

Huon Valley Council

2019 Community Satisfaction Survey

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Executive summary

Metropolis Research was commissioned by the Huon Valley Council to conduct primary research of 251 residents drawn from across the municipality to explore community satisfaction with the performance of Council and associated issues.

This research builds on the LGAT state-wide community satisfaction survey conducted earlier this year. A total of 39 surveys were conducted in Huon Valley for the state-wide survey, and a further 212 surveys were conducted directly on behalf of Council to provide a total sample of 251 respondents.

Surveys were conducted as telephone interviews of randomly approached residents. Results were weighted by age structure to ensure that the sample proportionally represented the underlying population of the municipality. The surveys were conducted in January, February and early March 2019 for the state-wide component and in October 2019 for the remaining surveys.

Satisfaction with the [overall performance of Huon Valley Council](#) was 6.99 out of a potential 10, or a “good” level of satisfaction. This result is similar to the average of the rural councils (7.06), and marginally higher than both the average of the south region councils (6.76) and the state-wide average (6.81).

Almost half (49.7%) of the respondents were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), whilst 8.9% were dissatisfied. These results are marginally better than the state-wide average and similar to the rural councils’ average.

The small sample of younger persons aged 18 to 34 years (8.17) were on average more satisfied with Council’s overall performance than older respondents, and female respondents were measurably (12%) more satisfied than male respondents.

When the 21 respondents who were dissatisfied with Council’s overall performance were asked the reasons why they were dissatisfied, the most common reason was related a general negative perception of Council performance and a perceived lack of adequate communication and consultation with the community.

Exploring the relationship between the issues respondents believe need to be addressed in the municipality at the moment and their satisfaction with the overall performance of Council showed that respondents who nominated issues around building and planning permits and development, health and medical services, garbage and waste, cleanliness of the local area, and environment and sustainability issues were somewhat less satisfied with Council’s overall performance than other respondents. In other words, it appears that these issues may exert a somewhat negative influence on community satisfaction with Council.

When asked (in an open-ended question format) what is the [best thing about Huon Valley Council](#), the most common responses related to the “parks, gardens, and open spaces” (13.3%) and Council being “responsive, proactive, engaged, accessible, consultative” (12.3%).

The aspects most commonly raised as the [most important thing that Council could do to improve its performance](#) were focused on Council being more “responsive, proactive, engaged, accessible, and consultative” in nature (11.8%), improvements to Council’s communication (8.7%), improvements in planning, building and development (8.0%), and improvements to road maintenance and repairs (6.7%).

The [image of Huon Valley Council](#) was rated at 6.21 out of a potential 10, a result that was marginally lower than the average of the rural councils (6.38), but similar to the state-wide average (6.21). The comparison results refer to the “image of local government more broadly”. These show that the Huon Valley community has a similar image of Huon Valley Council than the state-wide average for local government more broadly.

When asked why they considered the image of the Huon Valley Council to have improved, the main reasons related to the general perception that Council is doing better, with a number referring specifically to the new Council.

When asked to rate their satisfaction with five aspects of Council’s [governance and leadership](#) performance, respondents in Huon Valley were slightly more satisfied than the state-wide average with the responsiveness of Council to local community needs (6.86), Council performance maintaining the trust and confidence of the local community (6.76), and Council’s representation, lobbying and advocacy (6.72). They reported a similar level of satisfaction with Council’s performance making decisions in the interests of the community (6.50), but a marginally lower than state-wide average satisfaction with Council’s community consultation and engagement (6.34).

Respondents were asked to rate the importance to the community, as well as their personal satisfaction with [23 Council provided services and facilities](#). The average satisfaction with these services and facilities was 6.93 out of ten, or a “good” level of satisfaction. This result was marginally lower than the state-wide Tasmanian average of 7.22.

The services that received “excellent” levels of satisfaction were emergency and disaster management and recovery (8.38), provision and maintenance of parks, gardens and playgrounds (7.93), regular recycling / green waste collection services (7.89), and regular garbage collection service (7.88).

The four services with the lowest levels of satisfaction, and satisfaction that was measurably lower than the average satisfaction with services were drains / stormwater maintenance and repairs (6.08 “solid”), the provision and maintenance of cycle paths (5.62 “poor”), the provision and maintenance of local roads (5.59 “poor”), and Council planning and building permit processes (4.19 “extremely poor”).

Approximately one-third (36.7%) of respondents had contacted Council in the last 12 months. These respondents’ satisfaction with [customer service](#) was very good, with the courtesy, professionalism, and attitude of staff (7.81) at an “excellent” level, and the provision of information on Council and its services (7.25) at a “very good” level.

Overall satisfaction with the customer service experience was 6.96, or a “good” level of satisfaction, marginally higher than the Tasmanian average of 6.90.

When asked to nominate the top three [issues to address in Huon Valley at the moment](#), the two most common issues were related to “road maintenance and repairs” (24.3%) and “building, housing, planning and development” issues (20.3%). Both of these issues were measurably and significantly more commonly nominated as issues in Huon Valley than the state-wide or rural councils’ average results.

Satisfaction with the [change in population in the last four years](#) was 7.16 out of ten, or a “good” level, whilst satisfaction with [local and state government planning for population change](#) was somewhat lower at 6.56, although still at a “good” level. Satisfaction with both of these population change questions were similar to the rural councils’ average, and a little higher than the state-wide averages.

Satisfaction with the [availability of housing](#) that meets the needs of the community (5.53) was “poor”, whilst satisfaction with the [affordability of housing](#) (5.33) was “very poor”. Satisfaction with both of these aspects of housing was similar to the rural councils’ averages, and somewhat higher than the state-wide averages.

The [perception of safety](#) in the public areas of Huon Valley during the day (8.92), in and around the local shopping area (8.71), and at night (8.02) were all very high. Approximately 90% of respondents felt “very safe” (i.e. rated perception of safety at eight or more) during the day and in and around the shopping areas, whilst almost three-quarters felt “very safe” in the public areas at night.

Female respondents felt only marginally less safe in public areas at night than male respondents (7.94 compared to 8.16). The fact that male and female respondents reported a similarly high perception of safety in the public areas at night reflect a strong perception of safety in and around Huon Valley.

The perception of safety in the public areas of Huon Valley were similar to the average of the rural councils, but notably higher than the state-wide average.

When asked their agreement with the statement “[I am satisfied with my life as a whole](#)”, the overwhelming majority of respondents in Huon Valley rated agreement at eight or more out of 10, or a “very high” level of agreement, with an average agreement of 8.80 out of 10.

Respondents in Huon Valley felt measurably more satisfied with their life as a whole than the average of the rural councils (8.24) or the state-wide average (8.35).

Summary

In summary, the *Community Survey* found that satisfaction with the overall performance of Huon Valley Council was “good” and was similar to the state-wide average, as was satisfaction with governance and leadership, which was also “good”.

Satisfaction with “Council’s consultation and engagement” was however very marginally lower than the state-wide average (at a “solid” level), and communication with Council was raised as an issue by a small number of respondents.

Satisfaction with Huon Valley Council’s customer service was very good, and higher than the state-wide average.

Satisfaction with the 23 included Council services and facilities was marginally lower than the state-wide average, although still at a “good” level.

Particular attention is drawn to the extremely high level of satisfaction with Council’s emergency and disaster management and recovery (8.38), with Huon Valley satisfaction 10.7% higher than the state-wide average.

The services and facilities of most concern to respondents were cycle paths (5.62), local roads (5.59), and Council planning and building permit processes (4.19).

The Huon Valley community clearly values the local natural environment, highlighting the parks, gardens and open spaces, as well as the nature of the local Council as being “responsive, proactive, engaged, accessible, and consultative”. These characteristics appear to be defining characteristics of rural councils across Tasmania, and are clearly evident in these Huon Valley results.

The election of the new Council was noted by many respondents as a positive influence on the image of Huon Valley, and this is reflected in the good levels of satisfaction with most aspects of governance and leadership.

The most commonly raised issues to address in Huon Valley at the moment relate to road maintenance and repairs (24.3%) and “building, housing, planning and development” (20.3%).

The community is relatively satisfied with the change in population experienced in the last four years and with state and local government planning for any changes in the population.

They are however significantly less satisfied with the availability of housing, and are quite dissatisfied with the affordability of housing.

The community appears to be very satisfied with their life as a whole and they feel very safe in the public areas of the municipality.

Introduction

Metropolis Research was commissioned by the Huon Valley Council to undertake this *Community Satisfaction Survey* to explore a range of issues around community satisfaction with and expectations of Council.

The survey has been designed to measure community satisfaction with a range of Council provided services and facilities, as well as to explore community sentiment across a range of additional issues of concern in the community.

This research builds on satisfaction research previously conducted by the LGAT, and results are presented with a comparison to the state-wide results (where appropriate). The Huon Valley Council results in this report were sourced from both the LGAT survey and the follow-up Huon Valley survey.

The 2019 survey is comprised of the following:

- ⊗ Satisfaction with Council's overall performance and aspects of governance and leadership.
- ⊗ Importance of and satisfaction with a broad range of Council services and facilities.
- ⊗ Issues of importance to address in Huon Valley at the moment.
- ⊗ Satisfaction with aspects of Council's customer service.
- ⊗ Image of Huon Valley Council.
- ⊗ Satisfaction with aspects of population change and housing.
- ⊗ Perception of safety in the public areas of Huon Valley.
- ⊗ Respondent profile.

Methodology

The survey was conducted as a telephone interview style survey of 251 residents contacted at random from across Huon Valley in 2019. Of these, 39 surveys were conducted as part of the LGAT survey conducted in January, February and March 2019, and 212 were conducted specifically for Huon Valley Council in October 2019.

Trained Metropolis Research survey staff conducted telephone interviews of approximately twenty minutes duration with residents.

Staff in the first instance asked if there was a younger person (aged 18 to 34 years) in the household who may wish to participate in the survey, in an attempt to increase the participation from this particularly hard to reach group. Telephone surveys have consistently been found to under-represent younger persons. The sample did under-represent young persons, and the final sample has therefore been weighted by age, based on the 2016 *Census of Population and Housing*. This ensures that the overall results reflect accurately the views of the underlying population of Huon Valley.

Response rate and statistical significance

Metropolis Research attempted to contact a total of 1,414 residents with a view to inviting them to participate in the survey.

Of these, 897 either did not answer when called, or asked that they be called back at a later time, 266 refused to participate, and 251 completed the surveys.

This provides a response rate of 48.5% (of those invited to participate in the survey). Including all attempted contacts, the non-response rate was 17.8%.

The 95% confidence interval (margin of error) of these results is plus or minus 6.1%, at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 43.9% and 56.1%. This is based on a total sample size of 250 respondents, and an underlying population of Huon Valley of approximately 17,219.

Glossary of terms

Measurable and statistically significant

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e. the difference is statistically significant. This is due to the fact that survey results are subject to a margin of error or an area of uncertainty.

Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

Somewhat / notable / marginal

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery. These terms are often used for results that may not be statistically significant due to sample size or other factors but may provide some insight.

Ninety-five percent confidence interval

Average satisfaction results are presented in this report with the 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

In this report, average scores (satisfaction, importance and agreement) are presented in graphs that display the average score and the 95% confidence interval. The confidence interval is represented by the blue vertical bar for each score. This has been done to assist readers in identifying scores that are measurably different.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error for state-wide results in this report is plus or minus 2.8%. The confidence interval is larger for the region and council type breakdowns, as well as for the respondent profile breakdowns. Reference to statistical significance (measurable variation) is included in the analysis throughout the report.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretative of the results. These categories have been developed over many years as a guide to the scores presented in the report and are designed to give a general context, and are defined as follows:

- ⊗ **Excellent** - scores of 7.75 and above are categorised as excellent
- ⊗ **Very good** - scores of 7.25 to less than 7.75 are categorised as very good
- ⊗ **Good** - scores of 6.5 to less than 7.25 are categorised as good
- ⊗ **Solid** - scores of 6 to less than 6.5 are categorised as solid
- ⊗ **Poor** - scores of 5.5 to less than 6 are categorised as poor
- ⊗ **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor
- ⊗ **Extremely Poor** – scores of less than 5 are categorised as extremely poor.

Council’s overall performance

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the performance of Council across all areas of responsibility?”

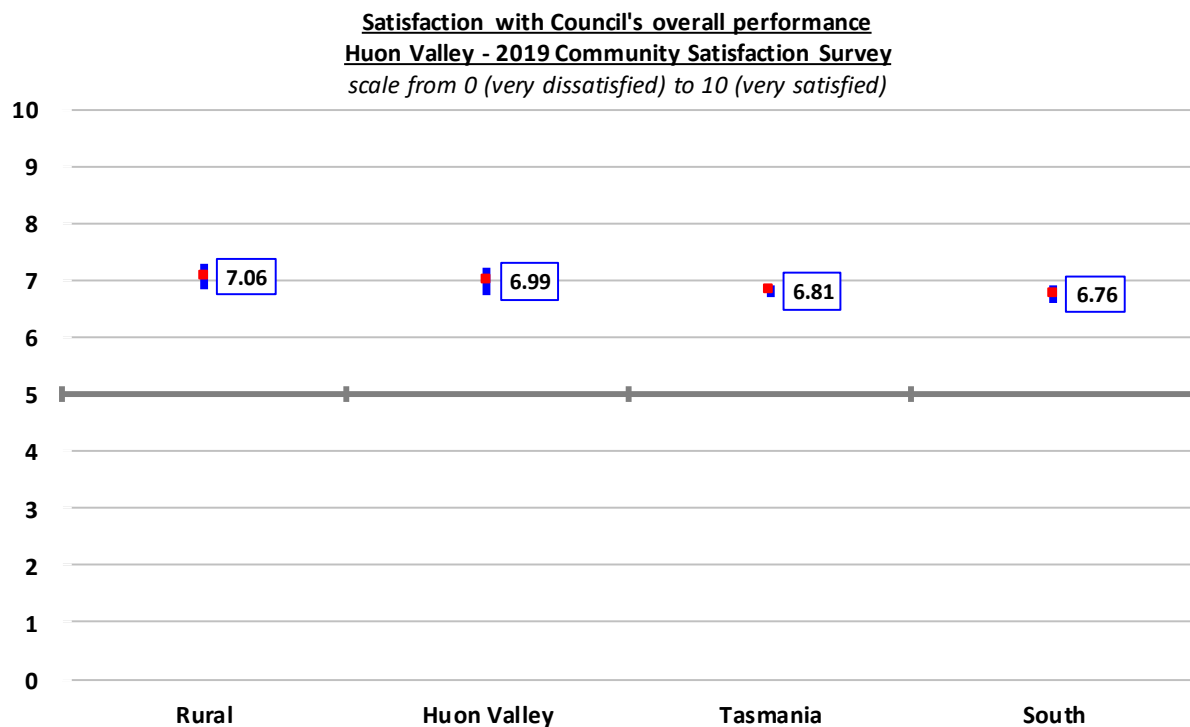
Satisfaction with the performance of the Huon Valley Council across all areas of responsibility “overall performance” was 6.99 out of a potential 10, or a “good” level of satisfaction.

This result was somewhat higher than the state-wide average of 6.81 recorded in the Local Government Association of Tasmania survey conducted by Metropolis Research in January, February and March 2019.

This variation was not statistically significant at the 95% confidence level.

This Huon Valley overall satisfaction score was however, measurably higher than the average of the south region Tasmanian councils (Brighton, Central Highlands, Clarence, Derwent Valley, Glamorgan / Spring Bay, Glenorchy, Hobart, Huon Valley, Kingsborough, Southern Highlands, Sorell, and Tasman).

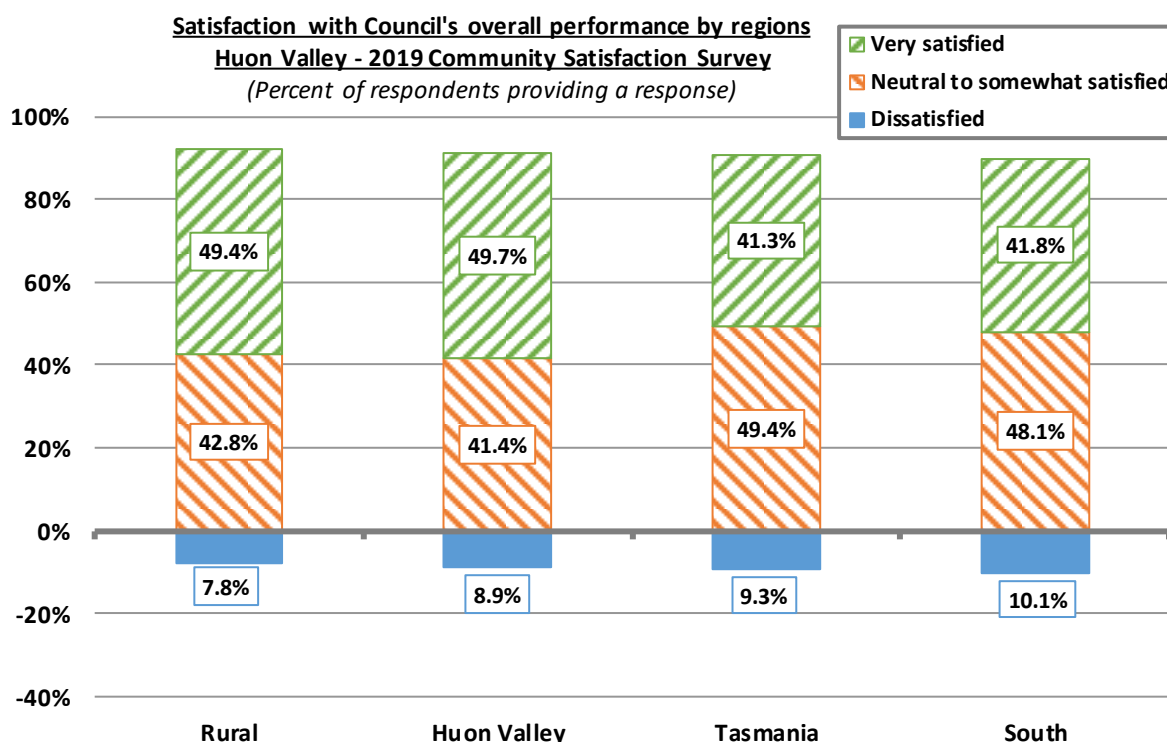
The Huon Valley result was almost identical to the average of the rural Tasmanian councils, which includes 18 rural councils.



The following graph provides a breakdown of these results into the proportion of respondents “very satisfied” (i.e. rating satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rating satisfaction at between five and seven), and those who were “dissatisfied” (rating satisfaction at less than five).

Consistent with the “good” average satisfaction, half (49.7%) of respondents were very satisfied with Council’s overall performance, whilst less than ten percent (8.9%) were dissatisfied.

These results are marginally better than the state-wide average, and consistent with the average of the 18 rural Tasmanian councils.

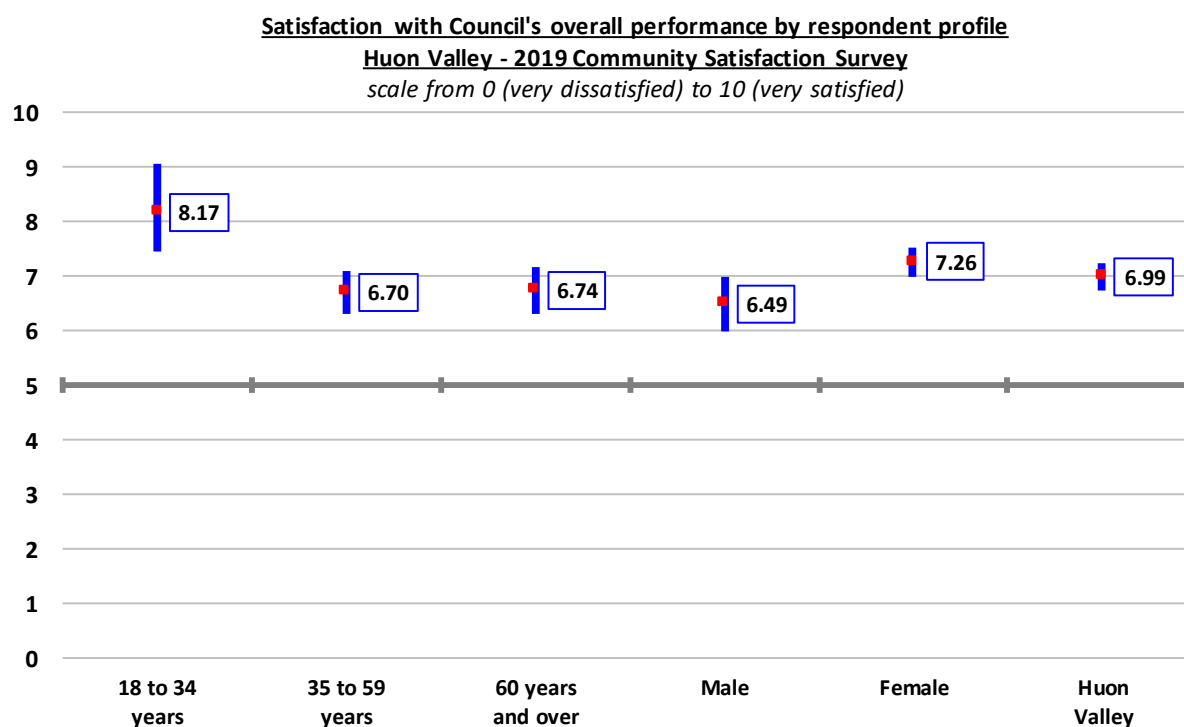


Overall performance by respondent profile

The following graph provides a comparison of satisfaction with Council’s overall performance by respondent profile.

There was some measurable variation in average satisfaction with Council’s overall performance observed by respondent profile, as follows:

- **Adolescents and young adults (aged 15 to 34 years)** – the small sample of these respondents were substantially more satisfied than the average and at an “excellent” level.
- **Gender** – female respondents were measurably and significantly more satisfied than male respondents and at a “very good” level.



Reasons for dissatisfaction with Council's overall performance

Respondents dissatisfied with Council's overall performance were asked:

"If satisfaction with Council's overall performance rated less than 5, why do you say that?"

The 21 respondents who were dissatisfied with Council's overall performance were asked why they were dissatisfied.

The responses are outlined in the following table.

Most of the responses received referred to negative perceptions of the general performance of Council, and a perceived lack of adequate communication and consultation with the community.

With the exception of two responses about roads and traffic management, there were no other responses from dissatisfied respondents in relation to other Council provided services or facilities, including planning and building.

Whilst satisfaction with Council services and facilities was relatively modest (as discussed in the *Importance of and satisfaction with Council services and facilities* section), these comments received from respondents dissatisfied with Council's overall performance suggest that Council provided services and facilities are not significant factors depressing satisfaction with Council's overall performance.

