

Version 1 5576_Nambucca_2019_CSS

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Q1. Hi my name is (name) and I'm calling from Jetty Research on behalf of Nambucca Shire Council. Council is conducting a customer satisfaction survey of its residents, and you have been randomly selected to participate in this. This survey takes around 12 minutes, we're not trying to sell anything and all answers will remain confidential. Would you be willing to assist Council this afternoon/evening?

Offer CALL BACK if inconvenient time. Council contact is XXXXXXXX. Phone 6568 XXXX during business hours and arrange Callback.

Yes	1	Go to Q3
No	2	

Q1

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

If NOT IN SHIRE: I'm sorry this survey is for residents in the Nambucca Shire. Thank you for your time.

LIVED IN SHIRE LESS THAN 1 YEAR: I'm sorry in that case you don't qualify for this survey as you need to be a resident for at least 1 year to participate. Thank you for your time.

COUNCILLOR OR PERMANENT COUNCIL EMPLOYEE: I'm sorry, but councillors and permanent employees or their families are not able to complete this survey. But thank you for your time.

End

Q3. Thanks so much. Before we proceed, I just have three quick qualifying questions. Firstly can you confirm you're aged 18 or over?

If under 18 ask to speak to an adult and go back to page 1

Yes	1	
No	2	Go to Q2

Q3

Q4. Do you live in the Nambucca Shire?

Nambucca LGA. Where would you go if you had to speak to Council

Yes	1	
No	2	Go to Q2

Q4

Q5. Have you lived in the Shire for at least 1 year?

Must have lived in Shire for more than 12 months

Yes	1	
No	2	Go to Q2

Q5

Q6. And are you or an immediate family member a councillor or permanent employee of Nambucca Shire Council?

Yes	1	Go to Q2
No	2	

Q6

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

Only so we can refer to you by name

Q7

Q8. Thanks [Q7]. To get us underway, can you please rate your satisfaction with the following Council facilities or services. We'll use a scale of 1-5, where 1 means you think its very poor and 5 is excellent. If you don't use the service, just say so and I'll move to the next one. Firstly how satisfied are you with?

PROMPTED- You may need to remind respondent to only rate services they use

	1 Very poor	2	3	4	5 Excellent	N/A	
Sealed roads	1	2	3	4	5	555	Q8_1
Unsealed roads	1	2	3	4	5	555	Q8_2
Bridges	1	2	3	4	5	555	Q8_3
Footpaths and cycleways	1	2	3	4	5	555	Q8_4
Cleanliness of streets	1	2	3	4	5	555	Q8_5
Online services	1	2	3	4	5	555	Q8_6
Dog control	1	2	3	4	5	555	Q8_7
Stormwater drainage	1	2	3	4	5	555	Q8_8
Public toilets	1	2	3	4	5	555	Q8_9
Weed control	1	2	3	4	5	555	Q8_10
Waste and recycling	1	2	3	4	5	555	Q8_11
Water supply	1	2	3	4	5	555	Q8_12
Sewage collection and treatment	1	2	3	4	5	555	Q8_13
Sporting facilities	1	2	3	4	5	555	Q8_14
Parks, reserves and playgrounds	1	2	3	4	5	555	Q8_15
Council pool	1	2	3	4	5	555	Q8_16
Libraries	1	2	3	4	5	555	Q8_17
Community halls	1	2	3	4	5	555	Q8_18
Youth facilities and activities	1	2	3	4	5	555	Q8_19
Services for the elderly	1	2	3	4	5	555	Q8_20
Economic development and attracting new investment	1	2	3	4	5	555	Q8_21
Tourism marketing	1	2	3	4	5	555	Q8_22
Development applications (DA's)	1	2	3	4	5	555	Q8_23
Coastal and beach management	1	2	3	4	5	555	Q8_24
Environmental monitoring and protection	1	2	3	4	5	555	Q8_25
River water quality	1	2	3	4	5	555	Q8_26

Q9. I'm now going to read the list to you again but this time please rate how important these Council facilities or services are to you or your family. We'll use a scale of 1-5, where 1 means you think its unimportant, 4 is very important and 5 is critical. So firstly, how important to you or your family is?

PROMPTED- You may need to remind respondent to only rate services they use

	1 Unimportant	2	3	4 Very important	5 Critical	
Sealed roads	1	2	3	4	5	Q9_1
Unsealed roads	1	2	3	4	5	Q9_2
Bridges	1	2	3	4	5	Q9_3
Footpaths and cycleways	1	2	3	4	5	Q9_4
Cleanliness of streets	1	2	3	4	5	Q9_5
Online services	1	2	3	4	5	Q9_6
Dog control	1	2	3	4	5	Q9_7
Stormwater drainage	1	2	3	4	5	Q9_8
Public toilets	1	2	3	4	5	Q9_9
Weed control	1	2	3	4	5	Q9_10
Waste and recycling	1	2	3	4	5	Q9_11
Water supply	1	2	3	4	5	Q9_12
Sewage collection and treatment	1	2	3	4	5	Q9_13
Sporting facilities	1	2	3	4	5	Q9_14
Parks, reserves and playgrounds	1	2	3	4	5	Q9_15
Council pool	1	2	3	4	5	Q9_16

Libraries	1	2	3	4	5	Q9_17
Community halls	1	2	3	4	5	Q9_18
Youth facilities and activities	1	2	3	4	5	Q9_19
Services for the elderly	1	2	3	4	5	Q9_20
Economic development and attracting new investment	1	2	3	4	5	Q9_21
Tourism marketing	1	2	3	4	5	Q9_22
Development applications (DA's)	1	2	3	4	5	Q9_23
Coastal and beach management	1	2	3	4	5	Q9_24
Environmental monitoring and protection	1	2	3	4	5	Q9_25
River water quality	1	2	3	4	5	Q9_26

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

1 Very dissatisfied	1	
2	2	
3	3	
4	4	
5 Very satisfied	5	

Q10

Q11. Can you briefly explain why you gave that rating?

