RESEARCH REPORT

Community Satisfaction Survey
Snowy Monaro Regional Council

November 2024

SNOWY MONARO
REGIONAL COUNCIL

Taverner
RESEARCH GROUP

RESEARCH REPORT

Community Satisfaction Survey
Snowy Monaro Regional Council

November 2024

Prepared by: Sophie MacLennan-Pike and James Parker

Document Reference: 7078
Version: 01

Taverner Research Group | T **+61 2 9212 2900** | W **www.taverner.com.au**

A Level 2, 88 Foveaux Street, Surry Hills, NSW 2010, Australia |

Taverner Research Group is wholly owned by Tobumo Pty Ltd | ABN 93 003 080 500

CONTENTS

FIGURES

TABLES

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.

Overall Satisfaction

Community satisfaction decreased this annual reporting period, with the overall satisfaction score mean (2.33) falling below the 2023 result (2.39). This is higher than the lowest regional NSW result in the Taverner database (2.16), however, remains significantly lower than the regional NSW Council average (3.17).

Council Facilities and Services

Libraries and Cleanliness of Streets were rated positively (rated 4 or 5, out of 5) by 50% or more respondents in 2024 and were the highest-ranking facilities and services. Development related services - Finding the right balance between development and community values and Development Applications (DAs), and the condition of roads were among the lowest ranking facilities and services.

Community care was identified as an emerging area of high importance among residents, with this metric being perceived as a critical area for Council to direct funding in future years. It was also one of the top five metrics for having the strongest relationship with overall satisfaction scores. Other areas of high importance included Sealed roads, Waste and recycling, Councillor leadership, and Balance development and community values.

Strengths to maintain for SMRC (metrics that had high levels of perceived importance and high satisfaction) included, but were not limited to Sewerage collection and treatment, Water Supply, Parks, reserves and playgrounds, and Cleanliness of Streets.

Areas that were Priorities for Council (metrics that had high levels of perceived performance and low satisfaction) included Councillor leadership, Balance between development and community values, Weed control, and both Sealed and Unsealed roads.

Council Customer Services

The mean score for satisfaction with Council customer service increased from 2.73 in 2023 to 2.85 in 2024. Additionally, the proportion of respondents rating Council's handling of their enquiry as 'very poor' also decreased from 37% in 2023 to 31% in 2024.

Of the 52% of residents surveyed in 2024 who had contacted Council in the past 12 months, the most common reasons for contacting Council were regarding Development applications, Road and footpath improvements, and Garbage/Waste Management. Around three-quarters of these residents needed more than one contact to have their issue resolved.

Council Finances

Just 4% of respondents felt Council finances were stable, while 73% believed they were unhealthy or very unhealthy (with the balance unsure).

One-fifth of residents surveyed were supportive of a "back to basics" program (described as "cutting approximately 5% in discretionary community used services and facilities expenditure each year over the next 4-5 years"), while 45% were opposed. A further 9% were neither supportive nor opposed, with 26% saying they were unsure.

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.

As per the 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 (37%) and mobile (63%) telephone poll of 400 SMRC LGA residents aged 18+. Respondents were selected at random from a verified random sample residential telephone database of 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 21st and October 31st, 2024, 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 on average 17 minutes and 28 seconds in duration.

2. INTRODUCTION

2.3. HOW TO READ THIS REPORT

Statistical Differences

Differences between groups are described as significant differences if they reached statistical significance using an error rate of a=0.05. This means that if repeated independent random samples of similar size were obtained from a population in which there was no actual difference, less than 5% of the samples would show a difference as large or larger than the one obtained.

Statistical significance is more often compared between sub-groups, however in some situations statistical significance is measured between response items within the total sample. This is clearly noted in the commentary.

The use of the term 'significant' throughout this report indicates statistical significance. The report may also use the terms 'more likely' and 'less likely' to indicate statistically significant differences.

Subgroups

Comparison tests are used to test if there are statistically significant differences in survey results based on the demographic profile of respondents.

Subgroup analysis was conducted using the following demographic questions:

- Gender
- Age
- Whether resident has children under 14 living with them
- Length of time lived in the LGA
- Urban/rural/village setting
- Location – Cooma versus Jindabyne versus other areas of the LGA

Sub-group commentary is shown in italics throughout the report, to differentiate it from other findings.

The Effect of Rounding

Note that where two or more responses have been combined the sum of the combination may be different (+/- 1%) to the sum of the individual items due to rounding.

External Benchmarks

Where possible, results for the Community Satisfaction Survey 2024 have been benchmarked and compared with regional NSW councils in the Taverner database. This analysis highlights areas where SMRC is outperforming, underperforming, or performing in-line with comparable councils.

2. INTRODUCTION

2.4. SAMPLE PROFILE

Respondents to the random survey showed the following characteristics:

		2021	2022	2023	2024
Gender	Male	44%	41%	42%	44%
	Female	56%	59%	58%	56%
Age	18-39	11%	13%	15%	11%
	40-59	33%	31%	29%	30%
	60+	56%	56%	56%	59%
Children under 14 in the home	Yes	21%	22%	20%	18%
Time lived in Snowy Monaro Council area	1-5 years	3%	3%	3%	1%
	6-10 years	10%	9%	5%	4%
	11-20 years	21%	19%	19%	21%
	More than 20 years	66%	69%	73%	74%
Setting	Urban	39%	38%	42%	37%
	Rural	39%	40%	40%	44%
	Village	22%	22%	18%	19%
Nearest town	Adaminaby	5%	5%	4%	5%
	Berridale	9%	9%	7%	9%
	Bombala	7%	10%	8%	7%
	Cooma	49%	38%	46%	41%
	Delegate	1%	3%	2%	3%
	Jindabyne	17%	21%	20%	19%
	Nimmitabel	2%	4%	3%	5%
	Michelago	4%	4%	3%	3%
	Bredbo	3%	3%	1%	4%
	Numeralla	0.5%	2%	3%	3%
	Dalgety	1%	2%	2%	2%
	Bibbenluke	0%	0.5%	0.3%	0%
	Cathcart	0%	0.5%	0%	0%
	Kalkite	-	-	1%	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, 52% dissatisfied in 2023 increased slightly to 55% dissatisfied in 2024. The proportion satisfied remained at 14%, and as a result net satisfaction (scores of 4+5 less 1+2) declined to -41% (down from -38% in 2023).

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 2021-2024
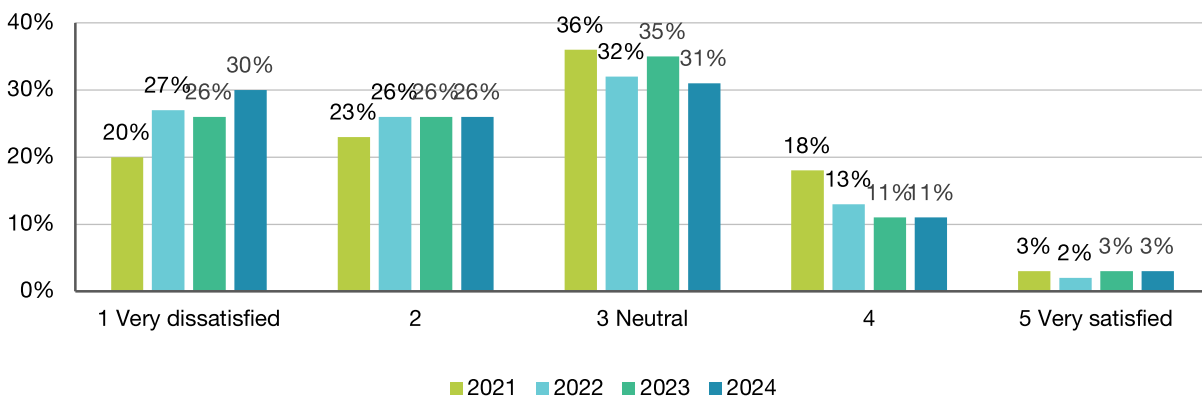
The 2024 mean for overall satisfaction (2.33) was lower than the result for 2023 (2.39) and remained slightly higher than the lowest regional NSW result observed in recent years (see **Figure 2** below). The result, however, remains significantly lower than the NSW Regional Council Average (3.17).

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 2021-2024
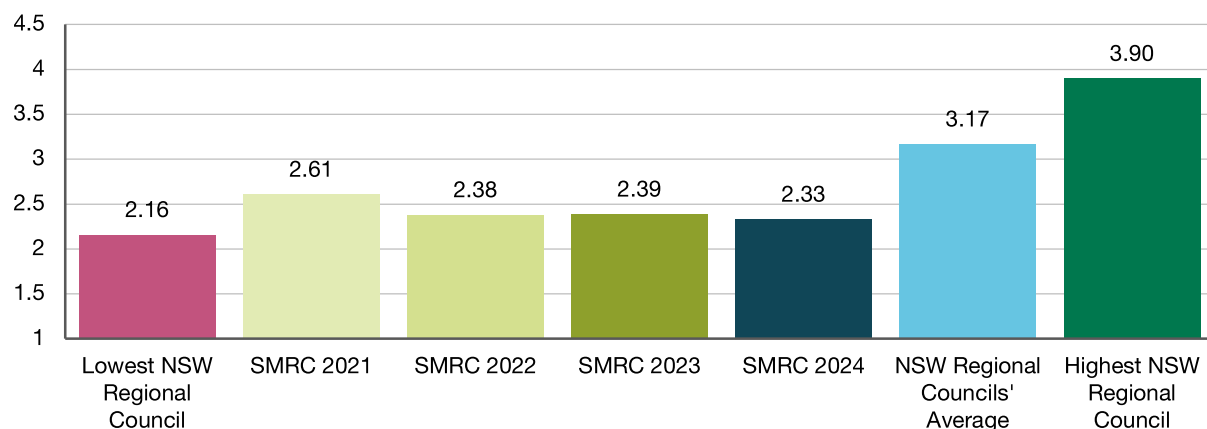
3. COUNCIL PERFORMANCE

Respondents were asked, unprompted, the reasons for their satisfaction score, as shown in **Figure 3** below. One quarter of residents gave their satisfaction score based on a perception that Council is wasteful and/or needs better financial management (25%). Other top reasons included Needing better roads (23%), Lack of leadership/management (22%) and Not trusting Council/lack of transparency (22%).

Figure 3 Reasons for Satisfaction Score

Q11. Can you briefly explain why you gave that rating?
Base: All respondents 2024 n=400

Reason	%
Council is wasteful/better financial management	25%
Need better roads	23%
Lack of leadership/management	22%
Don't trust council/lack of transparency	22%
Council do a good job	15%
Rates too high	15%
Council too city-centric	12%
Too much red tape/delay	12%
Need better community services (youth, aged care, etc)	11%
Need better infrastructure	9%
Need more/better sports/recreational facilities	9%
Issues with amalgamation	9%
Not listening/ No community consultation	9%
Room for improvement	8%
Better waste services needed	8%
Council do a bad job	8%
Poor communication	8%
Cost of living too high	6%
Better footpaths/cycleways	6%
Weed control	5%
Not encouraging businesses	4%
Water supply problems	4%
Council does what they should	4%
Environmental concerns	3%
Good communication	3%
Council facilities are bad	3%
Transport concerns	3%
Other	1%
Unsure	1%
Good crisis support	0%

Residents in 2024 aged between 18-39 years were more likely to feel that the Snowy Monaro region needs more/better sports and recreational facilities (24%), as well as those who have children 14 years or under living at home (26%). Those living in Jindabyne were more likely to indicate that Council does a bad job (17%), and those living in all other towns were more likely to indicate needing better roads (32%) as reasons why they gave their satisfaction rating.

3. COUNCIL PERFORMANCE

As shown in **Figure 4** below, the proportion of respondents giving their satisfaction rating due to a perception of Council being wasteful increased significantly from 2023 to 2024 (up 10%). Mentions of Needing better roads, Council doing a good job, Room for improvement and Council being too city-centric also increased. The proportion of residents who mentioned Poor communication decreased significantly (down 14% since 2023), however, Lack of leadership/management increased (up 18% since 2023) as well as Don't trust Council/lack of transparency (up 16% since 2023).