Reasons for dissatisfaction with the performance of Council across all areas of responsibility

Huon Valley - 2019 Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
A very secret group	1
Because they are incompetent	1
Community sentiment	1
Don't feel people are being listened to. I have been ignored even though I called up for a few issues, should hear rate payers	1
It is just that they are out of touch e.g. how they manage traffic in the city	1
More coordination	1
Need to listen to people	1
Not performing good	1
Not happy with council	1
Not much representation	1
The council does not communicate to rate payers , and think they are above the rate payers and make own decisions	1
There is nothing here. And no help or information given to us	1
They are filling their pockets	1
They are interested in ripping down trees and make it American	1
They do nothing with roads	1
They don't act on requests or return calls	1
They don't do anything	1
They should be more answerable to the people	1
Too much self interest	1
We don't see anybody down here	1
You don't see them, never at grassroots	1
Total	21

Correlation between issues and satisfaction with overall performance

The following graph provides a breakdown of satisfaction with Council’s overall performance for respondents that identified each of the top eight issues to address in the municipality at the moment.

The detailed results for the top issues to address in the municipality are discussed in the *Current Issues to address in the Municipality* section of this report.

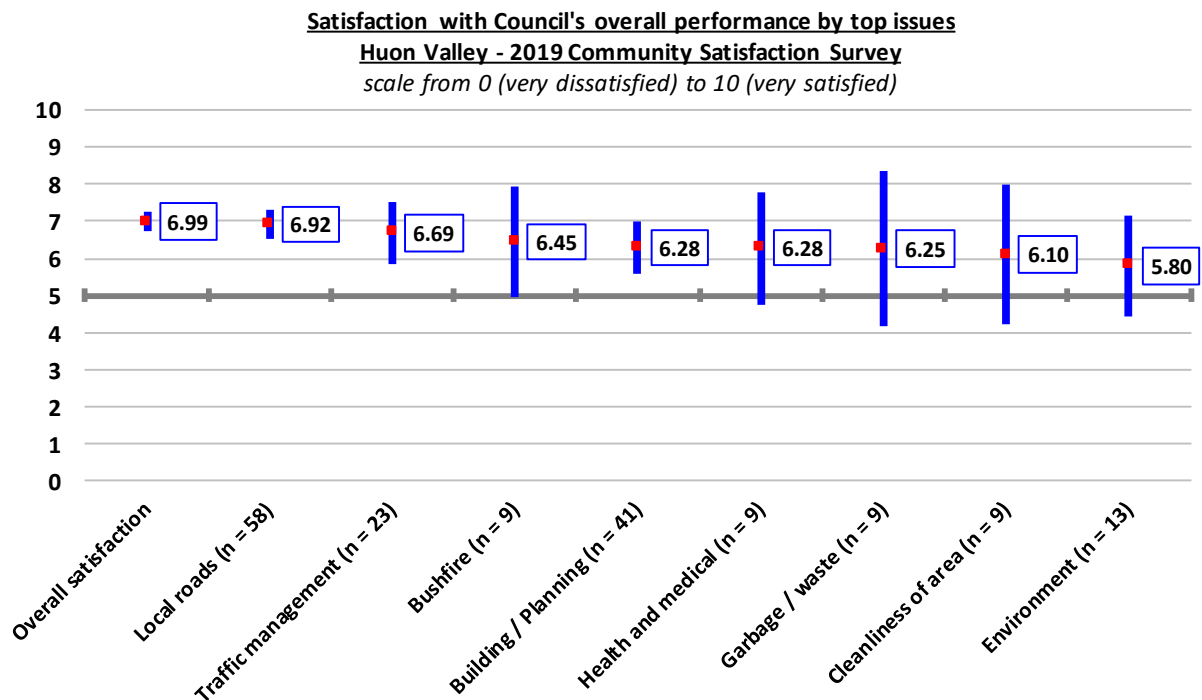
These results are presented to provide some insight into whether respondents that identified these issues were more or less satisfied with Council’s overall performance than the average satisfaction (6.99).

These results do not prove a causal link between the issues and overall satisfaction with Council, however they do provide insight into whether these issues are exerting a positive or negative influence on the respondents’ satisfaction with the performance of council.

Metropolis Research advises a note of caution in the interpretation of these results given the small sample sizes, however it does appear that a number of issues are likely to exert a somewhat negative influence on respondents’ satisfaction with Council’s overall performance.

This is particularly true in relation to issues with building, housing, planning and development, health and medical services, garbage and waste collection, cleanliness of the local area, and issues around the environment, conservation and sustainability. In other words, the respondents who nominated these issues were on average, notably less satisfied than the average of all respondents, and it is therefore possible that these issues may be a factor in their lower overall satisfaction.

It is also noted that the small number of respondents who identified bushfire management and recovery related issues as one of the top three issues to address in the municipality, were somewhat less satisfied with Council’s overall performance than the average of all respondents. It is important to bear in mind however, that Huon Valley respondents were, on average, very satisfied with Council’s emergency and disaster management and recovery efforts, rating satisfaction at 9.14 out of ten.



Best thing about Huon Valley Council

Respondents were asked:

“What is the one best thing about Huon Valley council?”

Respondents were asked, as an open-ended question, what was the one best thing about Huon Valley Council.

The open-ended responses have been broadly categorised for ease of analysis and comparison to results observed elsewhere across Tasmania.

The verbatim comments underpinning these summary results are available on request.

It is noted that a little more than one-third (37.8%) of respondents were unable to nominate what they considered to be the best thing about Huon Valley Council. This result was however, lower than the state-wide average non-response (44.1%).

Far and away, the two most common responses related to the parks, gardens, and open spaces of the municipality (13.3%) and the nature of the Council as being “responsive, proactive, engaged, accessible, consultative” (12.3%).

Best thing about Huon Valley Council
Huon Valley - 2019 Community Satisfaction Survey
(Number and percent of total respondents)

Aspect	Huon Valley		Tasmania
	Number	Percent	2019
Parks, gardens and open spaces	33	13.3%	3.0%
Responsive, proactive, engaged, accessible, consultative	31	12.3%	20.0%
Cleanliness and maintenance of area	14	5.4%	5.7%
Bushfire management	10	3.8%	0.0%
Local industry / employment support	7	2.9%	0.2%
Financial management	7	2.9%	0.2%
Caring for the community / sense of community	7	2.9%	n.a.
Mayor and Councillors	7	2.8%	1.5%
Council is doing a good job	6	2.3%	6.3%
Good staff	5	1.9%	0.9%
New Council	4	1.5%	n.a.
Communication	3	1.3%	1.3%
Roads repairs and maintenance	3	1.1%	1.0%
Council governance (<i>free of internal conflict</i>)	2	0.7%	1.8%
Efficient, reliable, good services	2	0.6%	1.2%
Sports and recreation facilities	1	0.4%	0.3%
Waste management	1	0.4%	1.0%
Beach, foreshore and waterfront	1	0.4%	0.2%
Library services	1	0.4%	1.3%
Community facilities	1	0.4%	0.4%
Tourism	1	0.4%	0.0%
Small Council	1	0.4%	n.a.
Cheap rates	1	0.2%	0.8%
Customer service	1	0.2%	0.6%
Other issues n.e.i	7	2.8%	8.2%
Can't say / not stated	95	37.8%	44.1%
Total	251	100%	1,200

The following table provides a comparison of the most common categories of responses for Huon Valley, the rural councils' average, the south region councils' average and the Tasmanian state-wide average.

It is interesting to note that respondents in Huon Valley were less likely than the average of the rural councils to nominate the “responsive, proactive, engaged” nature of Council, but they were significantly more likely to nominate aspects around the parks, gardens, and open spaces.

Best thing (top 20) about Huon Valley by region
Huon Valley - 2019 Community Satisfaction Survey
 (Number and percent of total respondents)

Huon Valley		South	
Parks, gardens and open spaces	13.3%	Responsive, proactive, engaged, etc	17.0%
Responsive, proactive, engaged, etc	12.3%	Cleanliness / maintenance of area	8.1%
Cleanliness and maintenance of area	5.4%	Council is doing a good job	7.0%
Bushfire management	3.8%	Parks, gardens and open spaces	3.2%
Local industry / employment support	2.9%	Library services	2.4%
Financial management	2.9%	Roads repairs and maintenance	1.6%
Caring for community / sense of community	2.9%	Mayor and Councillors	1.5%
Mayor and Councillors	2.8%	Cheap rates	1.3%
Council is doing a good job	2.3%	Communication	1.2%
Good staff	1.9%	Animal management	1.0%
New Council	1.5%	Good staff	0.9%
Communication	1.3%	Council governance (<i>free of internal conflict</i>)	0.8%
Roads repairs and maintenance	1.1%	Diverse and multicultural Council	0.8%
Council governance (<i>free of internal conflict</i>)	0.7%	Customer service	0.8%
Efficient, reliable, good services	0.6%	Waste management	0.7%
Sports and recreation facilities	0.4%	Green waste collection	0.6%
Waste management	0.4%	Infrastructure	0.6%
Beach, foreshore and waterfront	0.4%	Community facilities	0.6%
Library services	0.4%	Natural environment (<i>including protection</i>)	0.5%
Community facilities	0.4%	Rural / country town	0.4%
Other issues n.e.i	4.1%	Other issues n.e.i	4.8%
Not stated	37.8%	Can't say / not stated	44.4%

Rural		Tasmania	
Responsive, proactive, engaged, etc	29.7%	Responsive, proactive, engaged, etc	20.0%
Council is doing a good job	8.7%	Council is doing a good job	6.3%
Cleanliness / maintenance of area	3.5%	Cleanliness / maintenance of area	5.7%
Parks, gardens and open spaces	2.6%	Parks, gardens and open spaces	3.0%
Mayor and Councillors	2.0%	Council governance (<i>free of internal conflict</i>)	1.8%
Roads repairs and maintenance	1.9%	Mayor and Councillors	1.5%
Good staff	1.8%	Library services	1.3%
Customer service	1.1%	Communication	1.3%
Council governance (<i>free of internal conflict</i>)	0.9%	Efficient, reliable, good services	1.2%
Communication	0.9%	Roads repairs and maintenance	1.0%
Bike tracks and walking paths	0.8%	Waste management	1.0%
Youth programs	0.8%	Good staff	0.9%
Beautification of area	0.5%	Community festivals and activities	0.8%
Community facilities	0.4%	Cheap rates	0.8%
Payment system	0.4%	Natural environment (<i>including protection</i>)	0.7%
Efficient, reliable, good services	0.3%	Customer service	0.6%
Street trees	0.3%	Animal management	0.5%
Natural environment (<i>including protection</i>)	0.3%	Diverse and multicultural Council	0.5%
Animal management	0.3%	Beautification of area	0.5%
Infrastructure	0.3%	Infrastructure	0.4%
Other issues n.e.i	3.8%	Other issues n.e.i	5.9%
Can't say / not stated	38.8%	Can't say / not stated	44.1%

Most important thing to improve Council performance

Respondents were asked:

“What is most important thing Council could do to improve its performance?”

Respondents were asked to nominate the most important thing that Council could do to improve its performance.

A little less than two-thirds (58.2%) of respondents were able or willing to provide a response to this question, a similar result to the state-wide average (55.8%).

The most common responses related to Council being more responsive, proactive, engaged, accessible or consultative (11.8%), with a further 8.7% nominating improvements to communication.

The other three areas which respondents considered Council could do to improve its performance related to planning, building and development (8.0%), road maintenance and repairs (6.7%), and improvements in Council’s governance, performance, accountability and reputation (5.7%).

These issues around the engagement of Council with the community, communication, governance, planning and building, and local roads are all identified as issues in a range of questions in this report.

It is important to bear in mind however that all of these areas for improvement were nominated by a relatively small proportion of the total sample, suggesting that they are issues of significant concern to a relatively modest proportion of the community.

Particularly in relation to governance and communication / consultation related issues, it is noted that satisfaction with Council’s governance and leadership performance was similar to and in some cases, slightly above the state-wide averages.

Most important thing Council could do to improve its performance

Huon Valley - 2019 Community Satisfaction Survey

(Number and percent of total respondents)

Aspect	Huon Valley		Tasmania
	Number	Percent	2019
Responsive, proactive, engaged, accessible, consultative	30	11.8%	10.8%
Communication	22	8.7%	4.3%
Planning, development, housing	20	8.0%	3.3%
Roads maintenance and repairs	17	6.7%	4.8%
Governance, performance, accountability, reputation	14	5.7%	6.1%
Keep up the good work	4	1.5%	0.5%
Health and medical	3	1.1%	0.0%
Look after the community	3	1.3%	0.8%
Cleanliness and maintenance of area	2	0.9%	0.4%
Community services	2	0.6%	0.3%
Environment	2	0.8%	0.4%
Parks, gardens and open spaces	2	0.6%	1.0%
Police presence and security	2	0.8%	0.1%
Rates	2	0.7%	2.5%
Staff (<i>quality and number</i>)	2	0.9%	0.5%
Animal management	1	0.4%	0.3%
Car parking facilities	1	0.2%	0.3%
Children activities, services and facilities	1	0.4%	1.7%
Community activities, arts and culture	1	0.2%	0.2%
Drains maintenance and repairs	1	0.2%	0.4%
Education and schools	1	0.4%	0.1%
Elderly persons services and facilities	1	0.4%	0.2%
Financial management	1	0.5%	1.5%
Garbage, rubbish and waste	1	0.4%	1.0%
General infrastructure (<i>e.g. Internet, gas, electricity</i>)	1	0.2%	0.6%
Inclusiveness, diversity	1	0.4%	0.4%
Lighting	1	0.2%	0.1%
Local laws (<i>enforcement and updating</i>)	1	0.5%	0.0%
Public transport	1	0.5%	0.4%
Shops, restaurants, bars and entertainment venues	1	0.2%	0.4%
Sports and recreation facilities and services	1	0.4%	0.5%
Tourism	1	0.4%	0.7%
Traffic management	1	0.5%	1.0%
Youth activities, services and facilities	1	0.2%	0.8%
Other issues n.e.i	3	1.2%	9.4%
Not stated	105	41.8%	44.2%
Total	251	100%	1,200

Most important (top 20) thing Council could do to improve its performance by region

Huon Valley - 2019 Community Satisfaction Survey

(Number and percent of total respondents)

Huon Valley	
Responsive, proactive, engaged, etc	11.8%
Communication	8.7%
Planning, development, housing	8.0%
Roads maintenance and repairs	6.7%
Governance, accountability, reputation, etc	5.7%
Keep up the good work	1.5%
Health and medical	1.1%
Look after the community	1.3%
Cleanliness and maintenance of area	0.9%
Community services	0.6%
Environment	0.8%
Parks, gardens and open spaces	0.6%
Police presence and security	0.8%
Rates	0.7%
Staff (quality and number)	0.9%
Animal management	0.4%
Car parking facilities	0.2%
Children activities, services and facilities	0.4%
Community activities, arts and culture	0.2%
Drains maintenance and repairs	0.2%
Other issues n.e.i	6.5%
Not stated	41.8%

South	
Responsive, proactive, engaged, etc	7.9%
Governance, accountability, reputation, etc	6.9%
Roads maintenance and repairs	5.8%
Planning, development, housing	4.2%
Communication	4.1%
Rates	2.9%
Children activities, services and facilities	2.6%
Traffic management	1.4%
Garbage rubbish and waste	1.4%
Youth activities, services and facilities	1.2%
Footpath maintenance and repairs	1.1%
Rural town issues	1.0%
Financial management	0.9%
Housing availability / affordability	0.9%
Parks, gardens and open spaces	0.9%
Look after the community	0.9%
Tourism	0.8%
General infrastructure	0.8%
Green waste collection	0.7%
Staff quality and number	0.6%
Other issues n.e.i	10.2%
Not stated	42.6%

Rural	
Roads maintenance and repairs	7.4%
Responsive, proactive, engaged, etc	5.9%
Communication	4.2%
Rural town issues	2.9%
Governance, accountability, reputation, etc	2.2%
Financial management	1.9%
Tourism	1.9%
Planning, development, housing	1.8%
Parks, gardens and open spaces	1.5%
Rates	1.3%
Action recommendation report / audit	1.2%
Traffic management	1.1%
Look after the community	0.9%
Bushfire / emergency management	0.9%
Shops, restaurants, bars and entertainment	0.8%
Drains maintenance and repairs	0.8%
Street cleaning and maintenance	0.8%
Sports and recreation facilities and services	0.8%
Public transport	0.6%
General infrastructure(e.g. Internet,electricity)	0.6%
Other issues n.e.i	6.6%
Not stated	54.0%

Tasmania	
Responsive, proactive, engaged, etc	10.8%
Governance, accountability, reputation, etc	6.1%
Roads maintenance and repairs	4.8%
Communication	4.3%
Planning, development, housing	3.3%
Rates	2.5%
Children activities, services and facilities	1.7%
Financial management	1.5%
Rural town issues	1.1%
Green waste collection	1.1%
Traffic management	1.0%
Garbage, rubbish and waste	1.0%
Parks, gardens and open spaces	1.0%
Footpath maintenance and repairs	0.9%
"Look after the community"	0.8%
Youth activities, services and facilities	0.8%
Tourism	0.7%
Housing availability / affordability	0.6%
Visibility of Council	0.6%
General infrastructure(e.g. Internet,electricity)	0.6%
Other issues n.e.i	10.8%
Not stated	44.2%

Image of Huon Valley Council

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), how would you rate the image of Huon Valley Council?”

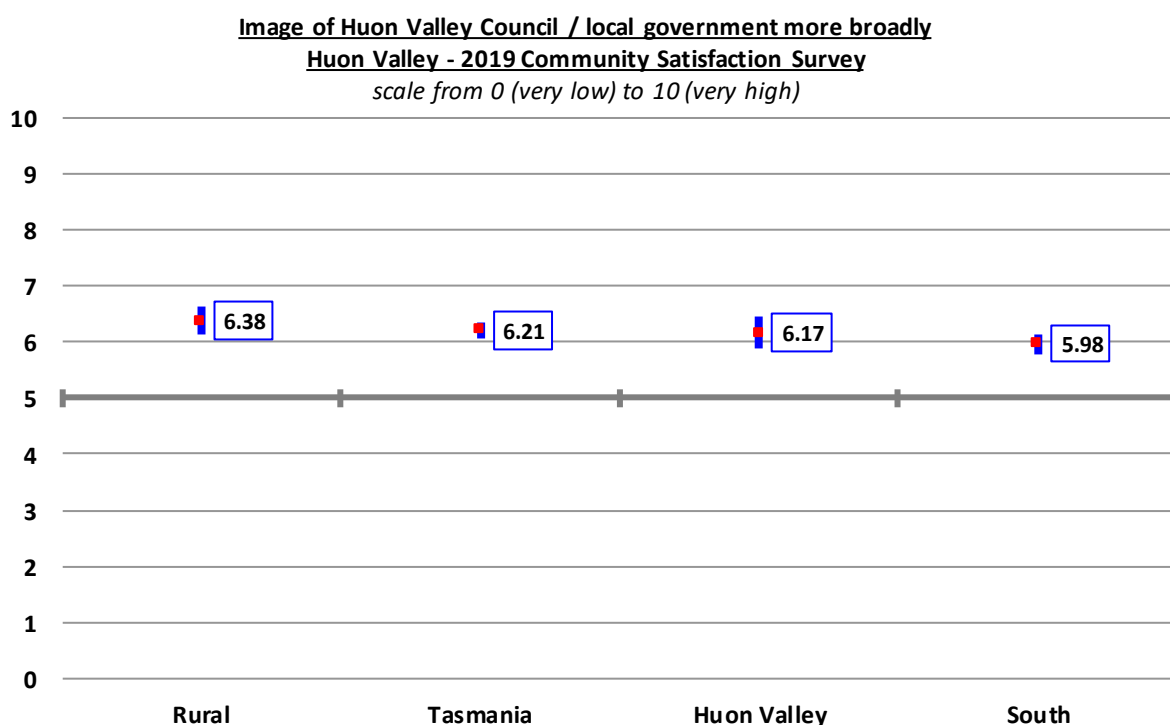
When asked to rate “the image of Huon Valley Council”, respondents on average rated the image of Huon Valley Council at 6.17 out of a potential 10.

This result is almost identical to the Tasmanian state-wide average score for the “image of local government more broadly” of 6.21, but marginally lower than the rural councils’ average of 6.38.

This question was included in the state-wide survey to provide some insight into how the Tasmanian community viewed the image of local government, and was followed by a question as to whether this had changed over the last four years.

The question included in this Huon Valley survey focused on the respondents’ view as to the image of Huon Valley Council itself. It is clear that the Huon Valley community viewed the image of the local council at a similar level to how the Tasmanian community viewed the image of local government more broadly.

It is noted that from the state-wide survey, respondents surveyed in the south region councils’ reported a lower score for the image of local government than the state-wide average.



Metropolis Research draws attention to the fact that the average “image of Huon Valley” was measurably lower than their average satisfaction with overall performance of Huon Valley Council.

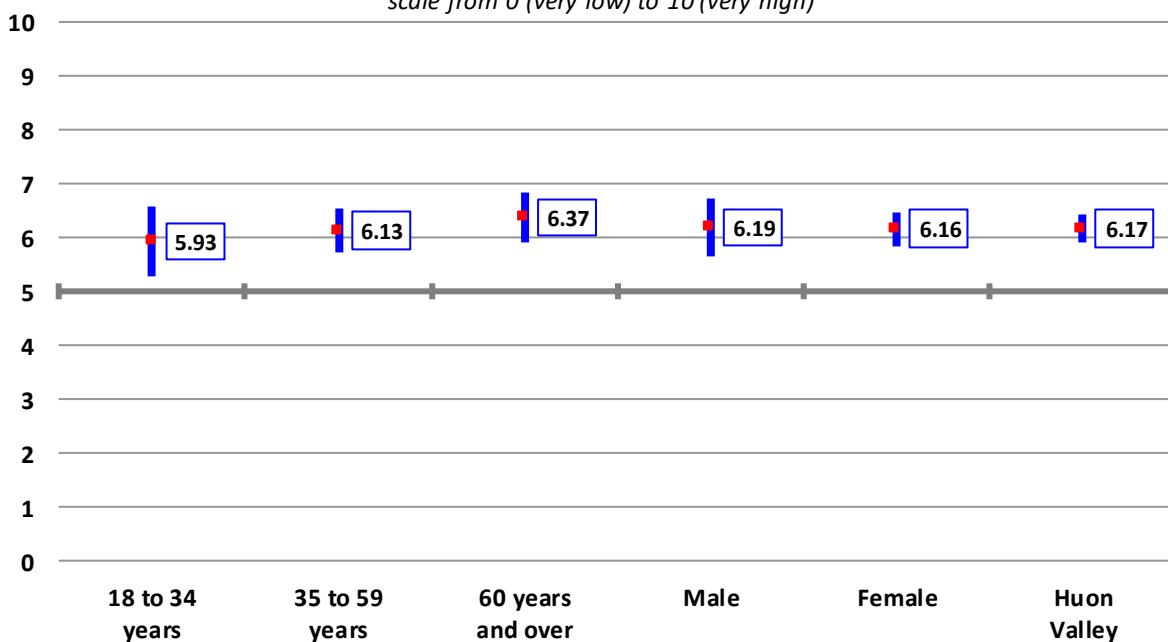
Image of Huon Valley Council
Huon Valley - 2019 Community Satisfaction Survey
(Number, index score 0 - 10 and percent of respondents providing a response)

Aspect	Number	Average mean	Low (0 - 4)	Medium (5 - 7)	High (8 - 10)
Image of Huon Valley Council	238	6.17	21.5%	48.3%	30.2%

There was no meaningful variation in this result observed between male and female respondents.

