/A

CODES (PLEASE RANDOMISE)

Sealed roads

Unsealed roads

Bridges, culverts and causeways

Footpaths and cycleways

Cleanliness of streets

Online services (Council website, social media etc.)

Animal control (e.g., dogs, roosters)

Stormwater drainage

8. APPENDIX 1 - QUESTIONNAIRE

SINGLE RESPONSE GRID

Q8b. How satisfied are you with Council in relation to…

INTERVIEWER NOTE: PROMPTED QUESTION, you may need to remind respondent over the course of this question to only rate services they have used within the past 12 months.

ANSWER FRAME

1 – Very poor

2

3

4

5 – Excellent

N/A

CODES (PLEASE RANDOMISE)

Public toilets

Weed control

Waste and recycling

Water supply

Sewage collection and treatment

Sporting facilities

Parks, reserves and playgrounds

Council pools

8. APPENDIX 1 - QUESTIONNAIRE

SINGLE RESPONSE GRID

Q8c. How satisfied are you with Council in relation to…

INTERVIEWER NOTE: PROMPTED QUESTION, you may need to remind respondent over the course of this question to only rate services they have used within the past 12 months.

ANSWER FRAME

1 – Very poor

2

3

4

5 – Excellent

N/A

CODES (PLEASE RANDOMISE)

Libraries

Community halls

Youth facilities and activities

Community Care (community transport, meals on wheels and home care)

Economic development and attracting new investment to the region

Finding the right balance between development and community values

Councillor leadership

Tourism marketing

Development applications (DAs)

Environmental monitoring and protection

8. APPENDIX 1 - QUESTIONNAIRE

SINGLE CHOICE

Q10. Please rate your satisfaction with Council's overall performance on a scale of 1-5. where 1 is very dissatisfied and 5 is very satisfied?

> 1 – Very dissatisfied
>
> 2
>
> 3 – Neutral
>
> 4
>
> 5 – Very Satisfied

Q11. Can you briefly explain why you gave that rating?
INTERVIEWER NOTE: probe fully.

> Answer

Q11a [Q7] have you seen an improvement in the condition of roads over the past 12 months?

Yes

No

Unsure

Q12. [Q7], Have you contacted Council within the past 12 months, other than to make a payment?
INTERVIEWER NOTE: DO NOT READ

> Yes
>
> No
>
> Unsure

IF Q12=2-3, SKIP TO Q19

Q13. Approximately how many times have you contacted Council during that 12 months?
INTERVIEWER NOTE: DO NOT READ

> Once
>
> Twice
>
> Three times

8. APPENDIX 1 - QUESTIONNAIRE

Four or more

Unsure

Q14. Thinking about your most recent enquiry, what was that contact regarding?
INTERVIEWER NOTE: DO NOT READ

Garbage/Waste management/Recycling/Tips

Development application (DA)

Building inspection enquiries

Rates enquiry (including pensioner rebates and change of address)

Water billing

Water, sewage

Septic tanks

Drainage problem

Community services (availability of facilities, grants for projects, community events, aged and disabled services etc.)

Ranger matters - barking dogs, livestock, etc.

Vegetation and trees - e.g. requesting council to clear vegetation or mow grass

Other parks and gardens

Road and footpath improvements

Library

Cultural facilities or events – eg arts/heritage

Sporting events

Traffic management/parking

Road or bridge closures

Fees and charges generally

Cemeteries

Pet registrations

Website content and access

Other

Unsure

8. APPENDIX 1 - QUESTIONNAIRE

Q15. And regarding that matter, how many times did you need to contact Council to have your issue resolved?
INTERVIEWER NOTE: DO NOT READ

One

Two

Three

Four or more

Not yet resolved

Unsure

ASK ONLY IF Q15=5

Q16. Can you briefly explain why you don't believe the issue has been resolved?
INTERVIEWER NOTE: DO NOT READ

Issue still ongoing

Council didn't respond

Issue not resolved in respondents' favor

Other

Q17. Thinking again about that experience, how did you make contact with Council?
INTERVIEWER NOTE: DO NOT READ

Phone

In person

Letter or fax

Email

Via website

Social media platform

Snap Send Solve App

Unsure

8. APPENDIX 1 - QUESTIONNAIRE

Q18. And how would you rate your satisfaction with the way Council handled that latest enquiry, on a scale of 1-5, where 1 means you think it was handled very poorly and 5 means you think it was handled very well?

INTERVIEWER NOTE: DO NOT READ

1 – Very poorly

2

3

4

5 – Very well

MULTIPLE RESPONSE

Q19. On a slightly different topic [Q7], how would you prefer to be informed about any changes to Council services, policies or activities? I'll give you five options, and you can pick up to two.

INTERVIEWER NOTE: Prompted. Please tick up two.

Local newspaper

Local radio

Council Website

Council Facebook page

Fortnightly e-Newsletter

8. APPENDIX 1 - QUESTIONNAIRE

Q20. And in your dealings with Council, how would you prefer to conduct the following?

INTERVIEWER NOTE: UNPROMPTED (unless necessary), Radio/TV applies to road closures.

ANSWER FRAME

In person

Phone

Council website

Email

Letter

Social media

Snap Send Solve App

Radio/TV

Online (eg payment system through website)

Unsure

CODES (PLEASE ROTATE)

Making a payment

Requesting Council to do something (e.g. fix a pothole)

Learning about upcoming events

Completing or lodging applications and forms

Providing feedback on important or topical issues

Getting updates during fires, floods etc.

Q21. [Q7], can you tell me what is it you value most about living in the Snowy Monaro Regional Council area?

INTERVIEWER NOTE: Probe fully.

OPENENDED

Q22. What is one thing you would like to see improved or changed in your region?

INTERVIEWER NOTE: Probe fully.

8. APPENDIX 1 - QUESTIONNAIRE

Q25. Just before we finish [Q7], is your residence in an urban, rural or village location?

INTERVIEWER NOTE: Village is a small town

Urban

Rural

Village

Q26. Do you have any children 14 years or under living at home?

Yes

No

Declined

Q27. And how long have you lived in the Snowy Monaro Regional Council area?

INTERVIEWER NOTE: Do not read

1-5 years

6-10 years

11-20 years

More than 20 years

Q28. Thanks so much [Q7], that's the end of the survey. Snowy Monaro Regional Council greatly appreciates your feedback. Did you have any questions about the survey? Just to let you know my manager may call you to confirm this interview was conducted correctly. Thanks again for your time and have a great afternoon/evening.

SURVEY END