Figure 4 Reasons for Satisfaction Score over Time

Q11. Can you briefly explain why you gave that rating?
Base: All respondents 2021-2024
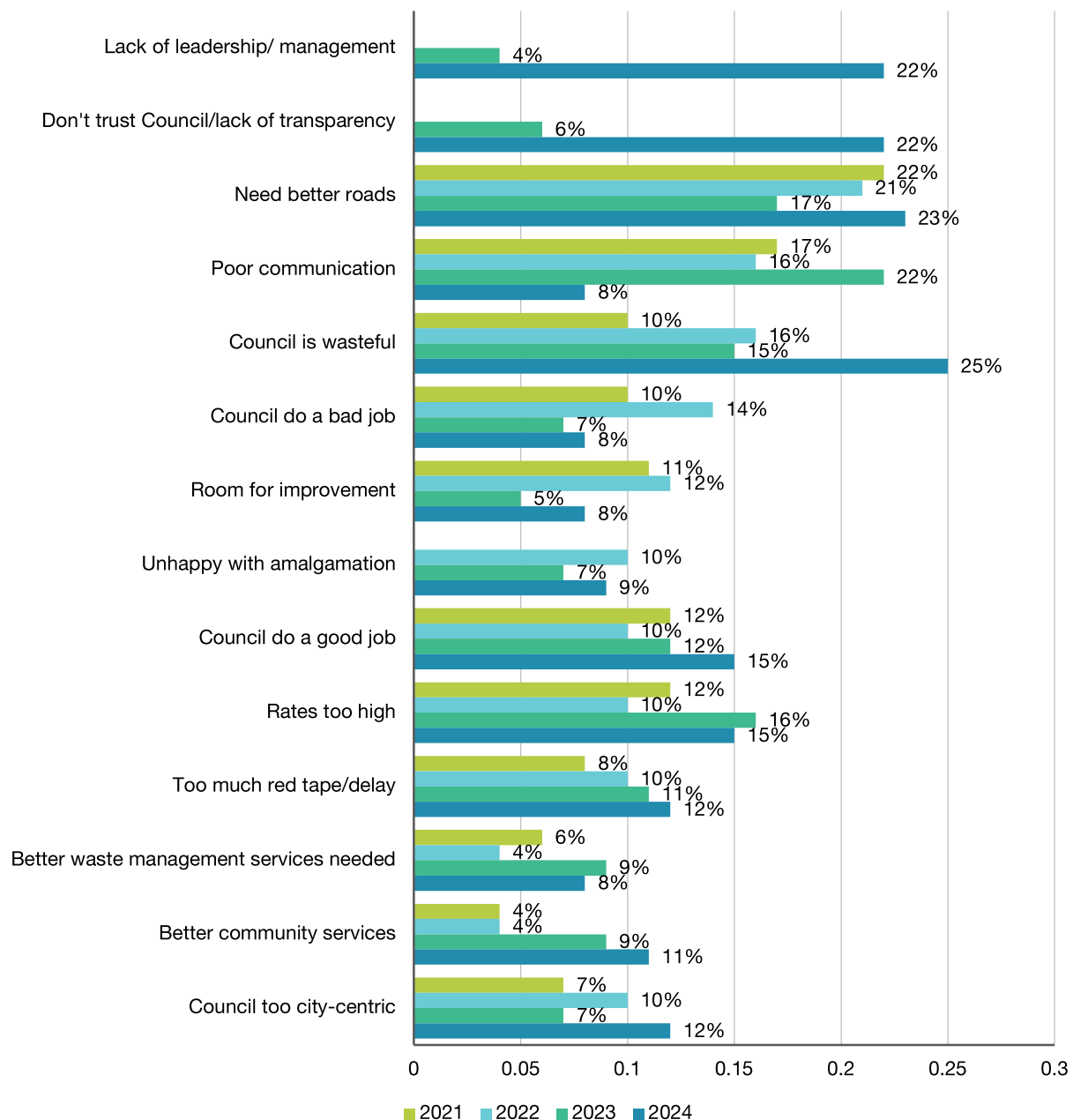
3. COUNCIL PERFORMANCE

Table 1 Reasons for Satisfaction Score by Overall Satisfaction Rating

	2021		2022		2023		2024	
	Diss'd	Sat'd	Diss'd	Sat'd	Diss'd	Sat'd	Diss'd	Sat'd
Council does a good job	0%	**52%**	0%	**53%**	0%	**55%**	0%	**77%**
Room for improvement	1%	**12%**	2%	**16%**	2%	**9%**	2%	**12%**
Council does what they should	1%	**10%**	0%	**3%**	0%	**13%**	1%	**4%**
Need better roads	28%	**7%**	25%	**10%**	19%	**4%**	29%	**7%**
Rates too high	18%	**7%**	15%	**2%**	21%	**0%**	23%	**2%**
Unhappy/issues with amalgamation	-	-	13%	**5%**	9%	**2%**	13%	**4%**
Too much red tape/delay	9%	**6%**	12%	**3%**	14%	**0%**	15%	**5%**
Good communication	0%	**6%**	1%	**15%**	0%	**13%**	0%	**16%**
Need more/better sports/recreational facilities	5%	**5%**	4%	**0%**	6%	**4%**	10%	**2%**
Weed control	-	-	-	-	3%	**2%**	5%	**4%**
Better footpaths/cycleways	2%	**4%**	2%	**0%**	5%	**4%**	5%	**0%**
Poor communication	25%	**2%**	21%	**5%**	29%	**0%**	11%	**2%**
Not encouraging business	10%	**2%**	4%	**0%**	3%	**0%**	5%	**2%**
Better community services (Youth, aged care, etc)	3%	**2%**	6%	**0%**	11%	**0%**	15%	**0%**
Council does a bad job	14%	**1%**	23%	**2%**	9%	**0%**	8%	**4%**
Council too city-centric	10%	**1%**	10%	**0%**	8%	**2%**	17%	**2%**
Better waste management services needed	9%	**1%**	4%	**0%**	11%	**2%**	9%	**4%**
Need better infrastructure	2%	**1%**	7%	**0%**	7%	**2%**	13%	**0%**
Council is wasteful	18%	**0%**	25%	**2%**	21%	**7%**	36%	**2%**
Water supply problems	7%	**0%**	4%	**0%**	5%	**0%**	5%	**0%**
Lack of leadership	-	-	-	-	5%	**0%**	29%	**5%**
Don't trust Council/Lack of transparency	-	-	-	-	9%	**2%**	28%	**5%**
Cost of living is too high	1%	**0%**	2%	**2%**	1%	**2%**	8%	**2%**
Council facilities are bad	1%	**0%**	5%	**3%**	2%	**0%**	2%	**0%**
Better animal control	1%	**0%**	0%	**0%**	0%	**0%**	0%	**0%**
Not listening/no community consultation	-	-	-	-	-	-	13%	**0%**
Environmental concerns	3%	**0%**	2%	**0%**	0%	**0%**	4%	**0%**
Transport concerns	2%	**0%**	0%	**0%**	0%	**0%**	3%	**0%**
Other	0%	**0%**	2%	**8%**	2%	**2%**	0%	**2%**

3. COUNCIL PERFORMANCE

Table 1 (previous page) shows the reasons for overall satisfaction rating grouped into those who were satisfied or dissatisfied. In 2024, "Not listening/no community consultation" was added as a new theme.

Table 2 (below) and **Table 3** (next page) show some quotes by topic for each of the satisfied and dissatisfied respondents in 2024.

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

Code applied	Respondent's comment
Council does a good job	Most of the time I'm happy with the Council. They have good community centres…we don't have many problems, and everything is going pretty well.
	They have a good agenda upgrading the town and not letting it go into disrepair...it is looking pretty good… The main street is very appealing…and the park is a draw card for tourists, and I love to have lunch in the park too.
	Whenever we've had a problem that needs to be repaired, the workers are fantastic. They do a good job and are friendly and professional.
	They seem to generally do a good job. It's adequate, they take good care of the community.
	I'm quite happy with the job they are doing. They keep the libraries and provide good community services.
Room for improvement	Overall, it is quite a good Council, passionate about what they do, not perfect. There are a few things that need to be worked on.
	Council has an almost impossible task given the huge area they cover. The Council does their best in the circumstances and don't deserve the criticism they get… they waste energy on the rail trial and on people who beat their own drum on single issues...that is why they don't get a rating of five.
Good communication	They have helped me for years…I have never had a problem ever with the Council about anything. I had a burst water main while I was away in Sydney. They rang me and they fixed it before I got home.
	Every interaction I've had with council has been friendly, nice and fast. Above and beyond. I've come from Sydney where you're treated as a number, so to come to where you're treated as a friend, and they do it quickly, it was a shocker.
	When I ring them, they answer. Communication. Getting the right answers from them, I'm happy with how they treat me as a resident and group leader.
	I haven't had any trouble with the Council, no trouble at all, all these things seem to be normal. Whenever I have dealt with council, they have always been very helpful, kind and pleasant.

3. COUNCIL PERFORMANCE

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

Code applied	Respondent's comment
Council is wasteful	Their financial management is very poor. There is mismanagement of funds and no accountability. We have been asking for transparency and an audit and it has never been done. They cut back on services and increasing rates, non-efficient Council.
	They seem to make a lot of mistakes with our money and to overcome this they keep putting the rates up. They have lost millions.
	No foresight. Wasting money on things they don't need to… Not concerned on core services and they focus on certain towns and regions and not others.
	We are the local town that makes all the money. It gets wasted as we amalgamated as one Council. It was supposed to reduce costs, but it has quadrupled our costs.
Need better roads	The state of the roads is very bad…so many roads have been poorly repaired.
	Since the amalgamation we seem to be at the bottom end of everything in terms of roads and mowing of the cemeteries. There are not enough staff members to do that job around town.
	The roads are really bad around our area…they are shocking. With the potholes they just do a band aid fix which is not good.
	I've been waiting 3 years for them to come and rebuild a road they destroyed. My neighbours and I have to drive an additional hour to get home…The council put a drain in the wrong place, and this collapsed the road and turned it into a gully.
	We are paying more and more rates, and we have nothing for it… With the roads; the unsealed roads grading is unfair…. Roads aren't looked after because there are not enough people in the area, I have property in a place like that, it is unfair and unsafe.
Rates too high	The fact they've doubled the rates, water and sewage costs…We get nothing back for that.
	I feel that I am not getting value for money for my rates. I don't get water, sewage, and I live on a dirt road, so it is not value for the rates I pay.
	From what I gather, financial management is poor. Rates are going up and services are not improving.
	They continue to put rates up without doing anything. The rates went up by 55%...the roads haven't seen any changes.
Poor communications	I just think some members of staff do not engage with the ratepayers in an appropriate and timely manner.
	I just feel like things do not get answered properly, not answered at all, or get put in the too hard basket i.e. somebody else deals with that and it never gets responded to. I sent emails years ago and they were not answered. I went in and they said it was being dealt with. I did not get a response back by email and then it mysteriously disappeared from the council record.
	At the moment there's no communication and no truth at all coming out of the council about what's happening… not communicating the recent resignation of the GM and not releasing the reason why he resigned.
	The council has not been open and honest with the public. Council staff is indifferent based on my dealings with them. They are not disclosing any reasons for the CEO'S resignation.
	I have a sewage riser on the corner of my land, and I have had to ring them a couple of times a year, every year, because it overflows…They did some maintenance on the water mains on my street and after the water was switched on there was this awful banging on the pipes. I rang the council, and they sent out a couple of young people and they said they didn't know what to do and they would get back to me… I never heard from them again.

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 2024 n=400

Facility/Service	Rated positively (5-4)	Neutral (3)	Rated poor (2-1)	N/A
Libraries	60%	9%	10%	21%
Cleanliness of streets	50%	25%	22%	4%
Waste and recycling	48%	19%	30%	4%
Parks, reserves and playgrounds	46%	28%	19%	8%
Water supply	43%	13%	18%	27%
Sporting facilities	40%	23%	13%	24%
Public toilets	38%	25%	23%	14%
Animal control (e.g., dogs, roosters)	37%	13%	20%	30%
Community halls	35%	29%	15%	21%
Sewage collection and treatment	33%	15%	9%	44%
Tourism marketing	29%	28%	25%	18%
Bridges, culverts and causeways	27%	30%	31%	12%
Council pools	27%	15%	19%	40%
Footpaths and cycleways	26%	23%	39%	13%
Stormwater drainage	25%	24%	29%	22%
Community Care	24%	15%	25%	36%
Online services	24%	18%	21%	37%
Environmental monitoring and protection	19%	26%	23%	33%
Sealed roads	18%	29%	50%	4%
Weed control	14%	22%	54%	11%
Councillor leadership	11%	23%	55%	12%
Unsealed roads	10%	23%	58%	9%
Balance development and community values	10%	28%	49%	13%
Development applications (DAs)	6%	12%	42%	40%

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

3. COUNCIL PERFORMANCE

As shown in **Figure 5** (previous page), Libraries and Cleanliness of Streets were rated positively (4 or 5, out of 5) by 50% or more respondents in 2024 and were the highest-ranking facilities and services. Development related services - Finding the right balance between development and community values and Development Applications (DAs), and the condition of roads – both Unsealed and Sealed - were among the lowest ranking facilities and services.

Figure 6 through to **Figure 11** (pages 19 and 20) show the mean scores for each facility and service from the past four years. Unlike in **Figure 5**, these results exclude respondents who felt they could not provide an answer (N/A).

Many of the satisfaction metrics remained relatively stable since 2023. There were increases in mean scores seen for Animal control (up from 3.16 in 2023 to 3.30 in 2024), Tourism marketing (up from 2.87 to 2.98), and Environmental monitoring and protection (up from 2.64 to 2.83). Conversely, the largest decreases observed were Libraries (down from 4.26 in 2023 to 3.91 in 2024) and Community Care (down from 3.20 in 2023 to 2.87 in 2024).

Of the metrics that were not measured in 2021-2022 (and therefore are not charted), Finding the right balance between development and community values (2.24) increased from 2023 (2.16) and Councillor leadership (2.08) decreased from 2023 (2.20).

Many discrepancies between mean satisfaction scores arose between residents surveyed in 2024 based on location and closest township.

Residents living in towns outside of Cooma and Jindabyne were <u>less</u> likely to be satisfied with:

- *Unsealed roads (1.88 vs. 2.07 for all respondents)*

- *Waste and recycling (2.93 vs. 3.21 for all respondents)*

- *Stormwater drainage (2.42 vs. 2.85 for all respondents)*

- *Libraries (3.54 vs. 3.91 for all respondents)*

Residents living in Cooma were <u>more</u> likely to be satisfied with:

- *Water supply (3.77 vs. 3.48 for all respondents)*

- *Stormwater drainage (3.14 vs. 2.85 for all respondents)*

- *Community care (3.20 vs. 2.87 for all respondents)*

Those living in Jindabyne were <u>more</u> likely to be satisfied with Libraries (4.26 vs. 3.91 for all respondents), however they were <u>less</u> likely to be satisfied with Public toilets (2.79 vs. 3.12 for all respondents) and Parks, reserves and playgrounds (2.90 vs. 3.32 for all respondents).