It is noted however, that there was a marginal difference observed by age structure, with older respondents rating the image of Huon Valley Council somewhat higher than younger respondents. It is interesting to note that this result is the opposite of the variation in overall satisfaction with Huon Valley Council observed by age structure.

Image of Huon Valley Council by respondent profile
Huon Valley - 2019 Community Satisfaction Survey
scale from 0 (very low) to 10 (very high)



Reasons for change in your view of Huon Valley Council over the last four years

Respondents were asked:

“In what way, if at all, has your view of the Huon Valley Council changed over the last four years?”

Respondents were asked that if their view of the Huon Valley Council had changed over the last four years, what were the reasons why their view had either improved or deteriorated.

A total of 77 responses were received from respondents whose view of Council had improved over the last four years, whilst 37 responses were received from respondents whose view of Council had deteriorated.

The main reasons why the 77 respondents whose view of Council had improved related to the election of the new Council and / or Mayor. There were a number of responses relating to a perception that Council is doing well or doing better, making an effort, honesty, and a range of other similar positive responses.

The main reasons why the 37 respondents whose view of Council had deteriorated related to a perception that less work is being done, negative perceptions of the direction taken by Council and some comments about internal conflicts.

Reasons why image of the Huon Valley Council has improved over the last four years
Huon Valley - 2019 Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
New council, councillors, and mayor	25
Good mayor	7
New council is pretty good	6
Good, better work	4
More community engagement or consultation	3
A lot of efforts	2
Better attitude of staff after they brought in new people	2
How they handled the situation during fires were great	2
More representative of the broader community	2
The new councillors are honest	2
The new lady commissioner changed things	2
An elected council, not like the previous council	1
Administrator has improved things	1
Be more transparent and honest with the community	1
Council is proactive	1
Councillors are good	1
Direct and accessible	1
Improvement in looking after the township	1
It is a functioning democracy	1
Less concern with red tape	1
Many facilities come up like parks	1
More awareness of the council	1
More responsible	1
New council is more functional, more come along with the new things	1
No more fighting	1
Not as political as before	1
Some corruption stopped as they have a decent person in Council	1
Street planning and cleaning	1
Takes into consideration the local environment	1
They got industry moving and tourism	1
Try their best to offer more to the people by using tax	1
Total	77

Reasons why image of the Huon Valley Council has deteriorated over the last four years

Huon Valley - 2019 Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Less work done	4
Too many Greens making decisions, too political	4
Fighting amongst themselves	3
Conflicts in the council. Focused in some suburbs	2
Terrible	2
Community needs must be known	1
Don't focus on community	1
General functioning is not satisfactory	1
General observation	1
Got more lazy	1
Management is clueless	1
Need better administration, no advertisement for engagement	1
Never there, see their pictures	1
No money to spend on anything	1
Not following through on promised development and infrastructure	1
People on the Council are selfish. They just talk and no action is taken	1
Planning department is obstructions	1
People have vested interested	1
Rates going up far too much, travel expenses the council is claiming, the communication between themselves	1
Roads in bad condition	1
Selling off the health centre is a big one, not doing much at the moment	1
The conflict of financial issues, building permit process is very slow	1
The direction they are taking Tasmania in	1
The prior Council was more friendly	1
Trouble in the prior years, all the businesses are so annoying, not much settled when a new council is elected	1
Unable to cope up with the growing population	1
With services, can't get to the right one to talk	1
Total	37

Governance and leadership

Respondents were asked:

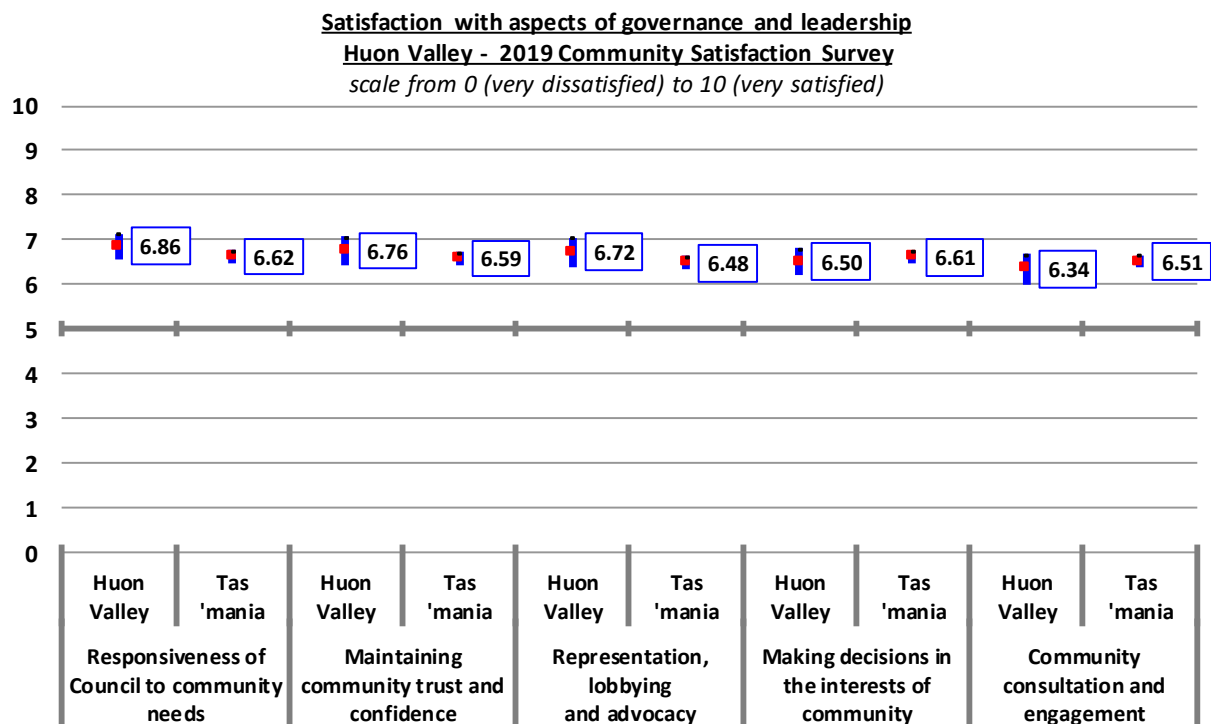
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the following aspects of Council’s performance?”

Respondents were asked to rate their personal satisfaction with five aspects relating to the governance and leadership performance of Council, as outlined in the following graph.

Satisfaction with these five aspects can best be summarised as follows:

- **Good** – for the responsiveness of Council to community needs, Council’s performance maintaining the trust and confidence of the local community, Council’s representation, lobbying and advocacy to other levels of government, and the performance of Council making decisions in the interests of the community.
- **Solid** – for Council’s community consultation and engagement.

Satisfaction with three of the five aspects was marginally higher in the Huon Valley than the Tasmanian state-wide average, and satisfaction with two was marginally lower. These variations were relatively minor and were not statistically significant (at the 95%) level.



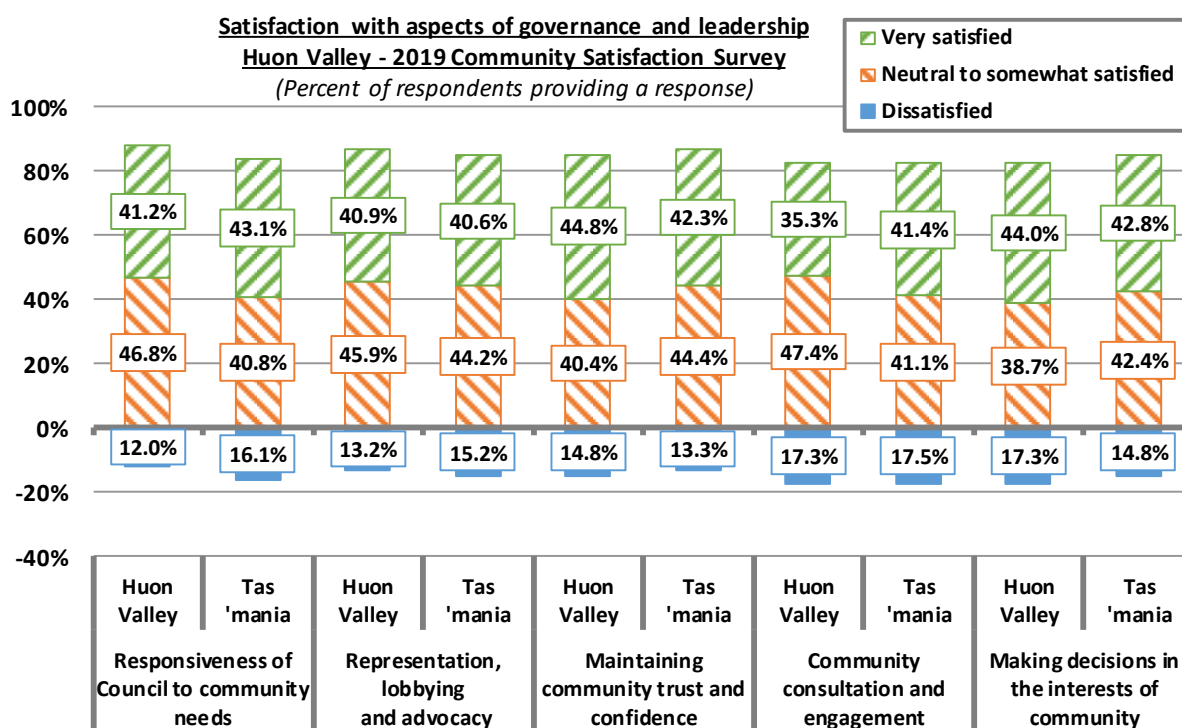
The following graph provides a breakdown of these average results into the proportion of respondents who were “very satisfied” (rating satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rating satisfaction at between five and seven), and those who were dissatisfied (rating satisfaction from zero to four).

More than one-third of respondents were “very satisfied” with each of the five aspects of governance and leadership, with community consultation and engagement the lowest with 35.3% very satisfied. These proportions were broadly consistent with the state-wide results.

A little more than ten percent of respondents were dissatisfied with the responsiveness of Council, the representation, lobbying and advocacy, and performance maintaining the trust and confidence of the local community.

It is noted that consistent with the slightly lower average satisfaction, approximately one-sixth of respondents were dissatisfied with Council’s community consultation and engagement and performance making decisions in the interests of the community.

Metropolis Research notes that there is often a strong correlation between consultation and engagement and satisfaction with performance making decisions in the interests of the community.



Metropolis Research notes that whilst up to one-sixth of respondents were dissatisfied with some aspects of governance and leadership, only 1.6% of respondents raised issues that were categorised as “Council governance, performance, accountability or reputation” when asked to nominate the three most important issues to address in the Huon Valley at the moment.

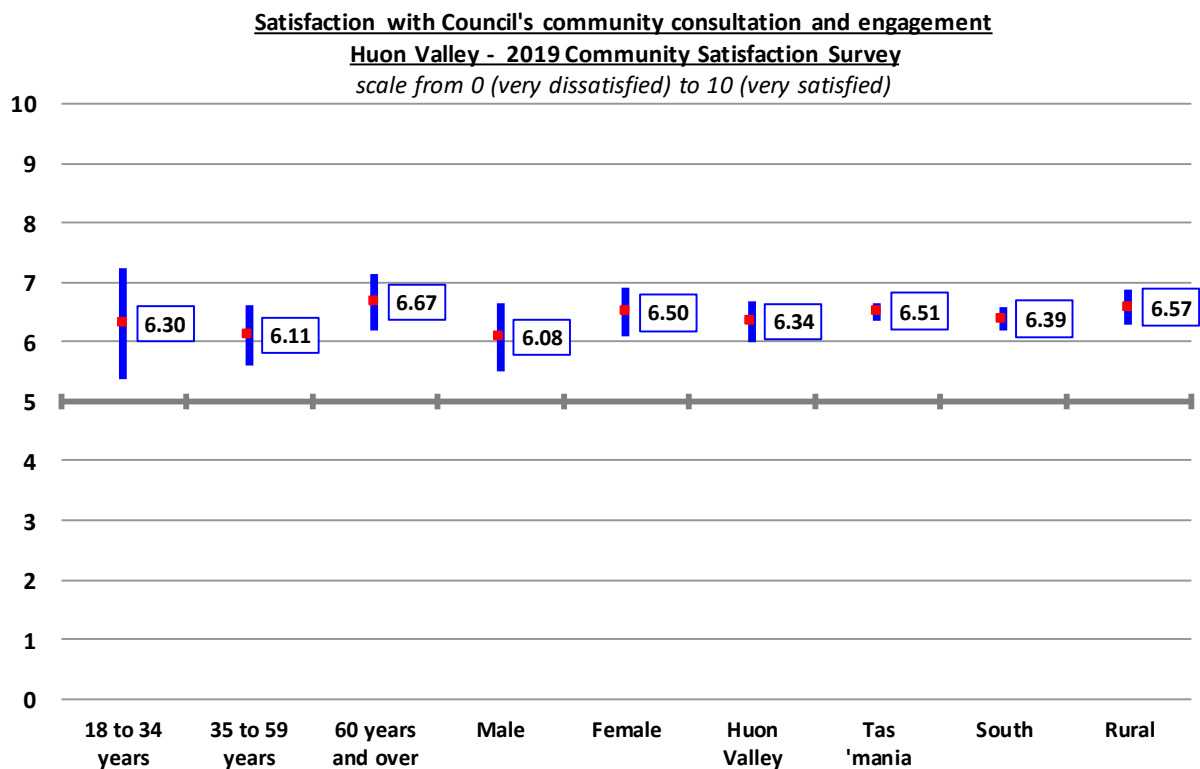
These results clearly show that the Huon Valley community has a similar level of satisfaction with the governance and leadership related aspects of Council performance than both the average of Tasmanian rural councils, as well as the state-wide average.

Community consultation and engagement

Huon Valley respondents’ satisfaction with community consultation and engagement was rated as “solid” and was almost identical to the south region councils, but marginally (but not measurably) lower than the rural council’s and state-wide averages.

There was no statistically significant variation in satisfaction with community consultation and engagement observed by age or gender, although it is noted that female respondents were marginally more satisfied than male respondents. This slight variation by gender is evident for all five aspects of governance and leadership.

Older respondents (aged 60 years and over) were also marginally but not measurably more satisfied than other respondents.

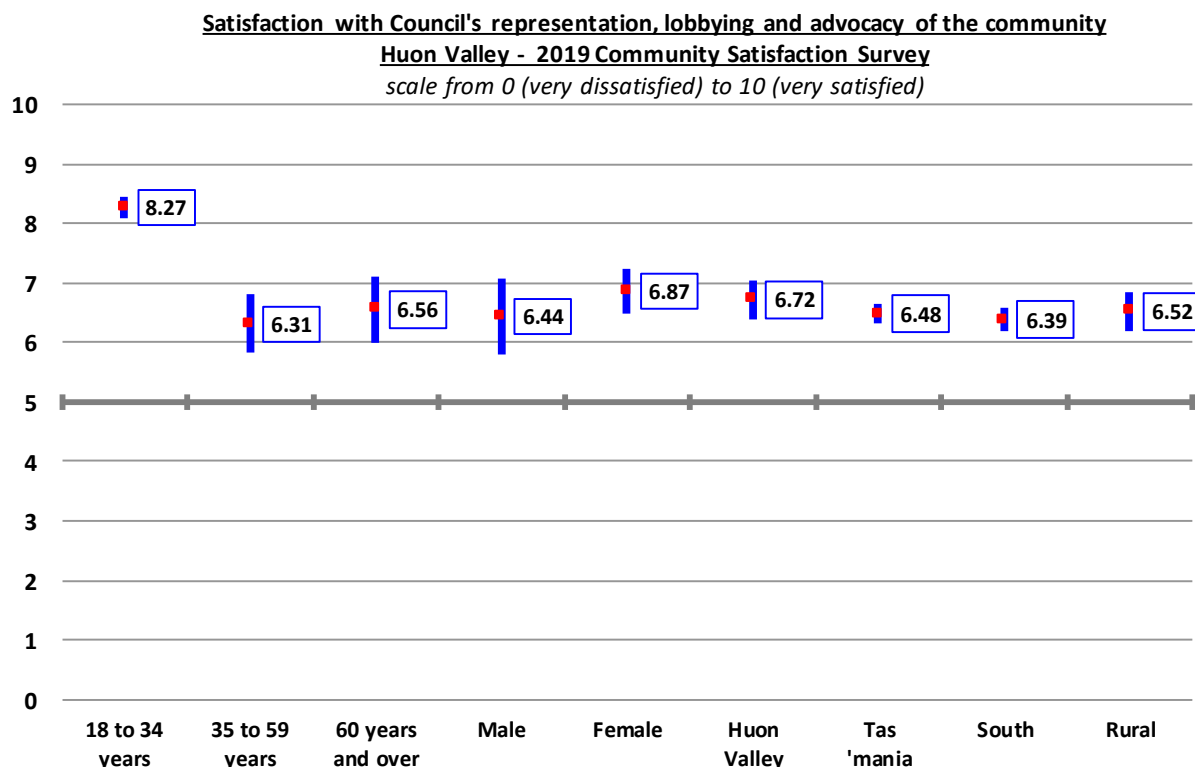


Representation, lobbying and advocacy

Respondents in the Huon Valley were marginally more satisfied with Council’s representation, lobbying and advocacy than the rural councils’ average, and notably more satisfied than either the south councils’ and state-wide average, although this variation was not statistically significant.

The small sample of youngers (aged 18 to 34 years) were significantly more satisfied than average, although Metropolis Research advises caution given the small sample size of younger respondents. Consistent with the other aspects of governance and leadership, older respondents were marginally more satisfied than middle-aged respondents.

It is noted that female respondents were marginally but not significantly more satisfied with Council’s representation, lobbying and advocacy than male respondents.

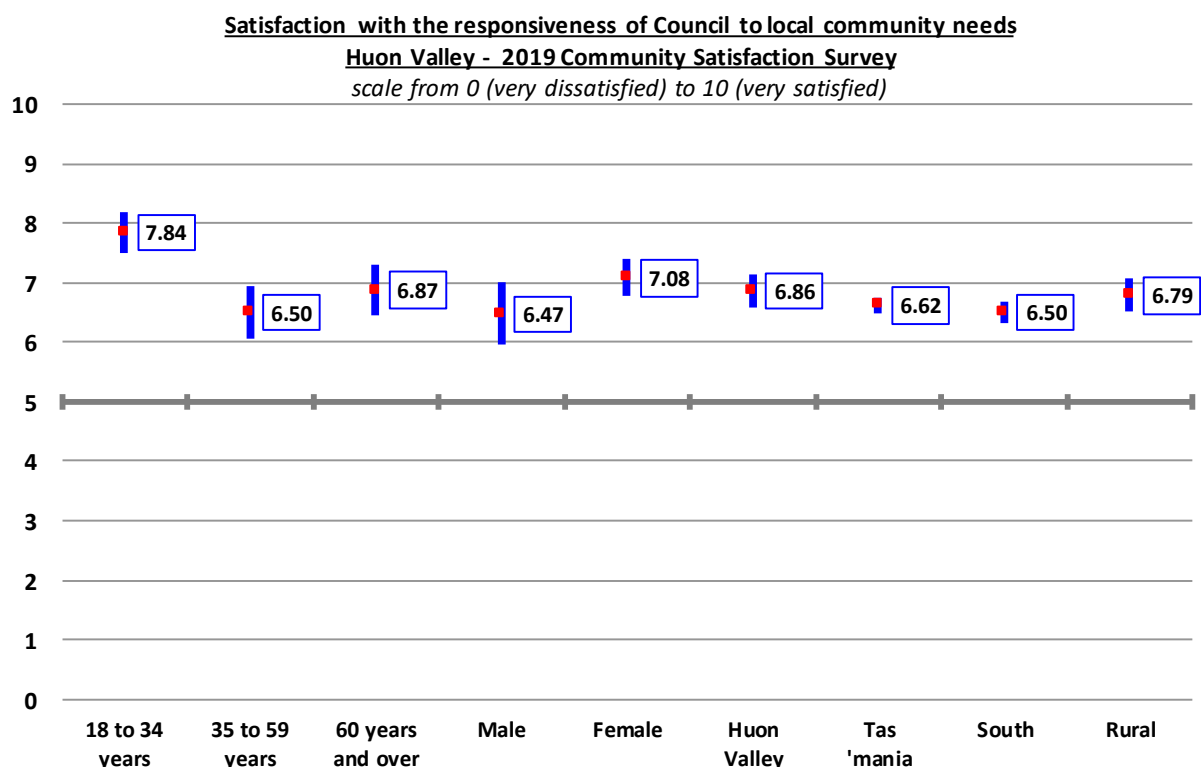


The responsiveness of Council to local community needs

Respondents in the Huon Valley were marginally more satisfied with the responsiveness of Council to local community needs than the rural councils’ averages, and notably more satisfied than either the south councils’ and state-wide average, although again this variation was not statistically significant.

The small sample of younger respondents were significantly more satisfied with the responsiveness of Council to local community needs than middle-aged and older respondents.

Female respondents were somewhat more satisfied with the responsiveness of Council than male respondents, although the variation was not statistically significant.