PROBE

Q11

Q12. And [Q7], thinking about Council services and infrastructure as a whole, what do you think Council's number one priority should be over the next couple of years?

Unprompted. If respondent is unsure: Say this may be a recurring expenditure item, a new piece of infrastructure, or anything else Council should make its number one spending priority for the next few years

Roads	1	
Bridges	2	
Attracting new businesses/investment	3	
Facilities or services for youth	4	
Facilities or services for aged/disabled	5	
Addressing environmental concerns/beach erosion	6	
Upgrade footpaths/cycleways	7	
Beautification of shire	8	
Unsure	666	
OTHER		

Q12

Q13. Now [Q7], have you contacted Council within the past 12 months?

UNPROMPTED

Yes	1	Go to Q19
No	555	Go to Q20
Unsure	666	Go to Q20

Q13

Q14. And how would you rate your satisfaction with the way Council handled that enquiry, on a scale of 1-5, where 1 means you think it was handled very poorly and 5 means you think it was handled very well?

UNPROMPTED

1 Very poorly	1	
2	2	
3	3	
4	4	
5 Very well	5	

Q19

Q15. In your dealings with Council, how would you prefer to conduct the following?

UNPROMPTED (unless absolutely necessary)

	Face to face	Phone	Online/ via website	Email	Letter	Social media (facebook etc)	Unsure	
Making a payment	1	2	3	4	5	6	666	Q20_1
Requesting Council to do something (e.g. fix a pothole)	1	2	3	4	5	6	666	Q20_2
Completing or lodging applications and forms	1	2	3	4	5	6	666	Q20_3
Providing feedback on important or topical issues	1	2	3	4	5	6	666	Q20_4
Getting updates on road closures etc. during floods	1	2	3	4	5	6	666	Q20_5

Q16. Now [Q7], have you used the Council website the past year?

Last 12 months

Yes	1							
No	2					Go to Q24		Q21
Unsure	666					Go to Q24		

Q17. What did you use it for?

UNPROMPTED - tick any mentioned

Pay rates	1							Q22_1
Print documents	2							Q22_2
Research	3							Q22_3
Check for employment vacancies	4							Q22_4
Read the business paper	5							Q22_5
Find a telephone number	6							Q22_6
Look up Council policies	7							Q22_7
Make or log an online request	8							Q22_8
								Q22_0

Q18. Do you have any suggestions on how it could be improved?

PROBE or type no

								Q23
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Q19. Did you know you can access your rates account online?

Yes	1							
No	2							Q24
Not applicable (renter or no computer etc)	555							

Q20. Would you be interested in using this service?

Do not answer If Attribute "Not applicable (renter or no computer etc)" from Q24 is SELECTED

Yes	1							
No	2							Q25
Unsure	666							

Q21. On a slightly different topic, Council is looking to change its official name from Nambucca Shire Council to Nambucca Valley Council – would you support this change?

Yes	1							
No	555							Q26
Unsure	666							

Q22. Can you briefly explain why you don't support this change?

Answer If Attribute "No" from Q26 is SELECTED

UNPROMPTED - Tick any that apply, or add as OTHER

Cost of transition (new stationery, signage etc.)	1
Prefer current name	2
Don't like change	3
OTHER	

Q27_1
Q27_2
Q27_3
Q27_O

Q23. Also, Council has been promised \$8m from the State government to develop industrial and residential precincts on the western side of the new Freeway at Valla. Should Council give the locality another name, or just leave it as Valla?

New name	1
Leave it as Valla	2
Unsure/don't care	3

Q28

Q24. Do you have any suggestions for a new name for this area?

Answer If Attribute "New name" from Q28 is SELECTED

If no ideas, write NO

Q25. Do you believe Council should commit funds to renewable energy projects?

Unsure
Yes
No

Q29

Q26. Thanks [Q7], we are almost at the end of the survey. Just a few demographic questions to finish off. Firstly would your age range be between?

PROMPTED

18-39	1
40-59	2
60+	3

Q30

Q27. Gender?

Dont ask

Male	1
Female	2

Q31

Q28. Is your residence in an urban, rural or village location?

Urban	1
Rural	2
Village	3

Q32

Q29. And which area do you live in?

UNPROMPTED. If not listed ask which town closest town

Bowraville	1
Nambucca	2
Macksville	3
Scotts Head	4
Taylors Arm	5
Valla	6
Valla Beach	7

Q33

Q30. Thanks so much [Q7], that's the end of the survey. Nambucca Council greatly appreciates your feedback. Did you have any questions about the survey? Just to let you know my manager may call you to confirm this interview was conducted correctly. Thanks again for your time and have a great afternoon/evening.

End