Those living in urban areas were <u>more</u> likely to be satisfied with:

- *Waste and recycling (3.62 vs. 3.21 for all respondents)*

- *Stormwater drainage (3.08 vs. 2.85 for all respondents)*

- *Libraries (4.17 vs 3.91 for all respondents)*

3. COUNCIL PERFORMANCE

However, those living in rural areas were <u>more</u> likely to be satisfied with footpaths and cycleways (2.98 vs. 2.69 for all respondents).

Respondents aged 60+ were <u>more</u> likely to be satisfied with:

- *Public toilets (3.29 vs. 3.12 for all respondents)*

- *Parks, reserves and playgrounds (3.45 vs. 3.32 for all respondents)*

- *Sealed roads (2.57 vs. 2.43 for all respondents)*

- *Council pools (3.31 vs. 3.06 for all respondents)*

Those who had lived in the area for 20 years or less were <u>more</u> likely to be satisfied with:

- *Cleanliness of streets (3.64 vs. 3.32 for all respondents)*

- *Animal control (3.76 vs. 3.30 for all respondents)*

3. COUNCIL PERFORMANCE

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

Libraries · · · · · Waste and recycling — — — Animal control ——— Development applications — — —
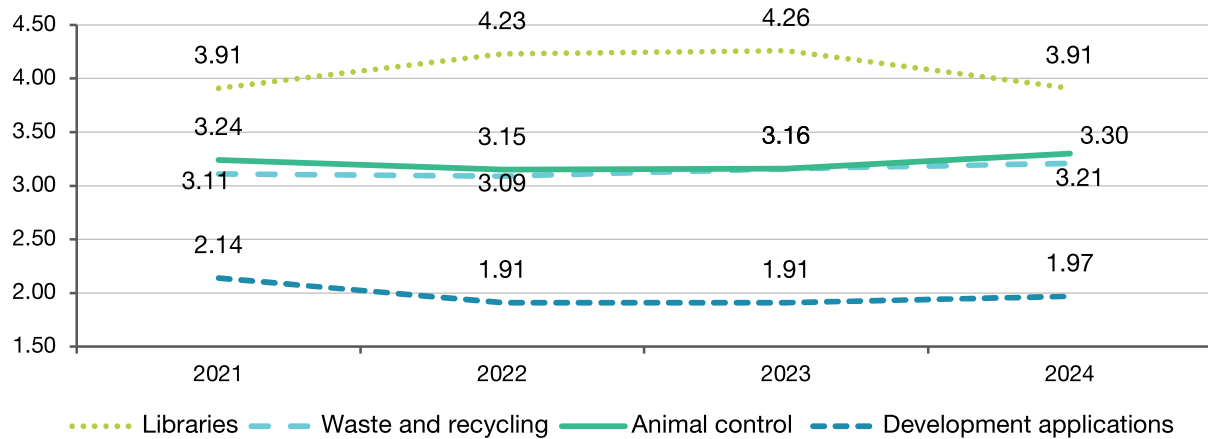
Figure 7 Mean Satisfaction for Council Facilities and Services over Time 2

Community halls · · · · · Council pools — — — Parks, reserves and playgrounds ——— Footpaths and cycleways — — —
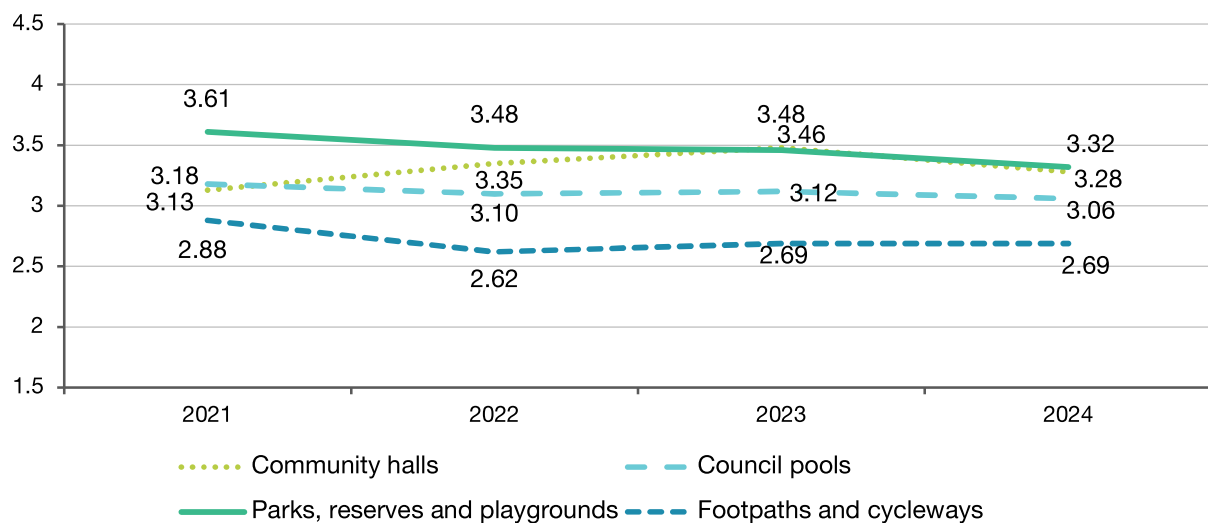
Figure 8 Mean Satisfaction for Council Facilities and Services over Time 3

Sewage collection and treatment · · · · · Cleanliness of streets — — — Bridges, culverts and causeways ———
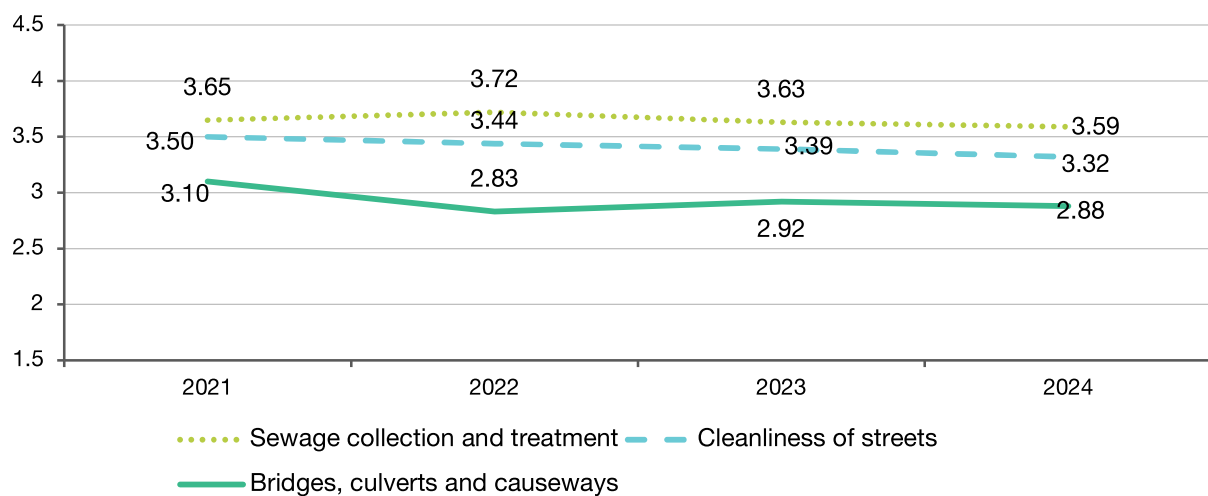
3. COUNCIL PERFORMANCE

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

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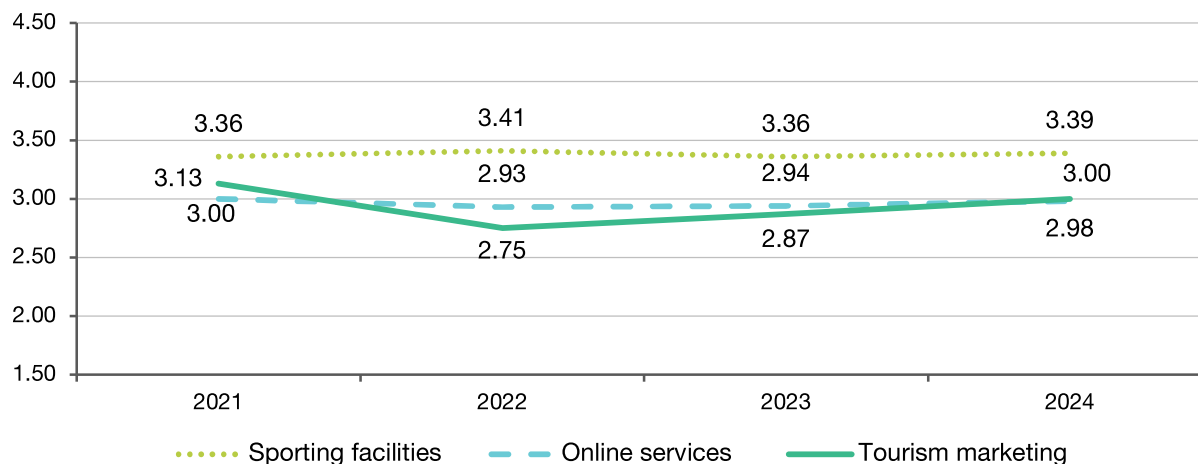
Figure 10 Mean Satisfaction for Council Facilities and Services over Time 5

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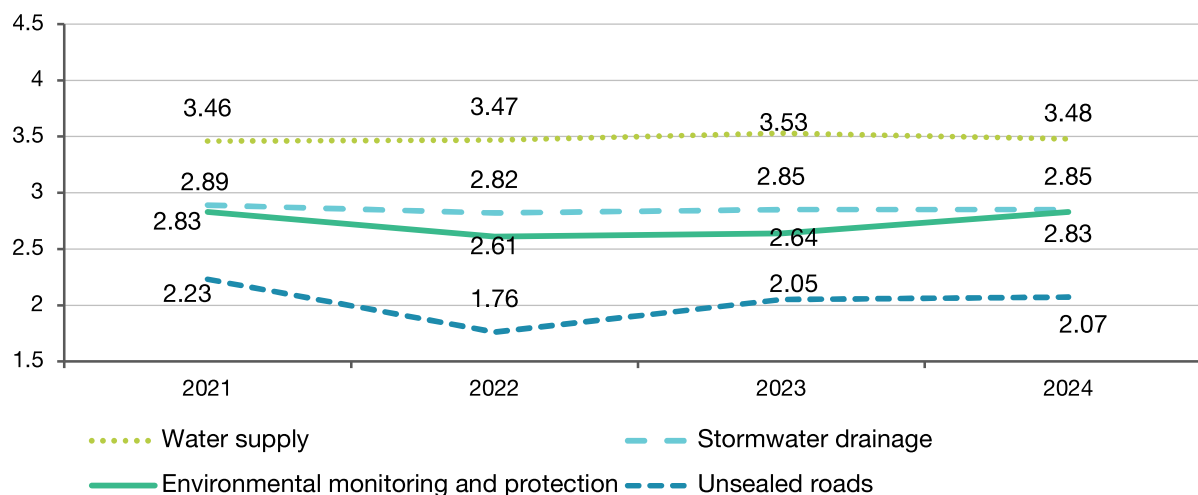
Figure 11 Mean Satisfaction for Council Facilities and Services over Time 6