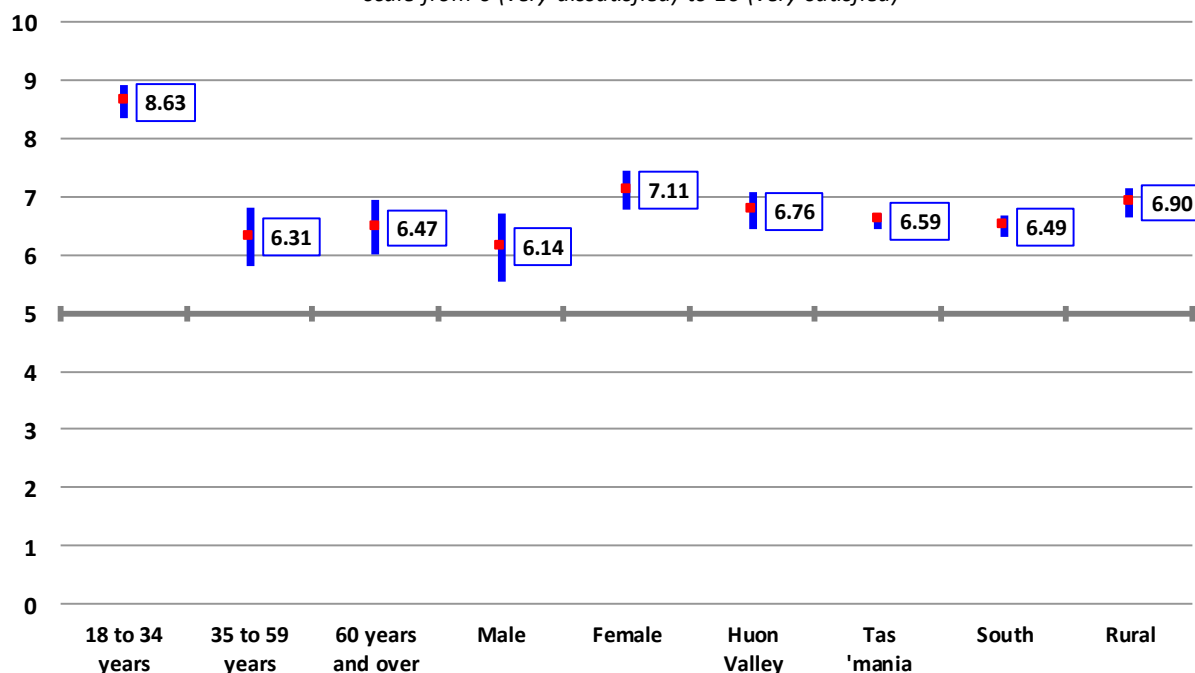
Maintaining trust and confidence of the local community

Huon Valley satisfaction with Council’s performance maintaining the trust and confidence of the local community was marginally higher than the south region councils’ and state-wide averages, but marginally lower than the rural councils’ average. None of these variations were statistically significant.

The small sample of younger respondents (aged 18 to 34 years) were significantly more satisfied than older respondents.

There was also significant variation in satisfaction with this aspect of governance and leadership observed by gender, with female respondents measurably (16%) more satisfied than male respondents.

Satisfaction with Council maintaining the trust and confidence of the local community
Huon Valley - 2019 Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

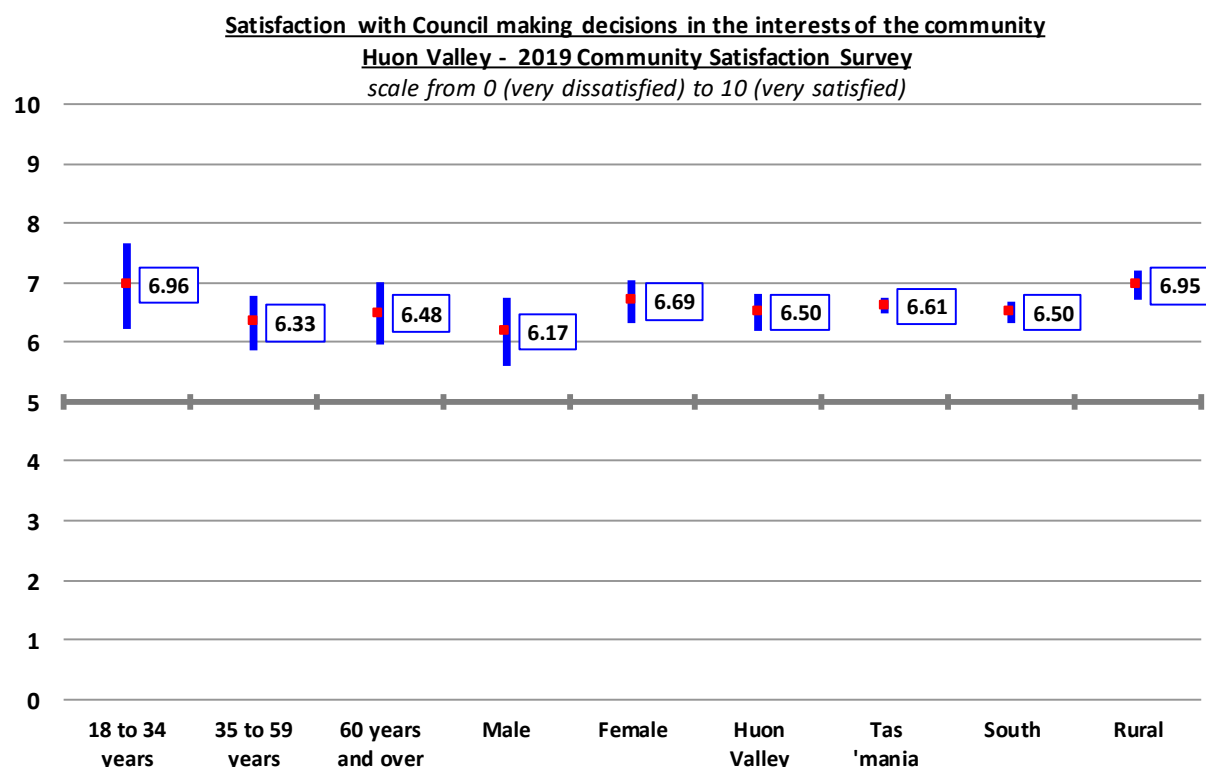


Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community in Huon Valley was identical to the average for the south region councils, similar to the state-wide average, but measurably lower than the rural councils’ average.

The small sample of younger respondents were marginally more satisfied than other respondents, and again female respondents were notably more satisfied than male respondents.

Female respondents were somewhat more satisfied with the responsiveness of Council than male respondents, although the variation was not statistically significant.



Importance of and satisfaction with Council services

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following Council provided services?”

Respondents were asked to rate first the importance of each of the 23 included council-provided services and facilities, and then their personal satisfaction with each service.

The services are broken into two groups, firstly 13 core services with which all respondents are asked to rate satisfaction, and secondly 10 non-core services. For these non-core services, respondents were asked if they or a member of their household had used the service in the last twelve months, and then they were asked to rate satisfaction only with those services that they or a member of their household have used.

Importance of Council services and facilities to the community

The average importance of these 23 services and facilities was 8.51 out of a potential 10. This result was marginally but not significantly lower than the state-wide average of 8.87.

Metropolis Research notes that on average, respondents rated all 23 services and facilities as being of moderate to high importance, with average importance scores ranging from a high of 9.24 for the provision and maintenance of local roads, to a low of 7.15 for museums / galleries / public art.

The table includes at the left hand side, a breakdown of the importance of the 23 services and facilities, with the top five being measurably more important than the average of all the services and facilities. Conversely, the bottom five services and facilities were measurably less important than the average of all services.

Comparison to the Tasmania average importance

In the experience of Metropolis Research both in Tasmania and Victoria, it tends to be waste and recycling services, library services, and health and human services that are the most important services to the community.

This pattern was somewhat less-so the case in the Huon Valley, with attention drawn to the following variation from the state-wide average importance:

- ***Marginally more important in Huon Valley than state-wide average*** - Huon Valley respondents rated the provision and maintenance of local roads marginally (2.3% higher) and the provision of information from Council (1.9% higher) marginally higher than the state-wide average.
- ***Significantly less important in Huon Valley than state-wide average*** – Huon Valley respondents rated museums / galleries / public art (11.6% lower), provision and maintenance of cycle paths (11.3% lower), regular recycling / green waste recycling services (10.1% lower), recreation / aquatic centres / sporting facilities (8.3% lower), and provision of community support services / social welfare assistance (7.0% lower) marginally lower than the state-wide average.

Particular attention is drawn to the lower than state-wide average importance for the garbage collection, recycling services, and the provision of community support services and social welfare assistance.

The variation in importance may reflect a range of factors, including the specific services offered in the individual council, as well as the socio-economic and demographic profile of the community of the individual council.

Importance of selected Council services and facilities

Huon Valley - 2019 Community Satisfaction Survey

(Number and index score scale 0 - 10)

	Service / facility	Number	2019			Tas
			Lower	Mean	Upper	'mania
Higher than average	Provision and maintenance of local roads	251	9.14	9.24	9.34	9.05
	Emergency and disaster management and recovery	250	8.99	9.14	9.29	9.18
	The maintenance and cleaning of public areas	250	8.92	9.07	9.23	9.20
	Provision and maintenance of footpaths / pedestrian areas	246	8.78	8.94	9.09	9.17
	Provision and maint. of parks, gardens and playgrounds	240	8.78	8.93	9.08	9.15
Average	Regular garbage collection service	220	8.63	8.88	9.14	9.50
	Drains / stormwater maintenance and repairs	241	8.67	8.86	9.06	9.22
	Environmental protection	248	8.66	8.85	9.03	9.10
	Provision and maintenance of public toilets	248	8.59	8.78	8.97	9.16
	Provision of adequate / affordable parking	243	8.57	8.75	8.92	8.89
	The provision of information from Council	247	8.56	8.75	8.93	8.59
	The management of local traffic	245	8.56	8.73	8.91	8.99
	Planning for what types of buildings should be developed and where	230	8.52	8.69	8.86	8.95
	Council promoting local economic development / tourism	239	8.37	8.55	8.73	8.69
	Street lighting	245	8.29	8.51	8.73	9.00
	Council planning and building permit processes	244	8.22	8.45	8.68	8.60
	Regular recycling / green waste recycling services	237	7.99	8.25	8.51	9.17
	Provision of community support services / social welfare assistance	250	7.97	8.20	8.44	8.82
Lower than average	Recreation / Aquatic Centres / sporting facilities	247	7.70	7.94	8.19	8.66
	Community events and festivals	247	7.66	7.90	8.14	8.46
	Council's website / social media	238	7.53	7.81	8.09	8.06
	Provision and maintenance of cycle paths	235	7.05	7.38	7.70	8.32
	Museums / galleries / public art	237	6.86	7.15	7.44	8.10
<i>Average importance</i>			8.30	8.51	8.72	8.87

Satisfaction with Council services and facilities

The average satisfaction with these 23 Council provided services and facilities was 6.93 out of a potential 10, or a “good” level of satisfaction.

This result was marginally (four percent) lower than the state-wide average of 7.22, a variation that was not statistically significant at the 95% confidence level.

This average satisfaction with services and facilities was very marginally lower than satisfaction with Council’s overall performance (6.99). Metropolis Research notes that this is a very unusual result, in that in our experience, overall satisfaction with Council tends to be lower than average satisfaction with the delivery of Council services and facilities.

The fact that average satisfaction with Council services and facilities is similar to overall satisfaction, rather than measurably higher, does suggest that it is community satisfaction with the governance and leadership performance of the Council that is responsible for the relatively high satisfaction with Council’s overall performance.

The table includes at the left hand side, a breakdown of the importance of the 23 services and facilities, with respondents being measurably more satisfied with the top five services and facilities than the average of all the services and facilities. Conversely, satisfaction with the bottom four services and facilities was measurably lower than satisfaction with the average of all services.

Relative satisfaction with Council services and facilities

The average satisfaction with these 23 Council provided services and facilities can best be summarised as follows:

- **Excellent** – for emergency and disaster management and recovery, the provision and maintenance of parks, gardens and playgrounds, regular recycling / green waste recycling services, and the regular garbage collection service.
- **Very Good** – for community events and festivals, the provision and maintenance of public toilets, museums / galleries / public art, and environmental protection.
- **Good** – for the provision and maintenance of footpaths / pedestrian areas, the provision of adequate / affordable parking, recreation / aquatic centres / sporting facilities, Council promoting local economic development / tourism, the maintenance and cleaning of public areas, street lighting, Council’s website / social media, the management of local traffic, and the provision of community support services / social welfare assistance.
- **Solid** – for the provision of information from Council, planning for what types of building should be developed and where, and drains / stormwater maintenance and repairs.
- **Poor** – for the provision and maintenance of cycle paths and local roads.
- **Extremely Poor** – for Council planning and building permit processes.

Particular attention is drawn to the low levels of community satisfaction with cycling paths, local roads, and planning and building permit processes.

Metropolis Research notes that whilst satisfaction with planning and building permit processes was rated as “poor” in the state-wide survey, the result for Huon Valley was measurably and significantly lower than the state-wide average, at an “extremely poor” level.

Comparison to the Tasmania average satisfaction

Of the 23 services and facilities included in the state-wide and Huon Valley surveys, satisfaction with nine services and facilities were higher in Huon Valley, whilst satisfaction with 14 were lower in Huon Valley. Particular attention is drawn to the following:

- **Significantly higher satisfaction in Huon Valley** – satisfaction with emergency and disaster management and recovery (10.7% higher), public toilets (9.9% higher), and access to adequate and affordable parking (6.4%) were substantially higher in Huon Valley than the state-wide average.

- **Significantly lower satisfaction in Huon Valley** – satisfaction with planning and building permit processes (24.9% lower), the provision and maintenance of cycle paths (23.4% lower), provision of community support services / social welfare assistance (14.9% lower), provision and maintenance of local roads (13.8% lower), drains / stormwater maintenance and repairs (13.1% lower), and street lighting (10.1%) were all substantially lower in Huon Valley than the state-wide average.

Satisfaction with selected Council services and facilities

Huon Valley - 2019 Community Satisfaction Survey

(Number and index score scale 0 - 10)

	Service / facility	Number	2019			Tas
			Lower	Mean	Upper	'mania
Higher than average	Emergency and disaster management and recovery	112	8.01	8.38	8.75	7.57
	Provision and maint. of parks, gardens and playgrounds	232	7.66	7.93	8.19	7.83
	Regular recycling / green waste recycling services	160	7.59	7.89	8.20	7.83
	Regular garbage collection service	196	7.48	7.88	8.29	8.15
	Community events and festivals	113	7.37	7.68	7.99	7.89
Average	Provision and maintenance of public toilets	164	7.22	7.54	7.86	6.86
	Museums / galleries / public art	54	6.81	7.43	8.05	8.07
	Environmental protection	234	7.08	7.37	7.67	7.19
	Provision and maintenance of footpaths / pedestrian areas	240	6.96	7.24	7.52	7.23
	Provision of adequate / affordable parking	236	6.94	7.23	7.53	6.80
	Recreation / Aquatic Centres / sporting facilities	92	6.81	7.23	7.64	7.56
	Council promoting local economic development / tourism	221	6.79	7.06	7.32	6.90
	The maintenance and cleaning of public areas	242	6.74	7.03	7.33	7.30
	Street lighting	229	6.58	6.92	7.27	7.70
	Council's website / social media	88	6.48	6.89	7.30	6.97
	The management of local traffic	237	6.36	6.64	6.92	6.49
	Provision of community support services / social welfare assistance	58	5.88	6.55	7.22	7.70
	The provision of information from Council	237	6.16	6.49	6.81	7.03
	Planning for what types of buildings should be developed and where	209	6.14	6.47	6.80	6.66
	Lower than average	Drains / stormwater maintenance and repairs	229	5.74	6.08	6.42
Provision and maintenance of cycle paths		49	4.55	5.62	6.68	7.33
Provision and maintenance of local roads		250	5.30	5.59	5.89	6.49
Council planning and building permit processes		81	3.49	4.19	4.88	5.57
Average satisfaction			6.53	6.93	7.33	7.22

Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the twenty-three included Council provided services and facilities against the average satisfaction with each service and facility.

The blue cross-hairs represent the Tasmanian state-wide average importance (8.87) and average satisfaction (7.22).

Services located in the top right-hand quadrant are therefore more important than average and have obtained higher than average satisfaction.

The services and facilities in the lower right-hand quadrant are those that are more important than average, but with which respondents were less satisfied than average. This quadrant represents the services and facilities of most concern.

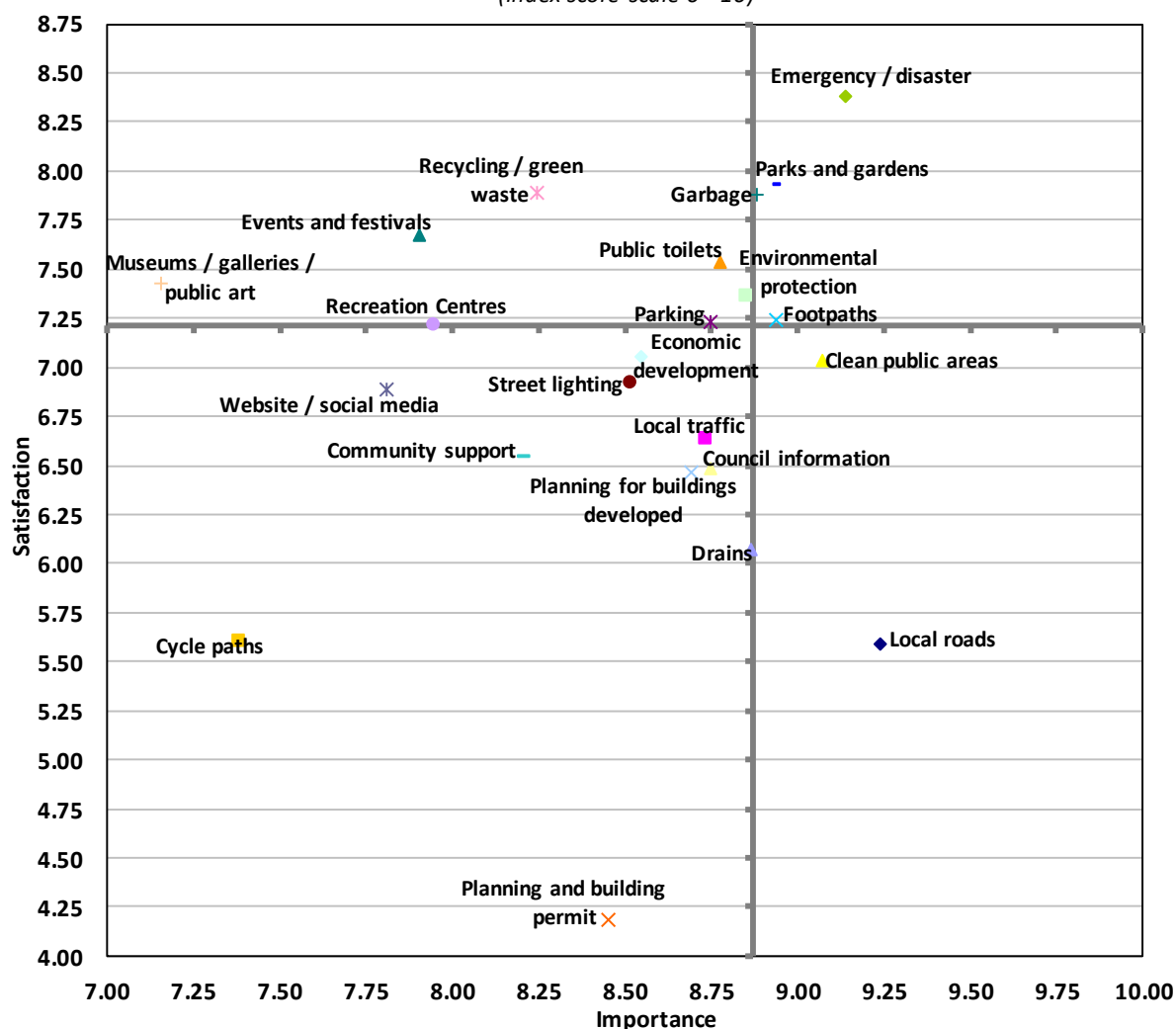
As is clearly evident in the graph, respondents in Huon Valley tended to rate the importance most of the 23 services and facilities lower than the state-wide average. This lower importance may reflect a range of factors including the specific services that are provided in the municipality, as well as different priorities for the local community based on socio-economic, demographic and lifestyle factors.

As discussed above, the average satisfaction with the 23 services and facilities was overall somewhat lower in the Huon Valley than the state-wide average, with some services such as planning and building permit processes and cycle paths of particular note.

Particular attention is drawn to the fact that emergency and disaster management and recovery was of higher than average importance in Huon Valley, and received a measurably higher than average level of satisfaction in Huon Valley compared to the state-wide average.

Attention is also drawn to the fact that satisfaction with the provision and maintenance of local roads was of measurably higher than average importance but of measurably lower than average satisfaction.

Importance of and satisfaction with Council services
Huon Valley - 2019 Community Satisfaction Survey
 (Index score scale 0 - 10)



Satisfaction by broad service areas

The 23 council provided services and facilities included in the survey have been broadly categorised into eight groups for ease of analysis and understanding. These eight groups are as follows:

- **Recreation, arts and culture, parks and gardens** – including parks, gardens and playgrounds; recreation and aquatic centres, and sports facilities; museums, galleries, and public art; and community events and festivals.
- **Waste, recycling, and cleaning** – including the maintenance and cleaning of public areas; regular garbage collection service; and regular recycling and green waste recycling services.
- **Community support** – including provision of community support services and social welfare assistance.

- **Infrastructure** – including drains and stormwater maintenance and repairs; street lighting; provision and maintenance of footpaths and pedestrian areas; provision and maintenance of cycle paths; and provision and maintenance of public toilets.
- **Economy, environment, and emergency** – includes Council activities promoting local economic development and tourism; environmental protection; and emergency and disaster management and recovery.
- **Communications** – includes the provision of information from Council; and Council’s website and social media.
- **Roads, traffic, and parking** – includes provision and maintenance of local roads; the management of local traffic; and provision of adequate and affordable parking.
- **Planning and building** – includes planning for what types of buildings should be developed and where; and Council planning and building permit processes.

Huon Valley respondents’ satisfaction with these eight broad service areas can best be summarised as follows:

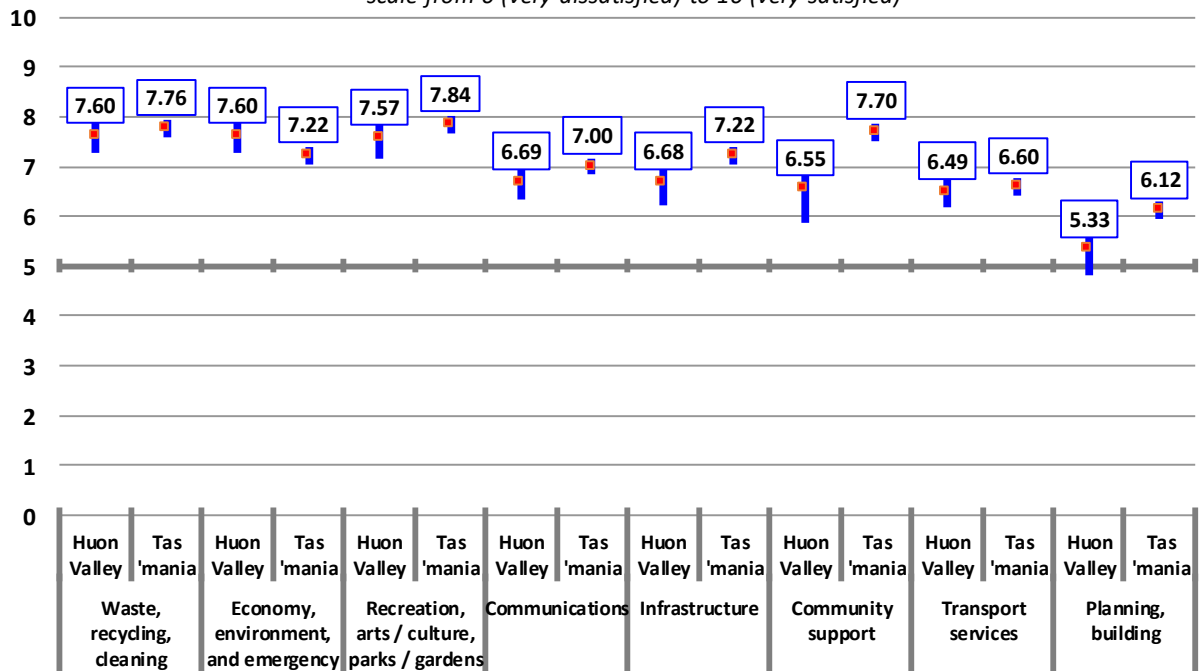
- **Very Good** – for waste, recycling and cleaning, economy, environment and emergency management / recovery, and recreation, arts and culture, and parks and gardens.
- **Good** – for communications and infrastructure.
- **Solid** – for community support and transport.
- **Very Poor** – for planning and building permits.

As is outlined in the two following comparison graphs, it is noted that Huon Valley respondents were similarly satisfied than both the rural councils and the state-wide average with waste, recycling and cleaning, economy, environment and emergency management / recovery, recreation, arts / culture and parks / gardens, and transport.

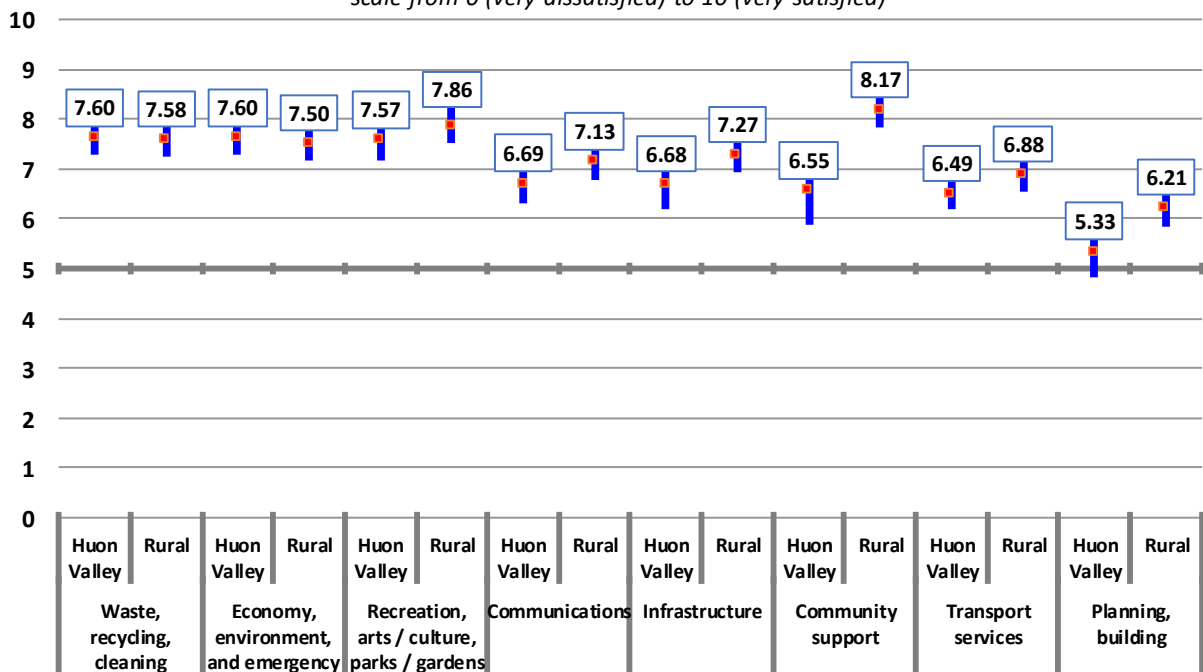
Respondents in Huon Valley were marginally less satisfied than either the rural councils and state-wide average with infrastructure.

They were however measurably less satisfied than both the rural and state-wide average for community support services and planning and building permits.

Satisfaction with broad service areas
Huon Valley - 2019 Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with broad service areas
Huon Valley - 2019 Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



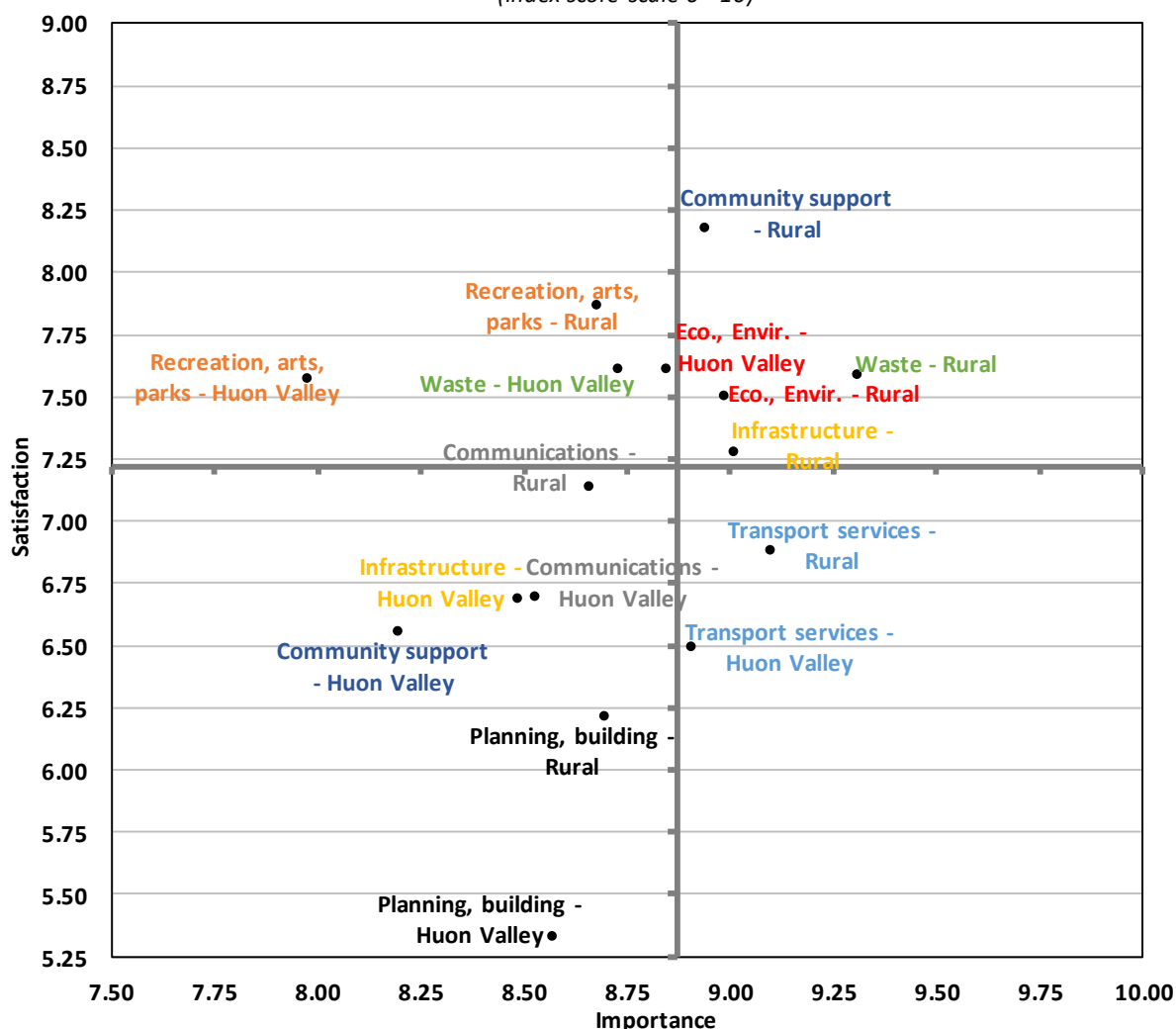
The following graph provides a comparison of the average importance and satisfaction with the broad service areas for both the Huon Valley respondents and the rural councils’ average.

Metropolis Research draws particular attention to the fact that the average importance of and satisfaction with the community support services / social welfare was measurably and significantly lower in the Huon Valley than the rural councils’ average.

A somewhat less strong but similar pattern of variation was also evident in relation to infrastructure.

As has been discussed above, it is also clear that community satisfaction with planning and building permits was substantially lower in Huon Valley than the average of the rural councils.

Importance of and satisfaction with Council services
Huon Valley - 2019 Community Satisfaction Survey
 (Index score scale 0 - 10)



Visitor Centres

Respondents were asked:

“Do you believe Council should own and run Visitor Centres?”

This question about whether Council should own and run Visitor Centres was not included in the state-wide survey and therefore the question was not asked of the entire sample of 251 respondents. It was asked only of the 212 surveys conducted specifically for the Huon Valley. When these results are weighted by age structure, this appears as 55 respondents in the table.

Approximately three-quarters (71.4%) of the respondents asked this question believed that Council should indeed own and run Visitor Centres, whilst a little more than one-quarter (27.6%) disagreed.

Council should own and run Visitor Centres
Huon Valley - 2019 Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	Huon Valley	
	Number	Percent
Yes	140	71.4%
No	54	27.6%
Can't say	2	1.0%
Not asked*	55	
Total	251	100%

() LGAT survey did not ask this question (39 surveys). All results have been weighted by age so that this question comes to the number of 55 instead of 39.*

Customer service

Contact with Council in the last twelve months

Respondents were asked:

“Have you contacted Council in the last twelve months?”

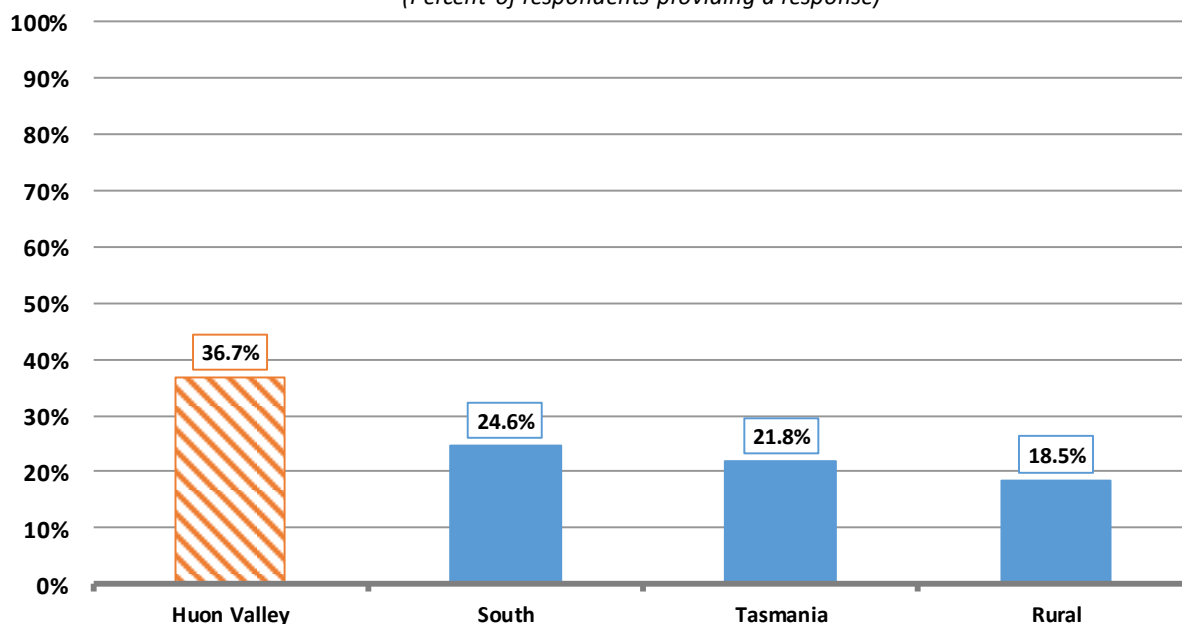
Approximately one-third (36.7%) of respondents reported that they had contacted Huon Valley Council in the last twelve months.

This result is significantly higher than the Tasmanian state-wide average of 21.8%, or indeed the average for the south region councils or the rural councils.

Contacted Council in the last twelve months
Huon Valley - 2019 Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2019	
	Number	Percent
Yes	92	36.7%
No	159	63.3%
Total	251	100%

Contacted Council in the last twelve months by region and type of council
Huon Valley - 2019 Community Satisfaction Survey
(Percent of respondents providing a response)



Forms of contact

Respondents who had contacted Council were asked:

“When you last contacted the Council, was it?” / “What method of contact do you most frequently use to contact Council?”

The most common methods by which respondents last contacted Council were by telephone (44.6%) or visits in person (44.6%).

Metropolis Research notes that, consistent with the Tasmanian state-wide results, respondents were equally as likely to visit Council in person than to telephone Council. This clearly reflects the relatively small size of Tasmanian councils, with a higher level of personal engagement.

Form of contact with Council
Huon Valley - 2019 Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Response	Huon Valley		Tasmania
	Number	Percent	2019
Telephone	41	44.6%	49.6%
Visit in person	41	44.6%	37.6%
Email / website / social media	9	9.8%	10.5%
Mail	0	0.0%	1.2%
Contacted an Alderman / Mayor	0	0.0%	0.4%
Other	1	1.1%	0.8%
Not stated	0		4
Total	92	100%	262

Reasons for contacting Council

Respondents who had contacted Council were asked:

“What did you contact Council about?”

The most common reasons for contacting Council related broadly to issues with roads and traffic, with almost one-fifth of respondents who contacted Council doing so in relation to these issues.

Other common reasons for contacting Council related to rates (11.2%), garbage collection (10.5%), planning permits and regulations (10.3%), animal management issues (9.0%), and issues around parks, gardens and open spaces (8.2%).

Reasons for contacting Council in the last twelve months
Huon Valley - 2019 Community Satisfaction Survey
 (Number and percent of respondents contacting Council providing a response)

Reason	Huon Valley		Tasmania
	Number	Percent	2019
Roads and traffic	16	19.0%	4.8%
Rates	9	11.2%	12.2%
Garbage collection	9	10.5%	5.3%
Planning permits / regulations	8	10.3%	6.6%
Animal management	7	9.0%	9.8%
Parks, open spaces and trees	7	8.2%	5.9%
Drains maintenance and flooding	4	4.6%	1.6%
Building permits / regulations	4	4.4%	5.9%
Rural / farming issues	2	2.6%	0.8%
Bushfire	2	2.5%	n.a.
Local laws enforcement / update	2	2.5%	3.4%
Parking issues	2	2.0%	6.9%
Communication	1	1.3%	2.1%
Sports and recreation	1	1.3%	1.7%
Council meeting / Councillors	1	1.3%	1.9%
Community festivals and activities	1	0.7%	0.0%
Other issues n.e.i.	7	8.5%	31.1%
Reason not stated	10		23
Total	92	100%	262

Satisfaction with Council’s customer service

Respondents who had contacted Council were asked:

“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the council?”

Respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with three aspects of customer service, with the average satisfaction outlined in the following graph and table.

Satisfaction with the three aspects of customer service can best be summarised as follows:

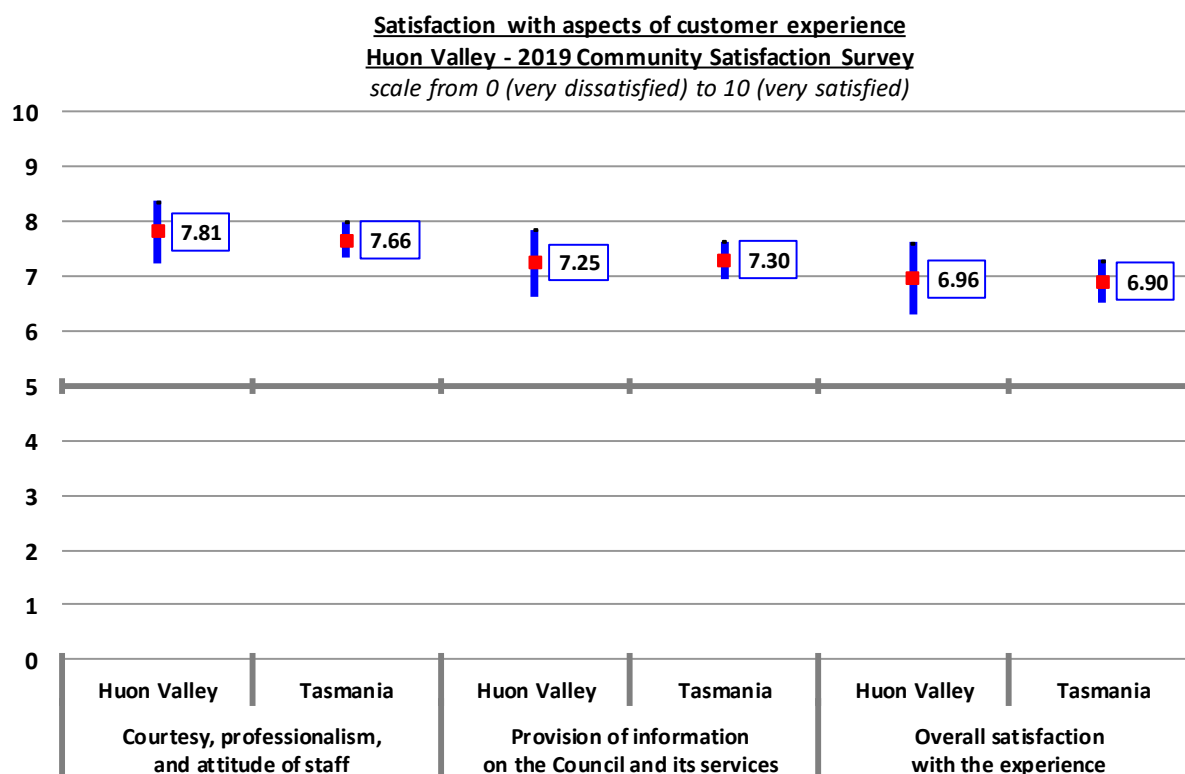
- **Excellent** – for the courtesy, professionalism and attitude of staff (7.81).
- **Very Good** – for the provision of information on the Council and its services (7.25).
- **Good** – for overall satisfaction with the experience (6.96).

Satisfaction with aspects of customer service
Huon Valley - 2019 Community Satisfaction Survey

(Number, index score 0 - 10 and percent of respondents contacting Council and providing a response)

Aspect	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Courtesy, professionalism, and attitude of staff	90	7.81	11.3%	16.0%	72.7%
Provision of information on the Council and its services	90	7.25	17.4%	22.2%	60.4%
Overall satisfaction with the experience	91	6.96	21.9%	20.4%	57.7%

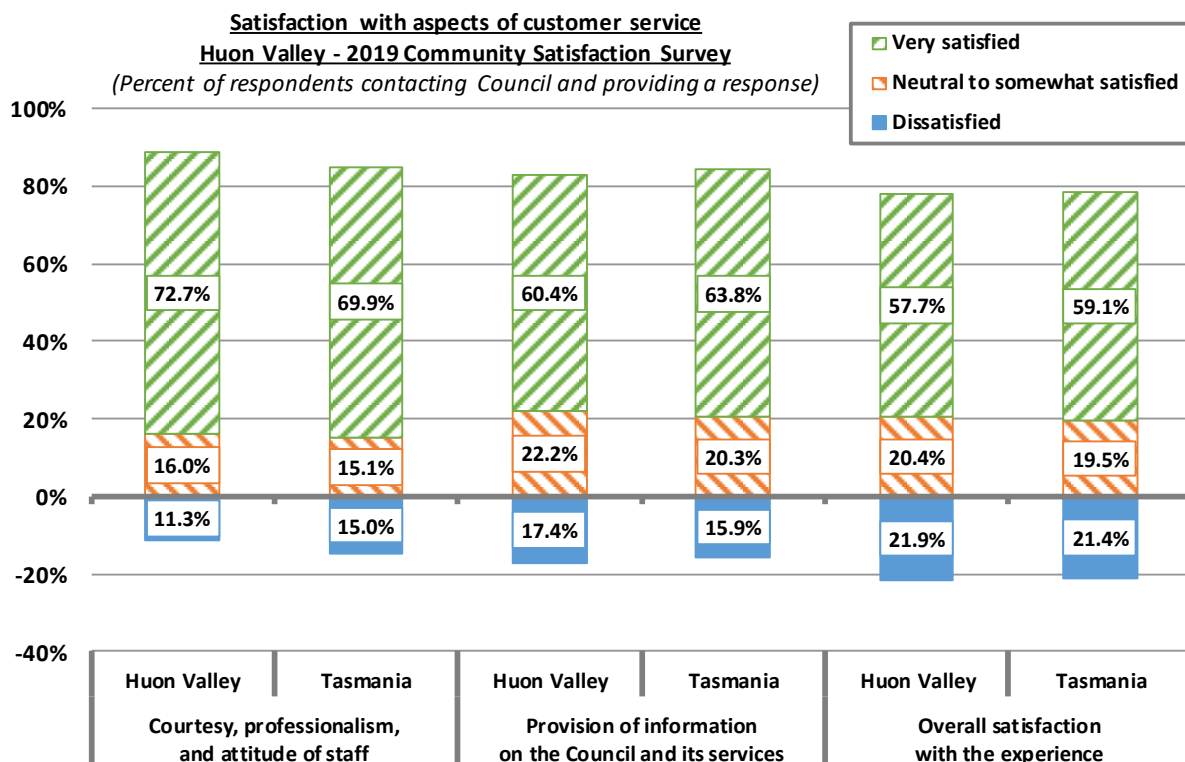
Satisfaction with the three aspects of customer service were very similar to the state-wide average.



Metropolis Research draws attention to the fact that whilst significantly more than half of the respondents were “very satisfied” (i.e. rated satisfaction at eight or more), there were a significant proportion of respondents who were dissatisfied with each of the three aspects.

It is noted that a similar proportion of respondents were dissatisfied with two of the three aspects of customer service in the Huon Valley Council than the state-wide average.

There were however, fewer Huon Valley respondents who were dissatisfied with the courtesy, professionalism and attitude of staff at Huon Valley Council than the state-wide average.



Current issues in Huon Valley

Respondents were asked:

“Can you please list what you consider to be the top three issues in Huon Valley at the moment?”

Respondents were asked to nominate what they considered to be the three most important issues in Huon Valley at the moment. Approximately two-thirds (69.1%) of respondents provided a total of 317 responses, at an average of approximately two issues each.