Legend: Weed control · Community care · Public toilets · Sealed roads
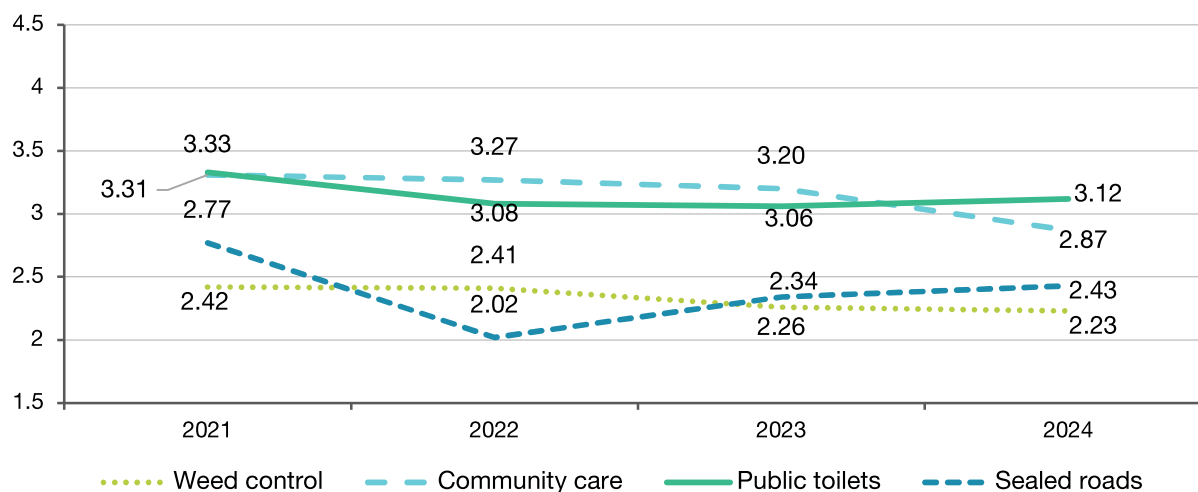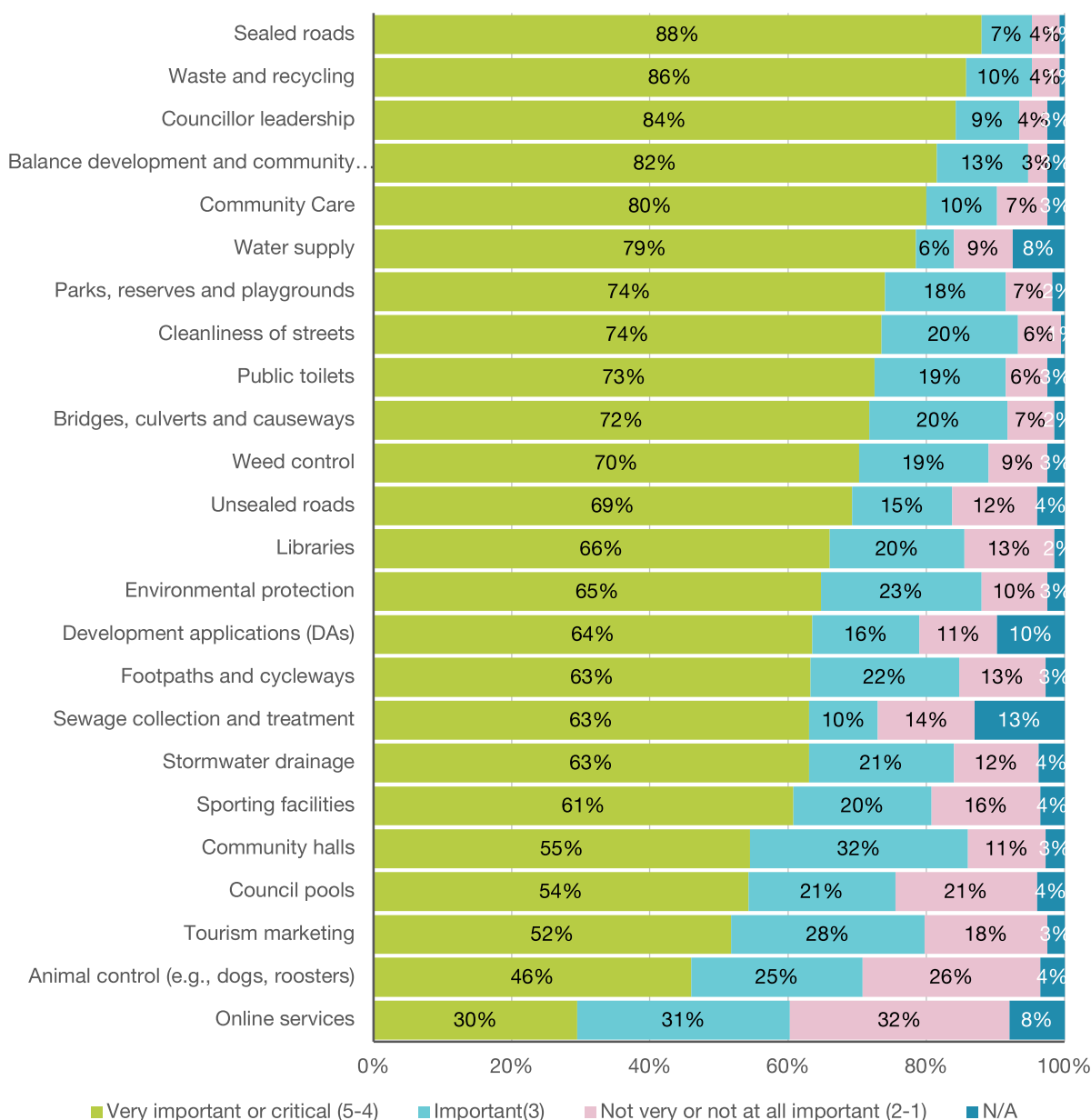
3. COUNCIL PERFORMANCE

3.3. IMPORTANCE OF COUNCIL FACILITIES & SERVICES

Residents were asked to rate the importance they attached to selected Council facilities and services using a five-point scale where 1 = Not at all important and 5 = Critical. Responses in **Figure 12** below are ranked from highest to lowest satisfaction.

Figure 12 Importance of Council Facilities and Services

Q11. I will now read out that same list of services and facilities provided by Council. Please rate how important each is to you and your family. It is again a 5-point scale, where 1 means 'not at all important' and 5 is 'critical'.
Base: All respondents 2024 n=400

Facility/Service	Very important or critical (5-4)	Important (3)	Not very or not at all important (2-1)	N/A
Sealed roads	88%	7%	4%	
Waste and recycling	86%	10%	4%	
Councillor leadership	84%	9%	4%	3%
Balance development and community…	82%	13%	3%	
Community Care	80%	10%	7%	3%
Water supply	79%	6%	9%	8%
Parks, reserves and playgrounds	74%	18%	7%	2%
Cleanliness of streets	74%	20%	6%	
Public toilets	73%	19%	6%	3%
Bridges, culverts and causeways	72%	20%	7%	2%
Weed control	70%	19%	9%	3%
Unsealed roads	69%	15%	12%	4%
Libraries	66%	20%	13%	2%
Environmental protection	65%	23%	10%	3%
Development applications (DAs)	64%	16%	11%	10%
Footpaths and cycleways	63%	22%	13%	3%
Sewage collection and treatment	63%	10%	14%	13%
Stormwater drainage	63%	21%	12%	4%
Sporting facilities	61%	20%	16%	4%
Community halls	55%	32%	11%	3%
Council pools	54%	21%	21%	4%
Tourism marketing	52%	28%	18%	3%
Animal control (e.g., dogs, roosters)	46%	25%	26%	4%
Online services	30%	31%	32%	8%

■ Very important or critical (5-4) ■ Important(3) ■ Not very or not at all important (2-1) ■ N/A
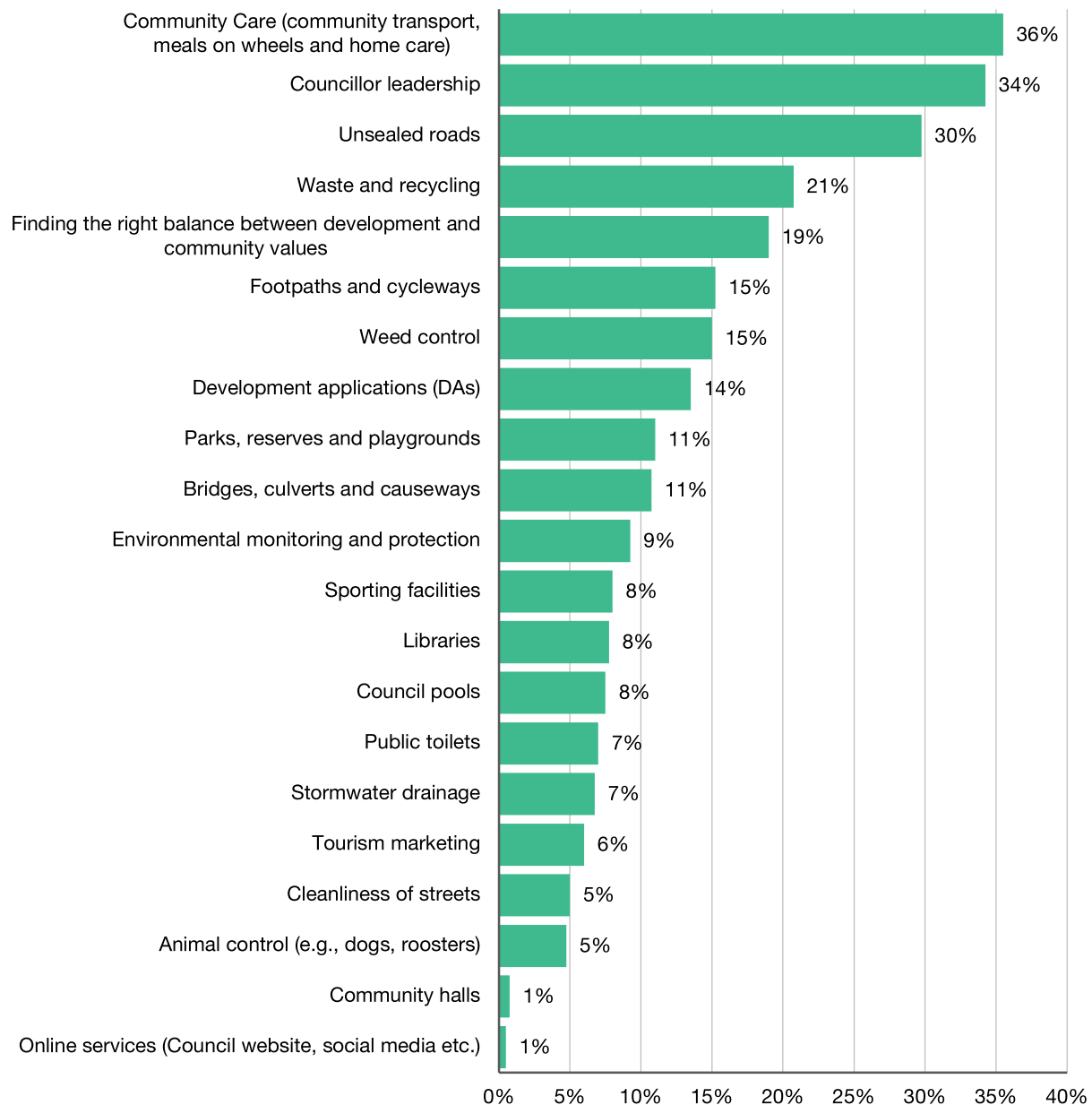
3. COUNCIL PERFORMANCE

Respondents in 2024 were presented with all the services and facilities measures that they had rated as "Critical" at the previous Importance question and were asked to choose up to three as the most critical (see **Figure 13** below). **Sealed roads, water supply and sewage collection were excluded (as they would otherwise dominate responses)**; the intention was to see what else ranked the highest.

Figure 13 Three Most Critical areas

Q11d. You mentioned the following items as being of critical importance. Which of these would you say are the three most critical areas for Council to direct funding in the coming years?

Base: All respondents 2024 n=400

Area	Percentage
Community Care (community transport, meals on wheels and home care)	36%
Councillor leadership	34%
Unsealed roads	30%
Waste and recycling	21%
Finding the right balance between development and community values	19%
Footpaths and cycleways	15%
Weed control	15%
Development applications (DAs)	14%
Parks, reserves and playgrounds	11%
Bridges, culverts and causeways	11%
Environmental monitoring and protection	9%
Sporting facilities	8%
Libraries	8%
Council pools	8%
Public toilets	7%
Stormwater drainage	7%
Tourism marketing	6%
Cleanliness of streets	5%
Animal control (e.g., dogs, roosters)	5%
Community halls	1%
Online services (Council website, social media etc.)	1%

3. COUNCIL PERFORMANCE

Residents surveyed in 2024 aged under 40 years were more likely to say parks, reserves and playgrounds, and Council pools. Residents aged 60+ were more likely to say community care, and less likely to say unsealed roads, and sporting facilities.

Residents who lived in urban areas were more likely to say footpaths and cycleways, and those in rural areas were more likely to say unsealed roads.

Residents with children 14 or under in their household were more likely to say sporting facilities, and Council pools.

Residents in Jindabyne were more likely to cite finding the right balance between development and community values, and those in areas outside Cooma/Jindabyne were more likely to say unsealed roads and weed control.

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 SMRC 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 importance scores for each Council service.

To form quadrants, the average 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 14, (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 **Table 4** (over-page) match the services and facilities shown in **Figure 14**. (Note that services and facilities listed are not in order of importance/satisfaction, but rather listed in numeric order as per the numbering shown in **Figure 14** for ease of reference.)

As shown in **Figure 14** (next page), in 2024 Councillor leadership stood out in the top left (the interaction of the highest importance and lowest satisfaction). Inset from that, Sealed and Unsealed roads, and Finding the right balance between development and community values formed an arc across the top left. Libraries stood out for high satisfaction, and importance not too far below the midpoint.