The open-ended responses received from respondents have been broadly categorised into a set of approximately 70 categories to facilitate analysis, and other comparisons.

It is important to bear in mind that these responses are not necessarily complaints about the performance of the local council, nor do they only reflect services, facilities and issues within the specific remit of local government. Many of the issues respondents identify are within the general remit of the state government.

There were two issues which were nominated by a significant proportion of the Huon Valley respondents, those being; road maintenance and repair related issues (24.3%) and issues with “building, housing, planning and development” (20.3%).

Both of these issues were nominated by a significantly larger proportion of the Huon Valley than the state-wide average results, as well as the average of the rural councils and the average of the south region councils.

As discussed in the *Council's Overall Performance* section of this report, the 61 respondents who nominated road maintenance repairs as one of the top three issues, reported an average overall satisfaction score similar to the average of all respondents.

By contrast, the 51 respondents who nominated issues with building, housing, planning and development, reported an overall satisfaction result that was 10.2% lower than the average of all respondents. This result strongly suggests that for these 51 respondents, this issue is likely to be exerting a significant negative influence on their personal satisfaction with Council's overall performance.

Metropolis Research notes that in our experience, respondents who raise issues with building, housing, planning and development tend to be significantly less satisfied with their Council's overall performance, as this issue exerts a significant negative influence on their perception of the performance of the Council.

It is noted that many of the responses categorised as "building, housing, planning and development" relate to the planning and building approvals process rather than development outcomes. This is somewhat unusual, as in many cases, it tends to be issues with planning and development outcomes rather than process that are most prominent in these results. As discussed elsewhere in this report, satisfaction with planning and building permit processes was just 4.19 "extremely poor", whilst satisfaction with "planning for what types of buildings should be developed and where" was 6.49 or "solid".

When compared to the state-wide average, Metropolis Research notes:

- **More commonly nominated in Huon Valley than state-wide average** – included road maintenance and repairs; building, housing, planning and development; environment and sustainability; bushfire / emergency management and prevention; and recycling collection.
- **Less commonly nominated in Huon Valley than state-wide average** – included car parking (availability and enforcement); Council's governance, performance, accountability, reputation; footpath maintenance and repairs; and green waste collection.

The following tables also provide a breakdown of the top issues to address in Huon Valley by age structure, gender and language spoken at home. There was no significant variation observed by age structure, however some variation was noted by gender:

- **Males** – respondents were more likely than female respondents to nominate traffic management and environment and sustainability.
- **Female** – respondents were more likely than male respondents to nominate building, housing, planning and development issues.

Top three issues to address in Huon Valley at the moment

Huon Valley - 2019 Community Satisfaction Survey

(Number and percent of total respondents)

Issue	Huon Valley		Tasmania
	Number	Percent	2019
Roads maintenance and repairs	61	24.3%	13.8%
Building, planning, housing and development	51	20.3%	9.8%
Traffic management	24	9.6%	10.5%
Environment and sustainability	15	6.0%	2.0%
Cleanliness and maintenance of area	10	4.0%	2.9%
Garbage, rubbish and waste	10	4.0%	5.5%
Bushfire / emergency management and prevention	9	3.6%	1.3%
Health and medical	9	3.6%	1.8%
Parks, gardens and open spaces	8	3.2%	4.0%
Drains maintenance and repairs	8	3.2%	2.9%
Communication and consultation	8	3.2%	1.5%
Children activities and facilities	7	2.8%	1.3%
Recycling collection	7	2.8%	0.8%
Car parking (<i>availability and enforcement</i>)	6	2.4%	7.2%
Cycling / walking tracks and paths	6	2.4%	2.3%
Public toilets	5	2.0%	1.1%
Animal management	4	1.6%	1.2%
Council governance, performance, accountability, reputation	4	1.6%	5.1%
Council rates	4	1.6%	1.3%
Footpath maintenance and repairs	4	1.6%	5.2%
Public transport	4	1.6%	2.5%
Sports and recreation facilities	4	1.6%	2.3%
Community atmosphere	3	1.2%	1.4%
Education and schools	3	1.2%	0.5%
General infrastructure (<i>including internet, electricity</i>)	3	1.2%	1.3%
Green waste collection	3	1.2%	4.1%
Community services	2	0.8%	0.6%
Customer service and responsiveness	2	0.8%	0.5%
Employment and job creation	2	0.8%	1.8%
Financial issues and priorities for Council	2	0.8%	0.7%
Lighting	2	0.8%	1.1%
Noise	2	0.8%	0.4%
Tip fees	2	0.8%	0.0%
Tourism	2	0.8%	0.4%
Youth activities and services	2	0.8%	1.7%
All other issues (<i>19 separately identified issues</i>)	19	7.6%	17.7%
Total responses	317		1,422
<i>Respondents identifying at least one issue (percent of total respondents)</i>		<i>174 (69.1%)</i>	<i>772 (64.4%)</i>

Top (24) issues to address in Huon Valley at the moment by region

Huon Valley - 2019 Community Satisfaction Survey

(Percent of total respondents)

Huon Valley		South	
Roads maintenance and repairs	24.3%	Roads maintenance and repairs	12.5%
Building, planning, housing, development	20.3%	Building, planning, housing, development	11.6%
Traffic management	9.6%	Traffic management	9.8%
Environment and sustainability	6.0%	Governance, performance, accountability	7.6%
Cleanliness and maintenance of area	4.0%	Garbage rubbish and waste	6.9%
Garbage, rubbish and waste	4.0%	Car parking / enforcement	6.6%
Bushfire / emergency management	3.6%	Footpath maintenance and repairs	6.0%
Health and medical	3.6%	Parks, gardens and open spaces	5.0%
Parks, gardens and open spaces	3.2%	Green waste collection	4.0%
Drains maintenance and repairs	3.2%	Cleanliness / maintenance of area	3.4%
Communication and consultation	3.2%	Drains maintenance and repairs	3.1%
Children activities and facilities	2.8%	Public transport	3.1%
Recycling collection	2.8%	Youth activities and services	2.6%
Car parking (<i>availability and enforcement</i>)	2.4%	Sports and recreation facilities	2.6%
Cycling / walking tracks and paths	2.4%	Community atmosphere / feel	2.5%
Public toilets	2.0%	Health and medical	2.5%
Animal management	1.6%	Communication and consultation	2.1%
Governance, performance, accountability	1.6%	Environment and sustainability	2.1%
Council rates	1.6%	Council rates	1.8%
Footpath maintenance and repairs	1.6%	Bushfire / emergency management	1.6%
Public transport	1.6%	Animal management	1.5%
Sports and recreation facilities	1.6%	Street cleaning and maintenance	1.5%
Community atmosphere	1.2%	Children activities and facilities	1.2%
Education and schools	1.2%	Shops, restaurants, bars and entertainment	1.0%
Rural		Tasmania	
Roads maintenance and repairs	16.4%	Road maintenance and repairs	13.8%
Traffic management	11.2%	Traffic management	10.5%
Building, planning, housing, development	9.9%	Building, planning, housing, development	9.8%
Health and medical	6.9%	Car parking (<i>availability and enforcement</i>)	7.2%
Garbage rubbish and waste	3.6%	Garbage, rubbish and waste	5.5%
Green waste collection	3.3%	Footpath maintenance and repairs	5.2%
Sports and recreation facilities	3.3%	Governance, performance, accountability	5.1%
Public transport	2.6%	Green waste collection	4.1%
Children activities and facilities	2.6%	Parks, gardens and open spaces	4.0%
Street cleaning and maintenance	2.6%	Drains maintenance and repairs	2.9%
Cycling / walking tracks and paths	2.6%	Cleanliness and maintenance of area	2.9%
Parks, gardens and open spaces	2.3%	Shops, restaurants, bars and entertainment	2.7%
Cleanliness / maintenance of area	2.3%	Public transport	2.5%
Recycling collection	2.3%	Sports and recreation facilities	2.3%
Water management and cost	2.3%	Cycling / walking tracks and paths	2.3%
Car parking / enforcement	2.0%	Environment and sustainability	2.0%
Drains maintenance and repairs	2.0%	Health and medical	1.8%
Bushfire / emergency management	2.0%	Employment and job creation	1.8%
Employment and job creation	2.0%	Youth activities and services	1.7%
Footpath maintenance and repairs	1.6%	Communication and consultation	1.5%
Lighting	1.6%	Street cleaning and maintenance	1.5%
Governance, performance, accountability	1.6%	Community atmosphere	1.4%
Environment and sustainability	1.3%	Council rates	1.3%
Public toilets	1.3%	Safety, policing and crime	1.3%

Top (13) issues to address in Huon Valley at the moment by respondent profile

Huon Valley - 2019 Community Satisfaction Survey

(Percent of total respondents)

Young persons (aged 18 to 34 years)

Building, planning, housing, development	30.0%
Roads maintenance and repairs	30.0%
Children activities and facilities	14.0%

Adults (aged 35 to 59 years)

Roads maintenance and repairs	25.0%
Building, planning, housing, development	23.2%
Traffic management	11.6%
Environment and sustainability	9.8%
Garbage, rubbish and waste	7.1%
Drains maintenance and repairs	5.4%
Recycling collection	5.4%
Cleanliness and maintenance of area	4.5%
Parks, gardens and open spaces	3.6%
Communication and consultation	3.6%
Bushfire / emergency management	3.6%
Cycling / walking tracks and paths	3.6%
Car parking (availability and enforcement)	2.7%

Older adults (aged 60 years and over)

Roads maintenance and repairs	21.3%
Building, planning, housing, development	12.4%
Traffic management	12.4%
Health and medical	7.9%
Cleanliness / maintenance of area	5.6%
Bushfire / emergency management	5.6%
Parks, gardens and open spaces	4.5%
Communication and consultation	4.5%
Environment and sustainability	4.5%
Governance, performance, accountability	4.5%
Car parking (availability and enforcement)	3.4%
Footpath maintenance and repairs	3.4%
Green waste collection	3.4%

Male

Roads maintenance and repairs	25.8%
Building, planning, housing, development	12.4%
Traffic management	12.4%
Environment and sustainability	11.2%
Parks, gardens and open spaces	4.5%
Health and medical	4.5%
Cleanliness / maintenance of area	3.4%
Communication and consultation	3.4%
Bushfire / emergency management	3.4%
Recycling collection	3.4%
Education and schools	2.2%
Car parking (availability and enforcement)	2.2%
Drains maintenance and repairs	2.2%

Female

Building, planning, housing, development	24.7%
Roads maintenance and repairs	23.5%
Traffic management	8.6%
Garbage, rubbish and waste	4.9%
Drains maintenance and repairs	4.3%
Cleanliness and maintenance of area	4.3%
Bushfire / emergency management	4.3%
Children activities and facilities	4.3%
Cycling / walking tracks and paths	3.7%
Parks, gardens and open spaces	3.1%
Communication and consultation	3.1%
Environment and sustainability	3.1%
Car parking (availability and enforcement)	2.5%

Huon Valley

Roads maintenance and repairs	24.3%
Building, planning, housing, development	20.3%
Traffic management	9.6%
Environment and sustainability	6.0%
Cleanliness and maintenance of area	4.0%
Garbage, rubbish and waste	4.0%
Bushfire / emergency management	3.6%
Health and medical	3.6%
Parks, gardens and open spaces	3.2%
Drains maintenance and repairs	3.2%
Communication and consultation	3.2%
Children activities and facilities	2.8%
Recycling collection	2.8%

Population change

Respondents were asked:

“Planning for population growth or decline is a shared responsibility between local and state government. On a scale from 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following?”

Respondents were asked to rate their satisfaction with two aspects of population growth or decline. Firstly they were asked to rate their satisfaction with the change in population in the municipality over the last four years, and secondly their satisfaction with state and local government planning for population change.

Respondents on average rated their satisfaction with the change in population in Huon Valley over the last four years at 7.16, or a “good” level of satisfaction.

Satisfaction with the planning for population change by local and state government was however measurably lower at 6.56, although still at a “good” level.

Satisfaction with aspects of planning for population growth or decline
Huon Valley - 2019 Community Satisfaction Survey
 (Number, index score 0 - 10 and percent of respondents providing a response)

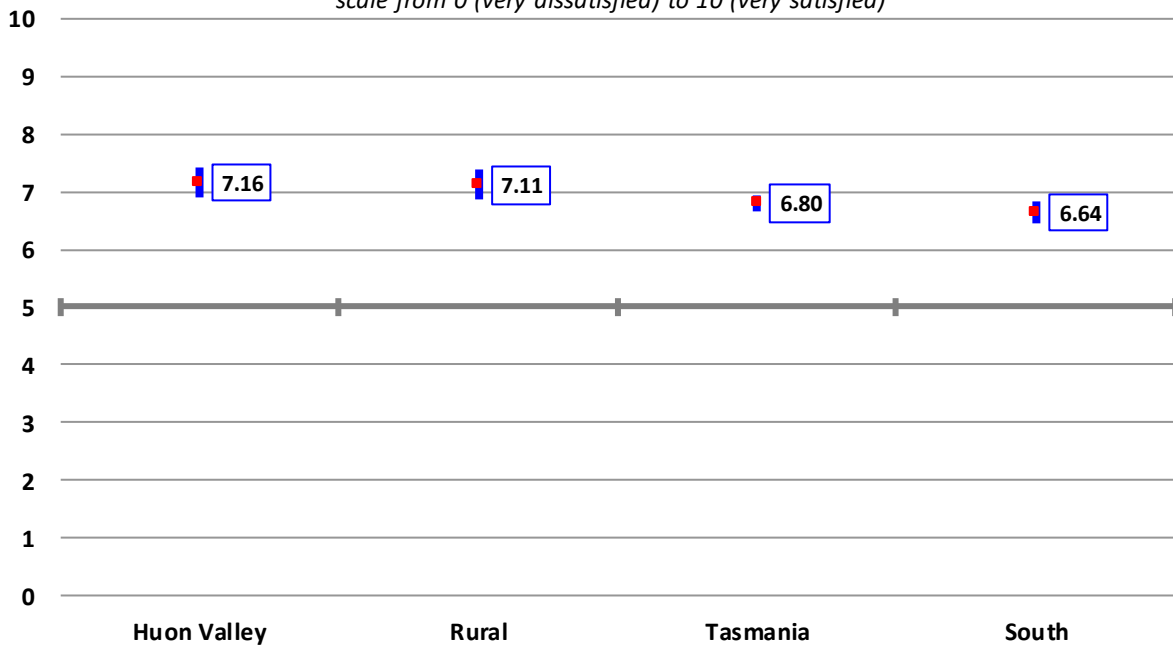
Aspect	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
The change to the population of your municipality over the last 4 years	220	7.16	11.7%	29.9%	58.4%
Planning for population change by local and state government	205	6.56	17.1%	36.3%	46.6%

Satisfaction with change in population in Huon Valley in the last four years

Respondents in Huon Valley were somewhat, albeit not measurably more satisfied with the change in population in the municipality in the last four years than the state-wide average (6.80).

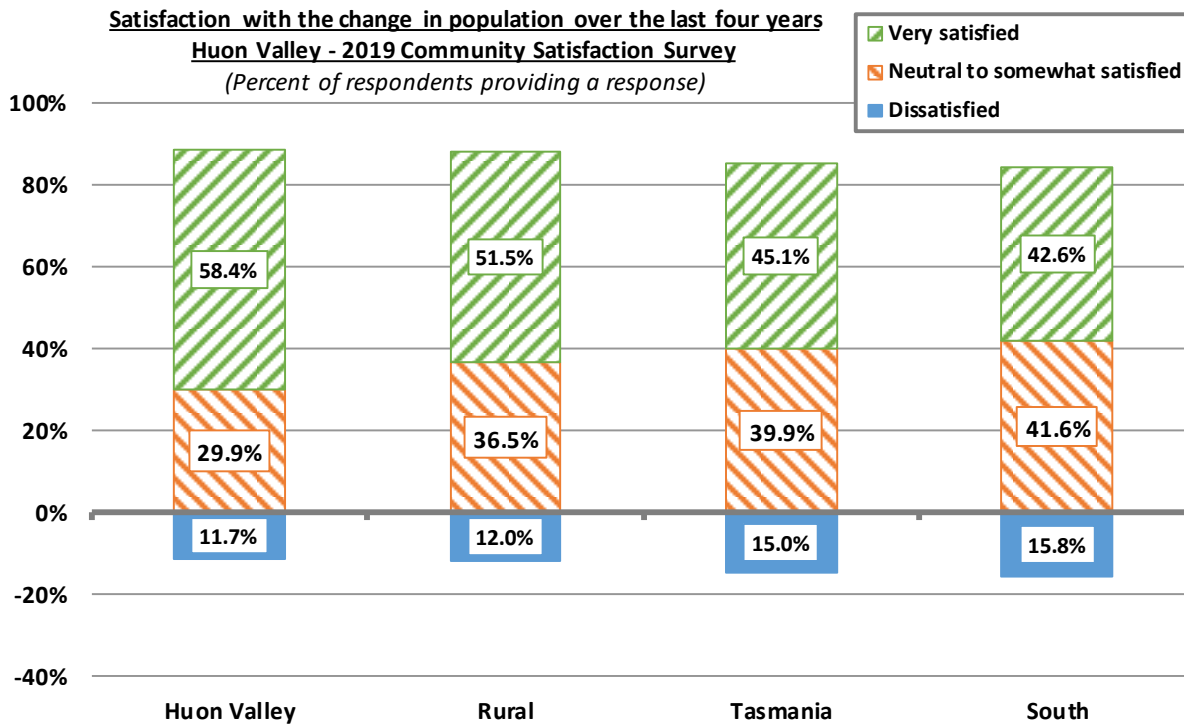
This result was almost identical to the rural councils’ average (7.16), but measurably higher than the average of the south region councils (6.64). This variation from the south councils’ average reflects the fact that city councils on average rated satisfaction with the change in population at 6.66.

Satisfaction with the change in population over the last four years
Huon Valley - 2019 Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



A little more than half (58.4%) of the respondents were very satisfied with the change in population in Huon Valley in the last four years, whilst 11.7% were dissatisfied. These results are marginally better than the rural councils’ results, and notably better than both the state-wide and south region councils’ results.

Satisfaction with the change in population over the last four years
Huon Valley - 2019 Community Satisfaction Survey
(Percent of respondents providing a response)

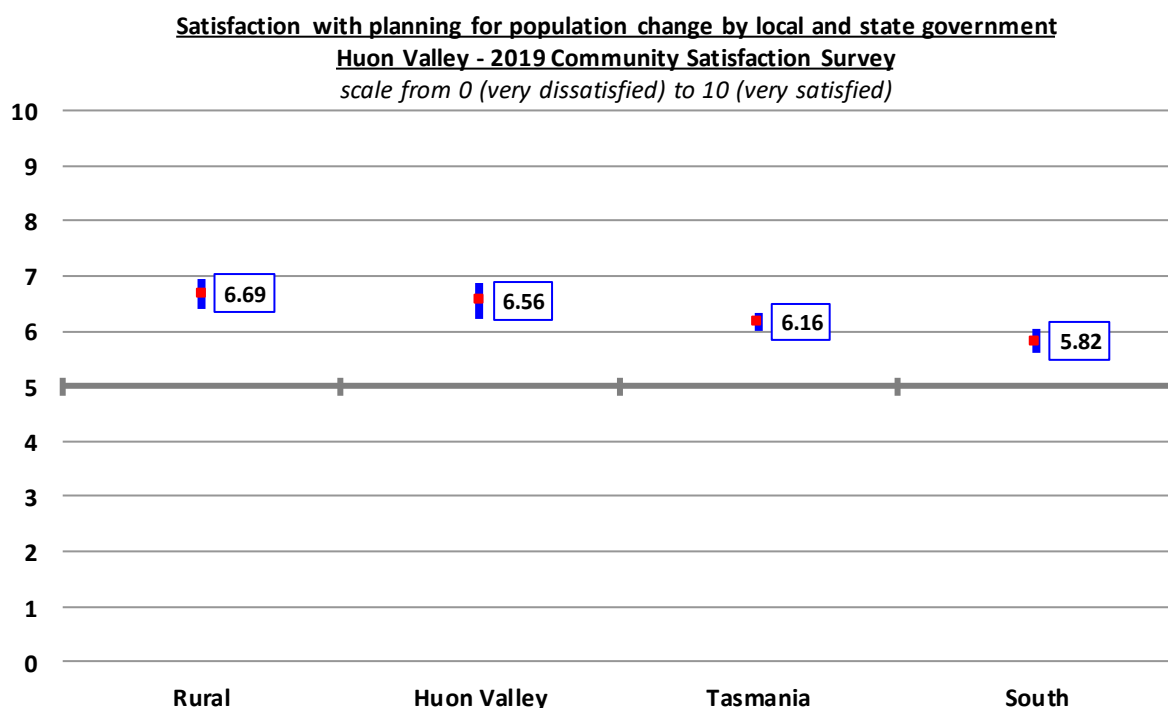


Satisfaction with local and state government planning for population change

Consistent with the rural council’s average from the state-wide survey, respondents in Huon Valley were notably more satisfied than the Tasmanian state-wide average satisfaction with local and state government planning for population change.

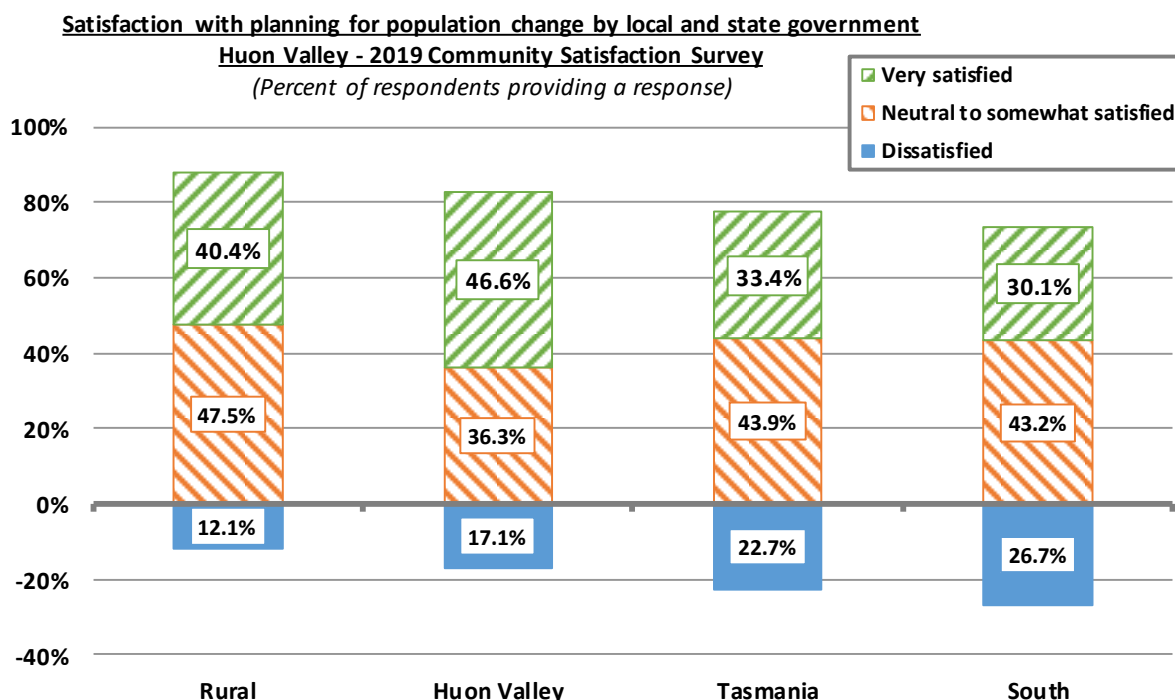
It is noted that satisfaction with local and state government planning for population change was measurably higher in the Huon Valley than the average for the south region councils, which was rated at just 5.82 or a “poor” level of satisfaction.