4. PRIORITISING FACILITIES & SERVICES
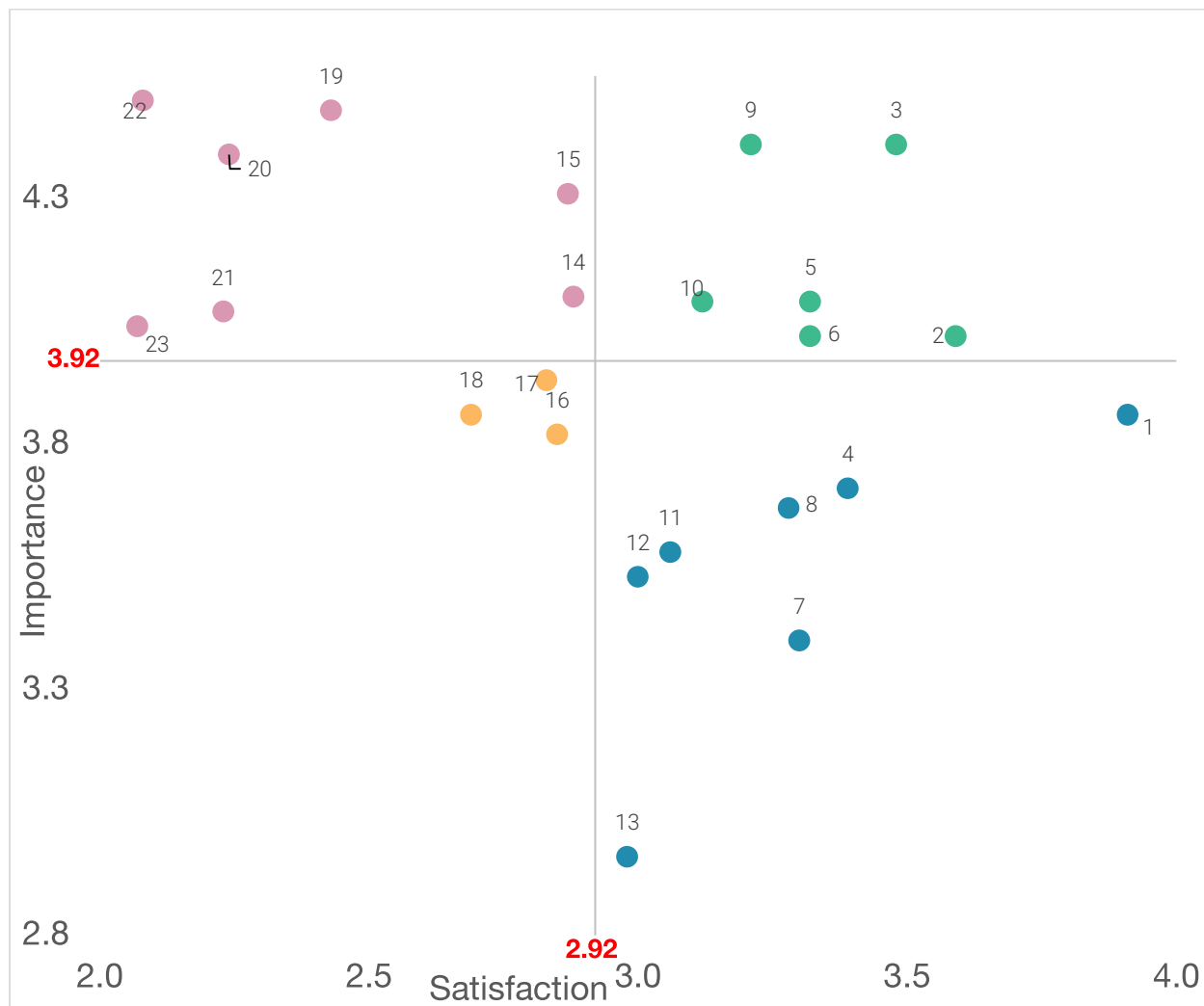
Figure 14 Quadrant Matrix

Table 4 Summary of Quadrant Analysis

PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
14 Bridges, culverts and causeways	2 Sewage collection and treatment
15 Community Care (community transport, meals on wheels and home care)	3 Water supply
19 Sealed roads	5 Parks, reserves and playgrounds
20 Finding the right balance between development and community values	6 Cleanliness of streets
21 Weed control	9 Waste and recycling
22 Councillor leadership	10 Public toilets
23 Unsealed roads	
24 Development applications (DAs)	

SECOND ORDER ISSUES	OPPORTUNITIES
16 Stormwater drainage	1 Libraries
17 Environmental monitoring and protection	4 Sporting facilities
18 Footpaths and cycleways	7 Animal control (e.g., dogs, roosters)
	8 Community halls
	11 Council pools
	12 Tourism marketing
	13 Online services (Council website, social media etc.)

4. PRIORITISING FACILITIES & SERVICES

When correlating[1] the satisfaction with each facility and service against satisfaction with Overall Performance, **Table 5** below shows the highest coefficients achieved (it expresses as a decimal between 0 and 1, with a score of 0.7 considered a reasonable indication of correlation).

Like in 2023, Council leadership, in 2024, continued to have the strongest relationship with overall satisfaction. Finding the right balance and Sealed roads continued to be the second and third highest correlations and both increased from 2023 results. Unlike in previous years, Stormwater drainage and Community Care were in the top five.

Table 5 Five Strongest Relationships to Overall Satisfaction

	2022	2023	2024
Councillor leadership		0.678	0.690
Finding the right balance between development and community values		0.573	0.644
Sealed roads	0.547	0.551	0.562
Stormwater Drainage			0.555
Community Care (community transport, meals on wheels and home care)			0.546
Online services (Council website, social media etc.)	0.590	0.507	
Environmental monitoring and protection	0.612	0.483	
Development applications (DAs)	0.577		
Sewage collection and treatment	0.534		

4.2. SATISFACTION WITH SERVICES BY OVERALL SATISFACTION

Table 6 (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.

---

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

4. PRIORITISING FACILITIES & SERVICES

Like in 2023, the greatest variation in 2024 means scores between those who were overall dissatisfied compared to overall satisfied was for Councillor leadership (1.45 versus 3.50, a gap of 2.05). The smallest variation continued to be seen for Libraries (3.63 versus 4.42, a gap of 0.79).

Table 6 Satisfaction with Council Services by Overall Satisfaction Rating (2024)

Facility/service	Dissatisfied (overall)	Neutral (overall)	Satisfied (overall)	Gap
Councillor leadership	1.45	2.69	3.50	2.05
Community Care (community transport, meals on wheels and home care)	2.35	3.30	4.08	1.73
Stormwater drainage	2.36	3.25	4.05	1.69
Weed control	1.81	2.42	3.50	1.69
Finding the right balance between development and community values	1.77	2.63	3.45	1.68
Sealed roads	1.93	2.84	3.58	1.66
Bridges, culverts and causeways	2.41	3.27	4.04	1.64
Online services (Council website, social media etc.)	2.56	3.31	4.00	1.44
Unsealed roads	1.67	2.39	3.11	1.44
Development applications (DAs)	1.60	2.37	3.04	1.43
Waste and recycling	2.80	3.47	4.19	1.40
Footpaths and cycleways	2.37	2.83	3.76	1.39
Council pools	2.74	3.25	4.12	1.38
Animal control (e.g., dogs, roosters)	2.84	3.73	4.22	1.38
Environmental monitoring and protection	2.46	3.08	3.82	1.36
Cleanliness of streets	2.94	3.62	4.15	1.20
Community halls	3.00	3.40	4.16	1.16
Sporting facilities	3.09	3.56	4.24	1.15
Water supply	3.12	3.73	4.23	1.11
Tourism marketing	2.69	3.21	3.80	1.10
Parks, reserves and playgrounds	2.95	3.63	4.04	1.09
Public toilets	2.81	3.36	3.87	1.06
Sewage collection and treatment	3.22	3.89	4.20	0.98
Libraries	3.63	4.21	4.42	0.79

5. REGIONAL BENCHMARKING

Taverner Research Group currently maintains a database of satisfaction scores for 29 regional NSW councils, for surveys conducted since 2021. The figures below show 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 lighter green dot shows where SMRC fits within that range of mean satisfaction scores.

As shown in **Figure 15** and **Figure 16** (next two pages), SMRC in 2024 had the lowest scores recorded for five of the 23 facilities and services compared: Online services, Parks, reserves and playgrounds, Community care, Environmental monitoring and protection, and Finding the right balance between development and community values.

Animal control, Cleanliness of streets, Sealed roads and Libraries were SMRC's strongest performing areas in comparison to other regional NSW Councils.
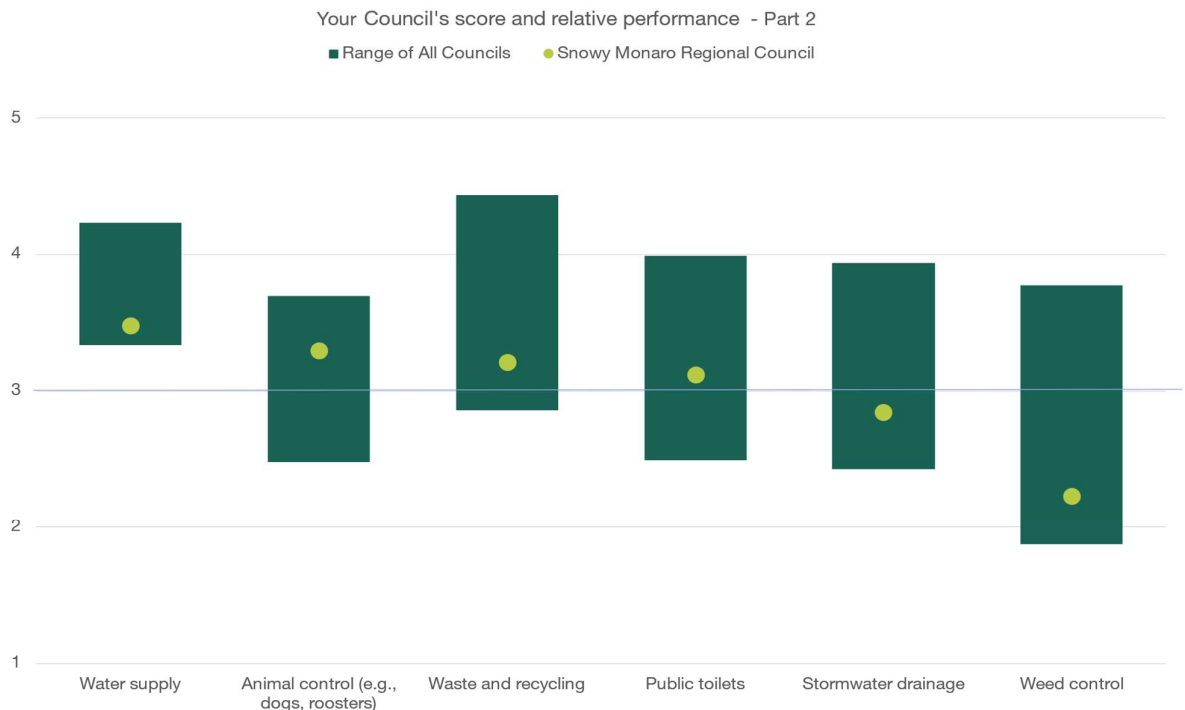
5. REGIONAL BENCHMARKING

Figure 15 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…
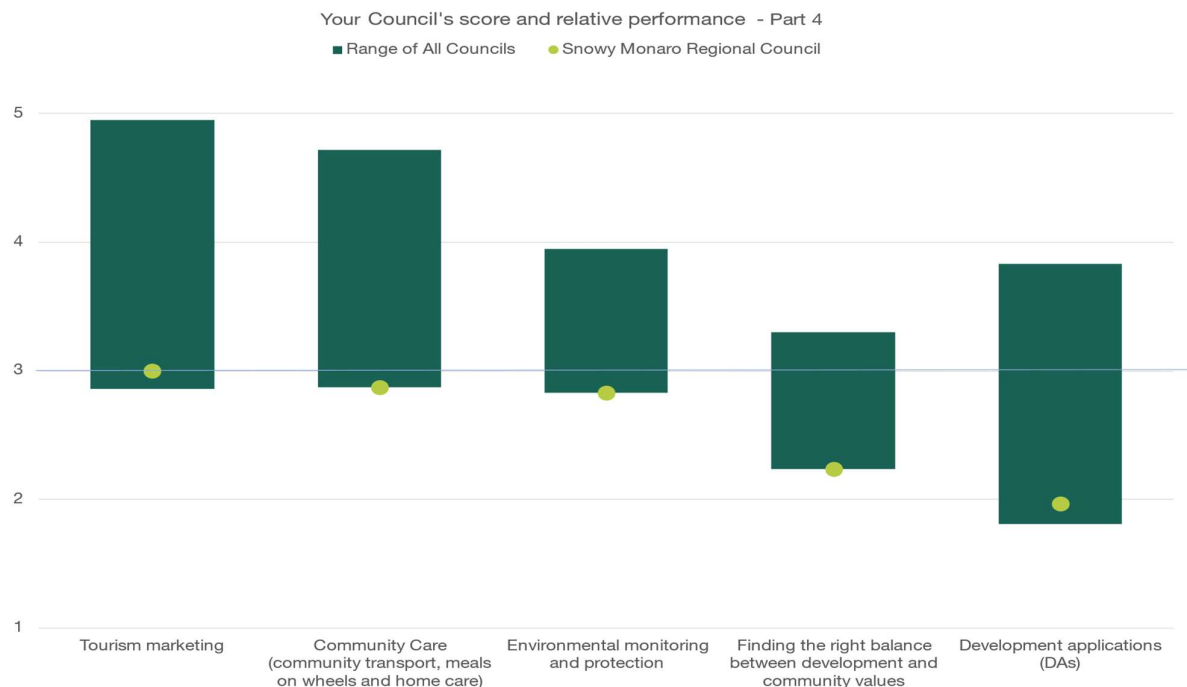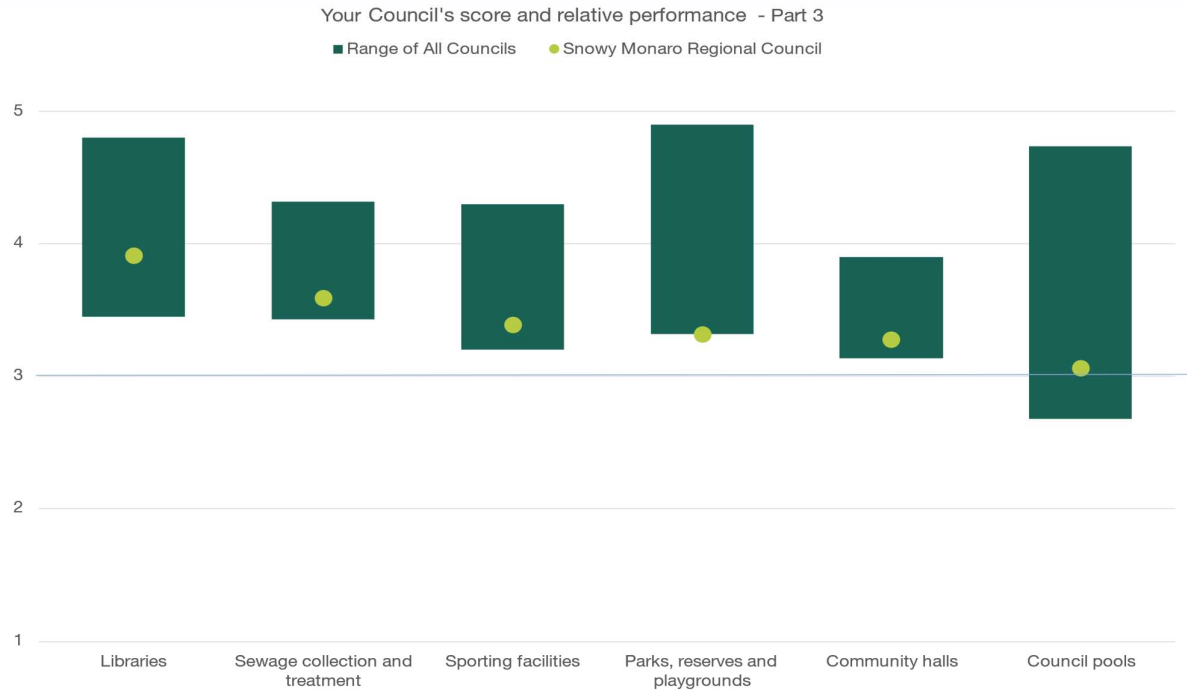
Base: All respondents 2024 n=400

Your Council's score and relative performance - Part 1

- Range of All Councils
- Snowy Monaro Regional Council

Categories (left to right): Cleanliness of streets; Online services (Council website, social media etc.); Bridges, culverts and causeways; Footpaths and cycleways; Sealed roads; Unsealed roads

Your Council's score and relative performance - Part 2

- Range of All Councils
- Snowy Monaro Regional Council

Categories (left to right): Water supply; Animal control (e.g., dogs, roosters); Waste and recycling; Public toilets; Stormwater drainage; Weed control

5. REGIONAL BENCHMARKING

Figure 16 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

Your Council's score and relative performance - Part 3

■ Range of All Councils ● Snowy Monaro Regional Council

Your Council's score and relative performance - Part 4

■ Range of All Councils ● Snowy Monaro Regional Council

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.