These results suggest that most respondents in the Huon Valley were mostly satisfied with the change in population and a similar proportion were satisfied with the planning for population change.



A little less than half (46.6%) of respondents in the Huon Valley were very satisfied with local and state planning for population change, whilst approximately one-sixth (17.1%) were dissatisfied.

It is noted that there were slightly more respondents in the Huon Valley dissatisfied with local and state planning for population change (17.1%) than were dissatisfied with the change in population itself over the last four years (11.7%).



Housing in your municipality

Respondents were asked:

“On a scale from 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects about housing in your municipality?”

Respondents were asked to rate their satisfaction with two aspects of housing in the municipality. Firstly they were asked to rate their satisfaction with the availability of housing that meets the needs of the community, and secondly they were asked to rate their satisfaction with the affordability of housing.

Satisfaction with the availability of housing that meets the needs of the community (5.53) was recorded at a “poor” level of satisfaction, whilst satisfaction with the affordability of housing (5.33) was rated at a “very poor” level of satisfaction.

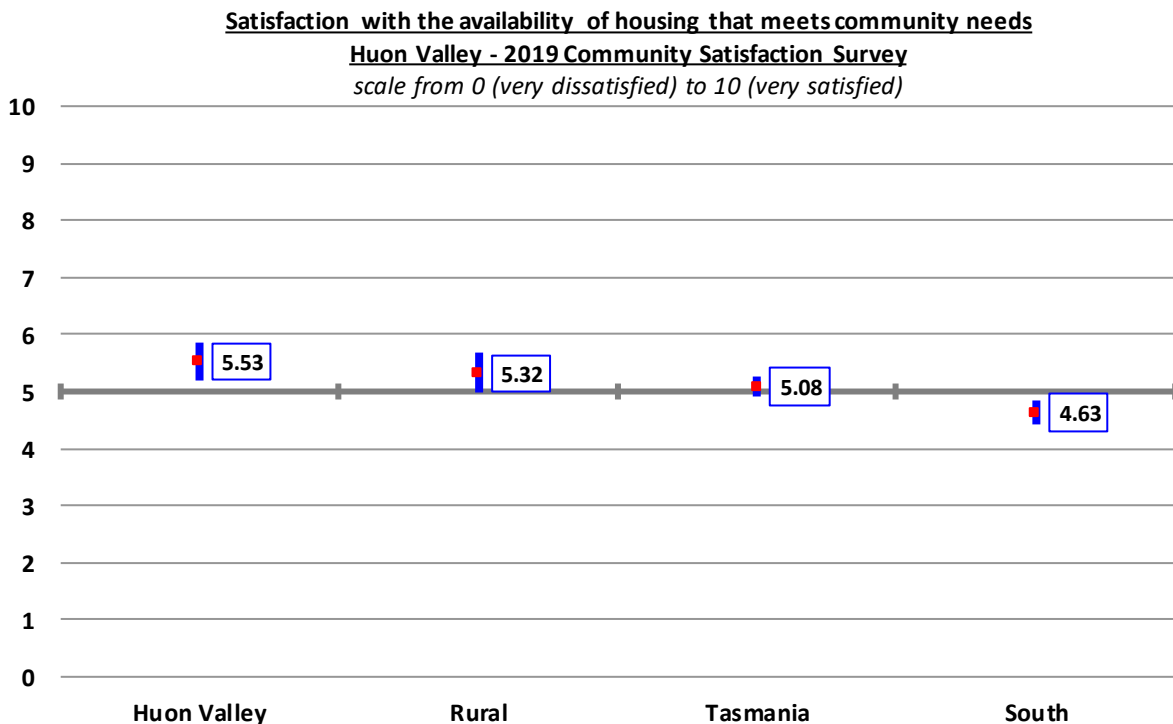
Satisfaction with aspects of housing in your municipality
Huon Valley - 2019 Community Satisfaction Survey
 (Number, index score 0 - 10 and percent of respondents providing a response)

Aspect	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
The availability of housing that meets the needs of the community	209	5.53	34.0%	39.5%	26.5%
The affordability of housing	213	5.33	36.5%	44.0%	19.5%

Satisfaction with the availability of housing that meets community needs

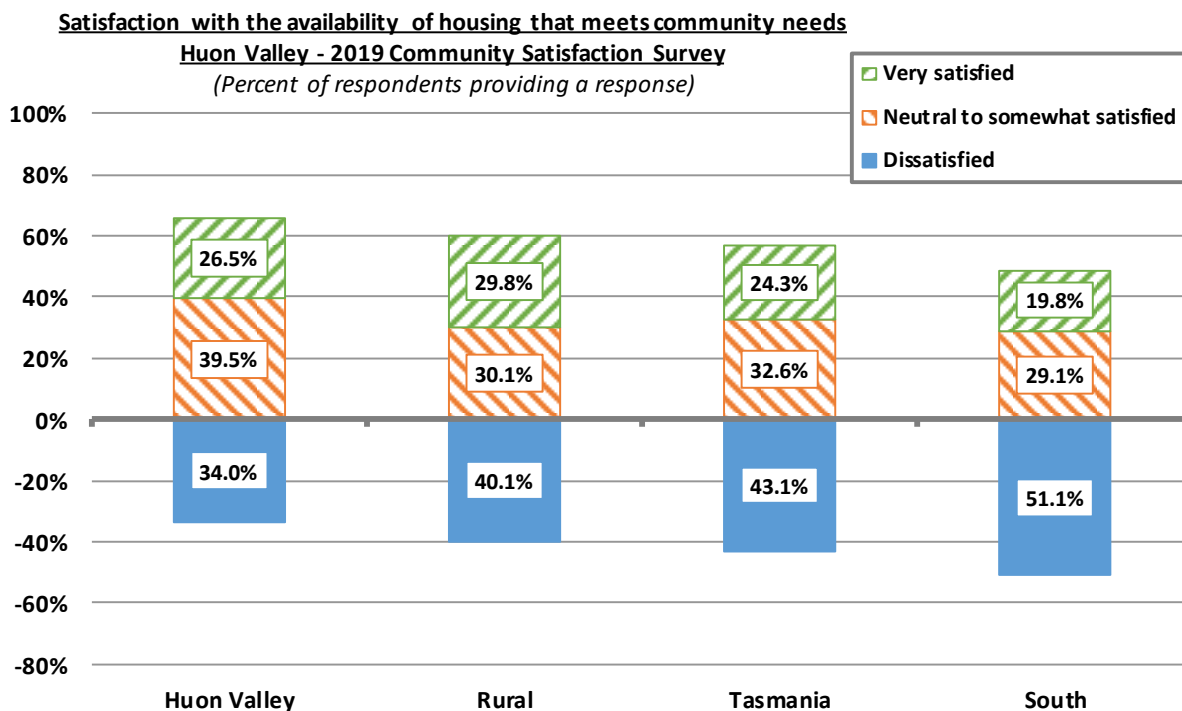
Similar to the rural councils’ average satisfaction, respondents in Huon Valley were measurably more satisfied with the availability of housing that meets community needs than the Tasmanian state-wide average.

Huon Valley respondents were also measurably and significantly more satisfied than the south region councils’ average of just 4.63, which was an “extremely poor” level of satisfaction. This reflects the fact that city councils on average were substantially less satisfied with the availability of housing than the rural councils.



Consistent with the relatively modest average satisfaction with the availability of housing that meets community needs, respondents were relatively evenly split between those who were “very satisfied” (rating satisfaction at eight or more), those who were “neutral to somewhat satisfied” (rating five to seven), and those who were “dissatisfied” (rating zero to four).

It is noted that respondents in the Huon Valley were less likely to be dissatisfied with the availability of housing that meets community needs than the Tasmanian state-wide average, or the average for the rural councils, and in particular the average of the south region councils.



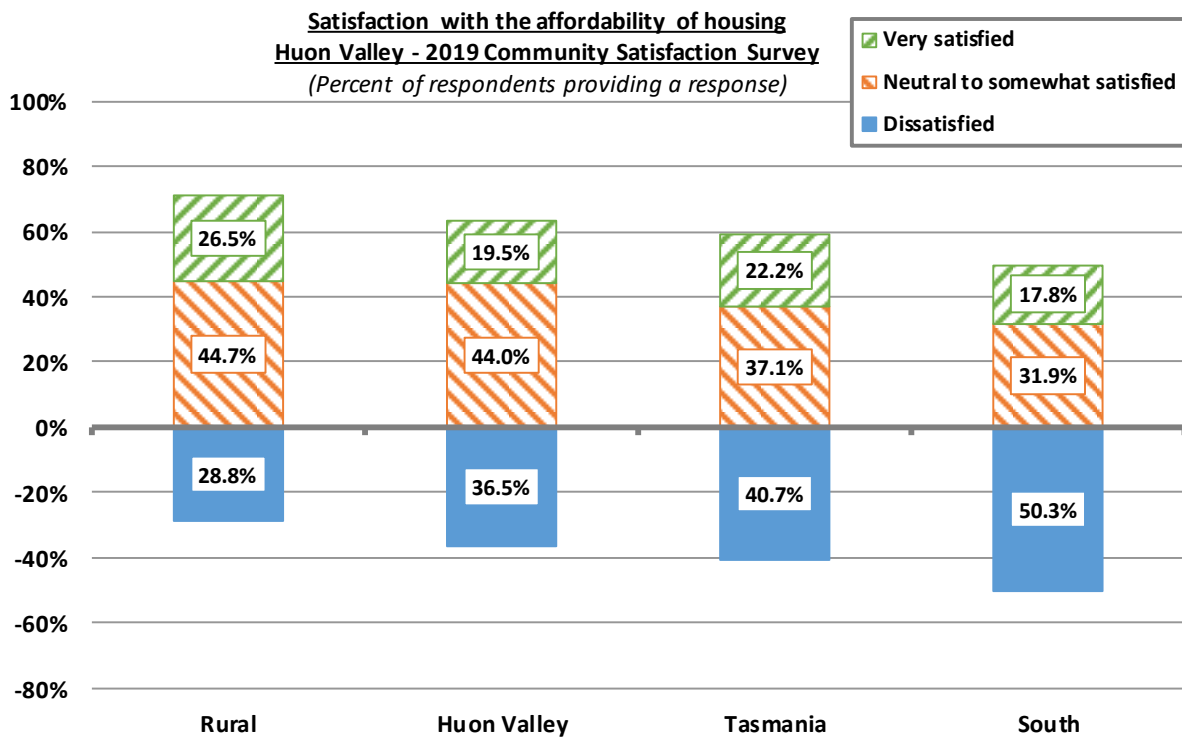
Satisfaction with the affordability of housing

Satisfaction with the affordability of housing was “very poor” in Huon Valley (5.33), although still somewhat higher than the state-wide average (5.00), and measurably higher than the south region councils’ average (4.47). Satisfaction with the affordability of housing in the south region councils was “extremely poor”.



Whilst approximately one-fifth (19.5%) of respondents were very satisfied with the affordability of housing in Huon Valley, more than one-third (36.5%) were dissatisfied.

These average and percentage results clearly indicate a significant level of community dissatisfaction with housing affordability in the municipality. This level of dissatisfaction however is lower than the Tasmanian average and a lot lower than the average for the south region councils.



Safety in public areas

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in the public areas in your local area?”

Respondents were asked to rate their perception of safety in the public areas of their local area both during the day, at night, and in and around the local shopping area.

On average, respondents in Huon Valley reported a similar perception of safety than the average of the rural Tasmanian councils.

Respondents in the Huon Valley, consistent with the average of the rural councils, felt marginally safer than respondents in the south region councils or the Tasmanian average. This is due in part to the fact that respondents in the city councils on average felt a little less safe than those in rural councils.

Perception of safety in public areas in your local area

Huon Valley - 2019 Community Satisfaction Survey

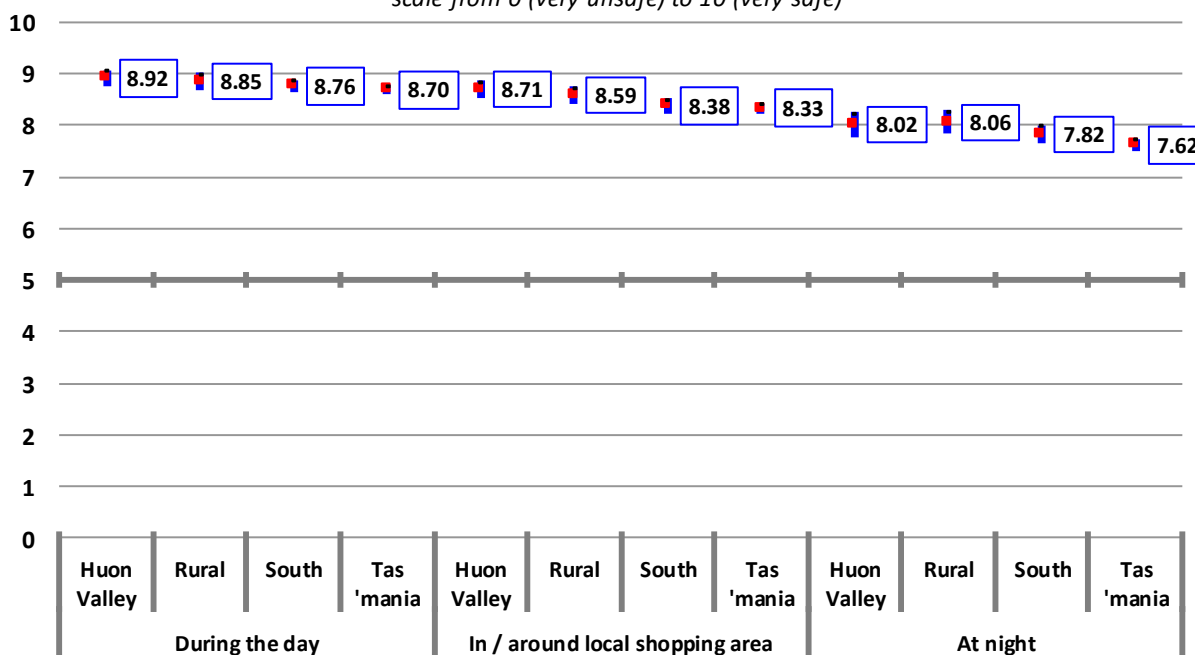
(Number, index score 0 - 10 and percent of respondents providing a response)

Aspect	Number	Average mean	Unsafe (0 - 4)	Neutral to somewhat safe	Very safe (8 - 10)
During the day	250	8.92	1.7%	4.6%	93.7%
In and around your local shopping area	244	8.71	0.9%	10.7%	88.4%
At night	221	8.02	6.7%	20.9%	72.4%

Perception of safety in public areas in the local area

Huon Valley - 2019 Community Satisfaction Survey

scale from 0 (very unsafe) to 10 (very safe)

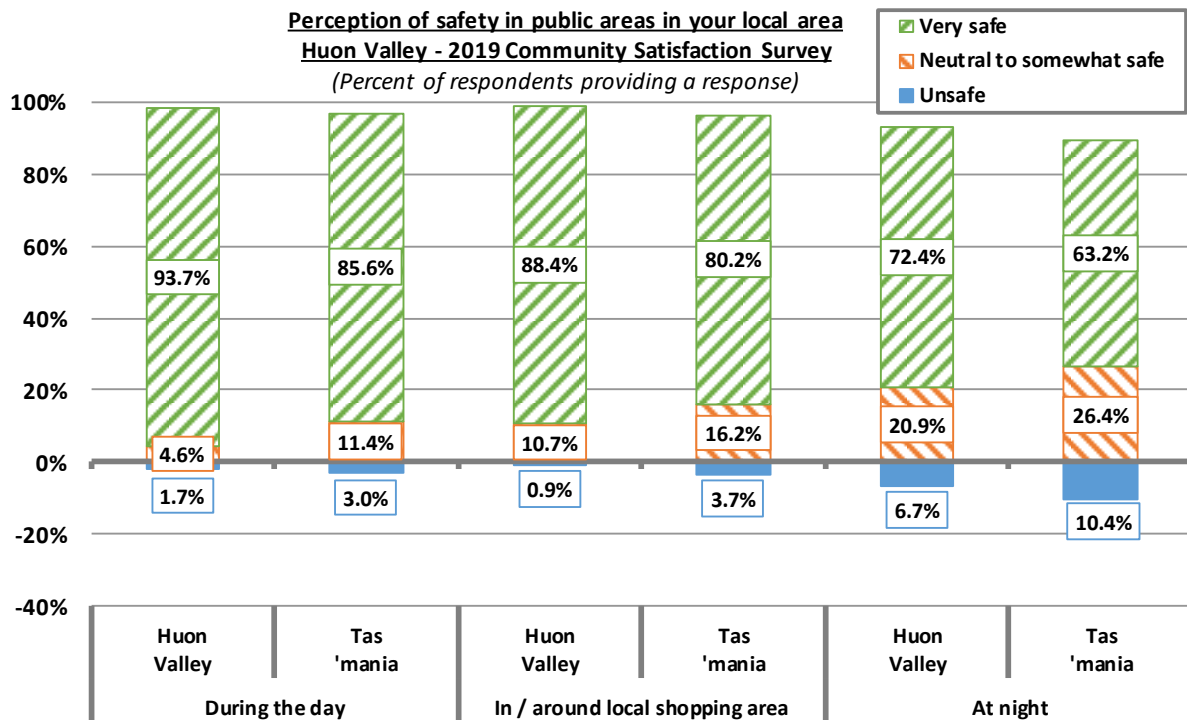


The following graph provides a breakdown of the proportion of respondents who felt “very safe” (i.e. rated safety at eight or more out of 10), those who felt “neutral to somewhat safe” (rated safety at five to seven), and those who felt unsafe (rated safety at less than five).

The overwhelming majority of respondents in the Huon Valley felt “very safe” in public areas during the day and in and around the local shopping area, whilst almost three-quarters felt very safe in public areas at night.

Less than two percent of respondents felt unsafe in the public areas during the day or in and around the local shopping area, whilst approximately seven percent felt unsafe in the public areas at night.

These results again reflect a very high community perception of safety in and around Huon Valley. Clearly, this is found across many of the Tasmanian rural councils, but is particularly apparent in Huon Valley.

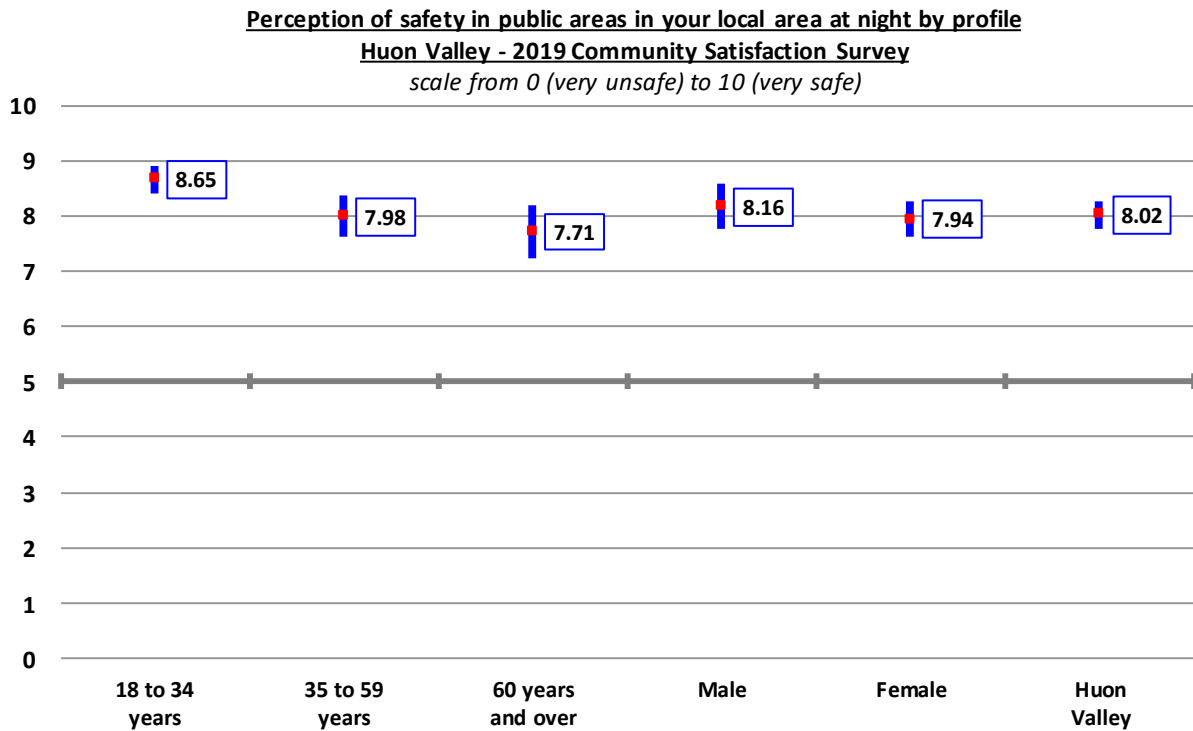


Perception of safety of public areas of the local area at night

Whilst bearing in mind the relatively small sample size for these age structure and gender results, it does appear that the small sample of younger respondents felt safer on average in the public areas at night than older respondents.