Fifty-two percent of residents surveyed in 2024 had contacted Council in the past 12 months – virtually unchanged on the 49% in 2023, 51% in 2022 and 50% in 2021.

As shown below in **Figure 17**, the proportion of residents surveyed in 2024 who contacted Council four or more times (42%) was similar to 2023 results (41%) and was an 8% drop from 2022 and 2021 results (50%).

Figure 17 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, 2024 n=206
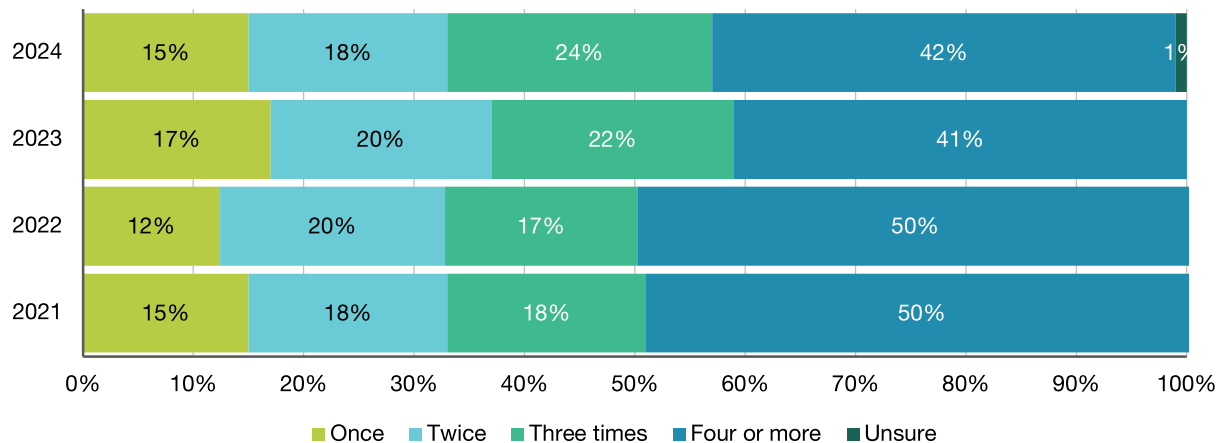
As shown in **Figure 18**, next page, there were significantly less mentions of road and footpath improvements in 2024 compared to 2023, and significantly more mentions of Garbage/waste management/recycling/tips. *There were no significant differences between demographic subgroups for any of the responses in 2024.*
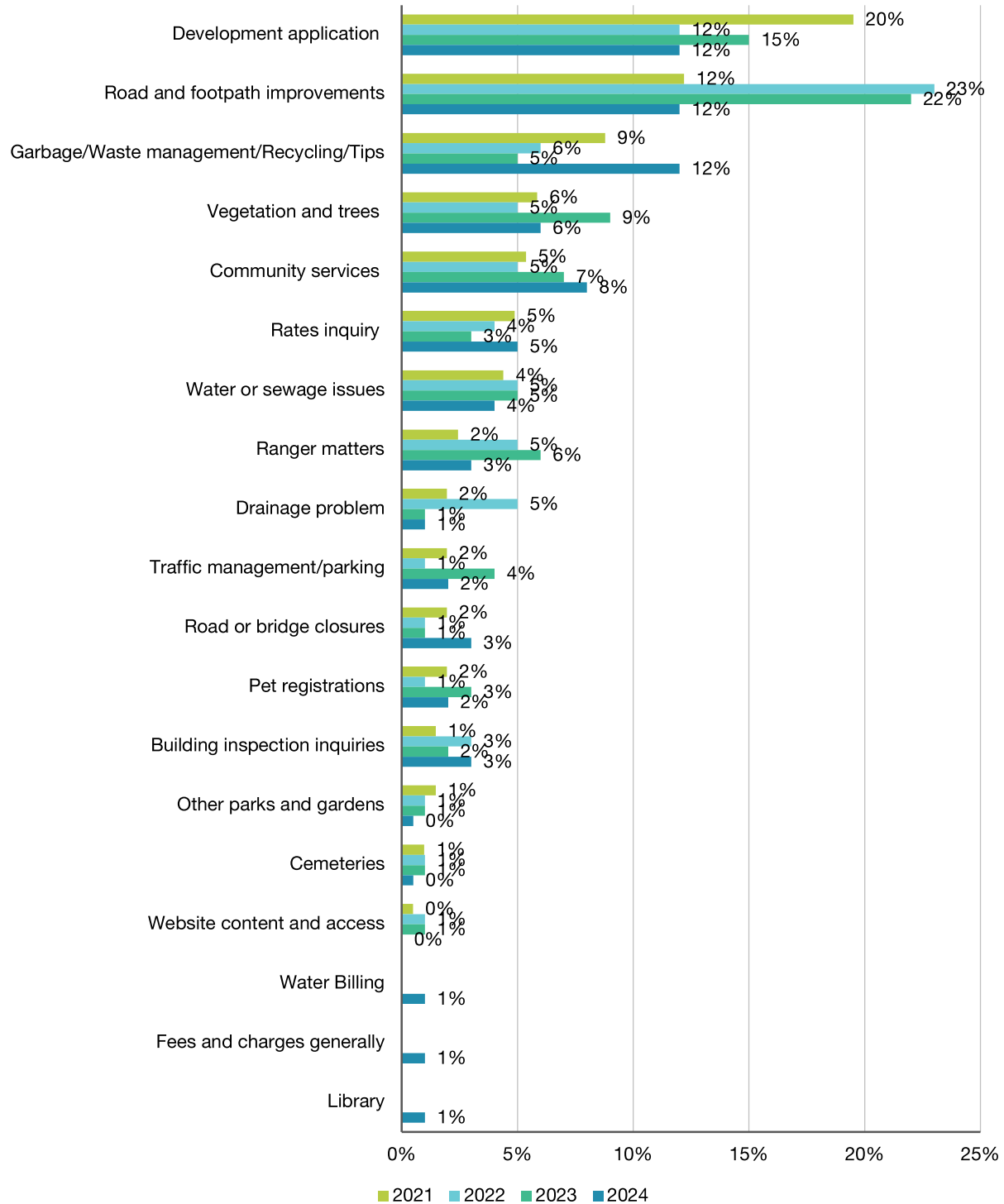
6. COUNCIL CUSTOMER SERVICE

Figure 18 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, 2024 n=206
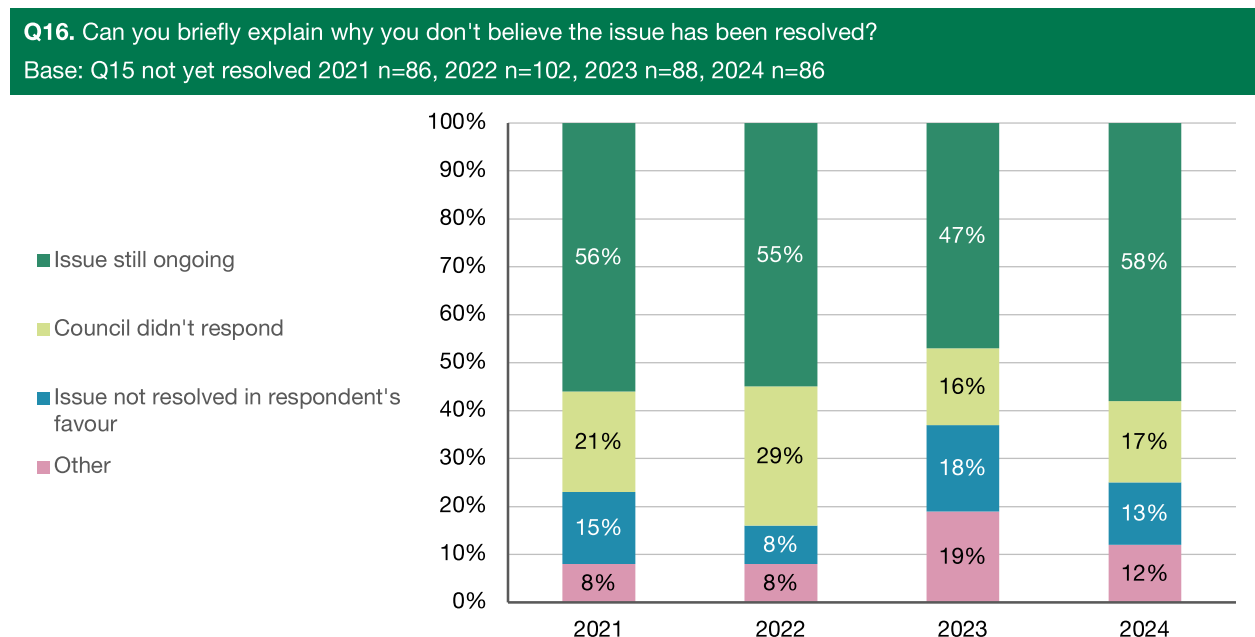
6. COUNCIL CUSTOMER SERVICE

As shown in **Figure 19** below, around one quarter of residents surveyed in 2024 (24%) only needed to contact Council once to have their issue resolved. The proportion of residents whose issue was yet to be resolved remained high, though did decrease slightly (down from 45% in 2023 to 42%).

Figure 19 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, 2024 n=206

Legend: Once, Twice, Three, Four or more, Not yet resolved, Unsure
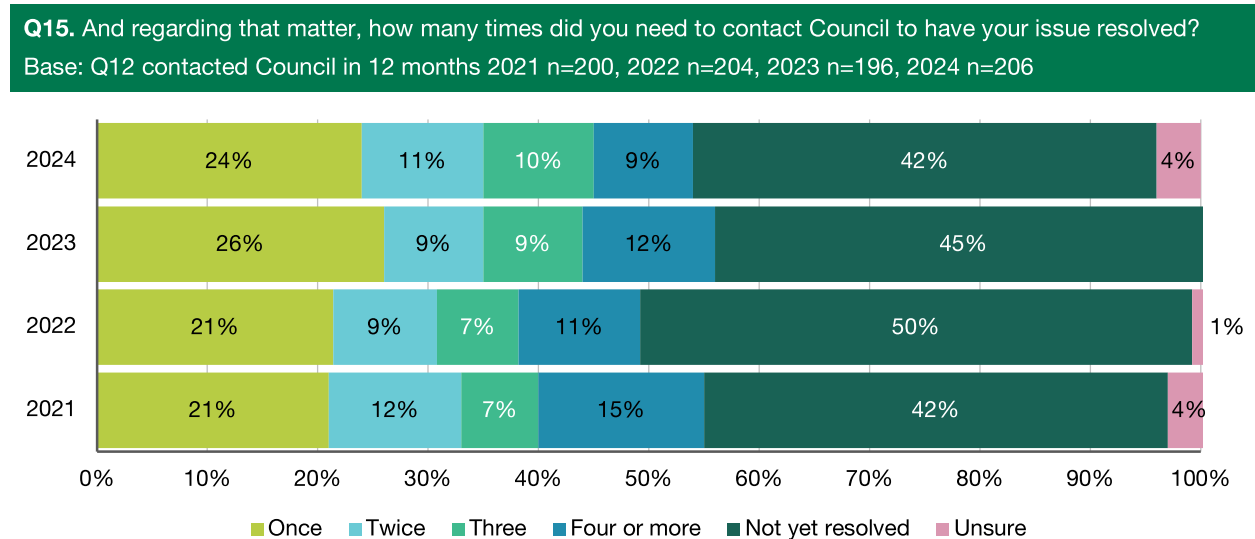
As shown in **Figure 20** (below), under one fifth (17%) of residents surveyed in 2024 who had outstanding issues felt that Council didn't respond. The proportion of residents who felt that the issue was still ongoing increased compared to 2023 results (up from 47% to 58%) and returned to levels similar to those seen in 2021 (56%) and 2022 (55%). The proportion of residents who felt that the issue was not resolved in their favour decreased (down from 18% in 2023 to 13% in 2024).

Figure 20 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, 2024 n=86

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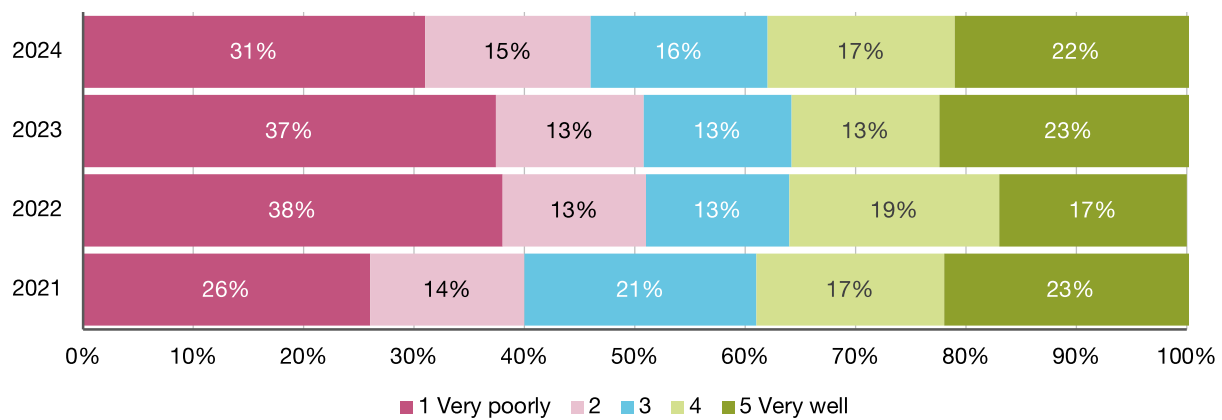
6. COUNCIL CUSTOMER SERVICE

6.2. SATISFACTION WITH COUNCIL CUSTOMER SERVICE

The mean score for satisfaction with Council customer service was 2.85 in 2024. This result is higher than the mean score in 2023 (2.73) and 2022 (2.63) but remains below the 2021 mean score (2.97). Around one third of residents surveyed in 2024 (31%) rated Council's handling of their enquiry as 'very poor.' Happily, this was a decrease on results seen in 2023 (37%) and 2022 (38%).

Figure 21 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, 2024 n=206

Year	1 Very poorly	2	3	4	5 Very well
2024	31%	15%	16%	17%	22%
2023	37%	13%	13%	13%	23%
2022	38%	13%	13%	19%	17%
2021	26%	14%	21%	17%	23%

As shown in **Figure 22** below, the number of contacts a customer had to make to resolve their issue had a major impact on their rating of how Council handled their enquiry.

Figure 22 Satisfaction with Council Handling of Enquiry, by Number of Contacts

| Number of Contacts	Score
One	4.28
Two	3.78
Three or more	2.56
Not yet resolved	1.84
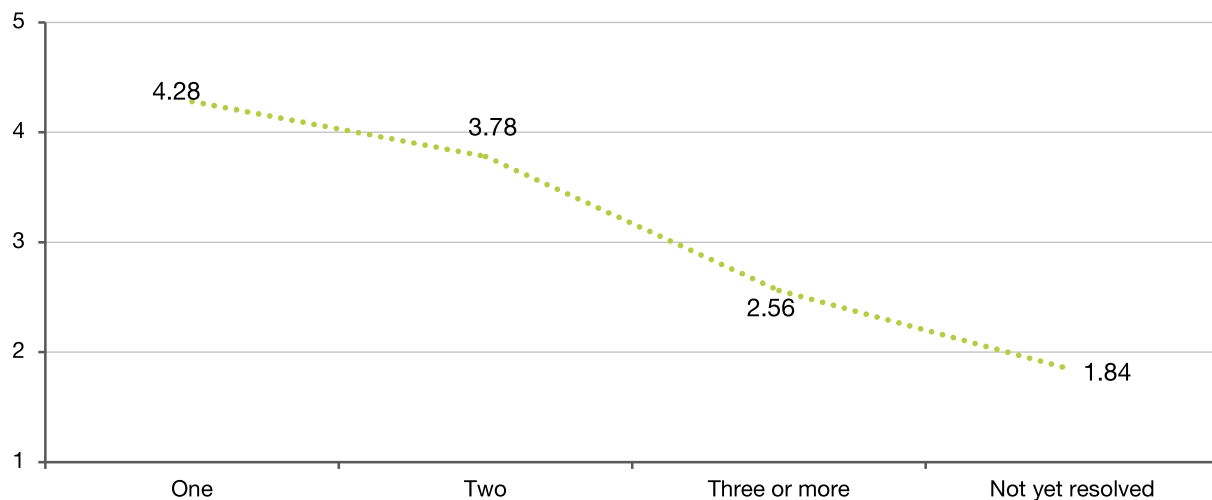
6. COUNCIL CUSTOMER SERVICE

6.3. COUNCIL COMMUNICATIONS

As shown in **Figure 23** below, the proportion of residents surveyed in 2024 who made contact with Council via telephone was the highest recorded (55%), which was a 10% increase on 2023. The proportion who contacted Council via email decreased from 19% in 2023 to 14% and was the lowest on record. *There were no significant differences between subgroups in 2024.*

Figure 23 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, 2024 n=206
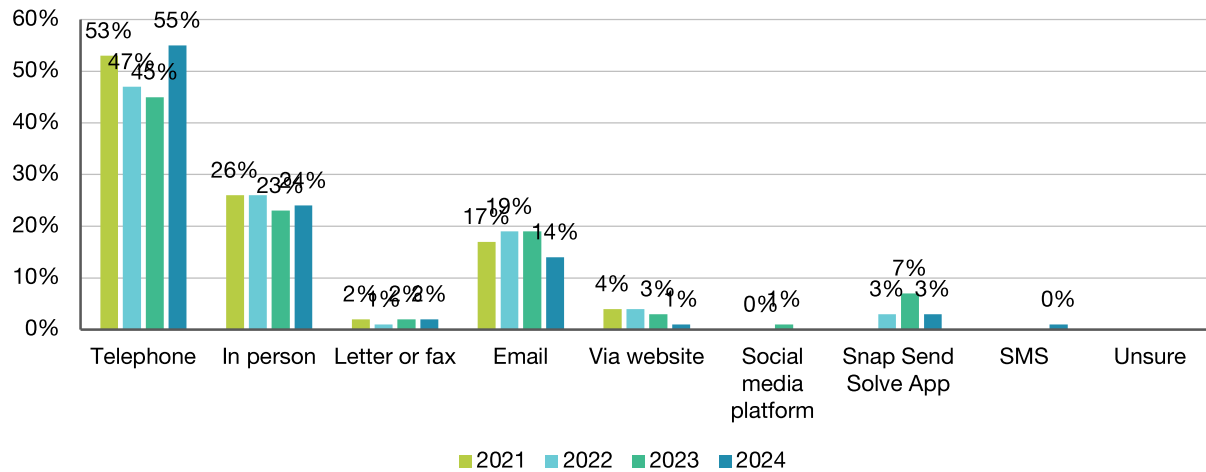
6. COUNCIL CUSTOMER SERVICE

In relation to how residents would prefer to be informed about any changes to Council services, policies or activities, there were no significant changes between 2023 and 2024. See **Figure 24** (below).

Figure 24 Preferred Method of 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 2021-2024
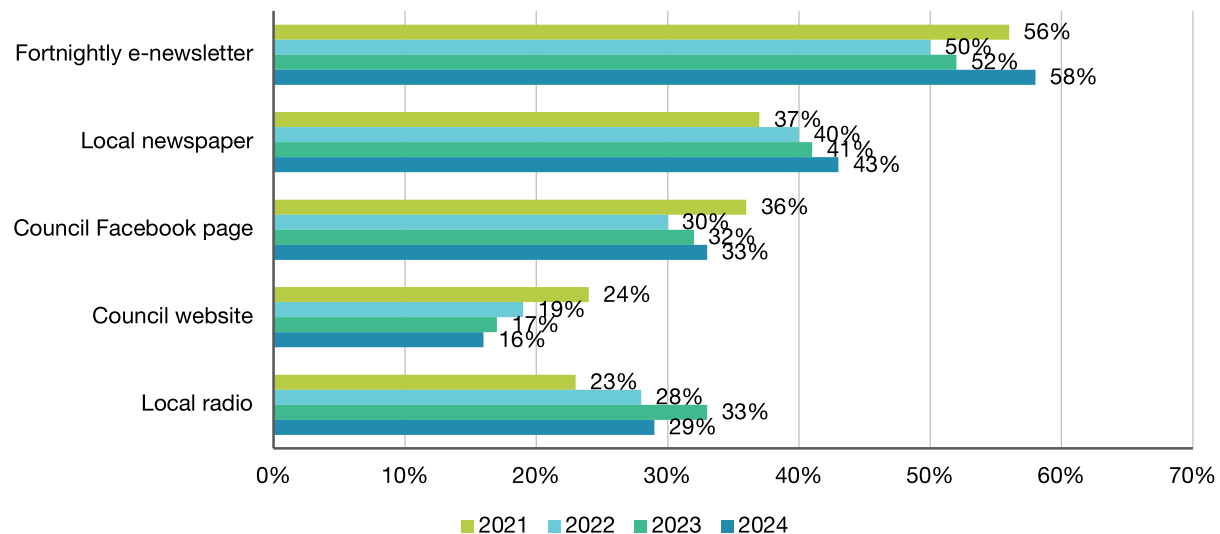
Respondents significantly more likely to prefer Local newspaper were:

- *Aged 60+ (52% in 2024, same as in 2023)*

- *Do not have children 14 years or under in household (46% in 2024, 45% in 2023)*

- *Lived in LGA 20+ years (48% in 2024, 46% in 2023)*

- *In Cooma (51% in 2024, 49% in 2023)*

Respondents significantly more likely to prefer Council Facebook page were:

- *Aged under 40 years (57% in 2024, 56% in 2023)*

- *Aged 40-59 years (48% in 2024, 46% in 2023)*

- *Have children 14 years or under in household (54% in 2024, 58% in 2023)*

- *In Jindabyne (48% in 2024)*

6. COUNCIL CUSTOMER SERVICE

Table 7 How Prefer to Make a Payment – Internal Benchmark

	2021	2022	2023	2024
Face to face	24%	24%	27%	23%
Phone	17%	11%	3%	4%
Online	46%	63%	66%	**67%**
Email	6%	0%	1%	4%
Letter	1%	1%	1%	2%
Unsure	4%	2%	3%	1%

*Respondents who were significantly more likely to prefer to **make a payment** in person were aged 60+ (32% in 2024, 37% in 2023).*

Those significantly more likely to prefer online or through Council website were:

- *Aged 40-59 years (84% in 2024, 80% in 2023)*

- *Lived in Jindabyne (89% in 2024, 79% in 2023)*

Those significantly more likely to prefer email:

- *Aged 18-39 years (14% in 2024)*

- *Lived in a rural setting (8% in 2024)*

Table 8 How Prefer to Request Council do something – Internal Benchmark

	2021	2022	2023	2024
Face to face	27%	26%	24%	24%
Phone	34%	37%	36%	**35%**
Online	11%	9%	12%	14%
Email	21%	17%	13%	14%
Letter	4%	1%	2%	2%
Social media	3%	1%	0%	1%
Snap Send Solve app	Not offered	4%	6%	6%
Unsure	1%	6%	7%	6%

6. COUNCIL CUSTOMER SERVICE

Respondents who were significantly more likely to prefer to **request Council to do something** *in person were:*

- *Aged 60+ (33% in both 2023 and 2024)*

- *In Cooma (33% in 2024)*

- *Male (31% in 2024)*

Those significantly more likely to prefer Snap, Send, Solve app were those 40-59 years old (11% in 2024).

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

- *Aged 40-59 years (24% in 2024)*

- *In Jindabyne (27% in 2024)*

- *Have children 14 years or under in household (26% in 2024)*

Table 9 How Prefer to Learn about Upcoming Events – Internal Benchmark

	2021	2022	2023	2024
Face to face	3%	3%	2%	2%
Phone	1%	1%	1%	<1%
Online	13%	11%	13%	14%
Email	14%	13%	16%	17%
Letter	19%	10%	9%	15%
Social media	36%	31%	29%	**25%**
Radio/TV	8%	17%	16%	15%
SMS	Not offered	Not offered	1%	1%
Unsure	5%	13%	14%	12%

Respondents who were significantly more likely to prefer to **learn about upcoming events** *via social media were:*

- *Aged under 40 (45% in 2024, 53% in 2023)*

- *Aged 40-59 (37% in 2024)*

- *Have children 14 years or under in household (44% in 2024)*

- *Female (31% in 2024)*

6. COUNCIL CUSTOMER SERVICE

Table 10 How Prefer to Complete or Lodge Applications and Forms – Internal Benchmark

	2021	2022	2023	2024
Face to face	44%	44%	39%	**36%**
Phone	2%	1%	2%	2%
Online	25%	32%	37%	**37%**
Email	18%	9%	9%	12%
Letter	5%	3%	4%	8%
Social media	<1%	<1%	0%	1%
SMS	Not offered	Not offered	0%	<1%
Unsure	4%	11%	9%	5%

Respondents who were significantly more likely to prefer to **complete or lodge applications and forms** in person were aged 60+ (45% in 2024, 50% in 2023).