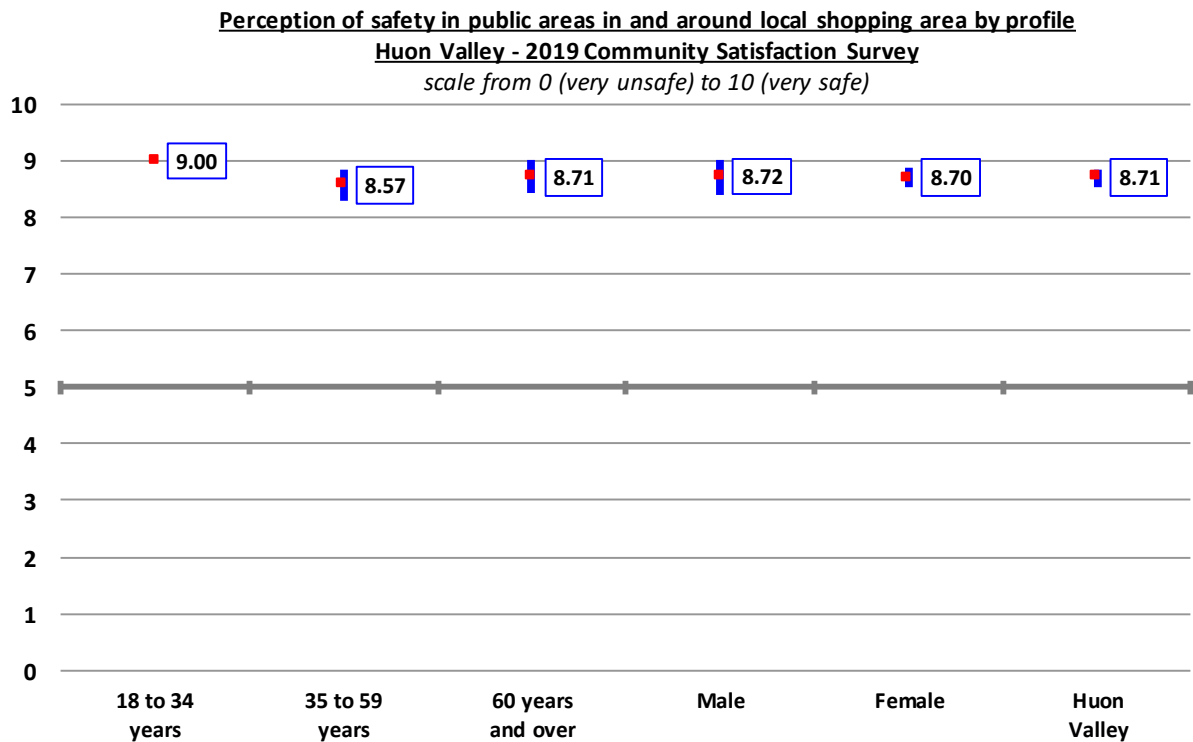
It is also noted that female respondents felt marginally less safe than male respondents.

Metropolis Research notes that this variation between male and female respondents perception of safety at night was relatively small compared to results observed elsewhere. This result in particular highlights the fact that the Huon Valley community feel quite safe at night, both men and women.



Perception of safety in and around local shopping area

There was no meaningful variation in the perception of safety in and around the local shopping area observed by the respondents’ age structure or gender. This again reflects the very high average perception of safety in the local shopping areas within Huon Valley.



Reasons for feeling less safe

Respondents were asked:

“If rated less than five, why do you say that?”

The small number of respondents who reported that they felt unsafe in the public areas were asked the reasons why.

A total of 28 responses were received, as outlined in the following table.

There were a small number of comments around the visibility and extent of police presence in the area, as well as a variety of comments relating to perceived anti-social behaviour by young persons.

Reasons for feeling unsafe in public areas in your local area
Huon Valley - 2019 Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
There should be a lot more police and visible	3
Hoons at night	2
Not safe to out there alone	2
Street lighting not adequate	2
Young gangs	2
A lot of cars driving around	1
A thief lurking around Ranelagh	1
Burnouts in cars	1
Growing population, rash behaviour by youth	1
Have to be careful	1
Living in the bush	1
Lot of thugs and drug dealings	1
Need more cameras	1
Not many people around	1
Not very strong and female	1
People are not very nice	1
People hanging around	1
Skateboarders	1
There are lot of incidents happening and not a safe community	1
Too many young people making ruckus	1
Vandalism	1
Youth doing drugs	1
Total	28

Satisfaction with life as a whole

Respondents were asked:

“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement that I am satisfied with my life as a whole”

When asked to rate their level of satisfaction with the statement “I am satisfied with my life as a whole”, respondents in the Huon Valley reported an average agreement of 8.8 out of ten.

More than ninety percent (91.4%) of respondents very strongly agreed with this statement, i.e. they rated their agreement at eight or more out of 10, whilst just 1.3% disagreed.

This very high level of agreement that respondents’ are satisfied with their life as a whole was measurably higher than the average agreement in the south region (8.36), the Tasmanian state-wide average (8.35), and the rural councils’ average of 8.24.

Agreement with "I am satisfied with my life as a whole"

Huon Valley - 2019 Community Satisfaction Survey

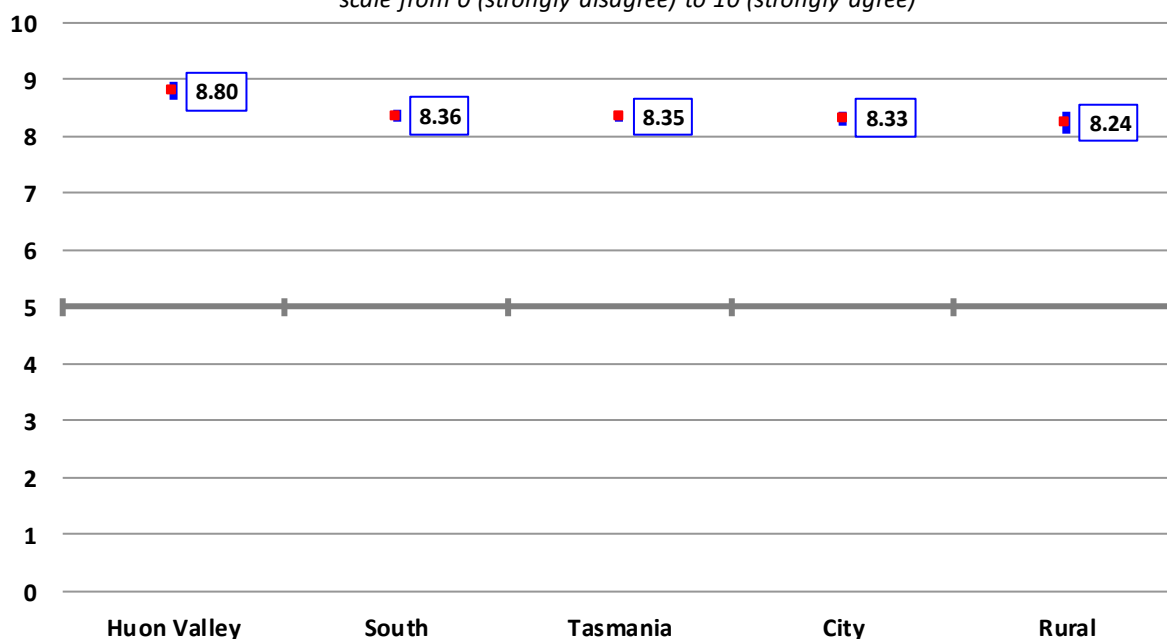
(Number, index score 0 - 10 and percent of respondents providing a response)

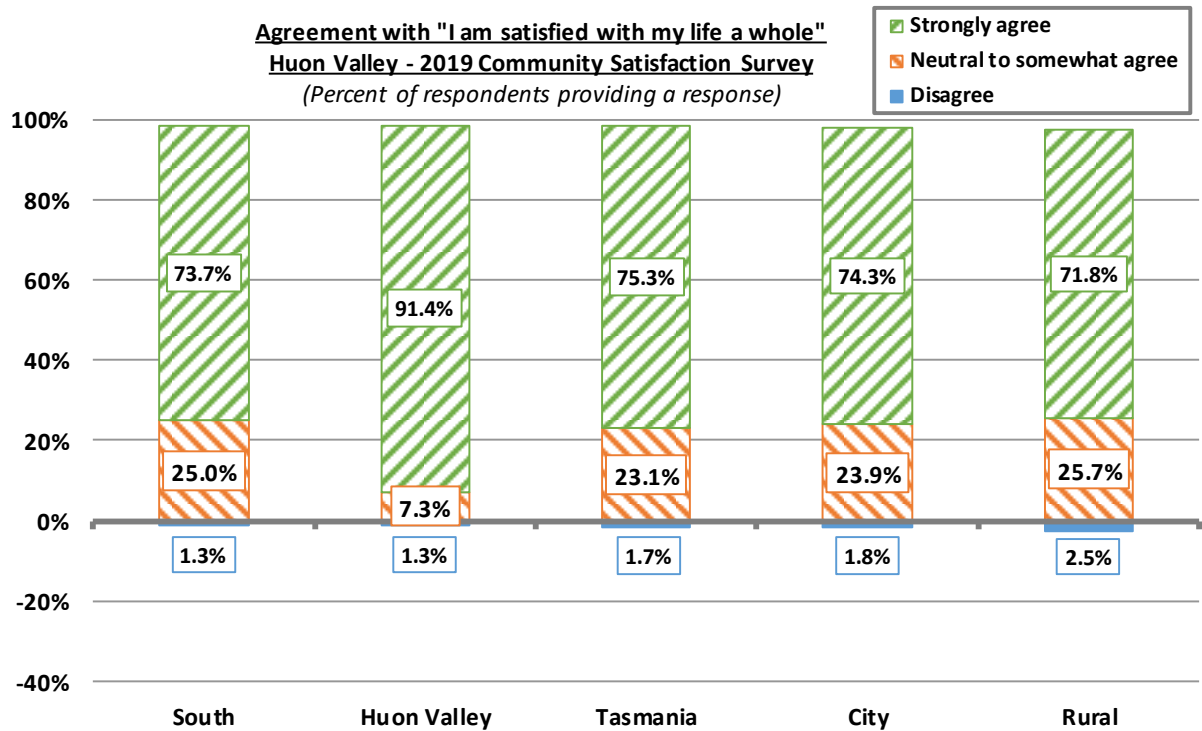
Aspect	Number	Average agreement	Disagree (0 - 4)	Neutral to somewhat agree (5 - 7)	Strongly agree (8 - 10)
I am satisfied with my life as a whole	249	8.80	1.3%	7.3%	91.4%

Agreement with "I am satisfied with my life as a whole"

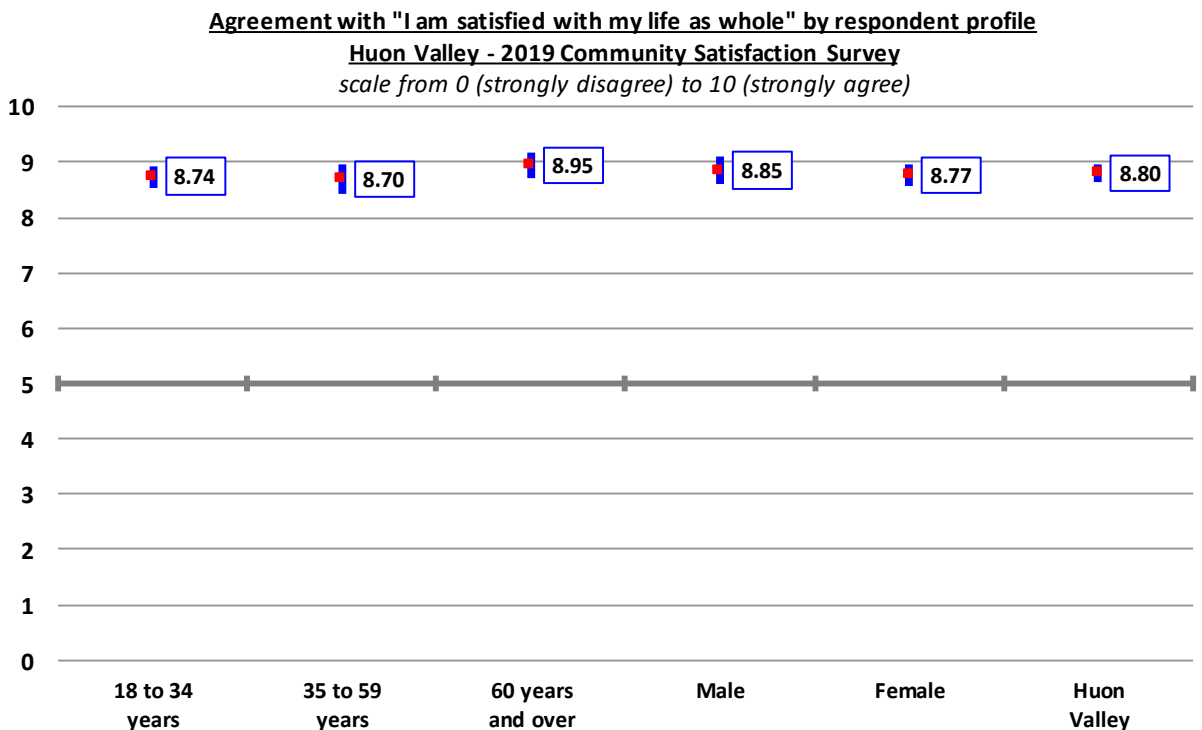
Huon Valley - 2019 Community Satisfaction Survey

scale from 0 (strongly disagree) to 10 (strongly agree)





Whilst there was no statistically significant variation in these results observed by the respondents' age or gender, it is noted that older respondents were marginally more in agreement that they were satisfied with their life as a whole than were younger respondents.



Respondent profile

The following section provides details as to the demographic profile of respondents to the survey.

Attention is drawn to the fact that, despite asking first to speak to a young person (aged under 25 years), significant difficulties were experienced in obtaining a sufficient sample of young persons. This is a known issue with telephone surveys, and therefore to ensure that the sample adequately represents the views of the community, the sample has been weighted by age to ensure that each age group contributes proportionally to the overall state-wide results.

Age structure

Age structure (unweighted)
Huon Valley - 2019 Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age group	2019		2016
	Number	Percent	Census
Young persons (18 - 24 years)	1	0.4%	8.1%
Young adults (25 - 34 years)	4	1.6%	11.8%
Adults (35 - 44 years)	19	7.6%	14.9%
Middle-aged adults (45 - 59 years)	72	28.7%	29.7%
Older adults (60 - 74 years)	113	45.0%	26.6%
Senior citizens (75 years and over)	42	16.7%	9.0%
Total	251	100%	12,696

Gender

Gender
Huon Valley - 2019 Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2019	
	Number	Percent
Male	89	35.5%
Female	162	64.5%
Other	0	0.0%
Prefer not to say	0	
Total	251	100%

Language spoken at home

Language spoken at home
Huon Valley - 2019 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Language	2019	
	Number	Percent
English	241	96.4%
Russian	2	0.8%
French	1	0.4%
Italian	1	0.4%
Chinese, n.f.d	1	0.4%
Czech	1	0.4%
Dutch	1	0.4%
Scottish	1	0.4%
Spanish	1	0.4%
Not stated	1	
Total	251	100%

Housing situation

Housing situation
Huon Valley - 2019 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Situation	2019	
	Number	Percent
Own this home	188	75.2%
Mortgage (<i>paying-off this home</i>)	49	19.6%
Private rental	9	3.6%
Renting public housing	4	1.6%
Not stated	1	
Total	251	100%

Household structure

Household structure
Huon Valley - 2019 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2019	
	Number	Percent
Two parent family total	91	36.5%
<i>youngest child 0 - 4 years</i>	24	9.6%
<i>youngest child 5 - 12 years</i>	18	7.2%
<i>youngest child 13 - 18 years</i>	18	7.2%
<i>adult children only</i>	31	12.4%
One parent family total	7	2.8%
<i>youngest child 0 - 4 years</i>	0	0.0%
<i>youngest child 5 - 12 years</i>	1	0.4%
<i>youngest child 13 - 18 years</i>	3	1.2%
<i>adult children only</i>	3	1.2%
Couple only household	79	31.7%
Sole person household	44	17.7%
Group household	17	6.8%
Other / extended family households	11	4.4%
Not stated	2	
Total	251	100%

Period of residence in the municipality

Period of residence in current municipality
Huon Valley - 2019 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Period	2019	
	Number	Percent
Less than one year	0	0.0%
One to less than five years	24	9.6%
Five to less than ten years	29	11.6%
Ten years or more	198	78.9%
Not stated	0	
Total	251	100%

General comments

Respondents were asked:

“Do you have any further comments you would like to make?”

The following table outlines the general comments received from respondents to the survey.

General comments
Huon Valley - 2019 Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Keep up the good work	3
Act on the rate payers' feedback, because the council tend to make their own decisions	1
Bit more effort into making Huonville more attractive	1
Choose engagement, a growth mindset	1
Control the population growth	1
Deeper discussion needed with mayor	1
Help people to sub-divide the areas, help people financially to build houses	1
Hospital	1
I am very satisfied with the council we have got now and it has a huge impact	1
I chose to live and quite happy about it	1
Improve communication of council	1
Keep the rates down	1
Lack of facilities in some of municipalities	1
Love the area	1
More circular economy and promoting local business over Hobart	1
More encouragement for young artists	1
More focus on community wellness and health	1
More involvement of local people	1
Need roundabouts in some busy intersections	1
Need to have a deal with vets, too expensive to get private vet, animal problem is very important	1
Need to have better bus service, it has gotten worse	1
Need to refine the planning and building process, it's very obsolete	1
Our issues don't get resolved due to high staff turnover and we need to repeat our issues to every new staff that joins	1
Planning process is too slow, with the new technology they should be able to complete the planning permit in two weeks	1
Provide better shopping centre	1
Remove smoking area in the front of shopping centre	1
Sideroads need more maintenance	1
There is excess run off from the rain outside my house and I have to dig drains, have discussed with them but nothing is done	1
There should be transparency and public information, there is too much corruption	1
They need a new sustainable Council, not the boys club, more female involvement	1
They need to be more involved with the community and be at local events	1
They need to establish a regional arts gallery / performing arts centre	1
They should put in more money for Tahuna Airwalk and Ida Bay railway to bring in tourists	1
Tourism should be treated as a bonus, not the main goal	1
We need a roundabout at the corner of Summer Kitchen intersection	1
We need road, shopping centres, and infrastructure when new developments are put in	1
Widen Frederick Street before a child gets killed	1
Total	39

Appendix One: survey form

1

Have you contacted Council in the last twelve months?

Yes **1** No (go to Q.5) **2**

2

When you last contacted the Council, was it?

(Please circle one only)

Visit in person **1** Email / website / social media **4**
 Telephone **2** Contacted an Alderman / Mayor **5**
 Mail **3** Other **9**

3

What did you contact Council about?

--

4

On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of service when you last contacted the council.

1. Courtesy, professionalism, and attitude of staff	0	1	2	3	4	5	6	7	8	9	10	99
2. Provision of information on the Council and its services	0	1	2	3	4	5	6	7	8	9	10	99
3. Overall satisfaction with the experience	0	1	2	3	4	5	6	7	8	9	10	99

5

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community of each of the following Council provided services and facilities, and then your personal satisfaction with each.

1. Provision and maintenance of local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. The management of local traffic	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. The maintenance and cleaning of public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Drains / stormwater maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Provision of adequate / affordable parking	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Regular garbage collection service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Provision and maintenance of parks, gardens and playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Provision and maintenance of footpaths / pedestrian areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

5

10. Council activities promoting local economic development / tourism	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
10.a Do you believe Council should own and run Visitor Centres?		Yes						No						99
11. Environmental protection (including air quality, waterways, animal and weed management)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
12. The provision of information from Council (e.g. printed publications)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
13. Planning for what types of buildings should be developed and where	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

6

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only those services you or a family member has used in the past 12 months?

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last twelve months)

1. Regular recycling / green waste recycling services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Recreation / Aquatic Centres / sporting facilities (including swimming pools)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Museums / galleries / public art	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Community events and festivals	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Provision of community support services / social welfare assistance	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Emergency and disaster management and recovery	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Provision and maintenance of cycle paths	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Provision and maintenance of public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

6

9. Council planning and building permit processes	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Council's website / social media	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes											
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

7

Can you please list what you consider to be the top three issues in your municipality at the moment?

Issue One:	
Issue Two:	
Issue Three:	

8

On a scale of 0 (lowest) to 10 (highest), please rate your personal level of satisfaction with the following aspects of Council's performance.

1. Council's community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's representation, lobbying and advocacy on behalf of the community to other levels of government	0	1	2	3	4	5	6	7	8	9	10	99
3. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
4. Council making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
5. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
6. And finally, the performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	99

If overall performance rated less than five, why do you say that?

9

What is the one best thing about Huon Valley Council?

One:	

10**What is the most important thing Council could do to improve its performance?**

One:	

11**On a scale of 0 (lowest) to 10 (highest), how would you rate the image of Huon Valley Council?**

1. The image of Huon Valley Council	0	1	2	3	4	5	6	7	8	9	10	99
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12**In what way, if at all, has your view of the Huon Valley Council changed over the last four years?**

Improved:	
Deteriorated:	

13**Planning for population growth or decline is a shared responsibility between local and state government. On a scale of 0 (lowest) to 10 (highest), how satisfied are you with the following?**

1. The change to the population of your municipality over the last 4 years	0	1	2	3	4	5	6	7	8	9	10	99
2. Planning for population change by local and state government	0	1	2	3	4	5	6	7	8	9	10	99

14**On a scale of 0 (lowest) to 10 (highest), how satisfied are you with the following aspects about housing in your municipality?**

1. The availability of housing that meets the needs of the community	0	1	2	3	4	5	6	7	8	9	10	99
2. The affordability of housing	0	1	2	3	4	5	6	7	8	9	10	99

15**On a scale of zero (lowest) to ten (highest), how safe do you feel in public areas in your local area?**

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. In and around your local shopping area	0	1	2	3	4	5	6	7	8	9	10	99

If you rated either of these less than 6, why do you say that?

16

On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement that:

I am satisfied with my life as a whole	0	1	2	3	4	5	6	7	8	9	10	99
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17

Please indicate which of the following best describes you.

18 - 24 Years	1	45 - 59 Years	4
25 - 34 Years	2	60 - 74 Years	5
35 - 44 Years	3	75 Years or Over	6

18

With which gender do you identify?

Male	1	Other	3
Female	2	Prefer not to say	9

19

What are all the languages spoken in this household?

English only	1	Other (<i>specify</i>): _____	2
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20

Which of the following best describes the current housing situation of this household?

Own this home	1	Private rental (<i>e.g Real Estate Agent</i>)	3
Mortgage (<i>paying-off this home</i>)	2	Renting public housing	4

21

What is the structure of this household?

Two parent family (<i>youngest 0 - 4 yrs.</i>)	1	One parent family (<i>youngest 13-18</i>)	7
Two parent family (<i>youngest 5 – 12 yrs.</i>)	2	One parent family (<i>adult child only</i>)	8
Two parent family (<i>youngest 13 - 18 yrs.</i>)	3	Group household	9
Two parent family (<i>adult child only</i>)	4	Sole person household	10
One parent family (<i>youngest 0 - 4 yrs.</i>)	5	Couple only family	11
One parent family (<i>youngest 5 – 12 yrs.</i>)	6	Other (<i>specify</i>): _____	12

22

How long have you lived in the municipality?

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4

23

Do you have any further comments you would like to make?

THANK YOU FOR YOUR TIME