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

- *Aged 40-59 years (57% in 2024, 56% in 2023)*

- *Have children 14 years or under in household (54% in 2024, 56% in 2023)*

Table 11 How Prefer to Provide Feedback on Important or Topical Issues – Internal Benchmark

	2021	2022	2023	2024
Face to face	20%	21%	21%	20%
Phone	14%	9%	9%	9%
Online	14%	20%	29%	**25%**
Email	28%	23%	18%	23%
Letter	11%	6%	6%	7%
Social media	8%	6%	6%	7%
Snap Send Solve App	Mot offered	0%	0%	1%
SMS	Not offered	Not offered	<1%	1%
Unsure	4%	13%	10%	9%

In 2024, respondents who were significantly more likely to prefer to **provide feedback on important or topical issues** via email were in Jindabyne (39%).

6. COUNCIL CUSTOMER SERVICE

Table 12 How Prefer to Get Updates during Fires, Floods, etc – Internal Benchmark

	2021	2022	2023	2024
Face to face	6%	2%	1%	2%
Phone	22%	26%	7%	11%
Online	5%	6%	7%	7%
Email	5%	3%	3%	6%
Letter	1%	1%	0%	1%
Social media	17%	18%	13%	14%
Radio/TV	40%	37%	27%	**27%**
Snap Send Solve app	Not offered	0%	3%	1%
SMS	Not offered	Not offered	34%	**27%**
Unsure	3%	7%	6%	6%

In 2024, there were no significant differences among demographic subgroups for how prefer to **get updates during fires, floods, etc.**

7. COUNCIL FINANCES

Finally, respondents were asked a pair of questions about Council's finances.

Only one respondent out of the 400 interviewed considered the current state of finances to be "Very healthy" (see **Figure 25** below), while 4% felt they were stable. Around three quarters (73%) believed they were unhealthy or very unhealthy, with the balance unsure.

There were no significant differences between demographic subgroups for mean scores in 2024.

Figure 25 Understanding of Current State of Finances

Q21. What is your understanding of the current state of Council finances? Would you say it is:
Base: All respondents 2024 n=400

4%	23%	50%	23%

Legend: ■ Very healthy ■ Stable ■ Unhealthy ■ Very unhealthy ■ Unsure
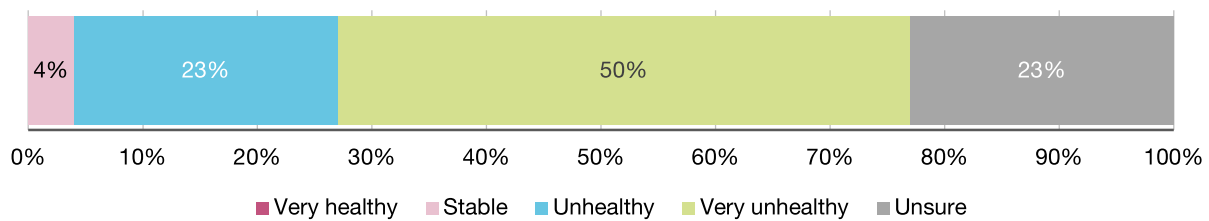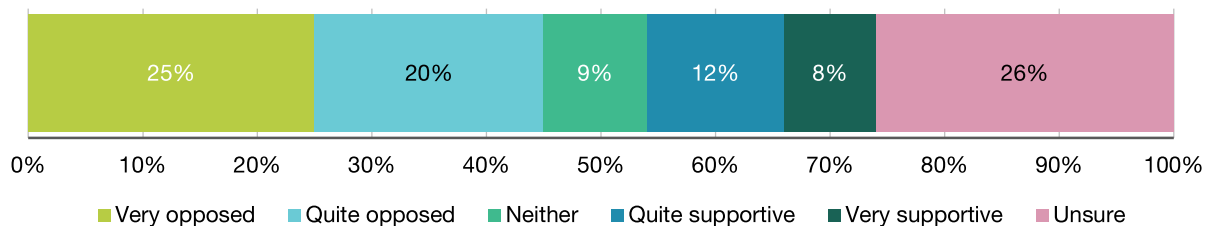
As shown in **Figure 26** below, 20% of residents surveyed were supportive of a "back to basics" program (described by the interviewer as "cutting approximately 5% in discretionary community used services and facilities expenditure each year over the next 4-5 years"), while 45% were opposed. A further 9% were neither supportive nor opposed, with 26% saying they were unsure.

Males, and those without children 14 years or under in their household, were significantly more supportive of the back-to-basics budget.

Figure 26 Support or Oppose Cutting 5% Each Year

Q22. To what extent are you supportive of Council moving "back to basics" by cutting approximately 5% in discretionary community used services and facilities expenditure each year over the next 4-5 years?
Base: All respondents 2024 n=400

25%	20%	9%	12%	8%	26%

Legend: ■ Very opposed ■ Quite opposed ■ Neither ■ Quite supportive ■ Very supportive ■ Unsure

8. APPENDIX: TELEPHONE QUESTIONNAIRE

Q1. Hi my name is [INTERVIEWER NAME] and I'm calling from Taverner Research on behalf of Snowy Monaro Regional Council about a satisfaction survey of their residents aged 18 years and over. This survey takes around 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.

1. Yes
2. 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?

Interviewer note: Read out

1. 18-25
2. 26-39
3. 40-59
4. 60+
5. Rather not say   [DO NOT READ OUT]

8. APPENDIX: TELEPHONE QUESTIONNAIRE

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

INTERVIEWER NOTE: Do not read

9. Do not live there/Less than 12 months   Thank and terminate
1. 1-5 years
2. 6-10 years
3. 11-20 years
4. More than 20 years

TERMINATE IF Q5=15

Q5. Which of the following towns do you live in or nearest to?

INTERVIEWER NOTE: PROMPTED.

1. Adaminaby
2. Berridale
3. Bombala
4. Cooma
5. Delegate
6. Jindabyne
7. Nimmitabel
8. Michelago
9. Bredbo
10. Numeralla
11. Dalgety
12. Bibbenluke
13. Cathcart
14. Kalkite (near Jindabyne)
15. 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.

1. Yes   Thank and terminate
2. No

8. APPENDIX: TELEPHONE QUESTIONNAIRE

Q6a. And with which gender do you identify?

Interviewer note: Read out

1. Male
2. Female
3. Non-binary/other
4. Rather not say   [DO NOT READ OUT]

OPEN-ENDED

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.

1. Answer

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. 1 – Very poor
2. 2
3. 3
4. 4
5. 5 – Excellent
6. N/A

CODES (PLEASE RANDOMISE)

1. Sealed roads
2. Unsealed roads
3. Bridges, culverts and causeways
4. Footpaths and cycleways
5. Cleanliness of streets
6. Online services (Council website, social media etc.)
7. Animal control (e.g., dogs, roosters)
8. Stormwater drainage

8. APPENDIX: TELEPHONE 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. 1 – Very poor
2. 2
3. 3
4. 4
5. 5 – Excellent
6. N/A

CODES (PLEASE RANDOMISE)

1. Public toilets
2. Weed control
3. Waste and recycling
4. Water supply
5. Sewage collection and treatment
6. Sporting facilities
7. Parks, reserves and playgrounds
8. Council pools

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. 1 – Very poor
2. 2
3. 3
4. 4
5. 5 – Excellent
6. N/A

CODES (PLEASE RANDOMISE)

1. Libraries
2. Community halls
3. Community Care (community transport, meals on wheels and home care)
4. Finding the right balance between development and community values
5. Councillor leadership

8. APPENDIX: TELEPHONE QUESTIONNAIRE

6. Tourism marketing
7. Development applications (DAs)
8. Environmental monitoring and protection

SINGLE CHOICE GRID

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

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

1. Answer

I will now read out that same list of services and facilities provided by the Council.

Q11a. Please rate how important each is to you and your family. It is again a 5-point scale, where 1 means 'Not at all important' and 5 is 'Critical'.

READ OUT   SINGLE RESPONSE

COLUMNS

1. 1 Not at all important
2. 2 Not very important
3. 3 Important
4. 4 Very important
5. 5 Critical
99. Can't say (DO NOT READ OUT)

ROWS PLEASE RANDOMISE

1. Sealed roads
2. Unsealed roads
3. Bridges, culverts and causeways
4. Footpaths and cycleways
5. Cleanliness of streets
6. Online services (Council website, social media etc.)
7. Animal control (e.g., dogs, roosters)
8. Stormwater drainage

8. APPENDIX: TELEPHONE QUESTIONNAIRE

Q11b.

READ OUT   SINGLE RESPONSE

COLUMNS

1. 1 Not at all important
2. 2 Not very important
3. 3 Important
4. 4 Very important
5. 5 Critical
99. Can't say (DO NOT READ OUT)

CODES (PLEASE RANDOMISE)

1. Public toilets
2. Weed control
3. Waste and recycling
4. Water supply
5. Sewage collection and treatment
6. Sporting facilities
7. Parks, reserves and playgrounds
8. Council pools

SINGLE RESPONSE GRID

Q11c.

READ OUT   SINGLE RESPONSE

COLUMNS

1. 1 Not at all important
2. 2 Not very important
3. 3 Important
4. 4 Very important
5. 5 Critical
99. Can't say (DO NOT READ OUT)

CODES (PLEASE RANDOMISE)

1. Libraries
2. Community halls
3. Community Care (community transport, meals on wheels and home care)
4. Finding the right balance between development and community values
5. Councillor leadership
6. Tourism marketing
7. Development applications (DAs)
8. Environmental monitoring and protection

8. APPENDIX: TELEPHONE QUESTIONNAIRE

ASK Q11D IF MORE THAN THREE ITEMS SCORED "5" IN QUESTIONS 11A TO 11C.

Q11d You mentioned the following items as being of critical importance. Which of these would you say are the three MOST critical areas for Council to direct funding in the coming years?

LIST ALL ITEMS SCORED AS "5" IN QUESTIONS 11A TO 11C, HOWEVER EXCLUDE SEALED ROADS (11A_1), WATER SUPPLY (11B_4) AND SEWAGE COLLECTION (11B_5).

*(Interviewer note: If respondent asks why sealed roads, water supply and/or sewage collection not mentioned on this list, say "These are always assumed to be high priorities, we're interested in what **other** facilities and services residents wish to see prioritised.")*

Q12.Now [Q7], Have you contacted Council within the past 12 months, other than to make a payment?

INTERVIEWER NOTE: DO NOT READ

1. Yes
2. No
3. 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

1. Once
2. Twice
3. Three times
4. Four or more
5. Unsure

Q14. Thinking about your most recent enquiry, what was that contact regarding?

INTERVIEWER NOTE: DO NOT READ

1. Garbage/Waste management/Recycling/Tips
2. Development application (DA)
3. Building inspection enquiries
4. Rates enquiry (including pensioner rebates and change of address)
5. Water billing
6. Water, sewage
7. Septic tanks
8. Drainage problem

8. APPENDIX: TELEPHONE QUESTIONNAIRE

9. Community services (availability of facilities, grants for projects, community events, aged and disabled services etc.)
10. Ranger matters - barking dogs, livestock, etc.
11. Vegetation and trees - e.g., requesting council to clear vegetation or mow grass
12. Other parks and gardens
13. Road and footpath improvements
14. Library
15. Cultural facilities or events – e.g., arts/heritage
16. Sporting events
17. Traffic management/parking
18. Road or bridge closures
19. Fees and charges generally
20. Cemeteries
21. Pet registrations
22. Website content and access
23. Other
24. Unsure

Q15. And regarding that matter, how many times did you need to contact Council to have your issue resolved?

Interviewer note: do not read

1. One
2. Two
3. Three
4. Four or more
5. Not yet resolved
6. 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

1. Issue still ongoing
2. Council didn't respond
3. Issue not resolved in respondents' favour
4. Other

8. APPENDIX: TELEPHONE QUESTIONNAIRE

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

Interviewer note: do not read

1. Phone
2. In person
3. Letter or fax
4. Email
5. Via website
6. Social media platform
7. Snap Send Solve App
8. SMS
9. Unsure

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. 1 – Very poorly
2. 2
3. 3
4. 4
5. 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.

1. Local newspaper
2. Local radio
3. Council Website
4. Council Facebook page
5. Fortnightly e-Newsletter

8. APPENDIX: TELEPHONE QUESTIONNAIRE

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

INTERVIEWER NOTE: UNPROMPTED (unless necessary), Radio/TV applies only to "Getting updates during fires, floods, etc." and "Learning about upcoming events"

ANSWER FRAME (SCALE)

1. In person
2. Phone
3. Council website
4. Email
5. Letter
6. Social media
7. Snap Send Solve App
8. Radio/TV
9. Online (e.g., payment system through website)
10. SMS
11. Unsure

CODES (PLEASE ROTATE)

1. Making a payment
2. Requesting Council to do something (e.g. fix a pothole)
3. Learning about upcoming events
4. Completing or lodging applications and forms
5. Providing feedback on important or topical issues
6. Getting updates during fires, floods etc.

Q21. Now [Q7] What is your understanding of the current state of Council finances? Would you say it is:
Interviewer note: read out, including unsure

1. Very healthy
2. Stable
3. Unhealthy
4. Very unhealthy
5. Unsure

Q22. To what extent are you supportive of Council moving "back to basics" by cutting approximately 5% in discretionary community used services and facilities expenditure each year over the next 4-5 years?
Interviewer note: read out, including unsure

1. Very opposed
2. Quite opposed

8. APPENDIX: TELEPHONE QUESTIONNAIRE

3. Neither opposed nor supportive
4. Quite supportive
5. Very supportive
6. Unsure

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

Interviewer note: Village is a small town

1. Urban
2. Rural
3. Village

Q26. Do you have any children 14 years or under living at home?
1. Yes
2. No
3. Declined

Q28. Thanks so much [Q7], that's the end of the survey. Snowy Monaro Regional Council greatly appreciates your feedback.

ISO and conclude.

SURVEY END